

**California HealthCare Foundation  
QUALITY Initiative Questionnaire  
11/11/99**

**R**

**RESPONDENT SELECTION AND STUDY INTRODUCTION FOR CHCF CONSUMER SURVEY**

- A. Hello. My name is (FIRST NAME, LAST NAME) and I'm calling on behalf of RAND, a private non-profit research organization.

**ALL RESIDENTIAL NUMBERS CONTINUE:**

- B. RAND wants to know how people in California make decisions about health care, and how Californians feel about the health care available to them.

IF NEEDED: RAND is an independent, not-for-profit research organization in Santa Monica, California. RAND conducts a lot of research in the area of health and health care.

IF NEEDED: RAND will use this interview to give policy makers and others the information they need to help Californians get affordable, quality health care.

IF NEEDED: I'm calling from Interviewing Services America, in Van Nuys California. Interviewing Services America is . . . .

IF NEEDED: Your telephone number was generated by a computer at random sort of like picking numbers out of a hat.

**(TROLDAHL-CARTER METHOD OF RESPONDENT SELECTION)**

- C. I'm calling to get opinions about health care in California. I'd like to talk with someone in your household. To help me figure out who I should speak to, would you please tell me how many adults (age 18 or older) live in your household? Do not include any one who may be away on extended trips, away at school, in the service, or things like that.

(interviewer keys in number of people)

IF NEEDED: RAND is an independent, not-for-profit research organization in Santa Monica, California. RAND conducts a lot of research in the area of health and health care.

IF NEEDED: RAND will use this interview to give policy makers and others the information they need to help Californians get affordable, quality health care.

IF NEEDED: I'm calling from Interviewing Services America, in Van Nuys California. Interviewing Services America is . . . .

IF NEEDED: Your telephone number was generated by a computer at random sort of like picking numbers out of a hat.

- D. Would you please tell me how many of these people are men?

IF NEEDED: The computer uses this information to figure out which person in your household I should speak to.

(interviewer keys in number of men, system selects which household member)

- E. The computer has made its selection. I need to speak with (SELECTED PERSON). Can (he/she) come to the phone right now?

NOTE: If that person does not exist, interviewer will enter a code indicating so, and the system will then use the TC method again and select another candidate, for which the interviewers will receive another instruction.

IF SAMPLED PERSON DOES NOT SPEAK ENGLISH OR SPANISH CASE IS CODED AS INELIGIBLE DUE TO LANGUAGE.

**IF SELECTED PERSON NOT AT HOME OR CAN'T COME TO PHONE:**

It would be really helpful to me if you could answer a couple of questions about (selected person). These questions will help us describe the people the computer selected. INTERVIEWER PLEASE GET SELECTED PERSON'S FIRST NAME.

1. Does (he/she) have any kind of health insurance, or is (he/she) enrolled in any kind of program that helps to pay for (his/her) health care and medical needs?

HAS INSURANCE/ENROLLED IN PROGRAM..... 1  
ALL OTHER ANSWERS..... 2 ---> **SKIP TO Q3**

2. Is this private insurance that (SELECTED PERSON), (his/her) employer, or someone else has purchased?

INTERVIEWER: IF INFORMANT TELLS YOU SELECTED PERSON HAS MEDICARE OR MEDI-CAL CODE THIS AS "ALL OTHER ANSWERS."

PRIVATE INSURANCE..... 1  
ALL OTHER ANSWERS..... 2

**SELECT 1/N OF PRIVATE INSURANCE TO COMPLETE INTERVIEW**

3. Has (SELECTED PERSON) visited a doctor, clinic or hospital for medical care in the last 12 months?

HAD CARE IN LAST 12 MONTHS ..... 1  
ALL OTHER ANSWERS..... 2

**SELECT 1/N OF “ALL OTHER ANSWERS” TO COMPLETE INTERVIEW**

4. Would you describe (SELECTED PERSON) as:

Hispanic or Latino, ..... 1  
White, ..... 2  
African American or Black, ..... 3  
Asian or Pacific Islander, or ..... 4  
Something else? ..... 5  
DON'T KNOW ..... 6 ---> TREAT AS “NON-WHITE/NON-HISPANIC” FOR  
**SAMPLING**  
REFUSE..... 7 ---> STOP AND SCHEDULE CALLBACK

**SELECT 1/N OF WHITE TO COMPLETE INTERVIEW**  
**SELECT 1/N OF HISPANIC TO COMPLETE INTERVIEW**

FOR THOSE SCREENED OUT: It turns out that we have already interviewed enough people who have some of the same characteristics as (SELECTED PERSON). We don't need to speak with (him/her) after all. Thank you for your help.

ALL OTHERS: interviewer then collects information on best time to reach selected person at home.

**IF SELECTED PERSON AT HOME:**

INTERVIEWER: IF SELECTED PERSON COMES TO THE PHONE FOR THE FIRST TIME, READ THIS SENTENCE: My name is (FIRST NAME, LAST NAME) and I'm calling to get your opinions about health care and how you feel about the health care available to you.

IF NEEDED: This survey is funded by RAND, an independent non-profit research organization in Santa Monica, California.

IF NEEDED: RAND will use this interview to give policy makers and others the information they need to help Californians get affordable, quality health care.

Before I get to the main topic of the interview, it would be helpful to me to get a little information about you.

1. Do you have any kind of health insurance, or are you enrolled in any kind of program that helps to pay for your health care and medical needs?

HAS INSURANCE/ENROLLED IN PROGRAM ..... 1  
ALL OTHER ANSWERS..... 2 ---> **SKIP TO Q3**

2. Is this private insurance that you, your employer, or someone else has purchased?

PRIVATE INSURANCE..... 1  
ALL OTHER ANSWERS..... 2

**SELECT 1/N OF PRIVATE INSURANCE TO COMPLETE**

3. Have you visited a doctor, clinic or hospital for medical care in the last 12 months?

HAD CARE IN LAST 12 MONTHS ..... 1  
ALL OTHER ANSWERS..... 2

**SELECT 1/N OF "ALL OTHER ANSWERS" TO COMPLETE INTERVIEW**

4. Would you describe yourself as:

- Hispanic or Latino, ..... 1
- White, ..... 2
- African American or Black, ..... 3
- Asian or Pacific Islander, or ..... 4
- Something else? ..... 5
- DON'T KNOW ..... 6 ---> TREAT AS "NON-WHITE/NON-HISPANIC" FOR SAMPLING
- REFUSE ..... 7 ---> TREAT AS "NON-WHITE/NON-HISPANIC" FOR SAMPLING

**SELECT 1/N OF WHITE TO COMPLETE INTERVIEW**  
**SELECT 1/N OF HISPANIC TO COMPLETE INTERVIEW**

FOR THOSE SCREENED OUT: It turns out that we have already interviewed enough people who have some of the same characteristics that you have. We don't need to speak with you after all. Thank you for your help.

ALL OTHERS: Begin interview.

STARTING/CONTINUING THE INTERVIEW WITH SELECTED RESPONDENT:

**PART 1: ATTITUDES ABOUT HEALTH CARE QUALITY AND INFORMATION**

1a. I'm going to read you a list of things that might be of concern to you right now. The first one is the schools in your area. Is that a big concern, moderate concern, small concern or not a concern for you personally?

- BIG CONCERN..... 1
- MODERATE CONCERN ..... 2
- SMALL CONCERN ..... 3
- NOT A CONCERN..... 4

RANDOMIZE THE ORDER OF 1b THROUGH 1g.

1b. What about your health and health care. Is that a big concern, moderate concern, small concern or not a concern for you personally?

- BIG CONCERN..... 1
- MODERATE CONCERN ..... 2
- SMALL CONCERN ..... 3
- NOT A CONCERN..... 4

1c. What about your safety from crime. Is that a big concern, moderate concern, small concern or not a concern for you personally?

INTERVIEWER: READ RESPONSE OPTIONS ONLY IF YOU NEED TO.

- BIG CONCERN..... 1
- MODERATE CONCERN ..... 2
- SMALL CONCERN ..... 3
- NOT A CONCERN..... 4

1d. What about your job and finances. Is that a big concern, moderate concern, small concern or not a concern for you personally?

INTERVIEWER: READ RESPONSE OPTIONS ONLY IF YOU NEED TO.

- BIG CONCERN..... 1
- MODERATE CONCERN ..... 2
- SMALL CONCERN ..... 3
- NOT A CONCERN..... 4

- 1e. What about caring for children or other family members. Is that a big concern, moderate concern, small concern or not a concern for you personally?

INTERVIEWER: READ RESPONSE OPTIONS ONLY IF YOU NEED TO.

- BIG CONCERN..... 1
- MODERATE CONCERN ..... 2
- SMALL CONCERN ..... 3
- NOT A CONCERN..... 4

- 1f. What about planning for your retirement. Is that a big concern, moderate concern, small concern or not a concern for you personally?

INTERVIEWER: READ RESPONSE OPTIONS ONLY IF YOU NEED TO.

- BIG CONCERN..... 1
- MODERATE CONCERN ..... 2
- SMALL CONCERN ..... 3
- NOT A CONCERN..... 4

- 1g. What about air and water quality in your area. Is that a big concern, moderate concern, small concern or not a concern for you personally?

INTERVIEWER: READ RESPONSE OPTIONS ONLY IF YOU NEED TO.

- BIG CONCERN..... 1
- MODERATE CONCERN ..... 2
- SMALL CONCERN ..... 3
- NOT A CONCERN..... 4

2. Next we want your opinions about the quality of health care in your local area. Based on your experiences do you think there are big differences, small differences, or no differences in the quality of health care among:

	BIG	SMALL	NO DIFF	D/K
a. family doctors, general practitioners, or primary care doctors in your area? .....	1	2	3	4
b. doctors in your area who are specialists, such as orthopedists, allergists, and those who treat heart problems?.....	1	2	3	4
c. medical groups or groups of doctors who work together and share patients? .....	1	2	3	4
d. hospitals in your local area?.....	1	2	3	4
e. nursing homes in your local area? .....	1	2	3	4
f. health insurance plans or HMOs?.....	1	2	3	4

3. Now I'd like to ask you about different types of health care information that you may have seen or heard. Have you ever seen or heard information that compares different doctors or medical groups in your area?

- YES ..... 1
- NO..... 2 ---> **SKIP TO Q6**
- NOT SURE ..... 3 ---> **SKIP TO Q6**

4. Where did you see or hear this information? (RECORD ALL RESPONSES)

DO NOT READ LIST:

- TALKED TO FRIEND/RELATIVE/CO-WORKER ..... 01
- TALKED TO MY DOCTOR ..... 02
- TALKED TO PERSONNEL OFFICE AT WORK ..... 03
- READ A NEWSPAPER OR MAGAZINE ..... 04
- READ BROCHURE OR PAMPHLET FROM EMPLOYER ..... 05
- READ BROCHURE OR PAMPHLET FROM OTHER SOURCE ..... 06
- SAW IT ON TV ..... 07
- HEARD IT RADIO ..... 08
- SAW IT ON THE INTERNET ..... 09
- OTHER – WHERE? ..... 10

PROGRAMMING NOTE FOR Q4. KEEP THE OTHER/SPECIFY UNTIL 11/29 INTERVIEWER DEBRIEFING.

5. How useful was this information to you for making choices about which doctor to go to? Would you say:

- Very useful, ..... 1
- Somewhat useful, ..... 2
- Not very useful, or ..... 3
- Not useful at all? ..... 4
- DO NOT READ:
- WAS NOT MAKING A CHOICE ..... 5
- DO NOT HAVE A CHOICE ..... 6

6. Have you ever seen information that compares different hospitals in your area?

- YES ..... 1
- NO ..... 2 ---> **SKIP TO Q9**
- NOT SURE ..... 3 ---> **SKIP TO Q9**

7. Where did you see or hear this information? ; RECORD ALL RESPONSES)

DO NOT READ LIST:

- TALKED TO FRIEND/RELATIVE/CO-WORKER ..... 01
- TALKED TO MY DOCTOR ..... 02
- TALKED TO PERSONNEL OFFICE AT WORK ..... 03
- READ A NEWSPAPER OR MAGAZINE ..... 04
- READ BROCHURE OR PAMPHLET FROM EMPLOYER ..... 05
- READ BROCHURE OR PAMPHLET FROM OTHER SOURCE ..... 06
- SAW IT ON TV ..... 07
- HEARD IT RADIO ..... 08
- SAW IT ON THE INTERNET ..... 09
- OTHER – ..... 10

8. How useful was this information to you for making choices about which hospital to go to? Would you say:

- Very useful, ..... 1
- Somewhat useful, ..... 2
- Not very useful, or ..... 3
- Not useful at all? ..... 4
- WAS NOT MAKING A CHOICE ..... 5
- DO NOT HAVE CHOICE ..... 6

9. Have you ever seen information that compares different health plans or HMOs in your area?

- YES ..... 1
- NO..... 2 ---> **SKIP TO Q12**
- NOT SURE ..... 3 ---> **SKIP TO Q12**

10. Where did you see or hear this information? (DO NOT READ RESPONSE CHOICES; RECORD ALL RESPONSES THAT APPLY)

DO NOT READ LIST:

- TALKED TO FRIEND/RELATIVE/CO-WORKER ..... 01
- TALKED TO MY DOCTOR..... 02
- TALKED TO PERSONNEL OFFICE AT WORK ..... 03
- READ A NEWSPAPER OR MAGAZINE ..... 04
- READ BROCHURE OR PAMPHLET FROM EMPLOYER ..... 05
- READ BROCHURE OR PAMPHLET FROM OTHER SOURCE ..... 06
- SAW IT ON TV ..... 07
- HEARD IT ON THE RADIO ..... 08
- SAW IT ON THE INTERNET ..... 09
- OTHER ..... 10

11. How useful was this information to you for making choices about which health plan or HMO to use? Would you say:

- Very useful, ..... 1
- Somewhat useful, ..... 2
- Not very useful, or ..... 3
- Not useful at all? ..... 4
- WAS NOT MAKING A CHOICE ..... 5
- DO NOT HAVE A CHOICE..... 6

12. Have you ever been asked to rate the quality of a doctor, hospital, or health insurance plan in a survey?

- YES ..... 1
- NO..... 2 ---> **SKIP TO Q14**

13. Did you answer the survey?

- YES ..... 1
- NO..... 2 -

14. I'm going to read you a list of people or organizations that provide information about health care and medical needs. For each one, please tell me if you would trust what they said a lot, trust it a little, or not trust it at all?

ORDER OF START FOR CLUSTERS TO BE ROTATED

	A LOT	A LITTLE	NOT AT ALL	D/K
a. American Heart Association or American Lung Association? .....	1	2	3	4
b. American Cancer Society?.....	1	2	3	4
c. AARP or American Association of Retired Persons?? .....	1	2	3	4
<hr/>				
d. Consumer Reports magazine? .....	1	2	3	4
e. A national magazine like U.S. News & World Report or Newsweek?.....	1	2	3	4
f. Internet Web sites .....	1	2	3	4
g. Doctors who do reports about health on TV? .....	1	2	3	4
h. The California HealthCare Foundation?.....	1	2	3	4
i. Family and friends? .....	1	2	3	4
<hr/>				
j. Drug or pharmaceutical companies? .....	1	2	3	4
k. Individual hospitals?.....	1	2	3	4
l. Individual health insurance plans or HMOs?.....	1	2	3	4
m. The American Medical Association or AMA?.....	1	2	3	4
n. California Medical Association? .....	1	2	3	4
<hr/>				
o. Your own doctor? .....	1	2	3	4
p. Government agencies that regulate health care? ....	1	2	3	4
q. Your employer? .....	1	2	3	4

15. In the past 12 months, have you ever looked for information about health care to use in making decisions about where to go for health care or about treatment choices for you or anyone in your family?

YES..... 1 ---> **SKIP TO Q17**  
 NO..... 2

16. Why didn't you look for information?

- I WASN'T SICK..... 1---> GO TO Q21
- HAD ENOUGH INFO ALREADY/DIDN'T NEED INFORMATION ..... 2 --->GO TO Q21
- DON'T KNOW WHERE / HOW TO LOOK..... 3---> GO TO Q21
- NO TIME ..... 4---> GO TO Q21
- WASN'T MAKING CHANGE..... 5---> GO TO Q21
- DOCTOR TELLS ME WHAT I NEED TO KNOW ..... 6---> GO TO Q21
- SOME OTHER REASON..... 7-> GO TO Q21
- DON'T KNOW/CAN'T RECALL ..... 8-> GO TO Q21

17. What were you looking for? What else were you looking for? INTERVIEWER: PROBE UNTIL RESPONDENT SAYS NOTHING ELSE.

DO NOT READ LIST:

- QUALITY OF DOCTORS OR MEDICAL GROUPS..... 1
- QUALITY OF HOSPITALS ..... 2
- QUALITY OF HEALTH PLANS..... 3
- QUALITY OF HMO'S ..... 4
- QUALITY OF NURSING HOMES..... 5
  
- LOCATION OF DOCTORS OR MEDICAL GROUPS ..... 7
- LOCATION OF HOSPITALS ..... 8
- LOCATION OF HMO'S ..... 9
  
- HOURS OFFICE/CLINIC/HOSPITAL/PHARMACY OPEN..... 10
  
- WHAT KINDS OF CARE WERE COVERED/PAID FOR ..... 11
- WHAT CARE WOULD COST ME ..... 12
  
- INFORMATION ON ALTERNATIVE CARE..... 13
- INFORMATION ON COMPLAINTS/MALPRACTICE ..... 14
- INFORMATION ON DENTAL CARE ..... 15
- INFORMATION ABOUT A DISEASE OR MEDICAL CONDITION..... 16
- INFORMATION ABOUT LANGUAGE SPOKEN/TRANSLATORS..... 17
- INFORMATION ABOUT A MEDICATION ..... 18
- INFORMATION ON TRANSPORTATION ..... 19
- INFORMATION ON SUPPORT GROUPS ..... 20
- INFORMATION ON WOMEN'S HEALTH..... 21
  
- SOMETHING ELSE (WHAT? \_\_\_\_\_)..... 22

PROGRAMMING NOTE FOR Q17: ALLOW FOR RAND TO ADD PUNCHES AFTER DATA COLLECTION BEGINS. NEW PUNCHES WILL COME FROM REVIEW OF THE OTHER/SPECIFY RESPONSE.

18. How easy or difficult was it to look for the information? Would you say:

- Very easy, ..... 1
- Somewhat easy,..... 2
- Somewhat difficult, or ..... 3
- Very difficult?..... 4
- DON'T KNOW ..... 5

19. Did you find any information about where to go for health care or treatment choices that was useful to you?

- YES ..... 1
- NO..... 2    ---> **GO TO Q21**
- NOT SURE ..... 3    ---> **GO TO Q21**

20. Where did you find the information that was most useful? Where else did you find information that was useful? Anyplace else? INTERVIEWER PROBE FOR UP TO THREE RESPONSES

DO NOT READ LIST:

- COWORKERS ..... 1
- DOCTOR ..... 2
- FAMILY OR FRIENDS ..... 3
- NURSES OR OTHER PEOPLE WHO  
WORK FOR LOCAL DOCTORS OR HOSPITALS ..... 4
- PEOPLE WITH THE SAME MEDICAL  
CONDITIONS ..... 5
- TALKING TO A QUALIFIED PERSON WHO COULD  
ANSWER QUESTIONS ON AN 800 NUMBER ..... 6
- 800 NUMBER TO LISTEN TO RECORDED  
INFORMATION ABOUT HEALTH CARE QUALITY ..... 7
- BOOK, REPORT, OR PAMPHLET ..... 8
- INDEPENDENT EVALUATIONS OR RATINGS..... 9
- TV OR RADIO ..... 10
- INTERNET WEB SITE ..... 11
- NEWSPAPERS/MAGAZINES/MEDICAL JOURNAL..... 12
- VIDEOTAPE YOU WATCH ON YOUR OWN TV ..... 13
- DOCTOR'S OFFICE OR WAITING ROOM..... 14
- EMPLOYER/AT WORK ..... 15
- LIBRARY, CHURCH, OR COMMUNITY  
ORGANIZATION..... 16
- SOME OTHER SOURCE ..... 17

21. How likely would you be to use each of these ways of getting information about health care and medical needs? Tell me if you would be very likely to use it, somewhat likely to use it, or not very likely to use it?

ROTATE ORDER OF CLUSTERS

	VERY	SOMEWHAT	NOT VERY
a. talking with family or friends? .....	1	2	3
b. talking with coworkers? .....	1	2	3
c. talking with nurses or other people who work for local doctors or hospitals? .....	1	2	3
d. talking to people with the same medical conditions you have? .....	1	2	3
<hr/>			
e. independent evaluations or ratings?.....	1	2	3
f. reading a book, report, or pamphlet? .....	1	2	3
g. using a videotape you watch on your own TV? .....	1	2	3
h. logging onto an Internet Web site?.....	1	2	3
i. calling an 800 number to listen to recorded information about health care quality?.....	1	2	3
j. talking to a qualified person who could answer questions on an 800 number?.....	1	2	3
<hr/>			
k. getting information from a library, church, or community organization? .....	1	2	3
l. reading information in the doctor's waiting room?..	1	2	3
m. TV or radio? .....	1	2	3
n. newspapers or magazines?.....	1	2	3

22. How much difficulty do you have right now in making choices or decisions about health care and medical needs? Would you say:

- No difficulty at all, ..... 1
- A little difficulty, ..... 2
- Moderate difficulty, or..... 3
- Extreme difficulty?..... 4

23. How much of the time do you feel you have enough of the right kind of information for making choices or decisions about health care and medical needs? Would you say:

- All of the time, ..... 1
- Most of the time, ..... 2
- Some of the time, or ..... 3
- None of the time?..... 4

24. Did you ever:

	YES	NO	NOT SURE
a. get the <u>wrong</u> tests, medicine or treatment?	1	2	3
b. get <u>more</u> tests, medicine or treatment than you actually needed?	1	2	3
c. <u>not</u> get tests, medicine or treatment that you needed?	1	2	3

25. Was there ever a time when your doctor did not respect how you view your condition and health care needs?

- YES ..... 1
- NO..... 2
- NOT SURE ..... 3

26. Now I'm going to read you a list of different types of information on medical care quality. For each one, please tell me how useful it would be to you. The first one is (READ A) Using a scale of 0 to 10 where 0 is not useful information on medical care quality at all and 10 is the most useful kind of information on medical care quality to have, how useful would that be to you? RANDOMIZE ORDER

- a. Results of the medical care provided by doctors and hospitals, such as death rates and cure rates. \_\_\_\_\_
- b. Coverage provided, such as whether particular treatments are covered, or how easy or hard it is to get the treatment your doctor prescribes. \_\_\_\_\_
- c. How long it takes to get an appointment, or how hard it is to see a specialist. \_\_\_\_\_
- d. The extent to which preventive care is delivered, such as immunization rates and cancer screening rates. \_\_\_\_\_
- e. Patients' experience of care, such as surveys asking whether patients felt their doctors spent enough time with them or listened to them. \_\_\_\_\_
- f. Information about where doctors went to school, how long they've been in practice, and the number of complaints filed against them. \_\_\_\_\_
- g. Treatment guidelines and checklists of questions to ask your doctor about a particular illnesses, disease or condition. \_\_\_\_\_
- h. Personal reports from people, such as stories about individuals' experiences with particular doctor, health plans or hospitals. \_\_\_\_\_
- i. A stamp of approval by independent experts like accrediting organizations or consumer groups. \_\_\_\_\_

PROGRAMMING NOTE FOR Q26: SCREEN DISPLAY FOR SECOND-NINTH RATING SHOULD LOOK LIKE THIS –

c. How useful to you is information on how long it takes to get an appointment or how hard it is to see a specialist?

**PART 2: OWN MEDICAL TREATMENT AND INFORMATION SEEKING**

27. I'm going to read you some statements about your health care and medical needs. For each one, please tell me if you strongly agree, agree, disagree, or strongly disagree. RANDOMIZE ORDER

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	N/A
a. It is important for me to learn as much as I can about my health care and medical needs.....	1	2	3	4	5
b. Healthwise, there isn't much you can do for yourself when you get sick.....	1	2	3	4	5
c. I think my doctor will tell me everything I need to know .....	1	2	3	4	5
d. I frequently tell my doctor about my health care and medical needs.....	1	2	3	4	5
e. I actively look for information about my health care and medical needs.....	1	2	3	4	5
f. I do what my doctor tells me to without question .....	1	2	3	4	5
g. I think it is best to get information about my health care and medical needs only from my doctor.....	1	2	3	4	5
h. If my doctor tells me to do something I don't understand or agree with, I will question it.....	1	2	3	4	5
i. In the long run, people who take very good care of themselves stay healthy and get well quickly.....	1	2	3	4	5

28. In the last 2 years, have you had any medical condition that you got treatment for (IF FEMALE-or have you been pregnant)?

YES ..... 1  
 NO..... 2 ---> **SKIP TO Q42**

29. Thinking about the most important or serious medical condition you had within the past 2 years, would you say it was major, minor, or something in between?

MAJOR ..... 1  
 MINOR ..... 2  
 SOMETHING IN BETWEEN..... 3

30. IF R IS FEMALE: Was this a pregnancy?

YES ..... 1  
NO ..... 2

31. How satisfied were you with the information you got about (READ A). Would you say you were very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with how much information you got?

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED
a. your condition or what was wrong with you? ..... 1		2	3	4
b. tests you could have to find out more about your exact condition? ..... 1	1	2	3	4
c. different treatments you could have? ..... 1	1	2	3	4
d. different medicines you could take? ..... 1	1	2	3	4

32. Was there anything you wanted to know about (READ A) but didn't ask your doctor?

	YES	NO	NOT SURE
a. your condition or what was wrong with you? .....	1	2	3
b. medical tests you were having or might have? .....	1	2	3
c. medical treatments you were having or might have? .....	1	2	3
d. medicines you were taking or might take? .....	1	2	3

**IF ALL Q32a-d=NO, SKIP TO Q34**

33. Why didn't you ask?

NOT ENOUGH TIME ..... 1  
THOUGHT IT WAS SILLY ..... 2  
AFRAID DOCTOR WOULDN'T LIKE IT ..... 3  
LANGUAGE BARRIER ..... 4  
OTHER REASON ..... 5

34. Did you ever look for information about your medical condition or treatments for it?

YES ..... 1---> **SKIP TO Q36**  
NO ..... 2

35. Why didn't you look for information?

I WASN'T SICK ..... 1---> **GO TO Q42**  
HAD ENOUGH INFO ALREADY/DIDN'T NEED INFORMATION ..... 2 ---> **GO TO Q42**  
DON'T KNOW WHERE / HOW TO LOOK ..... 3---> **GO TO Q42**  
NO TIME ..... 4---> **GO TO Q42**  
DOCTOR TELLS ME WHAT I NEED TO KNOW ..... 5---> **GO TO Q42**  
SOME OTHER REASON ..... 6---> **GO TO Q42**

36. Have you ever mentioned information to a doctor about your medical condition or treatment that you found out yourself or were told by others?

YES ..... 1  
NO..... 2

37. Have you ever actually brought along any kind of information about your medical condition or treatment when you went to see your doctor?

YES ..... 1  
NO..... 2

**IF Q36 AND Q37 ARE NO, SKIP TO Q40**

38. Was the information you told or gave your doctor about:

	YES	NO
a. a medical condition you had or thought you might have? .....	1	2
b. (Was it about) tests you were having or thinking you might need? .....	1	2
c. (Was it about) treatment you were having or thinking you might need? .....	1	2
d. (Was it about) medicine you were taking or thinking you might take? .....	1	2

39. How would you describe the doctor's general reaction when you mentioned or brought in information—was it very positive, somewhat positive, somewhat negative, or very negative?

VERY POSITIVE ..... 1  
SOMEWHAT POSITIVE ..... 2  
SOMEWHAT NEGATIVE ..... 3  
VERY NEGATIVE ..... 4  
NOT SURE ..... 5

40. How likely would you be to mention or bring information to your doctor in the future? Would you say very likely, somewhat likely, or not very likely?

VERY LIKELY ..... 1  
SOMEWHAT LIKELY ..... 2  
NOT VERY LIKELY..... 3

**IF Q36 AND Q37 ARE NO, SKIP TO Q42**

41. Where did you get the information you told or gave your doctor? Anywhere else? PROBE FOR UP TO THREE RESPONSES

- A DOCTOR YOU VISITED/TALKED TO ..... 1
- A DOCTOR YOU SAW ON TV ..... 2
- A DOCTOR ON THE INTERNET..... 3
- SOMEONE ELSE YOU TALKED TO ..... 4
- FOUND IT ON THE INTERNET..... 5
- READ IT IN A BOOK..... 6
- READ IT IN A MEDICAL JOURNAL ..... 7
- SAW CONSUMER GROUP INFORMATION ABOUT MY DISEASE ..... 8
- SAW GUIDELINES/CHECKLIST ABOUT MY DISEASE..... 9
- SAW A REPORT CARD ON HOSPITAL OR HEALTH INSURANCE PLAN 10
- SOME OTHER SOURCE..... 11

**PART 3: AVAILABLE HEALTH CARE CHOICES AND OPTIONS**

42. Do you have any kind of health insurance, or are you enrolled in any kind of program that helps to pay for your health care and medical needs?

- YES ..... 1
- NO..... 2 ---> **SKIP TO Q52**

43. Are you on Medi-Cal, either regular Medi-Cal or Medi-Cal HMO?

- YES ..... 1
- NO..... 2

43a. Are you on Medicare?

- YES ..... 1
- NO..... 2
- NOT SURE ..... 3

43b. Are you on Champus or Tri-Care?

- YES ..... 1
- NO..... 2
- NOT SURE ..... 3

43c. Do you get care from the VA?

- YES ..... 1
- NO..... 2
- NOT SURE ..... 3

43d. Do you get care from county clinics?

- YES ..... 1
- NO..... 2
- NOT SURE ..... 3

43e. Are you on some other public health care program?

- YES ..... 1
- NO..... 2
- NOT SURE ..... 3

44. Do you have private health insurance through an employer-sponsored plan, or health insurance that you or someone else has purchased? (IF NEEDED, PROBE: Is that through your employer or purchased in some other way?)

- THROUGH EMPLOYER..... 1
- R OR SOMEONE ELSE HAS  
PURCHASED ..... 2
- NO PRIVATE INSURANCE ..... 3

45. Do you belong to a health maintenance organization or HMO, including an HMO through Medicare or Medi-Cal?

EXAMPLES OF HMO'S INCLUDE: KAISER, FHP, UNITED HEALTHCARE.

- YES ..... 1
- NO..... 2
- DON'T KNOW..... 3

46. Which of the following best describes the choices of doctors you have as part of your health plan?

- My plan lets me go to any doctor I want to..... 1
- I have to choose my doctor from a long list my health plan gives me..... 2
- I have to choose my doctor from a short list my health plan gives me ..... 3
- I can go to any doctor I want to, but if the doctor I choose is not on my  
plan's list, I have to pay more myself ..... 4
- I don't have a choice of doctors. They pick one for me..... 5
- DON'T KNOW/NOT SURE ..... 6

47. Does your health insurance plan or program require you to get permission before seeing a specialist for medical care (IF FEMALE, other than a gynecologist or woman's doctor)?

- YES ..... 1
- NO..... 2
- DON'T KNOW..... 3

48. In the past 12 months, have you enrolled in a new health insurance plan or HMO for yourself or a family member?

YES..... 1 --->  
NO..... 2 ---> **SKIP TO Q49**

48A. Did you change plans because you decided to change or for some other reason?

ALT WORDING: Did you change plans because you decided to change or because your old plan was no longer available to you?

I DECIDED TO CHANGE ..... 1  
CHANGED FOR SOME OTHER REASON ..... 2

49. If you want to change to a different HMO or other health insurance plan within the next 12 months, could you change?

YES ..... 1  
NO..... 2 ---> **SKIP TO Q52**  
NOT SURE ..... 3 ---> **SKIP TO Q52**

50. How many different plans do you have to choose from?

NO CHOICE; 1 PLAN ..... 1  
2 ..... 2  
3-5 ..... 3  
MORE THAN 5 ..... 4

51. Do you think you will want or need to change your health insurance plan or HMO in the next 12 months?

YES ..... 1  
NO..... 2  
NOT SURE ..... 3  
DON'T KNOW ..... 4

52. Do you feel that you have somewhere you can go when you need medical care?

YES ..... 1 → **ASK Q53 OR Q54**  
NO..... 2 → **SKIP TO Q55**



56. In the last 12 months, how much of a problem, if any, was it to get the health care you or your doctor believed necessary? Was it:

- A big problem, ..... 1
- a small problem, or ..... 2
- not a problem? ..... 3

**IF Q42 = 2, SKIP TO Q69**

57. In the past 2 years, have you picked a new doctor or new group of doctors for yourself or a family member?

- YES ..... 1
- NO ..... 2 ---> **SKIP TO Q62**

57A. Did you make a change because:

READ LIST:

- The doctor or group left the plan or dropped patients, ..... 1
- Your insurance changed, ..... 2
- You moved, ..... 3
- You or a family member needed to see a specialist, ..... 4
- You were unhappy with the care you or your family received, or ..... 5
- Some other reason? ..... 6

58. In picking a doctor, how important was each of these things? Would you say very important, somewhat important, not very important, or not important at all? RANDOMIZE ORDER

	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT VERY IMPORTANT	NOT IMPORTANT AT ALL
a. how long you had to wait to get an appointment with the doctor? .....	1	2	3	4
b. how experts rated the doctor or group? .....	1	2	3	4
c. how patients rated the doctor or group in a survey?.....	1	2	3	4
d. malpractice suits or complaints about the doctor?.....	1	2	3	4
e. the doctor's experience and training? .....	1	2	3	4
f. how long they spend with patients? .....	1	2	3	4
g. friends or relatives who recommended the doctor or group? .....	1	2	3	4
h. nurses or medical staff who recommended the doctor or group? .....	1	2	3	4
i. which hospitals the doctor or group uses?.....	1	2	3	4
j. which languages the doctor and medical staff speak?.....	1	2	3	4
k. whether the doctor listens to you?				
l. whether the doctor provides all the information you need?.....	1	2	3	4
m. the doctor's race or ethnicity? .....	1	2	3	4
n. whether your doctor was a man or a woman? .....	1	2	3	4
o. whether transportation was available to get to the doctor's office? .....	1	2	3	4
p. the ease of working with the doctor's staff? .....	1	2	3	4

ASK IF RESPONSE IN Q.58a-p WAS 1=VERY IMPORTANT

59. Did you have that information when you picked your doctor?

YES..... 1  
NO ..... 2

60. Did you mainly choose your doctor on the basis of the specific doctor, or on the medical group or practice he or she is in?

- MAINLY DOCTOR..... 1
- MAINLY GROUP OR PRACTICE..... 2
- DOCTOR AND GROUP ..... 3
- NONE OF THE ABOVE..... 4

61. How easy or hard was it to choose a new doctor you were happy with? Would you say:

- Very easy, ..... 1
- somewhat easy, ..... 2
- somewhat hard, or ..... 3
- very hard? ..... 4
- DID NOT FIND ONE..... 5

62. If you want to change doctors or your doctor group within the next 12 months, could you change?

- YES..... 1
- NO..... 2 ---> **SKIP TO Q64**
- NOT SURE ..... 3 ---> **SKIP TO Q64**
- DON'T KNOW..... 4 ---> **SKIP TO Q64**

63. In the next 12 months, will you probably just stay with the same doctor or group, will you think about it and maybe make a new choice, or are you definitely planning to change doctors?

- STAY WITH SAME DOCTOR/GROUP 1
- THINK ABOUT IT ..... 2
- DEFINITELY CHANGE..... 3

64. In the past 2 years, have you or a family member needed hospital care?

- YES..... 1
- NO..... 2

65. If you needed to go to the hospital, do you have a choice of hospitals?

- YES..... 1
- NO..... 2 ---> **SKIP TO Q67**
- NOT SURE ..... 3 ---> **SKIP TO Q67**

66. If you needed to go to the hospital, would you probably:

- Go to the hospital your doctor recommended..... 1
- Make your own choice of hospital..... 2
- NOT SURE ..... 3

67. In the past 2 years, have you picked a nursing home for yourself or a family member?

- YES ..... 1
- NO ..... 2

68. Do you think you will need to make a choice of nursing homes for yourself or someone else in the next 2 years?

- YES ..... 1
- NO ..... 2
- NOT SURE ..... 3
- DON'T KNOW ..... 4

69. How much would you rely on the advice of your doctor (READ A)--would you say a lot, some, a little, or not at all?

	A LOT	SOME	A LITTLE	NOT AT ALL	D/K	N/A
a. For picking a health plan or HMO? .....	1	2	3	4	5	6
b. For picking a specialist if you needed one? .....	1	2	3	4	5	6
c. For how to treat a medical condition or problem? ...	1	2	3	4	5	6

70. How often do you read a daily newspaper? Would you say:

- Every day, ..... 1
- A few times a week, ..... 2
- Once a week, ..... 3
- Less than once a week, or ..... 4
- Never? ..... 5

71. How often do you listen to the radio? Would you say:

- Every day, ..... 1
- A few times a week, ..... 2
- Once a week, ..... 3
- Less than once a week, or ..... 4
- Never? ..... 5

72. How often do you watch TV? Would you say:

- Every day, ..... 1
- A few times a week, ..... 2
- Once a week, ..... 3
- Less than once a week, or ..... 4
- Never? ..... 5

73. How often do you use the Internet? Would you say:

- Every day, ..... 1
- A few times a week, ..... 2
- Once a week, ..... 3
- Less than once a week, or ..... 4
- Never? ..... 5

----> **SKIP TO Q76**

74. Where do you typically use the Internet? Is it:

READ LIST:

- At home..... 1
- At a friend or neighbor's house ..... 2
- At work ..... 3
- At the library ..... 4
- At school, or ..... 5
- Some other place?..... 6

75. How many times have you used the Internet to find information on health? Would you say:

- More than 10 times, ..... 1
- 5-10 times, ..... 2
- 1-4 times, or ..... 3
- Never? ..... 4

76. Are you involved in any community organizations or volunteer programs that help your community?

INTERVIEWER: HELPING A FRIEND OR NEIGHBOR DOES NOT COUNT. MUST BE A FORMAL VOLUNTEER PROGRAM (LIKE THE YMCA, CHURCH GROUP, MEALS ON WHEELS, ETC.)

- YES ..... 1
- NO..... 2

77. How often do other people ask you for advice about personal decisions or problems? Would you say:

- Very often,..... 1
- Often, ..... 2
- Once in a while, or ..... 3
- Rarely or never?..... 4

**X Demographic Module**

*A. Health Status*

This last set of questions will help us to describe the people we interview.

78. In general, would you say your health is:

- Excellent, ..... 1
- Very good,..... 2
- Good, ..... 3
- Fair, or..... 4
- Poor? ..... 5

79. Do you now have any physical or medical conditions that have lasted for at least 3 months?

- YES ..... 1
- NO..... 2 ---> **SKIP TO Q82**

80. In the last 12 months, have you seen a doctor or other health provider more than twice for any of these conditions?

- YES ..... 1
- NO..... 2

81. In the last 12 months, have you been taking prescription medicine for at least 3 months for any of these conditions?

- YES ..... 1
- NO..... 2

82. Has a doctor ever told you that you had any of the following conditions?

	YES	NO
a. Heart attack .....	1	2
b. Heart disease.....	1	2
c. Cancer .....	1	2
d. Stroke .....	1	2
e. Chronic Lung Disease .....	1	2
f. Diabetes.....	1	2
g. Asthma.....	1	2

*B. Utilization of Care*

83. In the last 12 months, including times you went to an emergency room, how many times did you go to a doctor's office or clinic to get care for yourself?

- NONE (0) ..... 0
- 1 ..... 1
- 2 ..... 2
- 3 ..... 3
- 4 ..... 4
- 5-9 ..... 5
- 10 OR MORE ..... 6

84. In the last 12 months, have you been a patient in a hospital overnight or longer?

- YES ..... 1
- NO ..... 2

85. In the last 12 months, have you used acupuncture, a chiropractor, herbal medicines, or any other alternative care to treat or prevent an illness?

- YES ..... 1
- NO ..... 2

*C. Language*

86. What language do you prefer to use when you talk to doctors and other health providers?

- ENGLISH ..... 1 ---> **SKIP TO Q89**
- SPANISH ..... 2
- OTHER(specify \_\_\_\_\_) 3

87. What language do you usually use when you talk to doctors and other health providers?

- ENGLISH ..... 1
- SPANISH ..... 2
- OTHER(specify \_\_\_\_\_) 3

88. What language do you mainly speak at home?

- ENGLISH ..... 1
- SPANISH ..... 2
- OTHER(specify \_\_\_\_\_) 3

D. Marital Status and Household Enumeration

89. What is your current marital status? DO NOT READ LIST:

- MARRIED ..... 1
- LIVING WITH A PARTNER ..... 2
- DIVORCED ..... 3
- SEPARATED ..... 4
- WIDOWED ..... 5
- NEVER MARRIED ..... 6
- SINGLE ..... 7
- REFUSE ..... 8

90. Not including yourself, how many other people live in your household?

- NONE (0) ..... 1 ---> **SKIP TO Q95**
- 1 OR MORE ..... 2

91. Is anyone in your household age 65 or older?

- YES ..... 1
- NO ..... 2

92. Is anyone in your household under the age of 18?

- YES ..... 1
- NO ..... 2 ---> **SKIP TO Q94**

92b. How many children under the age of 18 are in your household? \_\_\_\_\_

92c. What are their ages?

- NO CHILDREN ..... 1 ---> **SKIP TO Q94**
- CHILD 1 ..... \_\_\_\_\_
- CHILD 2 ..... \_\_\_\_\_
- CHILD 3 ..... \_\_\_\_\_
- CHILD 4 ..... \_\_\_\_\_
- CHILD 5 ..... \_\_\_\_\_
- CHILD 6 ..... \_\_\_\_\_
- CHILD 7 ..... \_\_\_\_\_
- CHILD 8 ..... \_\_\_\_\_
- CHILD 9 ..... \_\_\_\_\_
- CHILD 10 ..... \_\_\_\_\_

93. (Does the child/Do any of the children) in your household have a chronic condition or other illness that means they have special medical needs?

- YES ..... 1
- NO ..... 2

94. Do any other adults in your household, not counting yourself, have a chronic condition or other illness that means they have special medical needs?

YES..... 1  
NO..... 2

*E. Age and Gender*

95. What is your age now? Stop me when I get to the right category.

18 to 24 ..... 1  
25 to 34 ..... 2  
35 to 44 ..... 3  
45 to 54 ..... 4  
55 to 64 ..... 5  
65 to 74 ..... 6  
75 or older..... 7  
REFUSE ..... 8

*F. Race, Ethnicity, Country of Origin*

96. Were you born in the United States?

YES..... 1  
NO..... 2

97. Which of these would you say is your main racial or ethnic group? Would you say:

IF "MIXED RACE," PROBE BEFORE CODING MIXED RACE: Is there one group that you consider to be your main racial or ethnic group?

INTERVIEWER: CODE CHICANO, MEXICAN AMERICAN, PUERTO RICAN AS HISPANIC OR LATINO

READ GROUPS AND CODE ONE.

White or Caucasian, but not Hispanic  
or Latino ..... 1 ---> **SKIP TO Q100**  
Black or African-American, but not  
Hispanic or Latino ..... 2 ---> **SKIP TO Q100**  
Hispanic or Latino ..... 3  
American Indian or Alaskan Native..... 4 ---> **SKIP TO Q100**  
Asian or Pacific Islander ..... 5 ---> **SKIP TO Q99**  
  
MIXED RACE..... 6 ---> **SKIP TO Q100**  
OTHER SINGLE RACE ..... 7 ---> **SKIP TO Q100**  
(Specify \_\_\_\_\_)

98. What country or area did most of your family come from?

- ARGENTINA ..... 1 → **SKIP TO Q100**
- BELIZE ..... 2 → **SKIP TO Q100**
- BOLIVIA ..... 3 → **SKIP TO Q100**
- BRAZIL ..... 4 → **SKIP TO Q100**
- CHILE ..... 4 → **SKIP TO Q100**
- COSTA RICA ..... 6 → **SKIP TO Q100**
- COLUMBIA ..... 7 → **SKIP TO Q100**
- CUBA ..... 8 → **SKIP TO Q100**
- DOMINICAN REPUBLIC ..... 9 → **SKIP TO Q100**
- ECUADOR ..... 10 → **SKIP TO Q100**
- GUATEMALA ..... 11 → **SKIP TO Q100**
- HONDURAS ..... 12 → **SKIP TO Q100**
- MEXICO ..... 13 → **SKIP TO Q100**
- NICARAGUA ..... 14 → **SKIP TO Q100**
- PANAMA ..... 15 → **SKIP TO Q100**
- PARAGUAY ..... 16 → **SKIP TO Q100**
- PERU ..... 17 → **SKIP TO Q100**
- PUERTO RICO ..... 18 → **SKIP TO Q100**
- UNITED STATES ..... 19 → **SKIP TO Q100**
- URUGUAY ..... 20 → **SKIP TO Q100**
- VENEZUELA ..... 21 → **SKIP TO Q100**
- OTHER ..... 22 → **SKIP TO Q100**

99. What country or area did most of your family come from?

- BURMA ..... 1
- CAMBODIA ..... 2
- CHINA ..... 3
- INDONESIA ..... 4
- JAPAN ..... 5
- KOREA ..... 6
- LAOS ..... 7
- PHILLIPINES ..... 8
- TAIWAN ..... 9
- THAILAND ..... 10
- UNITED STATES ..... 11
- VIETNAM ..... 12
- OTHER ..... 13

G. Education

100. What is the highest grade or level of school that you have completed? PROBE: Did you graduate with a diploma or degree? DO NOT READ LIST:

- 8<sup>TH</sup> GRADE OR LESS.....1
- SOME HIGH SCHOOL, BUT DID NOT GRADUATE .....2
- HIGH SCHOOL GRADUATE OR GED .....3
- SOME COLLEGE OR 2-YEAR DEGREE.....4
- 4-YEAR COLLEGE GRADUATE .....5
- MORE THAN 4-YEAR COLLEGE DEGREE ....6

H. Employment

101. Right now, are you working for pay?

- YES..... 1
- NO..... 2

I. Income

102. Now I have a question about total income for your household. Income can come from a number of sources: like salaries, wages, social security, welfare, dividends, interest, and any other income. Think about your total household income in 1998. Would it amount to \$40,000 or more?

- YES..... 1 ---> **SKIP TO Q105**
- NO..... 2
- REFUSE ..... 3 ---> **SKIP TO CLOSE**

103. Would it amount to \$25,000 or more?

- YES..... 1 ---> **SKIP TO CLOSE**
- NO..... 2

104. Would it amount to \$12,000 or more?

- YES..... 1 ---> **SKIP TO CLOSE**
- NO..... 2 ---> **SKIP TO CLOSE**

105. Would it amount to \$60,000 or more?

- YES..... 1
- NO..... 2 ---> **SKIP TO CLOSE**

106. Would it amount to \$100,000 or more?

- YES..... 1
- NO..... 2

**CLOSE**

My supervisor may need to speak to you to verify this interview. Just so he or she can reach you, what is your first name?

Thank you very much. We appreciate your help.