

# Final Topline Report<sup>1</sup>

## Survey on Disparities in Quality of Health Care: Spring 2001

Prepared by Princeton Survey Research Associates  
for the Commonwealth Fund

11.12.2001

N= 6,722 Adults over 18

1,153 Hispanic Americans

1,037 African Americans

621 Asian Americans

**Q1** In general, how would you describe your own health? Would you say it is excellent, very good, good, only fair or poor?

TOTAL

<b>23</b>	Excellent
<b>29</b>	Very good
<b>33</b>	Good
<b>11</b>	Only fair
<b>4</b>	Poor
<b>1</b>	Don't know
<b>*</b>	Refused

**Q2** In the last 12 months, have you (Insert)?

**a** visited a doctor or medical clinic for any reason, including check-ups or visits to the emergency room or hospital outpatient department

TOTAL

<b>75</b>	Yes
<b>25</b>	No
<b>*</b>	Don't know
<b>*</b>	Refused

**b** been admitted to the hospital

TOTAL

<b>13</b>	Yes
<b>87</b>	No
<b>*</b>	Don't know
<b>*</b>	Refused

<sup>1</sup> Topline is based on a disproportionately stratified random-digit sample weighted to reflect national parameters. It does not include the supplemental sample of Asians derived from surname sample (see methodological report for a full explanation of sampling methods).

- Q3** And what about the last 2 years, have you visited a doctor or medical clinic for any reason, including check-ups or visits to the emergency room or hospital, in the last two years?

*Based on those who have not seen a doctor or been admitted to the hospital in the last twelve months, or responded don't know or refused to either Q2a or Q2b*

TOTAL	
<b>54</b>	Yes
<b>44</b>	No
<b>1</b>	Don't know
<b>*</b>	Refused

n=1660

- Q4** Where do you usually go when you are sick or need health care? To a doctor's office or private clinic, a community health center or other public clinic, a hospital outpatient department, a hospital emergency room, or some other place?

TOTAL	
<b>76</b>	Doctor's office or private clinic
<b>8</b>	Community health center or other public clinic
<b>4</b>	Hospital outpatient department
<b>5</b>	Hospital emergency room
<b>3</b>	Some other place
<b>3</b>	No regular place of care (vol)
<b>1</b>	Don't know
<b>*</b>	Refused

- Q5** How much choice do you have in where you go for medical care? Would you say that you have a great deal, some, very little, or no choice?

TOTAL	
<b>50</b>	A great deal of choice
<b>29</b>	Some choice
<b>12</b>	Very little choice
<b>6</b>	No choice
<b>3</b>	Don't know
<b>*</b>	Refused

**Q6** Do you have a regular doctor or other health professional, such as a nurse or a midwife, you usually go to when you are sick or need health care?

TOTAL  
**76** Yes  
**23** No  
**1** Has more than one regular doctor (vol)  
\* Don't know  
\* Refused

3

**Q7** Is this person male or female? <sup>2</sup>

*Based on those who have a regular doctor or other health care professional*

TOTAL  
**73** Male  
**25** Female  
**1** Don't know  
\* Refused  
n=5063

**Q8** What is the race or ethnicity of this person? Is this person white, black or African American, Hispanic or Latino, Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaskan Native or some other background?

*Based on those who have a regular doctor or other health care professional*

TOTAL  
**72** White  
**4** Black or African American  
**4** Hispanic or Latino  
**7** Asian  
\* Native Hawaiian or other Pacific Islander  
**1** American Indian or Alaskan Native  
**6** Other  
**4** Don't know  
**1** Refused  
n=5063

<sup>2</sup> If respondent had more than one regular doctor Q7 read: Now thinking about the regular doctor you see more than others or who you consider your main regular doctor, is this person male or female?

**Q9** And how long has this person been your doctor?

*Based on those who have a regular doctor or other health care professional; Responses were read*

TOTAL	
<b>12</b>	Less than 1 year
<b>19</b>	1 to 2 years
<b>25</b>	3 to 5 years
<b>44</b>	More than 5 years
*	Don't know
*	Refused

n=5063

4

**Q10** During the last 12 months, was there any time when you had a medical problem but put off, postponed or did not seek medical care when you needed to?

TOTAL	
<b>20</b>	Yes
<b>80</b>	No
*	Don't know
*	Refused

**Q11** Was that because of the cost or because of some other reason?

*Based on those who had medical problem but did not visit the doctor*

TOTAL	
<b>35</b>	Cost
<b>65</b>	Some other reason
*	Don't know
*	Refused

n=1314

**Q12** During the last 12 months, was there any time when you did not fill a prescription for medicine?

TOTAL	
<b>13</b>	Yes
<b>87</b>	No
<b>1</b>	Don't know
*	Refused

**Q13** Was that because of the cost or because of some other reason?

*Based on those who did not fill a prescription for medicine*

TOTAL	
<b>49</b>	Cost
<b>51</b>	Some other reason
*	Don't know
<b>0</b>	Refused

n=831

5

**Q14** In the past two years, was there any time when you or your doctor thought you needed to see a specialist?<sup>3</sup>

TOTAL	
<b>37</b>	Yes
<b>62</b>	No
*	Don't know
*	Refused

**Q15** Were you able to see a specialist?

*Based on those who needed to see a specialist*

TOTAL	
<b>89</b>	Yes
<b>11</b>	No
*	Don't know
*	Refused

n=2509

<sup>3</sup> If necessary, respondent was informed that specialists are doctors like surgeons, heart doctors, psychiatrists, allergy doctors, skin doctors, eye doctors, and others who specialize in one area of health care.

**Q16** Was it difficult for you to see a specialist?

*Based on those who were able to see a specialist*

TOTAL	
<b>10</b>	Yes
<b>90</b>	No
*	Don't know
*	Refused

n=2230

6

**Q17** Why did you not see a specialist?

*Based on those who were not able to see a specialist; Precoded open end response set;  
Multiple responses were accepted*

TOTAL	
<b>7</b>	Insurance wouldn't approve
<b>6</b>	Couldn't get a referral
<b>3</b>	Couldn't find a specialist
<b>3</b>	The wait was too long
<b>4</b>	Couldn't get an appointment
<b>43</b>	Could not afford
<b>7</b>	Hassle/too busy/too far
<b>7</b>	Didn't see need/problem went away
<b>19</b>	Other (Recorded verbatim)
*	Don't know
*	Refused

n=272

**Q18** Why did you have difficulty seeing a specialist?

*Based on those who had difficulty seeing a specialist; Precoded open end response set;  
Multiple responses accepted*

TOTAL

- 17** Insurance wouldn't approve
- 7** Couldn't get a referral
- 4** Couldn't find a specialist
- 22** The wait was too long
- 13** Couldn't get an appointment
- 11** Could not afford
- 8** Hassle/too busy/too far
- 2** Didn't see need/problem went away
- 18** Other (Recorded verbatim)
- 3** Don't know
- 1** Refused

n=213

7

**Q19** For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree.

*Items were randomized*

**a** My health largely depends on how well I take care of myself.

**8**

TOTAL

<b>82</b>	Strongly agree
<b>15</b>	Somewhat agree
<b>1</b>	Somewhat disagree
<b>1</b>	Strongly disagree
<b>1</b>	Don't know
<b>*</b>	Refused

**b** I think staying healthy is a matter of luck more than anything else.

TOTAL

<b>15</b>	Strongly agree
<b>15</b>	Somewhat agree
<b>19</b>	Somewhat disagree
<b>49</b>	Strongly disagree
<b>2</b>	Don't know
<b>*</b>	Refused

**c** I leave it to my doctor to make the right decisions about my health.

TOTAL

<b>33</b>	Strongly agree
<b>41</b>	Somewhat agree
<b>14</b>	Somewhat disagree
<b>11</b>	Strongly disagree
<b>2</b>	Don't know
<b>*</b>	Refused

**d** It is generally better to take care of your own health than to go to the doctor.

TOTAL

<b>20</b>	Strongly agree
<b>25</b>	Somewhat agree
<b>22</b>	Somewhat disagree
<b>29</b>	Strongly disagree
<b>4</b>	Don't know
<b>1</b>	Refused



- Q20** Earlier you mentioned that you had visited a doctor within the past couple of years. The last time you visited a doctor, did the doctor listen to everything you had to say, to most, to some, or only a little of what you had to say?

*Based on those who have visited a doctor or clinic or been admitted to the hospital in the last two years*

TOTAL	
<b>66</b>	Everything
<b>24</b>	Most
<b>5</b>	Some
<b>4</b>	Only a little
<b>1</b>	Don't know
*	Refused

n=6008

- Q21** During the visit, did you understand everything the doctor said, most of what the doctor said, some, or only a little of what the doctor said?

*Based on those who have visited a doctor or clinic or been admitted to the hospital in the last two years*

TOTAL	
<b>66</b>	Everything
<b>27</b>	Most
<b>5</b>	Some
<b>2</b>	Only a little
*	Don't know
*	Refused

n=6008

- Q22** Did you have questions about your care or treatment that you wanted to discuss, but did not?

*Based on those who have visited a doctor or clinic or been admitted to the hospital in the last two years*

TOTAL	
<b>12</b>	Yes
<b>88</b>	No
*	Don't know
*	Refused

n=6008

- Q23** How much confidence and trust did you have in the doctor treating you—a great deal, a fair amount, not too much, or none at all?

*Based on those who have visited a doctor or clinic or been admitted to the hospital in the last two years*

TOTAL	
<b>69</b>	Great deal
<b>26</b>	A fair amount
<b>3</b>	Not too much
<b>1</b>	None at all
<b>1</b>	Don't know
<b>*</b>	Refused

n=6008

- Q24** Did the doctor treat you with a great deal of respect and dignity, a fair amount, not too much, or none at all?

*Based on those who had visited a doctor or clinic or been admitted to the hospital in the last two years*

TOTAL	
<b>76</b>	Great deal
<b>22</b>	A fair amount
<b>2</b>	Not too much
<b>1</b>	None at all
<b>*</b>	Don't know
<b>*</b>	Refused

n=6008

- Q25** Did the doctor involve you in decisions about your care as much as you wanted, almost as much as you wanted, less than you wanted, or a lot less than you wanted?

*Based on those who have visited a doctor or clinic or been admitted to the hospital in the last two years*

TOTAL	
<b>75</b>	As much as wanted
<b>17</b>	Almost as much
<b>4</b>	Less than wanted
<b>2</b>	A lot less than wanted
<b>1</b>	More than I wanted (vol)
<b>1</b>	Don't know
<b>*</b>	Refused

n=6008

- Q26** Did the doctor spend as much time with you as you wanted, almost as much as you wanted, less than you wanted, or a lot less than you wanted?

*Based on those who had visited a doctor or clinic or been admitted to the hospital in the last two years*

TOTAL	
<b>69</b>	As much as wanted
<b>19</b>	Almost as much
<b>8</b>	Less than wanted
<b>3</b>	A lot less than wanted
<b>1</b>	Don't know
<b>*</b>	Refused

n=6008

- Q27** Which best describes the ethnic and racial composition of the staff where you usually go for health care—all of the staff are the same ethnicity and race as you, most of the staff are the same ethnicity and race as you, some of the staff are the same ethnicity and race as you, or none of the staff are the same ethnicity and race as you?

*Based on those who have a usual place of care*

TOTAL	
<b>18</b>	All
<b>32</b>	Most
<b>31</b>	Some
<b>7</b>	None
<b>5</b>	About equal amount of all groups (vol)
<b>6</b>	Don't know
<b>1</b>	Refused

n=6464

- Q28** Has there been a time in the last two years when you didn't follow the doctor's advice, or treatment plan, get a recommended test or see a referred doctor?

*Based on those who have visited a doctor or clinic or been admitted to the hospital in the last two years*

TOTAL	
<b>24</b>	Yes, has been a time
<b>75</b>	No, has not been such a time
<b>1</b>	Don't know
<b>*</b>	Refused

n=6008

**Q29** Did you not follow the doctor's advice or treatment plan because (Insert)?

*Based on those who did not follow the doctor's advice or treatment plan; Items were rotated*

12

**a** you didn't understand what you were supposed to do

TOTAL  
**7** Yes  
**93** No  
\* Don't know  
\* Refused  
n=1408

**b** you disagreed with what the doctor wanted to do

TOTAL  
**39** Yes  
**60** No  
\* Don't know  
\* Refused  
n=1408

**c** it cost too much

TOTAL  
**27** Yes  
**73** No  
\* Don't know  
\* Refused  
n=1408

**d** it was too difficult to do

TOTAL  
**26** Yes  
**73** No  
**1** Don't know  
\* Refused  
n=1408

**e** the doctor's advice went against your personal beliefs

TOTAL  
**20** Yes  
**79** No  
**1** Don't know  
\* Refused  
n=1408

**Q30** In general, when you go to the doctor, do you prefer the doctor talk to both you and a person you are close to about your health care or do you prefer to talk to the doctor alone about your health care?

TOTAL

**20** Prefer the doctor talk to both you and a person you are close to  
**68** Prefer to talk alone  
**11** No preference (vol)  
**1** Don't know  
**\*** Refused

13

**Q31** How often does it happen that the doctor talks to both you and a person you are close to—almost always, often, sometimes, or never?

*Based on those who prefer doctor speaks with a person close to them or no preference*

TOTAL

**36** Almost always  
**11** Often  
**31** Sometimes  
**17** Never  
**4** Don't know  
**\*** Refused

n=1827

**Q32** For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree.

**a** I feel that my doctor understands my background and values.

TOTAL

**58** Strongly agree  
**28** Somewhat agree  
**6** Somewhat disagree  
**4** Strongly disagree  
**2** Don't have a doctor  
**3** Don't know  
**\*** Refused

**b** I often feel as if my doctor looks down on me and the way I live my life.

TOTAL

**5** Strongly agree  
**6** Somewhat agree  
**14** Somewhat disagree  
**71** Strongly disagree  
**1** Don't have a doctor  
**2** Don't know  
**\*** Refused

**Q33** How easy or difficult is it for you to (Insert)—very easy, somewhat easy, somewhat difficult, or very difficult?

*Items were rotated*

**a** read and understand the instructions on a prescription bottle about how to take a medicine **14**

TOTAL

<b>79</b>	Very easy
<b>15</b>	Somewhat easy
<b>3</b>	Somewhat difficult
<b>2</b>	Very difficult
<b>*</b>	Don't get any info from doctor (vol)
<b>1</b>	Don't know
<b>*</b>	Refused

**b** read and understand the information or booklets you get at the doctor's office

TOTAL

<b>57</b>	Very easy
<b>30</b>	Somewhat easy
<b>7</b>	Somewhat difficult
<b>2</b>	Very difficult
<b>3</b>	Don't get any info from doctor (vol)
<b>1</b>	Don't know
<b>*</b>	Refused

**Q34** Overall, how satisfied or dissatisfied are you with the quality of health care you have received during the last 2 years? Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

*Based on those who had visited a doctor or a clinic or had been admitted to the hospital in the last two years*

TOTAL

<b>62</b>	Very satisfied
<b>29</b>	Somewhat satisfied
<b>5</b>	Somewhat dissatisfied
<b>3</b>	Very dissatisfied
<b>1</b>	Don't know
<b>*</b>	Refused

n=6008

**Q35** Now thinking about the future, how confident are you that you can easily get good medical care when you need it? Do you feel very confident, somewhat confident, not too confident, or not confident at all about this?

TOTAL

**49** Very confident  
**35** Somewhat confident  
**10** Not too confident  
**4** Not confident at all  
**2** Don't know  
**\*** Refused

15

**Q36** In the last 2 years, have you changed doctors because you were dissatisfied with the doctor you were seeing, or not?

*Based on those who had visited a doctor or a clinic or had been admitted to the hospital in the last two years*

TOTAL

**12** Yes  
**88** No  
**\*** Don't know  
**\*** Refused

n=6008

**Q37** In the last 2 years, have you been dissatisfied with a doctor but could not change to a new doctor?

*Based on those who had not changed doctors in the last two years*

TOTAL

**4** Yes, dissatisfied but could not change  
**96** No  
**\*** Don't know  
**\*** Refused

n=5226

**Q38** If you could choose, would you prefer to be treated by a doctor who is male or female or do you have no preference?

TOTAL	
<b>9</b>	Prefer male doctor
<b>13</b>	Prefer female doctor
<b>76</b>	No preference
<b>2</b>	Depends on type of doctor/if an obgyn (vol)
*	Don't know
*	Refused

**Q39** If you could choose, would you prefer to be treated by a doctor of your own race or ethnic group, another race or ethnic group, or do you have no preference?

TOTAL	
<b>9</b>	Prefer doctor of own race or ethnic group
<b>1</b>	Another race or ethnic group
<b>89</b>	No preference
*	Don't know
*	Refused

**Q40** Thinking about all of the experiences you have had with health care visits in the last two years, have you ever felt that the doctor or medical staff you saw judged you unfairly or treated you with disrespect because of (Insert)?

*Based on those who had visited a doctor or clinic, or who had been admitted to the hospital in the last two years; Items were rotated*

**a** your ability to pay for the care or the type of health insurance you have

TOTAL	
<b>8</b>	Yes
<b>91</b>	No
<b>1</b>	Don't know
*	Refused

n=6008

**b** how well you speak English

TOTAL	
<b>2</b>	Yes
<b>98</b>	No
<b>1</b>	Don't know
*	Refused

n=6008



**c** your race or ethnic background

TOTAL  
**3** Yes  
**96** No  
 \* Don't know  
 \* Refused

n=6008

**d** your gender

TOTAL  
**3** Yes  
**96** No  
**1** Don't know  
 \* Refused

n=6008

**Q41** What happened to make you feel you were judged unfairly or treated with disrespect?

*Based on those who felt that they were unfairly treated by the doctor or medical staff because of their ability to pay for the care or the type of health insurance they had, how well they spoke English, their race or ethnic background or their gender*

TOTAL  
**13** The doctor or staff talked down to me  
**1** Heard staff say something negative about me  
**6** Kept me waiting  
**4** Took other patients instead of me/treated other patients better  
**2** Refused care/had difficulty getting care  
**5** Provider didn't do something/did something wrong  
**3** Didn't spend enough time/rushed  
**8** Disrespectful/rude/impolite  
**9** Didn't listen/ignored me/didn't explain  
**6** Too concerned with money/financial disagreement  
**17** Insurance issues  
**8** Discriminated against  
**7** Other  
**8** Don't know  
**2** Refused

n=751

**SEX** Observation

TOTAL  
**46** Male  
**54** Female

**Q42** Do you think there was ever a time when you would have gotten better medical care if you

**a** had belonged to a different race or ethnic group

TOTAL

<b>5</b>	Yes
<b>91</b>	No
<b>4</b>	Don't know
<b>*</b>	Refused

18

**b** were a man/woman

TOTAL

<b>6</b>	Yes
<b>88</b>	No
<b>5</b>	Don't know
<b>*</b>	Refused

**Q43** Over the last two years, has a family member or friend been treated unfairly when seeking medical care specifically because of race or ethnic background?

TOTAL

<b>5</b>	Yes
<b>93</b>	No
<b>3</b>	Don't know
<b>*</b>	Refused

Now I have a few questions about your health.

**Q44** First, what is your age?

TOTAL

<b>20</b>	18-29
<b>20</b>	30-39
<b>21</b>	40-49
<b>21</b>	50-64
<b>16</b>	65+
<b>1</b>	Don't know/Refused

**Q45** To what extent does a health problem or disability keep you from participating fully in work, school, or other activities—a great deal, a fair amount, not too much, or not at all?

TOTAL	
<b>10</b>	A great deal
<b>11</b>	A fair amount
<b>16</b>	Not too much
<b>62</b>	Not at all
<b>1</b>	Don't know
*	Refused

19

**Q46** In the past five years, has a doctor told you that you have any of the following health problems or conditions?

*Items were rotated*

**a** High blood pressure

TOTAL	
<b>23</b>	Have been told
<b>76</b>	Have not been told
*	Don't know
*	Refused

**b** Heart attack, or any other heart disease

TOTAL	
<b>7</b>	Have been told
<b>93</b>	Have not been told
*	Don't know
*	Refused

**c** Cancer

TOTAL	
<b>4</b>	Have been told
<b>95</b>	Have not been told
*	Don't know
*	Refused

**d** Diabetes or sugar diabetes

TOTAL	
<b>9</b>	Have been told
<b>90</b>	Have not been told
*	Don't know
*	Refused

**e** Anxiety or depression

TOTAL	
<b>15</b>	Have been told
<b>84</b>	Have not been told
*	Don't know
*	Refused

**f** Obesity

TOTAL	
<b>10</b>	Have been told
<b>89</b>	Have not been told
<b>1</b>	Don't know
*	Refused

**g** Asthma

TOTAL	
<b>8</b>	Have been told
<b>92</b>	Have not been told
*	Don't know
*	Refused

**Q47** Has your hemoglobin “A one C,” a blood test to check sugar control, been checked in the last six months?

*Based on those who have diabetes*

TOTAL	
<b>88</b>	Yes
<b>10</b>	No
<b>2</b>	Don't know
<b>0</b>	Refused

n=524

**Q48** Have your feet been examined for sores or irritations in the last year?

*Based on those who have diabetes*

TOTAL	
<b>71</b>	Yes
<b>28</b>	No
<b>1</b>	Don't know
<b>0</b>	Refused

n=524

**Q49** Have you had an eye exam in the last year?

*Based on those who have diabetes*

TOTAL  
**73** Yes  
**26** No  
\* Don't know  
**0** Refused  
n=524

21

**Q50** How often does a doctor or someone else in your doctor's office check your blood pressure—at least every six months, every year, or do you not have it checked?

*Based on those who have diabetes, high blood pressure or heart attack*

TOTAL  
**80** At least every six months  
**13** Every year  
**5** Do not have it checked  
**1** Don't know  
\* Refused  
n=1794

**Q51** Does your doctor or someone else in your doctor's office call you when you are at home to see how you are doing, or do you only get care when you call or have a doctor's visit?

*Based on those who have diabetes, high blood pressure or heart attack*

TOTAL  
**28** Yes, a doctor or someone else calls  
**71** No, only get care when respondent calls or goes for a doctor's visit  
**1** Don't know  
\* Refused  
n=1794

**Q52** Have you ever taken part in a special program offered by your doctor or health care provider to help you manage your health problem?

*Based on those who have a specific health problem or condition*

TOTAL	
<b>17</b>	Yes, taken part
<b>82</b>	No, not taken part
<b>1</b>	Don't know
<b>*</b>	Refused

n=2898

22

**Q53** About how long ago, if ever, did you have (Insert)—less than a year ago, 1 to 2 years ago, 3 to 5 years ago or more than 5 years ago?

*Items were rotated*

**a** a complete physical exam by a doctor or other health professional

TOTAL	
<b>48</b>	Less than a year ago
<b>26</b>	1 to 2 years ago
<b>12</b>	3 to 5 years ago
<b>10</b>	More than 5 years ago
<b>3</b>	Never
<b>1</b>	Don't know
<b>*</b>	Refused

n=6722

**b** your blood pressure checked

*Based on those who do not have diabetes, high blood pressure or heart attack*

TOTAL	
<b>79</b>	Less than a year ago
<b>13</b>	1 to 2 years ago
<b>4</b>	3 to 5 years ago
<b>2</b>	More than 5 years ago
<b>1</b>	Never
<b>1</b>	Don't know
<b>*</b>	Refused

n=4928

**c** your blood cholesterol checked

TOTAL

<b>53</b>	Less than a year ago
<b>18</b>	1 to 2 years ago
<b>8</b>	3 to 5 years ago
<b>4</b>	More than 5 years ago
<b>12</b>	Never
<b>4</b>	Don't know
<b>*</b>	Refused

n=6722

**d** a Pap test

*Based on females*

TOTAL

<b>53</b>	Less than a year ago
<b>26</b>	1 to 2 years ago
<b>7</b>	3 to 5 years ago
<b>8</b>	More than 5 years ago
<b>4</b>	Never
<b>1</b>	Don't know
<b>*</b>	Refused

n =4111

**e** a mammogram

*Based on females 40 and over*

TOTAL

<b>49</b>	Less than a year ago
<b>28</b>	1 to 2 years ago
<b>7</b>	3 to 5 years ago
<b>5</b>	More than 5 years ago
<b>10</b>	Never
<b>*</b>	Don't know
<b>*</b>	Refused

n=2313

**f** a screening for colon cancer

*Based on those age 50 and over*

TOTAL

<b>27</b>	Less than a year ago
<b>21</b>	1 to 2 years ago
<b>11</b>	3 to 5 years ago
<b>6</b>	More than 5 years ago
<b>32</b>	Never
<b>3</b>	Don't know
<b>*</b>	Refused

N=2260

**g** a dental exam

TOTAL	
<b>56</b>	Less than a year ago
<b>22</b>	1 to 2 years ago
<b>9</b>	3 to 5 years ago
<b>10</b>	More than 5 years ago
<b>3</b>	Never
<b>1</b>	Don't know
<b>*</b>	Refused
n=6722	

**h** a blood test or rectal exam for prostate cancer

*Based on males age 40 and over*

TOTAL	
<b>48</b>	Less than a year ago
<b>20</b>	1 to 2 years ago
<b>8</b>	3 to 5 years ago
<b>4</b>	More than 5 years ago
<b>17</b>	Never
<b>2</b>	Don't know
<b>*</b>	Refused
n=1318	

**Q54** Do you currently smoke cigarettes?

TOTAL	
<b>20</b>	Yes
<b>80</b>	No
<b>*</b>	Don't know
<b>*</b>	Refused

**Q55** In a typical week, how often do you exercise, such as walking or swimming for at least 20 minutes—never, less than once a week, 1 to 2 times a week, 3 times a week, or more than 3 times a week?

TOTAL	
<b>12</b>	Never
<b>7</b>	Less than once a week
<b>20</b>	1 to 2 times a week
<b>20</b>	3 times a week
<b>40</b>	More than 3 times a week
<b>1</b>	Don't know
<b>*</b>	Refused



**Q56** Has a doctor ever talked to you about (Insert)?

*Item "a" based on those who smoke*

**a** the health risks of smoking and ways to quit

TOTAL	
<b>79</b>	Yes
<b>21</b>	No
*	Don't know
<b>0</b>	Refused

n=1268

25

**b** having a healthy diet and weight

TOTAL	
<b>49</b>	Yes
<b>51</b>	No
*	Don't know
*	Refused

**c** exercise

TOTAL	
<b>50</b>	Yes
<b>50</b>	No
<b>1</b>	Don't know
*	Refused

**d** any mental health concerns such as stress or depression

TOTAL	
<b>19</b>	Yes
<b>81</b>	No
*	Don't know
*	Refused

**Q57** In the last 2 years have you used (Insert)?

*Items a, b and c were rotated; d was always asked last*

**a** herbal medicines

TOTAL	
<b>23</b>	Yes
<b>76</b>	No
<b>1</b>	Don't know
*	Refused

**b** acupuncture

TOTAL

**3** Yes  
**96** No  
**1** Don't know  
**\*** Refused

**c** a chiropractor

TOTAL

**15** Yes  
**84** No  
**\*** Don't know  
**\*** Refused

**d** a traditional healer such as a Curendero, or an herbalist

TOTAL

**2** Yes  
**96** No  
**1** Don't know  
**\*** Refused

**Q58** In general, do you use (sources from Q57) because (Insert)?*Based on those who use any alternative care***a** you want to avoid using prescription medicines

TOTAL

**46** Yes  
**53** No  
**1** Don't know  
**\*** Refused

n=2150

**b** it|they is|are a cheaper way of getting care

TOTAL

**17** Yes  
**81** No  
**2** Don't know  
**\*** Refused

n=2150

- c** you prefer to try other approaches before you go to the doctor or take prescription medicine

TOTAL

**50** Yes  
**47** No  
**2** Don't know  
**\*** Refused

n=2150

- d** it|they work(s) well and make(s) you feel good or keep(s) you healthy

TOTAL

**85** Yes  
**14** No  
**1** Don't know  
**\*** Refused

n=2150

- e** it|they work(s) with the prescription medicines you take or the care you get from your doctor

TOTAL

**37** Yes  
**59** No  
**3** Don't know  
**\*** Refused

n=2150

- f** other medicines or treatments you tried didn't work well

TOTAL

**32** Yes  
**66** No  
**2** Don't know  
**\*** Refused

n=2150

- g** of cultural or religious beliefs

TOTAL

**8** Yes  
**91** No  
**1** Don't know  
**\*** Refused

n=2150

**Q59** Have you told your doctor that you use (sources used from Q57)?

*Based on those who used any alternative care*

TOTAL	
<b>66</b>	Yes
<b>30</b>	No
<b>3</b>	Doctor recommended it (vol)
<b>2</b>	Don't know
*	Refused

n=2150

28

**Q60** Now thinking about prescription medications, have you or any family member been given the wrong medication or wrong dose when filling a prescription at a pharmacy or while hospitalized?

TOTAL	
<b>16</b>	Yes
<b>84</b>	No
<b>1</b>	Don't know
*	Refused

**Q61** Were you given the wrong medication or wrong dose as a result of a mix up at the pharmacy or when prescribed at the hospital?

*Based on those who had been given the wrong medication*

TOTAL	
<b>59</b>	Pharmacy
<b>33</b>	Hospital
<b>8</b>	Don't know
*	Refused

n=1015

**Q62** Did this turn out to be a very serious problem, somewhat serious, or not too serious a problem?

*Based on those who had been given the wrong medication*

TOTAL	
<b>22</b>	Very serious problem
<b>18</b>	Somewhat serious problem
<b>58</b>	Not too serious problem
<b>1</b>	Don't know
<b>0</b>	Refused

n=1015

**Q63** Have you or any family member ever gotten sick or gotten worse as a result of going to the doctor's office or being hospitalized?

TOTAL	
<b>14</b>	Yes
<b>86</b>	No
<b>1</b>	Don't know
*	Refused

**Q64** Do you think this was due to a mistake made at the doctor's office or hospital?

*Based on those who have gotten sick or worse after visit*

TOTAL	
<b>73</b>	Yes, it was due to a mistake at doctor's or hospital
<b>21</b>	No, it was not due to a mistake at doctor's or hospital
<b>5</b>	Don't know
<b>1</b>	Refused
n=962	

**Q65** Did this turn out to be a very serious problem, somewhat serious, or not too serious of a problem?

*Based on those who had gotten sick or worse after visit*

TOTAL	
<b>51</b>	Very serious problem
<b>30</b>	Somewhat serious problem
<b>18</b>	Not too serious problem
<b>1</b>	Don't know
*	Refused
n=962	

**Q66** How often have you (Insert) for information about health and medicine—very often, somewhat often, not too often, or not at all?

*Items were rotated*

**a** gone on the World Wide Web or the Internet

TOTAL	
<b>9</b>	Very often
<b>17</b>	Somewhat often
<b>17</b>	Not too often
<b>56</b>	Not at all
*	Don't know
*	Refused

**b** looked through books or other printed information

TOTAL

<b>19</b>	Very often
<b>30</b>	Somewhat often
<b>27</b>	Not too often
<b>23</b>	Not at all
<b>1</b>	Don't know
<b>*</b>	Refused

**c** called a doctor or other health care provider

TOTAL

<b>7</b>	Very often
<b>21</b>	Somewhat often
<b>35</b>	Not too often
<b>36</b>	Not at all
<b>1</b>	Don't know
<b>*</b>	Refused

**d** asked friends or family

TOTAL

<b>14</b>	Very often
<b>27</b>	Somewhat often
<b>28</b>	Not too often
<b>31</b>	Not at all
<b>1</b>	Don't know
<b>*</b>	Refused

**e** asked a pharmacist

TOTAL

<b>11</b>	Very often
<b>24</b>	Somewhat often
<b>30</b>	Not too often
<b>34</b>	Not at all
<b>1</b>	Don't know
<b>*</b>	Refused

**f** visited a community health fair

TOTAL

<b>2</b>	Very often
<b>7</b>	Somewhat often
<b>17</b>	Not too often
<b>73</b>	Not at all
<b>1</b>	Don't know
<b>*</b>	Refused

**Q67** How easy has it been for you to find information about the quality of (Insert) when choosing (Insert) for your medical care—very easy, somewhat easy, not too easy, or not at all easy?

*Items were rotated*

**a** doctors in your community / a doctor

**31**

TOTAL

**33** Very easy  
**31** Somewhat easy  
**15** Not too easy  
**9** Not at all easy  
**11** Does not look for information about the quality (vol)  
**1** Don't know  
**\*** Refused

**b** health insurance plans / an insurance plan

TOTAL

**30** Very easy  
**26** Somewhat easy  
**15** Not too easy  
**12** Not at all easy  
**15** Does not look for information about the quality (vol)  
**2** Don't know  
**\*** Refused

**c** hospitals in your community / a hospital

TOTAL

**40** Very easy  
**28** Somewhat easy  
**10** Not too easy  
**7** Not at all easy  
**13** Does not look for information about the quality (vol)  
**2** Don't know  
**\*** Refused

**Q68** Many Americans do not have health insurance. Are you now covered by any form of health insurance or health plan, including any private health insurance plan or a government program such as Medicare or Medicaid, or do you not have health insurance at this time?

TOTAL

**86** Yes, covered  
**14** No, not covered  
**\*** Don't know  
**\*** Refused

**Q69** Which of the following is your main source of health insurance coverage?

*Based on those who are insured; Responses were read*

TOTAL	
<b>67</b>	Health insurance through your or someone else's employer or work
<b>11</b>	Health insurance bought directly by you or your family
<b>14</b>	Medicare, the government program that helps pay medical bills for people over age 65 or disabled
<b>4</b>	Medicaid, the government program that helps pay medical bills for people with low incomes
<b>3</b>	Some other government or state medical program such as CHAMPUS, TRICAP or VA
<b>1</b>	Don't know
*	Refused

n=5708

**32**

**Q70** In the last 12 months, has there been a time when you were without health insurance?

*Based on those who are insured*

TOTAL	
<b>9</b>	Yes
<b>91</b>	No
*	Don't know
*	Refused

n=5708

**Q71** Do you have any insurance plan or government program that helps to pay for the cost of prescription drugs?

*Based on those who are insured*

TOTAL	
<b>64</b>	Yes
<b>35</b>	No
<b>1</b>	Don't know
*	Refused

n=5708



**Q72** Is English your primary language, or not?

*Based on those who wanted to do the survey in English but did not speak fluent English*

TOTAL	
<b>64</b>	Yes
<b>34</b>	No
<b>2</b>	Don't know
<b>0</b>	Refused
n=26	

33

**Q73** What language do you speak at home?

*Based on those whose primary language is not English or those who took the interview in Spanish, Mandarin, Cantonese, Korean or Vietnamese*

TOTAL	
<b>4</b>	English
<b>84</b>	Spanish
<b>3</b>	Mandarin or Chinese
<b>1</b>	Korean
<b>2</b>	Vietnamese
<b>5</b>	Other (specify)
<b>0</b>	Don't know
<b>0</b>	Refused
n=522	

**Q74** Thinking about your most recent care, how often did you have a hard time speaking with or understanding a doctor, a nurse or other health provider because you and the doctor spoke different languages -- always, usually, sometimes or never?

*Based on those whose primary language is not English or who took the interview in Spanish, Mandarin, Cantonese, Korean or Vietnamese*

TOTAL	
<b>13</b>	Always
<b>4</b>	Usually
<b>27</b>	Sometimes
<b>53</b>	Never
<b>3</b>	Don't know
<b>0</b>	Refused
n=522	

- Q75** Again thinking about your most recent care, did you need an interpreter to help you speak with doctors or other health providers?

*Based on those who always, usually or sometimes have a hard time speaking with or understanding a doctor*

TOTAL	
<b>65</b>	Yes
<b>34</b>	No
<b>*</b>	Don't know
<b>1</b>	Refused
n=220	

- Q76** When you needed an interpreter to help you speak with doctors or other health providers, how often did you get one -- always, usually, sometimes or never?

*Based on those who needed an interpreter*

TOTAL	
<b>40</b>	Always
<b>8</b>	Usually
<b>48</b>	Sometimes
<b>2</b>	Never
<b>2</b>	Don't know
<b>0</b>	Refused
n=124	

- Q77** With the help of the interpreter, did you fully understand what the doctor was saying, somewhat understand, understand only a little, or not understand at all what the doctor was saying?

*Based on those who have used an interpreter*

TOTAL	
<b>70</b>	Fully understand
<b>20</b>	Somewhat understand
<b>9</b>	Understand only a little
<b>0</b>	Not understand at all
<b>0</b>	Don't know
<b>0</b>	Refused
n=118	

- Q78** Who usually serves as an interpreter for you—your health provider, a staff person, a friend or relative, a trained medical interpreter, or someone else?

*Based on those who have used an interpreter*

TOTAL	
*	Your health provider
<b>53</b>	A staff person
<b>43</b>	A friend or relative
<b>1</b>	A trained medical interpreter
<b>4</b>	Someone else
<b>0</b>	Don't know
<b>0</b>	Refused
n=118	

- Q79** Is this person usually available to help you?

*Based on those who have used an interpreter*

TOTAL	
<b>74</b>	Yes
<b>26</b>	No
*	Don't know
<b>0</b>	Refused
n=118	

- Q80** Counting yourself, how many adults 18 and older currently live in your household?

TOTAL	
<b>18</b>	One
<b>56</b>	Two
<b>17</b>	Three
<b>8</b>	Four or more
*	Don't know
*	Refused

- Q81** And how many children under the age of 18 currently live in your household?

TOTAL	
<b>58</b>	Zero
<b>17</b>	One
<b>15</b>	Two
<b>6</b>	Three
<b>3</b>	Four or more
*	Don't know
*	Refused

**Q82** Are you currently married, living as married, widowed, divorced, separated, or have you never been married?

TOTAL

<b>57</b>	Married
<b>4</b>	Living as married
<b>7</b>	Widowed
<b>9</b>	Divorced
<b>2</b>	Separated
<b>20</b>	Never been married
*	Don't know
*	Refused

**Q83** Are you employed full-time, part-time, are you retired, or are you not employed for pay?<sup>4</sup>

TOTAL

<b>54</b>	Employed full-time
<b>12</b>	Employed part-time
<b>17</b>	Retired
<b>13</b>	Not employed for pay
<b>2</b>	Disabled (vol)
<b>1</b>	Student (vol)
<b>1</b>	Other (vol)
*	Don't know
*	Refused

**Q84** Is your spouse or partner employed for pay full time, part time, or not employed for pay at all?

*Based on those who have spouse or partner*

TOTAL

<b>64</b>	Full time
<b>9</b>	Part time
<b>27</b>	Not employed (vol)
*	Don't know
*	Refused

n=3396

<sup>4</sup> For Q83 and Q84, if necessary, respondents were informed that full time is 35 hours a week or more.

**Q85** What is the last grade or class you completed in school?

TOTAL

<b>4</b>	None, or grade 1-8
<b>10</b>	High school incomplete (grades 9-11)
<b>31</b>	High school graduate (grade 12 or GED certificate)
<b>4</b>	Business, technical or vocational school after high school
<b>24</b>	Some college, no four-year degree
<b>16</b>	College graduate (BS, BA or other four year degree)
<b>10</b>	Post graduate training or professional schooling after college (e.g. toward a master's degree or PhD, law or medical school)
*	Don't know
*	Refused

37

**Q86** Are you yourself of Latino or Hispanic origin or descent, or not?

TOTAL

<b>10</b>	Yes
<b>88</b>	No
<b>1</b>	Don't know
<b>1</b>	Refused

**Q87** Do you consider yourself Mexican, Puerto Rican, Cuban, Dominican, Central American, or from some other Spanish speaking country?

*Based on those who are Latino or Hispanic*

TOTAL

<b>57</b>	Mexican
<b>8</b>	Puerto Rican
<b>3</b>	Cuban
<b>3</b>	Dominican
<b>10</b>	Central American
<b>15</b>	Some other Spanish speaking country (specify)
<b>3</b>	Don't know
*	Refused

n=1153

**Q88** What is your race? (If Latino:) Are you white Latino, black Latino or some other race?  
(Else:) Are you white, black, African American, Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaskan Native, or some other race?

TOTAL

<b>75</b>	White
<b>12</b>	Black or African-American
<b>4</b>	Asian
<b>1</b>	Native Hawaiian or other Pacific Islander
<b>1</b>	American Indian or Alaskan Native
<b>6</b>	Other or mixed race (specify)
<b>1</b>	Don't know
<b>1</b>	Refused

38

**Q89** Are you of Chinese, Vietnamese, Korean, or another Asian heritage?

*Based on those who are Asian, Native Hawaiian or Pacific Islander*

TOTAL

<b>21</b>	Chinese
<b>9</b>	Vietnamese
<b>4</b>	Korean
<b>60</b>	Other Asian heritage (specify)
<b>5</b>	Don't know
<b>2</b>	Refused

n=676

**Q90** Are you of Caribbean heritage, or not?

*Based on those who are black or African-American*

TOTAL

<b>12</b>	Yes
<b>85</b>	No
<b>4</b>	Don't know
<b>0</b>	Refused

n=1101

**Income** Last year, that is in 2000, what was your total household income from all sources before taxes?

TOTAL	
<b>17</b>	Under \$20,000
<b>19</b>	\$20,000 to \$34,999
<b>15</b>	\$35,000 to \$49,000
<b>13</b>	\$50,000 to \$74,999
<b>17</b>	\$75,000 or more
<b>19</b>	Don't know/Refused

39

**Q94** In what country were you born?

TOTAL	
<b>86</b>	United States
<b>14</b>	Other country (specify)
*	Don't know
*	Refused

**Q95** About how many years have you lived in the United States—less than five years, 5 to 10 years, more than 10 years?

*Based on those not born in the United States*

TOTAL	
<b>17</b>	Less than five years
<b>14</b>	5 to 10 years
<b>68</b>	More than 10 years
*	Don't know
<b>1</b>	Refused

n=1518

**Q96** In the last 12 months have you been without telephone service or not had a working phone for two weeks or more?

TOTAL	
<b>4</b>	Yes
<b>96</b>	No
*	Don't know
*	Refused