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?


Question:
Which of these statements do you think best describes the U.S. 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:
- Making prescription medicines more affordable for people age 65 and over: 85%
- Making Medicare more financially sound for future generations: 84%
- Helping people who don’t have health insurance get it: 77%
- Protecting patients’ rights in HMOs and managed care plans: 71%
- Making health care more affordable by having government regulate the prices of prescription drugs: 67%


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?


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..?

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...

<table>
<thead>
<tr>
<th>Sector</th>
<th>Percent Very/Somewhat Negative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health care</td>
<td>49%</td>
</tr>
<tr>
<td>Oil and gas industry</td>
<td>44%</td>
</tr>
<tr>
<td>Pharmaceutical industry</td>
<td>43%</td>
</tr>
<tr>
<td>The legal field</td>
<td>39%</td>
</tr>
<tr>
<td>Education</td>
<td>36%</td>
</tr>
<tr>
<td>The television and radio industry</td>
<td>32%</td>
</tr>
<tr>
<td>The automobile industry</td>
<td>19%</td>
</tr>
<tr>
<td>Accounting</td>
<td>31%</td>
</tr>
<tr>
<td>Farming and agriculture</td>
<td>16%</td>
</tr>
<tr>
<td>The airline industry</td>
<td>30%</td>
</tr>
<tr>
<td>The computer industry</td>
<td>9%</td>
</tr>
</tbody>
</table>

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?

- Health care: 36%
- Pharmaceutical: 34%
- Oil and gasoline: 22%
- Banking: 15%
- Housing: 8%
- All (vol.): 16%
- None (vol.): 3%

Note: Multiple responses were allowed.

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

<table>
<thead>
<tr>
<th>Type of Company</th>
<th>Good Job</th>
<th>Bad Job</th>
<th>Not Sure/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health care HMOs</td>
<td>45%</td>
<td>33%</td>
<td>22%</td>
</tr>
</tbody>
</table>

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?

<table>
<thead>
<tr>
<th>Type of Company</th>
<th>Good Job</th>
<th>Bad Job</th>
<th>Not Sure/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health insurance companies</td>
<td>51%</td>
<td>38%</td>
<td>10%</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Institution</th>
<th>Percent Responding</th>
</tr>
</thead>
<tbody>
<tr>
<td>The military</td>
<td>79%</td>
</tr>
<tr>
<td>Banks</td>
<td>47%</td>
</tr>
<tr>
<td>The church or organized religion</td>
<td>45%</td>
</tr>
<tr>
<td>The medical system</td>
<td>38%</td>
</tr>
<tr>
<td>The criminal justice system</td>
<td>27%</td>
</tr>
<tr>
<td>Big business</td>
<td>20%</td>
</tr>
<tr>
<td>Health maintenance organizations (HMOs)</td>
<td>13%</td>
</tr>
</tbody>
</table>


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?

<table>
<thead>
<tr>
<th>Type of Group</th>
<th>Percent Responding Can't Be Too Careful</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car dealers</td>
<td>81%</td>
</tr>
<tr>
<td>CEOs of large corporations</td>
<td>73%</td>
</tr>
<tr>
<td>Managers of HMOs</td>
<td>72%</td>
</tr>
<tr>
<td>Lawyers</td>
<td>70%</td>
</tr>
<tr>
<td>Government officials</td>
<td>69%</td>
</tr>
<tr>
<td>Journalists</td>
<td>58%</td>
</tr>
<tr>
<td>Doctors</td>
<td>31%</td>
</tr>
</tbody>
</table>

Source: Survey by Gallup/CNN/USA Today, July 5-8, 2002.
[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
- All (vol.)
- None (vol.)

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


Note: Multiple responses were allowed.

Source: Survey by the NBC News/Wall Street Journal, June 8-10, 2002.
In the past year, did you or another family member in your household have any problems paying medical bills or not?

**Questions:**

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

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>21%</td>
<td>79%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Were the medical bills for any of the following?

**Questions:**

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

<table>
<thead>
<tr>
<th>Bills for doctors or other medical professionals</th>
<th>Hospital bills</th>
<th>Prescription drug bills</th>
<th>Health insurance premiums</th>
<th>Rehabilitation or physical therapy bills</th>
<th>Home care bills</th>
</tr>
</thead>
<tbody>
<tr>
<td>89%</td>
<td>73%</td>
<td>38%</td>
<td>27%</td>
<td>21%</td>
<td>10%</td>
</tr>
</tbody>
</table>

How serious a problem were these bills?

**Questions:**

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

<table>
<thead>
<tr>
<th>Very serious</th>
<th>Not very serious</th>
</tr>
</thead>
<tbody>
<tr>
<td>48%</td>
<td>39%</td>
</tr>
</tbody>
</table>

Note: Asked of those who had or whose family member had problems paying medical bills in the past 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.

- Yes, covered: 82%
- No, not covered: 18%

Questions:

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?

- Private plan through your or your spouse's employer: 69%
- Medicare: 20%
- Plan purchased yourself: 15%
- Medicaid: 5%

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?

- Gone up a lot: 39%
- Gone up a little: 35%
- Stayed the same: 19%
- Gone down: 5%

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

Questions:

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?

- Kept current coverage and paid more: 86%
- Bought a plan that provides less coverage but costs the same: 5%
- Bought a plan that provides more coverage but costs more: 4%
- Went onto spouse's plan: 3%
- Dropped coverage altogether: 1%

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?

- Gone down: 5%
- Gone up a lot: 19%
- Stayed the same: 39%
- Gone up a little: 35%

Questions:

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?

- Kept current coverage and paid more: 90%
- Bought a plan that provides less coverage but costs the same: 3%
- Bought a plan that provides more coverage but costs more: 2%
- Went onto spouse's plan: 2%
- Dropped coverage altogether: 1%

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

Questions:

How worried are you that...

- ...health insurance will become so expensive you won't be able to afford it: 51%
- ...your benefits under your current health care plan will be cut back substantially: 50%
- ...you will lose your health insurance benefits: 34%

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.
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, BlueCrossBlueShield plan, Medicare, Medicaid, or some other plan.

Yes, covered 86%
No, not covered 14%


Questions:

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?

Keep things as they are now 49%
Make a limited effort with more government spending 36%
Make a major effort with possible tax increase 12%
Don’t know/Refused 3%


Questions:

M any 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?

Percent Responding Strongly Support

...Requiring all employers to offer health insurance to employees 63%
...Expanding government programs, such as Medicare or Medicaid 53%
...Tax credits to help people pay for employer coverage 47%
...Allowing uninsured people to buy into government programs 44%


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?

Yes, they suffer 94%
No, they do not suffer 6%
Don’t know/Depends 3%

Source: Asked of those who said most people in their community without health insurance are unable to get medical care they need (39%).

Without a Net

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

Percent Responding Extremely/Very Concerned

...Being able to afford emergency health care 70%
...Getting poorer quality health care 68%
...Being denied health care 61%
...Being able to afford routine health care 57%
...Being able to afford prescription drugs 57%


Questions:

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

Yes, They Suffer; Yes, They Die