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.
Health Insurance Deductibles
California, 2014

Does your health insurance plan have a deductible?
Base: Insured adults (n=1,317)

- Yes: 44%
- No: 39%
- Not Sure: 17%

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.

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

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)

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

Base: All adults (n=1,548)

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.

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.
### 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)*

<table>
<thead>
<tr>
<th>Source of Care</th>
<th>Overall</th>
<th>White</th>
<th>Asian</th>
<th>African American*</th>
<th>Latino</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor’s Office</td>
<td>75%</td>
<td>79%</td>
<td>7%</td>
<td>5%</td>
<td>56%</td>
</tr>
<tr>
<td>Community Clinic/Public Hospital</td>
<td>22%</td>
<td>4%</td>
<td>4%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>No Usual Place</td>
<td>9%</td>
<td>4%</td>
<td>72%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>Not Sure/Refused</td>
<td>8%</td>
<td>5%</td>
<td>7%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>5%</td>
<td>4%</td>
<td>79%</td>
<td>5%</td>
<td></td>
</tr>
</tbody>
</table>

*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.
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%).

If you could go anywhere for routine medical care, where would you want to go?
Base: All adults (n=1,548)

**OVERALL**
- **Doctor’s Office**: 81%
- **Walk-in Clinic**: 7%
- **Community Clinic/ Public Hospital**: 7%
- **Emergency Room**: 2%
- **Other**: 1%
- **Not Sure/Refused**: 2%

**White**
- **Doctor’s Office**: 88%
- **Walk-in Clinic**: 7%
- **Community Clinic/ Public Hospital**: 3%
- **Emergency Room**: 3%
- **Other**: 1%
- **Not Sure/Refused**: 2%

**Asian**
- **Doctor’s Office**: 84%
- **Walk-in Clinic**: 7%
- **Community Clinic/ Public Hospital**: 3%
- **Emergency Room**: 3%
- **Other**: 1%
- **Not Sure/Refused**: 2%

**African American†**
- **Doctor’s Office**: 78%
- **Walk-in Clinic**: 19%
- **Community Clinic/ Public Hospital**: 2%
- **Emergency Room**: 3%
- **Other**: 1%
- **Not Sure/Refused**: 2%

**Latino**
- **Doctor’s Office**: 70%
- **Walk-in Clinic**: 11%
- **Community Clinic/ Public Hospital**: 1%
- **Emergency Room**: 2%
- **Other**: 1%
- **Not Sure/Refused**: 1%

*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"

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Self-purchased</th>
<th>Employer-sponsored</th>
<th>Medicare</th>
<th>Medi-Cal</th>
<th>Medi-Cal</th>
<th>Uninsured</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care outside your doctor’s normal business hours</td>
<td>41%</td>
<td>32%</td>
<td>23%</td>
<td>41%</td>
<td>37%</td>
<td>32%</td>
</tr>
<tr>
<td>Care when you can’t get an appointment to see your regular doctor</td>
<td>29%</td>
<td>30%</td>
<td>25%</td>
<td>43%</td>
<td>37%</td>
<td>31%</td>
</tr>
<tr>
<td>Care your regular doctor provides</td>
<td>15%</td>
<td>19%</td>
<td>15%</td>
<td>37%</td>
<td>34%</td>
<td>22%</td>
</tr>
</tbody>
</table>

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

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"

<table>
<thead>
<tr>
<th>Service</th>
<th>Self-purchased*</th>
<th>Employer-sponsored</th>
<th>Medicare</th>
<th>Medi-Cal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care</td>
<td>10%</td>
<td>12%</td>
<td>9%</td>
<td>21%</td>
</tr>
<tr>
<td>Overall</td>
<td>13%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specialists</td>
<td>14%</td>
<td>13%</td>
<td>15%</td>
<td>31%</td>
</tr>
<tr>
<td>Mental Health</td>
<td>15%</td>
<td>14%</td>
<td>13%</td>
<td>21%</td>
</tr>
<tr>
<td>Urgent Care</td>
<td>18%</td>
<td>13%</td>
<td>6%</td>
<td>19%</td>
</tr>
<tr>
<td>Overall</td>
<td>14%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

*Small base for self-purchased (n=79).
Source: California General Public Survey, conducted by PerryUndem Research and Communication.
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

- Self-purchased: 10%
- Employer-sponsored: 16%
- Medicare: 7%
- Medi-Cal: 25%
- Overall: 15%

An appointment with a specialist

- Self-purchased: 25%
- Employer-sponsored: 22%
- Medicare: 16%
- Medi-Cal: 30%

All the tests or procedures you need

- Self-purchased: 4%
- Employer-sponsored: 11%
- Medicare: 10%
- Medi-Cal: 26%

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”

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)

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
<th>Not Sure</th>
<th>Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same-day appointments for urgent care</td>
<td>57%</td>
<td>15%</td>
<td>26%</td>
<td></td>
</tr>
<tr>
<td>Evening doctor appointments</td>
<td>24%</td>
<td>42%</td>
<td>32%</td>
<td></td>
</tr>
<tr>
<td>Weekend doctor appointments</td>
<td>23%</td>
<td>44%</td>
<td>31%</td>
<td></td>
</tr>
<tr>
<td>Phone number to talk to a nurse or other medical professional</td>
<td>61%</td>
<td>18%</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>Health educator who could work with you to improve your health</td>
<td>37%</td>
<td>25%</td>
<td>35%</td>
<td></td>
</tr>
</tbody>
</table>

Note: Segments may not add to 100% due to rounding.
Source: California General Public Survey, conducted by PerryUndem Research and Communication.
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”

I wish I could email my doctor
- Self-purchased: 63%
- Employer-sponsored: 52%
- Medicare: 51%
- Medi-Cal: 51%

I wish I had someone to call in my doctor’s office for questions and help
- Self-purchased: 65%
- Employer-sponsored: 64%
- Medicare: 63%
- Medi-Cal: 71%

I wish my doctors had more time to talk to me
- Self-purchased: 67%
- Employer-sponsored: 66%
- Medicare: 61%
- Medi-Cal: 77%

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

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.
Discuss 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)

Respondents saying “yes,” by age

<table>
<thead>
<tr>
<th>Age</th>
<th>Yes</th>
<th>No</th>
<th>Not Sure/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 to 34</td>
<td></td>
<td>77%</td>
<td></td>
</tr>
<tr>
<td>35 to 44</td>
<td>20%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>45 to 54</td>
<td>20%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>55 to 64</td>
<td></td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>65+</td>
<td>52%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

RESPONDENTS SAYING “YES”...

BY COVERAGE SOURCE
- Medicare: 44%
- Self-purchased: 35%
- Employer-sponsored: 32%
- Medi-Cal: 28%

BY KAISER MEMBERSHIP
- Kaiser member: 42%
- Non-Kaiser member: 28%

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

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 40%
Dental care 30%
Regular physical or check up 19%
Treatment that was recommended by a doctor 16%
Care for a specific medical problem 16%
Filling a prescription 11%
Getting a medical device or equipment recommended by a doctor 10%
Mental health services 7%
Surgery 6%
Treatment for drug or alcohol use 2%

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

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.
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*

<table>
<thead>
<tr>
<th>Group</th>
<th>White</th>
<th>Asian</th>
<th>African American</th>
<th>Latino</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>38%</td>
<td>27%</td>
<td>26%</td>
<td>25%</td>
</tr>
</tbody>
</table>

Dental care

<table>
<thead>
<tr>
<th>Group</th>
<th>White</th>
<th>Asian</th>
<th>African American</th>
<th>Latino</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>19%</td>
<td>28%</td>
<td>19%</td>
<td>24%</td>
</tr>
</tbody>
</table>

Regular physical or check up

<table>
<thead>
<tr>
<th>Group</th>
<th>White</th>
<th>Asian</th>
<th>African American</th>
<th>Latino</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>16%</td>
<td>14%</td>
<td>10%</td>
<td>25%</td>
</tr>
</tbody>
</table>

Care for a specific medical problem

<table>
<thead>
<tr>
<th>Group</th>
<th>White</th>
<th>Asian</th>
<th>African American</th>
<th>Latino</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
<td>20%</td>
</tr>
</tbody>
</table>

Treatment that was recommended by a doctor

<table>
<thead>
<tr>
<th>Group</th>
<th>White</th>
<th>Asian</th>
<th>African American</th>
<th>Latino</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>14%</td>
<td>11%</td>
<td>8%</td>
<td>20%</td>
</tr>
</tbody>
</table>

*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.
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”**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Searched online for information about a disease or medical problem</td>
<td>63%</td>
</tr>
<tr>
<td>Looked online for a doctor in your plan’s network</td>
<td>38%</td>
</tr>
<tr>
<td>Sent or received an email from your doctor</td>
<td>29%</td>
</tr>
<tr>
<td>Renewed a prescription online</td>
<td>28%</td>
</tr>
<tr>
<td>Scheduled a doctor’s appointment or reminder online</td>
<td>25%</td>
</tr>
<tr>
<td>Shopped for health insurance online</td>
<td>20%</td>
</tr>
<tr>
<td>Used an application on a smart/cell phone for any health-related reasons</td>
<td>19%</td>
</tr>
<tr>
<td>Signed up for health insurance online</td>
<td>16%</td>
</tr>
<tr>
<td>Used text messages as a way to get health-related alerts or reminders</td>
<td>13%</td>
</tr>
</tbody>
</table>

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

Respondents who sent or received an email from a doctor...

**BY COVERAGE SOURCE**
- Employer-sponsored: 40%
- Self-purchased: 32%
- Medicare: 30%
- Medi-Cal: 9%

**BY KAISER MEMBERSHIP**
- Kaiser member: 66%
- Non-Kaiser member: 22%

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.
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"

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)

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

- Yes 33%
- No 66%
- Not Sure/Refused 1%

2011
- Yes 27%
- No 73%

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.

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

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…

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

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

- **Probably About the Same Care**: 67%
- **Not Sure/Refused**: 3%
- **Probably Better Care**: 26%
- **Probably Worse Care**: 4%

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

<table>
<thead>
<tr>
<th>Hospitals</th>
<th>Doctors</th>
<th>Health Insurance Plans</th>
<th>Long Term Care*</th>
</tr>
</thead>
<tbody>
<tr>
<td>21%</td>
<td>19%</td>
<td>17%</td>
<td>6%</td>
</tr>
</tbody>
</table>

CONSIDERED CHANGING PROVIDERS

<table>
<thead>
<tr>
<th>Hospitals</th>
<th>Doctors</th>
<th>Health Insurance Plans</th>
<th>Long Term Care*</th>
</tr>
</thead>
<tbody>
<tr>
<td>4%</td>
<td>4%</td>
<td>3%</td>
<td>1%</td>
</tr>
</tbody>
</table>

ACTUALLY CHANGED PROVIDERS

<table>
<thead>
<tr>
<th>Hospitals</th>
<th>Doctors</th>
<th>Health Insurance Plans</th>
<th>Long Term Care*</th>
</tr>
</thead>
<tbody>
<tr>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
</tr>
</tbody>
</table>

*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?

Google/web search
- Hospitals (n = 343) 26%
- Insurance Plans (n = 288) 22%
- Doctors (n = 286) 33%
- Long Term Care* (n = 96) 41%

HealthGrades
- Hospitals (n = 343) 13%
- Insurance Plans (n = 288) 28%
- Doctors (n = 286) 6%

Health plan website
- Hospitals (n = 343) 13%
- Insurance Plans (n = 288) 21%
- Doctors (n = 286) 14%

Consumer Reports
- Hospitals (n = 343) 19%
- Insurance Plans (n = 288) 20%
- Doctors (n = 286) 12%

Newspaper/magazine/brochure
- Hospitals (n = 343) 19%
- Insurance Plans (n = 288) 24%
- Doctors (n = 286) 11%

State of CA website/Office of Patient Advocate
- Hospitals (n = 343) 11%
- Insurance Plans (n = 288) 20%
- Doctors (n = 286) 8%

*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.
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)

- **Doctors**: 58% Somewhat Helpful, 29% Very Helpful
- **Long Term Care**: 47% Somewhat Helpful, 33% Very Helpful
- **Health Insurance Plans**: 52% Somewhat Helpful, 27% Very Helpful
- **Hospitals**: 49% Somewhat Helpful, 28% Very Helpful

*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.

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  
59%

See how your current doctor is doing  
34%

Other  
15%

Not sure/refused  
1%

Note: Margin of error is greater when analyzing smaller sample sizes.
Source: California General Public Survey, conducted by PerryUndem Research and Communication.
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)

- Patients’ Online Comments: 44%
  - Somewhat Helpful: 37%
  - Very Helpful: 44%

- Patient Survey Results: 45%
  - Somewhat Helpful: 38%
  - Very Helpful: 45%

- Physician’s Rankings on Quality Care Standard: 51%
  - Somewhat Helpful: 37%
  - Very Helpful: 51%

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%

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.

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

*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.