

HARRIS INTERACTIVE
161 Avenue of the Americas
New York, NY 10013

Research Manager: Sandra Applebaum
email: sapplebaum@harrisinteractive.com
phone: (212) 539-9746

International Project Researcher: Andrey Belyablya
email: abelyablya@harrisinteractive.com
Phone: (585) 214-7863

J37128

March 5, 2010

IHP 2010

J:\US\NYC\37xxx\371xx\37128 IHP 2010\Questionnaire\37128 IHP 2010_030510_no track changes.doc

Title for landing page (Required for online jobs): IHP 2010

Demographics Template (Required for online jobs): Custom

SUBJECTS FOR QUESTIONNAIRE:

	Average Time in Minutes (US English)
SECTION 700: INTRODUCTION & SCREENER	1.3
SECTION 900: OVERALL VIEWS OF THE HEALTH CARE SYSTEM.....	1.5
SECTION 1100: ACCESS & PRIMARY CARE	3.6
SECTION 1200: USE OF SPECIALISTS	1.8
SECTION 1300: EXPERIENCES WITH CARE IN THE HOSPITAL & ER	1.1
SECTION 1400: HEALTH CARE COVERAGE.....	1.1
SECTION 1500: OUT OF POCKET COSTS & MEDICAL BILLS.....	1.0
SECTION 1600: PRESCRIPTION DRUG USE	1.2
SECTION 1700: MEDICAL ERRORS	1.0
SECTION 1800: HEALTH STATUS & PREVENTIVE CARE.....	2.0
SECTION 2000: DEMOGRAPHICS	<u>2.0</u>
	AVERAGE INTERVIEW LENGTH 17.6

Note to Partners:

- "(V)" next to a response means voluntary, in that this response is not read to the respondent but is provided as an option should they mention it.
- PN means "programmer note"

SECTION 700: INTRODUCTION AND SCREENER

BASE: ALL RESPONDENTS

Q705/Q435 2008 Good morning/ afternoon/ evening, my name is _____. I am calling on behalf of the [IF AUS (Q600/1), DISPLAY Q605/1; IF CANADA (Q600/2), DISPLAY Q605/2; IF UK (Q600/4), DISPLAY (Q605/5); IF GERMANY (Q600/6), DISPLAY (Q605/6), IF NETH (Q600/7), DISPLAY (Q605/7), IF FRANCE (Q600/8), DISPLAY (Q605/9); IF NOR (Q600/9), DISPLAY (Q605/10); IF SWE (Q600/10), DISPLAY (Q605/11); IF SWITZ (Q600/11), DISPLAY Q605/12), and the] Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything. The answers you give will be kept strictly confidential and only be used to help understand how well [INSERT Q600]'s health care system works in comparison to other countries.

[IF UK, FR (Q600/4,8), DISPLAY: "This interview may be recorded for training and quality control purposes."]

I would like to speak to the person in the household who is 18 or older and had the most recent birthday. Would you be that person? (INTERVIEWER NOTE: IF NOT, ASK TO SPEAK TO THAT PERSON.)

(IF NECESSARY: The interview will take approximately 5 to 17 minutes, depending on your responses)

(IF NECESSARY: This survey is being conducted to help policy makers in your country understand your experiences with health care. It is also being conducted in 10 other countries. This survey is completely confidential. Your answers will be combined with those of other people and there will be nothing in the results that could identify you.)

(IF NECESSARY: This survey is being conducted by The Commonwealth Fund, a non-profit foundation in the United States that conducts international health research, and a partnership of international policy organizations.)

1	Continue	ASK Q710
2	Not available – call back	SCHEDULE CALLBACK
3	Refused	DISPOSITION SAMPLE
4	Invalid number	DISPOSITION SAMPLE
5	Language barrier	DISPOSITION SAMPLE
8	Not sure (V)	SCHEDULE CALLBACK
9	Decline to answer (V)	SCHEDULE CALLBACK

[PN: IF CONTINUING (Q705/1), ASK Q710. OTHERWISE JUMP TO Q730.]

BASE: CONTINUING (Q705/1)

Q710/Q440 2008 First, what is your year of birth?

(INTERVIEWER: IF NEEDED: We request this information to make sure we ask only the questions relevant to you.)

(INTERVIEWER: ENTER AS FOUR-DIGIT NUMBER, e.g., 1963. RECORD "9998" FOR NOT SURE (V) AND "9999" FOR DECLINE TO ANSWER (V).)

(INTERVIEWER: IF GREATER THAN 1992, ASK TO SPEAK WITH SOMEONE WHO IS 18 OR OVER, AND RESTART. IF UNABLE TO INTERVIEW A RESPONDENT 18 YEARS OR OLDER, TRY TO SCHEDULE A CALLBACK, OR RECYCLE THE NUMBER)

[RANGE: 1902-2007, 9998, 9999]

BASE: Q710/1902-2007)**Q715** [HIDDEN COMPUTE FOR AGE.]

[RANGE 0 -120]

BASE: CONTINUING (Q705/1)**Q720/Q445 2008** AGE CATEGORIES (NOT SHOWN ON SCREEN)

- | | | |
|---|-------------------|--------------|
| 1 | 1-17 | (2009-1992) |
| 2 | 18-24 | (1991-1985) |
| 3 | 25-34 | (1984-1975) |
| 4 | 35-49 | (1974-1960) |
| 5 | 50-64 | (1959-1945) |
| 6 | 65+ | (1944-1900) |
| 9 | Decline to answer | (9998, 9999) |

[PN: IF AGE 18 OR OLDER (Q720/2-6), ASK Q725. OTHERWISE JUMP TO Q730.]

BASE: AGE 18+ (Q720/2-6)**Q725/Q455 2008** (RESPONDENT SEX) (INTERVIEWER NOTE: IF GENDER OBVIOUS, PLEASE CONFIRM. IF NOT SURE, PLEASE ASK, "Are you...?")

- 1 Male
- 2 Female

SECTION 900: OVERALL VIEWS OF THE HEALTH CARE SYSTEM

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q905/Q600 2007 Which of the following statements comes closest to expressing your overall view of the health care system in this country? (INTERVIEWER: READ LIST)

- 1 On the whole, the system works pretty well and only minor changes are necessary to make it work better.
- 2 There are some good things in our health care system, but fundamental changes are needed to make it work better.
- 3 Our health care system has so much wrong with it that we need to completely rebuild it.
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q910/Q605 2007 How confident are you that if you become seriously ill, you will [INSERT]? Are you...? (INTERVIEWER: READ LIST)

Q911

- 1 Very confident
 - 2 Confident
 - 3 Not very confident
 - 4 Not at all confident
 - 8 Not sure (V)
 - 9 Decline to answer (V)
-
- 1 Receive the most effective treatment, including drugs and diagnostic tests
 - 2 Be able to afford the care you need

SECTION 1100: ACCESS & PRIMARY CARE**BASE: ALL QUALIFIED RESPONDENTS (Q99/1)****Q1105/Q900 2007** During the past 12 months, was there a time when you [INSERT ITEM]?**Q1106**

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

[RANDOMIZE]

- 1 Had a medical problem but did not [IF UK (Q600/4), DISPLAY: “consult with”; ALL OTHERS, DISPLAY: “visit”] a doctor because of cost
- 2 Skipped a medical test, treatment, or follow-up that was recommended by a doctor because of the cost
- 3 Did not [IF AUS, CAN, US, FR, NOR, SWITZ (Q600/1,2,5,8,9,11), DISPLAY: “fill” IF NZ, UK, GER, NETH, SWE (Q600/3,4,6,7,10), DISPLAY “collect”] a prescription for medicine, or you skipped doses of your medicine because of the cost.
- 4 Did not visit a doctor because of difficulties traveling (INTERVIEWER READ, IF NEEDED: This could be because of distance or you had no transportation.) [New OECD]
- 5 Had a medical problem you were worried about and it took a long time to get a diagnosis [NEW]

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)**Q1110/Q905 2007** Last time you were sick or needed medical attention, how quickly could you get an appointment to see a doctor or a nurse? Please do not include a visit to the hospital [IF AUS, CAN, FR, GER, NETH, NZ, NOR, SWITZ (Q600/1,2,3,6,7,8,9,11), DISPLAY: “emergency department”; IF UK (Q600/4), DISPLAY: “Accident and Emergency Department.”; IF US, SWE (Q600/5,10), DISPLAY: “emergency room.”] Did you get an appointment...? (INTERVIEWER: READ LIST)

- 1 On the same day
- 2 The next day
- 3 In 2 to 5 days
- 4 In 6 to 7 days
- 5 In 8 to 14 days
- 6 After more than two weeks
- 7 Never able to get an appointment
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)**Q1115/Q910 2007** How easy or difficult is it to get medical care in the evenings, on weekends, or holidays without going to the hospital [IF AUS, CAN, NZ, GER, NETH, FR, SWITZ, NOR (Q600/1,2,3,6,7,8,9,11), DISPLAY “emergency department?”; IF UK, (Q600/4), DISPLAY: “Accident and Emergency Department?”; IF US, SWE (Q600/5,10), DISPLAY: “emergency room?”] Is it...? (INTERVIEWER: READ LIST)

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult
- 6 Never needed care in the evenings, weekends, or holidays (V)
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1125/Q930 2007 Now thinking about the past 2 years, when receiving care for a medical problem, was there EVER a time when [INSERT ITEM]?

Q1126

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

- 1 Test results or medical records were not available at the time of your scheduled medical care appointment
- 2 You received conflicting information from different doctors or health care professionals [Q6052005]
- 3 Doctors ordered a medical test that you felt was unnecessary because the test had already been done

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1130/Q1005 2007 [Is there [IF AUS, NZ, UK, NETH, NOR (Q600/1,3,4,7,9), DISPLAY “one GP practice”; IF CAN, US, GER, FR, SWITZ (Q600/2,5,6,8,11), DISPLAY: “one doctor’s practice], health center, or clinic you usually go to for most of your medical care?]

[IF SWE (Q600/10), DISPLAY: Is there one GP or doctor’s practice, health center, or clinic you usually go to for most of your medical care?]

Please do not include the hospital [IF AUS, CAN, NZ, GER, NETH, FR, NOR, SWITZ, (Q600/1,2,3,6,7,8,9,11), DISPLAY: “emergency department”; IF UK (Q600/4), DISPLAY: “Accident and Emergency Department”; IF US, SWE (Q600/5,10), DISPLAY: “emergency room”].

- 1 Yes, have a usual place for medical care
- 2 No, do not have a usual place for medical care
- 8 Not sure (V)
- 9 Decline to answer (V)

[PN: IF HAS USUAL PLACE OR NOT SURE OR DECLINE TO ANSWER (Q1130/1, 8, 9), ASK Q1132. OTHERWISE JUMP TO Q1135.]

BASE: HAS USUAL PLACE OR NOT SURE OR DECLINE TO ANSWER (Q1130/1, 8, 9)

Q1132/Q1000 2007 [Is there one [IF CAN, US, GER, FR, SWITZ (Q600/2,5,6,8,11), DISPLAY: “doctor”] [IF AUS, NZ, UK, NETH, NOR (Q600/1,3,4,7,9), DISPLAY: “GP”] you usually see for your medical care at this place?]

[IF SWE (Q600/10), DISPLAY: Is there one doctor or GP you usually see for your medical care at this place?]

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

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1135 REGULAR PLACE AND/OR REGULAR DOCTOR [DOES NOT APPEAR ON SCREEN]

IF HAS REGULAR PLACE AND NO REGULAR DOCTOR (Q1130/1 AND Q1132/2,8,9), GET CODE 1.
IF HAS REGULAR PLACE AND REGULAR DOCTOR (Q1130/1 AND Q1132/1), GET CODE 2.
ALL OTHERS, GET CODE 3.

- 1 HAS REGULAR PLACE ONLY
- 2 HAS REGULAR PLACE AND REGULAR DOCTOR
- 3 NO REGULAR PLACE

[PN: IF HAS REGULAR DOCTOR/PLACE (Q1135/1, 2), ASK Q1140. OTHERWISE JUMP TO Q1210.]

BASE: HAS REGULAR DOCTOR/PLACE (Q1135/1,2)

Q1140/Q550 2008 How long have you been [IF CAN, US, GER, FR, SWE, SWITZ (Q600/2,5,6,8,10,11 & Q1135/2), DISPLAY: “seeing this doctor”, IF AUS, NZ, UK, NETH, NOR (Q600/1,3,4,7,9 & Q1135/2), DISPLAY: “seeing this GP”, IF Q1135/1, DISPLAY: “going to this place”] for your medical care?

(INTERVIEWER: READ LIST)

- 1 Less than 1 year
- 2 1 to less than 3 years
- 3 3 to less than 5 years
- 4 5 years or more
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: HAS REGULAR DOCTOR/PLACE (Q1135/1,2)

Q1145 Is there a nurse or other clinical staff (other than a doctor) who is regularly involved with your health care – for example, who discusses test results, treatment plans or advises you on your health?

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

BASE: HAS REGULAR DOCTOR/PLACE (Q1135/1,2)

Q1150/Q1026 2007 [IF CAN, FR, GER, US, SWE, SWITZ (Q600/2,5,6,8,10,11), DISPLAY: How easy or difficult is it to telephone your doctor’s practice during regular practice hours about a health problem and get the answers you need?

[IF AUS, NETH, NZ, UK, NOR (Q600/1,3,4,7,9) DISPLAY: How easy or difficult is it to telephone your GP’s practice during regular practice hours about a health problem and get the answers you need?]

Would you say it is...?

(INTERVIEWER: READ LIST)

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult
- 6 Never tried to contact by telephone (V)
- 8 Not applicable (V)
- 9 Decline to answer (V)

BASE: HAS REGULAR DOCTOR/PLACE (Q1135/1,2)

Q1160 In the last two years, have you emailed your [IFCAN, US, GER, FR, SWE, SWITZ (Q600/2,5,6,8,10, 11) DISPLAY: “regular doctor practice” IF AUS, NZ, UK, NETH, NOR (Q600/1,3,4,7,9) DISPLAY: “GP practice” with a medical question?

- 1 Yes
- 2 No
- 7 I don't have email or computer (V)
- 8 Not applicable (V)
- 9 Decline to answer (V)

BASE: HAS REGULAR DOCTOR/PLACE (Q1135/1,2)

Q1162 /NEW-CAHPS “TEST” QUESTION Can you make a doctor's appointment by email or on a website at the place you usually go to for care? (INTERVIEWER: READ LIST.)

- 1 Yes
- 2 No, cannot email
- 3 No, I don't have email or computer
- 8 Don't know
- 9 Decline to answer (V)

BASE: HAS REGULAR DOCTOR/PLACE (Q1135/1,2)

Q1165/Q560 2008 [IF CAN, US, GER, FR, SWE, SWITZ, (Q600/2,5,6,8,,10,11 & Q1135/2), DISPLAY: “When you need care or treatment, how often does your regular doctor or medical staff you see”; IF AUS, NZ, UK, NETH, NOR (Q600/1,3,4,7,9 & Q1135/2) DISPLAY: “When you need care or treatment, how often does your GP or medical staff you see”; IF Q1135/1 DISPLAY: “When you need care or treatment, how often does the doctor or medical staff you see”]...?

(INTERVIEWER: READ LIST)

Would you say it is...?

Q1166

- 1 Always
- 2 Often
- 3 Sometimes
- 4 Rarely or never
- 5 Not applicable (V)
- 6 Not sure (V)
- 7 Decline to answer (V)

[RANDOMIZE]

- 1 Know important information about your medical history [IHP 2007, 2008]
- 2 Give you an opportunity to ask questions about recommended treatment [OECD]
- 3 Spend enough time with you [IHP 2007]
- 4 Involve you as much as you want to be in decisions about your care and treatment [OECD]
- 5 Explain things in a way that is easy to understand [IHP 2007 modified OECD]

BASE: HAS REGULAR DOCTOR/PLACE (Q1135/1,2)

Q1170/Q565 2008 [IF CAN, US, GER, FR, SWE, SWITZ (Q600/2,5,6,8,10,11), DISPLAY: How often does your regular doctor or someone in your doctor 's practice help coordinate or arrange the care you receive from other doctors and places?

[IF AUS, NZ, UK, NETH, NOR (Q600/1,3,4,7,9), DISPLAY: How often does your GP or someone in your GP 's practice help you coordinate or arrange the care you receive from other doctors and places?]

INTERVIEWER, IF NECESSARY: Coordination could include helping you get appointments, following-up with you to make sure you get recommended care, and making sure other doctors have important information.)

(INTERVIEWER: READ LIST)

- 1 Always
- 2 Often
- 3 Sometimes
- 4 Rarely or never
- 5 Not sure/not applicable (V)
- 6 Never see other doctors/place (V)
- 9 Decline to answer (V)

BASE: HAS REGULAR DOCTOR/PLACE (Q1135/1,2)

Q1190/Q1050 2007 [IF CAN, US, GER, FR, SWE, SWITZ (Q600/2,5,6,8,10,11), DISPLAY: Overall, how do you rate the medical care that you have received in the past 12 months from your regular doctor's practice or clinic?

[IF AUS, NZ, UK, NETH, NOR (Q600/1,3,4,7,9), DISPLAY: Overall, how do you rate the medical care that you have received in the past 12 months from your GP's practice or clinic?]

(INTERVIEWER: READ LIST)

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

SECTION 1200: USE OF SPECIALISTS

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1210/Q580 2008 Have you seen or needed to see any specialist doctors [IF AUS, NZ, UK, GER, NETH, (Q600/1,3,4,6,7), ADD “(or consultants)”] in the past 2 years?

(INTERVIEWER, IF ASKED: By “specialist” we mean doctors like surgeons, heart or allergy doctors that specialize in one area of health care.)

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

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1215/Q585 2008 Not counting any time you may have been hospitalized, how many different <U>doctors</U> have you seen in the past 12 months?

(INTERVIEWER: RECORD “97” IF RESPONDENT SAYS MORE THAN ONE DOCTOR BUT DOESN’T KNOW EXACT NUMBER (V), “98” FOR NOT SURE (V), AND “99” FOR DECLINE TO ANSWER (V).)

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

(INTERVIEWER: PROMPT FOR BEST ESTIMATE IF CAN’T PROVIDE NUMBER)

[PN: IF SAW OR NEEDED TO SEE SPECIALIST IN PAST 2 YEARS (Q1210/1), ASK Q1220. OTHERWISE JUMP TO Q1305.]

BASE: SAW OR NEEDED TO SEE SPECIALIST IN PAST 2 YEARS (Q1210/1)

Q1220/Q590 2008 After you were advised to see or decided to see a specialist doctor [IF AUS, NZ, UK, GER, NETH (Q600/1,3,4,6,7) ADD “(or consultant)”], how many days, weeks or months did you have to wait for an appointment?

(INTERVIEWER NOTE: If respondent was referred to or needed to see more than one specialist, ask about most recent time.)

(INTERVIEWER NOTE: 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”.)

[MULTIPLE RESPONSE]

Q1221 No waiting period

Q1222 Days __|__| [RANGE 0-6, 98, 99]

Q1223 Weeks __|__| [RANGE 0-3, 98, 99]

Q1224 Months __|__| [RANGE 0-11, 98, 99]

Q1225 Years __|__| [RANGE: 0-8, 98, 99]

[PN: IF HAS REGULAR DOCTOR/PLACE (Q1135/1,2), ASK Q1260. OTHERWISE JUMP TO Q1305.]

BASE: SAW OR NEEDED TO SEE A SPECIALIST IN PAST 2 YEARS AND HAS REGULAR DOCTOR/PLACE (Q1210/1 & Q1135/1,2)

Q1260/Q610 & Q615 2008 modified In the past two years, have you experienced the following when seeing a specialist [IF AUS, NZ, UK, GER, NETH (Q600/1,3,4,6,7) ADD “(or consultant)”]?

Q1261

- 1 Yes
 - 2 No
 - 3 Never saw a specialist (V)
 - 8 Not sure (V)
 - 9 Decline to answer (V)
-
- 1 The specialist [IF AUS, NZ, UK GER, NETH (Q600/1,3,4,6,7) ADD “(or consultant)”] did <U>not</U> have basic medical information from [IF CAN, US, GER, FR, SWE, SWITZ (Q600/2,5,6,8,10,11 & Q1135/2), DISPLAY: “your regular doctor”, IF AUS, NZ, UK, NETH, NOR (Q600/1,3,4,7,9 & Q1135/2), DISPLAY: “your GP”] [IF (Q1135/1), DISPLAY: “the place you usually go for medical care”] about the reason for your visit or test results.
 - 2 After you saw the specialist [IF AUS, NZ, UK, GER, NETH (Q600/1,3,4,6,7) ADD “(or consultant)”, your [IF CAN, US, GER, FR, SWE, SWITZ (Q600/2,5,6,8,10,11 & Q1135/2), DISPLAY: “regular doctor” IF AUS, NZ, UK, NETH, NOR (Q600/1,3,4,7,11 & Q1135/2), DISPLAY: “GP”] [IF (Q1135/1), DISPLAY: “doctor”] did<U>not</U> seem informed and up-to-date about the care you got from the specialist [IF AUS, NZ, UK, GER, NETH, (Q600/1,3,4,6,7) ADD “(or consultant)”]

SECTION 1300: EXPERIENCES WITH CARE IN THE HOSPITAL & ER

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1305/Q1200 2007 Have you needed <U>non-emergency</U> or <U>elective surgery</U> in the past 2 years?

(INTERVIEWER: 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.)

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

[PN: IF NEEDED NON-EMERGENCY SURGERY IN PAST 2 YEARS (Q1305/1), ASK Q1310. OTHERWISE JUMP TO Q1320.]

BASE: NEEDED NON-EMERGENCY SURGERY IN PAST 2 YEARS (Q1305/1)

Q1310/Q1205 2007 After you were advised you needed surgery, how many days, weeks or months did you have to wait for the non-emergency or elective surgery?

(INTERVIEWER: If had more than one surgery in past two years, ask about most recent surgery.)

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

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

[MULTI PUNCH QUESTION]

[0-FILLING MUST BE MANDATORY]

- Q1311** No waiting period
- Q1312** Days [RANGE 0-6, 98, 99]
- Q1313** Weeks [RANGE 0-3, 98, 99]
- Q1314** Months [RANGE 0-11, 98, 99]
- Q1315** Years [RANGE: 0-8, 98, 99]

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1320/Q710 2007 Have you been admitted to the hospital overnight in the past 2 years?

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

[PN: IF HOSPITALIZED OVERNIGHT IN PAST 2 YEARS (Q1320/1), ASK Q1325. OTHERWISE JUMP TO Q1350.]

BASE: HOSPITALIZED OVERNIGHT IN PAST 2 YEARS (Q1320/1)

Q1325/Q735 2008 After you were discharged, were you readmitted to a hospital or did you have to go to a [IF AUS, CAN, NZ, GER, NETH, FR, NOR, SWITZ, (Q600/1,2,3,6,7,8,9,11) DISPLAY: hospital emergency department] [IF UK (Q600/4) DISPLAY: hospital Accident and Emergency Department] [IF US, SWE (Q600/5,10) DISPLAY: hospital emergency room] as a result of complications?

(INTERVIEWER NOTE: IF YES, PROBE: WAS THAT THE HOSPITAL, ER/ED/ AED, OR BOTH?)

- 1 Yes, readmitted to a hospital
- 2 Yes, had to go to the ER/ED/AED
- 3 Yes, both
- 4 No
- 5 Had no complications (V)
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: HOSPITALIZED OVERNIGHT IN PAST 2 YEARS (Q1320/1)

Q1330/Q1240 IHP2007 (modified, Eric Coleman) When you left the hospital, did someone discuss with you the purpose of taking each of your medications?

- 1 Yes
- 2 No
- 3 Not taking any medications (V)
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: HOSPITALIZED OVERNIGHT IN PAST 2 YEARS (Q1320/1)

Q1335/Q1245 IHP2007 When you left the hospital, did the hospital make arrangements or make sure you had follow-up visits with a doctor or other health care professional?

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

BASE: HOSPITALIZED OVERNIGHT IN PAST 2 YEARS (Q1320/1)

Q1340/Q1250 IHP2007 When you left the hospital, did you receive written information on what to do when you returned home and what symptoms to watch for?

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

[PN: IF HAS REGULAR PLACE (Q1135/1,2), ASK Q1345. OTHERWISE JUMP TO Q1350.]

BASE: HOSPITALIZED OVERNIGHT IN PAST 2 YEARS AND HAS REGULAR PLACE (Q1320/1 AND Q1135/1,2)

Q1345/Q1255 2007 modified After you left the hospital, did the doctors or staff at the place where you usually get medical care seem informed and up-to-date about the care you received in the hospital?

- 1 Yes
- 2 No
- 3 I did not see a/my doctor/GP after leaving the hospital. (V)
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1350/Q1260 2007 [IF AUS, CAN, NZ, GER, NETH, FR, NOR, SWITZ (Q600/1,2,3,6,7,8,9,11) DISPLAY: "How many times have you <U>personally</U> used a hospital emergency department in the past 2 years?" IF UK (Q600/4), DISPLAY: "How many times have you <U>personally</U> used a hospital Accident and Emergency Department in the past 2 years?"; IF US, SWE (Q600/5,10), DISPLAY: "How many times have you <U>personally</U> used a hospital emergency room in the past 2 years?"]

(INTERVIEWER: RECORD "97" IF HAS USED ER MORE THAN ONCE BUT DOESN'T KNOW EXACT NUMBER (V), RECORD "98" FOR NOT SURE (V) AND "99" FOR DECLINE TO ANSWER (V).)

[RANGE: 00-97,98,99]

[PN: IF HAS USED ER IN PAST 2 YEARS (Q1350/1-97), ASK Q1355. OTHERWISE JUMP TO Q1392.]

BASE: HAS USED ER IN PAST 2 YEARS (Q1350/1-97)

Q1355/Q1265 2007 [IF AUS, CAN, NZ, GER, NETH, FR, NOR, SWITZ (Q600/1,2,3,6,7,8, 9,11) DISPLAY: "The last time you went to the hospital emergency department, how long did you wait before being treated?"

IF UK (Q600/4), DISPLAY: "The last time you went to the hospital Accident and Emergency Department, how long did you wait before being treated?"

IF US, SWE (Q600/5,10), DISPLAY: "The last time you went to the hospital emergency room, how long did you wait before being treated?"]

(INTERVIEWER: DO NOT READ LIST)

(INTERVIEWER: PROBE FOR BEST ESTIMATE IF UNSURE.)

- 01 Less than 30 minutes
- 02 30 minutes to less than 1 hour
- 03 1 to less than 2 hours
- 04 2 to less than 3 hours
- 05 3 to less than 4 hours
- 06 4 to less than 5 hours
- 07 5 to less than 8 hours
- 08 8 hours or more
- 09 Never treated/Left without being treated (V)
- 98 Not sure (V)
- 99 Decline to answer (V)

[PN: IF HAS REG PLACE AND HAS USED ER IN PAST 2 YEARS (Q1135/1,2 & Q1350/1-97), ASK Q1360. OTHERWISE JUMP TO PN BEFORE Q1385.]

BASE: HAS REG PLACE AND HAS USED ER IN PAST 2 YEARS (Q1135/1,2 & Q1350/1-97)

Q1360 The last time you went to the hospital [IF AUS, CAN, NZ, GER, NETH, FR, NOR, SWITZ, (Q600/1,2,3,6,7,8,9,11), DISPLAY: “emergency department”, IF UK (Q600/4), DISPLAY: “Accident and Emergency Department”, IF US, SWE (Q600/5,10), DISPLAY: “emergency room”] was it for a condition that you thought could have been treated by the doctors or staff at the place where you usually get medical care if they had been available?

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

[PN: IF WAS TREATED (Q1355/1-8,98,99), ASK Q1385. OTHERWISE JUMP TO Q1392.]

BASE: HAS REG PLACE AND HAS USED ER IN PAST 2 YEARS AND WAS TREATED (Q1135/1,2 AND Q1350/1-97 AND Q1355/1-8, 98, 99)

Q1385 After your visit in the hospital [IF AUS, CAN, NZ, GER, NETH, FR, NOR, SWITZ (Q600/1,2,3,6,7,8,9,11), DISPLAY: “emergency department”, IF UK (Q600/4), DISPLAY: “Accident and Emergency Department”, IF US, SWE (Q600/5,10), DISPLAY: “emergency room”], did the doctors or staff at the place where you usually get medical care seem informed and up-to-date about the care you had received in the hospital [IF AUS, CAN, NZ, GER, NETH, FR, NOR, SWITZ (Q600/1,2,3,6,7,8,9,11), DISPLAY: “emergency department”, IF UK (Q600/4), DISPLAY: “Accident and Emergency Department”, IF US, SWE (Q600/5,10), DISPLAY: “emergency room”]?

- 1 Yes
- 2 No
- 3 Did not see regular doctor after ER (V)
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1392/NEW In the past 2 years, have you ever felt your time was wasted because...? (INTERVIEWER: IF DID NOT NEED CARE IN PAST 2 YEARS, BE SURE TO MARK ALL THREE ITEMS NA AND GO TO NEXT SCREEN.)

Q1393

- 1 Yes
- 3 No
- 5 Not applicable/Did not need care in the past 2 years (V)
- 8 Not sure (V)
- 9 Decline to answer (V)

[RANDOMIZE]

- 1 It took you a lot of time to schedule specialist [IF AUS, NZ, UK, GER, NETH (Q600/1,3,4,6,7) ADD “(or consultant)] appointments or tests
- 2 You were kept waiting a long time to see the doctor for a scheduled appointment
- 3 Your care was poorly organized or poorly coordinated

SECTION 1400: HEALTH CARE COVERAGE**BASE: AUSTRALIA, CANADA, NEW ZEALAND & FRANCE (Q600/1, 2, 3, 8 AND Q99/1)**

Q1405/Q850 2008 In addition to government funded health services, are you currently covered by any private health insurance that you or your family pays for or that an employer or association provides?

(INTERVIEWER NOTE: ONLY IF NEEDED: This includes any private health insurance for a hospital or physicians, or for specific benefits such as prescription drugs or dental care.)

- 1 Yes, have private insurance
- 2 No, do not have private insurance
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: FRANCE (Q600/8 AND Q99/1)

Q1410/Q852 2008 Are you under a plan where the whole of your health costs are covered by the national insurance fund because you have a chronic illness?

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

BASE: GERMANY (Q600/6 AND Q99/1)

Q1415/Q855 2008 What kind of health insurance do you have? (INTERVIEWER: READ LIST.)

(INTERVIEWER NOTE, ONLY IF NEEDED: This includes any private health insurance for hospital or physicians or for specific benefits such as <U>dental prostheses</U>.)

- 1 Social or statutory health insurance (zum Beispiel AOK, BEK, BKK, IKK etc.) without any private insurance
- 2 Social or statutory insurance and also private insurance
- 3 Private insurance only
- 4 Insured through welfare
- 5 No health insurance
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: UNITED KINGDOM OR NORWAY (Q600/4, 9 AND Q99/1)

Q1420/Q860 2008 In addition to the National Health Service, are you currently covered by private health insurance that you or your family pays for or that an employer or association provides?

(INTERVIEWER NOTE, ONLY IF NEEDED: This includes any private health insurance for hospital or physicians or for specific benefits such as prescription drugs or dental.)

- 1 Yes, have private insurance
- 2 No, do not have private insurance
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: NETHERLANDS (Q600/7 AND Q99/1)

Q1425/Q865 2008 In addition to the “basic insurance,” are you currently covered by an additional health care insurance package that you or your family pays for or that an employer or association provides?

(INTERVIEWER NOTE, ONLY IF NEEDED: This includes any private health insurance for hospital or physicians or for specific benefits such as dental care or therapy.)

- 1 Yes, have additional insurance package
- 2 No, do not have additional insurance package
- 3 No, do not have an insurance package at all
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: SWITZERLAND (Q600/11 AND Q99/1)

Q1430 What type of personal health insurance (compulsory basic insurance) do you have? (INTERVIEWER: READ LIST.)

- 1 General health insurance with deductible
- 2 Bonus insurance
- 3 HMO insurance
- 4 Family GP model
- 5 Insurance model with telephone consultation prior to every visit to the doctor’s (telephone model)
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: SWITZERLAND (Q600/11 AND Q99/1)

Q1435 What is the amount of your annual excess that you have to pay yourself? (INTERVIEWER: READ LIST.)

- 1 CHF 300
- 2 500
- 3 1000
- 4 1500
- 5 2000
- 6 2500
- 8 Not sure (V)
- 9 Decline to answer (V)

[PN: IF NOT SURE OF AMOUNT OF ANNUAL ACCESS (Q1435/8), ASK Q1436. OTHERWISE JUMP TO Q1437.]

BASE: SWITZERLAND AND NOT SURE OF AMOUNT OF ANNUAL ACCESS (Q600/11 AND Q99/1 AND Q1435/8)

Q1436 Even if you are not sure, you might know whether the amount of your annual excess that you have to pay yourself is at the minimum of CHF 300 or higher. Is it CHF 300? (INTERVIEWER: READ LIST.)

- 1 Yes, CHF 300
- 2 No, higher
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: SWITZERLAND (Q600/11 AND Q99/1)

Q1437 In the past 3 years, have your medical bills (for basic health insurance) been higher than the amount of your annual excess that you have to pay yourself? (INTERVIEWER: READ LIST.)

- 1 Not at all
- 2 One time
- 3 2 or more times
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: SWITZERLAND (Q600/11 AND Q99/1)

Q1440 Could you tell me what your health insurance covers when you are hospitalized? Is it ...? (INTERVIEWER: READ LIST.)

- 1 General ward
- 2 General ward with FREE CHOICE OF HOSPITAL THROUGHOUT SWITZERLAND
- 3 Semi-private ward
- 4 Private ward
- 6 Other model
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: US (Q600/5 AND Q99/1)

Q1445/Q870 2008 Now, I'd like to talk to you about the different kinds of health plans or health insurance people have, including those provided by the government. As I read each one, please tell me whether you are currently covered by it, or not.

Q1446

- 1 Covered
 - 2 Not covered
 - 8 Not sure (V)
 - 9 Decline to answer (V)
- 1 Health insurance through your or someone else's employer or union
 - 2 Medicare, a government plan that pays health care bills for people aged 65 or older and for some disabled people
 - 3 Medicaid or any other state medical assistance plan for those with lower incomes
 - 4 Health insurance that you bought directly
 - 5 Health insurance from some other source (INTERVIEWER: ONLY ASK THIS, IF SAYS "NOT COVERED" TO ALL 1-4 ABOVE)

[PN: IF US AND INSURED (Q600/5 AND Q1445/1-5 AND Q1446/1 FOR ANY), ASK Q1450. OTHERWISE JUMP TO Q1455.]

BASE: US AND INSURED ((Q600/5 AND (Q1445/1-5 AND Q1446/1) FOR ANY AND Q99/1))

Q1450/Q875 2008 In the past year, was there ever a time when you did NOT have any health insurance?

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

BASE: AUS, US, GERMANY, NETHERLANDS AND SWITZ (Q600/1,5,6,7,11 AND Q99/1)

Q1455/Q880 2008 [IF AUS, US, NETH, SWITZ (Q600/1,5,7,11), DISPLAY: "In the past 3 years, how many times have you changed [IF SWITZ (Q600/11), DISPLAY: "basic"] health insurance or health plans?" IF GER (Q600/6), DISPLAY: "In the past 3 years, how many times have you changed sickness funds?"]

(INTERVIEWER: IF RESPONDENT ASKS: "Does this include company/employer changing plans?", SAY YES, PLEASE INCLUDE.)

- 1 Not at all
- 2 One time
- 3 2 or more times
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: SWEDEN (Q600/10 AND Q99/1)

Q1460 Do you have a private health care insurance (either paid by yourself/your household/ by your employer/by a union)?

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

SECTION 1500: OUT OF POCKET COSTS & MEDICAL BILLS
--

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1505/Q1400 2007 [IF NZ, GER, NETH, FR, SWE (Q600/3, 6, 7, 8, 10), DISPLAY: “In the past 12 months, about how much have you and your family spent out-of-pocket for medical treatments or services that were <U>not</U> covered by public or private insurance?”]

[IF AUS, CAN (Q600/1, 2), DISPLAY: “In the past 12 months, about how much have you and your family spent out-of-pocket for medical treatments or services that were <U>not</U> covered by Medicare or private insurance?”]

[IF US (Q600/5), DISPLAY: “In the past 12 months, about how much have you and your family spent out-of-pocket for medical treatments or services that were <U>not</U> covered by insurance?”]

[IF UK, NOR (Q600/4,9) DISPLAY: “In the past 12 months, about how much have you and your family spent out-of-pocket for medical treatments or services that were <U>not</U> covered by the National Health Service or private insurance?”]

[IF SWITZ (Q600/11), DISPLAY: “In the past 12 months, about how much have you and your family spent out-of-pocket for medical treatments or services that were <U>not</U> covered by your compulsory basic insurance and any supplementary insurance?”]

This would include the charges for prescription medicines and for medical treatments or tests by a doctor or another health professional, including cost-sharing or deductibles [IF NOR (Q600/9), DISPLAY: and the “egenandel”]

(INTERVIEWER NOTE: ONLY IF NEEDED: This includes visit fees or cost-sharing for services covered by insurance <U>and</U> bills for medical care not covered by your insurance. Please do not count money spent on health insurance premiums. INTERVIEWER: If asked whether to count dental, medications or vision care, say yes.)

(INTERVIEWER NOTE: ONLY IF NEEDED: Please count only the amount spent by yourself and any family members in this household. Please do not count the amount spent by family members in other households.)

(ENTER WHOLE UNITS OF CURRENCY ONLY. ENTER “999998” IF “NOT SURE”; “999999” IF “DECLINE TO ANSWER”.)

[RANGE: 0-999997, 999998, 999999]

/ / / / / / / /

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1515 In the past 12 months, were there times when...?

Q1516

- 1 Yes
- 2 No
- 8 Don't know (V)
- 9 Decline to answer (V)

- 1 You had <U>serious</U> problems paying or were unable to pay your medical bills [Q1410 2007]
- 2 You spent a lot of time on paperwork or disputes related to medical bills
- 3 Your insurance [IF AUS (Q600/1), DISPLAY: (Medicare or your private insurance)] denied payment for your medical care or did not pay as much as you expected

SECTION 1600: PRESCRIPTION DRUG USE**BASE: ALL QUALIFIED RESPONDENTS (Q99/1)**

Q1605/Q620 2008 How many <U>different</U> prescription medications are you taking on a regular or ongoing basis?

(INTERVIEWER: IF RESPONDENT SAYS “aspirin, vitamins, supplements, etc,” SAY: “This would only apply if you needed a prescription to obtain that medication.”)

(INTERVIEWER: “REGULAR OR ONGOING BASIS” DOES NOT INCLUDE PRESCRIPTIONS RESPONDENT MAY BE TAKING FOR SHORT TERM CONDITIONS SUCH AS ALLERGY, AN EAR INFECTION, STREP, ETC.)

(INTERVIEWER: PROMPT FOR BEST ESTIMATE IF CAN’T PROVIDE NUMBER)

(INTERVIEWER: RECORD “97” FOR MORE THAN ONE PRESCRIPTION MEDICATION BUT DON’T KNOW EXACT NUMBER (V), “98” FOR NOT SURE (V), AND “99” FOR DECLINE TO ANSWER (V).)

[RANGE: 0-96, 97, 98, 99]

□□□

[PN: IF TAKING AT LEAST ONE PRESCRIPTION MEDICATION AND HAS REGULAR PLACE (Q1605/1-97 & Q1135/1,2), ASK Q1610. OTHERWISE JUMP TO Q1615.]

BASE: TAKING AT LEAST ONE PRESCRIPTION MEDICATION AND HAS REGULAR PLACE (Q1605/1-97 & Q1135/1,2)

Q1610/NEW Q1515 2007 In the past 12 months, has a [IF CAN, US, GER, FR, SWE, SWITZ (Q600/2,5,6,8,10,11), DISPLAY: “doctor” IF AUS, NZ, UK, NETH, NOR (Q600/1, 3,4,7,9), DISPLAY: “GP”] or other staff at your regular place of care...?

Q1611

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

- 1 Reviewed with you any medications you take, including those prescribed by other doctors
- 2 Explained the potential side effects of any medication that was prescribed [IHP 2004]
- 3 Given you a written list of all your prescribed medications

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1615/NEW In the past two years, when you received a new prescription medication, was there ever a time when you were not sure what it was for or when or how to take it?

- 1 Yes, there was a time I was not sure
- 2 No
- 3 I haven’t received a new prescription medication in the past 2 years (V)
- 8 Not sure (V)
- 9 Decline to answer (V)

SECTION 1700: MEDICAL ERRORS**BASE: ALL QUALIFIED RESPONDENTS (Q99/1)**

Q1705/Q1530 2007 In the past 2 years, have you ever been given the wrong medication or wrong dose by a doctor, nurse, hospital or pharmacist?

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

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1710/Q1535 2007 In the past two years, was there a time you thought a medical mistake was made in your treatment or care?

(INTERVIEWER: IF NECESSARY: By medical mistake we mean an error made by a doctor, nurse, hospital or health care professional.)

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

[PN: IF SWEDEN AND THOUGHT MEDICAL MISTAKE WAS MADE (Q600/10 AND Q1710), ASK Q1715. OTHERWISE JUMP TO Q1720.]

BASE: SWEDEN AND THOUGHT MEDICAL MISTAKE WAS MADE (Q600/10 AND Q1710/1)

Q1715/NEW Did you notify the patient panel or HSAN or any other entity (such as the National Board)?

[Translation: Här kan det kanske för svenskt vidkommande vara intressant med en följdfråga om man anmält detta till patientnämnden och/eller HSAN eller någon annan instans (t.ex. Socialstyrelsen)?"]

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

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1720/Q1540 2007 Have you had any blood tests, x-rays, or any other medical tests in the past 2 years?

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

[PN: IF HAD MEDICAL TESTS IN PAST 2 YEARS (Q1720/1), ASK Q1725. OTHERWISE JUMP TO PN BEFORE Q1735.]

BASE: HAD MEDICAL TESTS IN PAST 2 YEARS (Q1720/1)

Q1725/NEW When you had blood tests, x-rays or other tests, how often did someone follow up to give you the results? (INTERVIEWER: READ LIST)

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

BASE: HAS HAD MEDICAL TESTS IN PAST 2 YEARS (Q1720/1)

Q1730/Q1545 2007 In the past 2 years, have you...?

Q1731

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

[ROTATE]

- 1 Experienced delays in being notified about abnormal test results
- 2 Been given incorrect results for a diagnostic or lab test

[PN: IF GIVEN WRONG MEDICATION/DOSE (Q1705/1) OR MEDICAL MISTAKE WAS MADE (Q1710/1) OR EXPERIENCED DELAYS/LAB MISTAKE (ANY YES (Q1731/1 AT Q1730)), ASK Q1735. OTHERWISE JUMP TO Q1805.]

BASE: GIVEN WRONG MEDICATION/DOSE (Q1705/1) OR MEDICAL MISTAKE WAS MADE (Q1710/1) OR EXPERIENCED DELAYS/LAB MISTAKE (ANY YES (Q1731/1 AT Q1730))

Q1735/Q675 2008 Did the <U>most recent</U> mistake, medication error, or medical test error [IF Q1730/1 AND Q1731/1 ONLY, DISPLAY: "or delay in being notified about abnormal test results"] occur while you were hospitalized?

- 1 Yes, in the hospital
- 2 No
- 8 Not sure (V)
- 9 Decline to answer (V)

SECTION 1800: HEALTH STATUS & PREVENTIVE CARE
--

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)**Q1805/Q700 2007** In general, how would you describe your own health? (INTERVIEWER: READ LIST)

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

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)**Q1810/Q760 2008** Have you <U> ever</U> been told by a doctor that you have [INSERT ITEM]?

(INTERVIEWER, IF NECESSARY: IF RESPONDENT ASKS IF SHOULD INCLUDE BORDERLINE CONDITIONS, SAY YES.)

Q1811

- 1 Yes, have been told
- 2 No, have not been told
- 8 Not sure (V)
- 9 Decline to answer (V)

[RANDOMIZE]

- 1 Arthritis
- 2 Asthma or chronic lung disease such as chronic bronchitis, emphysema or COPD
- 3 Cancer
- 4 Depression, anxiety or other mental health problems
- 5 Diabetes
- 6 Heart disease, including heart attack
- 7 Hypertension, sometimes called high blood pressure
- 8 High cholesterol

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)**Q1815/Q815 2004** In the past year, have you had your blood pressure checked by a doctor or nurse?

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

[PN: FOR RESPONDENTS WITH MULTIPLE DISEASES, ONLY 1 DISEASE-SPECIFIC FOLLOW-UP QUESTION WILL BE ASKED. THE HIERARCHY FOR ASKING Q1817 OR Q1818 IS: 1) DIABETES, 2) HIGH BLOOD PRESSURE, 3) HEART DISEASE. IF RESPONDENT HAS 2 OR MORE CONDITIONS AT Q1810, THEY FOLLOW THE HIERARCHY. FOR EXAMPLE, IF THEY HAVE DIABETES AND HYPERTENSION, THEY WILL GET Q1818 ONLY. IF THEY HAVE DIABETES, HYPERTENSION AND HEART DISEASE, THEY WILL STILL ONLY GET THE DIABETES QUESTION.]

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1816 DO NOT DISPLAY – BEHIND THE SCENES HARRIS PROGRAMMING INSTRUCTIONS FOR PNABOVE

IF Q1815/1 AND Q1810/6 OR 7 AND Q1811/1, GET CODE 1.

IF Q1810/5 AND Q1811/1, GET CODE 2.

IF BOTH “GET 1 AND GET 2” ARE SELECTED, GET CODE 2.

- 1 Ask Q1817
- 2 Ask Q1818
- 3 All others

BASE: HAS HEART DISEASE OR HYPERTENSION AND HAD BP CHECKED IN PAST YEAR (Q1816/1 AND Q1815/1)

Q1817 Last time your blood pressure was checked, was it under control, in the normal range?

- 1 Yes, it was under control
- 2 No, high blood pressure
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: HAS DIABETES (Q1816/2)

Q1818 You indicated earlier that you have diabetes. How often do you keep your blood sugar or glucose in normal range? (INTERVIEWER: READ LIST) [QUALITY06]

- 1 Always
- 2 Often
- 3 Sometimes
- 4 Rarely or never
- 5 Do not check blood sugar or glucose (V)
- 6 No longer have the condition (V)
- 8 Don't know (V)
- 9 Decline to answer (V)

[PN: IF HAS ASTHMA, DIABETES, HEART DISEASE, HYPERTENSION, OR HIGH CHOLESTEROL (Q1810/2,5,6,7,8 AND Q1811/1), ASK Q1819. OTHERWISE JUMP TO PN BEFORE Q1820.]

BASE: HAS ASTHMA, DIABETES, HEART DISEASE, HYPERTENSION OR HIGH CHOLESTEROL (Q1810/2,5,6,7,8 AND Q1811/1)

Q1819 How confident are you that you can control and manage your health problems? [QUALITY06] (INTERVIEWER: READ LIST)

(INTERVIEWER NOTE: IF ASKED, “Does this include with the help of doctor or nurse?” SAY YES.)

- 1 Very confident
- 2 Confident
- 3 Not very confident
- 4 Not at all confident
- 8 Don't know (V)
- 9 Decline to answer (V)

[PN: IF AGE 65 OR OLDER (Q720/6), ASK Q1820. OTHERWISE JUMP TO PN BEFORE Q1825.]

BASE: AGE 65 OR OLDER (Q720/6)

Q1820/Q820 2004 In the past year, have you had a seasonal flu [IF AUS, CAN, US (Q600/1,2,5), DISPLAY: “shot”, IF NZ, UK, GER (Q600/3,4,6), DISPLAY: “injection”]?

(INTERVIEWER NOTE, IF NECESSARY: Not H1N1 or swine flu shot.)

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

[PN: IF FEMALE (Q725/2) AND 20-69 (Q715/20-69), ASK Q1825. OTHERWISE JUMP TO PN BEFORE Q1830.]

BASE: FEMALE (Q725/2) AND 20-69 (Q715/20-69)

Q1825/Q805 2004 About how long has it been since you had a [IF AUS, CAN, US (Q600/1,2,5) DISPLAY: “Pap smear”, IF NZ, UK, GER (Q600/3,4,6) DISPLAY: “cervical smear”]? Was it ...? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 1 Within the past 2 years
- 2 2 to 3 years ago
- 3 More than 3 years ago
- 4 Never
- 8 Not sure (V)
- 9 Decline to answer (V)

[PN: IF FEMALE (Q725/2) AND AGE 40 OR OVER (Q715/40+), ASK Q1830. OTHERWISE JUMP TO PN BEFORE Q1835.]

BASE: FEMALE (Q725/2) AND 40 OR OVER (Q715/40+)

Q1830/Q810 2004 About how long has it been since you had a mammogram or breast cancer screening? Was it ...? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 1 Within the past 2 years
- 2 2 to 3 years ago
- 3 More than 3 years ago
- 4 Never
- 8 Not sure (V)
- 9 Decline to answer (V)

[PN: IF 50 OR OVER (Q720/5, 6), ASK Q1835. OTHERWISE JUMP TO Q1840.]

BASE: 50 OR OVER (Q720/5, 6)

Q1835 About how long has it been since you had a bowel or colon cancer screening? This could be a colonoscopy or other screening test. Was it ...? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 1 Less than 3 years
- 2 3 to 5 years ago
- 3 More than 5 years ago
- 4 Never
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1840 About how long has it been since you had your cholesterol checked? Was it ...? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 1 Less than 1 year ago
- 2 1 to 5 years ago
- 3 More than 5 years ago
- 4 Never
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1845/Q825 2004 Do you receive reminders to make an appointment for preventive care that you are due to receive (for example for a [IF AUS, CAN, US (Q600/1,2,5) DISPLAY: flu shot] [IF NZ, UK, GER (Q600/3,4,6) DISPLAY: flu injection], cancer screening, or eye exam)?

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

[PN: IF HAS REGULAR DOCTOR OR PLACE (Q1135/1,2), ASK Q1850. OTHERWISE JUMP TO Q1905.]

BASE: HAS REGULAR DOCTOR/PLACE (Q1135/1,2)

Q1850/NEW When was the last time you saw a doctor or nurse at the place you usually go to for care? (INTERVIEWER: READ LIST.)

- 1 Less than 1 year ago
- 2 1 to 2 years ago
- 3 More than 2 years ago
- 8 Not sure (V)
- 9 Decline to answer (V)

[PN: IF HAS SEEN DOCTOR WITHIN PAST 2 YEARS (Q1850/1,2), ASK Q1855. OTHERWISE JUMP TO Q1905.]

BASE: HAS SEEN DOCTOR WITHIN PAST TWO YEARS (Q1850/1,2)

Q1855 During the past 2 years have you and your doctor or other clinical staff at the place you usually go to for care talked about...?

Q1856

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

[RANDOMIZE]

- 1 A healthy diet and healthy eating
- 2 Exercise or physical activity
- 3 Things in your life that worry you or cause stress

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1905/Q525 2008 Have you called [IF AUS, CAN, US, GER, NETH, FR, NOR, SWE, SWITZ, (Q600/1,2, 5,6,7,8, 9, 10, 11) DISPLAY: a telephone help line] [IF UK (Q600/4) DISPLAY: NHS DIRECT OR NHS 24] [IF NZ (Q600/3) DISPLAY: Healthline] for medical or health advice in the past 2 years?

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

[PN: IF CALLED HELP LINE (Q1905/1), ASK Q1910. OTHERWISE JUMP TO PN BEFORE Q1915.]

BASE: CALLED HELP LINE (Q1905/1)

Q1910/Q530 2008 Were you able to get the advice or information you needed? (INTERVIEWER: READ LIST)

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 8 Not sure (V)
- 9 Decline to answer (V)

[PN: IF SWEDEN (Q600/10), ASK Q915. OTHERWISE JUMP TO Q2005.]

BASE: ALL QUALIFIED RESPONDENTS – SWEDEN ONLY (Q600/10 AND Q99/1)

Q1915 How important do you think it is to be able to choose care provider of...? (INTERVIEWER: READ LIST.)

Would you say it is...?

Q1916

- 1 Very important
- 2 Pretty important
- 3 Neither nor
- 4 Pretty unimportant
- 5 Not at all important
- 8 Not sure (V)
- 9 Decline to answer (V)

- 1 Planned care
- 2 Primary care
- 3 Elderly care

BASE: ALL QUALIFIED RESPONDENTS – SWEDEN ONLY (Q600/10 AND Q99/1)

Q1920 Were you offered care in another county council if the waiting time was too long?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS – SWEDEN ONLY (Q600/10 AND Q99/1)**Q1925** Did you use the opportunity to get care in another county council?

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

SECTION 2000: DEMOGRAPHICS**BASE: ALL QUALIFIED RESPONDENTS (Q99/1)**

Q2005/Q1805 2007 We are nearly finished. The next series of questions is for classification purposes only.

Were you born in [IF UK, US, NETH (Q600/4,5,7), DISPLAY: "the"] [INSERT Q600] or somewhere else?

[IF GER (Q600/6), DISPLAY: (INTERVIEWER NOTE: ONLY IF NEEDED: "Germany" includes the former East (DDR).)]

- 1 Yes, born in this country
- 2 No, not born in this country
- 8 Not sure (V)
- 9 Decline to answer (V)

[PN: IF NOT BORN IN CANADA (Q2005/2 AND_Q600/2), ASK Q2007. OTHERWISE JUMP TO APPROPRIATE QUESTION FOR COUNTRY.]

BASE: NOT BORN IN CANADA (Q2005/2 AND Q600/2 AND Q99/1)

Q2007 At what age did you enter Canada? (INTERVIEWER: RECORD "998" FOR NOT SURE (V) AND "999" FOR DECLINE TO ANSWER (V).)

[RANGE: 0-100, 998, 999]

BASE: GERMANY (Q600/6 AND Q99/1)

Q2010/Q1807 2007 Were your parents born in Germany or somewhere else? (INTERVIEWER: READ LIST)

(INTERVIEWER NOTE: ONLY IF NEEDED: "Germany" includes the former East (DDR).)

- 1 Yes, <U>both</U> parents were born in Germany
- 2 No, <U>both</U> parents were born in some other country
- 3 One parent was born in Germany and the other was born in some other country
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: FRANCE (Q600/8 AND Q99/1)

Q2015/Q922 2008 Were your parents born in France or somewhere else? (INTERVIEWER: READ LIST)

- 1 Yes, <U>both</U> parents were born in France
- 2 No, <U>both</U> parents were born in some other country
- 3 One parent was born in France and the other was born in some other country
- 8 Not sure (V)
- 9 Decline to answer (V).

BASE: NETHERLANDS (Q600/7 AND Q99/1)

Q2020/Q922 2008 Were your parents born in the Netherlands or somewhere else? (INTERVIEWER: READ LIST)

- 1 Yes, <U>both</U> parents were born in the Netherlands
- 2 No, <U>both</U> parents were born in some other country
- 3 One parent was born in the Netherlands and the other was born in some other country
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q2025/Q925 2008 Including you, how many adults, 18 or older, live in your household [IF NZ (Q600/3) ADD: , “including boarders”]? (INTERVIEWER: RECORD “98” FOR NOT SURE (V) AND “99” FOR DECLINE TO ANSWER (V).)

[RANGE 01-20, 98, 99]

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q2030/NEW (2001-Q110) How many children under the age of 18 live in your household? (INTERVIEWER: RECORD “98” FOR NOT SURE (V) AND “99” FOR DECLINE TO ANSWER (V).)

[RANGE: 00-20, 98, 99]

BASE: AUSTRALIA (Q600/1 AND Q99/1)

Q2035/Q935 2008 What is the highest level of education you have completed to date? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 01 Completed primary school only
- 02 Completed lower level of high school
- 03 Completed upper level of high school
- 04 A post-school qualification
- 05 Some college or university but no degree
- 06 College or university degree or higher
- 96 Other (V)
- 98 Not sure (V)
- 99 Decline to answer (V)

BASE: CANADA (Q600/2 AND Q99/1)

Q2040/Q940 2008 What is the highest level of education you have completed to date? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 01 Less than high school
- 02 Some high school
- 03 High school graduate or equivalent
- 04 <U>Some</U> community college, technical, trade, or vocational college
- 05 Community college degree or diploma
- 06 Some university, but no degree
- 07 University degree or higher
- 98 Not sure (V)
- 99 Decline to answer (V)

BASE: NEW ZEALAND (Q600/3 AND Q99/1)

Q2045/Q945 2008 What is your highest level of education you have completed to date? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED)

- 01 Intermediate education or lower (13yrs and under)
- 02 NCEA Level 1 - Year 11 (formally known as 5th form school certificate)
- 03 NCEA Level 2 - Year 12 (formally known as 6th form, higher school certificate)
- 04 NCEA Level 3 - Year 13 (formally known as university entrance, bursary level)
- 05 Attended university or technical college, but did not graduate
- 06 Technical/trade or other tertiary qualification
- 07 University degree or higher
- 08 Other (V)
- 98 Not sure (V)
- 99 Decline to answer (V)

BASE: UK (Q600/4 AND Q99/1)

Q2050/Q950 2008 What is the highest level of formal education you have completed to date? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED)

- 01 No formal education
- 02 Primary education
- 03 Secondary education
- 04 Some post-secondary education or university, but no university degree
- 05 University degree or higher
- 98 Not sure (V)
- 99 Decline to answer (V)

BASE: US (Q600/5 AND Q99/1)

Q2055/Q975 2008 What is the highest level of education you have completed to date? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED)

- 01 Less than high school graduate
- 02 High school graduate or equivalent (e.g., GED)
- 03 Completed some college, but no degree
- 04 Completed technical or community college (e.g., associates degree)
- 05 College or university degree or higher
- 98 Not sure (V)
- 99 Decline to answer (V)

BASE: GERMANY (Q600/6 AND Q99/1)

Q2060/Q970 2008 What is the highest level of education you have completed to date? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED)

- 01 Hauptschulabschluss/ Volksschulabschluss (i.e., junior/middle school certificate)
- 02 Mittlere Reife, Realschulabschluss (i.e., intermediate high school certificate)
- 03 Fachhochschulreife (i.e., high school)
- 04 Abitur (i.e. high school plus one year college, in Germany: university entrance qualification)
- 05 Abschluss einer Fachschule oder Berufsfachschule (i.e., completed technical college)
- 06 Abschluss an einer Fachhochschule oder Universität (i.e., university degree or higher)
- 96 Other degree
- 98 Not sure (V)
- 99 Decline to answer (V)

BASE: NETHERLANDS (Q600/7 AND Q99/1)

Q2065/Q965 2008 What is the highest level of education that you have *finished*? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED)

- 01 Primary school or no formal education
- 02 Lower vocational or technical training
- 03 General secondary school - lower levels
- 04 Vocational secondary school - lower levels
- 05 General secondary school - higher levels
- 06 Vocational or technical college or university bachelor degree
- 07 University masters degree or higher
- 98 Not sure (V)
- 99 Decline to answer (V)

BASE: FRANCE (Q600/8 AND Q99/1)

Q2070/Q977 2008 What is the highest level of education you have completed to date? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 01 Primary School
- 02 Secondary School with Brevet Diploma
- 03 Secondary, technical or vocational school with Baccalaureate or any equivalent
- 04 Some university without degree
- 05 Higher education (University or *Grandes Ecoles*) with Diploma
- 98 Not sure (V)
- 99 Decline to answer (V)

BASE: NORWAY (Q600/9 AND Q99/1)

Q2075 What is the highest level of education you have completed to date? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 01 Primary and secondary school
- 02 High school or vocational school
- 03 University or college (1 to including 4 years)
- 04 University or college or more (more than 4 years, including research training)
- 98 Not sure (V)
- 99 Decline to answer (V)

BASE: SWEDEN (Q600/10 AND Q99/1)

Q2080 What is the highest level of education you have completed to date? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 01 No formal education
- 02 Compulsory school (9 years)
- 03 Upper secondary school (senior) high school
- 04 Post secondary school education, but no university degree
- 05 University degree
- 98 Not sure (V)
- 99 Decline to answer (V)

BASE: SWITZERLAND (Q600/11 AND Q99/1)

Q2085 What is the highest level of education you have completed to date? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 01 Pre-primary education
- 02 Primary education
- 03 Lower secondary education
- 04 (Upper) secondary education
- 05 Post-secondary non tertiary education
- 06 First stage of tertiary education (not leading directly to an advanced research qualification)
- 07 Second stage of tertiary education (leading to an advanced research qualification)
- 98 Not sure (V)
- 99 Decline to answer (V)

BASE: ALL COUNTRIES - QUALIFIED ONLY (Q99/1)

Q2090/Q980 2008 The average household income of families in this country is around [ENTER AMOUNT FROM PN BELOW] a [IF ALL EXCEPT SWITZ (Q600 NE 11), DISPLAY: "year" IF SWITZ (Q600/11), DISPLAY: "month (13th" month payments and any other income included)"]. By comparison, is your household income...? (INTERVIEWER: READ LIST)

[PN: IF AUS (Q600/1) ENTER "\$67,000"; IF CAN (Q600/2) ENTER "\$64,000"; IF NZ (Q600/3) ENTER "\$64,000"; IF UK (Q600/4) ENTER "£26,000"; IF US (Q600/5) ENTER "\$50,000"; IF GER (Q600/6) ENTER "30,000 Euros"; NETH (Q600/7) ENTER "32,000 Euros"; IF FRANCE (Q600/8), ENTER "28,000 Euros"; IF NOR (Q600/9), ENTER "366,000 NOK"; IF SWE (Q600/10), ENTER "250,000 SEK"; IF SWITZ, (Q600/11), ENTER "CHF 7,800"].

- 1 Much above average
- 2 Somewhat above average
- 3 Average
- 4 Somewhat below average
- 5 Much below average
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: AUSTRALIA AND INCOME BELOW AVERAGE (Q600/1 AND Q2090/4,5)

Q2095 Was your household income below \$28,000?

- 1 Yes, below \$28,000
- 2 No, \$28,000 or greater
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: AUSTRALIA AND INCOME ABOVE AVERAGE (Q600/1 AND Q2090/1,2)

Q3000 Now, just stop me when I get to the right category. Was your household income...? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED. IF NECESSARY: Your best guess is fine.)

- 1 Less than \$80,000
- 2 \$80,000 to under \$125,000
- 3 \$125,000 AUD or more
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: CANADA AND INCOME BELOW AVERAGE (Q600/2 AND Q2090/4,5)**Q3005** Was your household income...?

- 1 Below \$25,000
- 2 \$25,000 to under \$50,000
- 3 \$50,000 to \$64,000
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: CANADA AND INCOME ABOVE AVERAGE (Q600/2 AND Q2090/1,2)**Q3010** Now, just stop me when I get to the right category. Was your household income (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED. IF NECESSARY: Your best guess is fine.)

- 1 Less than \$75,000
- 2 \$75,000 to under \$100,000
- 3 \$100,000 or more
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: NEW ZEALAND AND INCOME BELOW AVERAGE (Q600/3 AND Q2090/4,5)**Q3015** Was your household income below \$32,000?

- 1 Yes, below \$32,000
- 2 No, \$32,000 or greater
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: NEW ZEALAND AND INCOME ABOVE AVERAGE (Q600/3 AND Q2090/1,2)**Q3020** Now, just stop me when I get to the right category. Was your household income...? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED. IF NECESSARY: Your best guess is fine.)

- 1 Less than \$100,000
- 2 \$100,000 or more
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: UK AND INCOME BELOW AVERAGE (Q600/4 AND Q2090/4,5)**Q3022** Was your household income below £12,000?

- 1 Yes, below £12,000
- 2 No, £12,000 or greater
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: UK AND INCOME ABOVE AVERAGE (Q600/4 AND Q2090/1,2)**Q3023** Now, just stop me when I get to the right category. Was your household income...? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED. IF NECESSARY: Your best guess is fine.)

- 1 Less than £50,000
- 2 £50,000 or more
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: US AND INCOME BELOW AVERAGE (Q600/5 AND Q2090/4,5)**Q3025** Was your household income below \$25,000?

- 1 Yes, below \$25,000
- 2 No, \$25,000 or greater
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: US AND INCOME ABOVE AVERAGE (Q600/5 AND Q2090/1,2)**Q3030** Now, just stop me when I get to the right category. Was your household income...? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED. IF NECESSARY: Your best guess is fine.)

- 1 Less than \$70,000
- 2 \$70,000 to under \$100,000
- 3 \$100,000 or more
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: GERMANY AND INCOME BELOW AVERAGE (Q600/6 AND Q2090/4,5)**Q3035** Was your household income below 15,000 Euros?

- 1 Yes, below 15,000 Euros
- 2 No, 15,000 Euros or greater
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: GERMANY AND INCOME ABOVE AVERAGE (Q600/6 AND Q2090/1,2)**Q3040** Now, just stop me when I get to the right category. Was your household income...? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED. IF NECESSARY: Your best guess is fine.)

- 1 Less than 50,000 Euros
- 2 50,000 Euros or more
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: NETHERLANDS AND INCOME BELOW AVERAGE (Q600/7 AND Q2090/4,5)**Q3045** Was your household income below 16,000 Euros?

- 1 Yes, below 16,000 Euros
- 2 No, 16,000 Euros or greater
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: NETHERLANDS AND INCOME ABOVE AVERAGE (Q600/7 AND Q2090/1,2)**Q3050** Now, just stop me when I get to the right category. Was your household income...? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED. IF NECESSARY: Your best guess is fine.)

- 1 Less than 45,000 Euros
- 2 45,000 to under 60,000 Euros
- 3 60,000 Euros or more
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: FRANCE AND INCOME BELOW AVERAGE (Q600/8 AND Q2090/4,5)

Q3055 Was your household income below 15,000 Euros?

- 1 Yes, below 15,000 Euros
- 2 No, 15,000 Euros or greater
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: FRANCE AND INCOME ABOVE AVERAGE (Q600/8 AND Q2090/1,2)

Q3060 Now, just stop me when I get to the right category. Was your household income...? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED. IF NECESSARY: Your best guess is fine.)

- 1 Less than 50,000 Euros
- 2 50,000 Euros or more
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: NORWAY AND INCOME BELOW AVERAGE (Q600/9 AND Q2090/4,5)

Q3065 Was your household income below 250,000 NOK?

- 1 Yes, below 250,000 NOK
- 2 No, 250,000 NKR or greater
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: NORWAY AND INCOME ABOVE AVERAGE (Q600/9 AND Q2090/1,2)

Q3070 Now, just stop me when I get to the right category. Was your household income...? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED. IF NECESSARY: Your best guess is fine.)

- 1 550 000 – 749 999 NOK
- 2 7500 000 NOK or more
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: SWEDEN AND INCOME BELOW AVERAGE (Q600/10 AND Q2090/4,5)

Q3075 Was your household income below 125,000 SEK ?

- 1 Yes, below 125,000 SEK
- 2 No, 125,000 SEK or greater
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: SWEDEN AND INCOME ABOVE AVERAGE (Q600/10 AND Q2090/1,2)

Q3080 Now, just stop me when I get to the right category. Was your household income...? (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED. IF NECESSARY: Your best guess is fine.)

- 1 Less than 400,000 SEK
- 2 400,000 SEK to under 500,000 SEK
- 3 500,000 SEK or more
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: SWITZERLAND AND INCOME BELOW AVERAGE (Q600/11 AND Q2090/4,5)**Q3085** Was your monthly household income below CHF 4,600?

- 1 Yes, below CHF 4,600
- 2 No, CHF 4,600 or greater
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: SWITZERLAND AND INCOME ABOVE AVERAGE (Q600/11 AND Q1855/1,2)**Q3090** Was your monthly household income below CHF 12,500? (INTERVIEWER: IF NECESSARY: Your best guess is fine.)

- 1 Yes, below CHF 12,500
- 2 No, CHF 12,500 or greater
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: CANADA (Q600/2 AND Q99/1)**Q3095/Q1000 2008** Do you speak [IF CONDUCTED IN ENGLISH DISPLAY: "French" IF CONDUCTED IN FRENCH DISPLAY: "English"] well enough to conduct a conversation?

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

BASE: NEW ZEALAND (Q600/3)**Q4000** To which ethnic group do you belong? (INTERVIEWER: READ LIST. ALLOW MORE THAN ONE RESPONSE.)

[MULTIPLE RESPONSE]

- 01 NZ European
- 02 Maori
- 03 Samoan
- 04 Cook Island Maori
- 05 Tongan
- 06 Niuean
- 07 Chinese
- 08 Indian
- 96 Other (such as Dutch, Japanese, Tokelauan)
- 98 Not sure (V) E
- 99 Decline to answer (V) E

BASE: UNITED KINGDOM (Q600/4)**Q4005** Which of the following <U>best</U> describes your race or ethnic origin? (INTERVIEWER: READ LIST)

- 01 White (British, Irish, Other European)
- 02 Mixed (White and Black Caribbean, White and Black African, White and Asian, Any Other Mixed)
- 03 Asian or Asian British (Indian, Pakistani, Bangladeshi, Any Other Asian)
- 04 Black or Black British (Caribbean, African, Any Other Black)
- 05 Chinese
- 96 Other ethnic group
- 98 Not sure (V)
- 99 Decline to answer (V)

BASE: CANADA - (Q600/2 AND Q99/1)

Q4015/Q1005 2008 To which ethnic or cultural groups did your ancestors belong? (INTERVIEWER: DO NOT READ LIST.)

(INTERVIEWER: IF NECESSARY: "For example: French, Scottish, Chinese, East Indian")

(INTERVIEWER: MARK ALL THAT APPLY. IF "CANADIAN" IS THE ONLY RESPONSE, PROBE. IF THE RESPONDENT HESITATES, DO NOT SUGGEST CANADIAN.)

[MULTIPLE RESPONSE]

- 01 North American Indian, Metis, Inuit
- 02 English Canadian
- 03 French Canadian
- 04 Other European countries, including Scottish, Irish, German
- 05 East and South East Asian, including China
- 06 South Asian, including India and Pakistan
- 07 African or African Canadian
- 08 Central or South American, including Mexico
- 96 Other
- 98 Don't know (V) E
- 99 Decline to answer (V) E

BASE: US (Q600/5 AND Q99/1)

Q4020/Q1020 2008 Are you of Latino or Hispanic origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Decline to answer (V)

BASE: US (Q600/5 AND Q99/1)

Q4025/Q1025 2008 Do you consider yourself...? (INTERVIEWER: READ LIST)

- 1 White
- 2 Black or African American
- 3 Asian or Pacific Islander
- 4 Native American or Alaskan native
- 5 Or some other race or multiple races
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL COUNTRIES (Q600/1-11 AND Q99/1)

Q4030/Q1030 2008 How many separate telephone land 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. Do not count [IF US (Q600/5), DISPLAY: "cell" ALL OTHERS, DISPLAY "mobile"] phones.

- 1 None
- 2 One
- 3 Two
- 4 Three or more
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL COUNTRIES (Q600/1-11 AND Q99/1)

Q4032 At any time during the last two years, have you lived somewhere without a landline phone? By this I mean, did you live anywhere in which there was no phone that you would plug into a wall socket in order to make and receive calls?

- 1 Yes, lived somewhere without a landline phone
- 2 No, have not lived somewhere without a landline phone
- 8 Not sure (V)

BASE: UK OR NORWAY (Q600/4, 9 AND Q99/1)

Q4035/Q1035 2008 Which of the following describes where you live? (INTERVIEWER: READ LIST)

- 1 City/large town
- 2 Suburbs of a city/large town
- 3 Small town
- 4 Village or rural location
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: GERMANY (Q600/6 AND Q99/1)

Q4040/Q1040 2008 Do you speak a language other than German at home?

- 1 Yes
- 2 No
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: FRANCE (Q600/8 AND Q99/1)

Q4045/Q1041 2008 Do you speak a language other than French at home?

- 1 Yes
- 2 No
- 8 Don't know (V)
- 9 Decline to answer (V)

BASE: CANADA, US OR SWITZERLAND (Q600/2, 5, 11 AND Q99/1)

Q4050 (INTERVIEWER: RECORD LANGUAGE OF INTERVIEW)

- 1 German
- 2 French
- 3 Italian
- 4 Spanish
- 5 English

BASE: ALL RESPONDENTS**Q59** STATUS OF RESPONDENT (LABELS ALSO USED IN ICW SAMPLE DISPOSITION REPORTS)

- 29 QMS Over quota (Q99/3)
- 41 Screener Refusal #1 (Q705/3)
- 42 Screener Refusal #2 (Q710/9999)
- 61 Screener Not Qualified #1 (Q705/4 or 5)
- 62 Screener Not Qualified #2 (Q720/1 or 9)
- 99 Dispo term not specified
- 999COMPLETE (Q99/1)

BASE: ALL RESPONDENTS**Q60** STATUS OF RESPONDENT (DOES NOT APPEAR ON SCREEN)

- 1 QUALIFIED RESPONDENTS, QUOTA OPEN
- 2 PARTIALLY QUALIFIED, QUOTA OPEN
- 3 QUALIFIED RESPONDENTS, QUOTA CLOSED
- 4 PARTIALLY QUALIFIED RESPONDENTS, QUOTA CLOSED
- 5 OVERALL QUOTA CLOSED
- 6 NOT QUALIFIED

BASE: ALL RESPONDENTS**Q65** Those are all the questions I have. We greatly appreciate your participation in this study. Thank you and have a nice day.