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  US ONLY
Canada ............Cntry 2
New Zealand......Cntry 3  FIPS CODE
United Kingdom . Cntry 4  MSA
United States......Cntry 5  LHA REGION/STATE/ SIZE OF PLACE
100. **INTRODUCTION AND SCREENING**

<table>
<thead>
<tr>
<th>Country</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUSTRALIA</td>
<td>GO TO Q102</td>
</tr>
<tr>
<td>CANADA</td>
<td>GO TO Q110</td>
</tr>
<tr>
<td>NEW ZEALAND</td>
<td>GO TO Q120</td>
</tr>
<tr>
<td>UNITED KINGDOM</td>
<td>GO TO Q130</td>
</tr>
<tr>
<td>UNITED STATES</td>
<td>GO TO Q140</td>
</tr>
</tbody>
</table>

**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?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>1</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>2</td>
</tr>
<tr>
<td>Not very satisfied</td>
<td>3</td>
</tr>
<tr>
<td>Not at all satisfied</td>
<td>4</td>
</tr>
<tr>
<td>Don’t know</td>
<td>&amp;</td>
</tr>
<tr>
<td>Refused</td>
<td>-</td>
</tr>
</tbody>
</table>

**BASE: 65 YEARS OF AGE AND OLDER**

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

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed</td>
<td>-1</td>
</tr>
<tr>
<td>Not employed</td>
<td>-2</td>
</tr>
<tr>
<td>Don’t know</td>
<td>&amp;</td>
</tr>
<tr>
<td>Refused</td>
<td>-</td>
</tr>
</tbody>
</table>

**BASE: 65 YEARS OF AGE AND OLDER**

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

<table>
<thead>
<tr>
<th>Caregiving Status</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, currently care</td>
<td>-1</td>
</tr>
<tr>
<td>No, not currently care</td>
<td>-2</td>
</tr>
<tr>
<td>Don’t know</td>
<td>&amp;</td>
</tr>
<tr>
<td>Refused</td>
<td>-</td>
</tr>
</tbody>
</table>

**BASE: NOT CURRENTLY CARING FOR SOMEONE OR NOT SURE (Q.2062,&)**

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

<table>
<thead>
<tr>
<th>Caregiving Status</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, have cared</td>
<td>-1</td>
</tr>
<tr>
<td>No, have not</td>
<td>-2</td>
</tr>
<tr>
<td>Don’t know</td>
<td>&amp;</td>
</tr>
<tr>
<td>Refused</td>
<td>-</td>
</tr>
</tbody>
</table>

**BASE: HAVE CARED FOR SOMEONE WHO IS FRAIL, SICK OR DISABLED (Q.2061OR 2081)**

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.)

<table>
<thead>
<tr>
<th>Caregiving Status</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, needed help but could not get it</td>
<td>-1</td>
</tr>
<tr>
<td>No, did not have problems getting help</td>
<td>-2</td>
</tr>
<tr>
<td>Never needed help (vol.)</td>
<td>-3</td>
</tr>
<tr>
<td>Don’t know</td>
<td>&amp;</td>
</tr>
<tr>
<td>Refused</td>
<td>-</td>
</tr>
</tbody>
</table>
BASE: HAVE CARED FOR SOMEONE WHO IS FRAIL, SICK OR DISABLED (Q.206/10R 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 .............................................................................. - &  SP
- Refused ...................................................................................... -  -  SP
**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?

<table>
<thead>
<tr>
<th>ROTATE -- START AT “X”</th>
<th>Often</th>
<th>Occasionally</th>
<th>Never</th>
<th>Don’t Know</th>
<th>Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>( ) A. Help you when you are ill or when your wife/husband is ill ........................................ -1</td>
<td>-2</td>
<td>-3</td>
<td>- &amp;</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>( ) B. Provide you with any financial support – this could include occasional help like buying groceries and paying bills ........................................ -1</td>
<td>-2</td>
<td>-3</td>
<td>- &amp;</td>
<td>---</td>
<td></td>
</tr>
</tbody>
</table>

**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 ongoing 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/collection 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/she/he) needed – or not?

Yes, was difficult .............................................................................. -1
No, was not difficult........................................................................... -2
Some of both (vol.) ................................................................. -3 (SKIP TO Q.534)
Don’t know ..................................................................................... - & (SKIP TO Q.534)
Refused............................................................................................. - --

BASE: ADULTS AGED 65 AND OLDER
534. 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.536)
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.................................................................................. _ - **

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<thead>
<tr>
<th>Country</th>
<th>Survey Reference</th>
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</thead>
<tbody>
<tr>
<td>AUSTRALIA</td>
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<td>CANADA</td>
<td>GO TO Q.608</td>
</tr>
<tr>
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<tr>
<td>UNITED KINGDOM</td>
<td>GO TO Q.612</td>
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<tr>
<td>UNITED STATES</td>
<td>GO TO Q.614</td>
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</table>

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?

<table>
<thead>
<tr>
<th>ROTATE -- START AT “X”</th>
<th>Very Concerned</th>
<th>Somewhat Concerned</th>
<th>Not Too Concerned</th>
<th>Don’t Know</th>
<th>Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>( ) A. That you will have to leave where you are living now because of your health.................................-1</td>
<td>-2</td>
<td>-3</td>
<td>-&amp;</td>
<td>--</td>
<td></td>
</tr>
<tr>
<td>( ) B. That you will need long-term care services and not have enough money or insurance to pay for the care you need ......................................................-1</td>
<td>-2</td>
<td>-3</td>
<td>-&amp;</td>
<td>--</td>
<td></td>
</tr>
<tr>
<td>( ) C. That you will become more of a burden than your family can handle (LTC).................................-1</td>
<td>-2</td>
<td>-3</td>
<td>-&amp;</td>
<td>--</td>
<td></td>
</tr>
<tr>
<td>( ) D. That you will have large medical expenses and not be able to pay for care you need.................................-1</td>
<td>-2</td>
<td>-3</td>
<td>-&amp;</td>
<td>--</td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
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<td>CANADA</td>
<td>SKIP TO Q.920</td>
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<tr>
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<td>SKIP TO Q.930</td>
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<tr>
<td>UNITED STATES</td>
<td>SKIP TO Q.950</td>
</tr>
</tbody>
</table>
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.................................................. ___ - --
<table>
<thead>
<tr>
<th>Country</th>
<th>Skip To Q.</th>
</tr>
</thead>
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<tr>
<td>Canada</td>
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<td>United Kingdom</td>
<td>0.966</td>
</tr>
<tr>
<td>United States</td>
<td>0.968</td>
</tr>
</tbody>
</table>

**BASE: AUSTRALIA (ALL RESPONDENTS)**

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

- A bachelors degree or higher ........................................... ( 1 - 1)
- A certificate or diploma................................................. ( 2 - 3)
- A trade qualification..................................................... ( 3 - 4)
- Finished the equivalent of the highest level of secondary school, like year 12 ....................................................... ( 4 - 5)
- Finished some secondary school, like year 10 ........................ ( 5 - 6)
- Another qualification ..................................................... ( 6 - 7)
- Don’t know ........................................................................... ( 7 - 8)
- Refused ................................................................................. ( 8 - 9)

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

**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 RESPONDENTS)**

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**