

LOUIS HARRIS & ASSOCIATES, INC.
111 Fifth Avenue
New York, New York 10003

FOR OFFICE USE ONLY:

Questionnaire No.: _____ (1-5)

Card Number (6-7) _____

Study No. 828520- Final
(108-113)
Date: April 12, 1999

Sample Set No. USA ONLY

1999 Commonwealth Fund International Health Policy Survey

Time Started: _____ A.M./P.M.

Interviewer: _____ I.D. NO.: _____ Date of Interview: _____
(mm/dd/yy)

Area Code: _____ Telephone No.: _____ (US ONLY)

SECTIONS:

- SECTION 100: Introduction and Screening
- SECTION 200: Work Life and Caregiving
- SECTION 300: Access to Care
- SECTION 400: Prescription Drugs
- SECTION 500: Experiences with Care
- SECTION 600: Health and Insurance Status
- SECTION 700: Financial Burdens
- SECTION 800: Anxieties
- SECTION 900: Factuals

Country Code

- Australia.....Cntry 1
- CanadaCntry 2
- New Zealand.....Cntry 3
- United Kingdom .Cntry 4
- United StatesCntry 5

US ONLY

FIPS CODE

MSA

LHA REGION/STATE/SIZE OF PLACE

100. INTRODUCTION AND SCREENING

| | |
|-----------------------|-------------------|
| AUSTRALIA | GO TO Q102 |
| CANADA | GO TO Q110 |
| NEW ZEALAND | GO TO Q120 |
| UNITED KINGDOM | GO TO Q130 |
| UNITED STATES | GO TO Q140 |

BASE: AUSTRALIA

102. Hello, I'm _____ and I'm calling from AMR: Quantum Harris, the national market research company. Today we are surveying people about issues related to health and we'd like to ask you about your opinions on a few issues. We are not trying to sell anything, we are just collecting information. All the answers you give will be strictly confidential. The survey takes about 10 minutes to complete and we'd really appreciate your involvement.

GO TO Q.150

BASE: CANADA

110. Good _____. I'm _____ of Thompson Lightstone & Company Limited, a marketing research firm. We are conducting a survey on health care and would like to ask a few questions.

GO TO Q.150

BASE: NEW ZEALAND

120. Good morning/afternoon/evening. My name is _____ from XX.

GO TO Q.150

BASE: UNITED KINGDOM

130. Good morning/afternoon/evening. I am an interviewer from XX Field resources working on behalf of Taylor Nelson, an independent market research company. Could you spare some time to answer a few questions?

GO TO Q.150

BASE: UNITED STATES

140. Hello, I'm _____ from Louis Harris & Associates, the international survey research firm in New York. We are conducting a survey about important issues facing the country today. We'd like to speak to someone in the household who is eighteen years of age or older. IF NECESSARY: We would like to ask you about your experiences when seeking health care, and your general views of the nation's health care system.

BASE: ALL RESPONDENTS

150. Which of the following statements comes closest to expressing your overall view of the health care system in this country? (READ ITEMS – SINGLE RECORD)

DO NOT ROTATE

A. On the whole the system works pretty well and only minor changes are necessary to make it work better ___ - 1

OR

B. There are some good things in our health care system, but fundamental changes are needed to make it work better. ___ - 2

OR

C. Our health care system has so much wrong with it that we need to completely rebuild it..... ___ - 3

Don't know ___ - &

Refused ___ - --

BASE: ALL RESPONDENTS

160. Questions in the interview vary depending on the composition of your household. How many adults in your household are under the age of 65, and how many are aged 65 or older? (RECORD NUMBER OF ADULTS UNDER 65 AND THE NUMBER 65+)

A: ADULTS UNDER 65:

- 1.....-1
- 2.....-2
- 3.....-3
- 4.....-4
- 5.....-5
- 6.....-6
- 7.....-7
- 8-9-8
- 10+-9
- 0.....-0
- Don't know-&
- Refused..... - -

B. ADULTS 65+ YEARS OLD:

| | | |
|-----------------|----|-----------------|
| 1..... | -1 | (ASK Q.162) |
| 2..... | -2 | (SKIP TO Q.164) |
| 3..... | -3 | (SKIP TO Q.164) |
| 4..... | -4 | (SKIP TO Q.164) |
| 5..... | -5 | (SKIP TO Q.164) |
| 6..... | -6 | (SKIP TO Q.164) |
| 7..... | -7 | (SKIP TO Q.164) |
| 8-9..... | -8 | (SKIP TO Q.164) |
| 10+..... | -9 | (SKIP TO Q.970) |
| 0..... | -0 | (SKIP TO Q.970) |
| Don't know..... | -& | (SKIP TO Q.970) |
| Refused..... | -- | (SKIP TO Q.970) |

INTERVIEWER: AN INSTITUTION OR GROUP HOME OF 1-9 PEOPLE 65+ CAN BE INTERVIEWED. IF 10 OR MORE PEOPLE, SKIP TO Q.970

BASE: HOUSEHOLD HAS ONE ADULT 65 AND OLDER (Q.160B/1)

162. For the purposes of this study I need to speak to the person in this household who is 65 or older.

| | | |
|----------------------|----|-----------------|
| Same respondent..... | -1 | (SKIP TO Q.202) |
| New respondent..... | -2 | (SKIP TO Q.170) |

INTERVIEWER: IF PERSON 65+ YEARS IS NOT AVAILABLE, ASK FOR NAME AND WHEN HE/SHE WILL BE AVAILABLE AND CALL BACK.

BASE: HOUSEHOLD HAS 2-9 ADULTS AGED 65 AND OLDER (Q.160B/2-8)

164. For the purposes of this study I need to speak to the person in this household who is 65 or older who most recently celebrated a birthday.

| | | |
|----------------------|----|-----------------|
| Same respondent..... | -1 | (SKIP TO Q.202) |
| New respondent..... | -2 | (SKIP TO Q.170) |

INTERVIEWER: IF PERSON 65+ YEARS OLD WITH MOST RECENT BIRTHDAY IS NOT AVAILABLE, ASK FOR NAME AND WHEN HE/SHE WILL BE AVAILABLE AND CALL BACK.

IF PERSON WITH MOST RECENT BIRTHDAY IS NOT ELIGIBLE (HEALTH, LANGUAGE, DURATION) SCREEN FOR NEXT MOST RECENT BIRTHDAY – SUBTRACT INELIGIBLE PEOPLE FROM NUMBER IN Q.160B

BASE: NEW RESPONDENT AGED 65 AND OLDER (Q.162/2) OR (Q.164/2)

170. Which of the following statements comes closest to expressing your overall view of the health-care system in this country? (READ ITEMS – SINGLE RECORD)

DO NOT ROTATE

A. On the whole the system works pretty well and only minor changes are necessary to make it work better__ - 1

OR

B. There are some good things in our health care system, but fundamental changes are needed to make it work better.__ - 2

OR

C. Our health care system has so much wrong with it that we need to completely rebuild it.....__ - 3
Don't know__ - &
Refused__ - --

200. WORKLIFE AND CAREGIVING**BASE: 65 YEARS OF AGE AND OLDER**

202. All things considered, how satisfied are you with your life these days – very satisfied, somewhat satisfied, not very satisfied or not at all satisfied?

Very satisfied - 1
 Somewhat satisfied..... - 2
 Not very satisfied - 3
 Not at all satisfied..... - 4
 Don't know - &
 Refused..... - --

BASE: 65 YEARS OF AGE AND OLDER

204. Are you currently employed, or not (PROBE: This includes work in or out of the home.)

Employed-1
 Not employed.....-2
 Don't know-&
 Refused..... - -

BASE: 65 YEARS OF AGE AND OLDER

206. Are you currently caring for someone who is frail, sick or disabled?

Yes, currently care for someone.....-1 (SKIP TO Q.210)
 No, not currently caring for someone.....-2 (ASK Q.208)
 Don't know-& (ASK Q.208)
 Refused..... - - (SKIP TO Q.214)

BASE: NOT CURRENTLY CARING FOR SOMEONE OR NOT SURE (Q.206/2,&)

208. In the past two years, have you spent any time caring for someone who was frail, sick or disabled?

Yes, have cared for someone.....-1 (ASK Q.210)
 No, have not-2 (SKIP TO Q.214)
 Don't know-& (SKIP TO Q.214)
 Refused..... - - (SKIP TO Q.214)

BASE: HAVE CARED FOR SOMEONE WHO IS FRAIL, SICK OR DISABLED (Q.206/1OR 208/1)

210. Was there a time in the past two years when you needed home health care or personal care services to help you care for this person, but could not get it? (INTERVIEWER PROBE: By personal care services we mean hands-on care to help with activities such as feeding, dressing, bathing or other personal care needs, not just housekeeping and cleaning.)

Yes, needed help but could not get it-1
 No, did not have problems getting help-2
 Never needed help (vol.).....-3
 Don't know-&
 Refused..... - -

BASE: HAVE CARED FOR SOMEONE WHO IS FRAIL, SICK OR DISABLED (Q.206/1OR 208/1)

212. Other than any care provided by you or your family, (does /did) this person receive any home health care or personal care services that (are/were) paid for by the family or by (UK: the government) a public program or insurance? (MULTIPLE RECORD IF NECESSARY)

Yes, received home care paid for by the family-1
 Yes, received home care paid for by the government/
 public program or insurance.....-2
 No, have not received paid home care-3 SP
 Don't know-& SP
 Refused..... - - SP

BASE: 65 YEARS OF AGE AND OLDER

214. In the past two years, have you needed home health care or personal care services to help you with activities such as eating, dressing, bathing or other personal care or health care needs? (INTERVIEWER PROBE: By personal care services we mean hands-on care to help with activities such as feeding, dressing, bathing or other personal care needs, not just housekeeping and cleaning.)

Yes, needed help-1 (ASK Q.216)
 No, did not.....-2 (SKIP TO Q.220)
 Don't know-& (SKIP TO Q.220)
 Refused..... - - (SKIP TO Q.220)

BASE: NEEDED HOME HEALTH OR HOME CARE SERVICES (Q.214/1)

216. Have you received any home health care or personal care services that were paid for by the family or by (UK: the government) a public program or insurance? (MULTIPLE RECORD IF NECESSARY)

(INTERVIEWER: IF RESPONDENT RECEIVED CARE MORE THAN ONCE, PROBE: Please answer about your recent experience with home health care services.)

Yes, received home care paid for by the family-1
 Yes, received home care paid for by the government,
 public program or insurance.....-2
 No, have not received paid home care-3 SP
 Don't know-& SP
 Refused..... - - SP

BASE: NEEDED HOME HEALTH OR HOME CARE SERVICES (Q.214/1)

218. (Have you received / Did you receive) all the help you needed or (do/did) you need additional help?

Received all the help that was needed.....-1
 Need(ed) additional help-2
 Don't know-&
 Refused..... - -

BASE: ADULTS AGED 65 AND OLDER

220. Do you have any children who are living?

- Have children - 1 (ASK Q.222)
- Do not..... - 2 (SKIP TO Q.302)
- Don't know - & (SKIP TO Q.302)
- Refused..... - -- (SKIP TO Q.302)

BASE: HAVE CHILDREN (Q.220/1)

222. Do your children or their families (READ EACH ITEM) often, occasionally or never?

| <u>ROTATE -- START AT "X"</u> | <u>Often</u> | <u>Occasionally</u> | <u>Never</u> | <u>Don't Know</u> | <u>Refused</u> |
|---|--------------|---------------------|--------------|-------------------|----------------|
| () A. Help you when you are ill or when your wife/husband is ill | -1 | -2 | -3 | -& | --- |
| () B. Provide you with any financial support – this could include occasional help like buying groceries and paying bills | -1 | -2 | -3 | -& | --- |

BASE: HAVE CHILDREN (Q.220/1)

224. In the past two years, has there been a time when you needed help from your children or their families and did not receive it?

- Yes, needed help but did not receive it-1
- No, did not have problems receiving help.....-2
- Never needed help (vol.)-3
- Don't know-&
- Refused..... - -

300 ACCESS TO CARE

BASE: ADULTS AGED 65 AND OLDER

302. Overall, how difficult is it for you to get medical care when you need it – extremely difficult, very difficult, somewhat difficult, not too difficult, or not at all difficult?

- Extremely difficult ___ - 1
- Very difficult ___ - 2
- Somewhat difficult ___ - 3
- Not too difficult ___ - 4
- Not at all difficult ___ - 5
- Don't know ___ - &
- Refused ___ - --

BASE: ADULTS AGED 65 AND OLDER

304. How difficult is it for you to see a specialist (or consultant) when you need to – extremely difficult, very difficult, somewhat difficult, not too difficult, or not at all difficult?

- Extremely difficult ___ - 1
- Very difficult ___ - 2
- Somewhat difficult ___ - 3
- Not too difficult ___ - 4
- Not at all difficult ___ - 5
- Don't know ___ - &
- Refused ___ - --

BASE: ADULTS AGED 65 AND OLDER

306. Thinking of your own use of medical services in the last year, has waiting a long time for surgery (i.e. surgical operation) been a serious problem for you, or not?

- Yes, has been a serious problem ___ - 1
- No, has not been a problem ___ - 2
- Have not needed surgery (vol.) ___ - 3
- Don't know ___ - &
- Refused ___ - --

400 PRESCRIPTION DRUGS**BASE: ADULTS AGED 65 AND OLDER**

402. Do you have a medical condition that requires you to take a prescription medication on a regular or on-going basis, or not? (INTERVIEWER, FOR ASPIRIN, VITAMINS, ETC, ASK: This applies if you need a prescription to buy that medication.)

Yes, take a prescription on a regular basis ___ - 1
 No, do not..... ___ - 2
 Don't know ___ - &
 Refused..... ___ - --

BASE: ADULTS AGED 65 AND OLDER

404. Does your government or some other health plan pay for all, some or none of the costs of prescription medicines?

Government or plan pays for all of the cost of prescriptions ___ - 1
 Government or plan pays for some of the cost of prescriptions ___ - 2
 Government or plan does not pay for prescriptions ___ - 3
 Don't know ___ - &
 Refused..... ___ - --

BASE: ADULTS AGED 65 AND OLDER

406. Not counting any payments covered by your government or other insurance plans, about how much do you spend per month out-of-pocket for prescription medicines? (IF HESITANT READ LIST) (PROBE: Your best estimate will do.)

Nothing..... ___ - 1
 Less than \$50..... ___ - 2
 \$50 to \$100 ___ - 3
 \$101 to \$200..... ___ - 4
 More than \$200 ___ - 5
 Don't know ___ - &
 Refused..... ___ - --

BASE: AUSTRALIA, CANADA, NEW ZEALAND, UNITED STATES -- ADULTS AGED 65 AND OLDER

408a. In the past 12 months, have you not filled a prescription for medicine because you could not afford it?

BASE: UNITED KINGDOM -- ADULTS AGED 65 OR OLDER

408b. In the past 12 months, has there been any occasion when you have not redeemed/collected a prescription for medicine because you could not afford it?

Yes, could not afford to fill a prescription ___ - 1
 No, have not had problems affording to fill a prescription ___ - 2
 Have not needed to fill a prescription (vol.)..... ___ - 3
 Don't know ___ - &
 Refused..... ___ - --

500. EXPERIENCES WITH CARE

BASE: ADULTS AGED 65 AND OLDER

502. Overall, how do you rate the medical care that you have received in the past 12 months – excellent, very good, good, fair or poor?

- Excellent..... ___ - 1
- Very good..... ___ - 2
- Good..... ___ - 3
- Fair ___ - 4
- Poor ___ - 5
- Have not used medical services (vol.)..... ___ - 6
- Don't know ___ - &
- Refused..... ___ - -

BASE: ADULTS AGED 65 AND OLDER

504. During the past twelve months, how many times did you see a medical doctor, other than when you were in the hospital overnight?

___ / ___ / ___ / ___ / Times (Range 0 - 100)

- Don't know -&
- Refused..... --

BASE: ADULTS AGED 65 AND OLDER

506. Overall, how would you rate the care you received at your last doctor visit – excellent, very good, good, fair or poor?

(PROBE: This could include any doctor visit - - in their office or in your home.)

- Excellent..... (___ - 1
- Very good..... ___ - 2
- Good..... ___ - 3
- Fair ___ - 4
- Poor ___ - 5
- Don't know ___ - &
- Refused..... ___ - --

BASE: ADULTS AGED 65 AND OLDER

508. In the past twelve months, has a doctor or nurse ever come to your home to provide you with medical care or advice?

- Doctor or nurse has come to the home..... ___ - 1
- Has not ___ - 2
- Don't know ___ - &
- Refused..... ___ - --

**IF MORE THAN ONE ADULTS AGED 65 AND OLDER IN HOUSEHOLD ASK Q.510
IF ONLY ONE PERSON 65 AND OLDER SKIP TO Q.512**

BASE: ADULTS WHO LIVE IN HOUSEHOLDS WITH AT LEAST TWO RESIDENTS AGED 65 AND OLDER (Q.160B/2-8)

510. The next series of questions are about anyone living in your household, including yourself, who is 65 years of age or older. This might include your spouse or partner, a relative or someone who is not related to you.

Continue(___ - 1

BASE: ADULTS AGED 65 AND OLDER

512. In the past 2 years, have you (or has anyone else aged 65 or older in your household) needed non-emergency surgery, or not? (PROBE: Was that you, your spouse or partner, or someone else?)
(MULTIPLE RECORD IF NECESSARY)

- Respondent needed non-emergency surgery(___ - 1
- Spouse /partner needed non-emergency surgery ___ - 2
- Someone else needed non-emergency surgery ___ - 3
- No one needed non-emergency surgery ___ - 4 (SKIP TO Q.516) SP
- Don't know ___ - & (SKIP TO Q.516) SP
- Refused..... ___ - -- (SKIP TO Q.516) SP

**IF HOUSEHOLDER 65 OR OLDER NEEDED NON-EMERGENCY SURGERY (Q.512/1,2, 3) ASK Q.514
IF NO ONE NEEDED SURGERY, DON'T KNOW OR REFUSED (Q.512/4,&,-) SKIP TO Q.516**

BASE: HOUSEHOLDER AGED 65 OR OLDER NEEDED NON-EMERGENCY SURGERY (Q.512 / 1,2,3)

514. How many days, weeks or months did (you/he/she) have to wait?
 (PROBE IF STILL WAITING: How long have you been waiting so far?)

INTERVIEWER: IF RESPONDENT AND ANOTHER PERSON 65 OR OLDER BOTH NEEDED NON-EMERGENCY SURGERY ASK ABOUT RESPONDENT'S WAIT

- Days (___ - 1 (GO TO QA)
- Weeks ___ - 2 (GO TO QB)
- Months ___ - 3 (GO TO QC)
- No waiting period..... ___ - 0 (SKIP TO Q.516)
- Don't know ___ - & (SKIP TO Q.516)
- Refused..... ___ - -- (SKIP TO Q.516)

A. / / / Days (Range: 1 - 99) (SKIP TO Q.516)

- Don't know ___ - & (SKIP TO Q.516)
- Refused..... ___ - -- (SKIP TO Q.516)

B. / / / / Weeks (Range: 1 - 156) (SKIP TO Q.516)

- Don't know ___ - & (SKIP TO Q.516)
- Refused..... ___ - -- (SKIP TO Q.516)

C. / / / Months (Range: 1 - 99) (ASK Q.516)

- Don't know ___ - & (ASK Q.516)
- Refused..... ___ - -- (ASK Q.516)

BASE: ADULTS AGED 65 AND OLDER

516. In the past two years, have you (or anyone else in this household aged 65 or older), been hospitalized overnight, or not? (PROBE: Was that you, your spouse or someone else?) (MULTIPLE RECORD IF NECESSARY)

- Yes, respondent was hospitalized..... ___ - 1
- Yes, spouse was hospitalized ___ - 2
- Yes, someone else was hospitalized..... ___ - 3
- No one was hospitalized..... ___ - 4 (SKIP TO Q.534) SP
- Don't know ___ - & (SKIP TO Q.534) SP
- Refused..... ___ - -- (SKIP TO Q.534) SP

**IF HOUSEHOLDER 65 AND OLDER HAS BEEN HOSPITALIZED (Q.516/1,2, 3) ASK Q.518
 IF NO ONE HOSPITALIZED, DON'T KNOW OR REFUSED (Q.516/4,&,-) SKIP TO Q.516**

BASE: HOUSEHOLDER AGED 65 OR OLDER HAS BEEN HOSPITALIZED IN THE PAST TWO YEARS (Q.516 / 1,2,3)

518. During that hospitalization did (you/she/he) have enough input or say about (your/her/his) treatment? (PROBE "YES" RESPONSES AS NEEDED.)

INTERVIEWER: IF RESPONDENT AND ANOTHER PERSON 65 OR OLDER BOTH HOSPITALIZED ASK ABOUT RESPONDENT’S EXPERIENCE

- Yes, definitely-1
- Yes, somewhat-2
- No, did not.....-3
- Don’t know-&
- Refused..... - -

BASE: HOUSEHOLDER AGED 65 OR OLDER HAS BEEN HOSPITALIZED IN THE PAST TWO YEARS (Q.516 / 1,2,3)

520. Overall, how would you rate the availability of nurses in the hospital – excellent, very good, good, fair or poor?

INTERVIEWER: IF RESPONDENT AND ANOTHER PERSON 65 OR OLDER BOTH HOSPITALIZED ASK ABOUT RESPONDENT’S EXPERIENCE

- Excellent..... - 1
- Very good..... - 2
- Good..... - 3
- Fair - 4
- Poor - 5
- Don’t know - &
- Refused..... - --

BASE: HOUSEHOLDER AGED 65 OR OLDER HAS BEEN HOSPITALIZED IN THE PAST TWO YEARS (Q.516/1,2,3)

522. How would you rate (your/his/her) overall experience in the hospital – excellent, very good, good, fair or poor?

INTERVIEWER: IF RESPONDENT AND ANOTHER PERSON 65 OR OLDER BOTH HOSPITALIZED ASK ABOUT RESPONDENT’S EXPERIENCE

- Excellent..... - 1
- Very good..... - 2
- Good..... - 3
- Fair - 4
- Poor - 5
- Don’t know - &
- Refused..... - --

BASE: HOUSEHOLDER AGED 65 OR OLDER HAS BEEN HOSPITALIZED IN THE PAST TWO YEARS (Q.516/1,2,3)

524. Overall, did you feel that (your/his/her) length of stay in the hospital was about right, too short, or too long?

INTERVIEWER: IF RESPONDENT AND ANOTHER PERSON 65 OR OLDER BOTH HOSPITALIZED ASK ABOUT RESPONDENT'S EXPERIENCE

About right - 1
 Too short - 2
 Too long - 3
 Don't know - &
 Refused..... - --

BASE: HOUSEHOLDER AGED 65 OR OLDER HAS BEEN HOSPITALIZED IN THE PAST TWO YEARS (Q516/1,2,3)

526. Where did (you/ he/she) go after leaving the hospital? (30) (DO NOT READ LIST – SINGLE RECORD)

INTERVIEWER: IF RESPONDENT AND ANOTHER PERSON 65 OR OLDER BOTH HOSPITALIZED ASK ABOUT RESPONDENT'S EXPERIENCE

To own home..... - 1
 Assisted living facility..... - 2
 Continuing care facility..... - 3
 Geriatric hospital - 4
 Nursing home - 5
 Rehabilitation center - 6
 Relative's home..... - 7
 Residential home - 8
 Rest home..... - 9
 Somewhere else (Specify)..... - 0
 Don't know - &
 Refused..... - --

BASE: HOUSEHOLDER AGED 65 OR OLDER HAS BEEN HOSPITALIZED IN THE PAST TWO YEARS (Q.516/1,2,3)

528. When (you/he/she) arrived home from the hospital, did (you/he/she) need extra help, or not? (IF NECESSARY: from family or friends, or from paid home health care or personal care services?)

INTERVIEWER: IF RESPONDENT AND ANOTHER PERSON 65 OR OLDER BOTH HOSPITALIZED ASK ABOUT RESPONDENT'S EXPERIENCE

Needed help..... - 1 (ASK Q.530)
 Did not..... - 2 (SKIP TO Q.534)
 Don't know - & (SKIP TO Q.534)
 Refused..... - -- (SKIP TO Q.534)

BASE: NEEDED EXTRA HELP AFTER A HOSPITALIZATION (Q.528/1)

530. Did (you/he/she) get that help, or not?

Got needed help..... - 1 (ASK Q.532)
 Did not get needed help..... - 2 (SKIP TO Q.534)
 Don't know - & (SKIP TO Q.534)
 Refused..... - -- (SKIP TO Q.534)

BASE: RECEIVED EXTRA HELP AFTER A HOSPITALIZATION (Q.530/1)

532. Overall, was it difficult for (you/she/he) to get the help (you/he/she) needed – or not?

Yes, was difficult -1
 No, was not difficult..... -2
 Some of both (vol.) -3
 Don't know -&
 Refused..... - -

BASE: ADULTS AGED 65 AND OLDER534. People sometimes have more than one health professional who is involved in decisions regarding their health care needs. These might include their regular doctor, (specialists/consultants), the hospital, and nurses or people who help provide care or personal support services in the home. In the past two years, have you (or anyone else in this household age 65 or older) had any problems with the way that people have worked together to meet your various care needs?

Yes, have had problems - 1 (ASK Q.536)
 No, have not had problems..... - 2 (SKIP TO Q.602)
 Did not need this type of care (vol.)..... - 3 (SKIP TO Q.602)
 Don't know - & (SKIP TO Q.602)
 Refused..... - -- (SKIP TO Q.602)

BASE: HAVE HAD PROBLEMS WITH COORDINATION OF CARE (Q.534/1)

536. Overall, would you say that you have had major or minor problems with the way that people that worked together to meet your various care needs?

Major problems - 1
 Minor problems - 2
 Don't know - &
 Refused..... - --

600. HEALTH AND INSURANCE STATUS

BASE: ADULTS AGED 65 AND OLDER

602. In general how would you describe your own health – excellent, very good, good, fair or poor?

- Excellent..... -1
- Very good..... -2
- Good..... -3
- Fair -4
- Poor -5
- Don't know -&
- Refused..... - -

BASE: ADULTS AGED 65 AND OLDER

604. Do you have any disability, handicap or chronic health condition that keeps you from participating fully in housework or other daily activities?

(INTERVIEWER: A little, sometimes, etc. should be coded as “Yes”)

- Yes, have a disability or chronic health condition - 1
- No, do not..... - 2
- Don't know - &
- Refused..... - - -

| | |
|-----------------------|--------------------|
| AUSTRALIA | GO TO Q.608 |
| CANADA | GO TO Q.608 |
| NEW ZEALAND | GO TO Q.610 |
| UNITED KINGDOM | GO TO Q.612 |
| UNITED STATES | GO TO Q.614 |

BASE: AUSTRALIA AND CANADA ADULTS AGED 65 AND OLDER

608. In addition to Medicare (health insurance provided by the government), are you currently covered by private health insurance that you pay for yourself or that your employer provides, or not?

- Privately insured..... - 1 (SKIP TO Q.702)
- Not privately insured..... - 2 (SKIP TO Q.702)
- Don't know - & (SKIP TO Q.702)
- Refused..... - - - (SKIP TO Q.702)

BASE: NEW ZEALAND ADULTS AGED 65 AND OLDER

610. In addition to the publicly funded Health Service, are you currently covered by private health insurance that you pay for yourself or that your employer provides, or not?

- Privately insured..... - 1 (SKIP TO Q.702)
- Not privately insured..... - 2 (SKIP TO Q.702)
- Don't know - & (SKIP TO Q.702)
- Refused..... - - - (SKIP TO Q.702)

BASE: UNITED KINGDOM ADULTS AGED 65 AND OLDER

612. In addition to the National Health Service, are you currently covered by private health insurance that you pay for yourself or that your employer provides, or not?

- Privately insured..... ___ - 1 (SKIP TO Q.702)
- Not privately insured..... ___ - 2 (SKIP TO Q.702)
- Don't know ___ - & (SKIP TO Q.702)
- Refused..... ___ - -- (SKIP TO Q.702)

BASE: UNITED STATES ADULTS AGED 65 AND OLDER

614. Do you currently belong to a Medicare HMO or health maintenance organization, or not? (READ IF NECESSARY: Which is an organization that provides a full range of health care services and generally requires you to choose doctors and hospitals on the plan's list.)

- Belong to a Medicare HMO ___ - 1
- Do not belong to an HMO..... ___ - 2
- Don't know ___ - &
- Refused..... ___ - --

BASE: UNITED STATES ADULTS AGED 65 AND OLDER

616. In addition to Medicare, are you covered by Medicaid, an employer sponsored health plan, or some other policy or do you only have Medicare? (MULTIPLE RECORD IF NECESSARY)

- Medicaid.....-1
- Employer sponsored policy.....-2
- Some other policy.....-3
- Medicare only.....-4 SP
- Do not have Medicare (vol.)-5 SP
- Don't know-& SP
- Refused..... - - SP

700. FINANCIAL BURDENS**BASE: ADULTS AGED 65 AND OLDER**

702. How difficult is it for you to meet your regular expenses, (like rent, food, gas, electric or phone services) – extremely difficult, somewhat difficult, not very difficult or not difficult at all?

Extremely difficult ___ - 1
 Somewhat difficult ___ - 2
 Not too difficult ___ - 3
 Not difficult at all ___ - 4
 Don't know ___ - &
 Refused ___ - --

BASE: ADULTS AGED 65 AND OLDER

704. In the past 12 months, have you had a problem paying your medical bills, or not? By medical bills I mean the amount you pay for hospital treatment, doctor's charges or prescription drug charges.

Yes, had a problem paying medical bills ___ - 1
 No, did not ___ - 2
 Don't know ___ - &
 Refused ___ - --

800. ANXIETIES

BASE: ALL RESPONDENTS

802. In general, do you think the medical care elderly people receive in this country is better, worse or about the same as it was five years ago?

Better-1
 Worse-2
 About the same.....-3
 Don't know-&
 Refused..... - -

BASE: ADULTS AGED 65 AND OLDER

804. How concerned are you that each of the following things might happen to you? (READ EACH ITEM). Are you very concerned, somewhat concerned, or not too concerned?

| <u>ROTATE -- START AT "X"</u> | <u>Very Concerned</u> | <u>Some- what Concerned</u> | <u>Not Too Concerned</u> | <u>Don't Know</u> | <u>Refused</u> |
|--|---------------------------|-------------------------------------|----------------------------------|-----------------------|----------------|
| ()A. That you will have to leave where you are living now because of your health.....-1 | -1 | -2 | -3 | -& | -- |
| ()B. That you will need long-term care services and not have enough money or insurance to pay for the care you need-1 | -1 | -2 | -3 | -& | -- |
| ()C. That you will become more of a burden than your family can handle (LTC).....-1 | -1 | -2 | -3 | -& | -- |
| ()D. That you will have large medical expenses and not be able to pay for care you need.....-1 | -1 | -2 | -3 | -& | -- |

900 FACTUALS

BASE: ADULTS AGED 65 AND OLDER

902. To which of the following age categories do you belong? (READ LIST)

- 65 to 69..... ___ - 1
- 70 to 74..... ___ - 2
- 75 to 79..... ___ - 3
- 80 to 84..... ___ - 4
- 85 years or older..... ___ - 5
- Don't know ___ - &
- Refused..... ___ - --

BASE: ADULTS AGED 65 AND OLDER

904. Which of these describes your current marital status -- married or living together as a couple, widowed, divorced or separated, or single and never married? (SINGLE RECORD)

- Married or living together as couple (___ - 1
- Widowed ___ - 2
- Divorced or separated ___ - 3
- Single and never married..... ___ - 4
- Don't know ___ -&
- Refused..... ___ ---

BASE: 65 YEARS OF AGE AND OLDER

906. Do you live alone or with someone else? (IF SOMEONE ELSE: Who do you live with? (DO NOT READ LIST – MULTIPLE RECORD)

- Alone ___ - 1 SP
- Spouse ___ - 2
- Children..... ___ - 3
- Other family ___ - 4
- Other..... ___ - 5
- Don't know ___ -& SP
- Refused..... ___ --- SP

| | |
|-----------------------|----------------------|
| AUSTRALIA | SKIP TO Q.910 |
| CANADA | SKIP TO Q.920 |
| NEW ZEALAND | SKIP TO Q.930 |
| UNITED KINGDOM | SKIP TO Q.940 |
| UNITED STATES | SKIP TO Q.950 |

BASE: AUSTRALIA

910. The average income of families in this county is \$37,000 – by comparison, is your household income above average, about equal or below average?

Above average..... ___ - 1 (SKIP TO Q.960)
 About equal ___ - 2 (SKIP TO Q.960)
 Below average..... ___ - 3 (ASK Q.912)
 Don't know ___ - & (SKIP TO Q.960)
 Refused..... ___ - -- (SKIP TO Q.960)

BASE: AUSTRALIANS WITH BELOW AVERAGE INCOMES (Q.910/3)

912. Would you estimate that your yearly household income is above or below \$18,000?

\$19,000 or less ___ - 1 (SKIP TO Q.960)
 More than \$19,000 ___ - 2 (SKIP TO Q.960)
 Don't know ___ - & (SKIP TO Q.960)
 Refused..... ___ - -- (SKIP TO Q.960)

BASE: CANADA

920. The average income of families in this county is \$49,000 -- by comparison, is your household income above average, about equal or below average?

Above average..... ___ - 1 (SKIP TO Q.960)
 About equal ___ - 2 (SKIP TO Q.960)
 Below average..... ___ - 3 (ASK Q.922)
 Don't know ___ - & (SKIP TO Q.960)
 Refused..... ___ - -- (SKIP TO Q.960)

BASE: CANADIANS WITH BELOW AVERAGE INCOMES (Q.920/3)

922. Would you estimate that your yearly household income is above or below \$24,000?

\$25,000 or less ___ - 1 (SKIP TO Q.960)
 More than \$25,000 ___ - 2 (SKIP TO Q.960)
 Don't know ___ - & (SKIP TO Q.960)
 Refused..... ___ - -- (SKIP TO Q.960)

BASE: NEW ZEALAND

930. The average income of families in this county is \$49,000 – by comparison, is your household income much above average, about equal or below average?

Above average..... ___ - 1 (SKIP TO Q.960)
 About equal ___ - 2 (SKIP TO Q.960)
 Below average..... ___ - 3 (ASK Q.932)
 Don't know ___ - & (SKIP TO Q.960)
 Refused..... ___ - -- (SKIP TO Q.960)

BASE: NEW ZEALANDERS WITH BELOW AVERAGE INCOMES (Q.930/3)

932. Would you estimate that your yearly household income is above or below \$24,000?

\$25,000 or less ___ - 1 (SKIP TO Q.960)
 More than \$25,000 ___ - 2 (SKIP TO Q.960)
 Don't know ___ - & (SKIP TO Q.960)
 Refused..... ___ - -- (SKIP TO Q.960)

BASE: UNITED KINGDOM

940. The average income of families in this county is £11,000 – by comparison, is your household income above average, about equal or below average?

Above average..... ___ - 1 (SKIP TO Q.960)
 About equal ___ - 2 (SKIP TO Q.960)
 Below average..... ___ - 3 (ASK Q.942)
 Don't know ___ - & (SKIP TO Q.960)
 Refused..... ___ - -- (SKIP TO Q.960)

BASE: BRITISH WITH BELOW AVERAGE INCOMES (Q.942/3)

942. Would you estimate that your yearly household income is above or below £5,000?

£6,000 or less ___ - 1 (SKIP TO Q.960)
 More than £6,000 ___ - 2 (SKIP TO Q.960)
 Don't know ___ - & (SKIP TO Q.960)
 Refused..... ___ - -- (SKIP TO Q.960)

BASE: UNITED STATES

950. The average income of families in this county is \$37,000 – by comparison, is your household income above average, about equal or below average?

Above average..... ___ - 1 (SKIP TO Q.960)
 About equal ___ - 2 (SKIP TO Q.960)
 Below average..... ___ - 3 (ASK Q.952)
 Don't know ___ - & (SKIP TO Q.960)
 Refused..... ___ - -- (SKIP TO Q.960)

BASE: AMERICANS WITH BELOW AVERAGE INCOMES (Q.950/3)

952. Would you estimate that your yearly household income is above or below \$18,000?

\$18,000 or less ___ - 1
 More than \$18,000 ___ - 2
 Don't know ___ - &
 Refused..... ___ - --

| | |
|-----------------------|----------------------|
| AUSTRALIA | SKIP TO Q.960 |
| CANADA | SKIP TO Q.962 |
| NEW ZEALAND | SKIP TO Q.964 |
| UNITED KINGDOM | SKIP TO Q.966 |
| UNITED STATES | SKIP TO Q.968 |

BASE: AUSTRALIA (ALL RESPONDENTS)

960. What was your highest qualification before you left school?

- A bachelors degree or higher ((___ - 1
- A certificate or diploma..... ___ - 2
- A trade qualification..... ___ - 3
- Finished the equivalent of the highest level of
secondary school, like year 12 ___ - 4
- Finished some secondary school, like year 10 - 5
- Another qualification ___ - 6
- Don't know ___ - &
- Refused..... ___ - -

SKIP TO Q.970

BASE: CANADA (ALL RESPONDENTS)

962. What was the last level of schooling that you, yourself attended and completed? (DO NOT READ LIST)

- Some Public/grade school ((___ - 1
- Completed Public/grade school..... ___ - 2
- Some Secondary school ___ - 3
- Completed Secondary school ___ - 4
- Some University ___ - 5
- Completed University ___ - 6
- Some College ___ - 7
- Completed College ___ - 8
- Other..... ___ - 9
- No formal schooling..... ___ - 0
- Don't know ___ - &
- Refused..... ___ - -

SKIP TO Q.970

BASE: NEW ZEALAND (ALL RESPONDENTS)964. Which of the following best describes your highest level of education? (SINGLE RECORD)

- No secondary schooling (___ - 1
 School exams ___ - 2
 School certificate exams..... ___ - 3
 Sixth form certificate..... ___ - 4
 University entrance or matriculation ___ - 5
 Bursary exams or higher school certificate ___ - 6
 Technical or trade qualifications ___ - 7
 Professional training, without tertiary education ___ - 8
 University or tertiary qualifications ___ - 9
 Don't know ___ - &
 Refused..... ___ - -

SKIP TO Q.970

BASE: UNITED KINGDOM (ALL RESPONDENTS)966. Which of the following best describes the highest level of education you have received? (SINGLE RECORD)

- O' Level GCSE Level ___ - 1
 A' Level ___ - 2
 Further Education: Certificate Level..... ___ - 3
 Further Education Diploma Level..... ___ - 4
 Further Education: Degree Level ___ - 5
 Further Education: Masters/PHD Level..... ___ - 6
 Don't Know..... ___ - &
 Refused.....

SKIP TO Q.970

BASE: UNITED STATES (ALL RESPONDENTS)968. What is the highest level of school you have completed or the highest degree you have received? (PROBE: IF RESPONDENT SAYS JUST "HIGH SCHOOL": What was the highest grade you completed? IF 12TH GRADE, CODE "GRADUATE". IF 11TH GRADE OR LESS, CODE "LESS THAN".)

- Less than high school (grades 1-11, grade 12
 but no diploma) (___ - 1
 High school graduate or equivalent (e.g. GED). ___ - 2
 Some college but no degree (incl. 2 yr.
 occupational or vocational programs)..... ___ - 3
 College graduate (e.g. BA, AB, BS) ___ - 4
 Postgraduate (e.g. MA, MS, MEng, Med, MSW,
 MBA, MD, DDS, DVM, LLB, JD, PhD, EdD) ___ - 5
 Don't know ___ - &
 Refused..... ___ - -

SKIP TO Q.970

BASE: ALL RESPONDENTS

970. INTERVIEWER: RECORD FROM OBSERVATION

Male..... ___ - 1
Female..... ___ - 2

BASE: NEW ZEALAND (ALL RESONDENTS)

972. How many people age 15 and older live in this household?

/ / / (Range 1-9)

Don't know -&
Refused..... --

BASE: UNITED KINGDOM (ALL RESPONDENTS)

974. How many people age 16 and older live in this household?

/ / / (Range 1-9)

Don't know -&
Refused..... --

CATI CHECK: Q.972/Q.974 CANNOT BE LESS THAN Q.160A + 160B