

Figure 1. Strong Public Support for Well-Coordinated Care

How important is it to you that: (percent)	Total very or somewhat important	Very important	Somewhat important
You have one place/doctor responsible for primary care and coordinating care	92	75	17
You have easy access to medical records	94	79	15
All your doctors have easy access to your medical records	93	77	16
Care from different doctors is well coordinated	96	79	17

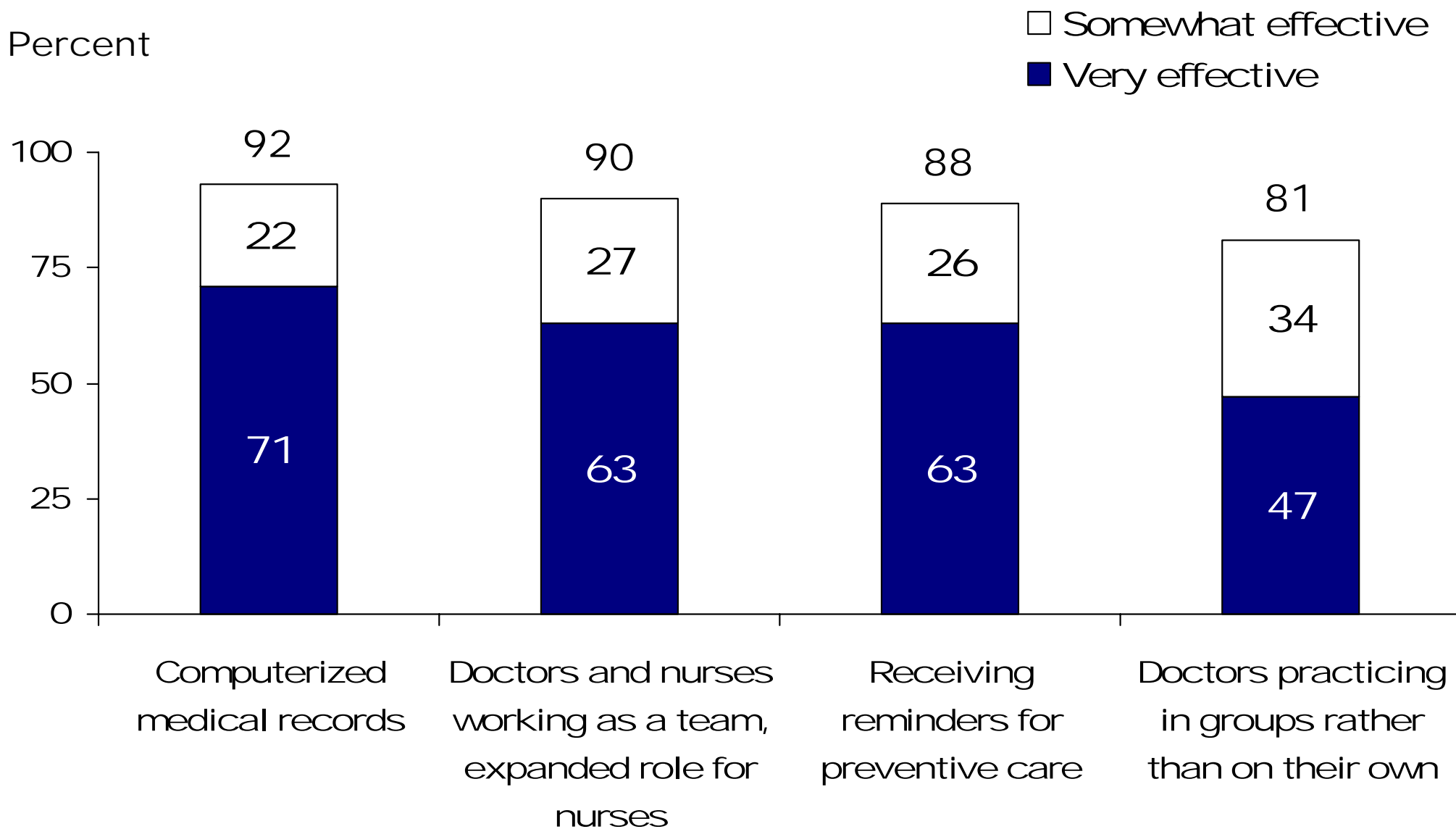
Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2006.

Figure 2. Positive Public Views on the Need for Quality and Cost Information and Payments that Reward Performance

How important is it to you that: (percent)	Total very or somewhat important	Very important	Somewhat important
You have information about the quality of care provided by different doctors or hospitals	95	77	18
You have information about the costs of care to you BEFORE you actually get the care	91	69	22
Insurance companies identify and reward doctors and hospitals who achieve excellence in the quality and efficiency of care	87	62	25

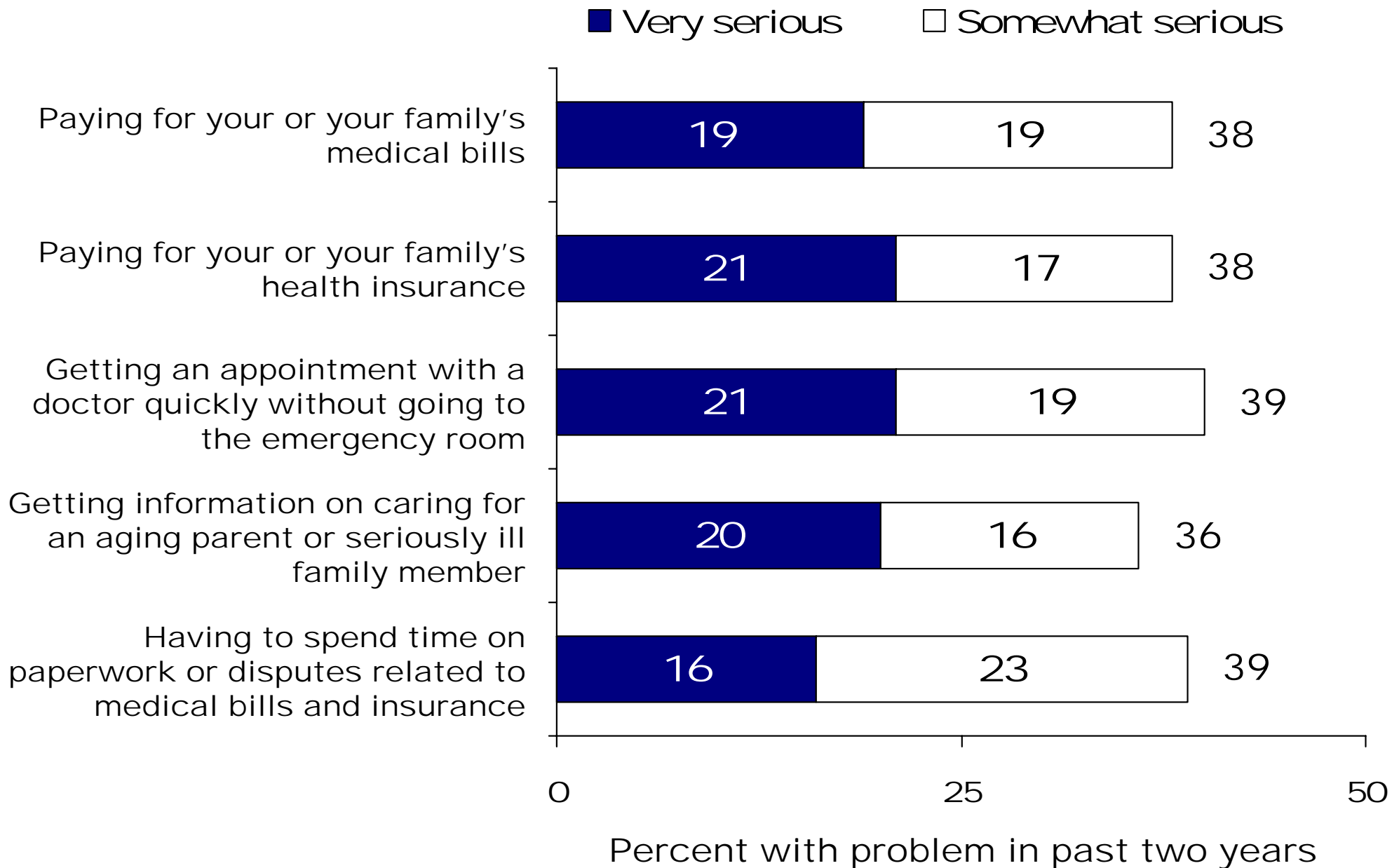
Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2006.

Figure 3. Majority of the Public Views Information Technology, Practitioner Teams, and Group Practices as Effective Actions to Improve Care Quality



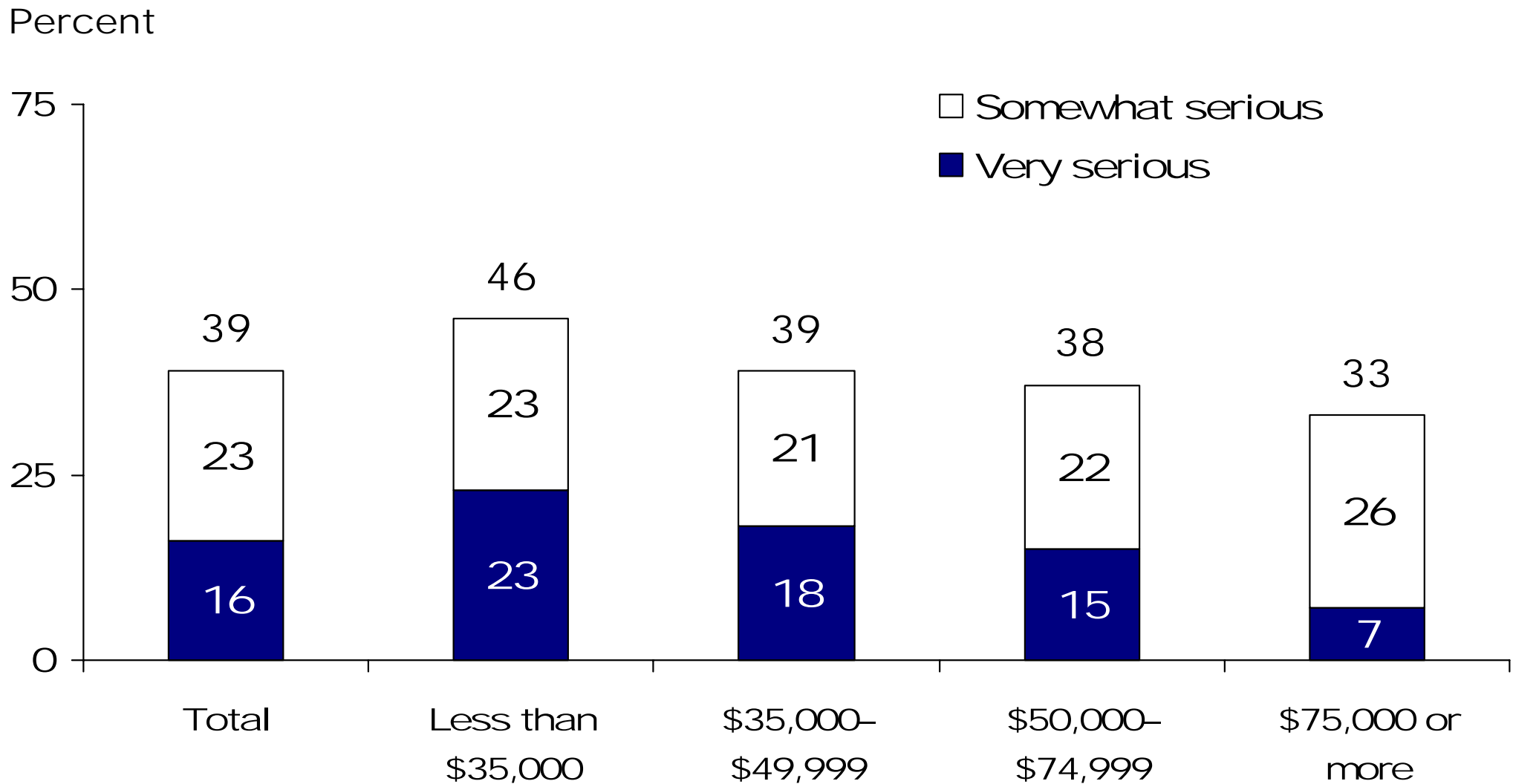
Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2006.

Figure 4. Two of Five Adults Had Serious Problems with Access, Cost, or Administrative Aspects of Care



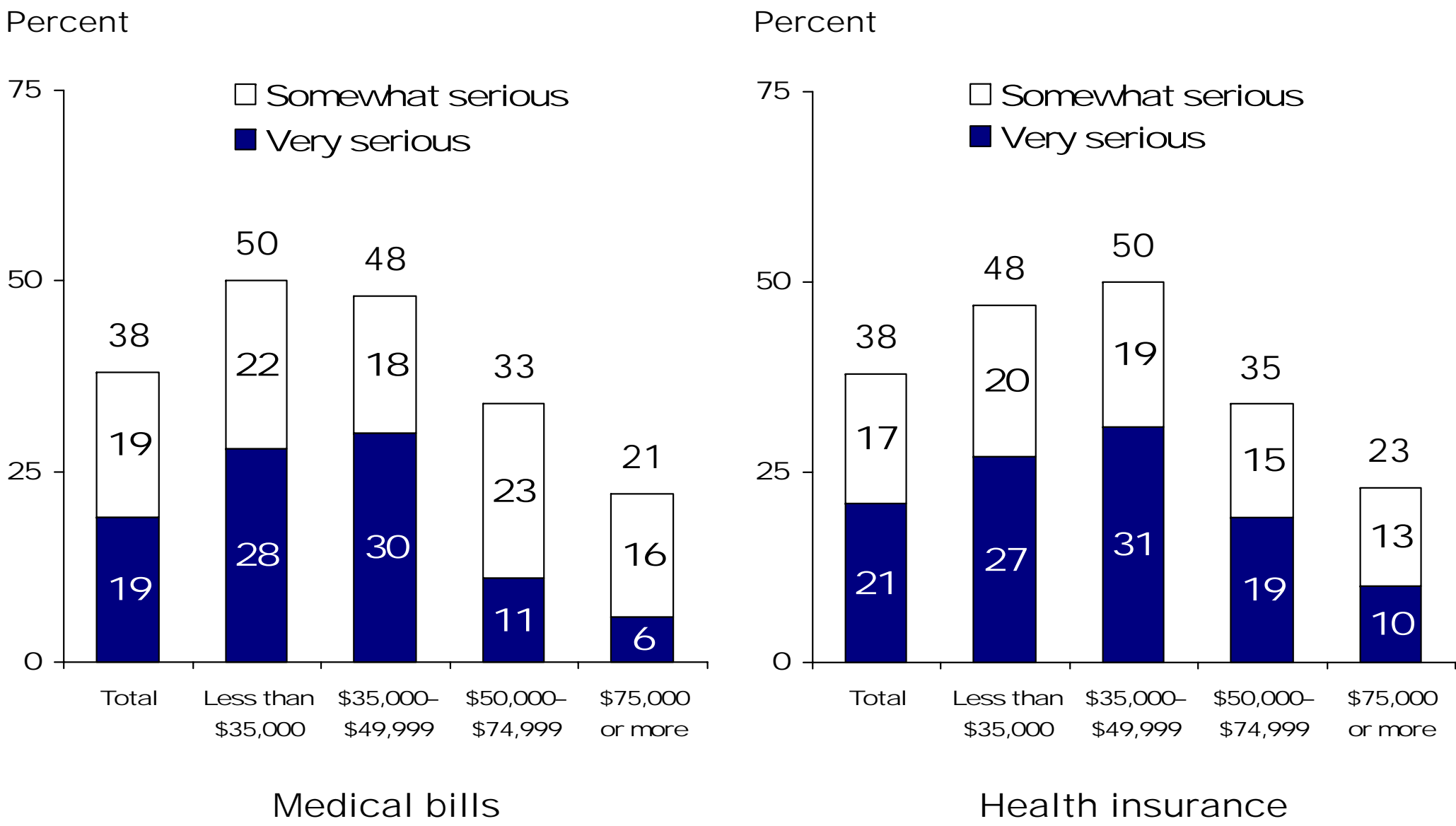
Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2006.

Figure 5. Insurance Complexity: Two of Five Adults Report Having to Spend Time on Paperwork or Disputes Related to Medical Bills and Health Insurance in the Past Two Years



Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2006.

Figure 6. Half of Middle- and Lower-Income Adults Experienced Serious Problems Paying for Medical Bills or Insurance in Past Two Years



Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2006.

Figure 7. Inefficient, Poorly Coordinated, Unsafe Care

High rates of duplicate tests, medical errors, failures to share information, or times doctors recommended unnecessary care

Percent of adults reporting a time they experienced each event in the past two years

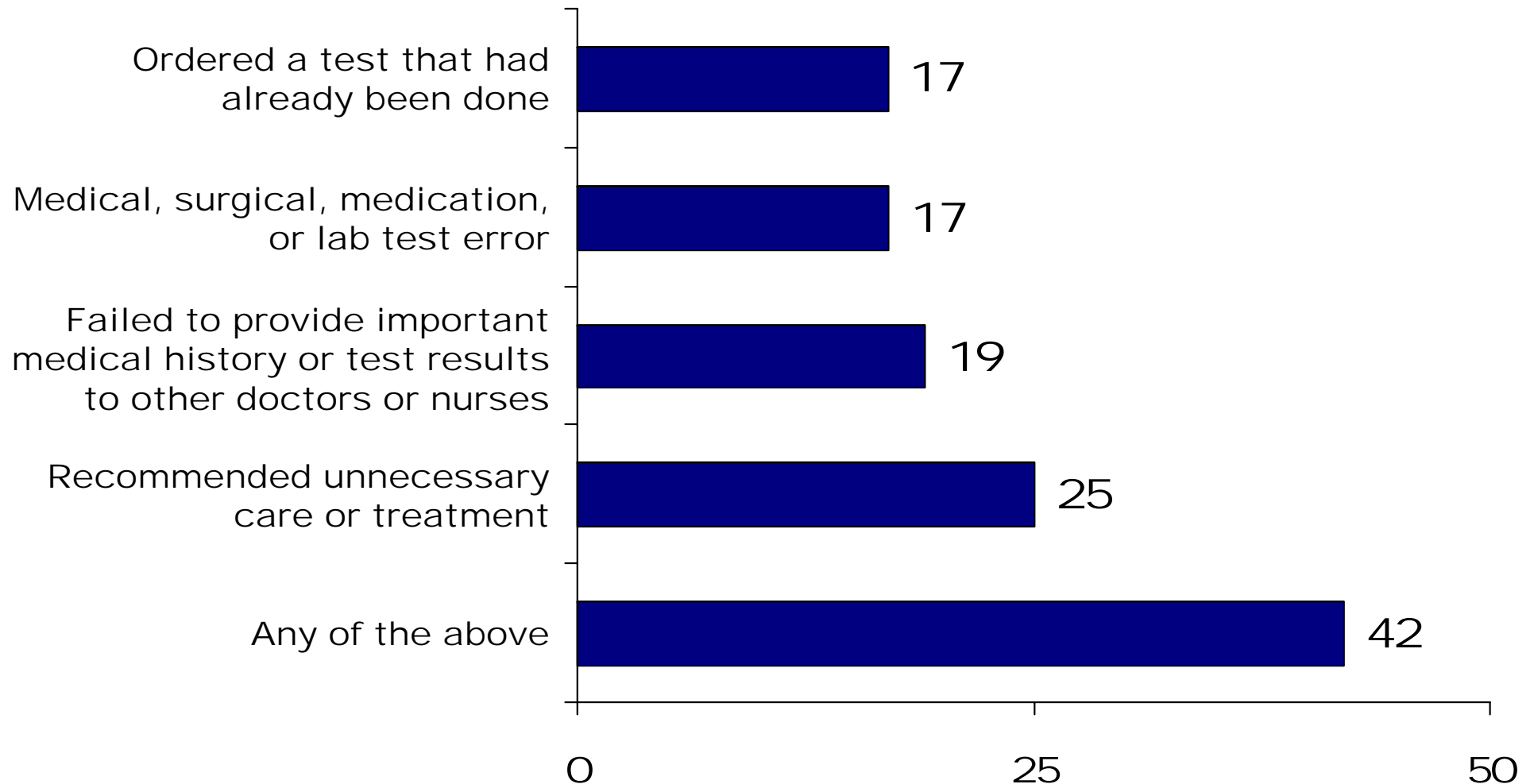
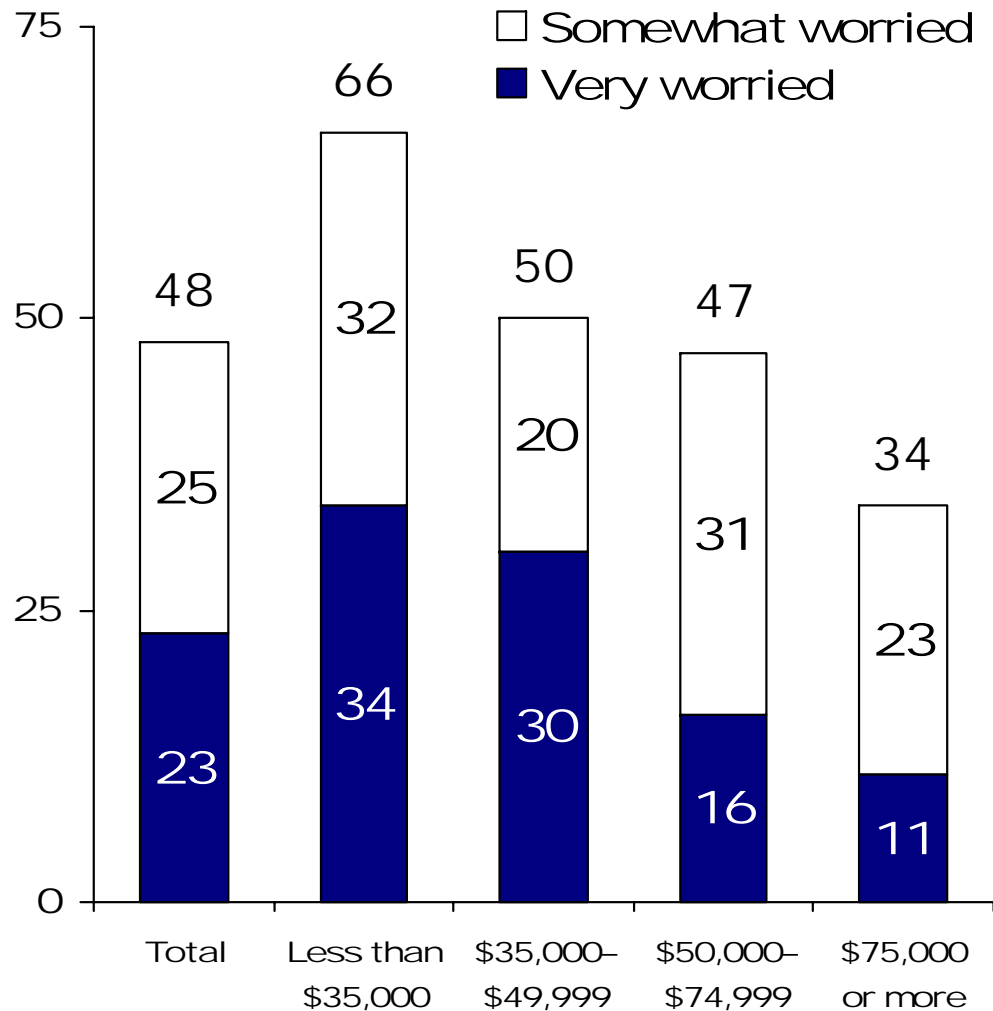
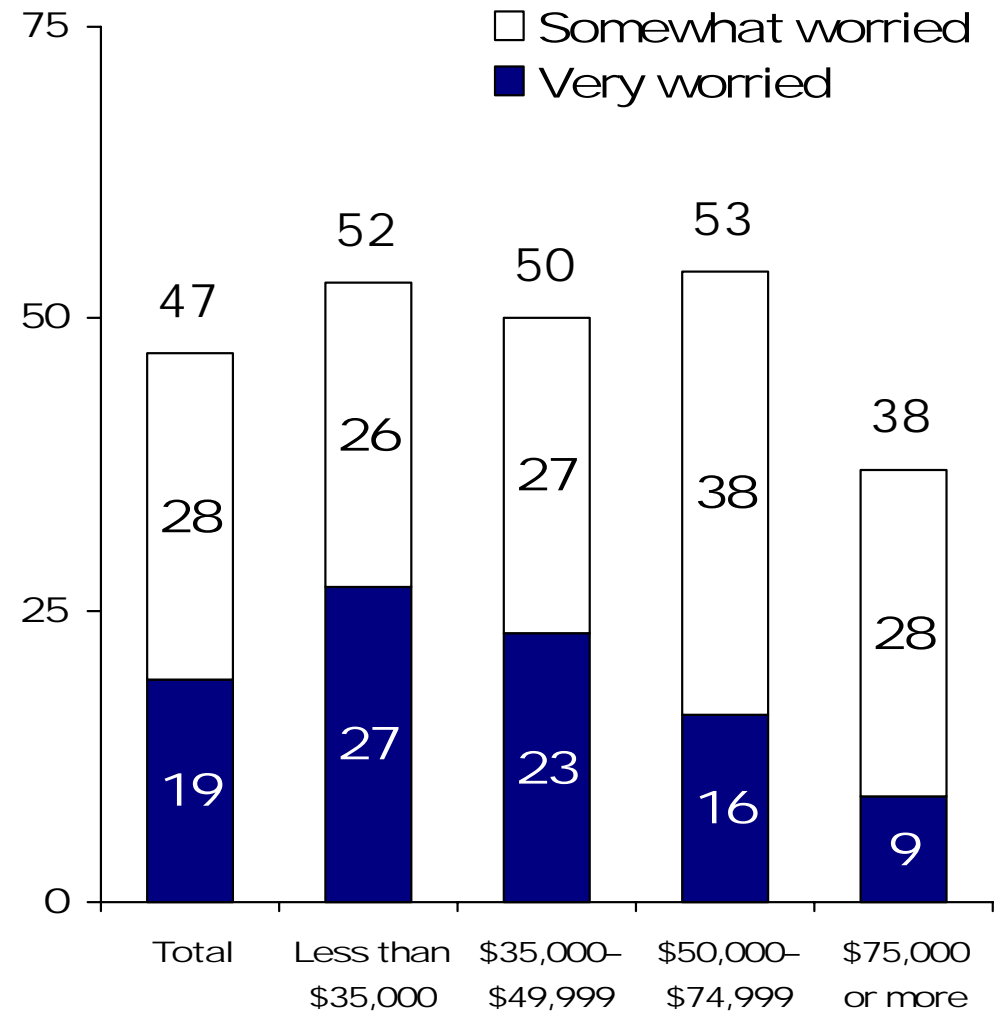


Figure 8. Worries About Affordability and Access to High-Quality Care Spreading to Middle-Income Families

Percent worried they will not be able to pay medical bills in event of serious illness



Percent worried they will not get high-quality care when needed



Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2006.

Figure 9. Americans' Overall Views of the U.S. Health Care System, by Income, Insurance, Region, and Political Affiliation

Percent saying:	Only minor changes needed	Fundamental changes needed	Rebuild completely
Total	20	46	30
Annual income			
<\$35,000	17	43	36
\$35,000-\$49,999	21	44	31
\$50,000-\$74,999	17	47	35
\$75,000 or more	22	52	25
Insurance status			
Total insured	21	48	28
Uninsured during year	12	35	48
U.S. region			
Northeast	20	48	28
North Central	19	48	30
South	21	45	30
West	17	45	30
Political affiliation			
Republican	35	43	19
Democrat	11	44	41
Independent	16	53	27

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2006.

Figure 10. Adults with Negative Care Experiences Are More Likely to Call for a Complete Rebuild of System

Percent saying:	Only minor changes needed	Fundamental changes needed	Rebuild completely
Efficiency of care experiences			
Duplicate tests or unnecessary treatment	15	40	41
No duplicate tests or unnecessary treatment	22	50	25
Quality of care experiences			
Any medical errors	14	39	43
No medical errors	21	48	27
Access to care and cost problems*			
Any serious problems	16	46	33
No serious problems	28	46	22

* Problems include getting an appointment quickly, spending time on paperwork and disputes related to medical bills and insurance, paying health insurance, paying for medical bills, or finding care for aging or sick family member.

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2006.

Figure 11. Rating of Importance of Issues for Presidential or Congressional Action, by Political Affiliation

Percent saying very important:	Total	Republican	Democrat	Independent
Ensure that Medicare remains financially sound in the long term	84	77	91	83
Control the rising cost of medical care	84	78	89	82
Ensure that all Americans have adequate, reliable health insurance	80	64	92	79
Lower the cost of prescription drugs	78	67	87	77
Improve the quality of nursing homes and long-term care	75	70	80	73
Reduce the complexity of insurance	71	65	79	69
Reform the medical malpractice system	65	69	65	64

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2006.

Figure 12. What Are the Most Important Health Care Issues for Presidential and Congressional Action? (by income level)

Percent listing issue as first or second priority:	Total	Less than \$50,000	\$50,000–\$74,999	\$75,000 or more
Ensure that all Americans have adequate, reliable health insurance	52	56	52	50
Control the rising cost of medical care	37	35	42	39
Lower the cost of prescription drugs	31	31	27	33
Ensure that Medicare remains financially sound in the longterm	29	29	32	30
Improve the quality of nursing homes and long-term care	14	16	15	13
Reform the medical malpractice system	14	10	12	18
Reduce the complexity of insurance	12	12	10	10

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2006.

Figure 13. What Are the Most Important Health Care Issues for Presidential and Congressional Action? (by political affiliation)

Percent listing issue as first or second priority:	Total	Republican	Democrat	Independent
Ensure that all Americans have adequate, reliable health insurance	52	38	64	51
Control the rising cost of medical care	37	36	36	38
Lower the cost of prescription drugs	31	29	31	31
Ensure that Medicare remains financially sound in the long term	29	28	30	30
Improve the quality of nursing homes and long-term care	14	17	14	11
Reform the medical malpractice system	14	24	6	16
Reduce the complexity of insurance	12	13	10	13

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2006.