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J13814

5/01/01

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Title for Initial Survey Page: **2001 Commonwealth Fund International Health Policy Survey**

Field Period: *US* - April 23rd 2001 to May 21st; *NZ* – April 27th to May 25th; *Au* – April 30th – May 28th;
Ca – May 2nd to May 29th; *UK* – May 3rd to May 31st.

QUESTIONNAIRE TOPICS

Section 000: Preloaded Sample Variables
Section 200: Introduction and Screening
Section 300: Overview of Health System
Section 400: Access To Health Care For Different Population Groups
Section 500: Access to Care
Section 600: Health Status
Section 700: Health Care Coverage
Section 800: Experience with Health Care
Section 900: Financial Burdens and Fears
Section 1100: Country of Birth, Language and Minority Status
Section 100: Demographics

Proprietary Questions Not To Be Released: None
Harris Interactive-approved Results Items: NA
Harris Interactive-approved Soft Exit Items: NA
Place Status Bars: NA
Time Indicators: Time/date stamps at beginning and end of survey
Number of Response Equivalentents (REs): NA
Estimated Survey Duration: 15 minutes
Template: HI
TTT Code (Q23): 079914

Sources:

IHP-1998 IHP (General Public, 1998: US, Canada, UK, Au, NZ) (728346)
IHP-1999 IHP (Elderly, 1999: US, Canada, UK, Au, NZ) (828540)
IHP-2000 IHP (Doctors, 2000: US, Canada, UK, Au, NZ) (11739)
Minority Commonwealth's Health Care Services and Minority Groups, 1994 (932028)
Demonization Demonization of Managed Care in the Media (1996, proprietary) (952031)

[PROGRAMMER NOTE: PLEASE ENSURE THAT ALL MISSING DATA IS REPRESENTED IN SPSS DATA SET AS OUT OF RANGE NEGATIVE NUMBERS]

SECTION 00: PRELOAD SAMPLE VARIABLES**BASE: ALL RESPONDENTS****Q60** COUNTRY CODE (CC):

- 1 Australia
- 2 Canada
- 3 New Zealand
- 4 United Kingdom
- 5 United States

BASE: AUSTRALIA (CC/1)**Q61** COMMUNITY SIZE:

- 1 1,000,000 plus
- 2 100,000<1,000,000
- 3 Under 100,000

BASE: CANADA (CC/2)**Q62** COMMUNITY SIZE:

- 1 Under 5,000
- 2 5,000-99, 999
- 3 100,000-999, 999
- 4 1,000,000 and over

BASE: NEW ZEALAND (CC/3)**Q63** AREA TYPE:

- 01 Metropolitan
- 02 Provincial
- 03 Small Town/Rural

BASE: U.K. (CC/4)**Q64** NONE**BASE: U.S. (CC/5)****Q65** AREA TYPE

- 01 Urban
- 02 Suburban
- 03 Rural

BASE: AUSTRALIA (CC/1)**Q1301** REGION:

- 1 Sydney
- 2 NSW
- 3 Melb
- 4 Vic
- 5 Brisbane
- 6 Qld
- 7 Adelaide
- 8 SA
- 9 Perth
- 10 WA
- 11 Hobart
- 12 Tas
- 13 ACT
- 14 NT

BASE: CANADA (CC/2)**Q67** REGION:

- 1 NB/BF/NS/PE
- 2 QC
- 3 ON
- 4 MB/SK/NT
- 5 AB
- 6 BC/YT

BASE: NEW ZEALAND (CC/3)**Q1302 REGION:**

- 01 WHANGAREI
- 02 AUCKLAND ZONE 1
- 03 AUCKLAND ZONE 2
- 04 AUCKLAND ZONE 3
- 05 AUCKLAND ZONE 4
- 06 HAMILTON
- 07 TAURANGA
- 08 ROTORUA
- 09 GISBORNE
- 10 NAPIER/HASTINGS
- 11 NEW PLYMOUTH
- 12 WANGANUI
- 13 PALMERSTON NORTH
- 14 WELLINGTON ZONE 1
- 15 WELLINGTON ZONE 2
- 16 WELLINGTON ZONE 3
- 17 WELLINGTON ZONE 4
- 18 NELSON
- 19 CHRISTCHURCH ZONE 1
- 20 CHRISTCHURCH ZONE 2
- 21 CHRISTCHURCH ZONE 3
- 22 DUNEDIN
- 23 INVERCARGILL
- 24 NORTHLAND RURAL/TOWNS
- 25 AUCKLAND RURAL/TOWNS
- 26 WAIKATO RURAL/TOWNS
- 27 BOP RURAL/TOWNS
- 28 EAST COAST RURAL/TOWNS
- 29 TARANAKI RURAL/TOWNS
- 30 WANGANUI RURAL/TOWNS
- 31 MANAWATU RURAL/TOWNS
- 32 HAWKES BAY RURAL/TOWNS
- 33 WAIRARAPA RURAL/TOWNS
- 34 WGTN/KAPITI RURAL/TOWNS
- 35 NLSN/MARLBURGH RURAL/TOWNS
- 36 WEST COAST S.I.RURAL/TOWNS
- 37 CANTY RURAL/TOWNS
- 38 SOUTH CANTERBURY RURAL/TOWNS
- 39 OTAGO RURAL/TOWNS
- 40 SOUTHLAND RURAL/TOWNS

BASE: U.K. (CC/4)**Q69** REGION:

- 1 North
- 2 Yorks & Humber
- 3 East Midlands
- 4 East Anglia
- 5 London
- 6 South East
- 7 South West
- 8 West Midlands
- 9 North West
- 10 Wales
- 11 Scotland

BASE: U.S. (CC/5)**Q80** REGION:

- 1 East
- 2 South
- 3 Midwest
- 4 West

SECTION 200: INTRODUCTION AND SCREENING
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[PROGRAMMER NOTE: IF AUSTRALIA (CC/1) ASK Q200; IF CANADA (CC/2) JUMP TO Q202; IF NEW ZEALAND (CC/3) JUMP TO Q204; IF U.K. (CC/4) JUMP TO Q206; IF U.S. (CC/5) JUMP TO Q208]

BASE: AUSTRALIA (CC/1)

Q200 Good morning/ afternoon/ evening, my name is _____ from AMRInteractive, the market research company. Today we are conducting a short and interesting survey about health issues and we would like to speak to the person in the household who is 18 or older and has the next birthday.

[PROGRAMMER NOTE: JUMP TO Q300]

BASE: CANADA (CC/2)

Q202 Hello, my name is _____ of Research House. We are conducting a brief survey with people in your area today about health issues. We are not selling anything. We would like to ask you some simple questions. The answers you give will be kept strictly confidential.

I would like to speak with the person who is aged 18 or older and who had the last birthday in your household. Would you be that person?

[PROGRAMMER NOTE: JUMP TO Q300]

BASE: NEW ZEALAND (CC/3)

Q204 Good morning/afternoon/evening, my name is _____ from ACNielsen, the International Market Research Company, calling from Auckland. Today we are conducting a short survey about health issues and we would like to speak to the person in your household aged 18 years or over who has the next birthday.

(IF NECESSARY: It will take 10-15 minutes)

(IF NECESSARY: We are an independent market research company and all our work is completely confidential. Your answers will be combined with those of other people and there will be nothing in the results that could identify you.)

[PROGRAMMER NOTE: JUMP TO Q300]

BASE: UK (CC/4)

Q206 Good morning/afternoon/evening. My name is _____ and I'm phoning on behalf of MORI, the social research company. We're conducting a survey among 1000 people in the UK about health issues and wondered if I might ask you some simple questions.

(INTERVIEWER: IF NECESSARY: The interview lasts no longer than 15 minutes.)

(After agreement): Are you over 18?

(If not): Please could I speak to someone in your house over 18?

(PROGRAMMER): Repeat intro

(Then): I would like to assure you that your answers will be treated in the strictest confidence and your anonymity is assured.

[PROGRAMMER NOTE: JUMP TO Q300]

BASE: U.S. (CC/5)

Q208 Hello, I'm _____ from Harris Interactive, the national survey research firm in New York. We're conducting a survey about health issues for Harvard University and I would like to speak with the youngest adult male, 18 years or older, living in this household who is at home right now. (IF MALE: Is that you or someone else?)

(IF YOUNGEST MALE NOT AVAILABLE: ASK TO SPEAK TO THE NEXT YOUNGEST MALE)

(IF NO MALE AVAILABLE: ASK TO SPEAK TO THE YOUNGEST FEMALE)

(IF NECESSARY: Let me assure you that everything you tell me will be kept in the strictest confidence.)

- | | | |
|---|--------------------------|-------------------|
| 1 | Continue | ASK Q300 |
| 2 | Not available –call back | SCHEDULE CALLBACK |
| 8 | Not sure (v) | TERMINATE |
| 9 | Decline to answer (v) | TERMINATE |

Section 300: OVERVIEW OF HEALTH SYSTEM**BASE: ALL RESPONDENTS**

Q300 Which of the following statements comes closest to expressing your overall view of the health care system in this country? (SINGLE RECORD) [IHP1998, Q201] [20] (READ LIST)

()

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

OR

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

OR

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

- 8 Not sure (v)

- 9 Decline to answer (v)

BASE: ALL RESPONDENTS

Q301 Compared to two years ago, do you think the amount of time that people in this country now have to wait for non-emergency or elective surgery is longer, shorter or about the same? (IF NECESSARY: By non-emergency or elective surgery we mean surgery for conditions that aren't immediately life threatening such as a hip replacement or a cataract removal.) [NEW] [15]

()

- 1 Longer
2 Shorter
3 About the same

- 8 Not sure (v)

- 9 Decline to answer (v)

BASE: ALL RESPONDENTS

Q302 Compared to two years ago, is your and your family's ability to get the medical care you need better, worse, or about the same? [IHP1998, Q204] [15]

()

- 1 Better
2 Worse
3 About the same

- 8 Not sure (v)

- 9 Decline to answer (v)

SECTION 400: ACCESS TO HEALTH CARE FOR DIFFERENT POPULATION GROUPS

BASE: ALL RESPONDENTS

Q400 In this country, how often, if ever, do you think people with low incomes have more problems getting needed medical care than people with higher incomes? [NEW] [20]

(READ LIST)

()

- 1 Often
- 2 Sometimes
- 3 Rarely
- 4 Never
- 8 Not sure (v)
- 9 Decline to answer (v)

BASE: ALL RESPONDENTS

Q401 In this country, how often, if ever, do you think recent immigrants have more problems getting needed medical care than people born in this country? [NEW] [20]

(READ LIST)

()

- 1 Often
- 2 Sometimes
- 3 Rarely
- 4 Never
- 8 Not sure (v)
- 9 Decline to answer (v)

[PROGRAMMER NOTE: IF UK, NZ, AU OR US (CC/1,3,4,5), ASK Q402; OTHERWISE JUMP TO Q403]

BASE: RESPONDENTS IN UK,NZ,AU, US (CC/1,3,4,5)

Q402 In this country, how often, if ever, do you think people with private health insurance get better care than people who [IF UK,NZ,AU (CC/1,3,4), insert "just use the public system?"/[IF U.S. (CC/5), insert "are covered by Medicaid?"] [NEW] [20]

(READ LIST)

()

- 1 Often
- 2 Sometimes
- 3 Rarely
- 4 Never
- 8 Not sure (v)
- 9 Decline to answer (v)

BASE: ALL RESPONDENTS

Q403 In this country, how often, if ever, do you think the average [INSERT MINORITY GROUP HERE FROM PROGRAMMING NOTE BELOW] person has more problems getting needed medical care than an average [IF NZ (CC/3), INSERT "European or Pakeha"; IF NOT NZ (CC/NOT 3), INSERT "white"] person? [NEW] [20]

[PROGRAMMER NOTE: MINORITY GROUPS:

IF U.S. (CC/5), THEN INSERT FOR HALF SAMPLE "BLACK/AFRICAN-AMERICAN", HALF "HISPANIC/LATINO";

IF CANADA (CC/2), THEN INSERT "ABORIGINAL, NORTH AMERICAN INDIAN OR FIRST NATION";

IF UK (CC/4), THEN INSERT HALF SAMPLE "BLACK", HALF "ASIAN";

IF NEW ZEALAND (CC/3), THEN INSERT "MAORI";

IF AUSTRALIA (CC/1), THEN INSERT "ABORIGINAL OR TORRES STRAIT ISLANDER".]

(READ LIST)

()

- 1 Often
- 2 Sometimes
- 3 Rarely
- 4 Never
- 8 Not sure (v)
- 9 Decline to answer (v)

BASE: ALL RESPONDENTS

Q404 Thinking about the experiences you have had with health care in the last few years, have you ever felt that doctors or other health care staff treated you unfairly or with disrespect because (READ ITEM)? [NEW] [60]

Q405

[RANDOMIZE ITEMS]

1	2	3	8	9
Yes	No	Not Applicable (v)	Not Sure (v)	Decline to Answer (v)

- () 1 You were not able to pay for care
- () 2 Of your race or ethnic background
- () 3 Of something in your medical history
- () 4 Of your accent or how well you speak English [IF QUEBEC ADD "or French"]

SECTION 500: ACCESS TO CARE

BASE: ALL RESPONDENTS

Q500 I would now like to ask you about medical care you have received. By medical care we mean any care provided by doctors, nurses, specialists, consultants, other health professionals, hospitals, or clinics.

BASE: ALL RESPONDENTS

Q502 In the past 12 months, was there a time when you needed medical care but did not get it? [IHP1998, Q301] [15]

- ()
- 1 Needed medical care but did not get it
 - 2 Did not have a problem getting medical care
 - 3 Did not need medical care (v)
 - 8 Not sure (v)
 - 9 Decline to answer (v)

[PROGRAMMER NOTE: IF NEEDED CARE BUT DID NOT GET IT (Q502/1) ASK Q504; OTHERWISE JUMP TO Q508]

BASE: NEEDED MEDICAL CARE BUT DID NOT GET IT (Q502/1)

Q504 What was the main reason that you were unable to get the care you thought you needed? (IF HESITANT READ LIST) [SINGLE RECORD] [IHP1998, 302] [30]

- ()
- 01 Unable to afford/lack of (private) insurance
 - 02 Having to wait for an appointment/consultation
 - 03 Long waiting times for the type of care needed
 - 04 Personal limitations (e.g., not able to get time off work, too busy, lack of transportation etc.)
 - 05 Being denied a referral
 - 06 Service/procedure not covered by National Health Services, Medicare, or insurance
 - 07 Facilities or services not available locally
 - 08 Lack of doctors/No doctors available/Doctors' strike
 - 09 Budget cuts/Cutbacks in healthcare
 - 10 Incompetent doctors
 - 11 Problems with doctors (e.g., doctors don't care, bad attitude, neglect)
 - 96 Some other reason [SPECIFY AT Q506]
 - 97 No reason/took care of itself (v)
 - 98 Not sure (v)
 - 99 Decline to answer (v)

[PROGRAMMER NOTE: IF OTHER AT Q504, ASK Q506; OTHERWISE JUMP TO Q508]

BASE: OTHER MAIN REASON (Q504/96)

Q506 INTERVIEWER ENTER OTHER REASON.

[TEXT BOX]

BASE: ALL RESPONDENTS

Q508 During the past 12 months, was there a time when you (READ EACH ITEM) because of the cost? [NEW]
[45]

Q509	1	2	3	8	9
	<u>Yes</u>	<u>No</u>	Not <u>Applicable (v)</u>	Not <u>Sure (v)</u>	Decline <u>to Answer (v)</u>

[RANDOMIZE ITEMS]

- 1 Did not [AU,NZ,US,CA (CC/1,2,3,5) “fill”; UK (CC/4) “collect”] a prescription for medicine
- 2 Had a specific medical problem but did not visit a doctor
- 3 Did not get some medical test, treatment, or follow-up that was recommended by a doctor
- 4 Needed dental care but did not see a dentist

BASE: ALL RESPONDENTS

Q510 How difficult is it for you and your family to see a specialist [IF AU,NZ,UK (CC/1,3,4) ADD “(consultant)”] when you need to? [IHP1998, 305] [20]

(READ LIST)

-
- 1 Extremely difficult
- 2 Very difficult
- 3 Somewhat difficult
- 4 Not too difficult
- 5 Not at all difficult
- 8 Not sure (v)
- 9 Decline to answer (v)

[PROGRAMMER NOTE: IF AT LEAST SOMEWHAT DIFFICULT TO SEE SPECIALIST (Q510/1,2,3), ASK Q512; OTHERWISE JUMP TO Q516]

BASE: DIFFICULT SEEING A SPECIALIST (Q510/1,2,3)

Q512 Why is it difficult for you and your family to see a specialist [IF AU,NZ,UK (CC/1,3,4) ADD “(consultant)”] when you need to? [NEW] [30]
(IF HESITANT READ LIST) [MULTIPLE RECORD]

-
- 01 Unable to afford/ lack of (private) insurance
- 02 Having to wait for an appointment/consultation
- 03 Long waiting times for the type of care needed
- 04 Personal limitations (e.g., not able to get time off work, too busy, lack of transportation)
- 05 Being denied a referral
- 06 Service/procedure not covered by National Health Services, Medicare, or insurance
- 07 Facilities or services not available locally
- 08 Lack of doctors/No doctors available/Doctors’ strike
- 09 Budget cuts/Cutbacks in healthcare
- 10 Incompetent doctors
- 11 Problems with doctors (e.g., doctors don’t care, bad attitude, neglect)
- 96 Some other reason [SPECIFY AT Q514]
- 97 No reason/took care of itself (v)
- 98 Not sure (v)
- 99 Decline to answer (v)

[PROGRAMMER NOTE: IF OTHER AT Q512, ASK Q514; OTHERWISE JUMP TO Q516]

BASE: ANSWERED OTHER (Q512/96)**Q514** INTERVIEWER ENTER OTHER REASON

[TEXT BOX]

BASE: ALL RESPONDENTS**Q516** How often are you unable to get medical care you need because the type of care you need is not available where you live [NEW] (20)

(READ LIST)

()

- 1 Often
- 2 Sometimes
- 3 Rarely
- 4 Never
- 8 Not sure (v)
- 9 Decline to answer (v)

SECTION 600: HEALTH STATUS

BASE: ALL RESPONDENTS

Q600 In general, how would you describe your own health? [IHP1998, 401] [20]
(READ LIST)

- ()
- 1 Excellent
 - 2 Very good
 - 3 Good
 - 4 Fair
 - 5 Poor
 - 8 Not sure (v)
 - 9 Decline to answer (v)

BASE: ALL RESPONDENTS

Q602 Have you had a serious or chronic illness, injury, or disability that has required a lot of medical care in the last two years? [Demonization F2 – you only] [15]

- ()
- 1 Yes, had illness, injury, or disability that required extensive medical care
 - 2 No, did not have illness, injury, or disability that required extensive medical care
 - 8 Not sure (v)
 - 9 Decline to answer (v)

[PROGRAMMER NOTE: IF HAS HAD SERIOUS ILLNESS ETC. (Q602/1) ASK Q604; OTHERWISE JUMP TO PROGRAMMER NOTE BEFORE Q700]

BASE: HAS/HAD SERIOUS ILLNESS, INJURY OR DISABILITY (Q602/1)

Q604 Thinking about the care you received for this illness, injury or disability, did you have one doctor who coordinated your care overall? By coordinated I mean one who was familiar with all your care including the different doctors or health professionals you saw, and the different treatments, tests or prescription drugs you needed. [NEW] [15]

- ()
- 1 Yes, one doctor who coordinated care
 - 2 No one doctor coordinated care
 - 3 One doctor, part of the time (v)
 - 8 Not sure (v)
 - 9 Decline to answer (v)

BASE: HAS/HAD SERIOUS ILLNESS, INJURY OR DISABILITY (Q602/1)

Q606 Thinking about the care you received for this illness, injury or disability, how often, if ever, were you given conflicting information from different doctors, nurses or other health professionals? (READ LIST) [NEW] [15]

- ()
- 1 Often
 - 2 Sometimes
 - 3 Hardly ever
 - 4 Never
 - 5 Not applicable/only one doctor involved (v)
 - 8 Not sure (v)
 - 9 Decline to answer (v)

SECTION 700: HEALTH CARE COVERAGE

[PROGRAMMER NOTE: IF AUSTRALIA OR CANADA (CC/1,2) ASK Q700; IF NZ JUMP TO Q702; IF U.K. JUMP TO Q704; IF U.S. JUMP TO Q706]

BASE: AUSTRALIA AND CANADA (CC/1,2)

Q700 In addition to Medicare, are you currently covered by private health insurance that you or your family pay for or that your or your family member's employer provides? [IHP1998, 403] (15)

- ()
- 1 Yes, privately insured (JUMP TO Q800)
- 2 No, not privately insured (JUMP TO Q800)
- 8 Not sure (v) (JUMP TO Q800)
- 9 Decline to answer (v) (JUMP TO Q800)

BASE: NEW ZEALAND (CC/3)

Q702 In addition to the Health Service, are you currently covered by private health insurance that you or your family pay for or that your or your family member's employer provides? [IHP1998, 404] (15)

- ()
- 1 Yes, privately insured (JUMP TO Q800)
- 2 No, not privately insured (JUMP TO Q800)
- 8 Not sure (v) (JUMP TO Q800)
- 9 Decline to answer (v) (JUMP TO Q800)

BASE: UNITED KINGDOM (CC/4)

Q704 In addition to the National Health Service, are you currently covered by private health insurance that you or your family pay for or that your or your family member's employer provides? [IHP1998, 405] (15)

- ()
- 1 Yes, privately insured (JUMP TO Q800)
- 2 No, not privately insured (JUMP TO Q800)
- 8 Not sure (v) (JUMP TO Q800)
- 9 Decline to answer (v) (JUMP TO Q800)

BASE: UNITED STATES (CC/5)

Q706 Now a question about different kinds of health plans or health insurance, including those provided by the government. As I read each one, please tell me whether or not you personally are covered by it? (READ EACH ITEM) [IHP1998, 407 & WH, 100] (45)

- | | Q707 | 1 | 2 | 8 | 9 |
|-------------------|---|-----------------|--------------------|-----------------|--------------------------|
| | | Yes,
Covered | No, Not
Covered | Not
Sure (v) | Decline
to Answer (v) |
| [RANDOMIZE ITEMS] | | | | | |
| () | 1 Health insurance through your or someone else's employer or union | | | | |
| () | 2 Medicare, a government plan that pays health care bills for people aged 65 or older and for some disabled people | | | | |
| () | 3 Medicaid or another public program | | | | |
| () | 4 Health insurance through some other source
(IF NECESSARY: including insurance bought directly by yourself or your family) [ANCHOR] | | | | |

SECTION 800: EXPERIENCE WITH HEALTH CARE**BASE: ALL RESPONDENTS**

Q800 In general, has the quality of medical care you and your family receive gotten better, worse or is it about the same as it was two years ago? [Revised for public IHP 2000, A2] [15]

- ()
- 1 Better
 - 2 Worse
 - 3 About the same
 - 8 Not sure (v)
 - 9 Decline to answer (v)

BASE: ALL RESPONDENTS

Q802 How many visits to a doctor have you made in the past 12 months? [IHP1998, 501] [15]

(ENTER "98" FOR "NOT SURE" AND "99" FOR "DECLINE TO ANSWER".)

[Range 0-97,98,99]

()

BASE: ALL RESPONDENTS

Q806 Other than the emergency room, how easy or difficult is it for you to get medical care when needed on weekday evenings or during weekends? (READ LIST) [NEW] (15)

- ()
- 1 Very easy
 - 2 Somewhat easy
 - 3 Somewhat difficult
 - 4 Very difficult
 - 8 Not sure (v)
 - 9 Decline to answer (v)

BASE: ALL RESPONDENTS

Q812 Is there one particular doctor who you usually go to when you need medical care, or not? [IHP1998, Q503 – you only] [15]

- ()
 1 Yes, have a regular doctor
 2 No, do not have a regular doctor
 8 Not sure (v)
 9 Decline to answer (v)

[PROGRAMMER NOTE: IF HAS PARTICULAR DOC (Q812/1), ASK Q814; OTHERWISE JUMP TO Q818]

BASE: HAVE A PARTICULAR DOCTOR (Q812/1)

Q814 How long have you been seeing this doctor? [IHP1998, 504] [25]

(ENTER “98” FOR “NOT SURE” AND “99” FOR “DECLINE TO ANSWER”.)

(Enter 0 at months if only whole years selected; enter zero at years if only months will be selected.)

- | | | | | | | |
|----|-------------|---|--------|-----------------------|----------------------|----------------------|
| () | Q815 | 1 | Months | (Range: 0-11, 98, 99) | <input type="text"/> | <input type="text"/> |
| () | Q816 | 2 | Years | (Range 0-97, 98, 99) | <input type="text"/> | <input type="text"/> |

BASE: ALL RESPONDENTS

Q818 How would you rate the doctor you usually go to on (READ EACH ITEM)? Would you say he or she is doing an excellent, very good, good, fair or poor job on this? [Minority, B1] [60]

(INTERVIEWER NOTE: IF GOES TO MORE THAN 1 DOCTOR, ASK ABOUT THE DOCTOR GOES TO FOR MOST CARE)

(INTERVIEWER NOTE: IF NO USUAL DOCTOR, ASK ABOUT DOCTOR SEEN MOST RECENTLY)

Q819

1	2	3	4	5	8	9
	Very				Not	Decline to
<u>Excellent</u>	<u>Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Sure (v)</u>	<u>Answer (v)</u>

[ROTATE]

- 1 Treating you with dignity and respect
- 2 Listening carefully to your health concerns
- 3 Being accessible either by phone or in person when you need care
- 4 Spending enough time with you
- 5 Knowing you and your family situation as it affects your health
- 6 Providing you with all the information you want

BASE: ALL RESPONDENTS

Q820 How easy or difficult is it for you to understand the information that doctors or other health professionals give you? [NEW] [20]

(READ LIST)

-
- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult
- 5 No information given/No doctor/Not applicable (v)
- 8 Not sure (v)
- 9 Decline to answer (v)

BASE: ALL RESPONDENTS

Q822 Last time you were sick or needed medical attention, how quickly could you get an appointment to see a doctor? Please do not include a visit to the emergency room. (READ LIST) [NEW] [20]

()

- 1 Same day
- 2 1 day
- 3 2 days
- 4 3 to 4 days
- 5 5 to 7 days
- 6 8 to 14 days
- 7 More than two weeks
- 8 Not sure (v)
- 9 Decline to answer (v)

BASE: ALL RESPONDENTS

Q824 In the past 2 years, have you or has a family member needed non-emergency or elective surgery, or not? (IF NECESSARY: By non-emergency or elective surgery we mean surgery for conditions that aren't immediately life threatening such as a hip replacement or a cataract removal.) [IHP1998, 508] [15]

()

- 1 Yes, needed non-emergency surgery
- 2 No, did not
- 8 Not sure (v)
- 9 Decline to answer (v)

[PROGRAMMER NOTE: IF HAD NON-EMERGENCY SURGERY (Q824/1), ASK Q826; OTHERWISE JUMP TO Q831]

BASE: RESPONDENT/FAMILY MEMBER NEEDED NON-EMERGENCY SURGERY (Q824/1)

Q826 How many days, weeks or months did you or your family member have to wait for the non-emergency or elective surgery? [IHP1998, 509] [25]

(PROBE IF STILL WAITING: How long have you been waiting so far?)

(INTERVIEWER: IF RESPONDENT AND OTHER FAMILY MEMBER BOTH NEEDED NON-EMERGENCY SURGERY ASK ABOUT RESPONDENT'S WAIT.)

(ENTER 0 AT DAYS IF WHOLE WEEKS; ENTER 0 AT WEEKS IF WHOLE MONTHS ETC.; ENTER ALL ZEROS IF NO WAITING PERIOD AND "98" IF "NOT SURE" AND "99" IF DECLINE TO ANSWER.)

Q827	()	1	Days	(Range 0-6, 98, 99)	<input type="text"/>	<input type="text"/>
Q828	()	2	Weeks	(Range 0-3, 98, 99)	<input type="text"/>	<input type="text"/>
Q829	()	3	Months	(Range 0-11, 98, 99)	<input type="text"/>	<input type="text"/>
Q830	()	4	Years	(Range: 0-8, 98, 99)	<input type="text"/>	<input type="text"/>

BASE: ALL RESPONDENTS

Q831 Were you or a family member hospitalized in the past 2 years? (IF YES: Is that you or a family member or both?)

[IHP1998, 512 – just "you"] [15]

[SINGLE RESPONSE]

- ()
- 1 Yes, respondent hospitalized
 - 2 Yes, family member hospitalized
 - 3 Yes, both respondent and family member hospitalized
 - 4 No, neither
 - 8 Not sure (v)
 - 9 Decline to answer (v)

[PROGRAMMER NOTE: IF RESPONDENT HOSPITALIZED (Q831/1,3), ASK Q832; OTHERWISE JUMP TO Q838]

BASE: RESPONDENT HOSPITALIZED IN THE PAST TWO YEARS (Q831/1,3)

Q832 Overall, how would you rate the availability of nurses in the hospital? (READ LIST) (20)

(INTERVIEWER NOTE: IF RESPONDENT HOSPITALIZED MORE THAN ONCE, ASK ABOUT MOST RECENT OCCASION)

- ()
- 1 Excellent
 - 2 Very good
 - 3 Good
 - 4 Fair
 - 5 Poor
 - 8 Not sure (v)
 - 9 Decline to answer (v)

BASE: RESPONDENT HOSPITALIZED IN THE PAST TWO YEARS (Q831/1,3)**Q834** How would you rate your overall experience in the hospital? (READ LIST) [IHP1998, 513] [20]

(INTERVIEWER NOTE: IF RESPONDENT HOSPITALIZED MORE THAN ONCE, ASK ABOUT MOST RECENT OCCASION.)

()

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 8 Not sure (v)
- 9 Decline to answer (v)

BASE: ALL RESPONDENTS**Q838** Overall, how do you rate the medical care that you and your family have received in the past 12 months? [IHP1998, 515] [20]

(READ LIST)

()

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 8 Not sure (v)
- 9 Decline to answer (v)

SECTION 900: FINANCIAL BURDENS AND FEARS

BASE: ALL RESPONDENTS

Q908 In the past 12 months, not counting any payments covered by your government or other insurance plans, about how much have you and your family spent out-of-pocket for prescription medicines alone? (PROBE: Your best estimate will do.) [NEW] [25]

(ENTER WHOLE UNITS OF CURRENCY ONLY.)

(ENTER "999998" FOR "NOT SURE" AND "999999" FOR DECLINE TO ANSWER")

 / / / / / / / (Range: 0-999997, 999998, 999999)

[PROGRAMMER NOTE: IF AUSTRALIA AND CANADA (CC/1,2) ASK Q900; IF NZ (CC/3) JUMP TO Q902; IF U.K. (CC/4) JUMP TO Q904; IF U.S. (CC/5) JUMP TO Q906]

BASE: AUSTRALIA AND CANADA (CC/1 & 2)

Q900 In the past 12 months, about how much have you and your family spent out-of-pocket for medical treatments or services, that is less any rebates from Medicare or private insurance? This would include the costs for prescription medicines and treatments or therapies recommended by a doctor or another health professional. [IHP 98 601] [20]

(ENTER WHOLE UNITS OF CURRENCY ONLY.)

(ENTER "999998" FOR "NOT SURE" AND "999999" FOR "DECLINE TO ANSWER".)

[PROGRAMMER NOTE: ANSWER AT Q900 MUST BE GREATER THAN OR EQUAL TO Q908, UNLESS NOT SURE OR DECLINE TO ANSWER TO EITHER QUESTION]

 / / / / / / / (Range: 0-999997,999998, 999999) (JUMP TO Q910)

BASE: NEW ZEALAND (CC/3)

Q902 In the past 12 months, about how much have you and your family spent out-of-pocket for medical treatments or services that were not covered by the Health Service or private insurance? This would include the costs for prescription medicines and treatments or therapies recommended by a doctor or another health professional. [IHP 98 602] [20]

(ENTER WHOLE UNITS OF CURRENCY ONLY.)

(ENTER "999998" FOR "NOT SURE" AND "999999" FOR "DECLINE TO ANSWER".)

[PROGRAMMER NOTE: ANSWER AT Q902 MUST BE GREATER THAN OR EQUAL TO Q908, UNLESS NOT SURE OR DECLINE TO ANSWER TO EITHER QUESTION]

 / / / / / / / (Range: 0-999997,999998, 999999) (JUMP TO Q910)

BASE: ALL RESPONDENTS

Q912 How worried are you that (READ EACH ITEM)? Are you very worried, somewhat worried, or not too worried? [IHP1998, 701] [50]

Q913	1	2	3	8	9
[RANDOMIZE ITEMS]	<u>Very</u> <u>Worried</u>	<u>Somewhat</u> <u>Worried</u>	<u>Not Too</u> <u>Worried</u>	<u>Not</u> <u>Sure (v)</u>	<u>Decline</u> <u>to Answer (v)</u>
<input type="radio"/> 1					
1					
If you become seriously ill, you will not be able to get the most advanced medical care, including medicines, tests, or treatment.					
<input type="radio"/> 2					
2					
If you become seriously ill, you will not be able to afford the medical care you need.					
<input type="radio"/> 3					
3					
You will be unable to pay for care for your parents, grandparents or spouse if they need nursing home care for a long term illness.					
<input type="radio"/> 4					
4					
You will wait too long to get non-emergency medical care.					

SECTION 1100: COUNTRY OF BIRTH, LANGUAGE & MINORITY STATUS

BASE: ALL RESPONDENTS

Q100 Now a few questions for classification purposes.

BASE: ALL RESPONDENTS

Q1100 Were you born in this country or in another country? [10]

- ()
- 1 This country
 - 2 Another country
 - 8 Not sure (v)
 - 9 Decline to answer (v)

BASE: ALL RESPONDENTS

Q1102 Are you a citizen of this country? [10]

- ()
- 1 Yes, citizen
 - 2 No, not citizen
 - 8 Not sure (v)
 - 9 Decline to answer (v)

BASE: ALL RESPONDENTS

Q1104 Do you consider yourself to be a member of a minority group? [10]

- ()
- 1 Yes, member of minority
 - 2 No, not a member of minority
 - 8 Not sure (v)
 - 9 Decline to answer (v)

BASE: QUEBEC RESPONDENTS & INTERVIEW IN FRENCH (CC/2 & Q67/2 & FRENCH INTERVIEW)

Q1105 Is French the language you first learned to speak? [10]

- ()
- 1 Yes, French language first learned to speak
 - 2 No, French language was not first learned to speak
 - 8 Not sure (v)
 - 9 Decline to answer (v)

BASE: AU,NZ,UK,US (CC/1,3,4,5) OR NON-QUEBEC CA (CC/2 & Q67/NOT=2) OR QUEBEC RESPONDENT & INTERVIEW IN ENGLISH OR QUEBEC & NON-FIRST LANGUAGE FRENCH (Q1105/2)

Q1106 Is English the language you first learned to speak? [10]

- ()
- 1 Yes, English language first learned to speak
 - 2 No, English language was not first learned to speak
 - 8 Not sure (v)
 - 9 Decline to answer (v)

SECTION 100: DEMOGRAPHICS

BASE: ALL RESPONDENTS

(INTERVIEWER OBSERVATION)

Q102 Respondent sex:

- 1 Male
- 2 Female

BASE: ALL RESPONDENTS**Q106** What is your year of birth? (INTERVIEWER: RECORD 9998 FOR NOT SURE (V) AND 9999 FOR DECLINE TO ANSWER (V).)

(INTERVIEWER: ENTER AS A FOUR-DIGIT NUMBER, e.g., 1963)

()

[RANGE: 1901-1993, 9998, 9999]

|_|_|_|_|

BASE: ALL RESPONDENTS**Q108** Including you, how many adults, 18 or older, live in your household? (INTERVIEWER: RECORD 98 FOR NOT SURE (V) AND 99 FOR DECLINE TO ANSWER (V).)

[PROGRAMMER NOTE: IN NEW ZEALAND (CC/3) ADD: "(INTERVIEWER NOTE: INCLUDE BOARDERS)"]

|_|_|

()

[RANGE 01-20, 98, 99]

BASE: ALL RESPONDENTS**Q110** How many children under the age of 18 live in this household? (INTERVIEWER: RECORD 98 FOR NOT SURE (V) AND 99 FOR DECLINE TO ANSWER (V).)

|_|_|

()

[RANGE 00-20, 98, 99]

BASE: ALL RESPONDENTS

Q114 Which of these best describes you? Are you married, not married but living with a partner, divorced, separated, widowed, or single and never married? (INTERVIEWER: SINGLE RESPONSE)

()

- 01 Married
- 02 Living with a partner
- 03 Divorced
- 04 Separated
- 05 Widowed
- 06 Single, never married
- 98 Not sure (v)
- 99 Decline to answer (v)

EDUCATION

[PROGRAMMER NOTE: IF AUSTRALIA (CC/1) ASK Q120; IF CANADA (CC/2) ASK Q122; IF NZ (CC/3) ASK Q124; IF U.K. (CC/4) ASK Q126; IF U.S. ASK Q128]

BASE: AUSTRALIA (CC/1)

Q120 What is the highest level of education you have completed or the highest degree you have received? (READ OUT UNTIL ONE IS ENDORSED)

()

- 01 A bachelor's degree or higher, requiring the equivalent of at least 3 years full time study
- 02 A post-school qualification requiring at least 4 years of part time study
- 03 A post-school qualification requiring at least 1 to 3 years of part time study
- 04 The upper level of high school required for University entrance (equivalent to Year 12 now)
- 05 The lower level of high school (equivalent to Year 10 now)
- 06 Did not complete high school
- 98 Not sure (v)
- 99 Decline to answer (v)

[JUMP TO Q130]

BASE: CANADA (CC/2)

Q122 What is the highest level of education you have completed or the highest degree you have received? (PROBE: IF RESPONDENT JUST SAYS "HIGH SCHOOL": Did you graduate? IF 12TH GRADE, RECORD "HIGH SCHOOL GRADUATE". IF 11TH GRADE OR LESS, RECORD "LESS THAN HIGH SCHOOL".)

()

(READ LIST)

- 01 Less than high school
- 02 Completed some high school
- 03 High school graduate or equivalent
- 04 Attended community college/CEGEP [QUEBEC ONLY: "or technical college"]
- 05 University graduate
- 06 Completed some post-graduate school, but no degree
- 07 Completed graduate school
- 98 Not Sure (v)
- 99 Decline to answer (v)

[JUMP TO Q130]

BASE: NEW ZEALAND (CC/3)**Q124** What is the highest level of education you have completed or the highest degree you have received?

(READ LIST)

- 01 Less than high school
- 02 Completed some high school but not School Cert
- 03 High school to School Certificate level
- 04 High School to UE/6th Form Cert/Bursary level
- 05 Technical/Trade qualifications
- 06 Other Tertiary qualification
- 07 Attended University or technical college, but did not graduate
- 08 University Graduate (e.g., B.A., B.Sc.)
- 09 Completed Post graduate degree (e.g., M.Sc., M.D., Ph.D.)
- 98 Not Sure (v)
- 99 Decline to answer (v)

[JUMP TO Q130]

BASE: UNITED KINGDOM (CC/4)**Q126** What is the highest level of formal education you have completed?

(READ LIST)

- 01 GCSE/O Level/CSE
- 02 CSYS (Certificate of 6th year studies) or equivalent
- 03 Vocational qualifications (GNVQ/GSVQ/NVQ/SVQ, City and Guilds, YT Certificate, RSA)
- 04 A Level or equivalent
- 05 Bachelor degree (or equivalent (BA, BSC etc.))
- 06 Post Graduate Qualification (Ph.D., MA etc.)
- 07 Other
- 08 No formal education
- 09 Still studying
- 98 Not Sure (v)
- 99 Decline to answer (v)

[JUMP TO Q130]

BASE: UNITED STATES (CC/5)**Q128** What is the highest level of education you have completed or the highest degree you have received? (PROBE: IF RESPONDENT JUST SAYS "HIGH SCHOOL": What was the highest grade you completed? IF 12TH GRADE, RECORD "HIGH SCHOOL GRADUATE". IF 11TH GRADE OR LESS, RECORD "LESS THAN HIGH SCHOOL".)

()

(READ LIST)

- 01 Less than high school
- 02 Completed some high school
- 03 High school graduate or equivalent (e.g., GED)
- 04 Completed some college or technical college, but no degree
- 05 College graduate (e.g., B.A., A.B., B.S.)
- 06 Completed some graduate school, but no degree
- 07 Completed graduate school (e.g., M.S., M.D., Ph.D.)
- 98 Not Sure (v)
- 99 Decline to answer (v)

[EMPLOYMENT]**BASE: ALL RESPONDENTS**

Q130 Which one of the following best describes your employment status? Are you (READ LIST)?
()

[SINGLE RESPONSE]

- 01 Employed full time
- 02 Employed part time
- 03 Self-employed
- 04 Not employed, but looking for work
- 05 Not employed and not looking for work
- 06 Retired
- 07 Student
- 08 Homemaker
- 98 Not Sure (v)
- 99 Decline to answer (v)

[INCOME]**BASE: ALL RESPONDENTS**

Q140 The average household income of families in this country is [ENTER AMOUNT FROM PROGRAMMING NOTE BELOW] a year. By comparison, is your household income (READ LIST)?

[PROGRAMMING NOTE: IF AUSTRALIA (CC/1) ENTER "\$38,000 AUD"; IF CANADA (CC/2) ENTER "\$40,200"; IF NEW ZEALAND (CC/3) ENTER "\$33,000" NZD; IF UK (CC/4) ENTER "23,000"; IF US (CC/5) ENTER "\$37,000"]

- 01 Much above average
- 02 Somewhat above average
- 03 Average
- 04 Somewhat below average
- 05 Much below average
- 98 Not Sure (v)
- 99 Decline to answer (v)

[RACE/ETHNICITY]

[PROGRAMMER NOTE: IF AUSTRALIA (CC/1) ASK Q168; IF CANADA (CC/2) JUMP TO Q172; IF NZ (CC/3) JUMP TO Q174; IF U.K. (CC/4) JUMP TO Q176; IF U.S. JUMP TO Q178]

BASE: AUSTRALIA (CC/1)

Q168 Are you of Aboriginal or Torres Straight Island descent?

- 1 Yes
- 2 No
- 8 Not sure (v)
- 9 Decline to answer (v)

[PROGRAMMER NOTE: IF NOT ABORIGINAL (Q168/2,8,9) ASK Q170; OTHERWISE JUMP TO Q190]

BASE: AUSTRALIA (CC/1) AND NOT ABORIGINAL (Q168/2,8,9)**Q170** Which of these describes the group that you belong to? (READ ITEMS)

[MULTIPLE RECORD]

- 01 Australian
- 02 New Zealander
- 03 Asian
- 04 Briton/Irish
- 05 Italian
- 06 Greek
- 07 From another European nationality
- 08 North American (Canada/ USA)
- 09 Central or South American
- 10 Middle Eastern (Lebanon, Egypt, Turkey, Israel, etc)
- 96 Some other group
- 98 Not sure (v) E
- 99 Decline to answer (v) E

[PROGRAMMER NOTE: JUMP TO Q190]

BASE: CANADA (CC/2)**Q172** People living in Canada come from many ethnic, racial or cultural groups. To which ethnic or cultural group(s) do you belong? (INTERVIEWER NOTE: DO NOT READ LIST; IF RESPONDENT SAYS "CANADIAN" PROBE FURTHER)

[MULTIPLE RECORD]

- 01 British (English, Scottish, Welsh, Irish)
- 02 French (Quebecois, French Canadian)
- 03 Other European (Russian, German, Italian, Polish, Dutch, Ukrainian, Portuguese, Spanish etc.)
- 04 Aboriginal or Native American (North American Indian/ First Nation/Metic/Inuit-Eskimo)
- 05 Black/African/Jamaican/Caribbean
- 06 Asian (Chinese/Japanese/Korean/India/Pakistani/Sri Lankan/Vietnamese etc.)
- 07 South/Central/Latin American
- 08 Middle Eastern (Arab/Israeli etc.)
- 96 Other
- 98 Not sure (v) E
- 99 Decline to answer (v) E

[PROGRAMMER NOTE: JUMP TO Q188]

BASE: NEW ZEALAND (CC/3)**Q174** Which of these describes the ethnic group that you belong to? (READ LIST)

[MULTIPLE RECORD]

- 01 New Zealand Maori
- 02 New Zealand European
- 03 Other European (including Australian)
- 04 Cook Island Maori
- 05 Samoan
- 06 Niuean
- 07 Tongan
- 08 Fijian
- 09 Other Pacific Island
- 10 Chinese
- 11 Indian
- 12 Other Asian
- 96 Some other ethnic group
- 98 Not sure (v) E
- 99 Decline to answer (v) E

[PROGRAMMER NOTE: THANK AND TERMINATE]

BASE: UNITED KINGDOM (CC/4)**Q176** Which of the following best describes your race or ethnic origin? (READ LIST)

[MULTIPLE RECORD]

- 01 White
- 02 Black Caribbean
- 03 Black African
- 04 Other Black
- 05 Indian
- 06 Pakistani
- 07 Bangladeshi
- 08 Chinese
- 09 Other Asian
- 96 Other ethnic group
- 98 Not sure (v) E
- 99 Decline to answer (v) E

[PROGRAMMER NOTE: JUMP TO Q192]

BASE: UNITED STATES (CC 5)**Q178** Are you of Hispanic origin, such as Mexican American, Latin American, Puerto Rican, or Cuban?

- 1 Yes, of Hispanic origin
- 2 No, not of Hispanic origin
- 8 Not Sure (v)
- 9 Decline to answer (v)

BASE: UNITED STATES (CC 5)

Q180 Do you consider yourself white, black or African American, Asian, Native American, or some other race?

- 01 White
- 02 Black
- 03 African American
- 04 Asian or Pacific Islander
- 05 Native American or Alaskan native
- 06 Mixed racial background
- 96 Other race (v)
- 98 Not Sure (v)
- 99 Decline to answer (v)

[PROGRAMMER NOTE: IF MIXED RACE (Q180/06) ASK Q182; OTHERWISE JUMP TO Q184]

BASE: MIXED RACIAL BACKGROUND RESPONDENTS (Q180/06)

Q182 You indicated that you consider yourself of a mixed racial background. With which of the following racial groups do you most closely identify? (READ LIST)

()

- 01 White
- 02 Black
- 03 African American
- 04 Asian or Pacific Islander
- 05 Native American or Alaskan native
- 96 Other race
- 98 Not Sure (v)
- 99 Decline to answer (v)

BASE: UNITED STATES (CC 5)

Q184 How many separate telephone lines with different telephone numbers do you have in the home you are in now which can receive phone calls? Do not count those that are only used for faxes or modems.

[PROGRAMMER NOTE: THIS QUESTION IS USED FOR WEIGHTING PURPOSES]

- 1 Only one
- 2 Two
- 3 Three or more
- 8 Not sure (v)
- 9 Decline to answer (v)

BASE: UNITED STATES (CC 5)

Q186 INTERVIEWER CODE LANGUAGE OF INTERVIEW

- 1 English
- 2 Spanish

[PROGRAMMER NOTE: THANK AND TERMINATE]

BASE: CANADA (CC 2)**Q188** INTERVIEWER CODE LANGUAGE OF INTERVIEW

- 1 English
- 2 French

[PROGRAMMER NOTE: THANK AND TERMINATE]

BASE: AUSTRALIA (CC 1)**Q190** What is your postcode?

(ENTER "9998" FOR "NOT SURE" AND "9999" FOR "DECLINE TO ANSWER".)

_ / _ / _ / _ / _ (Range: 0-9997,9998, 9999)

[PROGRAMMER NOTE: THANK AND TERMINATE]

BASE: UK (CC 4)**Q192** SOCIAL CLASS CODE (TO BE DERIVED)

- 1 AB
- 2 C1
- 3 C2
- 4 DE
- 8 Not sure (v)
- 9 Decline to answer (v)

BASE: UK (CC 4)**Q194** How many people would you say live in your city, town or village? (READ LIST)

- 1 More than one million
- 2 100,000 or more, but less than one million
- 3 5,000 or more, but less than 100,000
- 4 Less than 5,000
- 8 Not sure (v)
- 9 Decline to answer (v)

[PROGRAMMER NOTE: THANK AND TERMINATE]