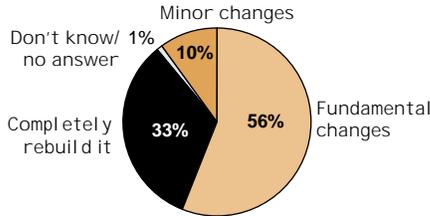


# Unstable Condition

## Question:

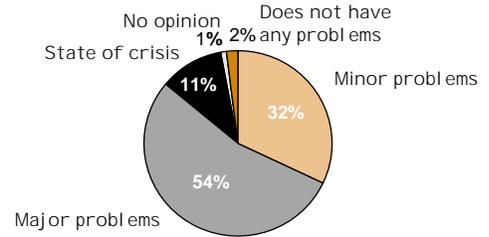
Which of the following three statements comes closest to expressing your overall view of the health care system in the United States—on the whole, the health care system works pretty well and only minor changes are necessary to make it work better; there are some good things in our health care system, but fundamental changes are needed; [or] our health care system has so much wrong with it that we need to completely rebuild it?



Source: Survey by CBS News/*New York Times*, July 13-16, 2002.

## Question:

Which of these statements do you think best describes the US health care system today—it is in a state of crisis, it has major problems, it has minor problems, or it does not have any problems?

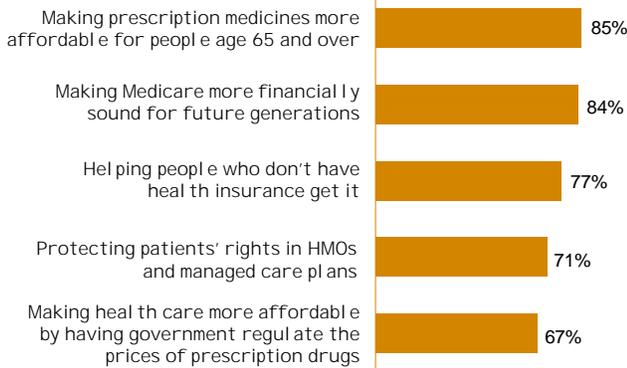


Source: Survey by the Gallup Organization, November 11-14, 2002.

## Questions:

Now I'm going to read you some different health care issues. As I read each one, please tell me how important you think it is for the federal government to deal with this issue—very important, somewhat important, not too important, or not at all important.

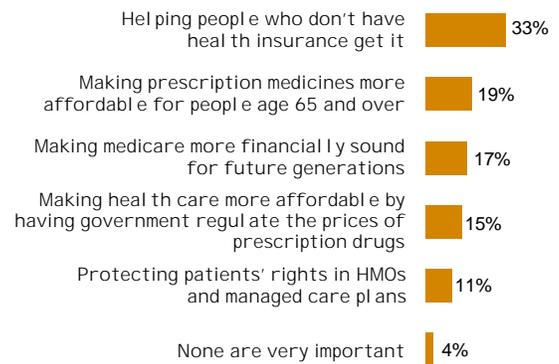
### PERCENT RESPONDING VERY IMPORTANT



Source: Survey by National Public Radio/Kaiser Family Foundation/Kennedy School of Government, Harvard University, March 28-May 1, 2002.

Which... do you think is most important?

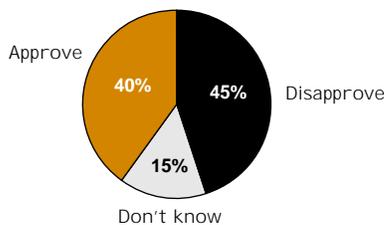
### PERCENT RESPONDING MOST IMPORTANT



# Substandard Treatment

## Question:

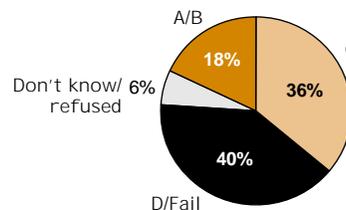
Do you approve or disapprove of the way George W. Bush is handling the cost and availability of health care in the United States?



Source: Survey by *Los Angeles Times*, January 30-February 2, 2003.

## Question:

[Students are often given the grades A, B, C, D, or Fail to describe the quality of their work.] All in all, what grade would you give Congress for the job it's done... dealing with health care...?



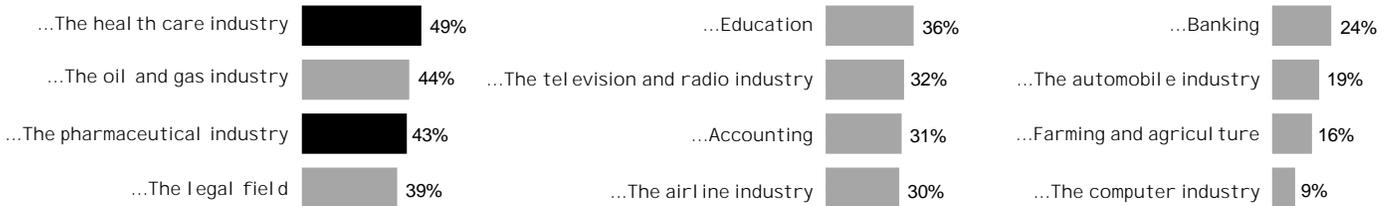
Source: Survey by Princeton Survey Research Associates/Pew Research Center, June 19-23, 2002.

# Dissatisfied Customers

## Questions:

For each of the following business sectors in the United States, please say whether your overall view of it is very positive, somewhat positive, somewhat negative or very negative. How about? ...

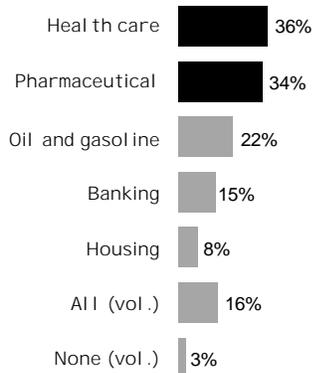
PERCENT RESPONDING VERY/SOMEWHAT **NEGATIVE**



Source: Survey by the Gallup Organization, August 5-8, 2002.

## Question:

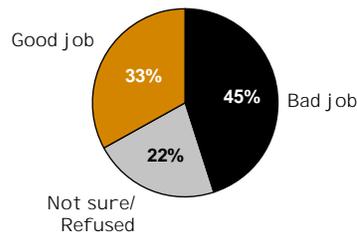
Which one or two of the following industries do you feel have stopped listening and being sensitive to their consumers—health care, pharmaceutical, oil and gasoline, banking, [or] housing?



Note: Multiple responses were allowed.  
Source: Survey by NBC News/Wall Street Journal, June 8-10, 2002.

## Question:

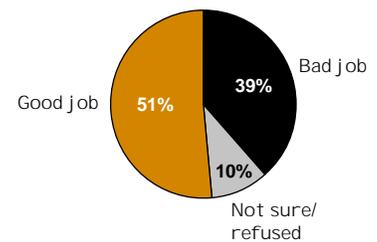
Do you think managed care companies such as HMOs generally do a good or bad job serving their consumers?



Source: Survey by Harris Interactive, May 22-28, 2002.

## Question:

Do you think health insurance companies generally do a good or bad job serving their consumers?

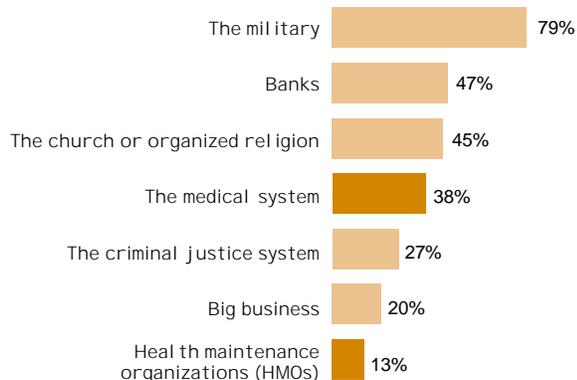


Source: Survey by Harris Interactive, May 22-28, 2002.

## Questions:

Now I am going to read you a list of institutions in American society. Please tell me how much confidence you, yourself, have in each one—a great deal, quite a lot, some, or very little.

PERCENT RESPONDING GREAT DEAL/QUITE A LOT

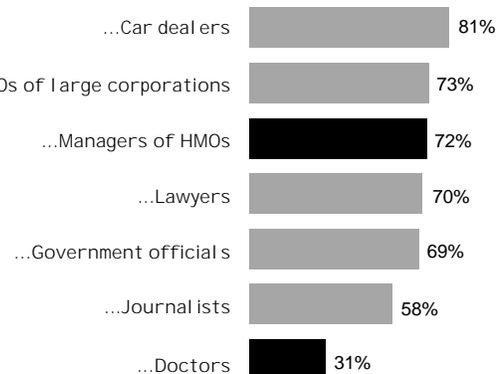


Source: Survey by Gallup/CNN/USA Today, June 21-23, 2002.

## Questions:

For each of the following groups, please tell me whether most of the people in them can be trusted or that you can't be too careful in dealing with them. How about?...

PERCENT RESPONDING CAN'T BE TOO CAREFUL

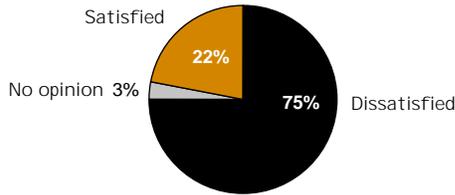


Source: Survey by Gallup/CNN/USA Today, July 5-8, 2002.

# Costs in Question

## Question:

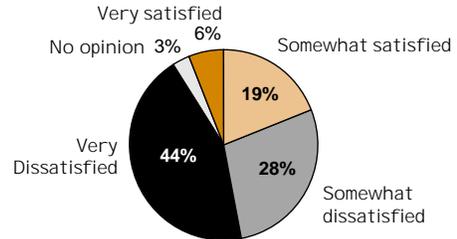
Thinking... about health care in the country as a whole, are you generally satisfied or dissatisfied with the total cost of health care in this country?



Source: Survey by the Gallup Organization, November 11-14, 2002.

## Question:

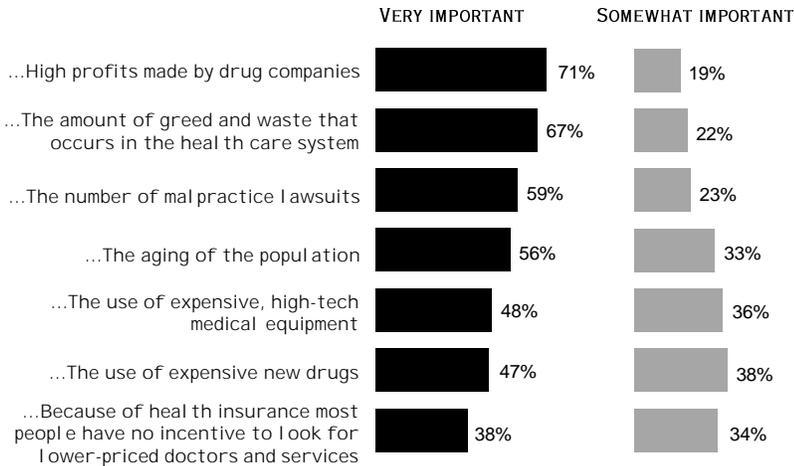
[We'd like to know how you feel about the state of the nation in each of the following areas. Are you] very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied [with]... the availability of affordable health care?



Source: Survey by the Gallup Organization, January 13-16, 2003.

## Questions:

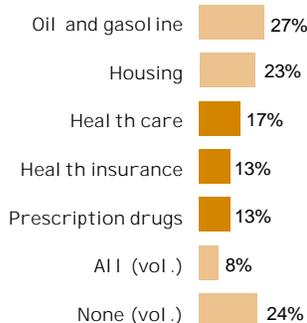
...A number of factors have been suggested as possible reasons for rising health care costs. For each factor I mention, please tell me whether you feel it is very important, somewhat important, not very important, or not important at all in causing higher health care costs.... How important is...?



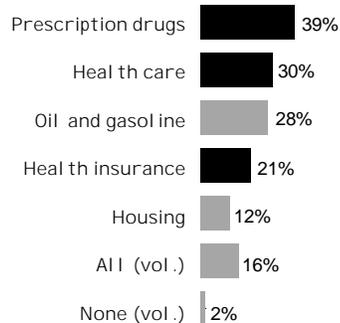
Source: Survey by National Public Radio/Kaiser Family Foundation/Kennedy School of Government, Harvard University, March 28-May 1, 2002.

## Questions:

[Now I'm going to mention some areas in which prices have increased over the past couple of years. Please tell me which one or two you feel are most justified...]-prescription drugs, health care, oil and gasoline, health insurance, housing.



...[W]hich one or two [do] you feel are least justified...?



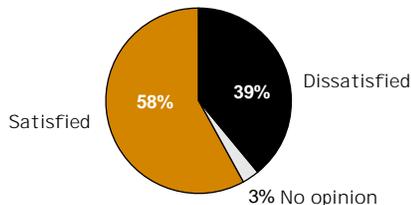
Note: Multiple responses were allowed.

Source: Survey by NBC News/Wall Street Journal, June 8-10, 2002.

# Hard on the Nerves

## Question:

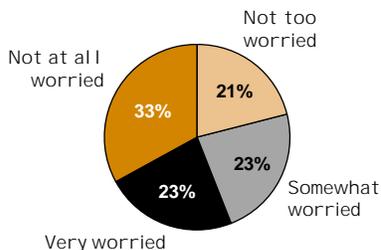
Are you generally satisfied or dissatisfied with the total cost you pay for your health care?



Source: Survey by the Gallup Organization, November 11-14, 2002.

## Question:

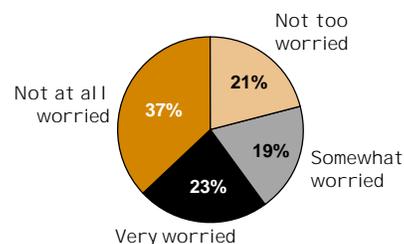
How worried are you that you won't be able to afford health care services you think you need over the next year?



Source: Survey by National Public Radio/Kaiser Family Foundation/Kennedy School of Government, Harvard University, March 28-May 1, 2002.

## Question:

How worried are you that you won't be able to afford prescription drugs over the next year?



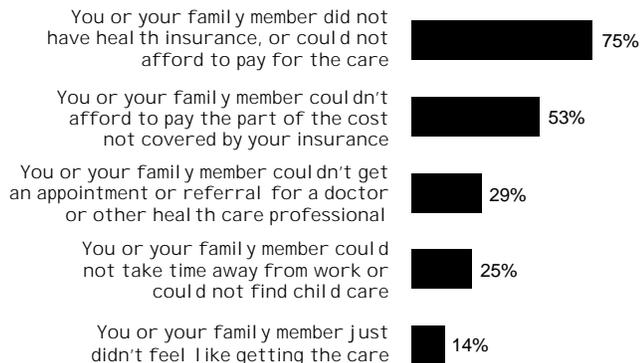
Source: Survey by National Public Radio/Kaiser Family Foundation/Kennedy School of Government, Harvard University, March 28-May 1, 2002.

## Going Without

### Questions:

Here are some reasons why a person might not get needed medical care. As I read each one, please tell me if it was a reason you or your family member were/was unable to get needed care, or not.

#### PERCENT RESPONDING YES

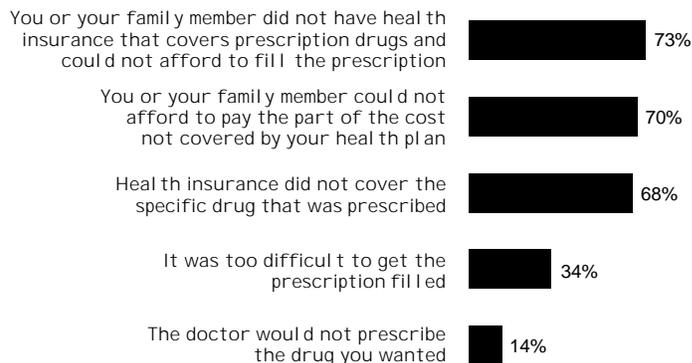


Note: Asked of those who said in the past twelve months they or another family member living in the household were/was unable to get needed care (10%).  
Source: Survey by National Public Radio/Kaiser Family Foundation/Kennedy School of Government, Harvard University, March 28-May 1, 2002.

### Questions:

Here are some reasons why a person might not get a prescription drug they need. As I read each one, please tell me if it was a reason you or your family member were/was unable to get needed care, or not.

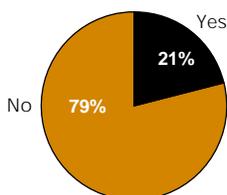
#### PERCENT RESPONDING YES



Note: Asked of those who said they or another family member living in the household needed a prescription drug in the past twelve months but didn't get it (13%).  
Source: Survey by National Public Radio/Kaiser Family Foundation/Kennedy School of Government, Harvard University, March 28-May 1, 2002.

### Questions:

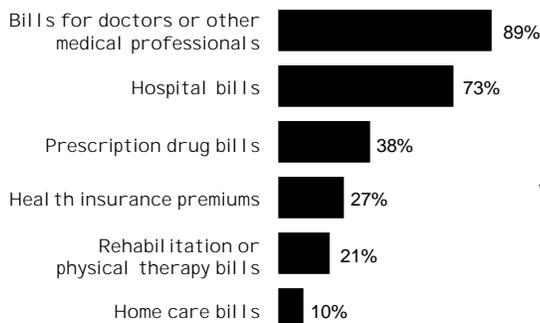
In the past year, did you or another family member in your household have any problems paying medical bills or not?



Source: Survey by National Public Radio/Kaiser Family Foundation/Kennedy School of Government, Harvard University, March 28-May 1, 2002.

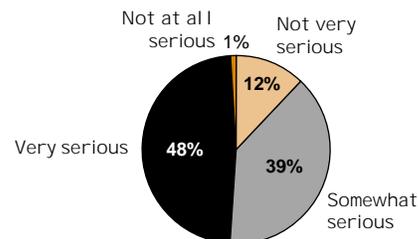
Were the medical bills for any of the following?

#### PERCENT RESPONDING YES



Note: Asked of those who had or whose family member had problems paying medical bills in the last year (21%).

How serious a problem were these bills?



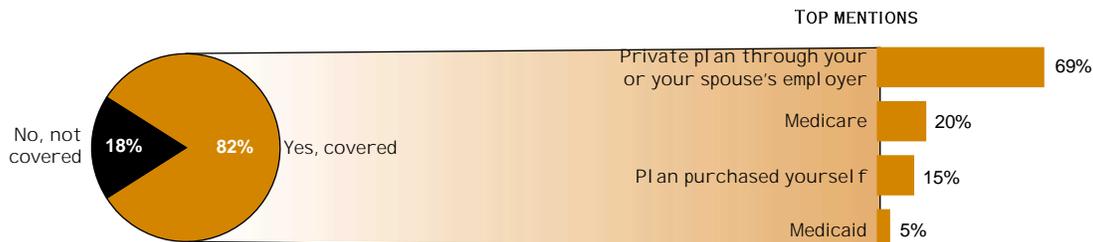
Note: Asked of those who had or whose family member had problems paying medical bills in the last year (21%).

# Care at a Premium

## Questions:

Are you, yourself, now covered by any form of health insurance or health plan, or do you not have health insurance at this time? A health plan includes any private insurance plan through your employer or a plan that you purchased yourself, as well as a government program like Medicare or Medicaid.

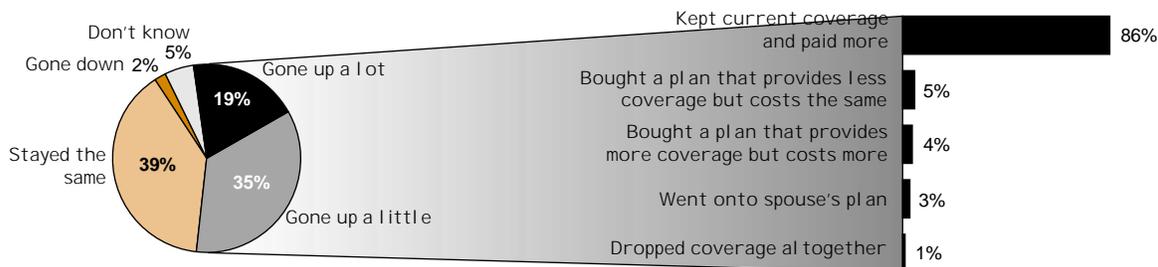
Which type of health insurance do you now have? Is it a plan through your or your spouse's employer, a plan you purchased yourself, are you covered by Medicare or Medicaid, some other government program, or do you get your health insurance from somewhere else?



## Questions:

During the past twelve months, has the amount of money you pay directly each month or have deducted from your paycheck for your health insurance premiums gone up a lot, gone up a little, stayed the same, or gone down?

What did you do when this happened—did you keep your current coverage and pay more, buy a plan that provides less coverage but costs the same, buy a plan that provides more coverage but costs more, drop your coverage altogether, or go onto your spouse's plan?

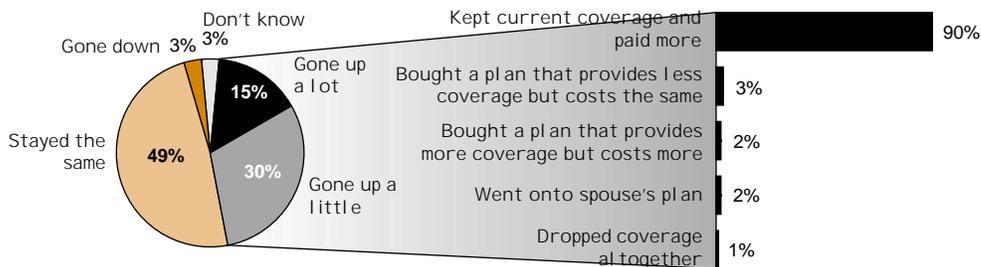


Note: Asked of those who have health insurance (82%).

## Questions:

...During the past twelve months, has the amount of money you and your family have spent on health care costs not covered by insurance or government benefits, like co-payments or deductibles, gone up a lot, gone up a little, stayed the same, or gone down?

What did you do when this happened—did you keep your current coverage and pay more, buy a plan that provides less coverage but costs the same, buy a plan that provides more coverage but costs more, drop your coverage altogether, or go onto your spouse's plan?



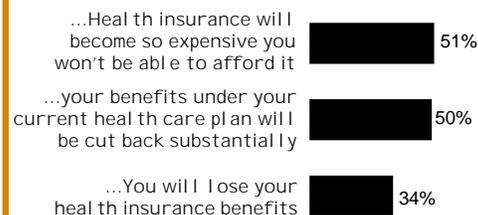
Note: Asked of those who have health insurance (82%).

## Worried Sick

### Questions:

How worried are you that...?

PERCENT RESPONDING VERY/SOMEWHAT WORRIED



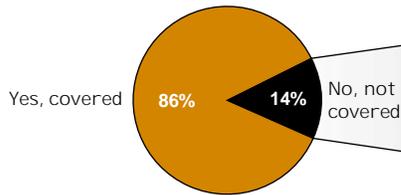
Note: Asked of those who have health insurance (82%).

Source: All data on this page from a survey by National Public Radio/Kaiser Family Foundation/Kennedy School of Government, Harvard University, March 28-May 1, 2002.

# Without a Net

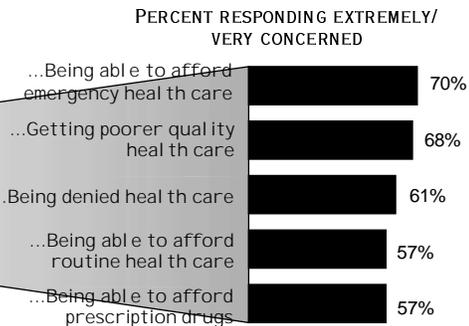
## Questions:

Are you, yourself, currently covered by any form of health insurance? This would include a Health Maintenance Organization or HMO, a Preferred Provider Organization or PPO, Blue Cross Blue Shield plan, Medicare, Medicaid, or some other plan.



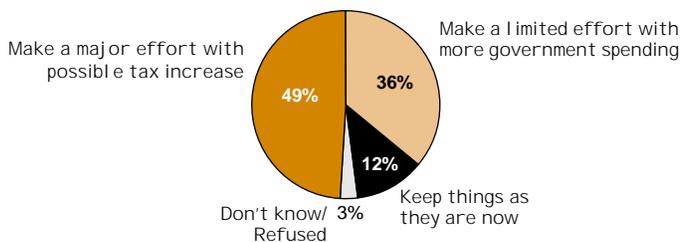
Source: Survey by Mathew Greenwald & Associates/Employee Benefit Research Institute/Consumer Health Education Council, April 18-May 19, 2002.

...Are you extremely concerned, very concerned, not too concerned, or not at all concerned about...?



## Question:

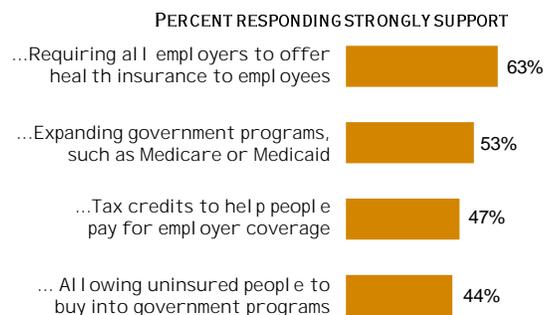
Which one of the following three statements comes closest to what you think government should do for people who don't have health insurance— keep things as they are now, make a limited effort to provide health insurance for some of the uninsured which would mean more government spending, or make a major effort to provide health insurance for most uninsured Americans, which might require a tax increase to pay for it?



Source: Survey by Harvard School of Public Health/Robert Wood Johnson Foundation/ICR, July 26-September 2, 2001.

## Questions:

Many people are concerned about the number of Americans who do not have health insurance. In order to make sure all Americans have access to health insurance, would you support or oppose the following...?

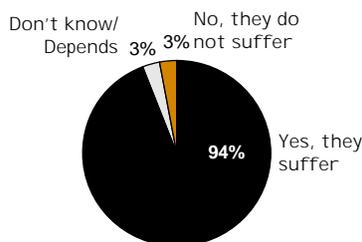


Source: Survey by Mathew Greenwald & Associates/Employee Benefit Research Institute/Consumer Health Education Council, April 18-May 19, 2002.

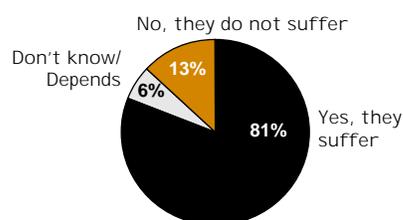
# Yes, They Suffer; Yes, They Die

## Questions:

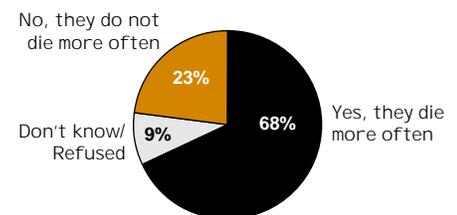
Do you think that when the uninsured [in your community] get sick they suffer serious health consequences because they can't get the medical care they need, or do you think that they do not suffer serious health consequences because they can't get the care they need?



[D]o you think... they suffer serious financial consequences, or do you think that they do not suffer serious financial consequences?



[D]o you think that they die more often than insured people with the same illness, or do you think that they do not die more often?



Note: Asked of those who said most people in their community without health insurance are unable to get medical care they need (39%).  
Source: Survey by Harvard School of Public Health/Robert Wood Johnson Foundation/ICR, July 26-September 2, 2001.