

HARRIS INTERACTIVE

DATE: July 8, 2004

Field Period:

Australia: March 29– May 5

Canada: March 29 – May 3

New Zealand: March 29 - May 9

United Kingdom: March 29 – May 5

United States: March 29 - May 17

International Health Perspectives 2004

SUBJECTS FOR QUESTIONNAIRE

SECTION 000: PRELOADED SAMPLE VARIABLES
SECTION 200: INTRODUCTION AND SCREENING
SECTION 300: OVERALL VIEWS OF THE HEALTH CARE SYSTEM
SECTION 400: ACCESS TO HEALTH CARE
SECTION 500: PATIENT/PHYSICIAN RELATIONSHIP
SECTION 600: COORDINATION OF CARE
SECTION 700: HOSPITALIZATIONS, EMERGENCY ROOM
SECTION 800: PREVENTIVE CARE
SECTION 900: HEALTH CARE COVERAGE
SECTION 1100: OUT OF POCKET COSTS
SECTION 1200: PRESCRIPTION USE AND MEDICATION ERRORS
SECTION 1400: USE OF INFORMATION TECHNOLOGY
SECTION 1500: HEALTH STATUS AND CHRONIC CONDITIONS
SECTION 100: DEMOGRAPHICS

SECTION 000: PRELOAD SAMPLE VARIABLES

BASE: ALL RESPONDENTS

Q260 COUNTRY CODE:

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

BASE: AUSTRALIA (Q260/1)

Q261 COMMUNITY TYPE:

Australia

Major Capitals (defined as Sydney, Melbourne, Brisbane, Adelaide, Perth, Hobart)	58
Regional Cities	15
Non-Metro/Rural	27

BASE: CANADA (Q260/2)

Q262 COMMUNITY SIZE:

Canada

Under 5,000	25
5,000-99, 999	15
100,000-999, 999	26
1,000,000 and over	34

BASE: NEW ZEALAND (Q60/3)

Q263 AREA TYPE:

New Zealand

Metropolitan	48
Provincial	22
Small Town/Rural	30

BASE: UNITED STATES (Q260/5)

Q265 AREA TYPE

United States

Urban	30
Suburban	46
Rural	24

BASE: AUSTRALIA (Q260/1)

Q266 REGION:

Australia

NSW	35
VIC	25
QLD	17
WA	10
SA	8
TS	3
ACT	1
NT	1

BASE: CANADA (Q260/2)

Q267 REGION:

	<u>Canada</u>
NB/NF/NS/PE	7
QC	24
ON	39
MB/SK/NT	7
AB	10
BC/YT	13

BASE: NEW ZEALAND (Q260/3)

Q268 REGION:

	<u>New Zealand</u>
Auckland	27
North	24
Central	24
South	25

BASE: U.K. (Q260/4)

Q269 REGION:

	<u>United Kingdom</u>
Northeast	4
Yorks & Humber	8
East Midlands	7
Eastern	9
London	12
South East	14
South West	8
West Midlands	9
North West	11
Wales	5
Scotland	9
Northern Ireland	3

BASE: U.S. (Q260/5)

Q280 REGION:

	<u>United States</u>
East	22
South	33
Midwest	23
West	22

BASE: U.S. (Q260/5)

Q281 STATE:

BASE: U.S. (Q260/5)

Q282

- 1 Sent alert letter
- 2 Did not send alert letter

BASE: ALL RESPONDENTS

Q800 First, what is your year of birth?

(INTERVIEWER, IF NEEDED: WE REQUEST THIS INFORMATION IN ORDER TO MAKE SURE WE ASK YOU ONLY THE QUESTIONS RELEVANT TO YOU.)

(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: 1901-9999, 9998, 9999]

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[PROGRAMMER: IF Q800 IS > 1987 AND <9998, THANK AND ASK TO SPEAK TO SOMEONE 18 OR OLDER. WE ARE ONLY INTERVIEWING PEOPLE WHO ARE 18 OR OLDER. IF NO ONE AVAILABLE, CALL BACK].

BASE: ALL RESPONDENTS

Q1695 AGE CATEGORIES (NOT SHOWN ON SCREEN)

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
18-24 (1987-1980)	13	12	14	11	12
25-34 (1979-1970)	21	17	21	18	19
35-44 (1969-1960)	21	22	22	19	20
45-54 (1959-1950)	17	19	16	17	19
55-64 (1949-1940)	12	12	11	14	13
65+ (1939-1901)	16	17	16	21	16
Mean	44.7	45.9	44.4	47.7	45.7

BASE: ALL RESPONDENTS

(INTERVIEWER OBSERVATION)

Q325 Respondent sex:

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Male	50	48	48	47	48
Female	50	52	52	53	52

SECTION 300: OVERALL VIEWS OF THE HEALTH SYSTEM
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BASE: ALL RESPONDENTS

Q300 Which of the following statements comes closest to expressing your overall view of the health care system in this country? [IHP1998, Q201] [IHP2001, Q300]

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
On the whole, the system works pretty well and only minor changes are necessary to make it work better.	21	21	19	26	16
There are some good things in our health care system, but fundamental changes are needed to make it work better.	54	63	60	59	47
Our health care system has so much wrong with it that we need to completely rebuild it.	23	14	19	13	33
Not sure	2	1	2	2	3
Decline to answer	-	*	*	*	1

BASE: ALL RESPONDENTS

Q305 How confident are you that if you become seriously ill, you will get quality and safe medical care when you need it? Are you...?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Very confident	28	25	27	30	30
Somewhat confident	47	54	47	47	44
Not very confident	17	15	19	18	16
Not at all confident	7	5	6	5	8
Not sure	*	*	1	1	1
Decline to answer	*	*	*	*	*

BASE: ALL RESPONDENTS

Q310 The last time you had to see a **new doctor**, did you want information on the quality of care he or she provides?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes, wanted information	28	40	24	18	56
No, did not want information	53	50	52	63	33
Did not have to see a new doctor	17	6	20	14	8
Not sure	2	2	3	4	3
Decline to answer	*	1	*	*	1

BASE: RESPONDENTS WHO SAW NEW DOCTOR (Q310/1,2,8,9)

Q315 The last time you had to see a **new doctor**, how satisfied were you with the information you had available about that doctor? Were you...?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Very satisfied	32	31	29	32	35
Somewhat satisfied	33	38	36	31	38
Not very satisfied	9	13	11	9	11
Not at all satisfied	5	6	6	6	6
Unable to find any information	9	5	10	10	4
Not sure	11	4	7	9	4
Decline to answer	1	3	1	2	2

BASE: ALL RESPONDENTS

Q320 How satisfied are you with the amount of choice you have in the doctors you see? Are you...?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Very satisfied	40	30	48	44	39
Somewhat satisfied	40	40	37	35	39
Not very satisfied	11	18	9	12	14
Not at all satisfied	6	9	4	5	6
Not sure	3	2	3	2	1
Decline to answer	*	1	1	1	1

SECTION 400: ACCESS TO HEALTH CARE

BASE: ALL RESPONDENTS

Q400 During the past 12 months, was there a time when you [INSERT ITEM]?
 [IHP2001, Q508 12 months] [IHP2002, Q408 2 years]

Q401

[RANDOMIZE]	<u>Yes</u>	<u>No</u>	<u>Not Applicable</u>	<u>Not Sure</u>	<u>Decline to Answer</u>
Had a medical problem but did not visit a doctor because of the medical care costs of the doctor's visit					
Australia	17	82	1	*	-
Canada	6	92	2	*	*
New Zealand	28	70	1	*	-
United Kingdom	4	92	3	*	*
United States	29	70	*	*	*
Skipped a medical test, treatment, or follow-up that was recommended by a doctor because of the cost					
Australia	17	81	1	*	-
Canada	8	89	2	*	*
New Zealand	20	78	2	*	-
United Kingdom	2	95	2	*	-
United States	28	72	1	*	-
Needed dental care but did <u>not</u> see a dentist because of the cost					
Australia	35	64	1	*	-
Canada	26	72	2	*	*
New Zealand	37	58	5	-	-
United Kingdom	21	76	3	*	*
United States	38	61	1	*	*

SECTION 500: PATIENT/PHYSICIAN RELATIONSHIP
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BASE: ALL RESPONDENTS

Q500 How many visits to a doctor have you made in the past 12 months? [IHP 1998 Q501, 2001 Q802]
(INTERVIEWER: PROBE FOR BEST ESTIMATE)
(ENTER "98" FOR "NOT SURE" AND "99" FOR "DECLINE TO ANSWER".)

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
	6.4	4.8	4.3	4.0	5.0

BASE: ALL RESPONDENTS

Q502 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 [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room]. Did you get an appointment: [IHP2001, Q822]

[NOTE TO UK: IF NEEDED, THIS REFERS TO AN APPOINTMENT TO SEE A GP, NOT A SPECIALIST]

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
On the same day	54	27	60	41	33
The next day	21	15	24	18	18
In 2 to 3 days	14	19	9	20	18
In 4 to 5 days	3	8	2	6	7
In 6 to 7 days	2	5	1	7	5
After more than a week	4	18	1	6	14
Never able to get an appointment	*	1	1	*	1
Not sure	1	4	2	1	5
Decline to answer	*	2	*	*	1

BASE: ALL RESPONDENTS

Q503 How easy or difficult is it to get care in the evenings, on weekends, or holidays without going to the [IF AU, CA, NZ, (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room]? Is it:
(READ LIST)

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Very easy	10	8	22	11	7
Somewhat easy	15	21	24	19	17
Somewhat difficult	24	26	18	23	26
Very difficult	30	32	15	20	37
Never needed care in the evenings, weekends, or holidays	15	8	18	21	11
Not sure	6	4	3	7	2
Decline to answer	*	1	*	*	1

BASE: ALL RESPONDENTS

Q505 In the past two years, have you called a help line [IF UK (Q260/4) SHOW: , NHS-DIRECT, or NHS 24] for medical or health advice?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	8	24	8	28	17
No	91	76	92	72	83
Not sure	*	-	*	*	*
Decline to answer	-	-	-	-	-

BASE: ALL RESPONDENTS

Q507 Is there one [IF CA, US (Q260/2,5) SHOW: doctor] [IF AU, NZ, UK (Q260/1,3,4) SHOW: GP] you usually go to for your medical care?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes, have a regular doctor	85	79	89	75	80
Yes, but have more than one	4	7	2	17	3
No, do not have a regular doctor	11	14	9	8	17
Not sure	*	*	*	1	*
Decline to answer	*	*	-	*	*

BASE: IF NO REGULAR DOCTOR OR NOT SURE OR DECLINE (Q507/3, 8, 9)

Q510 Is there one [IF AU, NZ, UK (Q260/1,3,4) SHOW: GP practice, health centre, or clinic] [IF CA, US (Q260/2,5) SHOW: doctor's group, health center, or clinic] you usually go to for most of your medical care? Please do not include the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room].

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes, have a usual place for medical care	55	64	66	90	49
No, do not have a usual place for medical care	42	36	34	9	51
Not sure	1	-	-	*	-
Decline to answer	1	-	-	-	-

BASE: ALL RESPONDENTS

Q511 REGULAR DOCTOR OR PLACE [DOES NOT APPEAR ON SCREEN]

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Has regular doctor/gp	88	86	91	91	83
Has regular place	6	9	6	8	8
No reg doc/place	5	5	3	1	9

BASE: RESPONDENTS WHO HAVE A REGULAR DOCTOR/PLACE (Q511/1,2)

Q515 How long have you been [IF CA, US (Q260/2,5) & Q511/1 SHOW: seeing this doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: seeing this GP] [IF Q511/2 SHOW: going to this place] for your medical care?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Less than a year	6	6	6	5	9
1 – 2 years	17	15	15	13	23
3 – 5 years	23	22	21	17	28
More than 5 years	53	56	57	63	40
Not sure	1	1	*	1	1
Decline to answer	*	*	-	-	*
MEAN	9.2	9.8	9.8	12.4	7.4

BASE: RESPONDENTS WHO HAVE MULTIPLE REGULAR DOCS/GPS (Q507/2)

Q520 We would like to ask you a few questions about the [IF CA, US (Q260/2,5) SHOW: doctor] [IF AU, NZ, UK (Q260/1,3,4) SHOW: GP] you usually go to for medical care. If you usually go to multiple doctors, please consider the one you go to for the majority of your medical care. We will refer to this person as your [IF CA, US (Q260/2,5) SHOW: regular doctor] [IF AU, NZ, UK (Q260/1,3,4) SHOW: GP].

[NEXT]

BASE: ALL RESPONDENTS

Q525 When you visit [IF CA, US (Q260/2,5) & Q511/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP] [IF Q511/2 SHOW: the place you usually go for medical care] [IF Q511/3 SHOW: the doctor], how often does the doctor [INSERT ITEM]?
(READ LIST)

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Rarely or Never</u>	<u>Not Sure (V)</u>	<u>Decline to Answer (V)</u>
[RANDOMIZE]						
Listen carefully to you						
Australia	71	19	7	2	1	*
Canada	66	21	9	3	*	*
New Zealand	74	19	6	1	*	*
United Kingdom	68	20	8	3	1	*
United States	58	25	11	4	1	*
Explain things in a way you can understand						
Australia	73	18	6	3	1	*
Canada	70	21	6	3	*	*
New Zealand	73	19	5	2	1	*
United Kingdom	69	19	7	4	1	*
United States	58	26	10	5	1	1
Spend enough time with you						
Australia	63	23	9	5	*	*
Canada	55	27	11	6	1	*
New Zealand	66	21	9	3	1	*
United Kingdom	58	23	9	7	2	*
United States	44	28	16	9	1	1

BASE: ALL RESPONDENTS

Q530 When you need care or treatment, how often does [IF CA, US (Q260/2,5) & Q511/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP] [IF Q511/2,3 SHOW: the doctor] [INSERT ITEM]?

Q531

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Rarely or Never</u>	<u>Not Sure</u>	<u>Decline to Answer</u>
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[RANDOMIZE]

Make clear the specific goals and plan for your treatment

Australia	61	22	8	6	2	*
Canada	55	27	10	5	1	1
New Zealand	59	23	8	5	4	1
United Kingdom	53	21	9	10	6	1
United States	45	31	14	6	2	1

Tell you about treatment choices and ask for your ideas and opinions

Australia	43	19	16	19	3	*
Canada	36	26	16	19	2	1
New Zealand	41	22	16	15	6	1
United Kingdom	27	15	13	37	7	1
United States	29	23	20	24	3	1

Give you clear instructions so that you know what to do or what symptoms to watch for

Australia	70	19	7	4	1	*
Canada	62	25	8	4	1	*
New Zealand	71	20	5	2	2	*
United Kingdom	64	20	7	6	3	1
United States	60	24	9	4	1	1

BASE: ALL RESPONDENTS

Q535 In the past 2 years, have you left a [IF AU, CA, NZ, US (Q260/1,2,3,5) SHOW: doctor's office or practice] [IF UK (Q260/4) SHOW: GP's practice or surgery] without getting important questions answered?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	22	19	20	13	24
No	78	80	78	86	74
Not sure	1	1	1	1	1
Decline to answer	*	*	*	*	1

BASE: ALL RESPONDENTS

Q540 Overall, how do you rate the quality of medical care that you have received in the past 12 months [IF CA, US (Q260/2,5) & Q511/1 SHOW: from your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: from your GP] [IF Q511/2 SHOW: from the place you usually go]? [IHP 1998 Q515, IHP 2001 Q838, modified wording and w/family members]

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Excellent	36	35	38	28	28
Very good	35	34	36	37	32
Good	19	20	15	21	22
Fair	6	7	5	8	13
Poor	2	2	1	3	2
Not sure	2	1	4	3	2
Decline to answer	1	2	1	1	1

BASE: RESPONDENTS WHO HAVE A REG DOC/PLACE (Q511/1,2)

Q545 In the last 2 years, has [IF CA, US (Q260/2,5) & Q511/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP] [IF Q511/2 SHOW: a doctor at the place where you usually get medical care] [INSERT ITEM]? [IHP2002, Q2602 adapted]

Q546

	<u>Yes</u>	<u>No</u>	<u>Not sure</u>	<u>Decline to answer</u>
[RANDOMIZE]				
Provided advice or counseling on your weight, nutrition, or exercise				
Australia	38	62	*	*
Canada	45	55	*	*
New Zealand	32	67	1	*
United Kingdom	27	72	1	*
United States	51	48	1	*
Asked you if there are any emotional issues that may be affecting your health (for example, depression or stress)				
Australia	32	67	1	*
Canada	37	62	1	*
New Zealand	29	71	1	-
United Kingdom	27	72	1	*
United States	36	63	1	*

BASE: DOCTOR PROVIDED ADVICE ON WEIGHT, NUTRITION (Q545/1 & Q546/1)

Q550 To what extent have you altered your lifestyle in response to [IF Q511/1 & US, CA (Q260/2,5) SHOW: your doctor's] [IF Q511/1 & UK, AU, NZ (Q260/1,3,4) SHOW: your GP's] [IF Q511/2,3 SHOW: the doctor's] advice on weight, nutrition, or exercise?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Not at all	15	9	15	18	8
A little	44	45	42	37	49
Substantially	31	37	33	33	30
Completely	8	9	8	10	10
Not sure	1	*	1	1	*
Decline to answer	1	*	*	*	2

BASE: ALL RESPONDENTS

Q555 [IF Q550/1 SHOW: Other than weight, nutrition or exercise advice,] [h/H]as there been a time in the past 2 years when you have **not** followed [IF CA, US (Q260/2,5) & Q511/1 SHOW: your regular doctor's] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP's] [IF Q511/2,3 SHOW: a doctor's] advice or treatment plan?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	28	22	26	14	31
No	71	77	73	84	68
Not sure	1	*	1	1	1
Decline to answer	*	*	*	*	*

BASE: RESPONDENTS WHO DID NOT FOLLOW TREATMENT PLAN (Q555/1)

Q560/Q561 What advice did you not follow?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Did not take prescribed medication, or stopped taking medication	37	35	49	48	35
Did not change diet/nutrition advice/lose weight	8	17	10	6	19
Did not quit smoking/drinking	15	10	7	12	9
Did not follow up and get an appointment to see a specialist	8	5	8	3	7
Did not get a diagnostic test	8	4	3	3	5
Did not take it easy/reduce work/make lifestyle changes	6	4	4	3	4
Did not exercise	4	8	3	3	6
Did not have recommended surgery or procedure	3	3	4	6	6
Did not come back for a follow up appointment with the doctor	2	5	6	3	6
Did not follow other medication/treatment issues	2	2	1	1	4
Other	2	4	3	5	2
Not sure	3	6	3	7	4
Decline to answer	4	4	1	3	*

BASE: RESPONDENTS WHO DID NOT FOLLOW TREATMENT PLAN (Q555/1)

Q565/Q566 What is the main or most important reason you did not follow [IF US, CA (Q260/2,5) & Q511/1 SHOW: your doctor's] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP's] [IF Q511/2,3 SHOW: the doctor's] recommendation or treatment plan? Was it because...? (READ LIST 1-4)

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
It was too difficult to do	32	28	28	26	34
You disagreed with the recommendation	27	14	30	37	22
It cost too much	8	11	14	1	18
Your condition had improved	8	15	4	8	4
You didn't understand what you were supposed to do	2	10	2	5	2
Did not want to	8	7	7	5	8
Had or was concerned about risks/side effects	3	2	6	3	5
Preferred an alternative medicine/treatment	2	1	1	*	1
Forgot	1	2	3	2	3
For some other reason	6	6	4	5	3
No reason/none	*	1	-	*	*
Not sure	2	4	1	6	1
Decline to answer	2	*	*	3	*

SECTION 600: COORDINATION OF CARE
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BASE: ALL RESPONDENTS

Q600 [IF CA, US (Q260/2,5) & Q511/1 SHOW: In addition to your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: In addition to your GP,] [i/I]n the past 2 years have you seen a specialist [IF NZ,UK (Q260/3,4) ADD “(consultant)”] for a specific health problem?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	54	52	50	47	50
No	46	47	50	53	50
Not sure	*	*	*	*	*
Decline to answer	*	*	*	*	-

BASE: ALL RESPONDENTS

Q605 Including [IF CA, US (Q260/2,5) & Q511/1 SHOW: your regular doctor and any specialists] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP and any specialists or consultants] [IF Q511/2,3 SHOW: any specialists or consultants] you may have seen, how many different doctors have you seen in the past 2 years? [IHP2002, Q503]

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Zero	2	4	3	4	3
1	20	22	26	22	23
2	28	33	30	28	32
3	23	21	19	19	23
Four or more	26	20	21	26	18
Not sure	*	*	1	1	1
Decline to answer	*	*	*	*	-
MEAN	3.0	2.6	2.6	2.8	2.6

BASE: RESPONDENTS WHO HAVE SEEN AT LEAST ONE DOCTOR, DON'T KNOW OR DECLINE (Q605/1-99)

Q610 In the past 2 YEARS, when getting care for a medical problem, was there EVER a time when [INSERT ITEM]? [IHP2002, Q508, Q510 2 years]

Q611

	<u>Yes</u>	<u>No</u>	<u>Not Applicable</u>	<u>Not Sure</u>	<u>Decline to answer</u>
[RANDOMIZE]					
Test results or medical records were not available at the time of your scheduled doctor's appointment					
Australia	12	87	*	1	-
Canada	14	84	1	*	*
New Zealand	13	85	1	1	-
United Kingdom	13	85	1	*	-
United States	17	82	*	1	-
Doctors ordered a medical test that you felt was unnecessary because the test had already been done					
Australia	7	92	1	*	-
Canada	6	93	1	1	*
New Zealand	8	92	1	*	*
United Kingdom	5	93	1	1	*
United States	14	85	*	*	-

Q611

	<u>Yes</u>	<u>No</u>	<u>Not Applicable</u>	<u>Not Sure</u>	<u>Decline to answer</u>
You received conflicting information from different doctors					
Australia	18	79	3	*	-
Canada	14	84	1	1	-
New Zealand	14	84	2	*	-
United Kingdom	14	84	2	*	*
United States	18	81	1	*	-

BASE: ALL RESPONDENTS**Q615** Have you had any blood tests, x-rays, or any other tests in the past 2 years?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	83	84	82	71	84
No	17	16	18	29	15
Not sure	*	*	1	*	*
Decline to answer	-	-	-	*	-

BASE: RESPONDENTS WHO HAVE HAD TEST ORDERED IN PAST 2 YEARS (Q615/1)**Q620** The last time you had a test, did you find out the results?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	92	79	86	87	90
No	8	20	13	12	10
Not sure	*	1	1	1	*
Decline to answer	-	*	*	-	*

BASE: RESPONDENTS WHO FOUND OUT RESULTS (Q620/1)**Q1701** Were the test results clearly explained to you?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	91	88	89	89	88
No	9	10	10	10	11
Not sure	*	1	1	1	1
Decline to answer	-	*	*	-	*

BASE: RESPONDENTS WHO HAVE HAD TEST ORDERED IN PAST 2 YEARS (Q615/1)

Q625 In the past 2 years, have you [INSERT ITEMS]?

Q626

[RANDOMIZE]	<u>Yes</u>	<u>No</u>	<u>Not Sure</u>	<u>Decline to answer</u>
Been given incorrect results for a diagnostic or lab test				
Australia	4	94	2	-
Canada	5	92	3	*
New Zealand	5	94	2	-
United Kingdom	3	96	1	*
United States	6	91	3	-
Experienced delays in being notified about abnormal results				
Australia	6	93	1	-
Canada	9	90	1	*
New Zealand	11	88	1	*
United Kingdom	6	93	1	*
United States	11	87	1	*

SECTION 700: HOSPITALIZATIONS, ER
--

BASE: ALL RESPONDENTS

Q700 Were you admitted to the hospital overnight in the past 2 years [IF Q325/2 SHOW: excluding for the delivery of a baby]?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes, hospitalized overnight in past 2 years	19	13	17	14	14
No	81	87	83	86	86
Not sure	-	*	*	*	*
Decline to answer	-	-	-	*	-

BASE: RESPONDENTS WHO HAVE REG DOC/PLACE & HOSPITALIZATION IN PAST 2 YEARS (Q511/1.2 & Q700/1)

Q705 After you left the hospital, did [IF CA, US (Q260/2,5) & Q511/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP] [IF Q511/2 SHOW: the doctors at the place where you usually get medical care] seem informed and up-to-date about the plan for follow-up care after your hospitalization?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	74	70	68	70	77
No	19	21	23	24	13
Did not see regular doctor after the hospitalization	4	4	6	5	5
Not sure	3	4	3	2	3
Decline to answer	-	*	-	-	2

BASE: ALL RESPONDENTS

Q710 In the past 2 years, how many times have you yourself used a [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room]? [IHP 2002, Q434]

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
0 Visits	71	61	73	71	66
1	16	20	16	19	18
2	7	9	6	6	8
3	3	4	2	2	3
4 or more	4	6	3	3	5
Not sure	*	*	*	*	*
Decline to answer	*	*	*	*	*
MEAN	0.6	1.0	0.5	0.5	0.9

BASE: RESPONDENTS WHO HAVE USED ER (Q710/1-97)

Q715 The last time you went to the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room], how long did you wait before being treated?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Less than 30 minutes	41	22	41	33	38
30 minutes to less than 1 hour	15	11	14	16	16
1 to less than 2 hours	13	17	17	12	11
2 to less than 3 hours	11	14	9	13	14
3 to less than 4 hours	7	10	5	8	8
4 to less than 5 hours	4	9	5	6	4
5 to less than 8 hours	6	10	6	6	5
8 hours or more	2	5	2	2	3
Never seen/Left without being seen	1	2	1	2	1
Not sure	1	*	1	1	1
Decline to answer	-	-	-	*	-

BASE: RESPONDENTS WHO HAVE USED ER (Q710/1-97)

Q720 Were you in pain while you were in the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room]? [NHS Emergency Department question bank, 2002]

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	68	64	62	62	73
No	31	35	37	38	26
Not sure	1	1	1	*	1
Decline to answer	-	*	-	*	*

BASE: RESPONDENTS WHO WERE IN PAIN IN THE ER (Q720/1)

Q725 Do you think the hospital staff did everything they could to help control your pain? Would you say...?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes, definitely	50	31	37	48	33
Yes, to some extent	20	34	27	27	29
No	30	34	33	24	36
Not sure	1	1	2	1	1
Decline to answer	-	-	*	*	*

BASE: RESPONDENTS WHO HAVE USED ER (Q710/1-97)

Q730 Would you say the quality of the emergency care services you received was...?
 [IHP2002, Q442]

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Excellent	31	20	23	23	18
Very good	24	25	28	30	28
Good	21	27	22	22	18
Fair	10	19	14	15	20
Poor	13	8	12	8	14
Wasn't able to get care	1	1	*	1	-
Not sure	-	-	-	*	1
Decline to answer	-	-	-	*	*

BASE: RESPONDENTS WHO HAVE REG DOC/PLACE AND HAVE USED ER (Q511/1,2 & Q710/1-97)

Q735 After your visit in the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room], did [IF Q511/1 & US, CA (Q260/2,5) SHOW: your regular doctor] [IF Q511/1 & UK, AU, NZ (Q260/1,3,4) SHOW: your GP] [IF Q511/2 SHOW: the doctors at the place where you usually get medical care] seem informed and up-to-date about the care you had received in the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: ER]?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	60	51	57	49	59
No	30	36	28	32	31
Did not see regular doctor after ER	7	5	8	9	8
Not sure	3	8	7	10	2
Decline to answer	-	*	*	*	1

BASE: RESPONDENTS WHO HAVE REG DOC/PLACE AND HAVE USED ER (Q511/1,2 & Q710/1-97)

Q1705 The last time you went to the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room], was it for a condition that you thought could have been treated by [IF Q511/1 & US, CA (Q260/2,5) SHOW: your regular doctor if he or she] [IF Q511/1 & UK, AU, NZ (Q260/1,3,4) SHOW: your GP if he or she] [IF Q511/2 SHOW: the doctors at the place where you usually get medical care if it] had been available?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	35	49	26	21	52
No	64	49	71	74	45
Not sure	1	2	4	5	2
Decline to answer	-	-	-	*	1

SECTION 800: PREVENTIVE CARE

BASE: FEMALE RESPONDENTS (Q325/2)

Q805 About how long has it been since you had a [IF AU, CA, US (Q260/1,2,5) SHOW: Pap smear][IF NZ, UK (Q260/3,4) SHOW: cervical smear]? Was it within the...?

BASE: AUSTRALIA WOMEN AGE 18-70

BASE: CANADA WOMEN AGE 16-69

BASE: NEW ZEALAND WOMEN AGE 20-69

BASE: UK WOMEN AGE 25-49

BASE: US WOMEN AGE 18-64

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Past year	40	53	41	36	71
Past 2 years	26	15	25	27	12
Past 3 years	9	6	11	19	5
Past 4 or 5 years	3	5	4	8	2
More than 5 years ago	11	7	9	6	6
Never	6	10	8	2	4
Not sure	1	3	1	*	*
Decline to answer	3	1	*	-	*

BASE: US WOMEN OVER 40 (Q260/5 & Q325/2 & Q800<1964) or AU, CA, NZ, UK WOMEN 50+ (Q260/1,2, 3,4 & Q325/2 & Q800<1955)

Q810 About how long has it been since you had a mammogram? Was it within the...?

BASE: AUSTRALIA WOMEN AGE 51-70

BASE: CANADA WOMEN AGE 51-69

BASE: NEW ZEALAND WOMEN AGE 50-69

BASE: UK WOMEN AGE 50-64

BASE: US WOMEN AGE 50-64

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Past year	51	56	53	37	71
Past 2 years	28	19	24	26	13
Past 3 years	7	6	5	14	2
Past 4 or 5 years	3	1	2	4	1
More than 5 years ago	2	6	3	7	6
Never	9	9	12	10	6
Not sure	1	2	1	1	-
Decline to answer	-	-	-	*	-

BASE: ALL RESPONDENTS**Q815** In the past year did you receive a blood pressure check?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	78	80	72	68	86
No	22	19	27	31	13
Not sure	1	1	1	1	1
Decline to answer	*	-	-	*	-

BASE: RESPONDENTS AGE 65 AND OLDER (Q810<1939)**Q820** In the past year did you receive a [IF AU, CA, US (Q260/1,2,5) SHOW: flu shot] [IF NZ, UK (Q260/3,4) SHOW: flu injection]?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	77	66	67	74	72
No	20	27	27	20	22
Not sure	-	-	-	-	-
Decline to answer	-	-	-	-	-

BASE: ALL RESPONDENTS**Q825** Do you receive reminders to make an appointment for preventative care that you are due to receive (for example for a [IF AU, CA, US (Q260/1,2,5) SHOW: flu shot] [IF NZ, UK (Q260/3,4) SHOW: flu injection], cancer screening, or eye exam)?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	37	38	44	49	50
No	62	61	55	50	50
Not sure	*	*	*	1	*
Decline to answer	-	*	*	*	*

SECTION 900: HEALTH CARE COVERAGE
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BASE: AUSTRALIA (Q260/1)

Q900 In addition to Medicare, are you currently covered by any private health insurance that you or your family pays for or that your employer or a family member's employer provides?

Australia

Yes, privately insured	48
No, not privately insured	52
Not sure	*
Decline to answer	*

BASE: CANADA (Q260/2)

Q902 In addition to Medicare or provincial health insurance, are you currently covered by any private health insurance that you or your family pays for or that your employer or you're a family member's employer provides?

Canada

Yes, privately insured	63
No, not privately insured	36
Not sure	1
Decline to answer	*

BASE: NEW ZEALAND (Q260/3)

Q905 In addition to government funded health services, are you currently covered by private health insurance that you or your family pays for or that your employer or a family member's employer provides?

New Zealand

Yes, privately insured	44
No, not privately insured	54
Not sure	2
Decline to answer	*

BASE: UNITED KINGDOM (Q260/4)

Q910 In addition to the National Health Service, are you currently covered by private health insurance, other than dental, that you or your family pays for or that your employer or a family member's employer provides?

	<u>United Kingdom</u>
Yes, have private insurance that I pay for myself	14
Yes, have private insurance provided by employer	9
No, do not have private insurance	76
Not sure	1
Decline to answer	*

BASE: UNITED KINGDOM AND NOT PRIVATELY INSURED (Q260/4 & Q910/3,8,9)

Q912 Have you ever paid for private doctors or hospitals not covered by the National Health Service?

	<u>United Kingdom</u>
Yes, have paid for private care	20
No, have never paid for private care	78
Not sure	1
Decline to answer	*

BASE: UNITED KINGDOM AND HAS CURRENTLY OR FORMERLY PAID PRIVATELY ((Q260/4) & (Q910/1,2 OR Q912/1)

Q914/Q915 What is the MAIN reason you are willing to pay for private hospital consultations or treatment rather than using the National Health Service? Is it...?

	<u>United Kingdom</u>
Speed of treatment	63
Quality	9
Choice of specialists or consultants	8
Work benefit	4
Not covered by NHS	1
Peace of mind/Just in case	1
Free/Saves money/Gets money back	1
Other	8
Not sure	4
Decline to answer	*

BASE: UNITED STATES (Q260/5)

Q918 Are you currently covered by any form of health insurance or health plan—this would include any private insurance through your employer or that you purchase yourself, as well as government programs like Medicare or Medicaid—or don't you have any health insurance at this time? [IHP2002, Q806]

	<u>United States</u>
Yes, insured	83
No, not insured	17
Not sure	-
Decline to answer	-

BASE: UNITED STATES RESPONDENTS WHO ARE INSURED (Q260/5 & Q918/1)

Q920 Was there ever a time in the past year when you did not have any health insurance?

	<u>United States</u>
Yes, had a time not insured	11
No, was insured all year	89
Not sure	*
Decline to answer	-

SECTION 1100: OUT OF POCKET COSTS

BASE: AUSTRALIA, CANADA, NEW ZEALAND, UNITED STATES (Q260/1,2,3,5)

Q1100 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 [IF AU, NZ (Q260/1,3) SHOW: public or private] [IF CA (Q260/2) SHOW: Medicare or private] insurance? This would include the costs for prescription medicines, and for medical care treatments or tests by a doctor or another health professional.

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United States</u>
MEAN	AUS\$ 827.70	CAS 1354.10	NZ\$ 695.80	US\$ 1643.40

BASE: UNITED KINGDOM (Q260/4)

Q1110 In the past 12 months, about how much have you and your family spent from your own pocket for medical treatments or services that were not covered by the National Health Service or private insurance? This would include the costs for prescription medicines, and medical care treatments or tests by a doctor or another health professional [IHP2001, Q904]

	<u>United Kingdom</u>
MEAN	UK£ 147.50

SECTION 1200: PRESCRIPTION DRUG USE AND MEDICATION ERRORS
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BASE: ALL RESPONDENTS

Q1200 Do you have a medical condition or health problem that requires you to take any prescription medications on a **regular or on-going** basis?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes, take a prescription on a regular basis	40	43	39	45	46
No, do not	60	57	61	55	54
Not sure	*	*	*	*	*
Decline to answer	-	*	-	*	-

BASE: RESPONDENTS WHO TAKE RX FOR CONDITION (Q1200/1)

Q1205 How many different prescription medications are you currently taking?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
MEAN	2.8	2.7	2.7	3.1	3.1

BASE: ALL RESPONDENTS

Q1210 During the past 12 months, was there a time when you did not [IF AU, CA, US (Q260/1,2,3,5) SHOW: fill] [IF NZ, UK (Q260/2,4) SHOW: collect] a prescription for medicine, or you skipped doses of your medicine because of the cost? [IHP2001, Q508 12 months, modified]

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	12	9	11	4	22
No	88	91	89	95	78
Not sure	*	*	*	*	*
Decline to answer	*	-	*	*	-

BASE: RESPONDENTS TAKING PRESCRIPTION DRUGS (Q1200/1)

Q1215 In past 2 years, has [IF CA, US (Q260/2,5) & Q511/1 SHOW: your regular doctor] [IF AU, NZ, UK, (Q260/1,3,4) & Q511/1 SHOW: your GP] [IF Q511/2,3 SHOW: a doctor] [IF AU (Q260/1) SHOW: or your pharmacist] [INSERT ITEM]?

Q1216

[RANDOMIZE]

	<u>Yes</u>	<u>No</u>	<u>Not Applicable</u>	<u>Not Sure</u>	<u>Decline to Answer</u>
Reviewed with you the medications you take, including those prescribed by other doctors					
Australia	67	30	3	1	-
Canada	73	25	-	1	1
New Zealand	66	31	2	1	*
United Kingdom	62	37	1	*	-
United States	73	25	1	1	*
Explained the side effects of any medication that was prescribed					
Australia	73	26	1	*	-
Canada	71	28	-	1	*
New Zealand	70	27	3	1	-
United Kingdom	58	39	2	1	-
United States	68	30	1	1	-

BASE: ALL RESPONDENTS

Q1220 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.) [IHP 2001, Q908]

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
MEAN	AUS 348.00	CAS 357.20	NZ\$ 211.30	UK£ 8.50	US\$ 659.10

BASE: ALL RESPONDENTS

Q1225 In the past 2 years, have you ever been given the wrong medication or wrong dose by a doctor, hospital or pharmacist? [IHP2002, Q404]

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes, happened once	6	6	6	5	5
Yes, happened more than once	1	1	1	1	1
No	93	93	92	93	93
Not sure	1	1	1	1	1
Decline to answer	-	-	*	*	*

BASE: RESPONDENTS WHO WERE GIVEN WRONG MEDS (Q1225/1,2)

Q1230 Where did this mistake occur?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Doctor's practice or clinic	60	38	49	48	39
Overnight stay in a Hospital	5	6	8	8	6
Hospital emergency room	2	8	8	9	9
Pharmacy	26	49	33	33	42
Lab or diagnostic facility	-	-	1	*	-
Other location	4	6	4	3	7
Not sure	3	1	1	1	2
Decline to answer	-	-	-	-	-

BASE: RESPONDENTS WHO WERE GIVEN WRONG MEDS (Q1225/1,2)

Q1235 Did this medication error cause a serious health problem or not? [IHP2002, Q407]

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
1 Yes, serious problem	38	18	19	20	12
2 No, not serious problem	62	76	80	79	81
Not sure	-	5	1	*	7
Decline to answer	-	1	-	*	-

SECTION 1400: USE OF INFORMATION TECHNOLOGY

BASE: RESPONDENTS WHO HAVE A REGULAR DOC/PLACE (Q511/1,2)

Q1400 Thinking about [IF CA, US (Q260/2,5) & Q511/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP]] [IF Q511/2 SHOW: the doctors at the place where you usually get medical care], can you communicate with him/her by email? Would you say: “Yes, you can email your doctor/GP”, “No, you cannot email your doctor/GP”, or do you NOT have access to the Internet?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes, you can email your doctor/GP	16	10	22	13	20
No, you cannot email your doctor/GP	35	50	27	34	37
Or, do you NOT have access to the Internet?	24	21	19	21	21
Not sure	24	18	32	33	23
Decline to answer	*	1	-	*	-

BASE: RESPONDENTS WHO HAVE A REGULAR DOC/PLACE AND WHO CANNOT COMMUNICATE WITH DOC BY EMAIL, DON'T KNOW, OR DECLINE TO ANSWER (Q511/1,2 & Q1400/2,8,9)

Q1405 Would you like to communicate with [IF CA, US (Q260/2,5) & Q511/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP] [IF Q511/2 SHOW: the doctors] via email?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	25	41	30	40	42
No	72	56	68	56	55
Not sure	2	2	2	4	2
Decline to answer	*	*	-	*	*

BASE: ALL RESPONDENTS

Q1710 Do you have access to your own medical record?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	40	34	45	28	51
No	33	43	29	44	31
Not sure	27	23	24	28	17
Decline to answer	*	*	3	*	*

BASE: RESPONDENTS WHO DO NOT HAVE ACCESS TO OWN MEDICAL RECORD, DON'T KNOW OR DECLINE (Q1710/2,8,9)

Q1410 Would you like to have access to your own medical record?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	67	73	64	59	75
No	29	22	27	35	19
Not sure	4	4	4	6	6
Decline to answer	*	1	5	*	*

SECTION 1500: HEALTH STATUS, CHRONIC CONDITIONS AND SELF-CARE
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BASE: ALL RESPONDENTS

Q1500 In general, how would you describe your own health? [IHP2001, Q600] [IHP2002, Q210]

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Excellent	18	20	22	15	18
Very good	38	37	41	36	36
Good	29	31	25	33	28
Fair	10	9	8	12	14
Poor	4	3	2	5	4
Not sure	*	*	*	*	*
Decline to answer	*	-	*	*	*

BASE: ALL RESPONDENTS

Q1505 Have you been told by a doctor that you have [INSERT ITEM]?

Q1506

[RANDOMIZE]	<u>Yes, Have Been Told</u>	<u>No, Have Not Been Told</u>	<u>Not Sure</u>	<u>Decline to Answer</u>
Hypertension, sometimes called high blood pressure				
Australia	20	80	*	*
Canada	20	80	*	*
New Zealand	18	82	*	-
United Kingdom	22	78	*	*
United States	24	76	*	*
Heart disease, including heart attack				
Australia	5	94	1	*
Canada	6	94	*	*
New Zealand	6	93	*	-
United Kingdom	7	93	*	*
United States	6	93	*	-
Diabetes				
Australia	6	93	1	*
Canada	6	94	*	*
New Zealand	5	95	*	-
United Kingdom	5	94	*	*
United States	8	92	*	-
Arthritis				
Australia	21	78	1	*
Canada	20	80	*	*
New Zealand	15	85	*	-
United Kingdom	21	78	1	*
United States	24	75	*	*

Q1506

[RANDOMIZE]	<u>Yes, Have Been Told</u>	<u>No, Have Not Been Told</u>	<u>Not Sure</u>	<u>Decline to Answer</u>
Asthma, Emphysema, or any other chronic lung problems				
Australia	16	84	1	*
Canada	12	87	*	*
New Zealand	17	83	*	-
United Kingdom	14	85	*	*
United States	12	88	*	-
Depression				
Australia	13	86	*	*
Canada	13	87	*	*
New Zealand	12	88	*	-
United Kingdom	16	84	*	*
United States	17	82	*	*

BASE: RESPONDENTS WITH ANY CONDITION (Q1505/1-6 & Q1506/1)**Q1510** Did the doctor give you a plan to manage your own care at home?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes	55	59	61	43	61
No	43	40	37	55	37
Not sure	2	1	1	2	1
Decline to answer	-	*	*	*	1

SECTION 100: DEMOGRAPHICS

BASE: ALL RESPONDENTS

Q1600 Now a few questions for classification purposes.

BASE: ALL RESPONDENTS

Q1605 Were you born in [IF AU (Q260/1) SHOW: Australia] [IF CA (Q260/2) SHOW: Canada] [IF NZ (Q260/3) SHOW: New Zealand] [IF UK (Q260/4) SHOW: the United Kingdom] [IF US (Q260/5) SHOW: the United States] or somewhere else?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Yes, born in this country	79	84	83	90	88
No, not born in this country	21	16	17	10	12
Not sure	-	-	-	-	*
Decline to answer	*	*	-	*	-

BASE: ALL RESPONDENTS

Q1610 Including you, how many adults, 18 or older, live in your household [IF NZ (Q260/3) ADD: , including boarders]?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
MEAN	2.1	2.0	2.1	1.9	2.2

BASE: ALL RESPONDENTS

Q1615 Which of these best describes you? Are you married, not married but living with a partner, divorced, separated, widowed, or single and never married?

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Married	50	47	49	44	55
Living with a partner	8	10	11	10	8
Divorced	5	8	5	9	9
Separated	4	5	4	4	2
Widowed	8	7	8	10	7
Single, never married	24	22	23	23	18
Not sure	-	-	-	*	*
Decline to answer	1	*	1	*	*

BASE: AUSTRALIA (Q260/1)**Q1620** What is the highest level of education you have completed to date?

	<u>Australia</u>
Completed primary school only	4
Completed lower level of high school	39
Completed upper level of high school	16
A post-school qualification	12
Some college or university but no degree	13
A bachelor's degree or higher	14
Other	1
Not sure	*
Decline to answer	1

BASE: CANADA (Q260/2)**Q1625** What is the highest level of education you have completed to date?

	<u>Canada</u>
Less than high school	5
Completed some high school	12
High school graduate or equivalent	15
Attended community college, technical, trade, or vocational college	29
Completed some university, but no degree	12
University graduate degree or higher	27
Not sure	*
Decline to answer	1

BASE: NEW ZEALAND (Q260/3)**Q1630** What is your highest level of education you have completed to date?

	<u>New Zealand</u>
Primary education	2
Completed some high school but no secondary school certificate	17
Secondary school certificate (including 6 th form, university entrance, higher school certificate, university entrance qualification, Bursary level)	32
Attended university or technical college, but did not graduate	5
Technical/trade/ or other tertiary qualification	19
University degree or more	23
Other	1
Not sure	*
Decline to answer	*

BASE: UNITED KINGDOM (Q260/4)**Q1635** What is the highest level of formal education you have completed to date?

	<u>United Kingdom</u>
No formal education	2
Primary education	3
Secondary education (high school)	42
Some post-secondary education or university, but no university degree	29
University degree or higher	24
Not sure	*
Decline to answer	*

BASE: UNITED STATES (Q260/5)**Q1640** What is the highest level of education you have completed to date?

	<u>United States</u>
Less than high school graduate	12
High school graduate or equivalent (e.g., GED)	38
Completed some college, but no degree	18
Completed technical or community college (e.g., associates degree)	8
A bachelor's degree or higher	24
Not sure	-
Decline to answer	*

BASE: ALL RESPONDENTS**Q1650** The average household income of families in this country is [ENTER AMOUNT FROM PROGRAMMING NOTE BELOW] a year. By comparison, is your household income...?

[PROGRAMMING NOTE: IF AUSTRALIA (Q260/1) ENTER "\$39,000 AUD"; IF CANADA (Q260/2) ENTER "\$46,700"; IF NEW ZEALAND (Q260/3) ENTER "\$34,700 NZD"; IF UK (Q260/4) ENTER "£22,000"; IF US (Q260/5) ENTER "\$42,400"]

	<u>Australia</u>	<u>Canada</u>	<u>New Zealand</u>	<u>United Kingdom</u>	<u>United States</u>
Much above average	15	17	23	13	12
Somewhat above average	25	27	33	25	27
Average	20	19	18	22	21
Somewhat below average	16	14	12	18	17
Much below average	16	16	10	18	18
Not sure	4	2	3	3	3
Decline to answer	3	4	1	2	2

BASE: AUSTRALIA (Q260/1)

Q1660 Are you of Aboriginal or Torres Straight Island descent?

	<u>Australia</u>
Yes	2
No	97
Not sure	*
Decline to answer	*

BASE: CANADA (Q260/2)

Q1662 People living in Canada come from many ethnic, racial or cultural groups. To which ethnic or cultural group(s) do you belong?

[MULTIPLE RECORD]

	<u>Canada</u>
British (English, Scottish, Welsh, Irish)	32
French (Quebecois, French Canadian)	24
Other European (Russian, German, Italian, Polish, Dutch, Ukrainian, Portuguese, Spanish, etc.)	20
Aboriginal or Native American (North American Indian/ First Nation/Metic/Inuit-Eskimo)	2
Black/African/Jamaican/Caribbean	2
Asian (Chinese/Japanese/Korean/Indian/Pakistani/Sri Lankan/ Vietnamese, etc.)	4
South/Central/Latin American	*
Middle Eastern (Arab/Israeli, etc.)	1
Canadian	14
Other	7
Not sure	4
Decline to answer	3

BASE: NEW ZEALAND (Q260/3)

Q1663 Which ethnic group do you belong to?

[MULTIPLE RECORD]

	<u>New Zealand</u>
NZ European	80
Maori	10
Samoan	1
Cook Island Maori	*
Tongan	*
Niuean	*
Chinese	1
Indian	2
Other (such as Dutch, Japanese, Tokelauan)	8
Not sure	*
Decline to answer	2

BASE: UNITED KINGDOM (Q260/4)

Q1664 Which of the following best describes your race or ethnic origin?

	<u>United Kingdom</u>
White (British, Irish, Other European)	91
Mixed (White and Black Caribbean, White and Black African, White and Asian, Any Other Mixed)	2
Asian or Asian British (Indian, Pakistani, Bangladeshi, Any Other Asian)	3
Black or Black British (Caribbean, African, Any Other Black)	3
Chinese	*
Other ethnic group	1
Not sure	-
Decline to answer	*

BASE: UNITED STATES (Q260/5)

Q1665 Are you of Hispanic origin, such as Mexican American, Latin American, Puerto Rican, or Cuban?

	<u>United States</u>
Yes, of Hispanic origin	12
No, not of Hispanic origin	88
Not sure	-
Decline to answer	*

BASE: UNITED STATES (Q260/5)

Q1666 Do you consider yourself...?

	<u>United States</u>
White	76
Black	5
African American	6
Asian or Pacific Islander	1
Native American or Alaskan native	*
Mixed racial background	4
Other race	6
Not Sure	1
Decline to answer	1

BASE: UNITED STATES (Q260/5)

Q1670 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.

	<u>United States</u>
One	88
Two	9
Three or more	2
Not sure	*
Decline to answer	1

BASE: UNITED STATES (Q260/5)

Q1671 INTERVIEWER CODE LANGUAGE OF INTERVIEW

English
Spanish

BASE: CANADA (Q260/2)

Q1672 INTERVIEWER CODE LANGUAGE OF INTERVIEW

English
French

BASE: UK (Q260/4)

Q1680 Which of the following describes where you live?

	<u>United Kingdom</u>
City/large town	27
Suburbs of a city/large town	22
Small town	25
Village or rural location	25
Not sure	*
Decline to answer	*

BASE: UK (Q260/4)

Q1681 To ensure that we have a representative sample, could you tell me the occupation of the CHIEF WAGE EARNER of the household?

- 1 What is their position at work/rank/grade?@
- 2 What industry do they work in?@
- 3 Do they have any qualifications that are relevant to their job?@
- 4 How many people are they responsible for at work?@
- 5 IF MANAGEMENT : How many people are in the organisation?@
- 6 IF UNEMPLOYED : How long unemployed for?@
IF LESS THAN 6 MONTHS ASK ABOUT LAST JOB@
- 7 IF RETIRED : Do they receive a private job related pension?@
IF YES ASK ABOUT THEIR LAST JOB@

RESP CODED

Code as:

	<u>United Kingdom</u>
A	4
B	19
C1	26
C2	21
D	12
E	14
NA	3

BASE: ALL RESPONDENTS

Q1690 That completes all the questions we have for you today. Thank you for your participation in this important survey.

END.