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THE COMMONWEALTH FUND 2005 INTERNATIONAL HEALTH POLICY
SURVEY OF SICKER ADULTS

DATASHEETED QUESTIONNAIRE
WEIGHTED DATA
October 31, 2005

SECTIONS:

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Notes on reading the results:

The percentage of respondents has been included for each item. An asterisk (*) signifies a value of less than one-half percent. A dash represents a value of zero. Percentages may not always add up to 100% because of computer rounding or the acceptance of multiple answers from respondents answering that question.

SECTION 200: INTRODUCTION AND SCREENING

BASE: ALL RESPONDENTS

Q210 In general, how would you describe your own health? (READ LIST) [IHP2001, 600; IHP 2002, Q210]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Excellent | 8 | 9 | 1 | 13 | 4 | 5 |
| 2 Very good | 18 | 18 | 9 | 24 | 15 | 14 |
| 3 Good | 25 | 26 | 31 | 30 | 25 | 22 |
| 4 Fair | 33 | 35 | 45 | 24 | 38 | 42 |
| 5 Poor | 17 | 12 | 13 | 9 | 18 | 17 |
| 8 Not sure (V) | - | * | - | * | * | * |
| 9 Decline to answer (V) | * | - | - | - | - | - |

BASE: ALL RESPONDENTS

Q212 Have you had a serious or chronic illness, injury, or disability that has required **A LOT** (INTERVIEWER NOTE: EMPHASIS ON “A LOT”) of medical care in the past 2 years? [IHP2001, 602; IHP 2002, Q212]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|---|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, had illness, injury, or disability that required a lot of medical care | 59 | 56 | 57 | 64 | 55 | 57 |
| 2 No, did not have illness, injury, or disability that required a lot of medical care | 41 | 44 | 43 | 36 | 44 | 43 |
| 8 Not sure (V) | - | * | - | 1 | * | * |
| 9 Decline to answer (V) | * | * | - | - | - | - |

BASE: ALL RESPONDENTS

Q214 Were you or a family member hospitalized in the past 2 years – other than for a normal, uncomplicated delivery of a baby? (IF YES: Is that you or a family member or both?) [IHP2001, 831; IHP 2002, 214]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|---|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, respondent hospitalized | 45 | 39 | 45 | 52 | 38 | 36 |
| 2 Yes, family member hospitalized | 11 | 8 | 13 | 9 | 12 | 8 |
| 3 Yes, both respondent and family member hospitalized | 3 | 5 | 4 | 2 | 2 | 5 |
| 4 No, neither | 41 | 48 | 37 | 37 | 47 | 50 |
| 8 Not sure (V) | * | * | * | * | * | * |
| 9 Decline to answer (V) | - | - | - | - | - | - |

BASE: ALL RESPONDENTS

Q216 Have you had major surgery in the past 2 years? [IHP 2002, 216, modified]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, had surgery | 28 | 29 | 26 | 30 | 25 | 32 |
| 2 No | 72 | 71 | 74 | 70 | 75 | 68 |
| 8 Not sure (V) | - | * | * | - | 1 | - |
| 9 Decline to answer (V) | - | - | - | * | - | - |

SECTION 300: OVERVIEW OF HEALTH SYSTEM

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

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; IHP2004, Q300]
(READ LIST)

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|--|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 On the whole, the system works pretty well and only minor changes are necessary to make it work better. | 23 | 21 | 16 | 27 | 30 | 23 |
| 2 There are some good things in our health care system, but fundamental changes are needed to make it work better. | 48 | 61 | 54 | 52 | 52 | 44 |
| 3 Our health care system has so much wrong with it that we need to completely rebuild it. | 26 | 17 | 31 | 20 | 14 | 30 |
| 8 Not sure (V) | 3 | 1 | * | 1 | 3 | 3 |
| 9 Decline to answer (V) | * | * | - | * | * | - |

SECTION 400: ACCESS TO HEALTH CARE

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q408 Was there a time when you (READ EACH ITEM) because of the cost in the past 2 years? [IHP 2002]

Q409

| | 1 | 2 | 3 | 8 | 9 |
|---|------------|-----------|-------------------------------|-------------------------|----------------------------------|
| | <u>Yes</u> | <u>No</u> | <u>Not Applicable (V)</u> | <u>Not Sure (V)</u> | <u>Decline To Answer (V)</u> |
| 1 Did not "fill"/ "collect" a prescription for medicine | | | | | |
| Australia | 22 | 77 | * | * | * |
| Canada | 20 | 80 | * | * | * |
| Germany | 14 | 85 | 1 | * | - |
| New Zealand | 19 | 81 | * | * | - |
| United Kingdom | 8 | 90 | 2 | * | - |
| United States | 40 | 60 | * | * | - |
| 2 Had a specific medical problem but did not visit a doctor | | | | | |
| Australia | 18 | 81 | * | * | - |
| Canada | 7 | 92 | 1 | * | * |
| Germany | 15 | 84 | 1 | - | - |
| New Zealand | 29 | 71 | - | * | - |
| United Kingdom | 4 | 94 | 2 | * | * |
| United States | 34 | 66 | * | * | - |
| 3 Skipped or did not get a medical test, treatment, or follow-up that was recommended by a doctor | | | | | |
| Australia | 20 | 79 | * | * | - |
| Canada | 12 | 87 | * | 1 | * |
| Germany | 14 | 85 | 1 | * | - |
| New Zealand | 21 | 78 | * | 1 | * |
| United Kingdom | 5 | 93 | 2 | * | * |
| United States | 33 | 67 | * | * | - |

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q414 Last time when you needed medical care in the evening, on a weekend or on a holiday, how easy or difficult was it to get care 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]? Was it...?
(READ LIST) [IHP 2004, Q503, modified to last time]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|---|------------------|---------------|----------------|------------------------|---------------------------|--------------------------|
| 1 Very easy | 13 | 11 | 20 | 29 | 20 | 12 |
| 2 Somewhat easy | 17 | 22 | 20 | 24 | 20 | 19 |
| 3 Somewhat difficult | 17 | 19 | 8 | 11 | 12 | 18 |
| 4 Very difficult | 28 | 24 | 6 | 10 | 15 | 32 |
| 5 Never needed care in the evenings, weekends, or holidays (V) | 24 | 20 | 43 | 25 | 29 | 17 |
| 8 Not sure (V) | 1 | 2 | 2 | 1 | 3 | 1 |
| 9 Decline to answer (V) | * | 2 | * | - | 1 | - |

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BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q416 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 (Q260/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room]. Did you get an appointment: (READ LIST) [IHP 2004]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|------------------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 On the same day | 49 | 23 | 56 | 58 | 45 | 30 |
| 2 The next day | 17 | 13 | 13 | 23 | 16 | 17 |
| 3 In 2 to 3 days | 18 | 16 | 14 | 13 | 18 | 19 |
| 4 In 4 to 5 days | 4 | 6 | 3 | 2 | 4 | 8 |
| 5 In 6 to 7 days | 3 | 8 | 3 | 1 | 4 | 6 |
| 6 After more than a week | 7 | 24 | 10 | 2 | 10 | 14 |
| 7 Never able to get an appointment | * | 4 | * | * | 1 | 3 |
| 8 Not sure (V) | 1 | 4 | 1 | 2 | 2 | 3 |
| 9 Decline to answer (V) | 1 | 2 | * | * | - | - |

BASE: ALL ELIGIBLE RESPONDENTS

Q420 Have you called [if AU, NZ, CA, US (Q260/1,2,3 OR 5) SHOW: a help line] [if UK (Q260/4) SHOW: NHS DIRECT OR NHS 24] for medical or health advice in the past 2 years ? [IHP 2004, Q505, edit adding "such as"]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 10 | 28 | 5 | 10 | 32 | 13 |
| 2 No | 90 | 72 | 95 | 89 | 67 | 86 |
| 8 Not sure (V) | - | * | * | 1 | * | * |
| 9 Decline to answer (V) | - | - | - | - | * | - |

BASE: USED HELP LINE (Q420/1)

Q425 Was the advice definitely helpful, somewhat helpful, or not at all helpful?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, definitely | 58 | 47 | 36 | 54 | 54 | 36 |
| 2 Yes, somewhat | 32 | 39 | 39 | 32 | 34 | 45 |
| 3 No | 7 | 13 | 24 | 11 | 12 | 19 |
| 8 Not sure (V) | 3 | 1 | 1 | 1 | - | * |
| 9 Decline to answer (V) | - | - | - | 1 | * | - |

SECTION 500: RELATIONSHIP WITH REGULAR DOCTOR

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q502 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? (IF YES, CLARIFY IF MORE THAN ONE REGULAR DOCTOR/GP) [IHP 2004, Q507]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|---|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, have a regular doctor/GP | 82 | 82 | 92 | 89 | 66 | 53 |
| 2 Yes, have more than one regular doctor/GP | 10 | 10 | 5 | 4 | 30 | 31 |
| 3 No, do not have a regular GP | 8 | 8 | 3 | 6 | 4 | 16 |
| 8 Not sure (V) | * | * | * | - | * | * |
| 9 Decline to answer (V) | - | - | * | * | * | - |

BASE: RESPONDENTS WHO HAVE A REGULAR DOCTOR (Q502/1,2)

Q504 How long have you been [IF CA, US (Q260/2,5) & Q502/1 SHOW: seeing this doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q502/1 SHOW: seeing this GP] for your medical care? (READ LIST) [IHP 2004, Q515]

[INTERVIEWER NOTE: IF SEEING MORE THAN ONE REGULAR DOCTOR (Q502/2), ASK ABOUT THE DOCTOR THAT THEY RELY ON MOST FOR THEIR CARE.]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|--------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Less than 1 year | 9 | 7 | 3 | 10 | 8 | 11 |
| 2 1 to less than 2 years | 9 | 6 | 3 | 10 | 6 | 9 |
| 3 2 to less than 3 years | 9 | 8 | 5 | 7 | 7 | 13 |
| 4 3 to less than 5 years | 13 | 13 | 11 | 12 | 9 | 17 |
| 5 5 years or more | 61 | 65 | 78 | 61 | 69 | 50 |
| 8 Not sure (V) | * | * | * | - | 1 | * |
| 9 Decline to answer (V) | - | * | - | - | - | - |

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BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q510 When you need care or treatment, how often does [IF CA, US (Q260/2,5) & Q502/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q502/1 SHOW: your GP] [IF Q502/2,3 SHOW: the doctor you rely on most for your care] [INSERT ITEM]? [IHP 2004, modified scale]
(READ LIST)

| | 1 | 2 | 3 | 4 | 5 | 8 | 9 | |
|-------------|---|--------------|------------------|------------------------|--------------------------|---------------------|------------------------------|---|
| | <u>Always</u> | <u>Often</u> | <u>Sometimes</u> | <u>Rarely Or Never</u> | <u>Not Applicable(V)</u> | <u>Not Sure (V)</u> | <u>Decline To Answer (V)</u> | |
| Q511 | | | | | | | | |
| [RANDOMIZE] | | | | | | | | |
| 1 | Make clear the specific goals for your care or treatment [IHP 2002] | | | | | | | |
| | Australia | 56 | 20 | 13 | 9 | 3 | 1 | - |
| | Canada | 54 | 22 | 12 | 10 | 2 | 1 | * |
| | Germany | 51 | 24 | 12 | 9 | 3 | * | - |
| | New Zealand | 59 | 21 | 9 | 7 | 2 | 2 | - |
| | United Kingdom | 50 | 17 | 15 | 12 | 4 | 3 | * |
| | United States | 50 | 21 | 17 | 10 | 1 | 1 | - |
| 2 | Tell you about care or treatment choices and ask for your ideas and opinions [IHP2004] | | | | | | | |
| | Australia | 32 | 18 | 19 | 27 | 2 | 1 | - |
| | Canada | 35 | 21 | 18 | 22 | 2 | 1 | * |
| | Germany | 34 | 19 | 15 | 27 | 4 | 1 | - |
| | New Zealand | 41 | 18 | 18 | 19 | 2 | 1 | * |
| | United Kingdom | 29 | 14 | 20 | 30 | 5 | 2 | * |
| | United States | 30 | 18 | 21 | 28 | 2 | * | - |
| 3 | Give you clear instructions about symptoms to watch for and when to seek further care or treatment [Modified IHP2004] | | | | | | | |
| | Australia | 56 | 20 | 11 | 8 | 3 | 1 | - |
| | Canada | 52 | 21 | 12 | 12 | 1 | * | * |
| | Germany | 54 | 21 | 10 | 12 | 3 | * | * |
| | New Zealand | 68 | 14 | 10 | 6 | 2 | * | - |
| | United Kingdom | 51 | 18 | 14 | 13 | 3 | 2 | * |
| | United States | 51 | 19 | 16 | 12 | 1 | * | - |

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q515 To your knowledge, does [IF CA, US (Q260/2,5) & Q502/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q502/1 SHOW: your GP] [IF Q502/2,3 SHOW: the doctor you rely on most for your care] keep a record of your medical history, list of medications you take, or a list of your latest test results on a computer?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 90 | 53 | 95 | 94 | 95 | 73 |
| 2 No | 5 | 18 | 3 | 2 | 2 | 14 |
| 8 Not sure (V) | 5 | 29 | 2 | 3 | 3 | 12 |
| 9 Decline to answer (V) | * | * | - | - | - | - |

SECTION 600: COORDINATION OF CARE

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q605 Now, think about the times you have received medical care or procedures in the past two years from [IF CA, US (Q260/2,5) & Q502/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q502/1 SHOW: your GP] [IF Q502/2,3 SHOW: the doctor you rely on most for your care], specialist doctors [IF AU,NZ,UK (Q260/1,3,4) ADD “(or consultants)”], or any other health care professionals. Have you received conflicting information from different doctors or health care professionals in the past 2 years?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|--|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, have received conflicting information | 26 | 25 | 23 | 27 | 25 | 30 |
| 2 No, have not | 74 | 73 | 76 | 72 | 74 | 69 |
| 8 Not sure (V) | * | 2 | 1 | * | 1 | 1 |
| 9 Decline to answer (V) | - | * | - | - | * | - |

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q610 In the past 2 years, when getting care for a medical problem, was there ever a time when... (READ EACH ITEM)?

| | <u>1</u> | <u>2</u> | <u>3</u> | <u>8</u> | <u>9</u> |
|--|------------|-----------|---------------------------|---------------------|------------------------------|
| | <u>Yes</u> | <u>No</u> | <u>Not Applicable (V)</u> | <u>Not Sure (V)</u> | <u>Decline To Answer (V)</u> |

Q611

1 Test results, medical records, or reasons for referrals were not available at the time of your scheduled doctor’s appointment

| | | | | | |
|----------------|----|----|---|---|---|
| Australia | 12 | 86 | 1 | 1 | - |
| Canada | 19 | 78 | 1 | 1 | * |
| Germany | 11 | 87 | 1 | 1 | * |
| New Zealand | 16 | 83 | * | 1 | * |
| United Kingdom | 16 | 80 | 2 | 2 | * |
| United States | 23 | 76 | 1 | * | - |

2 Doctors ordered a medical test that you felt was unnecessary because the test had already been done [IHP 2004, Q610]

| | | | | | |
|----------------|----|----|---|---|---|
| Australia | 11 | 88 | * | * | - |
| Canada | 10 | 89 | 1 | 1 | - |
| Germany | 20 | 78 | 1 | 1 | * |
| New Zealand | 9 | 90 | * | * | * |
| United Kingdom | 6 | 92 | 1 | 1 | * |
| United States | 18 | 82 | 1 | * | - |

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BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q615 Have you left a doctor's appointment without getting important questions answered in the past 2 years ?
(IF YES, CLARIFY IF OFTEN OR SOMETIMES) [IHP 2004, Q535]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, often | 5 | 6 | 4 | 6 | 5 | 7 |
| 2 Yes, sometimes | 15 | 16 | 14 | 11 | 10 | 17 |
| 3 No | 79 | 78 | 82 | 82 | 84 | 76 |
| 8 Not sure (V) | * | * | * | * | 1 | * |
| 9 Decline to answer (V) | - | * | * | * | * | - |

BASE: LEFT DOCTOR WITHOUT GETTING QUESTIONS ANSWERED (Q615/1,2)

Q617 Did this happen when you had an appointment with [IF CA, US (Q260/2,5) & Q502/1 SHOW: your regular doctor; IF AU, NZ, UK (Q260/1,3,4) & Q502/1 SHOW: your GP] [IF Q502/2,3 SHOW: the doctor you rely on most for your care] or a specialist doctor [IF AU,NZ,UK (Q260/1,3,4) ADD "(or consultant)"]?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Regular doctor | 56 | 50 | 44 | 51 | 48 | 42 |
| 2 Specialist | 32 | 31 | 43 | 30 | 21 | 39 |
| 3 Both (V) | 12 | 16 | 11 | 17 | 25 | 18 |
| 8 Not sure (V) | * | 2 | 2 | 2 | 5 | 1 |
| 9 Decline to answer (V) | - | 1 | * | - | * | - |

SECTION 700: EXPERIENCE WITH SPECIALISTS

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q700 Including [IF CA, US (Q260/2,5) & Q502/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q502/1 SHOW: your GP] [IF Q502/2,3 SHOW: the doctor you rely on most for your care], how many different [INTERVIEWER: EMPHASIZE DOCTORS] **DOCTORS**, including specialist doctors [IF AU,NZ,UK (Q260/1,3,4) ADD “(or consultants)”], have you seen in the past 2 years?

(INTERVIEWER NOTE – IF NEEDED: THIS COULD INCLUDE DOCTORS YOU SAW IN THE HOSPITAL OR OTHER DOCTORS/GPs)

□□□ [RANGE: 1 TO 96, 97, 98, 99]

| | <u>Mean</u> |
|----------------|-------------|
| Australia | 3.8 |
| Canada | 3.4 |
| Germany | 3.5 |
| New Zealand | 3.8 |
| United Kingdom | 3.9 |
| United States | 3.5 |

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 One | 11 | 15 | 9 | 12 | 18 | 18 |
| 2 2-3 | 43 | 47 | 44 | 45 | 36 | 46 |
| 3 4 or more | 44 | 35 | 32 | 40 | 42 | 35 |
| 4 More than 1, exact number unknown | 1 | * | 13 | 1 | 2 | * |
| 8 Not sure (V) | 1 | 1 | 2 | 1 | 2 | 1 |
| 9 Decline to answer (V) | * | 2 | * | * | * | - |

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q701 Have you seen or needed to see any specialist doctors [IF AU,NZ,UK (Q260/1,3,4) ADD “(or consultants)”] in the past 2 years?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 76 | 79 | 78 | 78 | 69 | 74 |
| 2 No | 24 | 20 | 22 | 22 | 31 | 26 |
| 8 Not sure (V) | * | * | - | * | * | * |
| 9 Decline to answer (V) | - | * | * | - | - | - |

BASE: RESPONDENTS WHO SAW OR NEEDED TO SEE A SPECIALIST (Q701/1)

Q705 After learning you needed to see a specialist doctor [IF AU,NZ,UK (Q260/1,3,4) ADD “(or consultant)”], how many days, weeks or months did you have to wait for an appointment? (READ LIST)

[INTERVIEWER NOTE: If respondent needed to see more than one specialist, ask about most recent time.]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|----------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Less than a week | 11 | 10 | 27 | 17 | 11 | 20 |
| 2 1-2 weeks | 27 | 19 | 36 | 26 | 14 | 40 |
| 3 3-4 weeks | 9 | 7 | 9 | 10 | 7 | 7 |
| 4 More than 4 weeks | 46 | 57 | 22 | 40 | 60 | 23 |
| 5 No waiting period (Q710) | 7 | - | - | 6 | - | 7 |
| 8 Not sure (V) | - | 1 | * | * | 2 | * |
| 9 Decline to answer (V) | * | 5 | 6 | 1 | 7 | 3 |

BASE: RESPONDENTS WHO HAD MAJOR SURGERY IN THE PAST 2 YEARS (Q216/1)

Q713 You told us earlier that you had major surgery. How satisfied were you with the amount of choice you had in choosing the surgeon?

[INTERVIEWER NOTE: If respondent had more than one surgery In the past 2 years, say: “Please think of your most recent surgery.”]

(READ LIST)

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Very satisfied | 51 | 45 | 57 | 48 | 39 | 59 |
| 2 Somewhat satisfied | 10 | 10 | 13 | 9 | 9 | 12 |
| 3 Not very satisfied | 3 | 2 | 4 | 1 | 2 | 2 |
| 4 Not at all satisfied | - | 2 | 2 | 2 | 1 | 5 |
| 5 Did not have a choice of surgeons | 34 | 36 | 23 | 38 | 44 | 23 |
| 8 Not sure (V) | * | 3 | - | * | 3 | - |
| 9 Decline to answer (V) | 1 | 2 | * | * | 1 | - |

BASE: RESPONDENTS WHO HAD MAJOR SURGERY IN THE PAST 2 YEARS (Q216/1)

Q715 Did you have any information about this surgeon, such as patient satisfaction ratings, experience with medical conditions like yours, success rate for surgeries, or training?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 37 | 49 | 47 | 44 | 31 | 47 |
| 2 No | 63 | 48 | 53 | 54 | 65 | 53 |
| 8 Not sure (V) | * | * | - | 2 | 4 | * |
| 9 Decline to answer (V) | * | 2 | * | - | * | - |

BASE: RESPONDENTS WHO HAD MAJOR SURGERY IN THE PAST TWO YEARS (Q216/1)

Q720 What type of information about surgeons would be most important to you? From the list I read, please select the two of most importance to you. (READ LIST)

[PN: MULTIPLE RESPONSE – ALLOW RESPONDENT TO SELECT TWO OF FOUR]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|--|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Patient satisfaction ratings | 36 | 36 | 33 | 36 | 43 | 41 |
| 2 Experience with caring for specific conditions | 68 | 59 | 59 | 67 | 59 | 55 |
| 3 Outcomes of specific surgery or treatment | 52 | 53 | 47 | 49 | 43 | 55 |
| 4 Training | 23 | 32 | 36 | 26 | 19 | 34 |
| 8 Not sure (V) | 3 | 4 | 3 | 4 | 7 | 3 |
| 9 Decline to answer (V) | 1 | 1 | 2 | - | 1 | - |

SECTION 800: PRESCRIPTION MEDICATION USE

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q800 How many different prescription medications are you taking on a regular or ongoing basis?

(INTERVIEWER NOTE: IF THEY ANSWER “aspirin, vitamins, supplements, etc,” SAY: “This would only apply if you needed a prescription to buy that medication.”) [IHP 2004, modified]

(INTERVIEWER INSTRUCTION: PROMPT FOR BEST ESTIMATE IF CAN’T PROVIDE NUMBER)
 (INTERVIEWER: RECORD 97 FOR MORE THAN ONE PRESCRIPTION MEDICATION BUT DONT KNOW EXACT NUMBER (V), 98 FOR NOT SURE (V), AND 99 FOR DECLINE TO ANSWER (V).)

||| [RANGE: 0 TO 96, 97, 98, 99]

| | <u>Mean</u> |
|----------------|-------------|
| Australia | 3.6 |
| Canada | 3.8 |
| Germany | 3.7 |
| New Zealand | 3.2 |
| United Kingdom | 4.1 |
| United States | 4.7 |

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 None | 34 | 27 | 22 | 32 | 26 | 23 |
| 2 1-3 | 39 | 41 | 39 | 45 | 41 | 36 |
| 3 4 or more | 26 | 31 | 30 | 22 | 32 | 40 |
| 4 More than 1, exact number unknown | * | 1 | 7 | * | * | * |
| 8 Not sure (V) | - | * | 1 | * | * | * |
| 9 Decline to answer (V) | - | * | 1 | - | - | * |

[PROGRAMMER NOTE: IF Q800/1-97, ASK Q805/806, Q810 & Q815. ALL OTHERS, JUMP TO Q900]

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BASE: RESPONDENTS TAKING PRESCRIPTION MEDICATIONS (Q800/1-97)

Q805 In the past 2 years, how often have your doctors [IF AU (Q260/1) SHOW: or your pharmacists] [INSERT ITEM]? (READ LIST) [IHP 2004, Q1215]

| | 1 | 2 | 3 | 4 | 8 | 9 |
|--|---------------|--------------|------------------|------------------------|---------------------|------------------------------|
| | <u>Always</u> | <u>Often</u> | <u>Sometimes</u> | <u>Rarely or Never</u> | <u>Not Sure (V)</u> | <u>Decline to answer (V)</u> |

Q806
[RANDOMIZE]

() 1 Explained the side effects of any medication that was prescribed

| | | | | | | |
|----------------|----|----|----|----|---|---|
| Australia | 52 | 10 | 18 | 19 | 1 | * |
| Canada | 40 | 16 | 15 | 27 | 1 | 1 |
| Germany | 30 | 19 | 13 | 38 | 1 | * |
| New Zealand | 50 | 15 | 14 | 19 | 2 | * |
| United Kingdom | 40 | 11 | 16 | 32 | 1 | - |
| United States | 40 | 13 | 20 | 27 | * | - |

2 Reviewed and discussed all the different medications you are using, including medicines prescribed by other doctors [IHP 2002, Q602]

| | | | | | | |
|----------------|----|----|----|----|---|---|
| Australia | 35 | 16 | 16 | 30 | 2 | * |
| Canada | 38 | 18 | 14 | 25 | 3 | 1 |
| Germany | 42 | 17 | 12 | 26 | 3 | * |
| New Zealand | 34 | 16 | 17 | 29 | 4 | 1 |
| United Kingdom | 35 | 18 | 18 | 26 | 2 | * |
| United States | 39 | 19 | 14 | 26 | 1 | - |

BASE: RESPONDENTS TAKING PRESCRIPTION MEDICATIONS (Q800/1-97)

Q810 How much have all of your prescription medications cost you out-of-pocket in the past month? Do not count any payments covered or reimbursed by [IF AU, NZ, US (Q260/1,3,5) SHOW: public or private] [IF CA (Q260/2) SHOW: Medicare or private] [IF UK (Q260/4) SHOW: the National Health Service or private] insurance? (PROBE: IF THEY AREN'T SURE, SAY: Your best estimate will do.) [IHP 2004, Q1220]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|--|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| <i>Note: all countries converted to US Dollars</i> | | | | | | |
| None/\$0 | 11 | 24 | 13 | 12 | 74 | 15 |
| US\$1- US\$50 | 58 | 40 | 58 | 67 | 16 | 32 |
| US\$51-US\$100 | 12 | 12 | 9 | 10 | 5 | 19 |
| More than US\$100 | 9 | 16 | 5 | 3 | 3 | 30 |
| Not sure (V) | - | - | - | - | - | - |
| Decline to answer (V) | 10 | 8 | 15 | 7 | 2 | 4 |

BASE: RESPONDENTS TAKING PRESCRIPTION MEDICATIONS (Q800/1-97)

Q815 How confident are you that the prescription medications you are taking are safe? (READ LIST)

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Very confident | 48 | 49 | 51 | 55 | 52 | 49 |
| 2 Somewhat confident | 37 | 37 | 36 | 34 | 35 | 39 |
| 3 Not very confident | 7 | 9 | 9 | 7 | 7 | 8 |
| 4 Not at all confident | 6 | 3 | 2 | 2 | 3 | 3 |
| 8 Not sure (V) | 2 | 2 | 2 | 2 | 3 | 1 |
| 9 Decline to answer (V) | * | 1 | - | - | * | - |

SECTION 900: MEDICAL ERRORS/SAFETY ISSUES

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q900 Have you ever been given the wrong medication or wrong dose by a doctor, nurse, hospital or pharmacist when [AU,CA,US (Q260/1,2,5) “filling”; NZ,UK (Q260/3,4) “collecting”] a prescription at a pharmacy or while hospitalized in the past 2 years? [IHP 2002, Q404 modified – added Nurse]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 10 | 10 | 10 | 9 | 10 | 13 |
| 2 No | 89 | 89 | 88 | 90 | 89 | 86 |
| 8 Not sure (V) | 1 | 1 | 2 | 1 | 1 | * |
| 9 Decline to answer (V) | - | 1 | * | - | * | - |

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q905 Have you believed a medical mistake was made in your treatment or care in the past 2 years? (INTERVIEWER NOTE: By medical mistake we mean a mistake made by a doctor, nurse, hospital or health care professionals) [IHP 2002, Q406, modified]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 13 | 15 | 13 | 14 | 12 | 15 |
| 2 No | 85 | 84 | 86 | 85 | 87 | 84 |
| 8 Not sure (V) | 2 | 1 | 1 | 2 | 1 | * |
| 9 Decline to answer (V) | - | * | * | - | * | - |

[PROGRAMMER NOTE: IF Q900/1 OR Q905/1, ASK Q907, Q909 & Q911. ALL OTHERS, JUMP TO Q915]

BASE: WRONG MEDICATION/DOSE (Q900/1) OR MEDICAL MISTAKE (Q905/1)

Q907 Did the most recent mistake or medication error occur while you were hospitalized?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|------------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, while hospitalized | 33 | 39 | 35 | 35 | 32 | 23 |
| 2 No, not while hospitalized | 63 | 60 | 63 | 63 | 67 | 77 |
| 8 Not sure (V) | 4 | 1 | 2 | 2 | 1 | - |
| 9 Decline to answer (V) | - | - | - | - | - | - |

BASE: WRONG MEDICATION/DOSE (Q900/1) OR MEDICAL MISTAKE (Q905/1)

Q909 Did this mistake or medication error cause a very serious health problem, somewhat serious health problem, not serious or no health problem at all? [IHP 2002, Q407]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|----------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Very serious problem | 21 | 15 | 19 | 20 | 19 | 19 |
| 2 Somewhat serious problem | 30 | 31 | 22 | 34 | 23 | 26 |
| 3 Not serious problem | 18 | 14 | 33 | 24 | 22 | 18 |
| 4 No problem at all | 24 | 35 | 23 | 19 | 32 | 35 |
| 8 Not sure (V) | 6 | 4 | 2 | 3 | 4 | 2 |
| 9 Decline to answer (V) | 1 | 1 | 1 | - | * | - |

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BASE: WRONG MEDICATION/DOSE (Q900/1) OR MEDICAL MISTAKE (Q905/1)

Q911 Did the doctor or health professional involved tell you that a medical error had been made in your treatment? [AHRQ/HARVARD Q54]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, told you | 26 | 25 | 15 | 37 | 23 | 24 |
| 2 No, did not tell you | 70 | 74 | 83 | 61 | 72 | 75 |
| 8 Not sure (V) | 4 | 1 | 1 | 2 | 3 | 1 |
| 9 Decline to answer (V) | 1 | - | * | - | 3 | - |

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q915 Have you had any blood tests, x-rays, or any other medical tests in the past 2 years? [IHP 2004, Q615]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 92 | 93 | 92 | 90 | 85 | 90 |
| 2 No | 8 | 7 | 8 | 10 | 14 | 10 |
| 8 Not sure (V) | - | * | * | * | * | - |
| 9 Decline to answer (V) | - | * | * | - | * | - |

[PROGRAMMER NOTE: IF Q915/1, ASK Q920. ALL OTHERS, JUMP TO Q1000]

BASE: RESPONDENTS WHO HAVE HAD TEST ORDERED IN PAST 2 YEARS (Q915/1)

Q920 In the past 2 years, have you [INSERT ITEMS]? [IHP 2004, Q625]

Q921

| | <u>1</u> | <u>2</u> | <u>8</u> | <u>9</u> |
|-------------|------------|-----------|---------------------|------------------------------|
| | <u>Yes</u> | <u>No</u> | <u>Not Sure (V)</u> | <u>Decline to answer (V)</u> |
| [RANDOMIZE] | | | | |

1 Been given incorrect results for a diagnostic or lab test

| | | | | |
|----------------|----|----|---|---|
| Australia | 5 | 94 | 1 | - |
| Canada | 7 | 91 | 2 | * |
| Germany | 5 | 93 | 2 | - |
| New Zealand | 4 | 95 | 1 | - |
| United Kingdom | 3 | 96 | 1 | - |
| United States | 10 | 88 | 1 | - |

2 Experienced delays in being notified about abnormal test results

| | | | | |
|----------------|----|----|---|---|
| Australia | 10 | 89 | 1 | * |
| Canada | 15 | 84 | 1 | * |
| Germany | 5 | 94 | 1 | - |
| New Zealand | 11 | 89 | * | * |
| United Kingdom | 9 | 90 | 1 | - |
| United States | 16 | 83 | * | - |

SECTION 1000: EXPERIENCES WITH CARE IN HOSPITAL

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q1000 Have you needed non-emergency or elective surgery in the past 2 years ? [IF NECESSARY: By non-emergency or elective surgery we mean surgery for conditions that aren't immediately life threatening, such as hip replacement or cataract removal]. [IHP1998, 508, IHP 2001, Q824]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, needed non-emergency surgery | 24 | 22 | 16 | 25 | 15 | 21 |
| 2 No, did not | 76 | 78 | 84 | 74 | 84 | 79 |
| 8 Not sure (V) | * | * | * | 1 | 1 | * |
| 9 Decline to answer (V) | - | * | * | - | * | - |

[DISPLAY Q1010, Q1011, Q1012, Q1013, Q1014 ON THE SAME SCREEN]

BASE: RESPONDENT NEEDED NON-EMERGENCY SURGERY (Q1000/1)

Q1010 How many days, weeks or months did you have to wait for the non-emergency or elective surgery? [IHP1998, 509, IHP 200]

(INTERVIEWER: IF MORE THAN ONE SURGERY IN PAST TWO YEARS, ASK ABOUT MOST RECENT SURGERY)

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

(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".)

[SELECT PUNCH 5 IF NO WAITING PERIOD]

[MULTI PUNCH QUESTION]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|------------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| Less than a week | 13 | 4 | 22 | 2 | 11 | 9 |
| 1 week to less than 2 weeks | 10 | 2 | 13 | 7 | 4 | 12 |
| 2 weeks – less than 1 month | 16 | 10 | 25 | 18 | 10 | 26 |
| 1 month – less than 6 months | 36 | 56 | 29 | 50 | 27 | 35 |
| 6 months – less than 1 year | 8 | 13 | 2 | 8 | 23 | 3 |
| 1 year or more | 7 | 9 | 1 | 8 | 14 | 3 |
| No waiting period | 8 | - | - | 4 | - | 6 |
| 8 Not sure (V) | - | 1 | - | 1 | 1 | 1 |
| 9 Decline to answer (V) | * | 5 | 8 | * | 9 | 4 |

[PROGRAMMER NOTE: IF Q214/1,3 ASK Q1025. ALL OTHERS, JUMP TO Q1200]

BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q214/1,3)

Q1025 You mentioned that you were hospitalized in the past 2 years. Were you hospitalized once or more than once?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Just once | 58 | 64 | 64 | 61 | 57 | 60 |
| 2 More than once | 41 | 34 | 34 | 37 | 39 | 39 |
| 8 Not sure (V) | 1 | 1 | 1 | 1 | 2 | 1 |
| 9 Decline to answer (V) | 1 | 1 | * | 1 | 2 | - |

BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q214/1,3)

Q1040 For the next few questions, I want you to think ONLY about the care you received during your hospitalization (please do not include the care you received while in the ER). Before the treatment or procedure you received while hospitalized, did someone explain any risks in a way you could understand? (INTERVIEWER NOTE: IF MORE THAN ONE HOSPITALIZATION, ASK ABOUT THE MOST RECENT HOSPITALIZATION) [INTERVIEWER NOTE: IF YES, PROBE: "Is that completely, or to some extent?"]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-----------------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, completely | 65 | 57 | 65 | 61 | 62 | 66 |
| 2 Yes, to some extent | 10 | 11 | 20 | 13 | 14 | 15 |
| 3 No | 18 | 21 | 12 | 17 | 16 | 14 |
| 4 No – explanation not needed (V) | 6 | 5 | 2 | 6 | 6 | 3 |
| 8 Not sure (V) | 1 | 3 | * | 2 | 3 | 2 |
| 9 Decline to answer (V) | - | 3 | * | 1 | - | - |

BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q214/1,3)

Q1045 During your hospital stay, was there ever a time when doctors or nurses failed to share or communicate important information to EACH OTHER about your care?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 16 | 13 | 12 | 17 | 17 | 17 |
| 2 No | 77 | 80 | 80 | 76 | 77 | 79 |
| 8 Not sure (V) | 7 | 7 | 8 | 7 | 5 | 4 |
| 9 Decline to answer (V) | - | * | * | 1 | 1 | - |

BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q214/1,3)

Q1047 Was there ever a time when doctors or nurses failed to communicate important information to YOU about your care?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 12 | 15 | 17 | 20 | 15 | 17 |
| 2 No | 87 | 81 | 80 | 78 | 82 | 81 |
| 8 Not sure (V) | 1 | 4 | 2 | 2 | 3 | 1 |
| 9 Decline to answer (V) | - | * | * | 1 | * | - |

BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q214/1,3)

Q1050 Did the doctors or nurses involve you as much as you wanted to be in deciding about your care, treatment, or tests?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 76 | 70 | 77 | 79 | 75 | 83 |
| 2 No | 22 | 27 | 21 | 19 | 22 | 16 |
| 8 Not sure (V) | 2 | 2 | 2 | 1 | 3 | 1 |
| 9 Decline to answer (V) | * | 1 | * | 1 | * | - |

BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q214/1,3)

Q1055 How often did the hospital staff do everything they could to help control any pain that you experienced?
(READ LIST)

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-----------------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Always | 78 | 76 | 72 | 74 | 71 | 72 |
| 2 Sometimes | 12 | 14 | 12 | 17 | 15 | 19 |
| 3 Rarely or Never | 4 | 4 | 3 | 3 | 4 | 6 |
| 4 Did not experience any pain (V) | 5 | 3 | 12 | 4 | 9 | 3 |
| 8 Not sure (V) | 1 | 2 | * | 1 | 1 | 1 |
| 9 Decline to answer (V) | * | 1 | * | 1 | * | - |

BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q214/1,3)

Q1065 While in the hospital, did you develop an infection?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 8 | 7 | 3 | 10 | 10 | 7 |
| 2 No | 92 | 93 | 96 | 89 | 89 | 93 |
| 8 Not sure (V) | * | * | 1 | 1 | 1 | * |
| 9 Decline to answer (V) | - | - | * | 1 | * | - |

BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q214/1,3)

Q1080 When you left the hospital, [INSERT ITEM]...?

| | 1 | 2 | 8 | 9 |
|----------------|---|-----------|------------------------|---------------------------------|
| | <u>Yes</u> | <u>No</u> | Not <u>Sure (V)</u> | Decline To <u>Answer (V)</u> |
| Q1081 | | | | |
| [RANDOMIZE] | | | | |
| 1 | Did you receive clear instructions about symptoms to watch for and when to seek further care [Modified IHP2004] | | | |
| Australia | 80 | 18 | 2 | - |
| Canada | 83 | 17 | 1 | - |
| Germany | 75 | 23 | 1 | * |
| New Zealand | 84 | 14 | 1 | 1 |
| United Kingdom | 71 | 26 | 2 | 1 |
| United States | 89 | 11 | * | - |
| 2 | Did you know who to contact if you had a question about your condition or treatment | | | |
| Australia | 90 | 9 | 1 | - |
| Canada | 88 | 12 | 1 | - |
| Germany | 87 | 12 | 1 | * |
| New Zealand | 90 | 9 | 1 | 1 |
| United Kingdom | 86 | 12 | 2 | * |
| United States | 91 | 8 | * | - |
| 3 | Did the hospital make arrangements for you to have follow-up visits with a doctor or other health care professional | | | |
| Australia | 75 | 23 | 1 | * |
| Canada | 69 | 30 | 1 | 1 |
| Germany | 48 | 50 | 1 | 1 |
| New Zealand | 75 | 23 | 1 | * |
| United Kingdom | 78 | 19 | 2 | * |
| United States | 71 | 27 | 1 | - |

BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q214/1,3)

Q1085 After you were discharged, were you readmitted to a hospital or did you have to go to a [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q260/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room] as a result of complications that occurred during your recovery?

[Interviewer Note: If Yes, probe: "Was that the hospital, ER, or both?"]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|---------------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, readmitted to a hospital | 13 | 4 | 5 | 9 | 10 | 4 |
| 2 Yes, had to go to the ER | 5 | 9 | 4 | 4 | 6 | 8 |
| 3 Yes, both | 2 | 3 | 1 | 2 | 1 | 2 |
| 4 No | 78 | 83 | 83 | 82 | 79 | 82 |
| 5 Had no complications (V) | 2 | * | 6 | 2 | 3 | 4 |
| 8 Not sure (V) | * | * | * | * | 1 | 1 |
| 9 Decline to answer (V) | - | * | * | 1 | * | - |

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BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q214/1,3)

Q1090 When you left the hospital, were you given any new prescription medications?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 43 | 55 | 42 | 49 | 53 | 63 |
| 2 No | 57 | 45 | 57 | 49 | 45 | 36 |
| 8 Not sure (V) | * | - | 1 | 2 | 1 | 1 |
| 9 Decline to answer (V) | * | * | * | 1 | 1 | - |

BASE: RESPONDENTS WHO WERE GIVEN NEW PRESCRIPTIONS (Q1090/1)

Q1092 Did you clearly understand the purpose of each of these new medications?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 97 | 95 | 84 | 96 | 94 | 91 |
| 2 No | 3 | 4 | 14 | 4 | 6 | 9 |
| 8 Not sure (V) | - | 1 | 2 | - | - | - |
| 9 Decline to answer (V) | - | - | - | - | - | - |

BASE: RESPONDENTS WHO WERE GIVEN NEW PRESCRIPTIONS (Q1090/1)

Q1094 Did someone discuss with you what to do about other medications you were using before you were hospitalized?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|--|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 65 | 60 | 82 | 56 | 66 | 61 |
| 2 No | 19 | 26 | 14 | 25 | 25 | 30 |
| 3 Not taking any medications before hospitalized (V) | 16 | 9 | 3 | 17 | 7 | 9 |
| 8 Not sure (V) | - | 5 | 1 | 1 | 2 | 1 |
| 9 Decline to answer (V) | - | 1 | - | 1 | - | - |

BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q214/1,3)

Q1095 Overall, how would you rate the quality of care you received during your hospital stay? (READ LIST)?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Excellent | 42 | 36 | 9 | 43 | 35 | 40 |
| 2 Very good | 34 | 31 | 39 | 33 | 34 | 30 |
| 3 Good | 14 | 18 | 43 | 14 | 18 | 19 |
| 4 Fair | 6 | 8 | 6 | 5 | 9 | 7 |
| 5 Poor | 3 | 5 | 2 | 3 | 4 | 3 |
| 8 Not sure (V) | 1 | * | * | * | * | * |
| 9 Decline to answer (V) | - | 1 | * | 1 | * | - |

SECTION 1200: EMERGENCY ROOM USE

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q1200 How many times have you personally used a [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q260/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room] in the past 2 years? [IHP 2002, Q434, IHP 2004, Q710]

(INTERVIEWER: RECORD 97 FOR MORE THAN ONE ER BUT DK EXACT NUMBER (V), RECORD 98 FOR NOT SURE (V) AND 99 FOR DECLINE TO ANSWER (V).)

□□□
[RANGE 00-96, 97, 98, 99]

| | <u>Mean</u> |
|----------------|-------------|
| Australia | 1.1 |
| Canada | 1.8 |
| Germany | 0.4 |
| New Zealand | 1.0 |
| United Kingdom | 1.1 |
| United States | 1.7 |

[PROGRAMMER NOTE: IF Q1200/1-97, ASK Q1210, Q1215 & Q1220. ALL OTHERS, JUMP TO Q1400]

BASE: RESPONDENTS WHO HAVE USED ER (Q1200/1-97)

Q1210 The last time you went to the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q260/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room], how long did you wait before being treated? [IHP 2004, Q715]

(INTERVIEWER: PROBE FOR BEST ESTIMATE IF CAN'T PROVIDE A TIME)

(DO NOT READ)

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|--------------------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Less than 1 hour | 47 | 39 | 66 | 55 | 50 | 53 |
| 2 1 to less than 2 hours | 17 | 15 | 17 | 18 | 19 | 16 |
| 3 2 to less than 4 hours | 16 | 18 | 11 | 14 | 16 | 17 |
| 4 4 or more hours | 17 | 24 | 4 | 12 | 14 | 12 |
| 5 Never seen/left without being seen | 2 | 2 | - | 2 | * | 1 |
| 8 Not sure (V) | 1 | 2 | 1 | - | 2 | 1 |
| 9 Decline to answer (V) | * | * | * | - | * | - |

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BASE: RESPONDENTS WHO HAVE USED ER (Q1200/1-97)

Q1215 The last time you went to the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q260/4) 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 Q502/1 & CA, US (Q260/2,5) SHOW: your regular doctor if he or she] [IF Q502/1 & AU, NZ, UK (Q260/1,3,4) SHOW: your GP if he or she] [IF Q502/2,3 SHOW: the doctors at the place where you usually get medical care if it] had been available? [IHP 2004, Q1705]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 32 | 35 | 23 | 21 | 26 | 46 |
| 2 No | 64 | 61 | 76 | 77 | 70 | 52 |
| 8 Not sure (V) | 4 | 4 | 1 | 2 | 4 | 2 |
| 9 Decline to answer (V) | - | * | * | - | * | - |

BASE: RESPONDENTS WHO HAVE USED ER (Q1210/1-97)

Q1220 Thinking about your emergency care experience overall, did you have confidence and trust in the doctors and nurses who cared for you? (IF YES, PROBE: IS THAT COMPLETELY OR SOMEWHAT)

(INTERVIEWER NOTE: IF HAD MORE THAN 1 ER VISIT, ASK ABOUT THE LAST VISIT)

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, completely | 58 | 63 | 57 | 69 | 69 | 58 |
| 2 Yes, somewhat | 31 | 25 | 29 | 21 | 20 | 27 |
| 3 No | 10 | 11 | 13 | 9 | 11 | 14 |
| 8 Not sure (V) | 1 | 1 | 1 | 1 | 1 | 1 |
| 9 Decline to answer (V) | * | 1 | * | - | - | - |

SECTION 1400: PREVENTIVE HEALTH CARE

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q1400 The next few questions are about your health and some specific conditions you may have.

BASE: ALL ELIGIBLE RESPONDENTS – POTENTIAL DELETE (Q222/1)

Q1405 Has any health care professional talked to you in the past year about exercise and having a healthy diet?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 59 | 60 | 46 | 52 | 45 | 65 |
| 2 No | 41 | 40 | 54 | 47 | 54 | 35 |
| 8 Not sure (V) | * | - | * | 1 | * | * |
| 9 Decline to answer (V) | - | 1 | * | - | * | - |

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q1407 Have you been told by a doctor that you have [INSERT ITEM]? [IHP 2004, Q1505]

Q1408

| | <u>1</u> | <u>2</u> | <u>8</u> |
|-------------|----------------------------|-------------------------------|---------------------|
| [RANDOMIZE] | <u>Yes, Have Been Told</u> | <u>No, Have Not Been Told</u> | <u>Not Sure (V)</u> |

() 1 Hypertension, sometimes called high blood pressure

| | | | | |
|----------------|----|----|---|---|
| Australia | 33 | 66 | * | * |
| Canada | 32 | 67 | 1 | * |
| Germany | 44 | 55 | * | * |
| New Zealand | 27 | 73 | * | - |
| United Kingdom | 33 | 67 | * | * |
| United States | 40 | 60 | * | - |

() 2 Heart disease, including heart attack

| | | | | |
|----------------|----|----|---|---|
| Australia | 14 | 85 | 1 | - |
| Canada | 15 | 84 | 1 | * |
| Germany | 25 | 74 | * | * |
| New Zealand | 14 | 86 | * | * |
| United Kingdom | 12 | 87 | 1 | * |
| United States | 18 | 81 | * | - |

() 3 Diabetes

| | | | | |
|----------------|----|----|---|---|
| Australia | 13 | 87 | * | - |
| Canada | 14 | 85 | * | * |
| Germany | 16 | 84 | * | * |
| New Zealand | 10 | 90 | * | - |
| United Kingdom | 12 | 87 | * | * |
| United States | 20 | 80 | * | - |

() 4 Arthritis

| | | | | |
|----------------|----|----|---|---|
| Australia | 37 | 62 | 1 | * |
| Canada | 34 | 65 | 1 | * |
| Germany | 28 | 72 | 1 | * |
| New Zealand | 26 | 74 | * | - |
| United Kingdom | 29 | 70 | 1 | * |
| United States | 37 | 63 | * | - |

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() 5 Asthma, Emphysema, or any other chronic lung problems

| | | | | |
|----------------|----|----|---|---|
| Australia | 21 | 79 | - | * |
| Canada | 18 | 82 | * | * |
| Germany | 14 | 86 | * | * |
| New Zealand | 18 | 82 | * | - |
| United Kingdom | 19 | 81 | * | * |
| United States | 19 | 80 | * | - |

() 6 Depression

| | | | | |
|----------------|----|----|---|---|
| Australia | 24 | 76 | * | * |
| Canada | 22 | 77 | * | * |
| Germany | 15 | 84 | * | * |
| New Zealand | 13 | 86 | 1 | - |
| United Kingdom | 17 | 82 | * | * |
| United States | 26 | 74 | * | - |

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q1410 Did you receive a blood pressure check in the past year? [IHP 2004, Q815]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 88 | 90 | 95 | 87 | 85 | 92 |
| 2 No | 12 | 9 | 5 | 13 | 14 | 8 |
| 8 Not sure (V) | * | * | * | * | 1 | - |
| 9 Decline to answer (V) | - | * | * | - | * | - |

[PROGRAMMER NOTE:

RESPONDENTS WITH HD, DIABETES OR HYPERTENSION (Q1407/1-3 & Q1408/1) ASK 1418;

RESPONDENTS WITH ASTHMA, EMPHYSEMA, OR ANY OTHER CHRONIC LUNG PROBLEMS (Q1407/5 & Q1408/1) JUMP TO Q1450;

RESPONDENTS WITH ARTHRITIS (Q1407/4 & Q1408/1) JUMP TO Q1460;

RESPONDENTS WITH DEPRESSION OR NO CONDITIONS (Q1407/6 & Q1408/1 OR Q1407/1-6 & Q1408NE1, JUMP TO Q1600]

BASE: RESPONDENTS WITH HEART DISEASE, DIABETES OR HYPERTENSION (Q1407/1,2 OR 3 & Q1408/1)

Q1418 Have you had your cholesterol checked in the past year?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 81 | 85 | 93 | 78 | 76 | 84 |
| 2 No | 18 | 13 | 7 | 20 | 22 | 15 |
| 8 Not sure (V) | 2 | 2 | 1 | 2 | 2 | 1 |
| 9 Decline to answer (V) | - | - | - | - | - | - |

[PROGRAMMER NOTE: RESPONDENTS WITH DIABETES (Q1407/2 & Q1408/1) ASK Q1419, OTHERS JUMP TO PN BEFORE Q1450]

BASE: RESPONDENTS WITH DIABETES (Q1408/3 & Q1407/1)

Q1419 Has your hemoglobin “A one C,” a blood test to check sugar control, been checked in the past six months?
[Disparity Survey 2001, Q47]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 86 | 90 | 91 | 79 | 85 | 90 |
| 2 No | 12 | 10 | 7 | 16 | 11 | 9 |
| 8 Not sure (V) | 1 | - | 1 | 5 | 4 | 2 |
| 9 Decline to answer (V) | - | - | - | - | - | - |

BASE: RESPONDENTS WITH DIABETES (Q1407/3 & Q1408/1)

Q1420 Have your feet been examined for sores or irritations in the past year? [Disparity Survey 2001, Q48]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 57 | 52 | 65 | 66 | 75 | 70 |
| 2 No | 43 | 48 | 34 | 32 | 25 | 30 |
| 8 Not sure (V) | - | - | 1 | 2 | - | * |
| 9 Decline to answer (V) | - | - | - | - | - | - |

BASE: RESPONDENTS WITH DIABETES (Q1407/3 & Q1408/1)

Q1425 Have you had an eye examination in the past year? [Disparity Survey 2001, Q48]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 73 | 73 | 85 | 66 | 83 | 69 |
| 2 No | 27 | 27 | 15 | 34 | 17 | 31 |
| 8 Not sure (V) | - | - | - | - | - | - |
| 9 Decline to answer (V) | - | - | - | - | - | - |

[PROGRAMMER NOTE: RESPONDENTS WITH ASTHMA, EMPHYSEMA OR ANY OTHER CHRONIC LUNG PROBLEMS (Q1407/5 & Q1408/1) ASK Q1450, OTHERS JUMP TO Q1460]

BASE: RESPONDENTS WITH ASTHMA, EMPHYSEMA, OR ANY OTHER CHRONIC LUNG PROBLEMS (Q1407/5 & Q1408/1)

Q1450 Are you using any medicines or inhalers for your breathing problems or shortness of breath?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 59 | 69 | 85 | 72 | 84 | 73 |
| 2 No | 41 | 30 | 15 | 28 | 16 | 27 |
| 8 Not sure (V) | - | - | - | - | - | - |
| 9 Decline to answer (V) | - | 1 | - | - | - | - |

BASE: RESPONDENTS WITH ASTHMA, EMPHYSEMA, OR ANY OTHER CHRONIC LUNG PROBLEMS WHO ARE USING MEDICATIONS OR INHALERS (Q1450/1)

Q1455 Has any health care professional given you instructions on how to adjust your medicines for your breathing problems or shortness of breath?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 77 | 77 | 90 | 75 | 74 | 73 |
| 2 No | 23 | 23 | 10 | 24 | 25 | 27 |
| 8 Not sure (V) | - | - | - | 1 | 1 | - |
| 9 Decline to answer (V) | - | - | - | - | - | - |

BASE: RESPONDENTS WITH ANY CONDITION (Q1407/1, 2, 3, 4, 5 OR 6 & Q1408/1)

Q1460 Has any health care professional you see for your condition(s) given you a plan to manage your own care at home? [IHP 2004, Q1510]

(IF NEEDED: By managing your own care, we mean knowing what to do to control symptoms, prevent flare-ups, or monitor your condition.)

(INTERVIEWER INSTRUCTION: IF MULTIPLE CONDITIONS, ASK IF THEY WERE GIVEN INSTRUCTIONS TO MANAGE ANY OF THEIR CONDITIONS AT HOME)

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes | 50 | 65 | 37 | 56 | 45 | 58 |
| 2 No | 49 | 35 | 63 | 43 | 53 | 41 |
| 8 Not sure (V) | 1 | * | * | * | 2 | 1 |
| 9 Decline to answer (V) | - | 1 | - | * | * | - |

BASE: RESPONDENTS WITH ANY CONDITION (Q1407/1, 2, 3, 4, 5 OR 6 & Q1408/1)

Q1465 Is there a nurse from your [IF CA, US (Q260/2,5) SHOW: doctor's] [IF AU, NZ, UK (Q260/1,3,4) SHOW: GP's] practice who is regularly involved in the management of your condition?

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, there is a nurse | 16 | 19 | 47 | 36 | 52 | 41 |
| 2 No | 84 | 80 | 52 | 63 | 46 | 59 |
| 8 Not sure (V) | * | 1 | 1 | 1 | 2 | 1 |
| 9 Decline to answer (V) | - | * | - | - | - | - |

SECTION 1600: RATING OF OVERALL CARE

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q1600 Overall, how do you rate the quality of medical care that you have received in the past 12 months?
(READ LIST)

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Excellent | 29 | 26 | 4 | 36 | 27 | 28 |
| 2 Very good | 34 | 34 | 31 | 36 | 37 | 29 |
| 3 Good | 26 | 26 | 55 | 17 | 23 | 24 |
| 4 Fair | 7 | 9 | 7 | 7 | 9 | 15 |
| 5 Poor | 3 | 4 | 2 | 3 | 2 | 4 |
| 8 Not sure (V) | * | * | * | 1 | 2 | 1 |
| 9 Decline to answer (V) | * | 1 | * | * | * | - |

BASE: ALL ELIGIBLE RESPONDENTS (Q222/1)

Q1605 Overall, how do you rate the quality of medical care that you have received in the past 12 months from [IF CA, US (Q260/2,5) & Q502/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q502/1 SHOW: your GP] [IF Q502/2,3 SHOW: the doctor you rely on most for your care]?
(READ LIST)

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Excellent | 36 | 39 | 7 | 45 | 33 | 36 |
| 2 Very good | 31 | 29 | 37 | 30 | 33 | 24 |
| 3 Good | 23 | 20 | 48 | 15 | 22 | 24 |
| 4 Fair | 7 | 7 | 5 | 5 | 6 | 11 |
| 5 Poor | 2 | 3 | 1 | 2 | 3 | 3 |
| 8 Not sure (V) | 1 | 1 | 1 | 2 | 3 | 2 |
| 9 Decline to answer (V) | * | 1 | * | 1 | 1 | - |

SECTION 1700: HEALTH CARE COVERAGE

NOTE: ALL HEALTH INSURANCE QUESTIONS COME FROM IHP2004

[PROGRAMMER NOTE: IF AUSTRALIA (Q260/1) ASK Q1700; IF CANADA (Q260/2) JUMP TO Q1702; IF NEW ZEALAND (Q260/3) JUMP TO 1705; IF U.K. (Q260/4) JUMP TO Q1710; IF U.S. (Q260/5) JUMP TO Q1718]

BASE: AUSTRALIA (Q260/1)

Q1700 In addition to Medicare, are you currently covered by any private health insurance that you or your family pays for or an employer provides? [IHP 2004]

| | | <u>Australia</u> |
|---|---------------------------|------------------|
| 1 | Yes, privately insured | 41 |
| 2 | No, not privately insured | 59 |
| 8 | Not sure (V) | - |
| 9 | Decline to answer (V) | - |

[PROGRAMMER NOTE: JUMP TO Q1900]

BASE: CANADA (Q260/2)

Q1702 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 an employer provides? [IHP 2004]

| | | <u>Canada</u> |
|---|---------------------------|---------------|
| 1 | Yes, privately insured | 55 |
| 2 | No, not privately insured | 43 |
| 8 | Not sure (V) | 1 |
| 9 | Decline to answer (V) | * |

[PROGRAMMER NOTE: JUMP TO Q1900]

BASE: NEW ZEALAND (Q260/3)

Q1705 In addition to government-funded health services, are you currently covered by private health insurance that you or your family pays for or an employer provides? [IHP 2004]

| | | <u>New Zealand</u> |
|---|---------------------------|--------------------|
| 1 | Yes, privately insured | 41 |
| 2 | No, not privately insured | 58 |
| 8 | Not sure (V) | 1 |
| 9 | Decline to answer (V) | * |

[PROGRAMMER NOTE: JUMP TO Q1900]

BASE: UNITED KINGDOM (Q260/4)

Q1710 In addition to the National Health Service, are you currently covered by private health insurance that you or your family pays for or an employer provides? [IHP 2004]

(READ LIST)

| | | <u>United Kingdom</u> |
|---|---|---------------------------|
| 1 | Yes, have private insurance that I pay for myself | 14 |
| 2 | Yes, have private insurance provided by employer | 8 |
| 3 | No, do not have private insurance | 76 |
| 8 | Not sure (V) | 3 |
| 9 | Decline to answer (V) | * |

[PROGRAMMER NOTE: JUMP TO Q1910]

BASE: UNITED STATES (Q260/5)

Q1718 Are you covered by any kind of health insurance or some other kind of health care plan? [IHP2002, Q806]

| | | <u>United States</u> |
|---|-----------------------|--------------------------|
| 1 | Yes | 80 |
| 2 | No | 20 |
| 8 | Not sure (V) | * |
| 9 | Decline to answer (V) | - |

[PROGRAMMER NOTE: IF UNITED STATES (Q260/5) AND Q1718NE1, JUMP TO Q1900]

BASE: UNITED STATES AND INSURED (Q1718/1)

Q1720 Which of the following is your main source of health insurance coverage?

| | | <u>United States</u> |
|---|--|--------------------------|
| 1 | Health insurance through an employer | 50 |
| 2 | Health insurance you purchased yourself | 7 |
| 3 | Health insurance through a government program such as Medicaid or Medicare | 43 |
| 8 | Not sure (V) | 1 |
| 9 | Decline to answer (V) | - |

BASE: UNITED STATES AND INSURED (Q1718/1)

Q1730 A deductible is the amount you have to pay before your insurance plan will start paying any part of your medical bills. Does your health plan have a deductible? [IF RESPONDENT CONFUSES DEDUCTIBLE AND CO-PAY: A co-pay is payment for a doctor visit or other medical service and a deductible is the amount you pay before your insurance plan will start paying any part of your medical bills.] [Biennial health insurance survey, Q43]

| | | <u>United States</u> |
|---|--|--------------------------|
| 1 | Yes | 60 |
| 2 | No | 34 |
| 3 | Yes, for going outside the network (V) | * |
| 8 | Not sure | 3 |
| 9 | Decline to answer | - |

BASE: UNITED STATES, INSURED, AND HAS DEDUCTIBLE (Q1730/1)

Q1735 What is your annual deductible? (IF PERSON ASKS WHETHER IN-NETWORK OR OUT-OF-NETWORK RESPOND: In-network) (PROBE NOT SURE: Your best guess is fine.) READ CATEGORIES IF NECESSARY [Biennial health insurance survey, Q44]

| | | <u>United States</u> |
|---|----------------------------|--------------------------|
| 1 | Less than \$100 | 14 |
| 2 | \$100 to under \$500 | 42 |
| 3 | \$500 to under \$1,000 | 17 |
| 4 | \$1,000 to under \$2,000 | 9 |
| 5 | \$2,000 to under \$3,000 | 3 |
| 6 | \$3,000 or more per person | 2 |
| 8 | Not sure (V) | 13 |
| 9 | Decline to answer (V) | - |

BASE: GERMANY (Q260/6)

Q1740 What kind of health insurance do you have?

| | | <u>Germany</u> |
|---|--|----------------|
| 1 | National health insurance (zum Beispiel AOK, BEK, BKK, IKK etc.) without any private insurance | 83 |
| 2 | National insurance and also private insurance | 8 |
| 3 | Private insurance only | 8 |
| 4 | Insured through welfare | * |
| 5 | No health insurance | - |
| 8 | Not sure (V) | * |
| 9 | Decline to answer (V) | * |

SECTION 100: DEMOGRAPHICS

BASE: ALL RESPONDENTS

Q100 Now a few questions for classification purposes.
(INTERVIEWER OBSERVATION)

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|----------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Male | 48 | 45 | 47 | 46 | 46 | 44 |
| 2 Female | 52 | 55 | 53 | 54 | 54 | 56 |

BASE: ALL RESPONDENTS

Q1695 AGE CATEGORIES (NOT SHOWN ON SCREEN)

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|-------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 1-17 | - | - | - | - | - | - |
| 2 18-24 | 10 | 6 | 6 | 8 | 9 | 6 |
| 3 25-34 | 16 | 12 | 13 | 15 | 14 | 14 |
| 4 35-44 | 17 | 19 | 16 | 16 | 14 | 16 |
| 5 45-54 | 16 | 19 | 16 | 17 | 16 | 18 |
| 6 55-64 | 14 | 15 | 23 | 15 | 18 | 23 |
| 8 65+ | 28 | 28 | 27 | 27 | 29 | 21 |
| 9 Decline to answer (V) | 1 | 1 | - | 1 | - | 1 |

BASE: ALL RESPONDENTS

Q110 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>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|--------------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Yes, born in this country | 78 | 88 | 93 | 82 | 91 | 88 |
| 2 No, not born in this country | 22 | 12 | 7 | 18 | 8 | 12 |
| 8 Not sure (V) | * | - | - | - | * | - |
| 9 Decline to answer (V) | - | * | * | - | * | - |

BASE: ALL RESPONDENTS

Q115 Including you, how many adults, 18 or older, live in your household [IF NZ (Q260/3) ADD:., including boarders]?

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

|||
[RANGE 01-20, 98, 99]

Mean

| | |
|----------------|-----|
| Australia | 1.9 |
| Canada | 1.8 |
| Germany | 2.0 |
| New Zealand | 2.0 |
| United Kingdom | 1.9 |
| United States | 2.2 |

[PROGRAMMER NOTE: IF AUSTRALIA (Q260/1) ASK Q125; IF CANADA (Q260/2) JUMP TO Q130; IF NEW ZEALAND (Q260/3) JUMP TO Q135; IF UK (Q260/4) JUMP TO Q140; IF US (Q260/5) JUMP TO Q145]

BASE: AUSTRALIA (Q260/1)

Q125 What is the highest level of education you have completed to date?

| | | <u>Australia</u> |
|-------------|--|------------------|
| (READ LIST) | | |
| 01 | Completed primary school only | 8 |
| 02 | Completed lower level of high school | 43 |
| 03 | Completed upper level of high school | 15 |
| 04 | A post-school qualification | 11 |
| 05 | Some college or university but no degree | 12 |
| 06 | A bachelor's degree or higher | 9 |
| 07 | Other (V) | 1 |
| 98 | Not sure (V) | * |
| 99 | Decline to answer (V) | 1 |

[PROGRAMMER NOTE: JUMP TO Q150]

BASE: CANADA (Q260/2)

Q130 What is the highest level of education you have completed to date?

| | | <u>Canada</u> |
|-------------|---|---------------|
| (READ LIST) | | |
| 01 | Less than high school | 6 |
| 02 | Completed some high school | 17 |
| 03 | High school graduate or equivalent | 19 |
| 04 | Attended community college, technical, trade, or vocational college [QUEBEC ONLY: /CEGEP] | 29 |
| 05 | Completed some university, but no degree | 11 |
| 06 | University graduate degree or higher | 18 |
| 98 | Not sure (V) | * |
| 99 | Decline to answer (V) | 1 |

[PROGRAMMER NOTE: JUMP TO Q150]

BASE: NEW ZEALAND (Q260/3)

Q135 What is the highest level of education you have completed to date?

| | | <u>New Zealand</u> |
|--------------------|---|--------------------|
| (READ LIST) | | |
| 01 | Primary education | 3 |
| 02 | Completed some high school but no secondary school certificate | 14 |
| 03 | Secondary school certificate (including 6 th form, university entrance, higher school certificate, university entrance qualification, Bursary level) | 32 |
| 04 | Attended university or technical college, but did not graduate | 4 |
| 05 | Technical/Trade or other tertiary qualification | 20 |
| 06 | University degree or more | 24 |
| 07 | Other (V) | 1 |
| 98 | Not sure (V) | 1 |
| 99 | Decline to answer (V) | * |

[PROGRAMMER NOTE: JUMP TO Q150]

BASE: UNITED KINGDOM (Q260/4)

Q140 What is the highest level of formal education you have completed to date?

| | | <u>United Kingdom</u> |
|--------------------|---|-----------------------|
| (READ LIST) | | |
| 01 | No formal education | 4 |
| 02 | Primary education | 4 |
| 03 | Secondary education (high school) | 49 |
| 04 | Some post-secondary education or university, but no university degree | 20 |
| 05 | University degree or higher | 21 |
| 98 | Not sure (V) | 2 |
| 99 | Decline to answer (V) | 1 |

[PROGRAMMER NOTE: JUMP TO Q150]

BASE: UNITED STATES (Q260/5)

Q145 What is the highest level of education you have completed to date?

(READ LIST)

| | | <u>United States</u> |
|----|--|--------------------------|
| 01 | Less than high school graduate | 18 |
| 02 | High school graduate or equivalent (e.g. GED) | 35 |
| 03 | Completed some college, but no degree | 19 |
| 04 | Completed technical or community college (e.g. Associate's degree) | 10 |
| 05 | A bachelor's degree or higher | 18 |
| 98 | Not sure (V) | 1 |
| 99 | Decline to answer (V) | - |

BASE: GERMANY (Q260/6)

Q148 What was the last grade of regular school or further education that you completed?

(READ LIST)

| | | <u>Germany</u> |
|----|--|----------------|
| 01 | No school certificate / still at school | 2 |
| 02 | Junior/middle school certificate without vocational training | 19 |
| 03 | Intermediate high school certificate, junior high school, other secondary school without high school diploma | 23 |
| 04 | Technical college entrance qualification | 6 |
| 05 | High school diploma/university entrance qualification | 10 |
| 06 | Currently in vocational training/trainee | * |
| 07 | Completed vocational training | 28 |
| 08 | Currently student | * |
| 09 | Completed technical college | 3 |
| 10 | Completed university/college | 7 |
| 11 | Currently studying for doctorate/completed doctorate | * |
| 12 | Post-doctoral qualification/junior professor/professor | * |
| 13 | Other further/post-graduate studies | * |
| 98 | Not sure (V) | |
| 99 | Decline to answer (V) | |

THE COMMONWEALTH FUND 2005 INTERNATIONAL HEALTH POLICY SURVEY OF SICKER ADULTS

BASE: ALL RESPONDENTS

Q150 The average household income of families in this country is [ENTER AMOUNT FROM PROGRAMMING NOTE BELOW] a year. By comparison, is your household income...?
 [FOR GERMANY: The average post-tax household income of families in this country is 1,700 Euros a month. By comparison, is your household income...?]

[PROGRAMMING NOTE: IF AUSTRALIA (Q260/1) ENTER "\$39,000 AUD"; IF CANADA (Q260/2) ENTER "\$46,750"; IF NEW ZEALAND (Q260/3) ENTER "\$51,600 NZD"; IF UK (Q260/4) ENTER "£22,000"; IF US (Q260/5) ENTER "\$43,300"]

| | <u>Australia</u> | <u>Canada</u> | <u>Germany</u> | <u>New Zealand</u> | <u>United Kingdom</u> | <u>United States</u> |
|--------------------------|------------------|---------------|----------------|--------------------|-----------------------|----------------------|
| 1 Much above average | 12 | 12 | 13 | 15 | 10 | 10 |
| 2 Somewhat about average | 17 | 19 | 27 | 17 | 21 | 18 |
| 3 Average | 20 | 19 | 24 | 18 | 23 | 19 |
| 4 Somewhat below average | 16 | 18 | 18 | 21 | 19 | 21 |
| 5 Much below average | 31 | 25 | 15 | 24 | 19 | 29 |
| 8 Not sure (V) | 3 | 2 | 1 | 3 | 5 | 4 |
| 9 Decline to answer (V) | 2 | 5 | 2 | 2 | 3 | - |

[PROGRAMMER NOTE: IF AUSTRALIA (Q260/1) ASK Q155; IF CANADA (Q260/2) JUMP TO Q191; IF NEW ZEALAND (Q260/3) JUMP TO Q165; IF UK (Q260/4) JUMP TO Q170; IF US (Q260/5) JUMP TO Q175]

BASE: AUSTRALIA (Q260/1)

Q155 Are you of Aboriginal or Torres Straight Island descent?

| | <u>Australia</u> |
|---------------------|------------------|
| 1 Yes | 2 |
| 2 No | 97 |
| 8 Not sure (v) | - |
| 9 Decline to answer | 1 |

[PROGRAMMER NOTE: JUMP TO Q195]

BASE: NEW ZEALAND (Q260/3)

Q165 Which ethnic group do you belong to?

(READ LIST)
 [MULTIPLE RECORD]

| | <u>New Zealand</u> |
|--|--------------------|
| 1 NZ European | 82 |
| 2 Maori | 9 |
| 3 Samoan | * |
| 4 Cook Island Maori | - |
| 5 Tongan | * |
| 6 Niuean | - |
| 7 Chinese | * |
| 8 Indian | 2 |
| 96 Other (such as Dutch, Japanese, Tokeluan) | 6 |
| 98 Not sure (V) | - |
| 99 Decline to answer (V) | 1 |

[PROGRAMMER NOTE: JUMP TO Q195]

BASE: UNITED KINGDOM (Q260/4)

Q170 Which of the following best describes your race or ethnic origin?

(READ LIST)

[SINGLE RECORD]

| | | <u>United Kingdom</u> |
|----|--|---------------------------|
| 1 | White (British, Irish, Other European) | 93 |
| 2 | Mixed (White and Black Caribbean, White and Black African, White And Asian, Any Other Mixed) | 2 |
| 3 | Asian or Asian British (Indian Pakistani, Bangladeshi, Any Other Asian) | 2 |
| 4 | Black or Black British (Caribbean, African, Any Other Black) | 1 |
| 5 | Chinese | * |
| 96 | Other ethnic group | 1 |
| 98 | Not sure (V) | * |
| 99 | Decline to answer (V) | * |

[PROGRAMMER NOTE: JUMP TO Q192]

BASE: UNITED STATES (Q260/5)

Q175 Are you of Hispanic origin, such as Mexican American, Latin American, Puerto Rican, or Cuban?

| | | <u>United States</u> |
|---|-------------------|--------------------------|
| 1 | Yes | 13 |
| 2 | No | 87 |
| 8 | Not sure (v) | 1 |
| 9 | Decline to answer | - |

BASE: UNITED STATES (Q260/5)

Q180 Do you consider yourself...? (READ LIST)

[SINGLE RESPONSE]

| | | <u>United States</u> |
|----|-----------------------------------|--------------------------|
| 1 | White | 74 |
| 2 | Black | 7 |
| 3 | African American | 4 |
| 4 | Asian or Pacific Islander | 1 |
| 5 | Native American or Alaskan native | 2 |
| 6 | Mixed racial background | 3 |
| 96 | Other race | 7 |
| 98 | Not sure (V) | 2 |
| 99 | Decline to answer (V) | - |

BASE: UNITED STATES (Q260/5)

Q185 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]

| | | <u>United</u> <u>States</u> |
|---|-------------------|--------------------------------|
| 1 | One | 86 |
| 2 | Two | 9 |
| 3 | Three or more | 3 |
| 8 | Not sure (v) | 1 |
| 9 | Decline to answer | - |

BASE: ALL RESPONDENTS

Q195 That completes all the questions we have for you today. Thank you for your participation in this important survey.

END.