

# CALIFORNIA HEALTH CARE ALMANAC



## Survey Says: Californians' Perspectives on Health Care

MARCH 2015

# Introduction

While there is good news in terms of coverage, too many Californians struggle to find access to health care. This is particularly true of those with the greatest need: One in two adults who report they are in fair or poor health delayed care in the past 12 months due to cost.

*Survey Says: Californians' Perspectives on Health Care* describes findings from a 2014 poll of California adults, which asked about health insurance coverage, access to care, cost and affordability, use of health information technology, and data on care quality.

## KEY FINDINGS INCLUDE:

- More than half of adults with the greatest need — those reporting fair or poor health — delayed care in the past 12 months due to cost.
- Finding health care providers who accept Medi-Cal was challenging. One in five enrollees (21%) reported difficulty finding a primary care physician who accepted Medi-Cal.
- Among adults who needed to see a specialist, those in fair or poor health were more likely to have difficulty getting an appointment than those in excellent or very good health (43% vs. 17%).
- In 2014, 40% of adults delayed care in the previous 12 months due to costs.

## Consumer Perspectives

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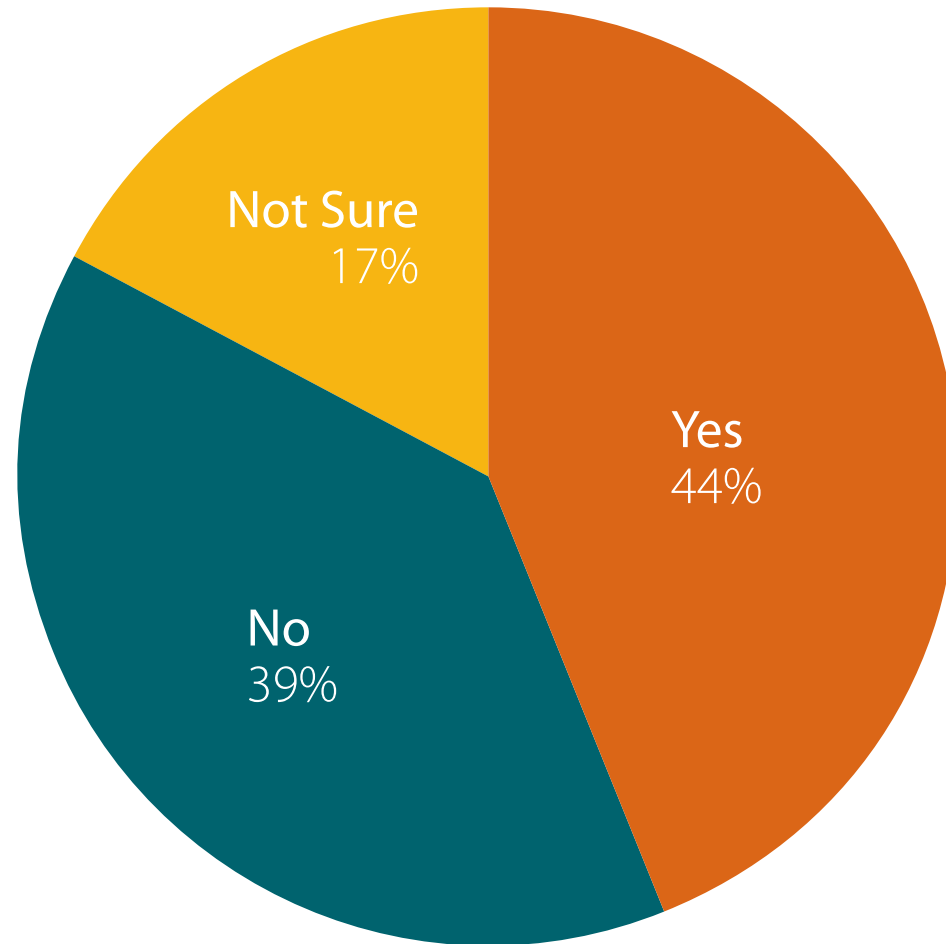
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# Health Insurance Deductibles

## California, 2014

*Does your health insurance plan have a deductible?*

Base: Insured adults (n=1,317)



Note: A deductible is the amount the insured pays for health care services before the health insurance begins to pay.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

Health Care Coverage

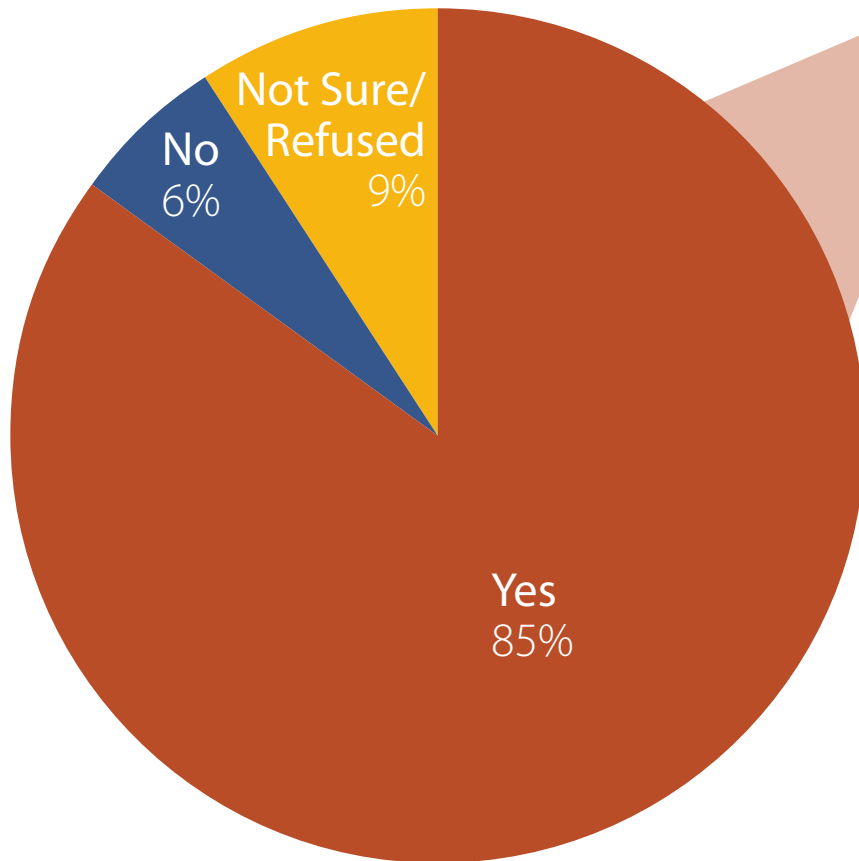
Forty-four percent of insured Californians said their plan had a deductible. About one in six did not know if they had a deductible.

# Plan Coverage of Prescription Medication and Copayments

## California, 2014

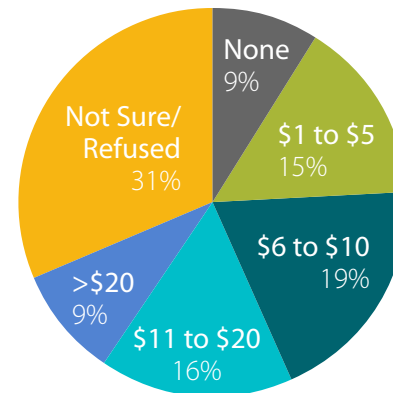
*Does your health insurance plan cover prescription medications?*

Base: Insured adults (n=1,317)



*What is your typical copayment for a prescription?*

Base: Insured adults with Rx coverage (n=1,135)



### Consumer Perspectives

Health Care Coverage

Most insured adults (85%) said their plan covered prescription medications. Nearly one-third (31%) of those with this coverage did not know their copayment amount.

Note: Segments may not add to 100% due to rounding.

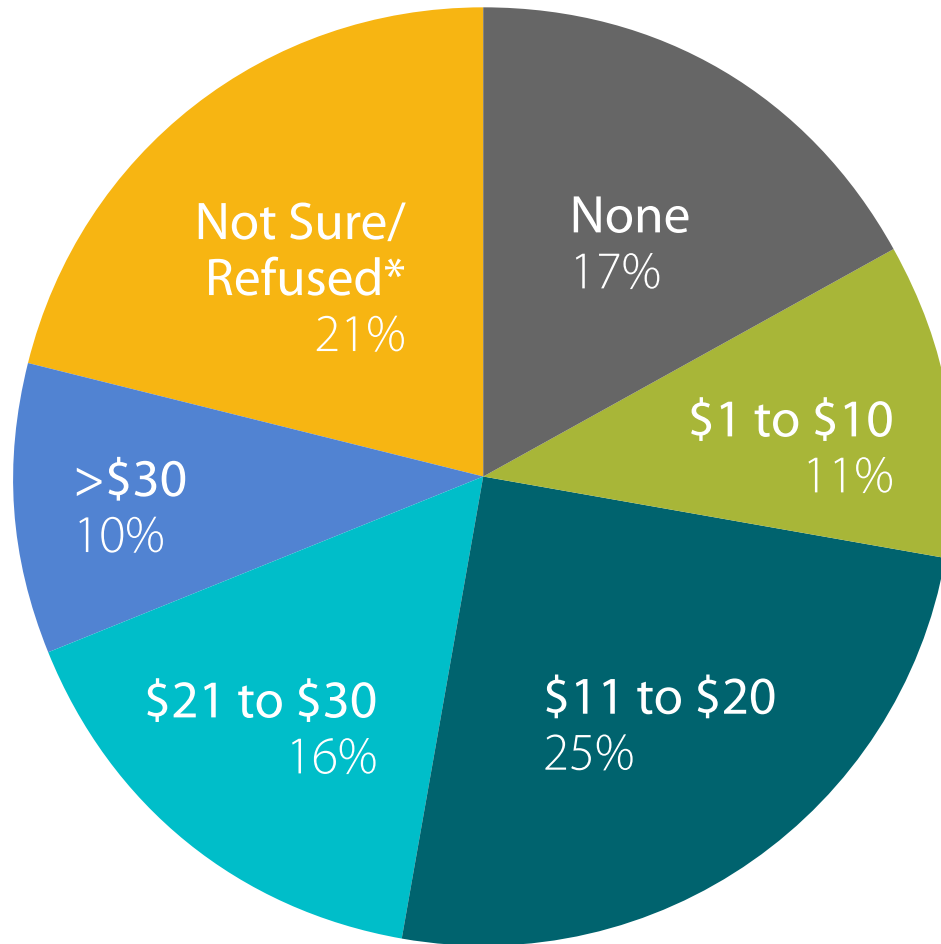
Source: California General Public Survey, conducted by PerryUndem Research and Communication.

# Doctor Visit Copayments

## California, 2014

*What is your typical copayment for a regular doctor visit?*

Base: Insured adults with doctor visit copay (n=1,317)



\*Includes 20% of respondents reporting "not sure" and 1% who refused to answer.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

Health Care Coverage

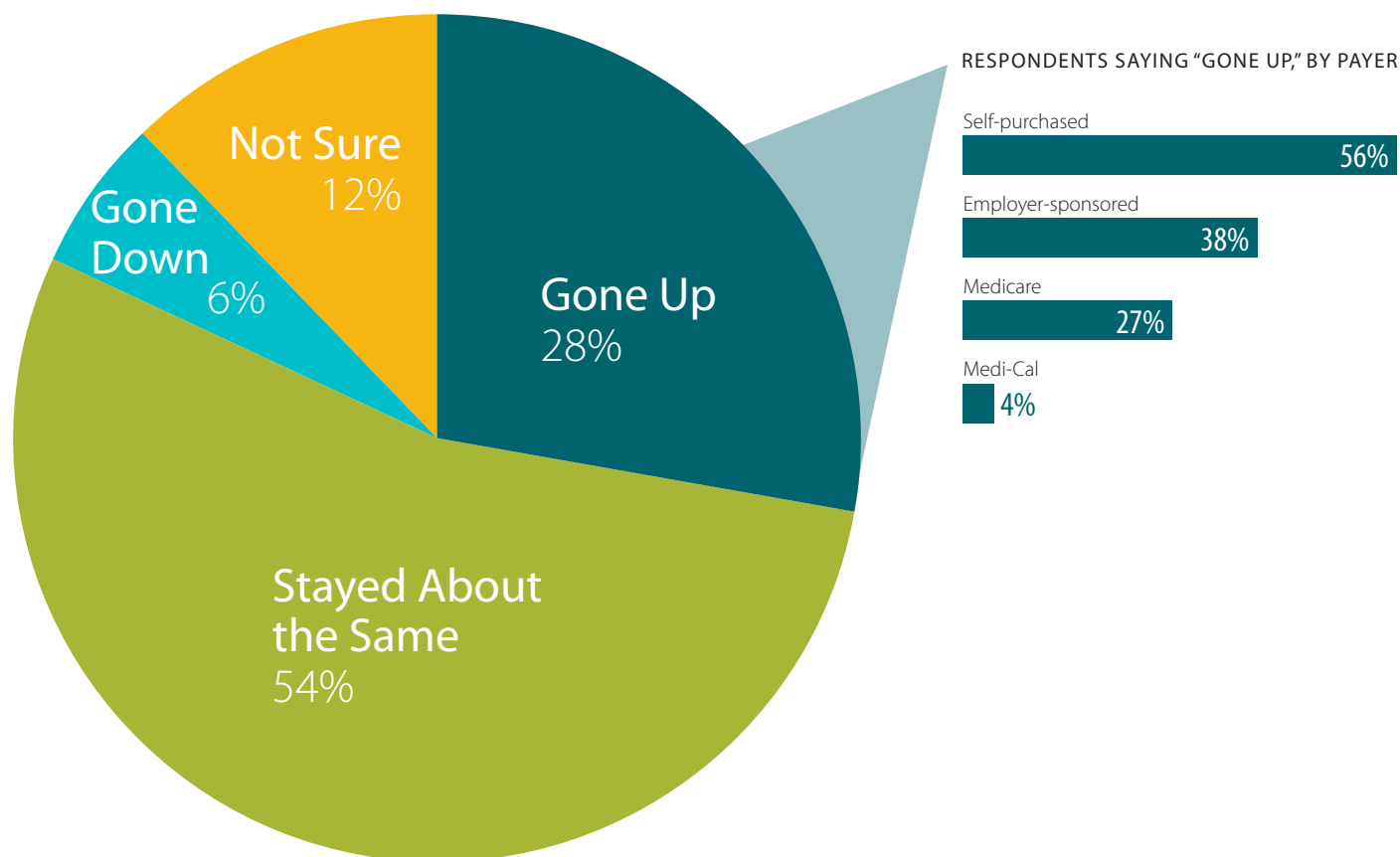
One in four insured adults said their copayment was more than \$20 for doctor visits. One in five was unsure of their copayment.

# Health Insurance Costs, Overall and by Payer

## California, 2014

*In the past 12 months, have your health insurance costs such as premiums, copayments, or deductibles...*

Base: Insured adults (n=1,317)



### Consumer Perspectives

#### Health Care Coverage

More than one-quarter (28%) of insured adults in California said their insurance costs had gone up in the past year.

Californians who purchased private coverage on their own were more likely than those with employer-sponsored or public insurance to report these increases.

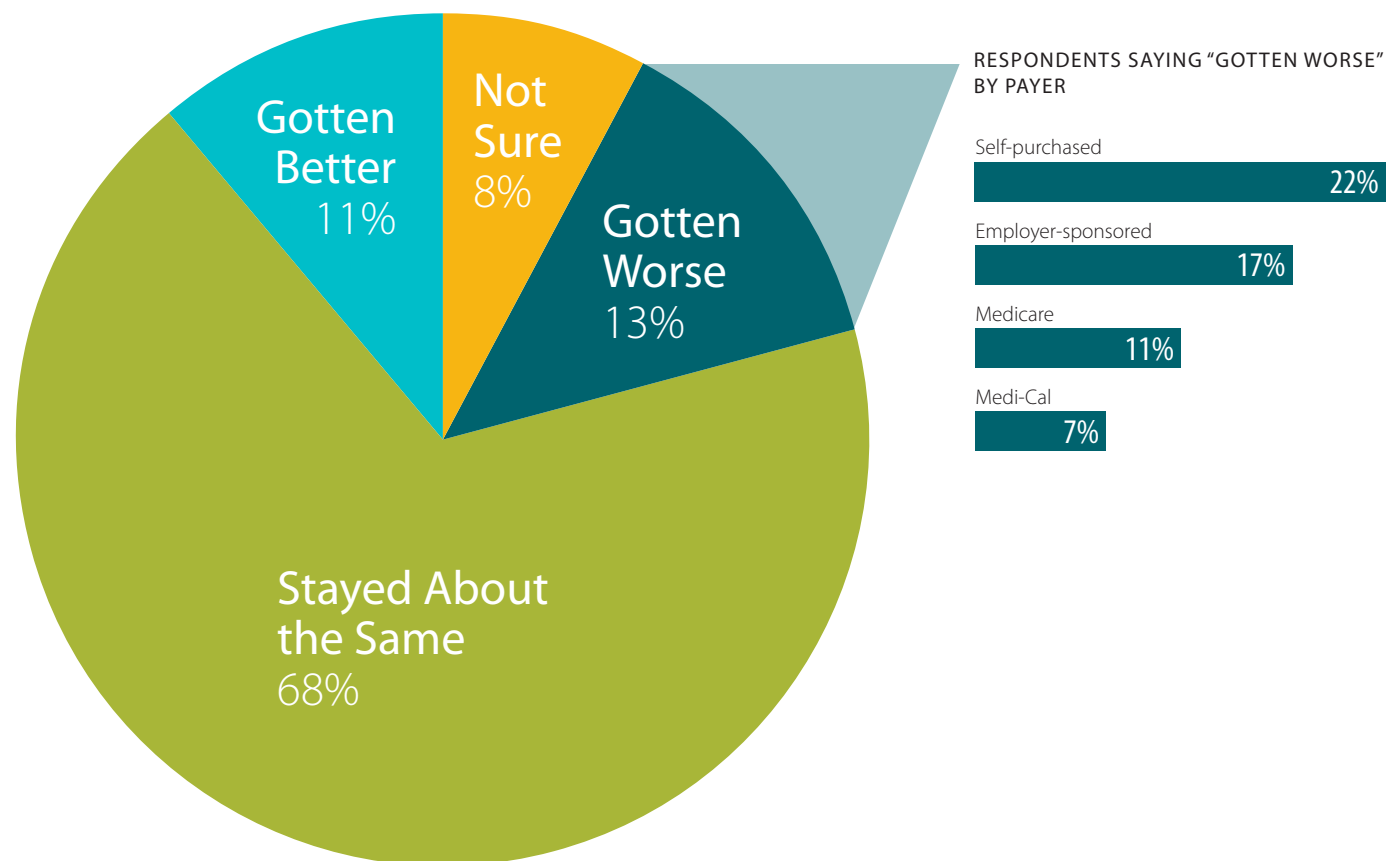
Source: California General Public Survey, conducted by PerryUndem Research and Communication.

# Quality of Plan Benefits Over Past Year, Overall and by Payer

## California, 2014

*In the past 12 months, have your health insurance benefits...*

Base: Insured adults (n=1,317)



### Consumer Perspectives

Health Care Coverage

Most insured Californians (68%) reported that their plan benefits stayed about the same over the past year. Thirteen percent said their benefits worsened. More people with self-purchased plans reported worsening benefits than did those with employer-based or public insurance.

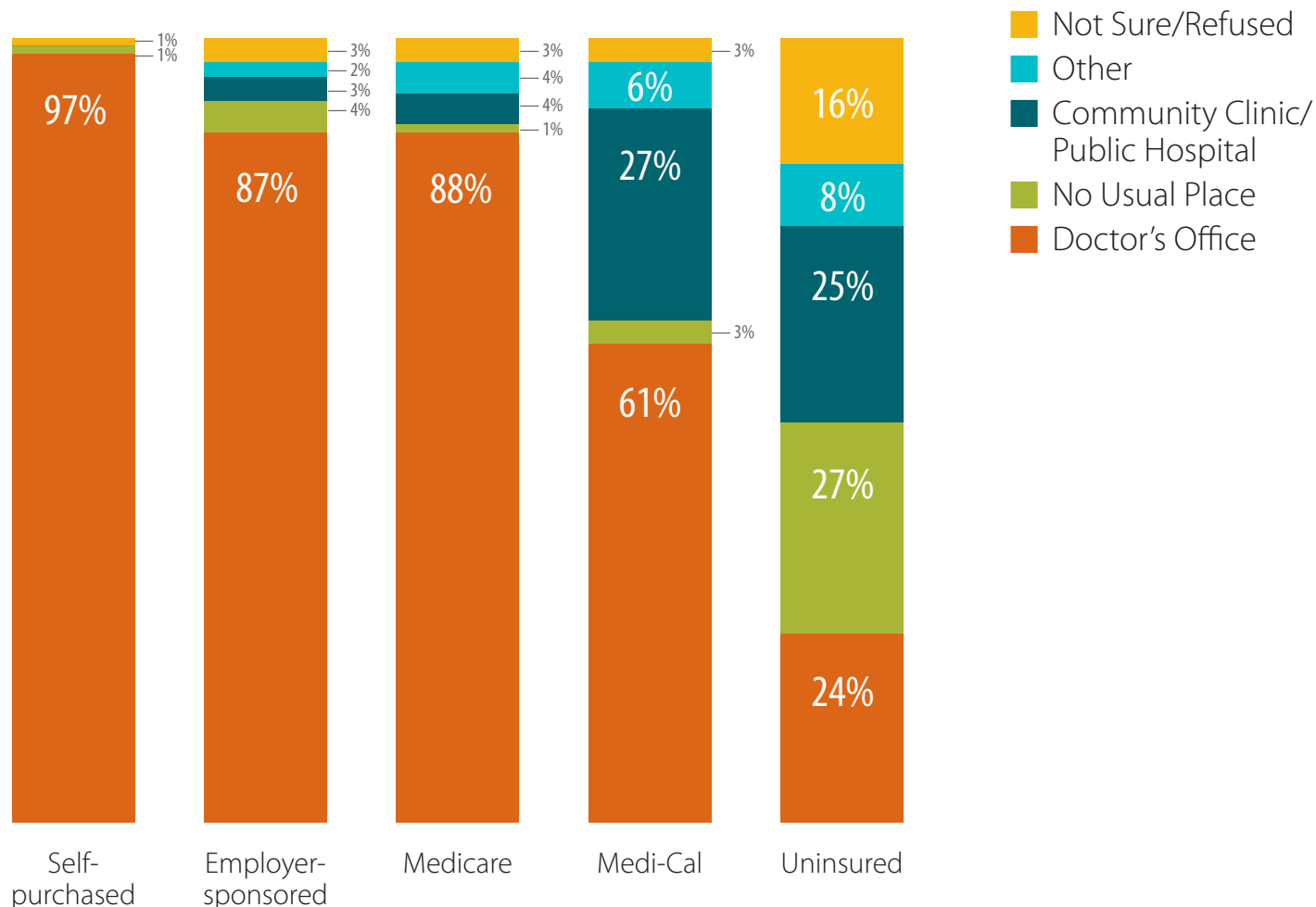
Source: California General Public Survey, conducted by PerryUndem Research and Communication.

# Source of Routine Medical Care, by Coverage Type

## California, 2014

Where do you usually go when you need routine medical care, like a physical or a check-up?

Base: All adults (n=1,548)



Notes: Other includes emergency room, walk-in clinic, and somewhere else. Segments may not add to 100% due to rounding.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

#### Access to Care

More than one-quarter of uninsured adults (27%) said they did not have a usual place to go for routine care. A similar proportion (25%) said that they got routine care at a community clinic or public hospital. Medi-Cal recipients and the uninsured were least likely to get care in a doctor's office.

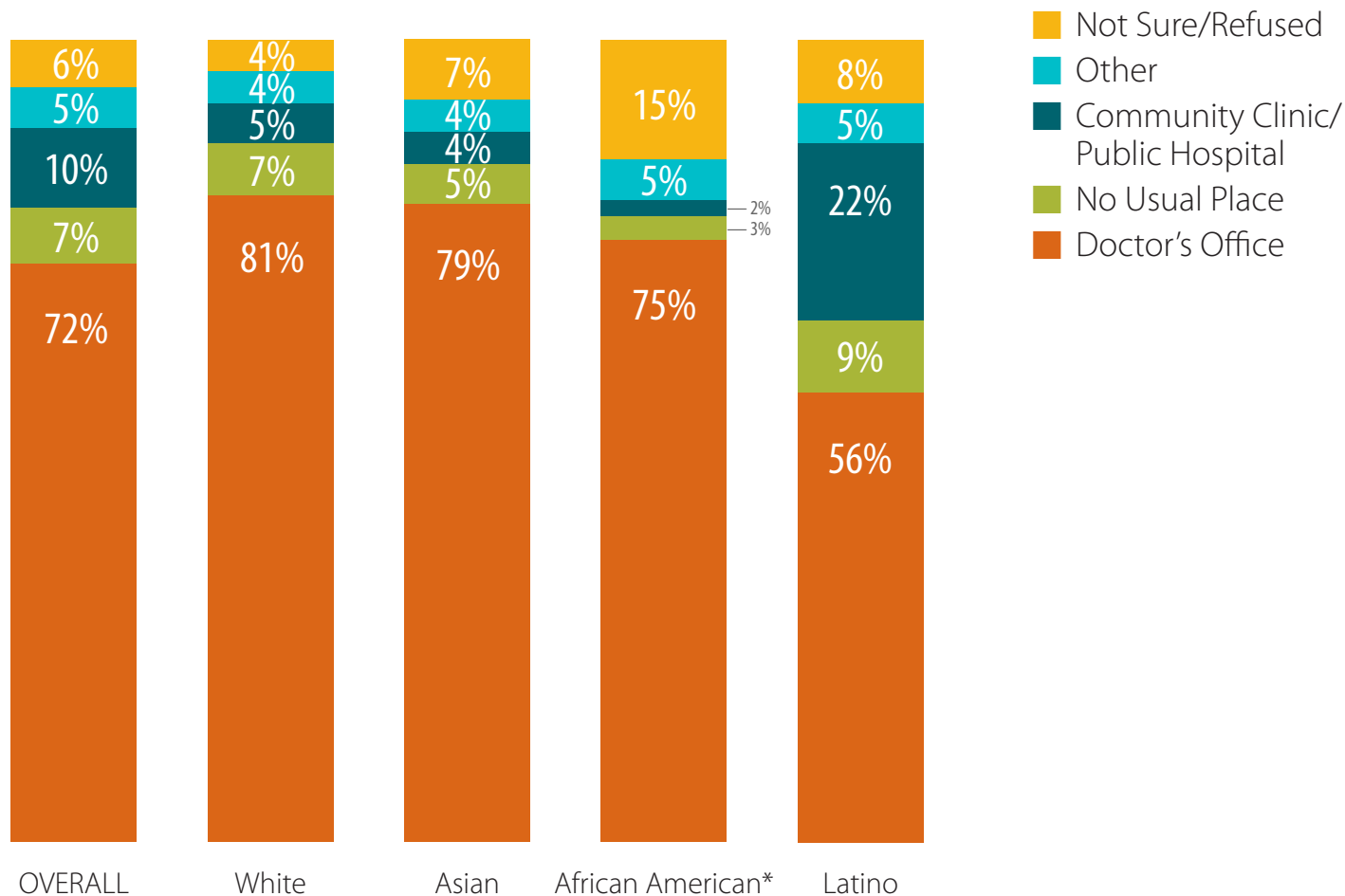


# Source of Routine Medical Care, by Race/Ethnicity

## California, 2014

Where do you usually go when you need routine medical care, like a physical or a check-up?

Base: All adults (n=1,548)



\*The sample size among African Americans was small (n=99).

Note: Segments may not add to 100% due to rounding.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

#### Access to Care

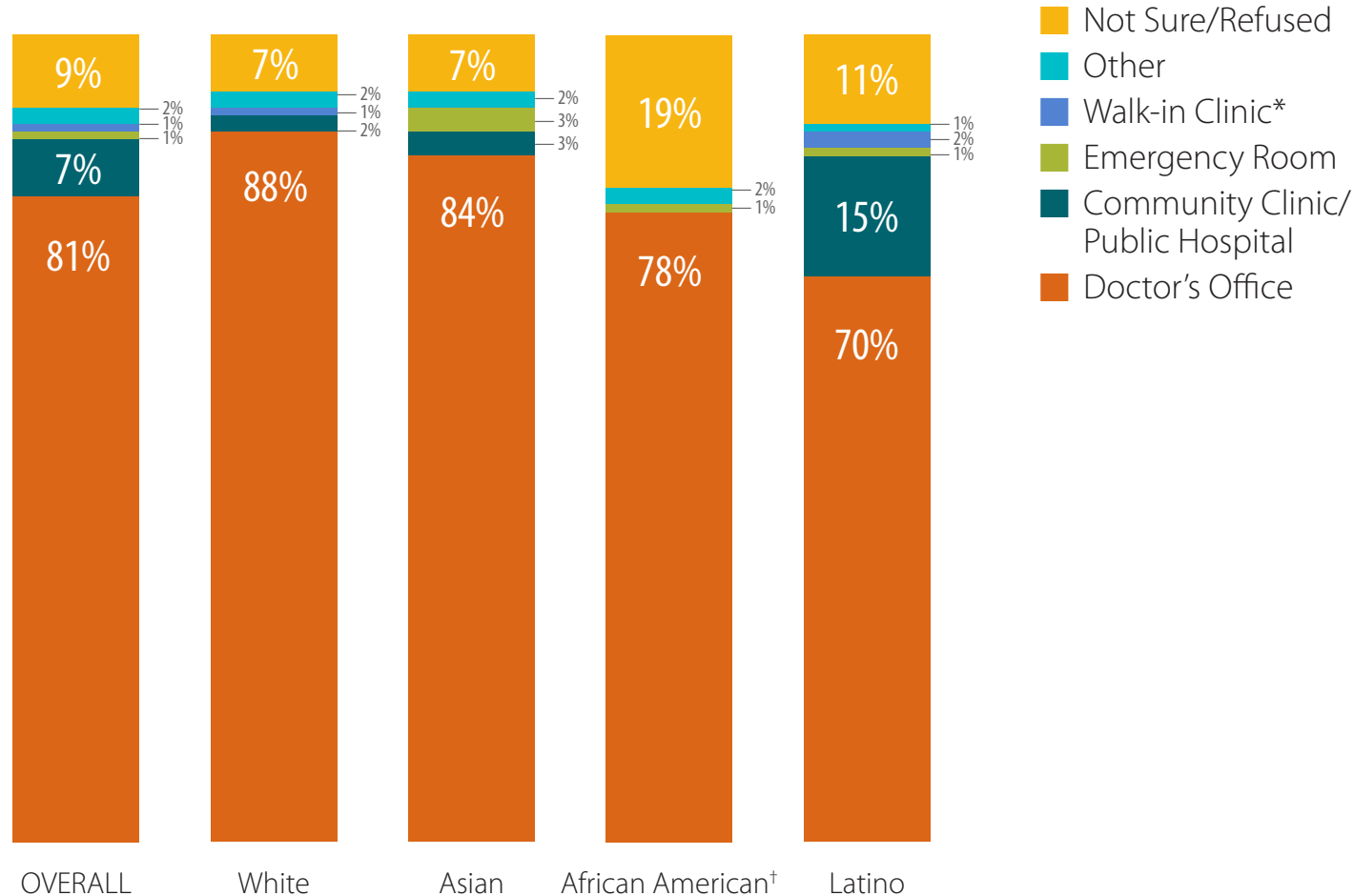
Latinos were much more likely than other ethnic groups to receive routine care at a community clinic and least likely to receive care at a doctor's office.

# Desired Source of Routine Medical Care, by Race/Ethnicity

## California, 2014

*If you could go anywhere for routine medical care, where would you want to go?*

Base: All adults (n=1,548)



### Consumer Perspectives

#### Access to Care

Most Californians reported a preference to get routine care at a doctor's office (81%). Latinos were more likely than other ethnic groups to prefer care from a community clinic or hospital (15%).

\*Clinic at a store like Walmart or Rite Aid. See chart on page 11 for further breakdown of this care source.

†The sample size among African Americans was small (n=99).

Note: Segments may not add to 100% due to rounding.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

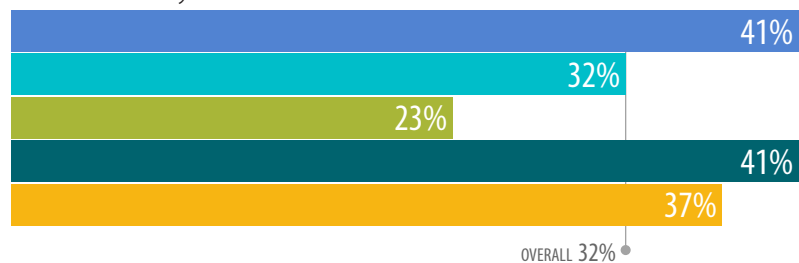
# Retail Clinics, Likelihood of Use, by Service Type, and Actual Use California, 2014

*Some stores like Walmart and Rite Aid now have walk-in clinics you can go to without an appointment. In the future, how likely would you be to use a clinic in a store for...*

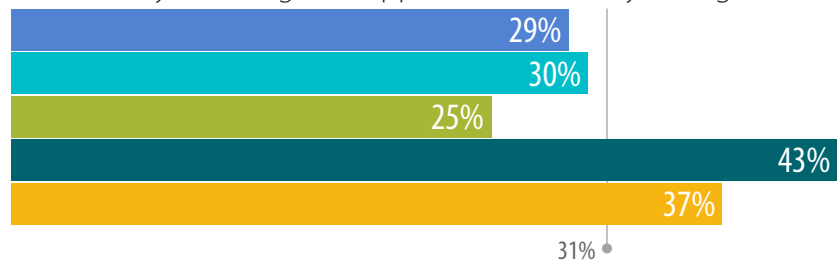
Base: All adults (n=1,548)

PERCENTAGE SAYING "SOMEWHAT LIKELY" OR "VERY LIKELY"

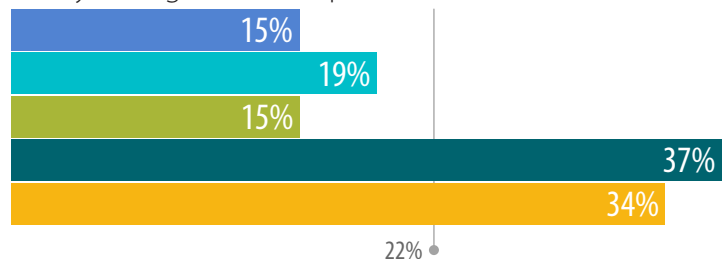
Care outside your doctor's normal business hours



Care when you can't get an appointment to see your regular doctor

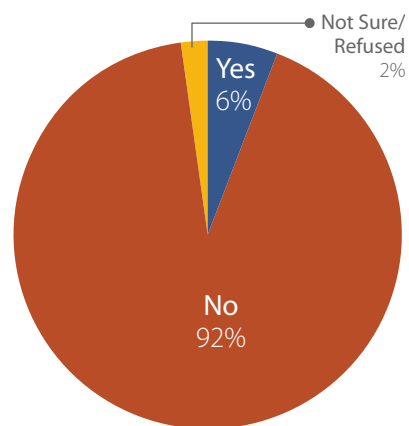


Care your regular doctor provides



- Self-purchased
- Employer-sponsored
- Medicare
- Medi-Cal
- Uninsured

*Have you ever gotten care at one of these clinics?*



Source: California General Public Survey, conducted by PerryUndem Research and Communication.

## Consumer Perspectives

### Access to Care

Adults with Medicare were the least likely to say they would use retail clinics for care in the future.

The vast majority of Californians (92%) reported they had never received care at a retail clinic.

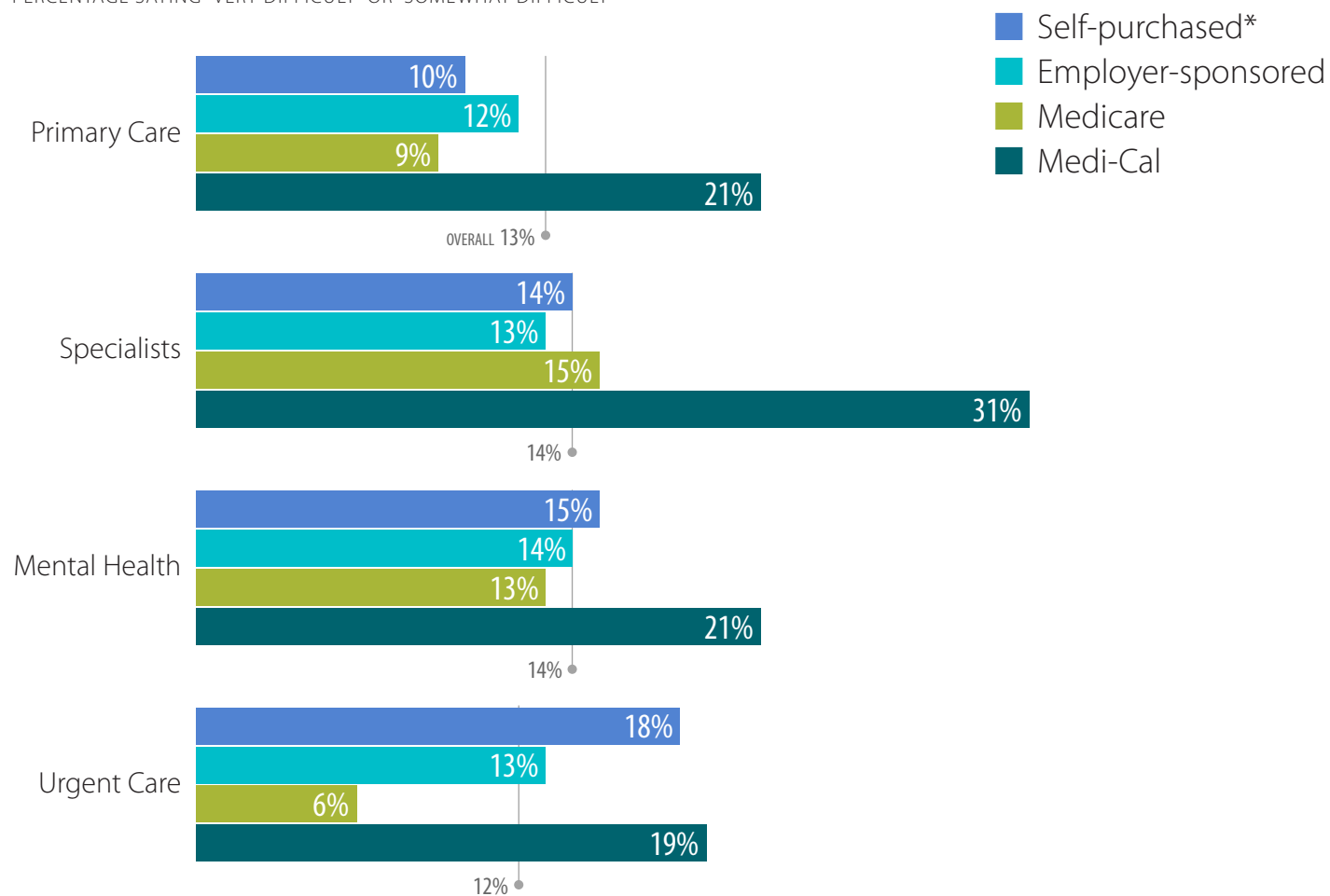
# Difficulty Accessing Health Care, by Coverage Type

## California, 2014

*How easy or difficult is it to find primary care or regular doctors nearby who accept your insurance?*

Base: Insured adults (n=1,317)

PERCENTAGE SAYING "VERY DIFFICULT" OR "SOMEWHAT DIFFICULT"



\*Small base for self-purchased (n=79).

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

#### Access to Care

Adults with Medi-Cal were more likely to report difficulty in finding providers that accepted their insurance than were adults with other types of insurance.

# Difficulty Getting Health Care, by Coverage Type

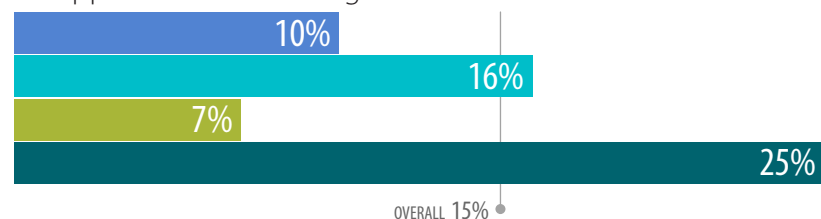
## California, 2014

*In the past 12 months, have you had difficulty getting...*

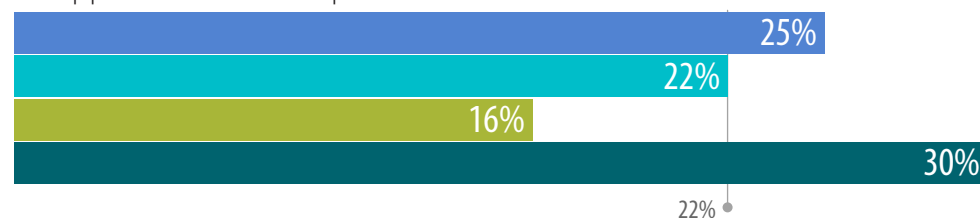
Base: Insured adults who have needed to see a doctor (n=1,099), a specialist (n=809), get tests and procedures (n=1,028)

PERCENTAGE SAYING "YES"

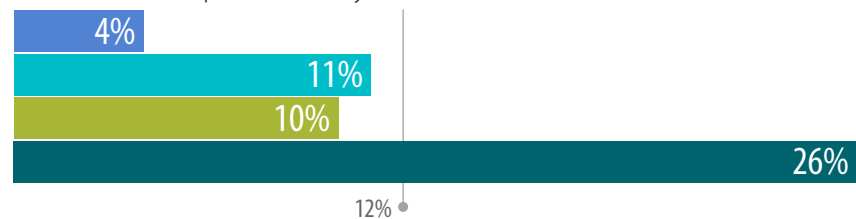
An appointment with a regular doctor



An appointment with a specialist



All the tests or procedures you need



- Self-purchased
- Employer-sponsored
- Medicare
- Medi-Cal

### Consumer Perspectives

Access to Care

Medi-Cal enrollees were more likely to report difficulty getting health care than those with other types of coverage.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

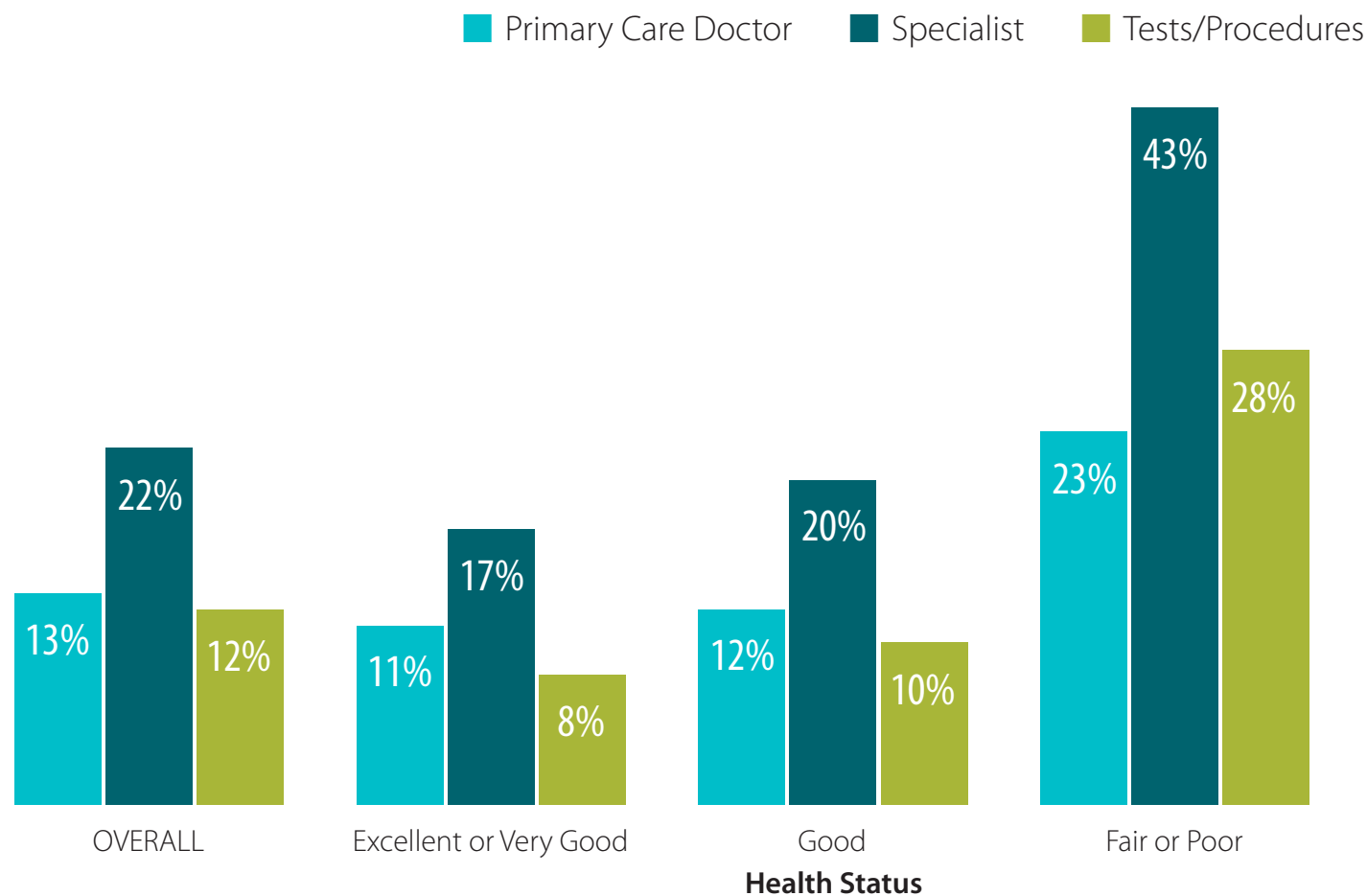
# Difficulty Getting Health Care, by Self-Perceived Health Status

## California, 2014

*In the past 12 months, have you had difficulty getting an appointment with a doctor or specialist or getting all the tests or procedures you need?*

Base: Insured adults who have needed a doctor (n=1,099), specialist (n=809), tests/procedures (n=1,028)

PERCENTAGE SAYING "YES"



### Consumer Perspectives

#### Access to Care

Compared with those in good or excellent health, adults in fair or poor health were more likely to report having a difficult time getting an appointment with a primary care doctor or specialist when needed. The same was true among those who needed a test or procedure.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

# Access to Evening and Weekend Appointments

## California, 2014

Do you currently have access to...

Base: Insured adults (n=1,317)

■ Yes   
 ■ No   
 ■ Not Sure   
 ■ Refused

Same-day appointments for urgent care



Evening doctor appointments



Weekend doctor appointments



Phone number to talk to a nurse or other medical professional



Health educator who could work with you to improve your health



Note: Segments may not add to 100% due to rounding.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

#### Access to Care

About 4 in 10 insured adults surveyed reported that they did not have access to appointments during evenings (42%) or weekends (44%). A larger proportion — about 6 in 10 — had access to same-day appointments for urgent care (57%) and a phone number to talk to a medical professional (61%).

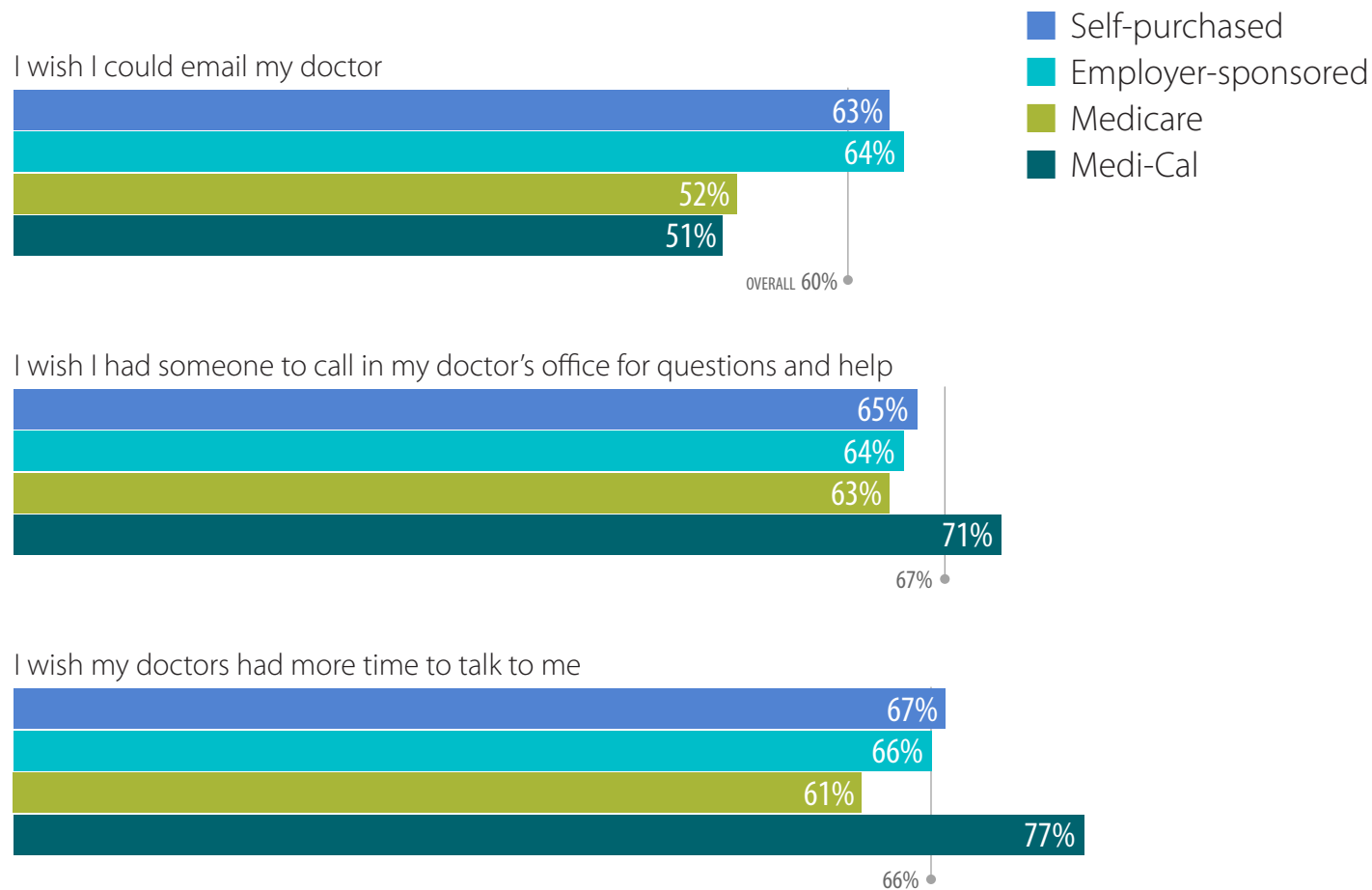
# Attitudes Toward Access-Related Issues, by Coverage Type

## California, 2014

*Do you agree or disagree with the following statements?*

Base: All adults (n=1,548)

PERCENTAGE SAYING THEY "STRONGLY AGREED" OR "SOMEWHAT AGREED"



Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

#### Access to Care

Adults with Medi-Cal coverage were more likely than those with other forms of insurance to desire more time to talk with their doctors or other health care professionals who could answer questions and provide help.

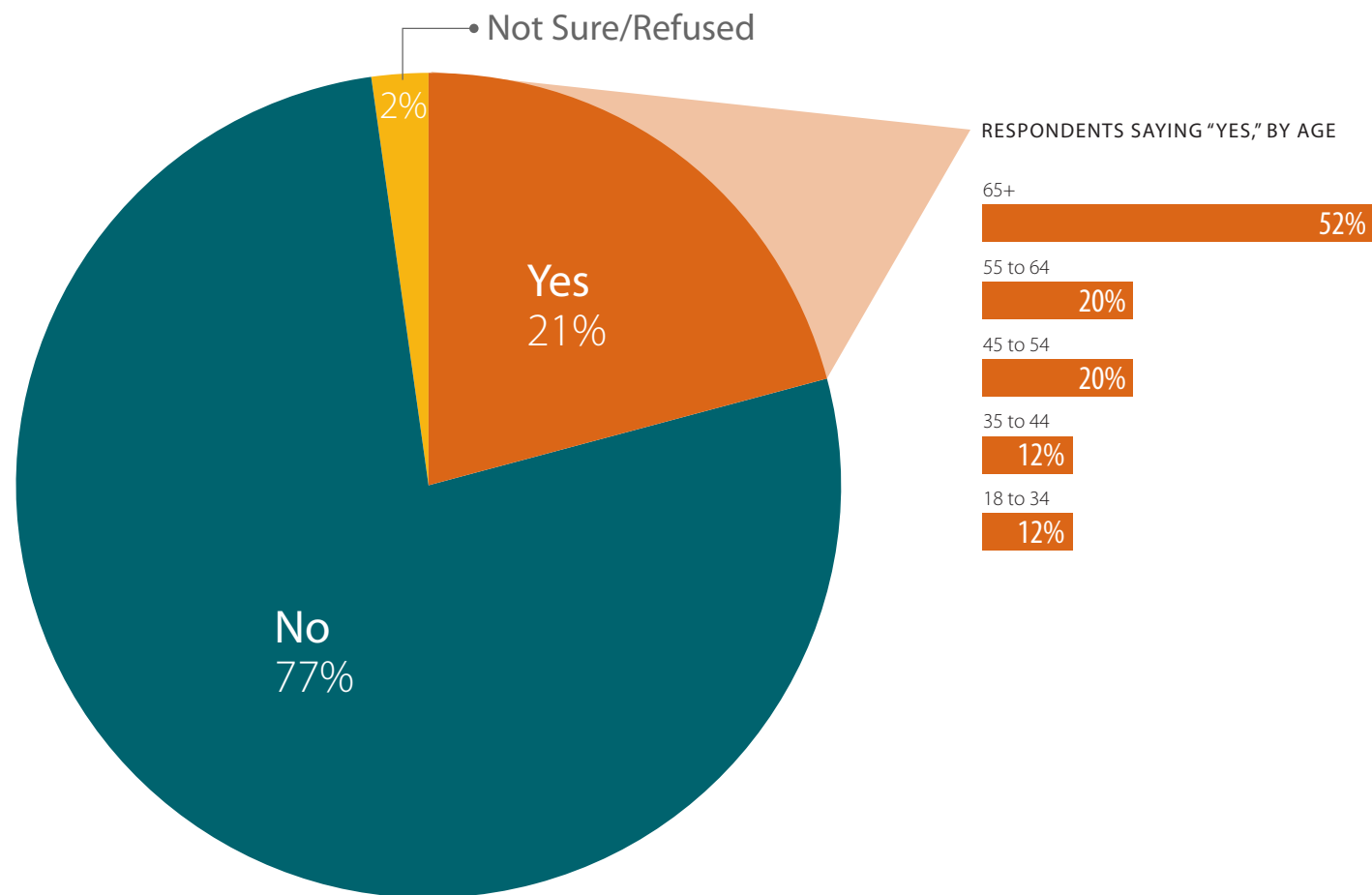


# Discussed Care Preferences with Doctor, Overall and by Age

## California, 2014

*Has your doctor ever talked with you about what you would want in case you were unable to make health care decisions for yourself? This could be things like whether you would want life support, who you would want to make decisions for you, or other wishes.*

Base: All adults (n=1,548)



Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

Access to Care

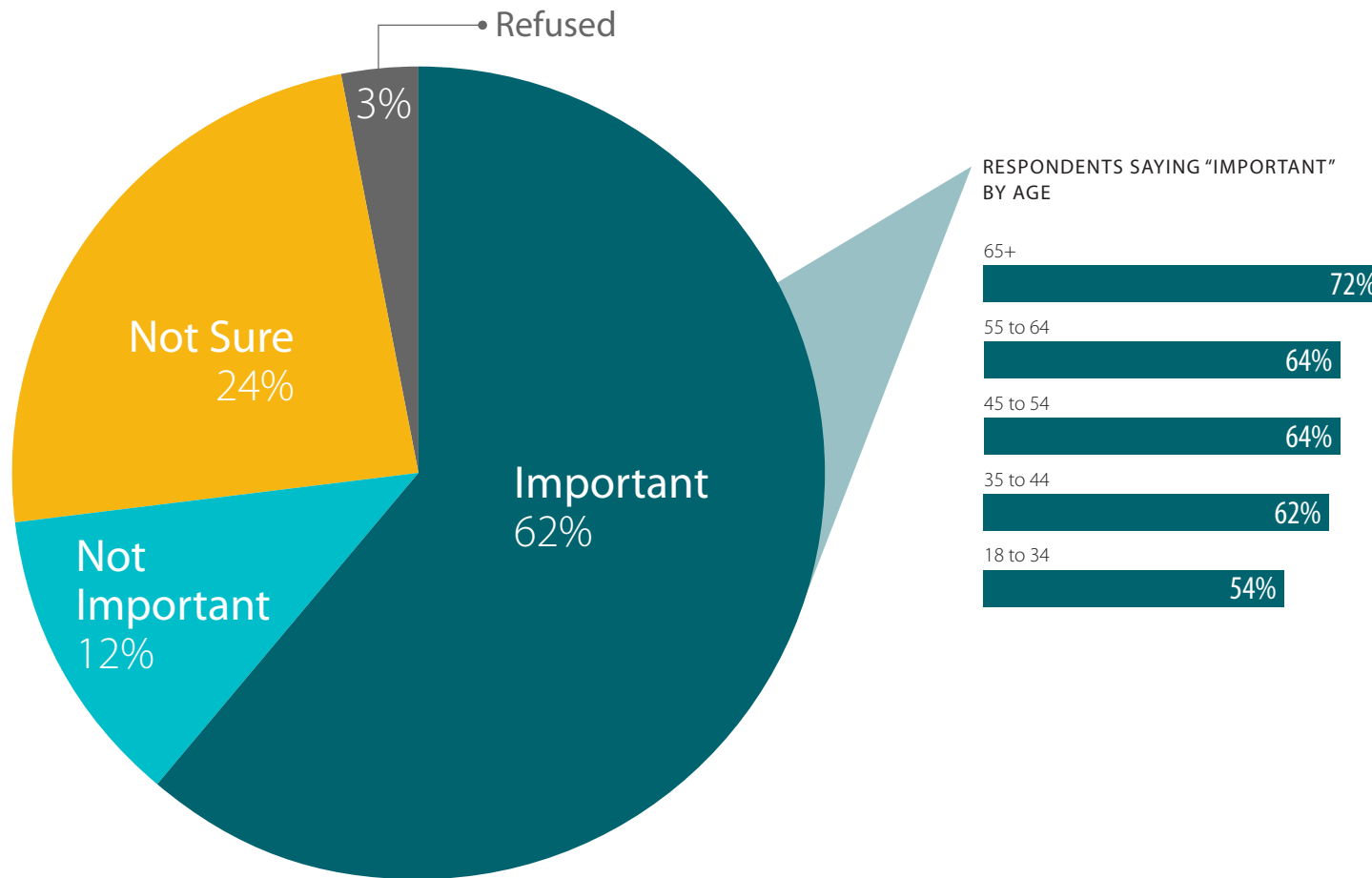
Many adults — including about half of those 65 and older — had not discussed health care wishes with their doctor.

# Attitudes on Care Preference Conversations with Doctors

## Overall and by Age, California, 2014

Do you think discussing health care preferences with your doctor is...

Base: All adults (n=1,548)



Note: Segments do not add to 100% due to rounding.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

Access to Care

The majority of adults overall (62%) said they thought it was important to have discussions about health care preferences with their doctors.

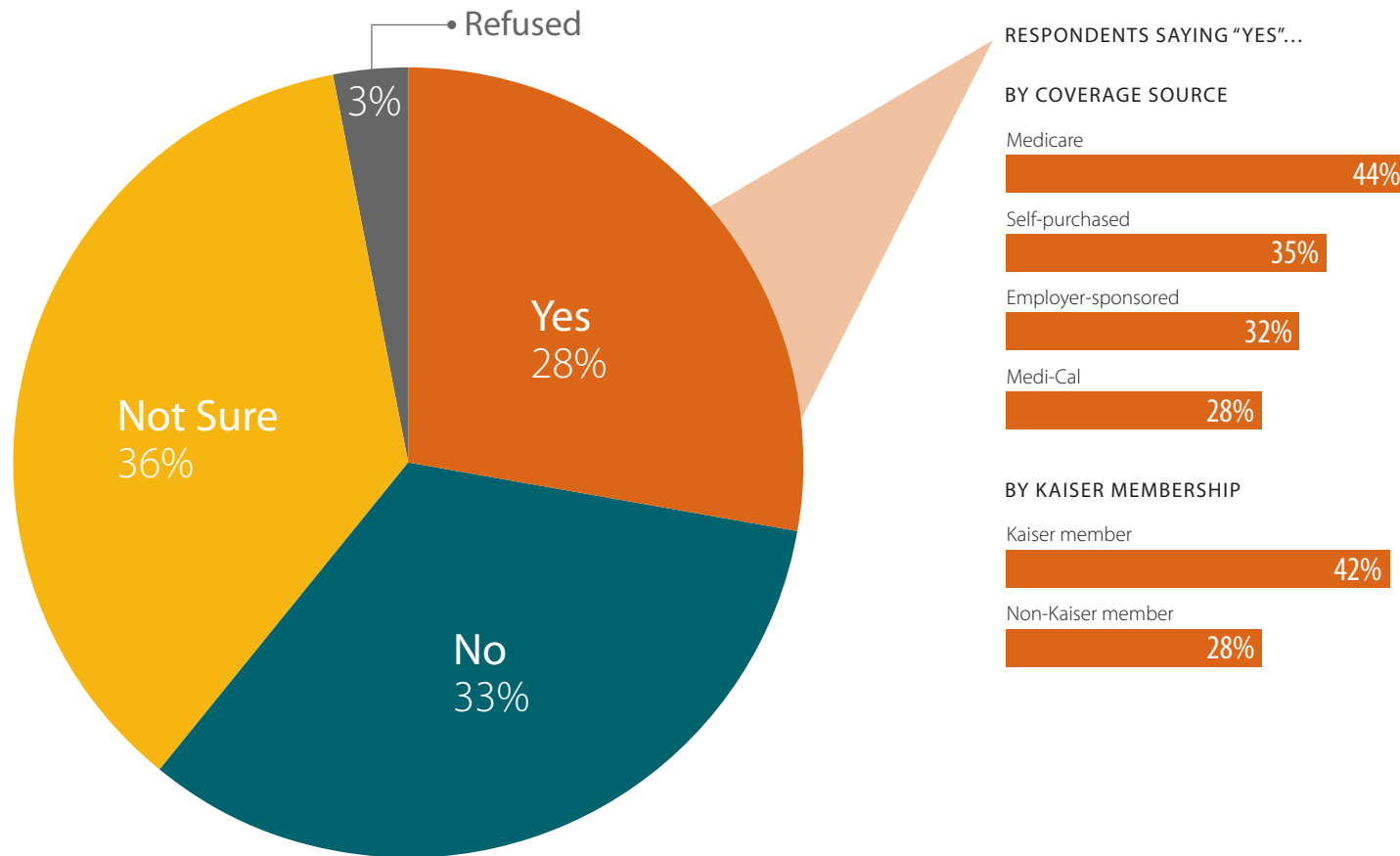
# Experience with Team-Based Care

## Overall and by Coverage Type and Kaiser Membership, California, 2014

*EXCERPT FROM SURVEY QUESTION: Some doctors and health care systems are changing to a new model of providing health care that is more centered on the patient. In this type of care, your primary care provider takes the lead in all of your health care. His or her team would work with you to get all the care you need, schedule appointments, and communicate with all of your providers. This is often called "team care."*

*Does this sound like the type of health care you get now?*

Base: Insured adults (n=1,317)



Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

#### Access to Care

While the ACA encourages providers to adopt a team-based model of care, only 28% of adults said they were receiving "team care."

Adults with Medicare (44%) were more likely than those with other insurance to report that they received team-based care. Kaiser members were more likely to experience team-based care than non-Kaiser members.

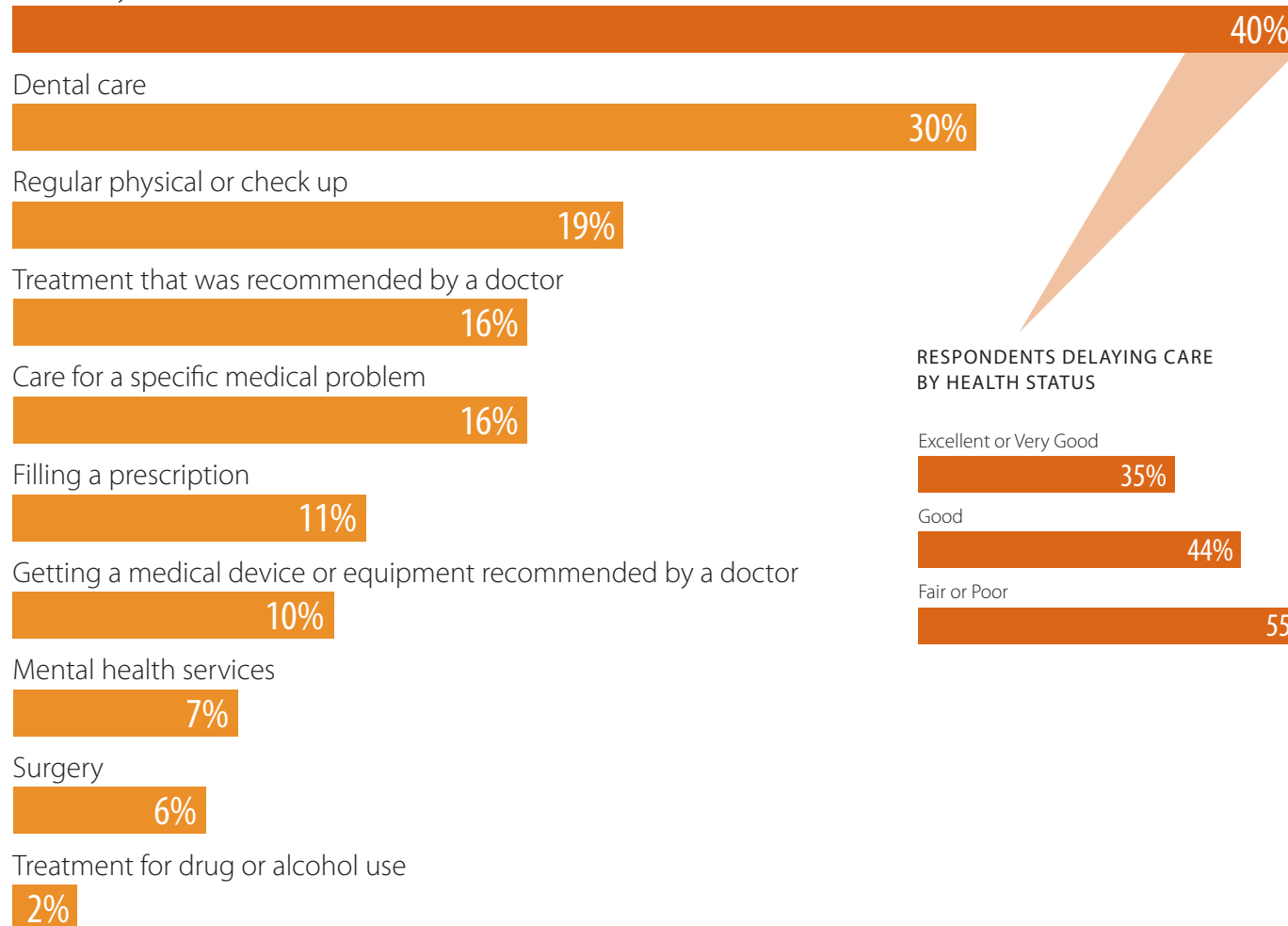
# Delayed Care Due to Costs, Overall and by Health Status

## California, 2014

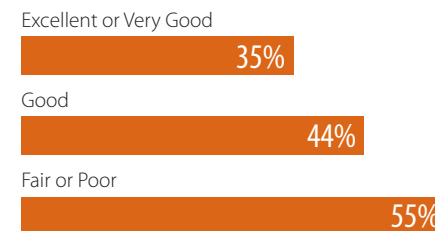
*Have you delayed any of the following in the last 12 months because of the costs involved?*

Base: All adults (n=1,548)

Yes to any of the below



RESPONDENTS DELAYING CARE BY HEALTH STATUS



### Consumer Perspectives

#### Costs and Affordability

Four in 10 adults reported delaying care in the past year due to costs. Dental services were the most commonly cited health service to be delayed. Those in fair or poor health were more likely than healthier adults to have put off care.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

# Delayed Care Due to Costs, by Race/Ethnicity

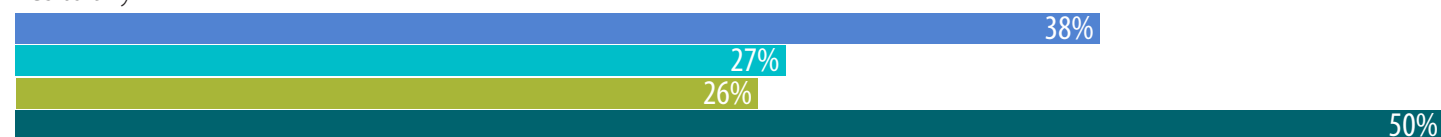
## California, 2014

*Have you delayed any of the following in the last 12 months because of the costs involved?*

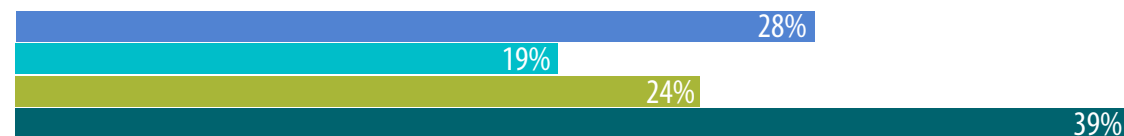
Base: All adults (n=1,548)

PERCENTAGE SAYING THEY DELAYED CARE

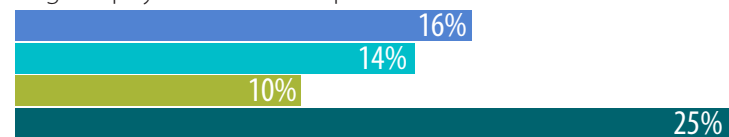
Yes to any\*



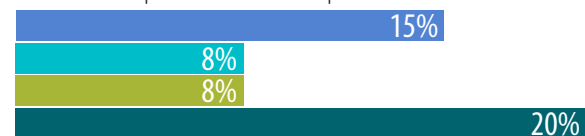
Dental care



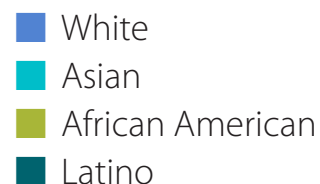
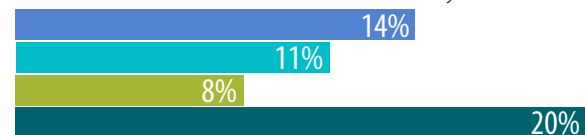
Regular physical or check up



Care for a specific medical problem



Treatment that was recommended by a doctor



\*Includes filling a prescription; getting a medical device or equipment; and getting mental health services, surgery, and treatment for drug or alcohol use.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

Costs and Affordability

Latinos were more likely than any other ethnic group to delay care because of costs. This was especially true with dental care: 39% of Latinos reported putting off dental care due to costs.

# Use of Health Information Technology, Overall and by Insurance California, 2014

## Have you ever done any of these things online?

Base: All adults (n=1,548)

PERCENTAGE SAYING "YES"

Searched online for information about a disease or medical problem



Looked online for a doctor in your plan's network



Sent or received an email from your doctor



Renewed a prescription online



Scheduled a doctor's appointment or reminder online



Shopped for health insurance online



Used an application on a smart/cell phone for any health-related reasons



Signed up for health insurance online

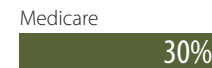
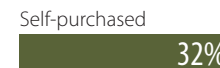


Used text messages as a way to get health-related alerts or reminders



### RESPONDENTS WHO SENT OR RECEIVED AN EMAIL FROM A DOCTOR...

#### BY COVERAGE SOURCE



#### BY KAISER MEMBERSHIP



## Consumer Perspectives

### Health IT

Almost two-thirds of adults (63%) reported looking online for information about a disease or medical problem. Kaiser members were three times more likely than others to report communicating with their providers via email.

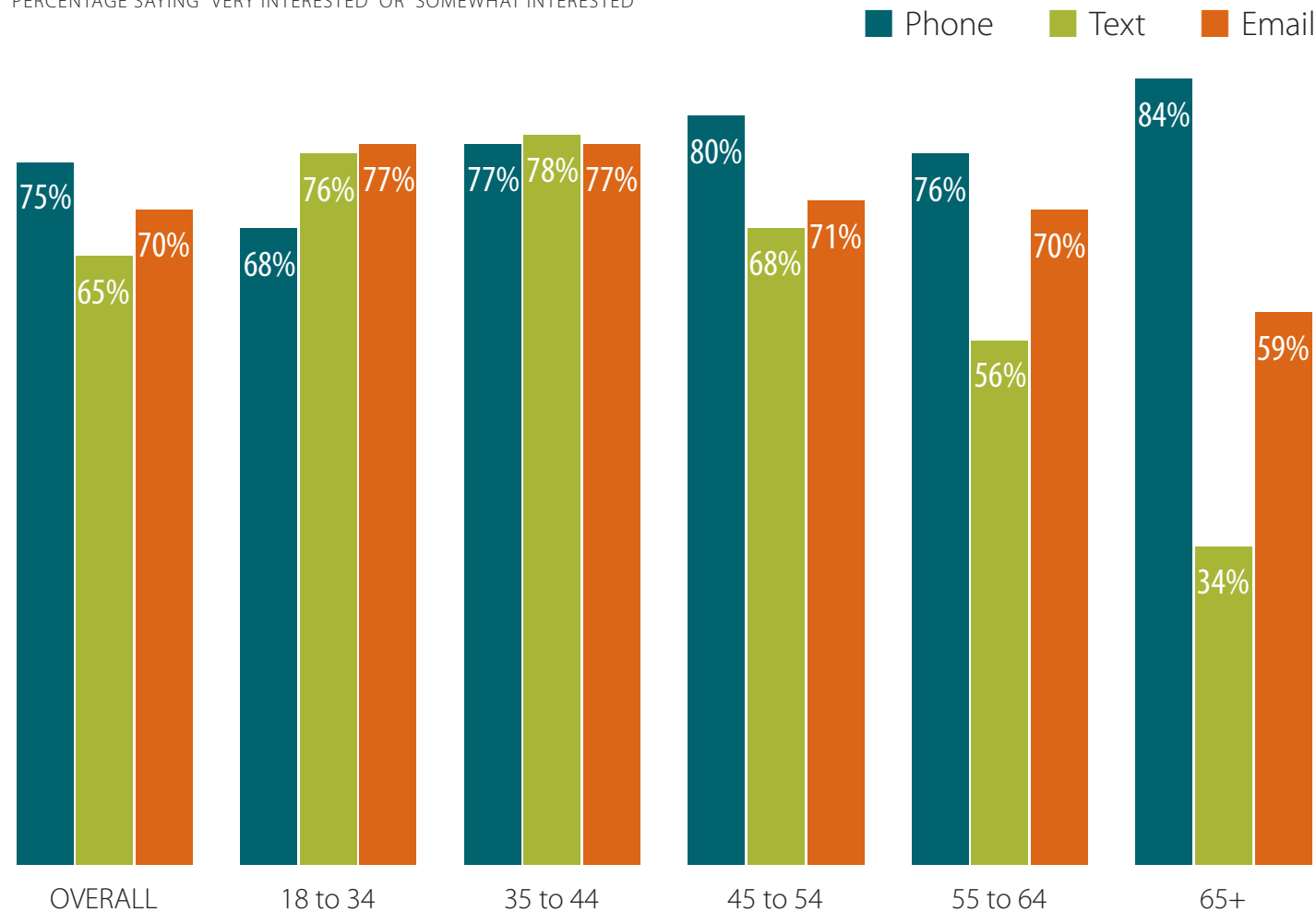
Source: California General Public Survey, conducted by PerryUndem Research and Communication.

# Interest in Doctor Updates via Phone, Text, or Email, by Age California, 2014

*How interested would you be in getting updates or reminders from your doctor by phone, text, or email?*

Base: All adults (n=1,548)

PERCENTAGE SAYING "VERY INTERESTED" OR "SOMEWHAT INTERESTED"



Older adults (those 65 and over) were less interested in receiving reminders from their doctor by text or email than those in other age groups.

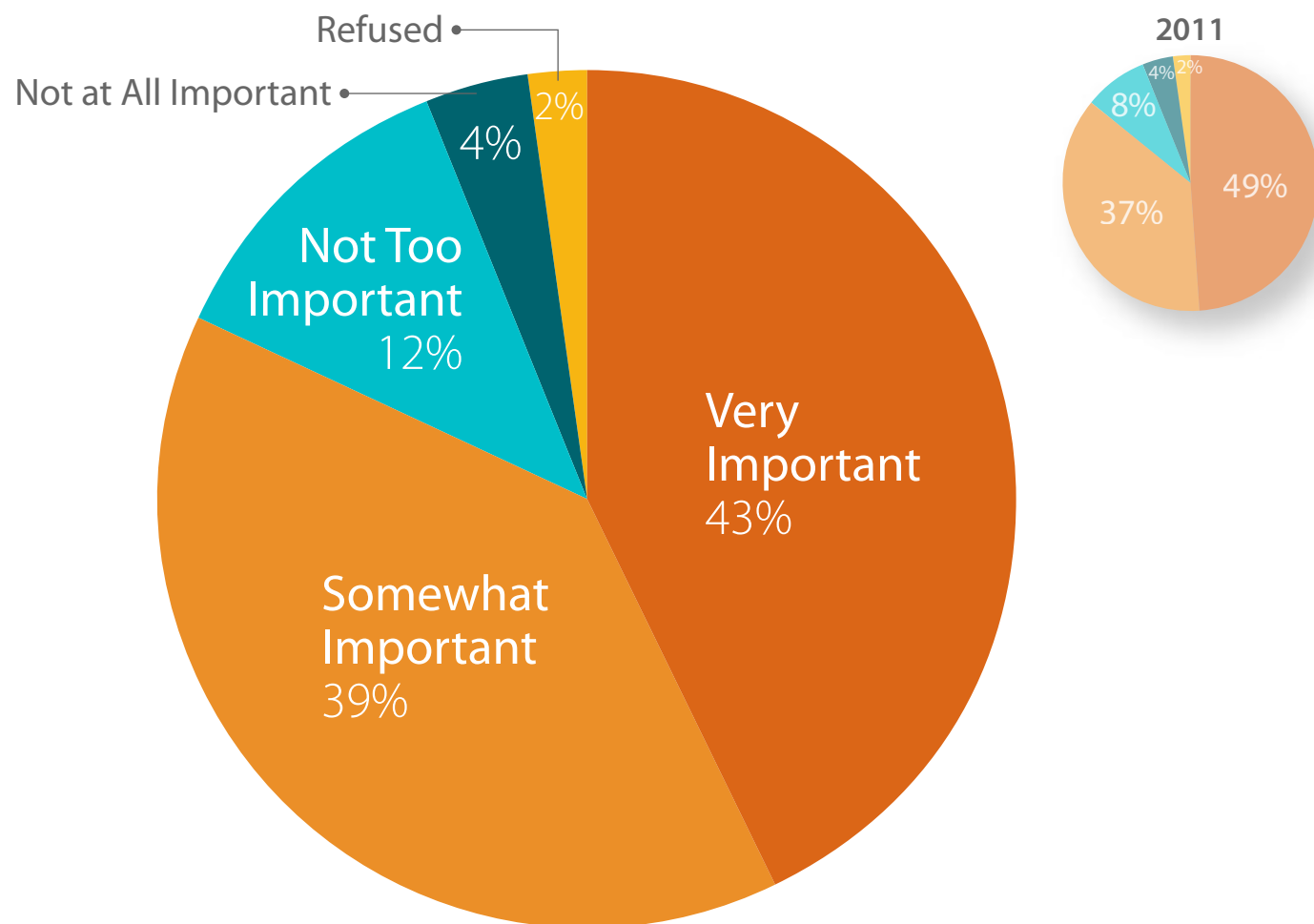
Source: California General Public Survey, conducted by PerryUndem Research and Communication.

# Attitudes Toward Providers' Use of Electronic Medical Records

## California, 2011 vs. 2014

*How important do you think it is for doctors and hospitals to use electronic medical records instead of paper records?*

Base: All adults, 2011 (n=1,528), 2014 (n=1,548)



### Consumer Perspectives

Health IT

A large majority of Californians (82%) said it was important for doctors and hospitals to use electronic versus paper medical records.

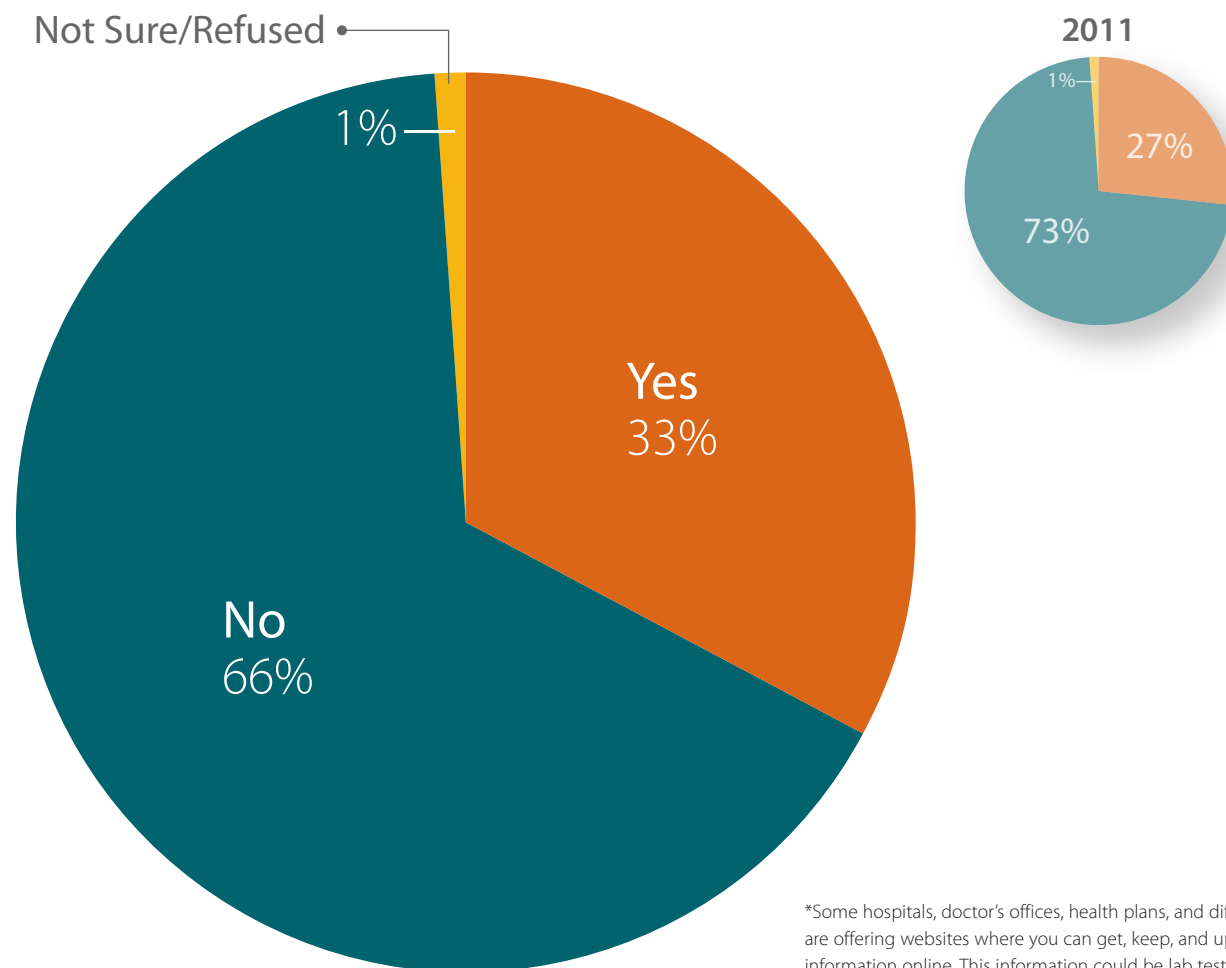
Source: California General Public Survey, conducted by PerryUndem Research and Communication.



# Use of Online Personal Health Record California, 2011 vs. 2014

*Have you ever used a website\* where you can get, keep, or update your health information?*

Base: All adults, 2011 (n=1,528), 2014 (n=1,548)



Note: Segments may not add to 100% due to rounding.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

\*Some hospitals, doctor's offices, health plans, and different companies are offering websites where you can get, keep, and update your health information online. This information could be lab test results, medicines, doctors' visits, or other information. You get a user name and password so that only you can see your information on this website.

## Consumer Perspectives

Health IT

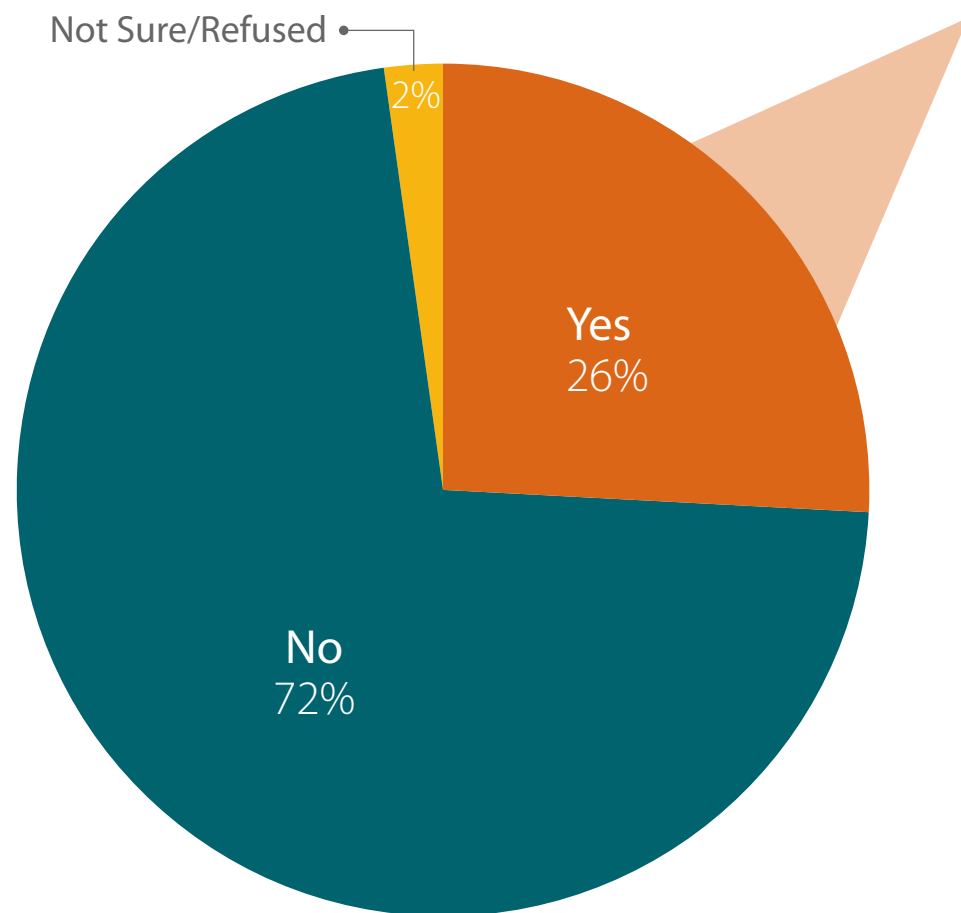
One in three adults (33%) reported using an online personal health record, up slightly from 27% in 2011.

# Searched for Cost Information Prior to Getting Care

## California, 2014

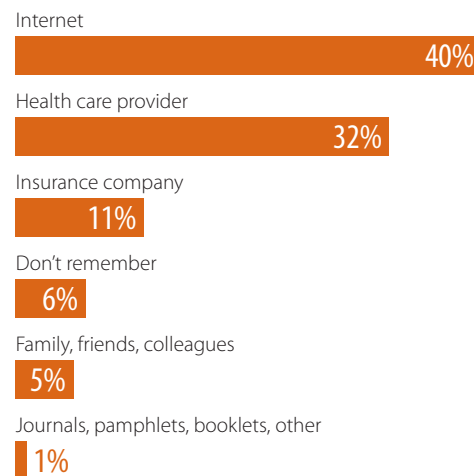
*Have you ever looked for information about the cost of a test, treatment, or other type of health care you needed, before you actually got the care?*

Base: All adults (n=1,548)



*Who did you ask or where did you look for information about costs?*

Base: Adults who looked for cost information prior to care (n=340)



### Consumer Perspectives

Transparency: Quality and Costs

One in four Californians surveyed reported having searched for information about costs before receiving care. The Internet was the most commonly reported source of cost information.

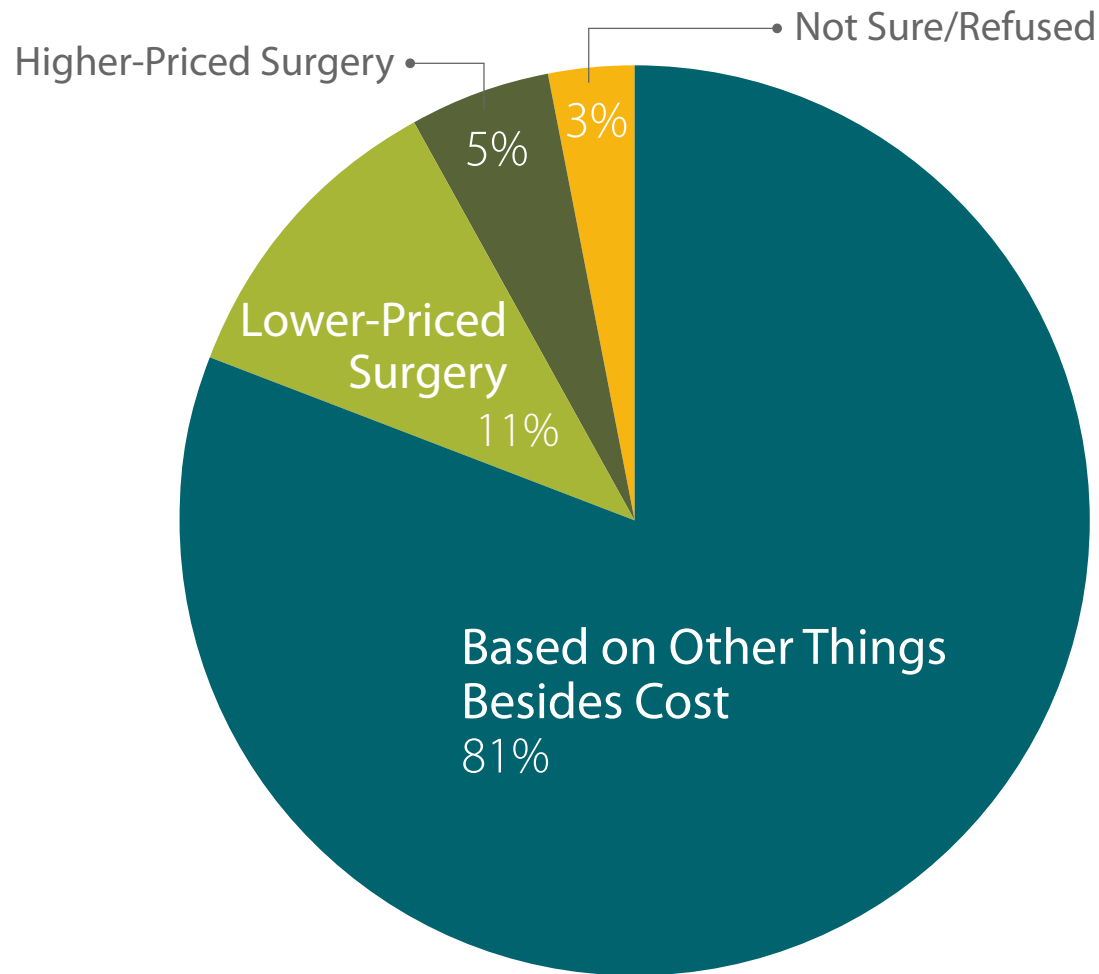
Source: California General Public Survey, conducted by PerryUndem Research and Communication.

# Price Perceptions

## California, 2014

*Let's say two hospitals charge different prices for a surgery you need. If your insurance covered surgeries at both hospitals and your out-of-pocket costs were the same, would you choose...*

Base: All adults (n=1,548)



### Consumer Perspectives

Transparency: Quality and Costs

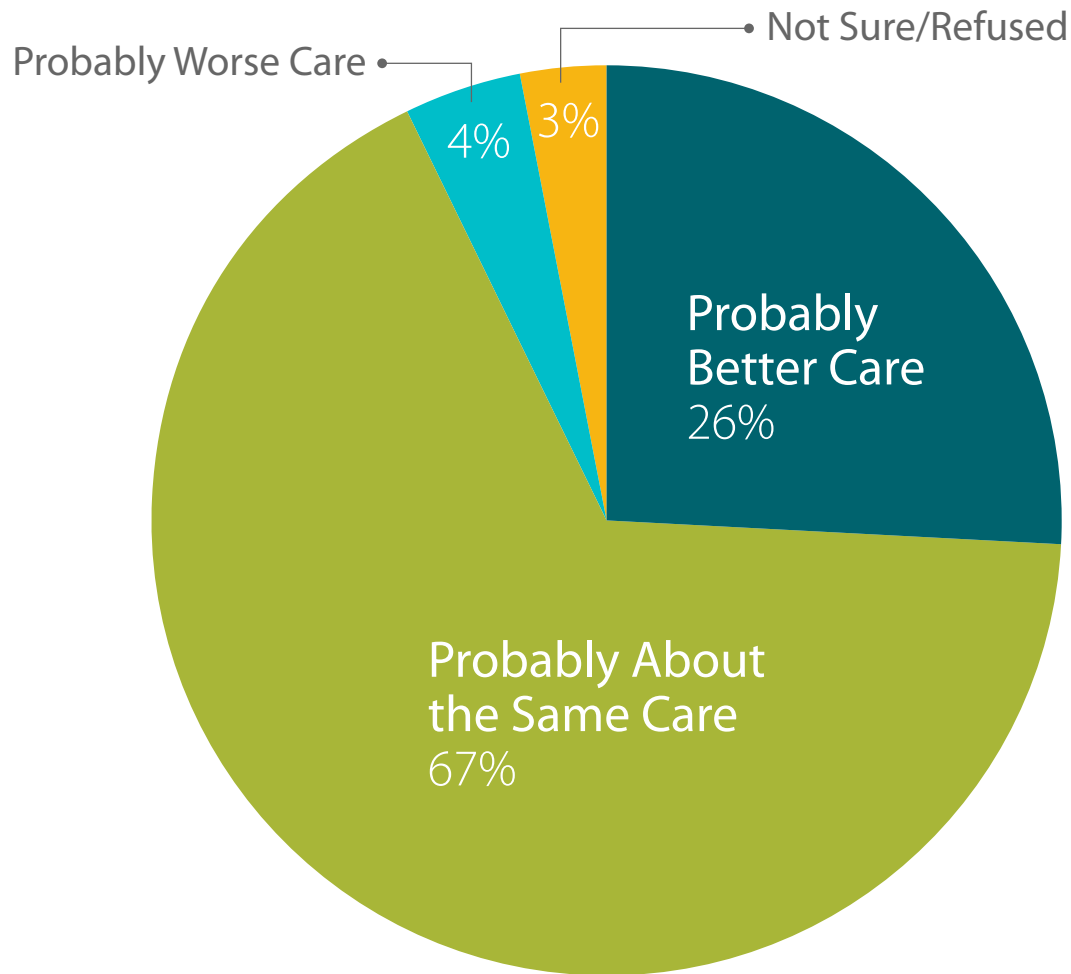
Eight in 10 Californians (81%) said they would choose a hospital for surgery based on factors other than cost.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

# Perceptions of a Higher-Priced Surgery California, 2014

Let's say two hospitals charge different prices for a surgery you need. Would you think the higher-priced surgery is...

Base: All adults (n=1,548)



Source: California General Public Survey, conducted by PerryUndem Research and Communication.

## Consumer Perspectives

Transparency: Quality and Costs

A majority of Californians surveyed did not think a higher-priced surgery would be of better quality than a lower-priced surgery.

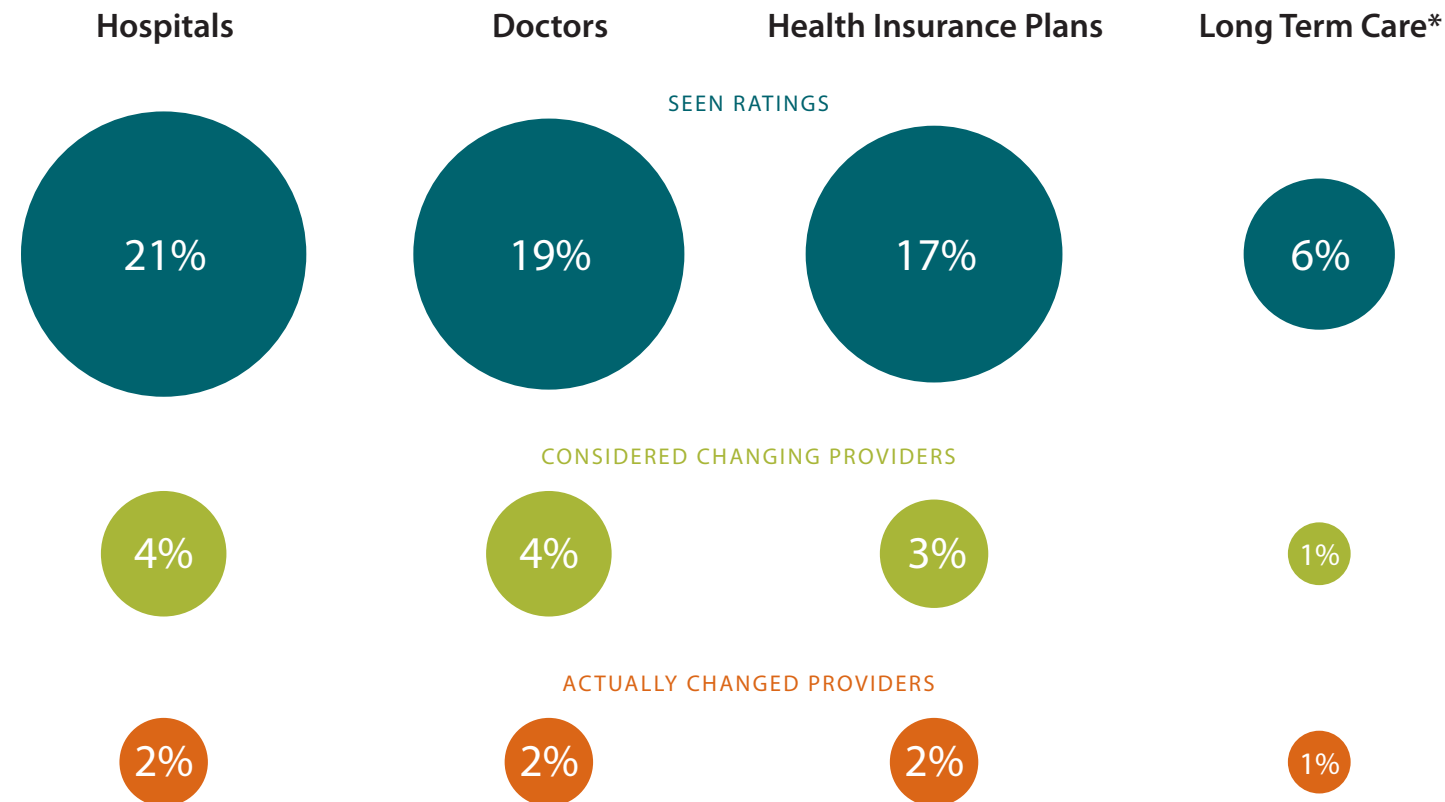
# Awareness and Use of Ratings

## California, 2014

*In the past 12 months, have you seen any ratings for doctors, health insurance plans, hospitals, or long term care facilities? Did you consider changing or change providers as a result?*

Base: All adults (n=1,548)

PERCENTAGE SAYING "YES"



\*Facilities, such as nursing homes or assisted living.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

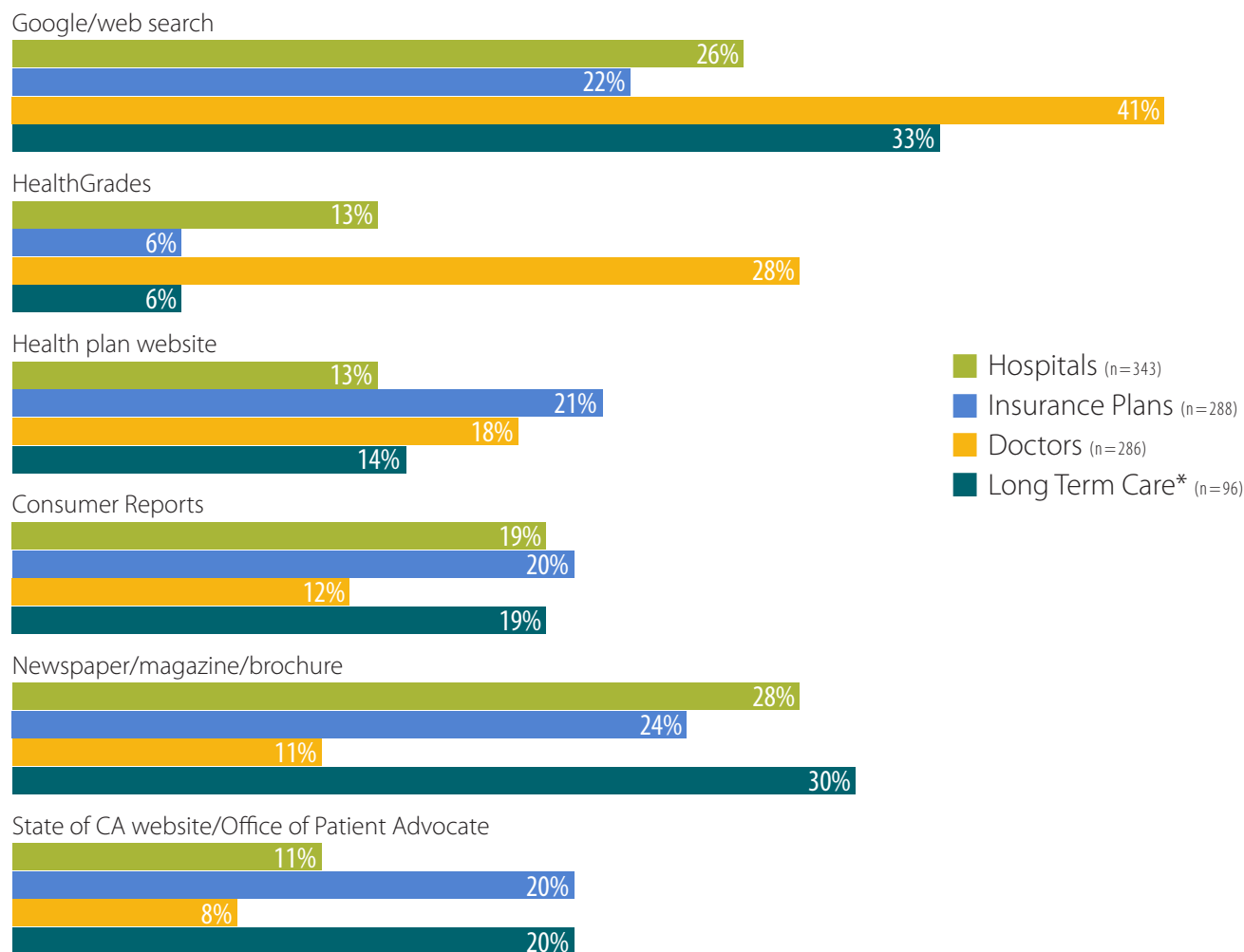
Transparency: Quality and Costs

One in five Californians reported looking at quality ratings for hospitals (21%) and doctors (19%) in the past 12 months.

# Selected Sources of Quality Ratings

## California, 2014

Where did you see the ratings for hospitals, health insurance plans, doctors, or long term care facilities?



\*Facilities, such as nursing homes or assisted living.

Notes: Margin of error is greater when analyzing smaller sample sizes. Other rating sources include: doctor's office/website, Medicare website, CalQualityCare, Leapfrog, TV.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

Transparency: Quality and Costs

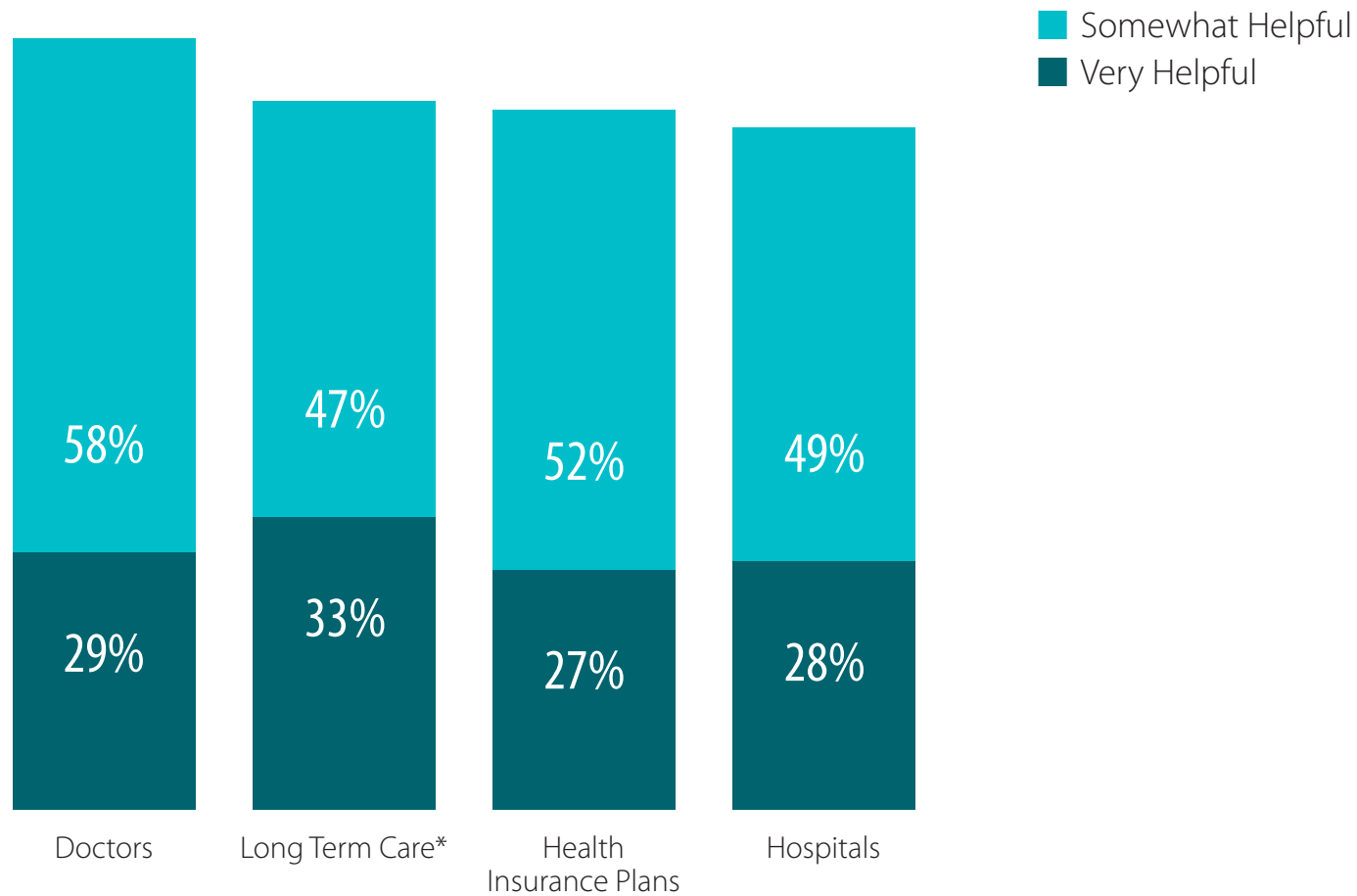
Californians reported seeing ratings for health care services in a variety of media. Google/web searches were frequently mentioned as a main source of this information.

# Helpfulness of Quality Ratings

## California, 2014

### How helpful were the ratings to you?

Base: Adults who reported seeing ratings for... doctors (n=286), long term care facilities (n=96), health insurance plans (n=288), hospitals (n=343)



\*Facilities, such as nursing homes or assisted living.

Note: Margin of error is greater when analyzing smaller sample sizes.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

Transparency: Quality and Costs

Of those adults who reported seeing quality ratings, a majority found the information helpful.

# Reasons for Looking at Doctors' Ratings

## California, 2014

### *Why did you look at ratings for doctors?*

Base: Adults who viewed ratings for doctors (n=286)

Choose a new doctor



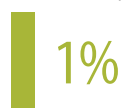
See how your current doctor is doing



Other



Not sure/refused



Note: Margin of error is greater when analyzing smaller sample sizes.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

Transparency: Quality and Costs

The majority of those who looked at physician ratings (59%) did so to choose a new doctor.

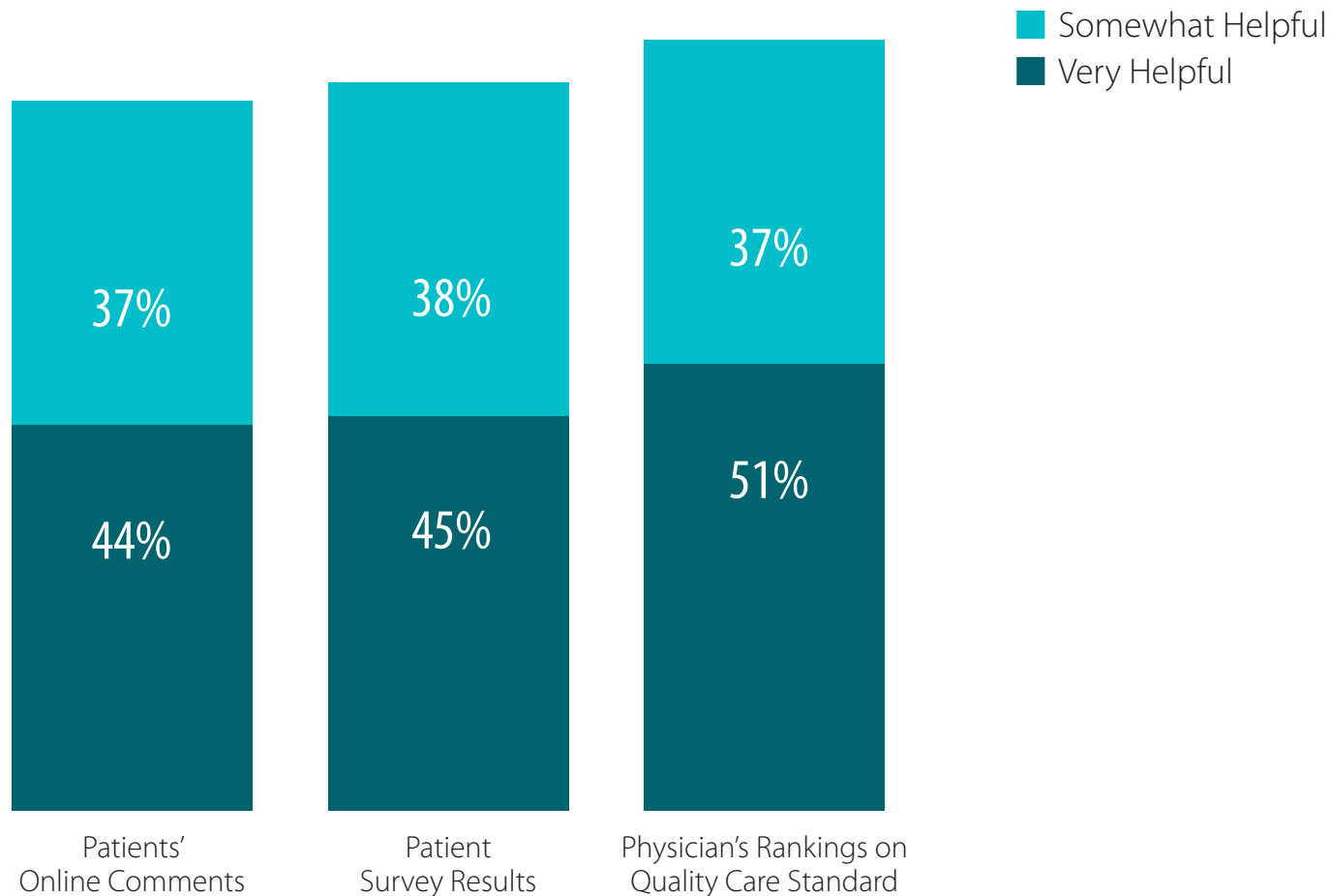


# Helpfulness of Resources in Choosing a New Doctor

## California, 2014

When you are searching for a new doctor, how helpful would it be to see...

Base: All adults (n=1,548)



### Consumer Perspectives

Transparency: Quality and Costs

When choosing a new doctor, almost 9 in 10 Californians surveyed (88%) said it would be helpful to see a physician's ranking on standards of quality care.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

# Influences on Choosing a New Doctor

## California, 2014

*Let's say you had to choose a new doctor. How would you choose a doctor?*

Base: All adults (n=1,548)

Recommendation from a friend or family member

55%

Location

55%

Recommendation from another doctor

51%

Online reviews

35%

Ranking on standards of quality care

33%

Where the doctor went to school

11%

Magazine list of best doctors

6%

Other

7%

Source: California General Public Survey, conducted by PerryUndem Research and Communication.

### Consumer Perspectives

Transparency: Quality and Costs

Of the many factors that could be used to choose a new doctor, Californians were more likely to say they would use location and personal recommendations than reviews, rankings, and where the doctor went to school.

# Methodology

The survey was conducted from July 18 through August 4, 2014, among a representative sample of 1,548 adults 18 and older in California, using Knowledge Networks. The margin of sampling error for the total results is  $\pm 3.0$  percentage points.

## Survey Respondent Demographics

### GENDER

Female . . . . .	52%
Male . . . . .	48%

### AGE GROUP

18 to 34 . . . . .	30%
35 to 44 . . . . .	20%
45 to 54 . . . . .	18%
55 to 64 . . . . .	16%
65+ . . . . .	15%

### RACE/ETHNICITY

White . . . . .	44%
Latino . . . . .	34%
Asian . . . . .	13%
African American . . . . .	6%
Other . . . . .	3%

### EDUCATION

High school/less . . . . .	39%
Some college . . . . .	30%
College graduate . . . . .	19%
Graduate school . . . . .	12%

### FEDERAL POVERTY LEVEL (FPL)

<138% FPL . . . . .	24%
138% to 399% FPL . . . . .	43%
400%+ FPL . . . . .	32%

### INCOME

< \$25K . . . . .	18%
\$25K to \$49K . . . . .	20%
\$50K to \$74K . . . . .	17%
\$75K+ . . . . .	45%

### HEALTH STATUS

Excellent . . . . .	14%
Very good . . . . .	36%
Good . . . . .	34%
Fair . . . . .	11%
Poor . . . . .	3%

### SOURCE OF COVERAGE

Employer-sponsored . . . . .	30%
Medicare . . . . .	15%
Medi-Cal . . . . .	11%
Self-purchased . . . . .	5%
Other* . . . . .	24%
Uninsured . . . . .	15%

## Consumer Perspectives

### ABOUT THIS SERIES

The California Health Care Almanac is an online clearinghouse for data and analysis examining the state's health care system. It focuses on issues of quality, affordability, insurance coverage and the uninsured, and the financial health of the system with the goal of supporting thoughtful planning and effective decisionmaking. Learn more at [www.chcf.org/almanac](http://www.chcf.org/almanac).

### AUTHOR

PerryUndem Research/Communication is a non-partisan public opinion research firm with expertise nationally and in California on consumer attitudes toward health care.

### FOR MORE INFORMATION



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\*Includes: Covered under spouse/partner's plan, covered under parent's plan, Tri-Care/VA/Military, and people who said "I have something else".

Note: Categories may not add to 100% due to rounding.

Source: California General Public Survey, conducted by PerryUndem Research and Communication.