



# The 2024 CHCF California Health Policy Survey – Toplines

January 2024

**AUTHORS:** Rebecca Catterson, MPH, Emily Alvarez, MA, Larry Bye, MA, Vicki Pineau, MS, and Lin Liu, MA, NORC at the University of Chicago.

## Tables with Overall Results

Q: How important do you think it is for them to prioritize improvement in the following areas in 2024? Health care	
	Total
Total unweighted <i>N</i>	3,431
Extremely important	53%
Very important	33%
Somewhat important	11%
Not important	2%
Note: Asked of everyone	

Q: How important do you think it is for them to prioritize improvement in the following areas in 2024? Mental health care	
	Total
Total unweighted <i>N</i>	3,431
Extremely important	50%
Very important	34%
Somewhat important	13%
Not important	2%
Note: Asked of everyone	

Q: How important do you think it is for them to prioritize improvement in the following areas in 2024? Public education	
	Total
Total unweighted <i>N</i>	3,431
Extremely important	53%
Very important	36%
Somewhat important	9%
Not important	1%
Note: Asked of everyone	

Q: How important do you think it is for them to prioritize improvement in the following areas in 2024? Climate change	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	38%
Very important	27%
Somewhat important	20%
Not important	14%
Note: Asked of everyone	

Q: How important do you think it is for them to prioritize improvement in the following areas in 2024? Infrastructure, like buildings, roads, and broadband internet	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	37%
Very important	42%
Somewhat important	18%
Not important	1%
Note: Asked of everyone	

Q: How important do you think it is for them to prioritize improvement in the following areas in 2024? Employment and the job market	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	39%
Very important	40%
Somewhat important	18%
Not important	2%
Note: Asked of everyone	

Q: How important do you think it is for them to prioritize improvement in the following areas in 2024? Housing and homelessness	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	53%
Very important	31%
Somewhat important	12%
Not important	2%
Note: Asked of everyone	

Q: How important do you think it is for them to prioritize improvement in the following areas in 2024? Racial equity	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	35%
Very important	28%
Somewhat important	22%
Not important	13%
Note: Asked of everyone	

Q: How important do you think it is for them to prioritize improvement in the following areas in 2024? Inflation and the rising cost of goods	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	63%
Very important	26%
Somewhat important	8%
Not important	1%
Note: Asked of everyone	

Q: How important do you think it is for the California governor and legislature to prioritize improvement in the following areas in 2024? Public safety and crime	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	61%
Very important	29%
Somewhat important	8%
Not important	1%
Note: Asked of everyone	

Q: How important do you think it is for the California governor and legislature to work on the following in 2024? Increasing access to substance use and other addiction treatment services	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	34%
Very important	37%
Somewhat important	23%
Not important	5%
Note: Asked of everyone	

Q: How important do you think it is for the California governor and legislature to work on the following in 2024? Increasing access to mental health treatment services	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	47%
Very important	34%
Somewhat important	16%
Not important	2%
Note: Asked of everyone	

Q: How important do you think it is for the California governor and legislature to work on the following in 2024? Increasing access to health care for people experiencing homelessness	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	36%
Very important	36%
Somewhat important	23%
Not important	5%
Note: Asked of everyone	

Q: How important do you think it is for the California governor and legislature to work on the following in 2024? Decreasing waiting times for people trying to see a health care provider	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	38%
Very important	37%
Somewhat important	19%
Not important	5%
Note: Asked of everyone	

Q: How important do you think it is for the California governor and legislature to work on the following in 2024? Increasing the number of doctors, nurses, and other health care providers across California	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	43%
Very important	36%
Somewhat important	17%
Not important	3%
Note: Asked of everyone	

Q: How important do you think it is for the California governor and legislature to work on the following in 2024? Increasing access to reproductive health care, including abortion	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	31%
Very important	27%
Somewhat important	24%
Not important	16%
Note: Asked of everyone	

Q: How important do you think it is for the California governor and legislature to work on the following in 2024? Reducing the amount of money that people pay for health care	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	50%
Very important	32%
Somewhat important	15%
Not important	3%
Note: Asked of everyone	

Q: How important do you think it is for the California governor and legislature to work on the following in 2024? Making information about the price of doctors' visits, tests, and procedures more available to patients	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	43%
Very important	35%
Somewhat important	17%
Not important	4%
Note: Asked of everyone	

Q: How important do you think it is for the California governor and legislature to work on the following in 2024? Providing financially challenged hospitals and health care systems with additional funding	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	35%
Very important	36%
Somewhat important	22%
Not important	6%
Note: Asked of everyone	

Q: How important do you think it is for the California governor and legislature to work on the following in 2024? Decreasing state government spending on health care	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	17%
Very important	21%
Somewhat important	31%
Not important	29%
Note: Asked of everyone	

Q: How important do you think it is for the California governor and legislature to work on the following in 2024? Reducing differences in health care quality between racial and ethnic groups	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely important	38%
Very important	27%
Somewhat important	21%
Not important	13%
Note: Asked of everyone	



Q: Overall, how easy or difficult is it for you and your family to access high-quality, affordable health care in the state of California?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	28%
Somewhat easy	47%
Somewhat difficult	20%
Very difficult	6%
Note: Asked of everyone	

Q: In the past several years, has it gotten easier, harder, or stayed the same for you and your family to access high-quality, affordable health care in the state of California?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Easier	8%
Harder	30%
Stayed the same	57%
Don't know	5%
Note: Asked of everyone	

Q: Generally speaking, how often, if ever, do you think the health care system in the state of California treats people unfairly based on their race or ethnic background?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Regularly	16%
Occasionally	29%
Rarely	24%
Never	10%
Don't know	21%
Note: Asked of everyone	

Q: In the past several years, how much progress do you think has been made in achieving racial and ethnic equity in the health care system in the state of California?

	<b>Total</b>
Total unweighted <i>N</i>	3,431
A great deal of progress	11%
Some progress	32%
Only a little progress	21%
No progress at all	7%
Don't know	28%
Note: Asked of everyone	

Q: Thinking about your experiences getting health care for yourself and your family in the last few years, how easy or difficult is it to find a doctor who treats you with dignity and respect?

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	44%
Somewhat easy	42%
Somewhat difficult	11%
Very difficult	2%
Note: Asked of everyone	

Q: Thinking about your experiences getting health care for yourself and your family in the last few years, how easy or difficult is it to find a doctor who share the same racial and ethnic background as you?

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	29%
Somewhat easy	39%
Somewhat difficult	23%
Very difficult	8%
Note: Asked of everyone	

Q: Thinking about your experiences getting health care for yourself and your family in the last few years, how easy or difficult is it to find a doctor who speaks the same language as you?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	66%
Somewhat easy	23%
Somewhat difficult	8%
Very difficult	2%
Note: Asked of everyone	

Q: Thinking about your preferences for getting health care, how important is it to find a doctor who shares the same racial and ethnic background as you?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very important	13%
Somewhat important	24%
Not too important	35%
Not at all important	27%
Note: Asked of everyone	

Q: Thinking about your preferences for getting health care, how important is it to find a doctor who speaks the same language as you?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very important	68%
Somewhat important	18%
Not too important	8%
Not at all important	4%
Note: Asked of everyone	

Q: How easy would you say it is for you to explain your health concerns to your doctor?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	35%
Easy	47%
Difficult	14%
Very difficult	3%
Don't know	1%
Note: Asked of everyone	

Q: How easy would you say it is for you to get enough time during a visit with your doctor?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	22%
Easy	47%
Difficult	23%
Very difficult	5%
Don't know	2%
Note: Asked of everyone	

Q: How easy would you say it is for you to share your personal views and preferences with your doctor?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	27%
Easy	47%
Difficult	15%
Very difficult	3%
Don't know	7%
Note: Asked of everyone	

Q: How easy would you say it is for you to ask your doctor questions during your visit?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	39%
Easy	48%
Difficult	10%
Very difficult	1%
Don't know	1%
Note: Asked of everyone	

Q: How easy would you say it is for you to be involved in decisions about your health with your doctor?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	32%
Easy	51%
Difficult	12%
Very difficult	2%
Don't know	3%
Note: Asked of everyone	

Q: How easy would you say it is for you to understand the information you get from your doctor?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	33%
Easy	54%
Difficult	10%
Very difficult	1%
Don't know	1%
Note: Asked of everyone	

Q: How worried are you about being able to afford the following for you and your family? Monthly health insurance premium	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very worried	24%
Somewhat worried	31%
Not too worried	27%
Not at all worried	17%
Note: Asked of everyone	

Q: How worried are you about being able to afford the following for you and your family? Out-of-pocket costs when using health care services	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very worried	30%
Somewhat worried	35%
Not too worried	23%
Not at all worried	10%
Note: Asked of everyone	

Q: How worried are you about being able to afford the following for you and your family? Prescription drug costs	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very worried	21%
Somewhat worried	32%
Not too worried	30%
Not at all worried	15%
Note: Asked of everyone	

Q: How worried are you about being able to afford the following for you and your family? Rent or mortgage	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very worried	30%
Somewhat worried	26%
Not too worried	25%
Not at all worried	18%
Note: Asked of everyone	

Q: How worried are you about being able to afford the following for you and your family? Gasoline or other transportation costs	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very worried	41%
Somewhat worried	27%
Not too worried	21%
Not at all worried	10%
Note: Asked of everyone	

Q: How worried are you about being able to afford the following for you and your family? Monthly utilities like electricity or heat	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very worried	29%
Somewhat worried	30%
Not too worried	26%
Not at all worried	14%
Note: Asked of everyone	



Q: How worried are you about being able to afford the following for you and your family? Unexpected medical bills	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very worried	33%
Somewhat worried	34%
Not too worried	23%
Not at all worried	9%
Note: Asked of everyone	

Q: How worried are you about being able to afford the following for you and your family? Food or groceries	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very worried	29%
Somewhat worried	30%
Not too worried	24%
Not at all worried	16%
Note: Asked of everyone	

Q: How worried are you about being able to afford the following for you and your family? Child care	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very worried	14%
Somewhat worried	13%
Not too worried	18%
Not at all worried	53%
Note: Asked of everyone	

Q: How worried are you about being able to afford the following for you and your family? Care for aging or disabled family members	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very worried	29%
Somewhat worried	29%
Not too worried	21%
Not at all worried	20%
Note: Asked of everyone	

Q: In the past 12 months, have you or another family member done the following because of the cost? Skipped a recommended medical test or treatment	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	26%
No	73%
Note: Asked of everyone	

Q: In the past 12 months, have you or another family member done the following because of the cost? Not filled a prescription for a medicine	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	20%
No	79%
Note: Asked of everyone	

Q: In the past 12 months, have you or another family member done the following because of the cost? Cut pills in half or skipped doses of medicine	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	15%
No	84%
Note: Asked of everyone	

Q: In the past 12 months, have you or another family member done the following because of the cost? Put off or postponed getting <u>mental</u> health care or substance use treatment	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	21%
No	78%
Note: Asked of everyone	

Q: In the past 12 months, have you or another family member done the following because of the cost? Put off or postponed getting <u>physical</u> health care	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	28%
No	72%
Note: Asked of everyone	

Q: In the past 12 months, have you or another family member done the following because of the cost? Skipped dental care or checkups	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	38%
No	61%
Note: Asked of everyone	

Q: In the past 12 months, have you or another family member done the following because of the cost? Decided not to purchase or decided not to keep paying for health insurance	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	14%
No	86%
Note: Asked of everyone	

Q: Did any of those steps you took because of the cost make your health condition worse?	
	<b>Total</b>
Total unweighted <i>N</i>	1,954
Yes	46%
No	54%
Note: Asked of those who said the steps they took because of cost made their health condition worse	

Q: In the past 12 months, did you or anyone in your family have problems paying any medical bills, such as bills for doctors, dentists, medication, or home care?

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	28%
No	71%
Note: Asked of everyone	

Q: Please think about any money you currently owe or debt you have due to medical or dental bills. This may include bills for your own medical or dental care or someone else's care, such as a child, spouse, or parent. Do you currently have any medical or dental bills that are past due or that you are unable to pay?

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	14%
No	85%
Note: Asked of everyone	

Q: Please think about any money you currently owe or debt you have due to medical or dental bills. This may include bills for your own medical or dental care or someone else's care, such as a child, spouse, or parent. Do you currently have any medical or dental bills you are paying off over time directly to a provider?

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	21%
No	78%
Note: Asked of everyone	

Q: Please think about any money you currently owe or debt you have due to medical or dental bills. This may include bills for your own medical or dental care or someone else's care, such as a child, spouse, or parent. Do you currently have any debt you owe to a bank, collection agency, or other lender that includes debt or loans used to pay medical or dental bills?

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	17%
No	82%
Note: Asked of everyone	

Q: Please think about any money you currently owe or debt you have due to medical or dental bills. This may include bills for your own medical or dental care or someone else's care, such as a child, spouse, or parent. Do you currently have any medical or dental bills you have put on a credit card, and you are paying off over time?

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	25%
No	74%
Note: Asked of everyone	

Q: Please think about any money you currently owe or debt you have due to medical or dental bills. This may include bills for your own medical or dental care or someone else's care, such as a child, spouse, or parent. Do you currently have any debt you owe to a family member or friend for money you borrowed to pay medical or dental bills?

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	12%
No	87%
Note: Asked of everyone	

Q: What is the total amount of medical debt you currently owe, including debt in collections; medical or dental bills on your credit card balance; debt owed to medical providers, banks, or other lenders; and any debt owed to family and friends for money borrowed to pay for medical care?

	<b>Total</b>
Total unweighted <i>N</i>	1,388
Less than \$500	20%
\$500 to less than \$1,000	15%
\$1,000 to less than \$2,500	21%
\$2,500 to less than \$5,000	15%
\$5,000 to less than \$10,000	10%
\$10,000 to less than \$25,000	4%
\$25,000 or more	4%
Don't know	5%
I prefer not to answer	5%
Note: Asked of those who said they have medical debt	

Do you have a regular doctor or health care provider you usually see when you are sick or need routine care, or not?  
This is also referred to as a primary care provider.

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	84%
No	15%
Note: Asked of everyone	

Q: How satisfied are you with your primary care provider?	
	<b>Total</b>
Total unweighted <i>N</i>	2,867
Very satisfied	47%
Somewhat satisfied	44%
Somewhat dissatisfied	7%
Very dissatisfied	2%
Note: Asked of everyone	

Q: To what extent do you agree or disagree with the following statements? I can tell my primary care provider anything about my health.	
	<b>Total</b>
Total unweighted <i>N</i>	2,867
Strongly agree	55%
Somewhat agree	31%
Neither agree nor disagree	8%
Somewhat disagree	3%
Strongly disagree	1%
Don't know	1%
Note: Asked of everyone	



<p>Q: To what extent do you agree or disagree with the following statements? I trust my primary care provider's judgment about my medical care.</p>	
	<b>Total</b>
Total unweighted <i>N</i>	2,867
Strongly agree	45%
Somewhat agree	38%
Neither agree nor disagree	11%
Somewhat disagree	3%
Strongly disagree	1%
Don't know	1%
Note: Asked of everyone	

<p>Q: To what extent do you agree or disagree with the following statements? My primary care provider knows me as a person.</p>	
	<b>Total</b>
Total unweighted <i>N</i>	2,867
Strongly agree	28%
Somewhat agree	27%
Neither agree nor disagree	23%
Somewhat disagree	10%
Strongly disagree	9%
Don't know	2%
Note: Asked of everyone	

Q: Do you think your community has enough <u>primary care providers</u> to serve the needs of local residents, or not?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes, has enough	24%
No, does not have enough	42%
Don't know	32%
Note: Asked of everyone	

Q: Do you think your community has enough <u>nurses</u> to serve the needs of local residents, or not?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes, has enough	19%
No, does not have enough	42%
Don't know	38%
Note: Asked of everyone	

Q: Do you think your community has enough <u>mental health care providers, including psychologists or therapists</u> to serve the needs of local residents, or not?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes, has enough	12%
No, does not have enough	46%
Don't know	41%
Note: Asked of everyone	

Q: Do you think your community has enough <u>medical specialists, such as cardiologists or orthopedists</u> , to serve the needs of local residents, or not?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes, has enough	21%
No, does not have enough	39%
Don't know	39%
Note: Asked of everyone	

Q: Do you currently have medical or health insurance, including coverage you or a family member receive through an employer, purchase on your own, or enroll in through a public program like Medicare or Medi-Cal?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	87%
No	7%
Don't know	6%
Note: Asked of everyone	

Q: Have you experienced a change in health insurance coverage, such as gaining, losing, or switching, in the last 12 months?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	23%
No	68%
Not sure	8%
Note: Asked of everyone	

Q: Which of the following are reasons why you experienced a change in your health insurance coverage in the last 12 months?

If you experienced more than one change in your coverage in the past 12 months, please think about your most recent change and the main reason for the change when answering this question.

	<b>Total</b>
Total unweighted <i>N</i>	847
I or someone in my family got a new job, lost a job, or changed employers	25%
My employer or my spouse's employer began, stopped, or changed the health insurance they offer	15%
I experienced a life event such as marriage, divorce, or the birth of a child	7%
My eligibility for coverage changed because of my age	8%
I started, finished, or left college	2%
I could no longer afford health insurance	6%
I was told I was no longer eligible for my insurance coverage	6%
I was not satisfied with my insurance coverage	13%
Some other reason	14%
Note: Asked of anyone whose insurance changed in the last 12 months	

Q: Which of the following impacts did changing health insurance coverage have on you?	
	<b>Total</b>
Total unweighted <i>N</i>	847
I had to change my primary care provider	26%
I had to find new specialist providers	21%
Services I needed were no longer covered	17%
Prescriptions I needed were no longer covered	14%
Costs for care that I need increased	30%
Costs for maintaining my health insurance coverage increased	34%
I skipped appointments, medication refills, or other medical care during a gap in coverage	15%
I delayed appointments, medication refills, or other medical care during a gap in coverage	22%
I was stressed about getting the care that I needed	29%
Other	10%
Note: Asked of anyone who changed health insurance	

Q: Thinking about times you have needed to enroll in health insurance or renew your coverage, how easy or difficult is it to go through the processes you need to enroll or renew?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	27%
Somewhat easy	45%
Somewhat difficult	22%
Very difficult	5%
Note: Asked of everyone	

Q: In the past 12 months, have you tried to make an appointment for physical health care, such as high blood pressure, heart disease, cancer, diabetes, asthma, an injury, or any other illness?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	53%
No	46%
Note: Asked of everyone	

Q: In the past 12 months, have you had to wait longer than you thought was reasonable to get an appointment for physical health care (such as for high blood pressure, heart disease, cancer, diabetes, asthma, an injury, or any other illness)?	
	<b>Total</b>
Total unweighted <i>N</i>	1,939
Yes	48%
No	52%
Note: Asked of anyone who tried to make an appointment for physical health care in the past 12 months	

Q: How easy or difficult was it to find a <u>physical</u> health care provider who took your insurance?	
	<b>Total</b>
Total unweighted <i>N</i>	1,939
Very easy	43%
Somewhat easy	35%
Somewhat difficult	10%
Very difficult	4%
Note: Asked of anyone who tried to make an appointment for physical health care in the past 12 months	

Q: In the past 12 months, have you tried to make an appointment with a <u>mental</u> health provider?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	18%
No	81%
Note: Asked of everyone	

Q: In the past 12 months, have you had to wait longer than you thought was reasonable to get an appointment for <u>mental</u> health care?	
	<b>Total</b>
Total unweighted <i>N</i>	703
Yes	55%
No	45%
Note: Asked of anyone who has tried to make an appointment with a mental health provider in the past 12 months	

Q: How easy or difficult was it to find a <u>mental</u> health provider who took your insurance?	
	<b>Total</b>
Total unweighted <i>N</i>	623
Very easy	20%
Somewhat easy	26%
Somewhat difficult	25%
Very difficult	27%
Note: Asked of anyone who has tried to make an appointment with a mental health provider in the past 12 months	

Q: Generally speaking, how easy or difficult is it for you to do each of the following when it comes to getting care for you and your family?  
 Find out whether providers who accept your health insurance are taking new patients

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	22%
Somewhat easy	36%
Somewhat difficult	21%
Very difficult	6%
I have never had to do this	13%
Note: Asked of everyone	

Q: Generally speaking, how easy or difficult is it for you to do each of the following when it comes to getting care for you and your family?  
 Understand what services, treatment, and medication your health insurance covers

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	18%
Somewhat easy	41%
Somewhat difficult	26%
Very difficult	9%
I have never had to do this	6%
Note: Asked of everyone	



Q: Generally speaking, how easy or difficult is it for you to do each of the following when it comes to getting care for you and your family?  
Understand what it will cost you and your family to see a doctor, get a treatment, or fill a prescription

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	19%
Somewhat easy	38%
Somewhat difficult	22%
Very difficult	10%
I have never had to do this	8%
Note: Asked of everyone	

Q: Generally speaking, how easy or difficult is it for you to do each of the following when it comes to getting care for you and your family?  
Sort out a medical bill that you do not understand and/or believe is incorrect

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	13%
Somewhat easy	29%
Somewhat difficult	27%
Very difficult	10%
I have never had to do this	20%
Note: Asked of everyone	

Q: Generally speaking, how easy or difficult is it for you to do each of the following when it comes to getting care for you and your family?  
Ensure that health care providers have the latest information on your current test results, medications, and treatments

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very easy	26%
Somewhat easy	43%
Somewhat difficult	18%
Very difficult	4%
I have never had to do this	8%
Note: Asked of everyone	

Q: In the last five years, have you had to:  
Repeat medical history to a new provider

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	38%
No	56%
Don't know	6%
Note: Asked of everyone	

Q: In the last five years, have you had to:  
Repeat a medical test because prior results weren't available to the new provider

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	20%
No	72%
Don't know	7%
Note: Asked of everyone	

Q: In the last five years, have you had to: Communicate other information about your condition or treatment from one provider to another provider	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	41%
No	52%
Don't know	5%
Note: Asked of everyone	

Q: What impact did this have on you?	
	<b>Total</b>
Total unweighted <i>N</i>	1,459
Caused me to feel stress or frustration	58%
I had to spend more time than I thought was necessary getting care	62%
I had to spend more money on care	23%
I had to spend more money on other things, like transportation or child care	17%
I had to miss work and/or potential income	21%
Other	8%
Note: Asked of anyone who had to repeat medical history or medical test to a new provider	

Q: Over the past year, have you or a family member needed to wait for your health insurance company to approve or authorize a treatment, procedure, or medicine that your doctor prescribed?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	40%
No	54%
Don't know	6%
Note: Asked of everyone	

Q: Did your insurance company approve or authorize the request?	
	<b>Total</b>
Total unweighted <i>N</i>	1,475
Yes, I received the treatment, procedure, or medicine	75%
No, the request was denied, and I did not receive the treatment, procedure, or medicine	16%
Don't know	8%
Note: Asked of those who had to get health insurance approval or authorization	

Q: How long did it take to resolve the request?	
	<b>Total</b>
Total unweighted <i>N</i>	1,075
Less than 24 hours	5%
A few days	40%
A week or longer	55%
Note: Asked of those who had to get health insurance approval or authorization	

Q: Over the past year, have you or a family member needed to wait for your health insurance company to authorize <u>the same</u> treatment, procedure, or medicine <u>on more than one occasion</u> ?	
	<b>Total</b>
Total unweighted <i>N</i>	1,475
Yes	43%
No	46%
Don't know	11%
Note: Asked of everyone	

Q: A mental illness that interferes with a person's life and ability to function is called a serious mental illness. Examples include bipolar disorder, major depressive disorder, and schizophrenia. Have you or someone close to you ever needed treatment for a serious mental illness?

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	25%
No	67%
Don't know	7%
Note: Asked of everyone	

Q: How much improvement, if any, is needed in your community when it comes to treating people with serious mental illness?

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Significant improvement is needed	42%
Some improvement is needed	25%
Not a lot of improvement is needed	6%
There is no need for improvement	1%
Don't know	25%
Note: Asked of everyone	

Q: Have you or someone close to you ever needed treatment for substance use disorder or active addiction?

	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	21%
No	66%
Don't know	11%
Refused	2%
Note: Asked of everyone	

Q: How much improvement, if any, is needed in your community when it comes to treating people with substance use or addiction issues?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Significant improvement is needed	37%
Some improvement is needed	27%
Not a lot of improvement is needed	6%
There is no need for improvement	2%
Don't know	27%
Note: Asked of everyone	

Q: Thinking of the last five years, have you or someone close to you experienced a period of homelessness?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes, I have experienced a period of homelessness	4%
Yes, someone close to me has experienced a period of homelessness	13%
No	76%
Don't know	5%
Note: Asked of everyone	

Q: How much improvement, if any, is needed in your community when it comes to providing mental and physical health care to people experiencing homelessness?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Significant improvement is needed	49%
Some improvement is needed	23%
Not a lot of improvement is needed	6%
There is no need for improvement	2%
Don't know	21%
Note: Asked of everyone	

Q: Recently, some hospitals in California have closed or been identified publicly as being at risk of closure. How worried are you about hospitals in your community closing?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very worried	19%
Somewhat worried	27%
A little worried	22%
Not worried at all	31%
Note: Asked of everyone	

Q: Do you live in a community with a hospital that has closed in the past 12 months?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	8%
No	68%
Not sure	24%
Note: Asked of everyone	

Q: How has a hospital closing impacted the health and well-being of you and/or your family?	
	<b>Total</b>
Total unweighted <i>N</i>	425
My family or I drove farther to get health care	32%
My family or I changed health care providers	17%
My family or I postponed or skipped care we needed	18%
My health and/or the health of a family member has gotten worse	13%
My family or I wait longer to get health care	24%
Other	4%
None of the above	46%
Note: Asked of those who reported they lived in a community with a hospital that had closed in the past 12 months	

Q: How worried are you about the effect of weather and environmental factors — such as extreme heat, floods, wildfires, and air quality — on your or a family member’s physical or mental health?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Very worried	20%
Somewhat worried	33%
A little worried	23%
Not worried at all	23%
Note: Asked of everyone	



Q: Did weather and environmental factors — such as extreme heat, floods, wildfires, and air quality — have an impact on your or a family or a family member’s <u>physical</u> health in the past year?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	21%
No	65%
Not sure	12%
Note: Asked of everyone	

Q: How did weather and environmental factors impact your or a family member’s <u>physical</u> health?	
	<b>Total</b>
Total unweighted <i>N</i>	935
Caused me/them to seek additional physical medical treatment	12%
Caused me/them to take additional prescribed medications	15%
Caused me/them to undergo additional medical tests or lab work	4%
Caused me/them to spend less time outdoors	56%
Caused me/them to take time off of work or school	9%
Other	4%
Note: Asked of those whose health or family member’s physical health was impacted by the environmental factors	

Q: Did weather and environmental factors — such as extreme heat, floods, wildfires, and air quality — have an impact on your or a family member’s <u>mental</u> health in the past year?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Yes	15%
No	69%
Not sure	14%
Note: Asked of everyone	

Q: How did weather and environmental factors impact your or a family member's mental health?	
	<b>Total</b>
Total unweighted <i>N</i>	622
Caused me/them to feel additional stress or worry	73%
Caused me/them to seek mental health treatment	15%
Caused me/them to take additional prescribed medications	15%
Caused me/them to spend less time outdoors	54%
Caused me/them to take time off of work or school	19%
Other	3%
Note: Asked of those whose health or family member's mental health was impacted by the environmental factors	

Q: Artificial intelligence (AI) involves the development of computers to perform tasks that normally require human intelligence, such as learning and decisionmaking. How comfortable are you with the use of AI in health care for tasks such as diagnosing medical conditions and recommending treatments?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
Extremely comfortable	6%
Somewhat comfortable	30%
Not very comfortable	28%
Not at all comfortable	25%
Not sure	11%
Note: Asked of everyone	

Q: What factors, if any, contribute to your discomfort or hesitation in accepting AI technologies in health care?	
	<b>Total</b>
Total unweighted <i>N</i>	1,926
Worry about privacy and security	52%
Concerns about lack of transparency in how it works	49%
Fear of medical errors	73%
Discomfort with interacting with AI instead of human health care professionals	70%
Other ethical concerns	27%
Note: Asked of those who have some level of discomfort with AI use in health care	

Q: How do you perceive the impact of AI in health care on the treatment and outcomes for people of different races and ethnicities?	
	<b>Total</b>
Total unweighted <i>N</i>	3,431
AI will help make treatment more fair and equitable for everyone	27%
AI will make existing biases worse	18%
Not sure	54%
Note: Asked of everyone	