

# PATIENTS' PERSPECTIVES ON HEALTH CARE IN THE UNITED STATES

A LOOK AT SEVEN STATES & THE NATION

February 2016



## INTRODUCTION

The landscape and experience of health care in the United States has changed dramatically in the last two years. January 2014 saw insurance purchased on state exchanges and the federal marketplace go into effect, the start of the Affordable Care Act's individual mandate and its accompanying subsidies and tax credits for qualifying Americans, discrimination protections, including pre-existing conditions, for those seeking to buy health insurance, and the implementation of essential health benefits for all plans sold through the insurance marketplace.

The Patients' Perspectives on Health Care survey series seeks to illuminate the self-reported experiences today of health care consumers across the country and in seven states: Florida, Kansas, New Jersey, Ohio, Oregon, Texas and Wisconsin. These locations were not picked at random; rather, they were selected to represent a geographically diverse group of states that *have* (NJ, OH, OR) and *have not* (FL, KS, TX) expanded Medicaid, as well as the only state in the nation that did not have to, since Wisconsin's pre-ACA eligibility criteria already matched those passed by national health reform.

All participants – both those sampled in the seven states and across the nation – were asked to share their personal experiences and opinions. Thus, comparisons between any state and the nation contrast the views of a representative sample of that state's residents to a representative sample of residents across the country asked about their perceptions of their own state. Although there are many differences among the views and experiences of people across states, this report only highlights such differences when they are statistically significant from the national sample. It summarizes the survey's state and national findings as they pertain to six main questions:

1. What is the overall picture in the United States – what has changed in the past two years, and how do adults in the U.S. rate their health care and costs at the state and personal levels?
2. How do adults in the U.S. rate the quality of their health care?
3. How do adults in the U.S. perceive the cost of their health care?
4. Do adults in the U.S. face barriers to accessing health care?
5. How do adults in the U.S. experience health care at different sites, including doctor's offices, hospitals, emergency rooms, urgent care centers and retail or drug store mini-clinics?
6. What do adults in the U.S. think of national health reform?

Only those adults who report having received care during a given type of health care visit were asked to rate the quality of their health care during their most recent visit. This prevents residents who have never used urgent care centers, for example, from weighing in on the quality or cost of those facilities.

## EXECUTIVE SUMMARY

A new poll of adults across the U.S. and in seven states by National Public Radio, the Robert Wood Johnson Foundation, and the Harvard T.H. Chan School of Public Health shows that despite major shifts in the American health care system over the past two years, most U.S. residents report that the health care they personally receive has remained about the same. In terms of health care costs, most adults in the U.S. view these as reasonable, but getting less affordable over time. Survey results also indicate that Americans are more positive about the health care they personally receive than about the functioning of their state's overall health care system. Where most rate their own health care positively, far more Americans rate their state and the nation's overall health care system as fair or poor than rate it as excellent.

### What is the overall picture in the United States?

Adults in the U.S. are much more positive in their feedback when it comes to the health care they personally receive as patients than they are about their state's or the nation's health care system. Far more adults rate the care they personally receive as excellent than rate the health care system in their state or the nation similarly. However, less than half of recent patients believe the health care they personally receive is excellent. When it comes to health care costs, most U.S. adults believe their personal costs are reasonable, if getting costlier over time. Most adults in the U.S. also say health care costs are a major problem in their state and more than half believe state costs have increased in the past two years. In terms of health insurance costs, more than a third of U.S. adults believe their health insurance co-pay, deductible and premium costs have increased in the past two years, while only about one in six say the same of their benefits.

### How do adults in the U.S. rate the quality of their health care?

Adults in the U.S. have mixed feelings when it comes to the quality of their health care. Only one type of health care facility – hospitals – prompted nearly half of patients to say the quality of health care they received during their most recent overnight stay was excellent. In contrast, recent patients rate urgent care centers lowest among all surveyed health care facilities, with less than three in ten rating their care as excellent. Overall, most adults in the U.S. do not consider the health care they personally receive to be excellent, even though only a minority of adults says their care is fair or poor.

### How do adults in the U.S. perceive the cost of their health care?

Most adults in the U.S. believe their health care costs are reasonable, although this varies substantially by facility. Patient cost ratings indicate emergency room visits are perceived to be the most unreasonable, while those who use mini-clinics are much more likely to say their health care costs are reasonable, even though overall use is low. Survey results also indicate that health care costs cause serious financial problems for more than a quarter of Americans, more than forty percent of whom report spending all or most of their personal savings on large medical bills. Notably, about one in five adults in the U.S. do not believe they get good value for what they pay toward the cost of their care, and about one in five say they struggle to afford prescription drugs.

## Do adults in the U.S. face barriers to accessing health care?

Nearly three quarters of Americans say they have a regular doctor or health care professional that provides most of their care when they are sick or have a health concern. In the past two years, more than one in five adults say there has been at least one time when they couldn't see their regular doctor, but more than four in five of these patients were able to see a different provider – most commonly in the emergency room. About one in seven U.S. adults report they were not able to get the health care they needed at some point in the past two years. When asked whether they would be able to receive the best treatment available in the state where they live, if they became seriously ill; however, more than three quarters of Americans believe they would be able to access their state's best care.

## How do adults in the U.S. experience health care at different sites?

More than forty percent of patients rate four out of six aspects of their most recent visit to a doctor as excellent, and more than three quarters of patients say the cost of their last visit was reasonable. Among those who have recently seen a doctor, patients in the U.S. rate their provider's sensitivity to their cultural background highest, and their ability to get in touch with their doctor by phone or email outside of appointments lowest. Survey participants also rated their overall experience, the quality of health care they received, the amount of time they spent with the doctor, and the doctor's concern with maintaining their long-term health and other factors that could affect their health and well-being. Overnight hospitalization performs best among all surveyed health care settings when it comes to perceived quality, but ranks second-to-last when it comes to the reasonableness of health care costs.

Among alternatives to doctor's offices and hospitals, emergency rooms are most commonly used by Americans for major health problems, while urgent care centers are mostly used for minor wounds and illnesses. Mini-clinics, on the other hand, are frequented for vaccines. Less than forty percent of recent patients say the quality of care at these sites is excellent – urgent care centers receive excellent ratings from less than three in ten recent patients – however, a strong majority of recent patients say health care costs at urgent care centers and mini-clinics are reasonable. Reported use of emergency rooms and urgent care centers is also increasing, as many patients say they use these facilities more now than they did two years ago. When asked why they prefer all three sites over doctor's offices or community health centers, many patients cite ease of being seen, rapidity of treatment and location as driving factors.

## What do adults in the U.S. think of national health reform?

Americans have mixed feelings on the state- and personal-level effects of the Affordable Care Act. The proportion of U.S. adults who believe the law helped people in the state where they live approximately equals the proportion of people who believe national health reform hurt their fellow state residents. On a personal level, most Americans do not believe the law directly affected them. Among those who do, however, more believe the law directly hurt them than helped them.

## OVERALL PICTURE

This section answers the question “What is the overall picture in the United States? What has or has not changed in the past two years, and how do adults in the U.S. rate their health care and costs at the state and personal levels?”

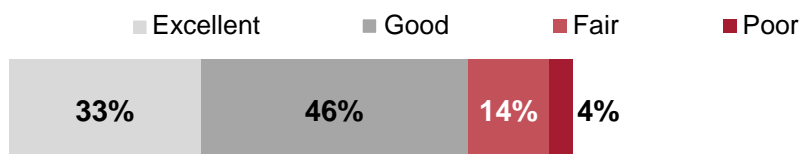
**Adults in the U.S. are much more positive in their feedback when it comes to the health care they personally receive as patients than they are about their state’s or the nation’s health care system. Far more adults rate the care they personally receive as excellent than rate the health care system in their state or the nation similarly. However, less than half of recent patients believe the health care they personally receive is excellent. When it comes to health care costs, most U.S. adults believe their personal costs are reasonable, if getting costlier over time. Most adults in the U.S. also say health care costs are a major problem in their state and more than half believe state costs have increased in the past two years. In terms of health insurance costs, more than a third of U.S. adults believe their health insurance co-pay, deductible and premium costs have increased in the past two years, while only about one in six say the same of their benefits.**

### Assessment of Care Personally Received

Many adults in the U.S. are happy with the care they personally receive as patients; however, most do not rate their care as excellent (*Figure 1*) and a strong majority believes their care has stayed about the same in recent years (*Figure 2*). Three in five U.S. adults say the cost they personally pay for their care is reasonable (*Figure 3*), although many believe these costs – for health care services and prescription drugs – have become less affordable in recent years (*Figure 4*).

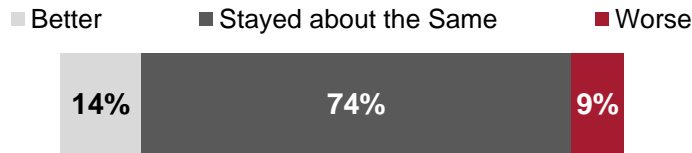
One-third (33%) of adults in the U.S. believe the health care they receive is excellent and just under half (46%) say their care is good, while just over one in six (18%) say it is fair or poor. Notably, adults in New Jersey (27%) are significantly less likely to report that their health care is excellent than adults nationwide (33%).

FIGURE 1. Percent of adults in the U.S. who rate the health care they personally receive as excellent, good, fair or poor (Q9).



Nearly three-fourths (74%) of adults in the U.S. believe the health care they receive has stayed about the same over the past two years, while less than a quarter (23%) believe it has gotten better or worse. Adults in Ohio (13%) and Oregon (13%) are significantly more likely than adults nationwide (9%) to report that the health care they receive has gotten worse in the past two years. Additionally, fewer adults in Florida (65%) believe their care has stayed about the same in recent years than adults across the country (74%). Among those who believe their care has changed, however, Floridians are divided. Sunshine State residents are both more likely to say their care has gotten better (18%) and more likely to say it has gotten worse (13%) over time compared to adults nationwide (14% and 9%, respectively).

FIGURE 2. Percent of adults in the U.S. who say the health care they personally receive has gotten better, worse, or stayed about the same over the past two years (Q10).



Most adults in the U.S. (60%) say the cost they personally pay for their health care is reasonable, while just under three in ten (29%) disagree, saying the amount they pay is unreasonable. However, adults in New Jersey (39%), Kansas (37%) and Ohio (36%) are significantly more likely than adults across the country (29%) to report that their health care costs are unreasonable.

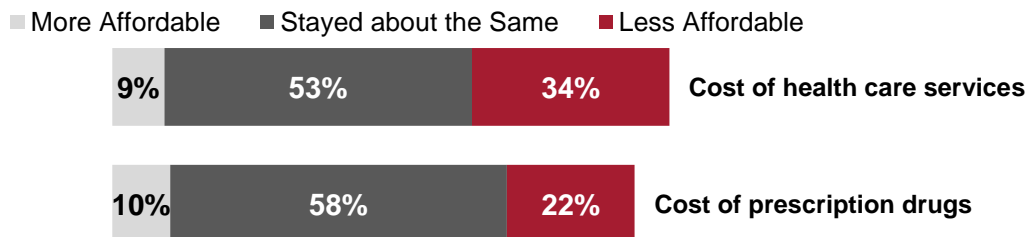
FIGURE 3. Percent of adults in the U.S. who say the cost they personally pay for health care, including premiums, deductibles, copayments, and prescription drugs, is reasonable or unreasonable (Q15).



Most adults in the U.S. believe the cost of their health care services and prescription drugs have stayed about the same over the past two years. Among those who believe it has changed, more believe costs are getting worse over time. Thirty-four percent of U.S. adults believe their health care services are harder to afford now than they used to be, while just nine percent believe they are more affordable. When it comes to prescription drug costs, about one in five adults (22%) believes prescription drugs have become harder to afford in the past two years, while just 10 percent believe they have become more affordable.

Oregonians (14%) are significantly more likely than adults nationwide (9%) to report that the cost of their health care services have become more affordable in the past two years, while Kansans (43%) and Wisconsinites (41%) are significantly more likely than adults across the nation (34%) to say that these costs have become less affordable. In terms of prescription drug costs, Texans (15%) are significantly more likely than adults nationwide (10%) to report that theirs have become more affordable in recent years, whereas Kansans (28%) are more likely to say that theirs have become less affordable compared to U.S. adults (22%).

FIGURE 4. Percent of adults in the U.S. who say the cost of their health care services and prescription drugs has gotten more affordable, less affordable, or stayed about the same over the past two years (Q16 a-b).

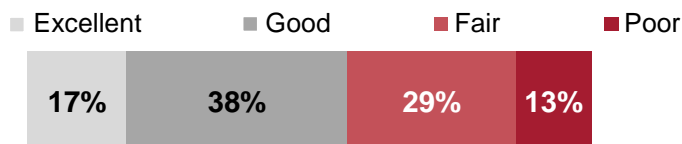


## The State of the Nation

Adults in the U.S. tend to be less positive about their state's health care system than they are about the care they personally receive as patients, and reflect even less favorably on the nation's health care system than on that of their state. More than two in five U.S. adults rate the health care system in their state as fair or poor (Figure 5), whereas more than three in five say the same of the nation's health care system (Figure 6). Additionally, more than a quarter believes health of people in their state has gotten worse in the past two years (Figure 8). When it comes to health care costs, more than half of adults in the U.S. say health care costs are a major problem in their state (Figure 9), and most also say state costs have risen in recent years (Figure 10).

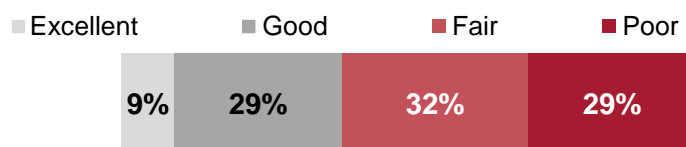
Even though most (55%) Americans reflect positively on their state's health care system, saying it is excellent or good, few give their state top marks. Just one in six (17%) say the health care system in their state is excellent, while more than two in five (42%) adults in the U.S. say it is fair or poor. Adults in Florida (10%) and Oregon (11%) are significantly less likely than adults across the country (17%) to say their state's system is excellent.

FIGURE 5. Percent of adults in the U.S. who rate the health care system in their state as excellent, good, fair or poor (Q2).



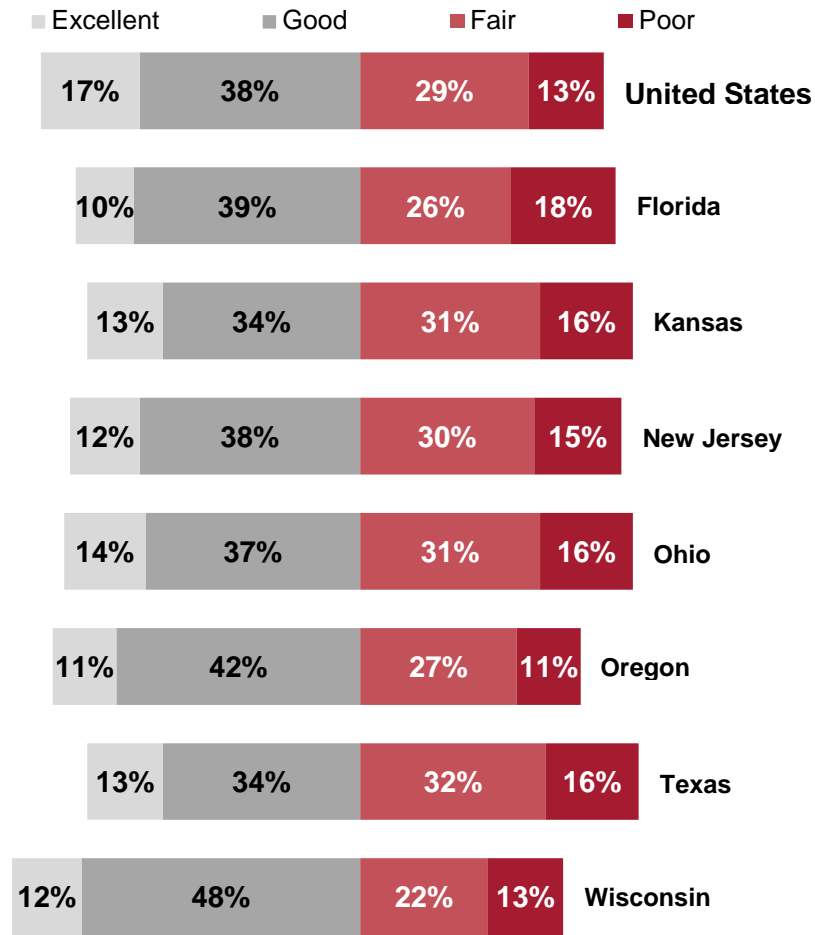
Americans are much more negative about the nation's health care system than they are about the health care system in the state where they live. Only 38 percent of adults in the U.S. had positive things to say about the country's health care system, and fewer than one in ten (9%) gave it top marks. In contrast, more than three in five (61%) U.S. adults say the nation's health care system is fair or poor.

FIGURE 6. Percent of adults in the U.S. who rate the nation's health care system as excellent, good, fair or poor (Q2a<sup>1</sup>).



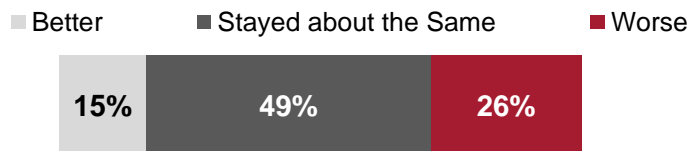
<sup>1</sup> This question was asked separately from the rest of the survey, by telephone of a representative national sample ( $n = 1,080$ ) between October 14-19, 2015.

FIGURE 7. Percent of adults in the United States, Florida, Kansas, New Jersey, Ohio, Oregon, Texas and Wisconsin who rate the health care system in state where they live as excellent, good, fair or poor (Q2).



Nearly half (49%) of adults in the U.S. believe the health of people in the state where they live has stayed about the same over the past two years. Others note changes, with more adults believing that the health of people in their state has gotten worse (26%) than believing the health of residents has improved (15%).

FIGURE 8. Percent of adults in the U.S. who say the health of people in their state has gotten better, worse, or stayed about the same over the past two years (Q1).



More than half of adults (52%) in the U.S. say health care costs are a major problem in the state where they live, and about one in six (16%) say costs are a minor problem. New Jersey residents (59%) are significantly more likely to say that health care costs are a major problem in their state, as compared to adults across the nation (52%). On the other hand, one quarter (25%) of Americans say health care costs are *not* a problem in the state where they live.

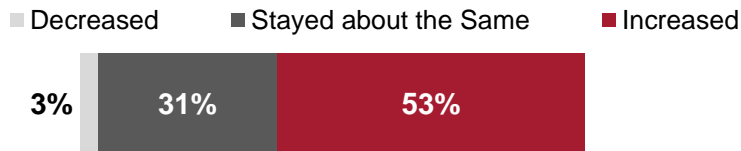


FIGURE 9. Percent of adults in the U.S. who say health care costs are or are not a problem in their state (Q66).



Most adults in the U.S. believe the cost of health care in the state where they live has increased in the past two years – a much greater proportion than those who believe health care costs have decreased or stayed about the same. Residents of New Jersey (63%), Kansas (62%), Wisconsin (62%) and Ohio (59%), however, are significantly more likely than adults nationwide (53%) to say that health care costs in their state have increased over the past two years.

FIGURE 10. Percent of adults in the U.S. who say the cost of health care in their state has increased, decreased, or stayed about the same over the past two years (Q4).

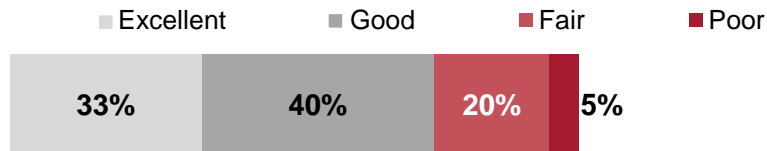


### Changes in Health Insurance

Nationwide, one in seven (14%) American adults age 18 or older reports being currently without health insurance (Q57). Adults in Texas (20%) are significantly more likely to report being currently uninsured, while residents in New Jersey (9%), Ohio (8%), Oregon (10%), and Wisconsin (8%) are less likely to report lacking coverage. Additionally, nearly three in ten (29%) adults in the U.S. ages 18-64 say they have been uninsured at some point in the past two years (Q57/62a). Adults ages 18-64 living in Florida (37%) and Texas (36%) are significantly more likely than adults across the country (29%) to report that they are currently uninsured or have been at some point in the past two years, whereas adults living in Wisconsin (79%), New Jersey (76%) and Ohio (76%) are more likely to report having been continuously insured in recent years compared to adults nationwide (71%).

Only one-third (33%) of Americans who report being currently covered by health insurance say their coverage is excellent (*Figure 11*), while one quarter (25%) say their coverage is either fair (20%) or poor (5%). Two in five (40%) rate theirs as good.

FIGURE 11. Percent of adults in the U.S. who rate their health insurance as excellent, good, fair or poor (Q61).



Among those adults who report being currently insured, more say the cost of their coverage has gone up in recent years than those who say their benefits have increased. Whereas more than two in five (45%) insured U.S. adults say their premiums have gone up in the past two years and more than one-third (35%) say their co-pays or deductibles have risen, about one in six (16%) say their benefits have increased (Figure 12). However, the majority of adults in the U.S. say their benefits, co-pays, deductibles and benefits have stayed about the same over the past two years. Adults in Kansas (53%) are significantly more likely than adults nationwide (45%) to report that their premiums have increased in recent years.

FIGURE 12. Percent of adults in the U.S. who say their health insurance benefits, co-pays and deductibles, and premiums have increased, decreased, or stayed about the same over the past two years (Q63 a-b, 64).

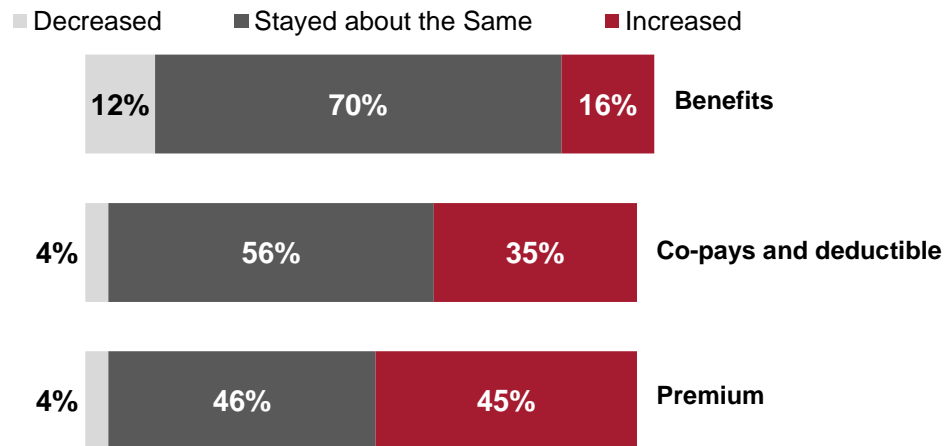
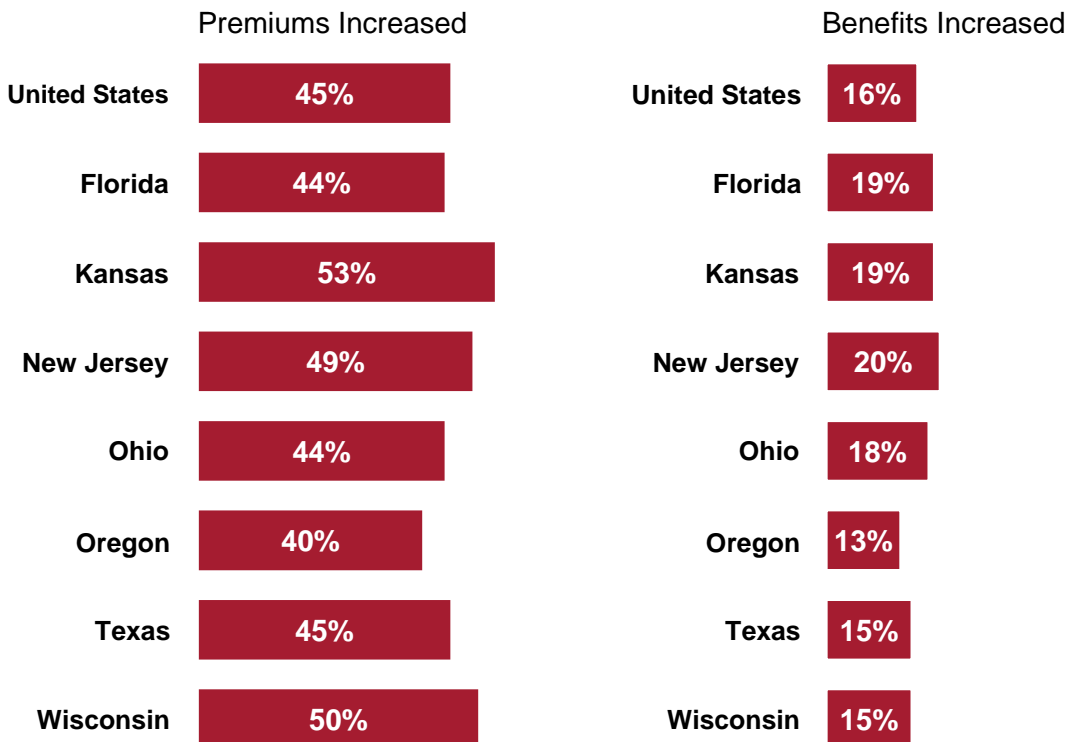


FIGURE 13. Percent of adults in the United States, Florida, Kansas, New Jersey, Ohio, Oregon, Texas and Wisconsin who say their premiums and benefits have *increased* in the past two years (Q63a, 64).

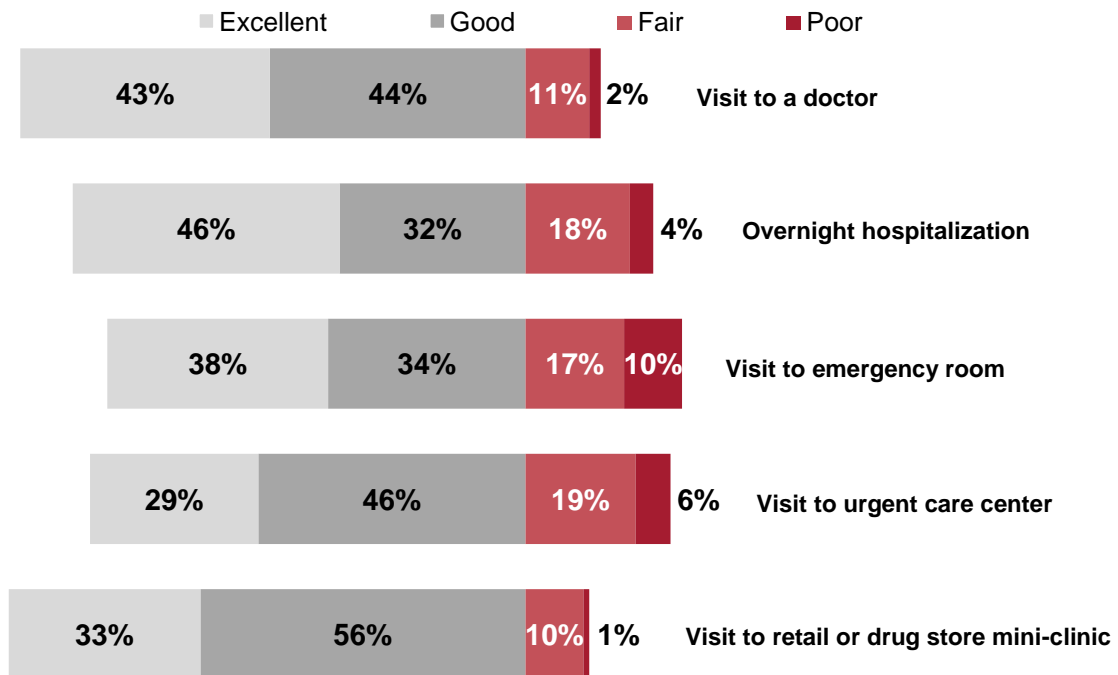


## HEALTH CARE QUALITY

This section answers the question “How do adults in the U.S. rate the quality of their health care?” by examining how adults rate the care they have received during visits to five different health care facilities over the past two years.

**Adults in the U.S. have mixed feelings when it comes to the quality of their health care. Only one type of health care facility – hospitals – prompted nearly half of patients to say the quality of health care they received during their most recent overnight stay was excellent (*Figure 14*). In contrast, recent patients rate urgent care centers lowest among all surveyed health care facilities, with less than three in ten rating their care as excellent. Overall, most adults in the U.S. do not consider the health care they personally receive to be excellent, even though only a minority of adults says their care is fair or poor.**

FIGURE 14. Percent of adults in the U.S. who rate the quality of health care they received during visits to five different health care facilities in the past two years as excellent, good, fair or poor (Q12b, 33, 38, 45, 51).



On most measures of quality, the views of adults in the survey’s seven states do not diverge substantially from the views of adults across the United States about their own state. Urgent care centers were the only type of health care facility that yielded different responses, as adults in New Jersey are significantly more positive when asked to reflect on their last visit to an urgent care center than adults nationwide. More than two in five (42%) of Garden State residents say the quality of the health care they received during their last urgent care visit was excellent, while 29% said the same across the nation.

## HEALTH CARE COSTS

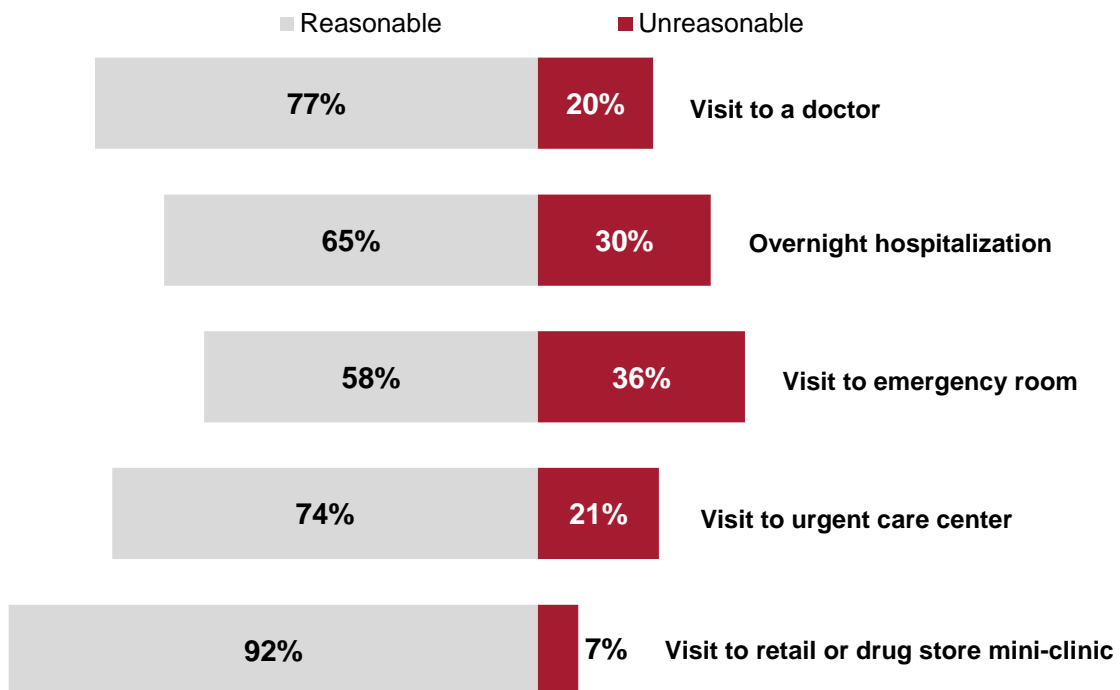
This section answers the question “How do adults in the U.S. perceive the cost of their health care?” by examining how adults characterize the cost of the care they have received during visits to five different health care facilities over the past two years.

**Most adults in the U.S. believe their health care costs are reasonable, although this varies substantially by facility. Patient cost ratings indicate emergency room visits are perceived to be the most unreasonable, while those who use mini-clinics are much more likely to say their health care costs are reasonable, even though overall use is low. Survey results also indicate that health care costs cause serious financial problems for more than a quarter of Americans, more than forty percent of whom report spending all or most of their personal savings on large medical bills. Notably, about one in five adults in the U.S. do not believe they get good value for what they pay toward the cost of their care, and about one in five say they struggle to afford prescription drugs.**

### Cost of Care across Facilities

Most adults in the U.S. say the cost of health care they received during their most recent visit to five types of health care facilities in the past two years is reasonable (*Figure 15*); however, a notable portion of recent patients, in some cases, disagrees. The top cost performer among health care facilities included in this survey is retail or drug store mini-clinics; however, only about one in eight (12%) Americans use these sites of care. In contrast, more than a third (36%) of recent ER patients say the cost of their most recent visit was unreasonable, making it the worst cost performer in the group.

FIGURE 15. Percent of adults in the U.S. who characterize the cost of health care they received during visits to five different types of health care facilities in the past two years as reasonable or unreasonable (Q14, 34, 39, 46, 52).



On most facility cost measures, the views of adults in the survey’s seven states do not diverge substantially from the views of adults across the United States about their own state. Doctor’s offices were the only type of health care facility that yielded different responses, as adults in Wisconsin (25%) are significantly more likely than adults nationwide (20%) to say the cost of the health care they received during their last visit to a doctor’s office, within the past two years, was unreasonable.

## Health Care Value

When asked to think about the cost and quality of health care they receive, more than seven in ten (72%) adults in the U.S. say they get good value for what they pay toward the cost of their health care (Q65). In contrast, just over one in five (22%) disagrees, saying they do not believe they get good value for what they pay. Adults in New Jersey (28%) are significantly more likely than adults across the country (22%) to say they do not get good value for what they pay for their health care.

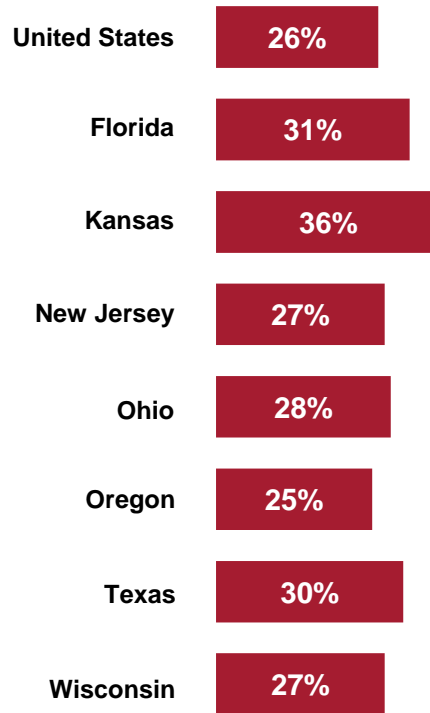
## Serious Financial Problems

More than a quarter (26%) of adults in the U.S. says health care costs have caused a serious financial problem for them as individuals or for their family (*Table 1*). Setting up a payment plan with a hospital or health care professional was the most common consequence of these serious financial problems, experienced by more than two in five (44%) patients who struggle with health care costs. The second most common consequence of large medical bills in the U.S. was spending all or most of one’s personal savings (42%). Adults in Kansas (36%) are significantly more likely than adults across the nation (26%) to report having serious financial problems resulting from health care costs.

TABLE 1. Percent of adults in the U.S. who say their health care costs over the past two years caused a very or somewhat serious problem for their personal or their family’s overall financial situation and for whom the following happened because of large medical bills (Q20, 21 a-g).

<b>Health care costs caused a serious financial problem</b>	<b>26%</b>
Set up a payment plan with a hospital or health care professional	44%
Spent all or most of their personal savings	42%
Contacted by bill collectors	39%
Unable to pay for basic necessities like food, heat or housing	27%
Taken on credit card debt that may be difficult to pay off	23%
Taken out a loan that may be hard to pay back	19%
Declared bankruptcy	7%

FIGURE 16. Percent of adults in the United States, Florida, Kansas, New Jersey, Ohio, Oregon, Texas and Wisconsin who say their health care costs over the past two years caused a very or somewhat serious problem for their personal or their family's overall financial situation (Q20).



### Prescription Drugs

The cost of prescription drugs has caused just under one in five (19%) U.S. residents to not fill a prescription, and about one in eight (12%) to cut pills in half or skip doses of medicine (*Table 2*). Adults in Kansas are significantly more likely to report difficulties with prescription drug costs, as Sunflower State residents report not filling prescriptions (24%) and cutting pills in half or skipping doses of medicine (16%) at higher rates than Americans nationwide (19% and 12%, respectively).

TABLE 2. Percent of adults in the U.S. who say they did the following at least once in the past two years because of the cost of prescription drugs (Q22 a-b).

Did not fill a prescription	19%
Cut pills in half or skipped doses of medicine	12%

## HEALTH CARE ACCESS

This section answers the question “Do adults in the U.S. face barriers to accessing health care?” by examining whether or not adults report having a regular doctor, whether they have been unable to see their regular doctor during the past two years, and whether they have been able to consistently get health care when they needed it over the past two years.

**Nearly three quarters of Americans say they have a regular doctor or health care professional that provides most of their care when they are sick or have a health concern. In the past two years, more than one in five adults say there has been at least one time when they couldn’t see their regular doctor, but four in five of these patients were able to see a different provider – most commonly in the emergency room. About one in seven U.S. adults report they were not able to get the health care they needed at some point in the past two years. When asked whether they would be able to receive the best treatment available in the state where they live, if they became seriously ill; however, more than three quarters of Americans believe they would be able to access their state’s best care.**

### Experiences with a Regular Doctor

One in four (25%) adults in the U.S. say they do not have a regular doctor or health care professional who provides most of their health care when they are sick or have a health concern, while nearly three-quarters (74%) say they do (Q27). Adults in Texas (31%) and Florida (30%) are significantly more likely than adults nationwide (25%) to not have a regular provider they can turn to when they have a health concern. On the other hand, adults in Wisconsin (82%), Ohio (82%), Kansas (81%) and New Jersey (81%) are significantly more likely than adults across the nation (74%) to report having a regular doctor whom they see when they are sick.

Even though a strong majority (74%) of Americans have regular doctors who provide most of their care, more than one in five (22%) say there has been at least one time in the last two years when they needed health care, but could not see their regular provider. Among those who could not see their regular doctor when they needed care, most say it was because either their doctor did not have any available appointment times or their doctor was away from the office (*Table 3*). Residents in Wisconsin (62%) and Oregon (56%) are significantly more likely than adults nationwide (42%) to say the reason they were unable to see their regular provider was because he or she was away from the office, while adults in Florida (26%) are more likely than adults across the nation (12%) to say it was because they lost their insurance coverage.

About one in six (17%) of those who were unable to see their regular provider when they needed health care say they were not able to receive health care from a different doctor. Four in five (80%), however, were able to get care elsewhere, most often in the emergency room. Texans (35%) and Floridians (30%) are significantly more likely than adults nationwide (17%) to report being unable to see another provider and having to go without care, while Wisconsinites (90%) are more likely to report being able to receive care from a different doctor compared to 80% of U.S. adults.

Overall, one in seven (14%) adults in the U.S. says it has gotten harder to see a doctor in the past two years, whereas nearly three-quarters (74%) say their ability to see a doctor has stayed about the same. In contrast, just one in ten (10%) say it has gotten easier to see a provider in recent years (Q26). Adults in

Florida (19%) and Texas (18%) are significantly more likely than adults nationwide (14%) to report that it has gotten harder to see a doctor in the past two years.

TABLE 3. Factors cited by adults in the U.S. that contributed to being unable to see their regular doctor when they needed care during the past two years and where they were ultimately able to receive treatment, among those who were able to see a different doctor (Q28, 29 a-g, 30, 31 a-e).

<b>Could not see their regular doctor or health care professional at some point in the past two years when they needed health care</b>	<b>22%</b>
Doctor did not have any available appointment times	52%
Needed care at night or on the weekend when doctor’s office was not open	46%
Doctor was away from the office	42%
Could not afford the visit	24%
Doctor was too far away or difficult to get to	15%
Doctor stopped taking patient’s insurance	14%
Lost insurance coverage	12%
<b>Able to get health care from a different doctor</b>	<b>80%</b>
In the emergency room	70%
At an urgent care center	60%
At regular doctor’s office, but with a different doctor	56%
At a different doctor’s office or clinic	37%
At a retail or drug store mini-clinic	27%
<b>Unable to get health care from a different doctor</b>	<b>17%</b>

### Problems Getting Health Care When Needed

About one in seven (15%) adults in the U.S. says there has been a time in the past two years when they needed health care, but couldn’t get it (*Table 4*). Being unable to afford it was the leading reason for not receiving needed health care – across the nation and in the survey’s seven sample states. Adults in Florida (20%) are significantly more likely than adults nationwide (15%) to report being unable to receive the care they needed at least once in the past two years.

Notably, nearly a quarter (24%) of Americans who say they could not get the health care they needed at some point in the past two years also say they were turned away at least once by a doctor or hospital for financial or insurance reasons while trying to seek care.

TABLE 4. Factors cited by adults in the U.S. that contributed to being unable to receive the health care they needed sometime in the past two years (Q17, 18 a-d, 19).

<b>Needed health care, but could not get it at least once in the past two years</b>	<b>15%</b>
Could not afford the health care	58%
Could not find a doctor who would take their health insurance	35%
Could not get an appointment during the hours they needed	32%
Felt the health care center was too far or difficult to get to	26%
Tried to get medical care and were turned away for financial or insurance reasons	24%



## Perceived Ability to Access Excellent Care

The survey asked, “If you became seriously ill, do you think you would or would not be able to get the best treatment available in your state?” About one in five (19%) adults in the U.S. says they do not think they would be able to access the state’s best available treatment if they were seriously ill (Q3). In contrast, more than three-quarters (76%) of adults in the U.S. say they think they would be able to get the best treatment available. Adults in Florida (27%), Kansas (26%) and New Jersey (25%) are significantly more likely than adults nationwide (19%) to say they do not think they would be able to receive the best care available in the state where they live if they became seriously ill.

## EXPERIENCES AT DIFFERENT SITES OF CARE

This section answers the question “How do adults in the U.S. experience health care at five different facilities, including doctor’s offices, hospitals, emergency rooms, urgent care centers and retail or drug store mini-clinics?”

**More than forty percent of patients rate four out of six aspects of their most recent visit to a doctor as excellent, and more than three quarters of patients say the cost of their last visit was reasonable. Among those who have recently seen a doctor, patients in the U.S. rate their provider’s sensitivity to their cultural background highest, and their ability to get in touch with their doctor by phone or email outside of appointments lowest. Survey participants also rated their overall experience, the quality of health care they received, the amount of time they spent with the doctor, and the doctor’s concern with maintaining their long-term health and other factors that could affect their health and well-being. Overnight hospitalization performs best among all surveyed health care settings when it comes to perceived quality, but ranks second-to-last when it comes to the reasonableness of health care costs.**

**Among alternatives to doctor’s offices and hospitals, emergency rooms are most commonly used by Americans for major health problems, while urgent care centers are mostly used for minor wounds and illnesses. Mini-clinics, on the other hand, are frequented for vaccines. Less than forty percent of recent patients say the quality of care at these sites is excellent – urgent care centers receive excellent ratings from less than three in ten recent patients – however, a strong majority of recent patients say health care costs at urgent care centers and mini-clinics are reasonable. Reported use of emergency rooms and urgent care centers is also increasing, as many patients say they use these facilities more now than they did two years ago. When asked why they prefer all three sites over doctor’s offices or community health centers, many patients cite ease of being seen, rapidity of treatment and location as driving factors.**

### DOCTOR’S OFFICES

The vast majority of adults in the U.S. say they have visited a doctor or other health professional in the past two years (*Table 5*). Of those, seven in ten (70%) say they were seen by a general practitioner such as a family physician or nurse practitioner during their most recent visit, while over a quarter (28%) report that they saw a medical specialist like a cardiologist or surgeon.

Adults in Texas (21%) are significantly more likely than adults across the country (16%) to report not having seen a doctor or other health professional in the past two years. Additionally, adults in Florida (37%) and New Jersey (36%) are significantly more likely than adults nationwide (28%) to report having last seen a medical specialist, rather than a general practitioner.

TABLE 5. Types of medical practitioners seen by adults in the U.S. during their most recent visit to a doctor or other health professional (Q11, 13).

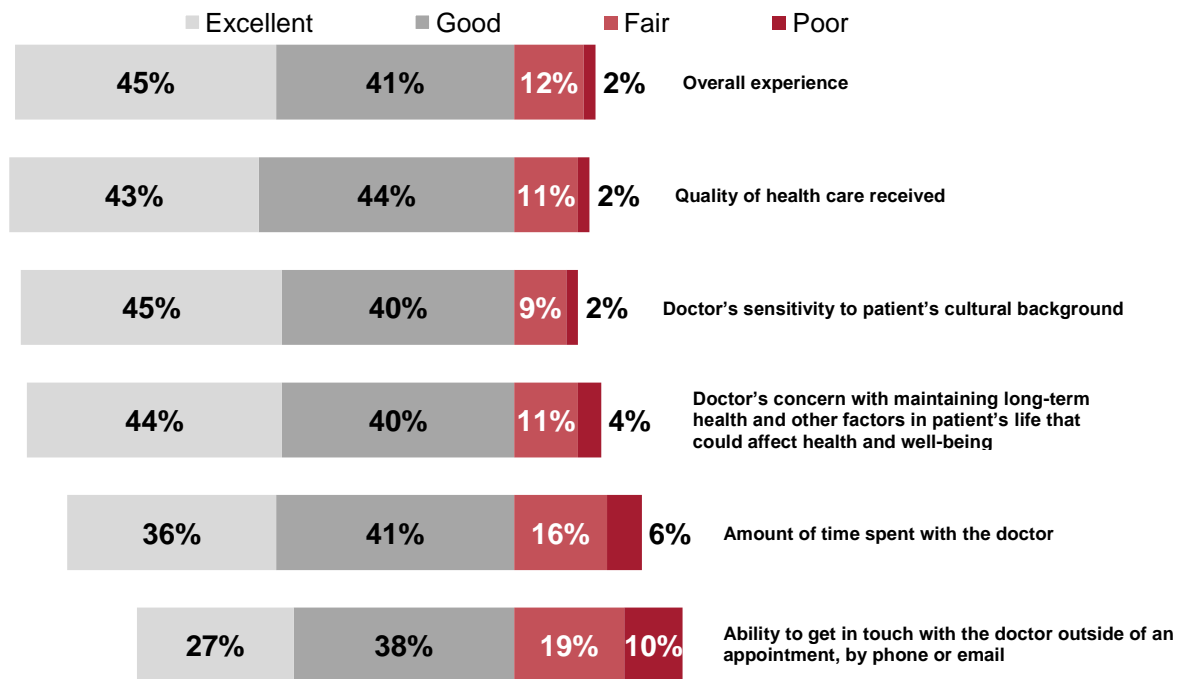
<b>Visited a doctor or health care professional in the past two years</b>	<b>84%</b>
General practitioner	70%
Medical specialist	28%

## Most Recent Doctor's Visit

Adults who report having visited a doctor or other health care professional in the past two years were asked to rate their most recent visit on six different measures. More than two in five (45%) recent patients in the U.S. say their overall experience and also the doctor's sensitivity to their cultural background were excellent, making these the two top-rated elements of many Americans' last doctor's visit (Figure 17). In contrast, just over a quarter (27%) of recent patients say their ability to get in touch with the doctor outside of an appointment, by phone or email, was excellent, a slightly smaller proportion than those who rate this element of their care as fair or poor (29%).

Recent patients in Wisconsin are significantly more likely than adults nationwide to say the doctor's concern with maintaining their long-term health (55%), the doctor's sensitivity to their cultural background (52%), the amount of time they spent with the doctor (42%), and their ability to get in touch with the doctor outside of an appointment (33%) are excellent. In contrast, recent patients in Texas are more likely to say the doctor's sensitivity to their cultural background (15%), the doctor's concern with maintaining their long-term health (20%), and their ability to get in touch with a doctor outside of an appointment (35%) were fair or poor.

FIGURE 17. Percent of adults in the U.S. who rate six aspects of their most recent visit to a doctor or other health professional as excellent, good, fair or poor, among those have visited a doctor or other health professional in the past two years (Q12 a-f).



A strong majority of recent patients in the U.S. reflected positively when asked about cost. More than three-quarters (77%) say the cost of the health care they received during their last doctor's visit was reasonable, while one in five (20%) say it was unreasonable (Q14). Recent patients in Wisconsin (25%) are significantly more likely than adults across the country (20%) to say the cost of their last doctor's visit

was unreasonable, however, and recent patients in New Jersey (11%) are more likely than adults nationwide (7%) to say the cost of their visit was very unreasonable.

### Sick Visits

Just under three in five (58%) adults in the U.S. say they have scheduled a visit with a doctor or other health care professional in the past two years because they were sick or had a health concern (*Table 6*). More than three in five (63%) of these patients report that three days or fewer elapsed between when they made the appointment and when they actually saw the doctor. On the other hand, about a quarter (24%) of patients says they had to wait more than a week to be seen by a doctor when they were sick or had a health concern. Oregonians (30%) are significantly more likely than adults across the country (24%) to report they had to wait a week or more between scheduling a sick visit and ultimately seeing their health care providers.

TABLE 6. Amount of time that passed between scheduling an appointment and actually seeing the doctor, among those adults in the U.S. who say they scheduled a doctor's appointment in the last two years because they were sick or had a health concern (Q23, 24).

<b>Scheduled a sick visit in the past two years</b>	<b>58%</b>
Less than 24 hours	30%
About one to three days	33%
About four to seven days	13%
More than one week	7%
More than two weeks	6%
More than three weeks	3%
More than one month	8%

Among those who report having scheduled a sick visit in the past two years, more than four in five (83%) say the length of time they had to wait between scheduling the appointment and seeing a doctor was reasonable (Q25). About one in six (17%) say the amount of time they had to wait for an appointment was unreasonable. Recent patients in Florida (23%) and New Jersey (23%) are significantly more likely than adults across the nation (17%) to report that the amount of time they had to wait for an appointment was unreasonable.

Overall, about one in seven (14%) adults in the U.S. say it has gotten harder to see a doctor in the past two years, while nearly three-quarters (74%) say their ability to see a doctor has stayed about the same. In contrast, just one in ten (10%) say it has gotten easier to see a provider in recent years (Q26). Adults in Florida (19%) and Texas (18%) are significantly more likely than adults nationwide (14%) to report that it has gotten harder to see a doctor in the past two years.

## HOSPITALS

Just under one in five (18%) adults in the U.S. say they have been hospitalized overnight in the past two years (Q32).

### Quality & Cost

Less than half (46%) of patients in the U.S. say the quality of health care they received during their most recent hospitalization was excellent and just under a third (32%) say their last overnight hospital stay was good. In contrast, more than one in six (18%) say their care was just fair, and four percent say it was poor (Q33). In terms of cost, just under two-thirds (65%) of patients in the U.S. say the cost of health care they received during their most recent hospitalization was reasonable, while three in ten (30%) say it was unreasonable (Q34).

### Treatment by Doctors & Staff

More than four in five (81%) recently hospitalized patients in the U.S. say that during their last overnight stay, their views and preferences were taken into account by the doctors and other health care professionals who treated them, while about one in six (17%) say their views and preferences were not taken into account (Q35).

Less than two in five (37%) of recently hospitalized patients in the U.S. say that during their last overnight stay, staff did an excellent job of preparing them for the care they would need after leaving the hospital (Q36). More than forty percent (42%) rate their preparation as good, while one in seven (14%) say it was fair and seven percent say staff prepared them poorly. Recent patients in Kansas (50%) and Wisconsin (56%) are significantly more likely to say staff did an excellent job preparing them for the care they would need upon being discharged, as compared to adults nationwide (37%).

## EMERGENCY ROOMS

A third (33%) of adults in the U.S. say they have received health care in the emergency room (ER) of a hospital in the past two years (Q37); however, adults in Ohio (39%) are significantly more likely to report having used the emergency room for health care in the past two years. Among recent ER patients nationally, nearly one quarter (23%) say their use of the emergency room has gone up in the last two years, whereas one in ten (10%) says they use the ER less now than they used to (Q42). Adults in Ohio (72%) are significantly more likely to say their use has stayed about the same in recent years compared to adults across the U.S. (63%).

### Quality & Cost

Just under two in five (38%) patients in the U.S. say the quality of health care they received during their most recent visit to the ER was excellent, while about a third (34%) say it was good. In contrast, one in six (17%) say the care they received in the ER was only fair, while one in ten (10%) characterize their care as poor (Q38). Recent patients in Texas (18%) are significantly more likely to say the quality of care they received during their last visit to the ER was poor, as compared to recent patients nationwide (10%).

In terms of cost, 58 percent of patients in the U.S. say the cost of health care they received during their most recent ER visit was reasonable, while more than a third (36%) say it was unreasonable (Q39). Adults in New Jersey (32%) are significantly more likely to say the cost of their last visit to an ER was very unreasonable, compared to recent patients across the nation (20%).

### Purpose of & Reason for Visit

Two in five (40%) of recent patients in the U.S. say they last went to the emergency room to get treatment for a major health problem like a broken bone, a cut, or a high fever (*Table 7*). Adults in New Jersey (52%) and Wisconsin (50%) are significantly more likely to use the ER for a major health problem.

When asked why they went to the ER instead of an urgent care center, doctor’s office or community health center, two in five (40%) recent ER patients say it was because they thought they might need to be hospitalized, because they were brought by ambulance, or because they felt other facilities did not have the necessary staff or equipment to treat them. By comparison, 47 percent of patients say they received care in the ER because other facilities were not open or they could not get an appointment, they felt the ER was the only place that would treat them, or because other facilities were too far away.

TABLE 7. Main purpose for seeking treatment in the emergency room and main reasons for seeking care there, among recent ER patients in the U.S. (Q37, 40, 41).

<b>Received health care in the emergency room of a hospital in the past two years</b>	<b>33%</b>
<i>Main purpose of most recent visit</i>	
Treatment for major health problem	40%
Some other purpose	36%
Treatment for minor health problem	23%
<i>Main reason for visiting the emergency room instead of other facilities</i>	
Other facilities were not open or patient could not get an appointment	28%
Brought by ambulance	18%
Felt the ER was the only place that would treat them	16%
Some other reason	12%
Other facilities did not have the necessary staff or equipment	11%
Might need to be admitted to the hospital overnight	11%
Other facilities were far away too	3%

### Treatment by Doctors & Staff

Just under two in five (38%) patients in the U.S. say that during their most recent visit to the ER, staff did an excellent job of preparing them for the care they would need after leaving the hospital, while one third (33%) say staff did a good job (Q43). On the other hand, one in five (20%) patients say ER staff prepared them only fairly and just under one in ten (9%) say staff prepared them poorly.

## URGENT CARE CENTERS

Urgent care centers are a category of free-standing, walk-in healthcare facilities typically located in highly visible, easily accessible locations. They generally do not require appointments and have extended evening and weekend hours of service.<sup>2</sup> Centers are typically staffed by physicians, sometimes nurse practitioners or physician assistants,<sup>3</sup> and offer short-term medical care for a range of acute, non-life threatening illnesses and injuries, as well as a limited array of diagnostic services such as lab testing and imaging.<sup>4</sup> Urgent care centers began to appear in the early 1980s and as of 2015, there are nearly 7,000 locations nationwide.<sup>5</sup>

More than a quarter (27%) of adults in the U.S. says they have received health care at an urgent care center in the past two years (Q44). Adults in Oregon (33%) are significantly more likely than adults across the country (27%) to report having used an urgent care center in the past two years. Among urgent care users nationally, about one in six (17%) say their use of urgent care centers has gone up in the last two years, whereas about one in fifteen (7%) recent patients say they use urgent care centers less now than they used to (Q49). Recent patients in New Jersey (28%) are significantly more likely to say their use of urgent care centers has gone up in the last two years, compared to adults across the country (17%).

### Quality & Cost

Less than three in ten (29%) patients in the U.S. say the quality of health care they received during their most recent visit to an urgent care center was excellent, while less than half (46%) say it was good. In contrast, just under one in five (19%) say their care was just fair and six percent say it was poor (Q45). Patients in New Jersey (42%) are significantly more likely to say the quality of care they received during their last urgent care visit was excellent, compared to adults nationwide (29%). In terms of cost, nearly three-quarters (74%) of patients in the U.S. say the cost of health care they received during their most recent visit to an urgent care center was reasonable, while about one in five (21%) say the cost was unreasonable (Q46).

### Purpose of & Reason for Visit

When asked about the purpose of their last visit to an urgent care center, three in five (60%) recent patients in the U.S. say they went to get treatment for a minor wound or illness like a sprain or sore throat (*Table 8*). Recent patients in Florida (11%) are significantly more likely to say they use urgent care centers for routine screening, tests, exams and vaccinations, as compared to recent patients nationwide (4%).

About one in five (22%) patients say they went to an urgent care center because they thought it would take less time to be seen and treated, and a similar proportion (21%) say they considered the location to be more convenient, compared to other facilities like hospitals, doctor's offices and community health

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<sup>2</sup> Urgent Care Association of America, "Industry FAQs," <http://www.ucaoa.org/general/custom.asp?page=IndustryFAQs>

<sup>3</sup> American College of Emergency Physicians, "Urgent Care Fact Sheet,"

<http://newsroom.acep.org/index.php?s=20301&item=30033>

<sup>4</sup> AMN Healthcare, "Will Healthcare Staffing Shortages Challenge Urgent Care Growth?,"

<https://www.amnhealthcare.com/will-healthcare-staffing-shortages-challenge-urgent-care-growth/>

<sup>5</sup> Urgent Care Association of America, "Industry FAQs," <http://www.ucaoa.org/general/custom.asp?page=IndustryFAQs>

centers, making these the top two reasons for receiving care at urgent care centers among Americans. Nearly three in ten recent patients in Kansas (28%), however, say they chose urgent care centers over other facilities because the hours were more convenient, compared to 17 percent of U.S. adults.

TABLE 8. Main purpose for seeking treatment at an urgent care center and main reasons for seeking care there, among recent urgent care center patients in the U.S. (Q44, 47, 48).

<b>Received health care at an urgent care center in the past two years</b>	<b>27%</b>
<i>Main purpose</i> of most recent visit	
Treatment for minor wound or illness	60%
Some other purpose	15%
Treatment for major wound or illness	15%
Routine screening, test, exam or vaccination	4%
Prescription or treatment for a long-term health condition	4%
<i>Main reason</i> for visiting urgent care instead of going to other facilities	
Thought it would take less time to be seen and treated	22%
Location was more convenient	21%
Some other reason	20%
Hours were more convenient	17%
Considered the cost to be more affordable	13%
Felt more comfortable with the staff	2%
Considered quality of health care to be better	2%

## RETAIL OR DRUG STORE MINI-CLINICS

Retail and drug store mini-clinics, also referred to as convenient care clinics, are a category of walk-in healthcare facilities located in high traffic retail settings such as supermarkets and drug stores. Generally, these facilities do not require appointments and have extended evening and weekend hours of service. Mini-clinics are typically staffed by advanced practice nurses, such as nurse practitioners, or by physician assistants.<sup>6</sup> They offer routine care for a narrow range of common, low-severity, illnesses and conditions as well as preventive health care services such as physical exams and vaccinations.<sup>7</sup> Most locations accept private health insurance plans, though insurance is not necessary to receive treatment.<sup>8</sup> Nationally, these clinics first appeared in 2000,<sup>9</sup> and as of December 2015, the United States had several varieties, including more than 800 CVS Minute Clinic locations,<sup>10</sup> about 400 Walgreens Healthcare Clinics,<sup>11</sup> 80 clinics operated by health care affiliates in Walmart,<sup>12</sup> and 18 Walmart Care Clinics.<sup>13</sup>

<sup>6</sup> Association of State and Territorial Health Officials, “Defining the Safety Net: Retail Clinics,” 2011, <http://www.astho.org/Programs/Access/Primary-Care/Safety-Net-Fact-Sheets/Materials/Retail-Clinics-Fact-Sheet/>

<sup>7</sup> Rheumatology Network, “The Impact of Mini-Clinics,” 2011, <http://www.rheumatologynetwork.com/pearls/impact-mini-clinics>

<sup>8</sup> Association of State and Territorial Health Officials, “Defining the Safety Net: Retail Clinics,” 2011, <http://www.astho.org/Programs/Access/Primary-Care/Safety-Net-Fact-Sheets/Materials/Retail-Clinics-Fact-Sheet/>

<sup>9</sup> Convenient Care Association, “History of the Industry,” <http://ccaclinics.org/about-us/history-of-the-industry>

<sup>10</sup> CVS Minute Clinic, “Frequently Asked Questions,” <https://www.cvs.com/minuteclinic/info>

<sup>11</sup> Walgreens, “Frequently Asked Questions,” <http://www.walgreens.com/topic/healthcare-clinic/frequently-asked-questions.jsp>

<sup>12</sup> Walmart, “The Clinic at Walmart,” 2014, [http://i.walmartimages.com/i/if/hmp/fusion/Clinics\\_092414.pdf](http://i.walmartimages.com/i/if/hmp/fusion/Clinics_092414.pdf)



About one in eight (12%) adults in the U.S. say they have received health care at a mini-clinic in the past two years (Q50). However, adults in Wisconsin (9%) are significantly less likely than adults across the country (12%) to report having used a mini-clinic in the past two years. Among mini-clinic users nationally, one in seven (14%) say their use of these facilities has gone up in the last two years, whereas one in ten (11%) recent patients say they use mini-clinics less now than they used to (Q55).

### Quality & Cost

A third (33%) of recent mini-clinic patients in the U.S. say the quality of health care they received during their most recent visit was excellent, while less than three in five (56%) say it was good. In contrast, one in ten (10%) say their care was only fair and just one percent say it was poor (Q51). In terms of cost, more than nine in ten (92%) recent patients in the U.S. say the cost of health care they received during their most recent visit to a mini-clinic was reasonable; only about one in fifteen (7%), on the other hand, say the cost was unreasonable (Q52).

### Purpose of & Reason for Visit

When asked about the purpose of their last visit to a mini-clinic, the top reason cited by a third (33%) of recent patients, was to get a vaccine (Table 9). More than a quarter (26%) of recent patients say they went to a mini-clinic instead of an urgent care center, doctor’s office or hospital because they considered the location to be more convenient, making this the top reason for care at mini-clinics in the U.S. Twenty-one percent of recent patients say they chose mini-clinics over other facilities because they considered the hours to be more convenient, making this the second-most common reason for visiting a retail or drug store mini-clinic in America.

TABLE 9. Main purpose for seeking treatment at a retail or drug store mini-clinic and main reasons for seeking care there, among recent mini-clinic patients in the U.S. (Q50, 53, 54).

<b>Received health care at a retail or drug store mini-clinic in the past two years</b>	<b>12%</b>
<i>Main purpose</i> of most recent visit	
Vaccine	33%
Treatment for minor illness	21%
Prescription or treatment for long-term health condition	18%
Treatment for minor wound or skin condition	10%
Some other purpose	9%
Physical exam	5%
Health screening or test	3%
<i>Main reason</i> for visiting a mini-clinic	
Location was more convenient	26%
Hours were more convenient	21%
Considered cost to be more affordable	18%
Thought it would take less time to be seen and treated	18%
Some other reason	13%
More comfortable with staff	2%
Considered quality of health care to be better	1%

<sup>13</sup> Walmart, “Care Clinics,” <http://www.walmart.com/cp/Care-Clinics/1224932>

## OPINIONS ON NATIONAL HEALTH REFORM

This section answers the question “What do adults in the U.S. think of national health reform?”

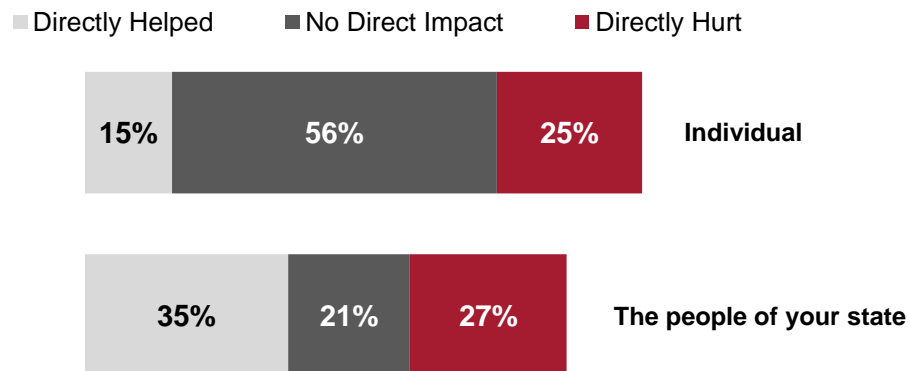
**Americans have mixed feelings on the state- and personal-level effects of the Affordable Care Act. The proportion of U.S. adults who believe the law helped people in the state where they live approximately equals the proportion of people who believe national health reform hurt their fellow state residents. On a personal level, most Americans do not believe the law directly affected them. Among those who do, however, more believe the law directly hurt them than helped them.**

### National Health Reform

Views on the Affordable Care Act (ACA), also called Obamacare, are mixed among adults in the U.S (*Figure 18*). When asked about its effects on the people of their state, more than a third (35%) of adults say they believe national health reform has directly helped residents, while a similar proportion (27%) say they believe the law has directly harmed residents. On a more personal level, most (56%) Americans do not believe the ACA has directly impacted them. Among those who believe it had an impact, more say it has directly hurt them (25%), as individuals, than those who say national health reform has directly helped them (15%).

Adults in Kansas (39%) and Ohio (35%) are significantly more likely than adults across the country (27%) to say the law has hurt the people of their state; however, Ohioans (21%) are also more likely to say the law has directly helped them, as individuals, than adults nationwide (15%).

FIGURE 18. Perceptions of the Affordable Care Act’s impact on survey participants or on people in the state where they live (Q5, 6).



## METHODOLOGY

The polls in this study are part of an on-going series of surveys developed by researchers at the Harvard Opinion Research Program (HORP) at the Harvard T.H. Chan School of Public Health in partnership with the Robert Wood Johnson Foundation and National Public Radio. The research team consists of the following members at each institution.

**Harvard T.H. Chan School of Public Health:** Robert J. Blendon, Professor of Health Policy and Political Analysis and Executive Director of HORP; John M. Benson, Research Scientist and Managing Director of HORP; Caitlin L. McMurtry, Research Assistant; and Justin M. Sayde, Administrative and Research Manager.

**Robert Wood Johnson Foundation:** Fred Mann, Vice President, Communications; Carolyn Miller, Senior Program Officer, Research and Evaluation; and Joe Costello, Director, Marketing.

**NPR:** Anne Gudenkauf, Senior Supervising Editor, Science Desk; and Joe Neel, Deputy Senior Supervising Editor, Science Desk.

The “Patients’ Perspectives on Health Care in the United States” project consisted of eight polls, conducted via telephone (including both landline and cell phone) by SSRS of Media (PA). Interviews were conducted in English and Spanish, using random-digit dialing, September 8 – November 9, 2015, among representative samples of adults age 18 or older nationally and in the seven states.

For the national poll, interviews were conducted with a nationally representative probability sample of 1,002 U.S. adults. The margin of error for total U.S. respondents is  $\pm 3.8$  percentage points at the 95% confidence level. For the state polls, sample sizes and margins of error are included in the table below:

State	Number of Interviews	Margin of Error (percentage points)
Florida	1,003	$\pm 3.9$
Kansas	1,005	$\pm 3.8$
New Jersey	1,003	$\pm 4.0$
Ohio	1,000	$\pm 3.8$
Oregon	1,009	$\pm 4.0$
Texas	1,005	$\pm 3.9$
Wisconsin	1,011	$\pm 3.9$

Possible sources of non-sampling error include non-response bias, as well as question wording and ordering effects. Non-response in telephone surveys produces some known biases in survey-derived estimates because participation tends to vary for different subgroups of the population. To compensate for these known biases and for variations in probability of selection within and across households, sample data are weighted by cell phone/landline use and demographics (sex, age, race/ethnicity, education, and number of adults in household) to reflect the true population. Other techniques, including random-digit dialing, replicate subsamples, and systematic respondent selection within households, are used to ensure that the sample is representative.

**NPR**  
**ROBERT WOOD JOHNSON FOUNDATION**  
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**Patients' Perspectives on Health Care in the United States:  
A Look at Seven States and the Nation**

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## Methodology

The survey was conducted for National Public Radio, the Robert Wood Johnson Foundation, and the Harvard T.H. Chan School of Public Health via telephone (landline and cell phone) by SSRS, an independent research company. Interviews were conducted in English and Spanish using random-digit dialing, September 8 – November 9, 2015, among representative probability samples of adults age 18 or older nationally and in seven states.

	<b>Number of Interviews</b>	<b>Margin of Error (percentage points)</b>
National (U.S.)	1002	+/-3.8
Florida	1003	+/-3.9
Kansas	1005	+/-3.8
New Jersey	1003	+/-4.0
Ohio	1000	+/-3.8
Oregon	1009	+/-4.0
Texas	1005	+/-3.9
Wisconsin	1011	+/-3.9

Significance Testing (indicated by letters next to the %s on the tables):

*a = statistically higher proportion than in the U.S.,  $p < 0.05$ .*

*b = statistically higher proportion than in Florida,  $p < 0.05$ .*

*c = statistically higher proportion than in Kansas,  $p < 0.05$ .*

*d = statistically higher proportion than in New Jersey,  $p < 0.05$ .*

*e = statistically higher proportion than in Ohio,  $p < 0.05$ .*

*f = statistically higher proportion than in Oregon,  $p < 0.05$ .*

*g = statistically higher proportion than in Texas,  $p < 0.05$ .*

*h = statistically higher proportion than in Wisconsin,  $p < 0.05$ .*

## I. Perceptions of Health Care in Their State

(Asked of half-sample A; Natl n = 501; FL n = 502; KS n = 512; NJ n = 545; OH n = 484; OR n = 493; TX n = 465; WI n = 505)

NP-1. In recent years, would you say the health of people in [INSERT STATE] has gotten better, gotten worse, or stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Better	15	17 <sup>ce</sup>	11	13	10	19 <sup>cdeh</sup>	16 <sup>e</sup>	13
Worse	26	26	29	26	31 <sup>f</sup>	24	26	31 <sup>f</sup>
Stayed about the same	49	46	49	46	48	43	44	46
Don't know/Refused	10	11	11	15	11	14	14	10

(Asked of half-sample B; Natl n = 501; FL n = 501; KS n = 493; NJ n = 458; OH n = 516; OR n = 516; TX n = 540; WI n = 506)

NP-2. In general, how would you rate the health care system in [INSERT STATE]? Would you say it is excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>55<sup>cg</sup></b>	<b>49</b>	<b>47</b>	<b>50</b>	<b>51</b>	<b>53</b>	<b>47</b>	<b>60<sup>bcddeg</sup></b>
Excellent	17 <sup>bf</sup>	10	13	12	14	11	13	12
Good	38	39	34	38	37	42 <sup>cg</sup>	34	48 <sup>abcddeg</sup>
<b>Fair/Poor</b>	<b>42</b>	<b>44<sup>h</sup></b>	<b>47<sup>fh</sup></b>	<b>45<sup>h</sup></b>	<b>47<sup>fh</sup></b>	<b>38</b>	<b>48<sup>fh</sup></b>	<b>35</b>
Fair	29	26	31 <sup>h</sup>	30 <sup>h</sup>	31 <sup>h</sup>	27	32 <sup>h</sup>	22
Poor	13	18 <sup>f</sup>	16 <sup>f</sup>	15	16 <sup>f</sup>	11	16 <sup>f</sup>	13
Don't know/Refused	3	7	6	5	2	9	5 <sup>e</sup>	5

NP-3. If you became seriously ill, do you think you would or would not be able to get the best treatment available in [INSERT STATE]?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, would be able to get the best treatment	76 <sup>bcd</sup>	68	69	66	75 <sup>bcd</sup>	74 <sup>bcd</sup>	75 <sup>bcd</sup>	78 <sup>bcd</sup>
No, would NOT be able to get the best treatment	19	27 <sup>aefgh</sup>	26 <sup>aefgh</sup>	25 <sup>afh</sup>	21	19	20	19
Don't know/Refused	5	5	5	9	4	7	5	3

NP-4. In the past TWO years, has the cost of health care in [INSERT STATE] increased, decreased, or stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Increased	53	58	62 <sup>afg</sup>	63 <sup>abfg</sup>	59 <sup>af</sup>	54	55	62 <sup>afg</sup>
Decreased	3	3	2	3	4 <sup>c</sup>	5 <sup>bcdgh</sup>	3	3
Stayed about the same	31 <sup>cdef</sup>	26	23	22	25	25	32 <sup>bcddefh</sup>	26
Don't know/Refused	13	13	13	12	12	16	10	9

**(Asked of half-sample C; Natl n = 514; FL n = 467; KS n = 515; NJ n = 529; OH n = 472; OR n = 515; TX n = 484 WI n = 505)**

NP-5. So far, would you say the Affordable Care Act, also called Obamacare, has directly helped the people of [INSERT STATE], directly hurt them, or has it not had a direct impact?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Directly helped	35 <sup>c</sup>	35 <sup>c</sup>	26	38 <sup>cg</sup>	30	42 <sup>cegh</sup>	28	32
Directly hurt	27	34	39 <sup>adfh</sup>	27	35 <sup>ad</sup>	30	32	31
No direct impact	21 <sup>f</sup>	19	22 <sup>f</sup>	17	18	13	25 <sup>def</sup>	21 <sup>f</sup>
Don't know/ Refused	17	12	13	18	17	15	15	16

**(Asked of half-sample D; Natl n = 488; FL n = 536; KS n = 490; NJ n = 474; OH n = 528; OR n = 494; TX n = 521; WI n = 506)**

NP-6. So far, would you say the Affordable Care Act, also called Obamacare, has directly helped you, directly hurt you, or has it not had a direct impact?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Directly helped	15	15	13	18	21 <sup>abcgh</sup>	19 <sup>cgh</sup>	13	13
Directly hurt	25	29 <sup>fh</sup>	31 <sup>fh</sup>	25	27	21	25	21
No direct impact	56	52	50	53	48	56 <sup>e</sup>	57 <sup>ce</sup>	61 <sup>bcde</sup>
Don't know/ Refused	4	4	6	4	4	4	5	5

## II. Experience with Doctors and Other Health Care Professionals

NP-9. Overall, how would you rate the health care you receive? Would you say it is excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>79</b>	<b>75</b>	<b>80<sup>b</sup></b>	<b>77</b>	<b>82<sup>bdg</sup></b>	<b>78</b>	<b>76</b>	<b>83<sup>abdfg</sup></b>
Excellent	33 <sup>d</sup>	30	34 <sup>d</sup>	27	34 <sup>d</sup>	34 <sup>d</sup>	30	37 <sup>bdg</sup>
Good	46	45	46	50 <sup>bf</sup>	48	44	46	46
<b>Fair/Poor</b>	<b>18</b>	<b>21<sup>eh</sup></b>	<b>18</b>	<b>20<sup>h</sup></b>	<b>16</b>	<b>19<sup>h</sup></b>	<b>21<sup>h</sup></b>	<b>14</b>
Fair	14	16 <sup>h</sup>	16 <sup>h</sup>	16 <sup>h</sup>	13	16 <sup>h</sup>	15	11
Poor	4	5 <sup>c</sup>	2	4	3	3	6 <sup>cdefh</sup>	3
Don't know/ Refused	3	4	2	3	2	3	3	3

NP-10. Thinking about the past TWO years, would you say the health care you have received has gotten better or worse, or has it stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Better	14	18 <sup>acdeh</sup>	12	13	14	15	15	13
Worse	9	13 <sup>ah</sup>	10	12	13 <sup>ah</sup>	13 <sup>a</sup>	11	9
Stayed about the same	74 <sup>bf</sup>	65	77 <sup>bdfg</sup>	72 <sup>b</sup>	72 <sup>b</sup>	69	71 <sup>b</sup>	76 <sup>bf</sup>
Don't know/ Refused	3	4	1	3	1	3	3	2

For this next set of questions, I'm interested in learning more about your personal experiences with the health care system, and specifically your doctor. If you see a physician's assistant or nurse for medical care, instead of a doctor, please tell me about your experiences with that health professional. For the purposes of this survey, please focus only on medical care -- not dental care, eye exams, or hearing exams.

NP-11. Have you visited a doctor or other health professional in the last TWO years, or not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	84 <sup>g</sup>	82	87 <sup>bg</sup>	85 <sup>g</sup>	88 <sup>bg</sup>	86 <sup>bg</sup>	79	85 <sup>g</sup>
No	16	18 <sup>ce</sup>	13	15	12	14	21 <sup>acdefh</sup>	15
Don't know/ Refused	*	*	*	*	-	*	*	*

(Asked of those who visited a doctor/health professional in the last two years; Natl n = 869; FL n = 845; KS n = 886; NJ n = 863; OH n = 887; OR n = 884; TX n = 836; WI n = 878)

NP-12. Thinking about your most recent visit to a doctor or other health professional, how would you rate the following?

Would you say (INSERT FIRST ITEM) was excellent, good, fair, or poor?

- a. The overall experience

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>86</b>	<b>83</b>	<b>85</b>	<b>86</b>	<b>87<sup>g</sup></b>	<b>83</b>	<b>82</b>	<b>88<sup>bf</sup></b>
Excellent	45 <sup>d</sup>	41	42	37	42	42	41	49 <sup>bcdefg</sup>
Good	41	42	43	49 <sup>abfgh</sup>	45 <sup>h</sup>	41	41	39
<b>Fair/Poor</b>	<b>14</b>	<b>17<sup>eh</sup></b>	<b>15</b>	<b>14</b>	<b>12</b>	<b>17<sup>eh</sup></b>	<b>18<sup>eh</sup></b>	<b>12</b>
Fair	12	12	12	11	9	13	12	9
Poor	2	5 <sup>a</sup>	3	3	3	4	6 <sup>acdeh</sup>	3
Don't know/ Refused	*	-	*	*	1	*	-	*



b. The quality of health care you received

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>87</b>	<b>83</b>	<b>85</b>	<b>84</b>	<b>88<sup>bg</sup></b>	<b>84</b>	<b>83</b>	<b>88<sup>bg</sup></b>
Excellent	43	40	43	39	42	42	40	47 <sup>bdg</sup>
Good	44	43	42	45	46	42	43	41
<b>Fair/Poor</b>	<b>13</b>	<b>16<sup>eh</sup></b>	<b>14</b>	<b>16<sup>h</sup></b>	<b>12</b>	<b>15</b>	<b>17<sup>eh</sup></b>	<b>12</b>
Fair	11	12 <sup>h</sup>	12 <sup>h</sup>	12	9	10	12 <sup>h</sup>	9
Poor	2	4 <sup>ac</sup>	2	4 <sup>ac</sup>	3	5 <sup>ac</sup>	5 <sup>ace</sup>	3
Don't know/ Refused	-	1	1	*	-	1	*	*

c. The amount of time you spent with the doctor

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>77</b>	<b>75</b>	<b>77</b>	<b>78</b>	<b>80<sup>bg</sup></b>	<b>79</b>	<b>74</b>	<b>82<sup>abcg</sup></b>
Excellent	36	35	35	32	38 <sup>d</sup>	36	34	42 <sup>abcdfg</sup>
Good	41	40	42	46 <sup>bgh</sup>	42	43	40	40
<b>Fair/Poor</b>	<b>22<sup>h</sup></b>	<b>25<sup>eh</sup></b>	<b>23<sup>h</sup></b>	<b>21</b>	<b>20</b>	<b>21</b>	<b>26<sup>eh</sup></b>	<b>17</b>
Fair	16	17	16	15	14	14	16	13
Poor	6	8 <sup>h</sup>	7 <sup>h</sup>	6	6	7 <sup>h</sup>	10 <sup>adeh</sup>	4
Don't know/ Refused	1	-	*	1	-	-	*	*

d. Your ability to get in touch with the doctor outside of an appointment, either by phone or email

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>65<sup>g</sup></b>	<b>60</b>	<b>63</b>	<b>63</b>	<b>70<sup>bcdg</sup></b>	<b>69<sup>bcdg</sup></b>	<b>59</b>	<b>72<sup>abcdg</sup></b>
Excellent	27	24	26	27	30 <sup>b</sup>	29 <sup>b</sup>	25	33 <sup>abcdg</sup>
Good	38	36	37	36	41 <sup>g</sup>	40 <sup>g</sup>	34	39
<b>Fair/Poor</b>	<b>29<sup>h</sup></b>	<b>32<sup>efh</sup></b>	<b>32<sup>efh</sup></b>	<b>31<sup>eh</sup></b>	<b>25</b>	<b>26</b>	<b>35<sup>aefh</sup></b>	<b>21</b>
Fair	19 <sup>fh</sup>	17	19 <sup>fh</sup>	18	15	13	22 <sup>efh</sup>	14
Poor	10	15 <sup>eah</sup>	13 <sup>h</sup>	13 <sup>h</sup>	10	12 <sup>h</sup>	13 <sup>h</sup>	7
Don't know/ Refused	6	8	5	6	5	5	6	7

e. The doctor's sensitivity to your cultural background

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>85</b>	<b>81</b>	<b>84</b>	<b>82</b>	<b>87<sup>bdg</sup></b>	<b>84</b>	<b>81</b>	<b>87<sup>bdg</sup></b>
Excellent	45 <sup>d</sup>	43	48 <sup>d</sup>	39	50 <sup>bd</sup>	47 <sup>d</sup>	44	52 <sup>abdg</sup>
Good	40	38	36	43 <sup>cgh</sup>	37	37	37	35
<b>Fair/Poor</b>	<b>11</b>	<b>14<sup>eh</sup></b>	<b>12<sup>h</sup></b>	<b>11<sup>h</sup></b>	<b>9</b>	<b>10</b>	<b>15<sup>aefh</sup></b>	<b>8</b>
Fair	9 <sup>h</sup>	10 <sup>eh</sup>	9 <sup>h</sup>	10 <sup>eh</sup>	7	7	10 <sup>eh</sup>	6
Poor	2	4 <sup>ad</sup>	3 <sup>d</sup>	1	2	3	5 <sup>adefh</sup>	2
Don't know/ Refused	4	5	4	7	4	6	4	5

- f. The doctor's concern with maintaining your long-term health and other factors in your life that could affect your health and well-being

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>84<sup>g</sup></b>	<b>81</b>	<b>84</b>	<b>81</b>	<b>84<sup>g</sup></b>	<b>83</b>	<b>80</b>	<b>87<sup>bdfg</sup></b>
Excellent	44	41	45	41	47 <sup>bdg</sup>	46	39	55 <sup>abcdefg</sup>
Good	40 <sup>h</sup>	40 <sup>h</sup>	39 <sup>h</sup>	40 <sup>h</sup>	37	37	41 <sup>h</sup>	33
<b>Fair/Poor</b>	<b>15</b>	<b>18<sup>h</sup></b>	<b>16</b>	<b>18<sup>h</sup></b>	<b>15</b>	<b>17</b>	<b>20<sup>ah</sup></b>	<b>12</b>
Fair	11	11	11	13 <sup>h</sup>	10	12	14 <sup>h</sup>	8
Poor	4	7 <sup>a</sup>	5	5	5	5	6 <sup>a</sup>	4
Don't know/ Refused	1	1	*	1	1	*	*	*

(Asked of those who visited a doctor/health professional in the last two years; Natl n = 869; FL n = 845; KS n = 886; NJ n = 863; OH n = 887; OR n = 884; TX n = 836; WI n = 878)

NP-13. Still thinking about this most recent visit, from what kind of doctor did you receive care? Was it a medical specialist like a cardiologist or surgeon, or did you see a general practitioner such as a family physician or a nurse practitioner?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Medical specialist	28	37 <sup>acefh</sup>	24	36 <sup>acefh</sup>	25	27	31 <sup>ceh</sup>	26
General practitioner	70 <sup>bd</sup>	62	74 <sup>bdg</sup>	62	73 <sup>bdg</sup>	72 <sup>bd</sup>	67	73 <sup>bdg</sup>
Don't know/ Refused	2	1	2	2	2	1	2	1

(Asked of those who visited a doctor/health professional in the last two years; Natl n = 869; FL n = 845; KS n = 886; NJ n = 863; OH n = 887; OR n = 884; TX n = 836; WI n = 878)

NP-14. Do you think the cost of the health care you received during your most recent visit was reasonable or unreasonable?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Reasonable</b>	<b>77<sup>dh</sup></b>	<b>72<sup>h</sup></b>	<b>74<sup>h</sup></b>	<b>71</b>	<b>74<sup>h</sup></b>	<b>74<sup>h</sup></b>	<b>77<sup>dh</sup></b>	<b>66</b>
Very reasonable	42 <sup>cdeh</sup>	38 <sup>cdh</sup>	32	33	36 <sup>h</sup>	37 <sup>h</sup>	38 <sup>ch</sup>	30
Somewhat reasonable	35	34	42 <sup>abh</sup>	38	38	37	39	36
<b>Unreasonable</b>	<b>20</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>20</b>	<b>18</b>	<b>19</b>	<b>25<sup>afg</sup></b>
Somewhat unreasonable	13	10	11	11	11	11	9	14 <sup>bg</sup>
Very unreasonable	7	10	10	11 <sup>a</sup>	9	8	10	11
Don't know/ Refused	3	8	5	7	6	8	4	9

### III. Health Care Cost Experiences

For this next set of questions, when I ask about your “premium,” I mean the monthly, quarterly or yearly amount you have to pay for your insurance plan. When I ask about your “deductible,” I mean the amount you personally have to pay before your insurance plan starts covering your services. And by “copayment,” I mean the fixed fee you pay at the doctor’s office when you receive a service.

NP-15. Overall, do you think the cost you personally pay for your health care, including premiums, deductibles, copayments and prescription drugs, is reasonable or unreasonable?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Reasonable</b>	<b>60<sup>d</sup></b>	<b>60<sup>d</sup></b>	<b>57</b>	<b>52</b>	<b>59<sup>d</sup></b>	<b>65<sup>cdeg</sup></b>	<b>60<sup>d</sup></b>	<b>63<sup>cd</sup></b>
Very reasonable	30	31	28	26	29	36 <sup>acdeg</sup>	27	29
Somewhat reasonable	30	29	29	26	30	29	33 <sup>d</sup>	34 <sup>d</sup>
<b>Unreasonable</b>	<b>29</b>	<b>32</b>	<b>37<sup>af</sup></b>	<b>39<sup>abfgh</sup></b>	<b>36<sup>af</sup></b>	<b>27</b>	<b>32</b>	<b>32</b>
Somewhat unreasonable	15	13	18 <sup>bf</sup>	17 <sup>f</sup>	15	12	15	15
Very unreasonable	14	19 <sup>a</sup>	19 <sup>a</sup>	22 <sup>afgh</sup>	21 <sup>af</sup>	15	17	17
Don't know/ Refused	11	8	6	9	5	8	8	5

NP-16a. In the past TWO years, would you say the cost of your health care services has become more affordable, less affordable, or has it stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
More affordable	9	12 <sup>h</sup>	9	11 <sup>h</sup>	9	14 <sup>acegh</sup>	10 <sup>h</sup>	6
Less affordable	34	33	43 <sup>abfg</sup>	39 <sup>bf</sup>	38 <sup>f</sup>	30	34	41 <sup>abfg</sup>
Stayed about the same	53 <sup>cd</sup>	51 <sup>c</sup>	45	47	50	52 <sup>c</sup>	52 <sup>c</sup>	50
Don't know/ Refused	4	4	3	3	3	4	4	3

NP-16b. In the past TWO years, would you say the cost of your prescription drugs has become more affordable, less affordable, or has it stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
More affordable	10	12	12	11	13	12	15 <sup>ah</sup>	10
Less affordable	22 <sup>f</sup>	26 <sup>f</sup>	28 <sup>afg</sup>	26 <sup>f</sup>	27 <sup>f</sup>	17	23 <sup>f</sup>	27 <sup>f</sup>
Stayed about the same	58 <sup>bh</sup>	52	53	54	54	58 <sup>bh</sup>	55	52
Don't know/ Refused	10	10	7	9	6	13	7	11

NP-17. Was there any time in the past TWO years when you needed health care, but did not get it, OR did you get health care every time you needed it in the past TWO years?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Needed health care and DID NOT GET IT	15	20 <sup>adh</sup>	16	14	17 <sup>h</sup>	17	18 <sup>h</sup>	13
Got health care EVERY TIME	81 <sup>b</sup>	76	81 <sup>b</sup>	82 <sup>b</sup>	80	80	78	83 <sup>bg</sup>
Don't know/Refused	4	4	3	4	3	3	4	4

(Asked of those who needed health care in the past TWO years and did not get it; Natl n =139; FL n = 186; KS n = 156; NJ n = 148; OH n = 159; OR n = 165; TX n = 162; WI n =142)

NP-18. Please tell me if any of the following were or were not reasons you could not get the health care you needed. Was there a time in the past TWO years when you could not get health care because (INSERT ITEM)?

**NP-18 Summary Table: % who said the following were reasons**

**RESULTS BASED ONLY ON THOSE WHO SAID THEY NEEDED HEALTH CARE IN THE PAST TWO YEARS AND DID NOT GET IT**

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
a. You could not afford that health care	58	65	59	62	63	57	63	55
b. You could not find a doctor who would take your health insurance	35	34	27	32	23	23	35	23
c. You could not get an appointment during the hours you needed	32	26	27	35	24	38 <sup>e</sup>	30	29
d. You felt the health care center was too far or difficult to get to	26 <sup>b</sup>	14	18	25	20	17	27 <sup>b</sup>	16

(Asked of those who needed health care in the past TWO years and did not get it; Natl n =139; FL n = 186; KS n = 156; NJ n = 148; OH n = 159; OR n = 165; TX n = 162; WI n =142)

**RESULTS BASED ONLY ON THOSE WHO SAID THEY NEEDED HEALTH CARE IN THE PAST TWO YEARS AND DID NOT GET IT**

NP-19. Was there any time during the past TWO years when you tried to get medical care and were **turned away** by a doctor or hospital for financial or insurance reasons, or not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	24	26	24	22	17	17	27 <sup>h</sup>	15
No	76	74	76	76	83	83	73	85 <sup>g</sup>
Don't know/Refused	-	*	*	2	-	-	*	-

NP-20. Thinking about the cost of your health care over the past TWO years, how would you describe the overall impact of your health care costs on your or your family's financial situation? Would you say your health care costs caused a problem for you or your family's overall financial situation, or did they not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Very/somewhat serious problem (NET)</b>	<b>26</b>	<b>31<sup>f</sup></b>	<b>36<sup>adefgh</sup></b>	<b>27</b>	<b>28</b>	<b>25</b>	<b>30</b>	<b>27</b>
Very serious problem	9	14 <sup>aefgh</sup>	14 <sup>ah</sup>	13 <sup>ah</sup>	11	10	11	9
Somewhat serious problem	17 <sup>d</sup>	17	22 <sup>bdef</sup>	14	17	15	19 <sup>df</sup>	18 <sup>d</sup>
<b>Not too serious/ Did not cause a problem (NET)</b>	<b>70<sup>c</sup></b>	<b>67</b>	<b>63</b>	<b>72<sup>bc</sup></b>	<b>71<sup>c</sup></b>	<b>73<sup>bc</sup></b>	<b>68<sup>c</sup></b>	<b>70<sup>c</sup></b>
Not too serious problem	10 <sup>c</sup>	7	6	9	8	8	9 <sup>c</sup>	7
Did not cause a problem	60	60	57	63 <sup>c</sup>	63 <sup>c</sup>	65 <sup>cg</sup>	59	63 <sup>c</sup>
Don't know/ Refused	4	2	1	1	1	2	2	3

(Asked of those whose their health care costs have caused a very or somewhat serious problem for their overall financial situation; Natl n =259; FL n = 298; KS n = 321; NJ n = 260; OH n = 278; OR n = 243; TX n = 275; WI n =264)

NP-21. In the past TWO years, have any of the following happened to you? Have you (INSERT ITEM) because of large medical bills, or not?

**NP-21 Summary Table: % who said the following happened to them**

**RESULTS BASED ONLY ON THOSE WHO SAID THEIR HEALTH CARE COSTS HAVE CAUSED A VERY OR SOMEWHAT SERIOUS PROBLEM FOR THEIR OVERALL FINANCIAL SITUATION**

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
a. Spent all or most of your personal savings	42 <sup>d</sup>	36	44 <sup>dg</sup>	32	42 <sup>d</sup>	45 <sup>dg</sup>	33	40
b. Been unable to pay for basic necessities like food, heat or housing	27	30	24	27	27	30	29	25
c. Taken out a loan that may be hard to pay back	19 <sup>bcdh</sup>	11	11	8	16 <sup>d</sup>	14	16 <sup>d</sup>	11
d. Taken on credit card debt that may be difficult to pay off	23	27	26	28	29	29	25	25
e. Been contacted by bill collectors	39	41	42	47	47	44	40	40
f. Declared bankruptcy	7 <sup>f</sup>	3	3	3	4	2	5	5
g. Set up a payment plan with a hospital or health care professional	44	39	56 <sup>abdg</sup>	44	53 <sup>bg</sup>	53 <sup>bg</sup>	41	53 <sup>bg</sup>

NP-22. In the past TWO years, have you (INSERT ITEM) because of the cost of prescription drugs, or has this not happened?

**BASED ON TOTAL RESPONDENTS**

a. Not filled a prescription

	<b>Natl (a)</b>	<b>FL (b)</b>	<b>KS (c)</b>	<b>NJ (d)</b>	<b>OH (e)</b>	<b>OR (f)</b>	<b>TX (g)</b>	<b>WI (h)</b>
Yes, have	19	22 <sup>h</sup>	24 <sup>afh</sup>	20 <sup>h</sup>	21 <sup>h</sup>	18	20 <sup>h</sup>	15
No, have NOT	80 <sup>c</sup>	78	76	80	79	82	80	85 <sup>bcdeg</sup>
Don't know/ Refused	1	*	*	*	*	*	*	*

b. Cut pills in half or skipped doses of medicine

	<b>Natl (a)</b>	<b>FL (b)</b>	<b>KS (c)</b>	<b>NJ (d)</b>	<b>OH (e)</b>	<b>OR (f)</b>	<b>TX (g)</b>	<b>WI (h)</b>
Yes, have	12	15 <sup>f</sup>	16 <sup>af</sup>	15 <sup>f</sup>	15	11	15 <sup>f</sup>	13
No, have NOT	87 <sup>c</sup>	84	84	84	85	89 <sup>bc</sup>	85	86
Don't know/ Refused	1	1	*	1	*	-	*	1

## IV. Health Care Access Experiences

NP-23. In the past TWO years, have you scheduled a visit with a doctor or other health professional because you were sick or had a health concern, or have you not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, have scheduled a visit	58	58	67 <sup>abg</sup>	66 <sup>abg</sup>	67 <sup>abg</sup>	66 <sup>abg</sup>	57	62
No, have NOT scheduled a visit	41 <sup>cdef</sup>	42 <sup>cdef</sup>	33	34	32	34	43 <sup>cdef</sup>	38 <sup>e</sup>
Don't know/Refused	1	-	*	*	1	*	*	*

(Asked of those who scheduled a visit with their doctor/health professional; Natl n =598; FL n = 595; KS n = 667; NJ n = 665; OH n = 662; OR n = 685; TX n = 599; WI n =645)

NP-24. Thinking about the last time you had to schedule a doctor's appointment because you were sick or had a health concern, how much time passed between when you made the appointment and when you actually saw a doctor? Would you say it was...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Less than 24 hours	30 <sup>bef</sup>	19	32 <sup>bdefh</sup>	26 <sup>b</sup>	23	21	28 <sup>bf</sup>	24
About one to three days	33	30	36 <sup>f</sup>	30	34	30	31	36
About four to seven days	13	20 <sup>a</sup>	15	16	17	18 <sup>a</sup>	15	16
More than one week	7	10	7	9	10	12 <sup>ac</sup>	8	8
More than two weeks	6	7 <sup>c</sup>	3	5	5	8 <sup>c</sup>	5	4
More than three weeks	3	4	3	4	4	4	3	3
More than one month	8 <sup>c</sup>	9 <sup>c</sup>	4	9 <sup>c</sup>	7 <sup>c</sup>	6	9 <sup>c</sup>	8 <sup>c</sup>
Don't know/Refused	*	1	*	1	*	1	1	1

(Asked of those who scheduled a visit with their doctor/health professional; Natl n =598; FL n = 595; KS n = 667; NJ n = 665; OH n = 662; OR n = 685; TX n = 599; WI n =645)

NP-25. Do you think the length of time you had to wait between scheduling the appointment and seeing a doctor was reasonable or unreasonable?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Reasonable</b>	<b>83<sup>d</sup></b>	<b>77</b>	<b>82<sup>d</sup></b>	<b>75</b>	<b>78</b>	<b>77</b>	<b>78</b>	<b>81<sup>d</sup></b>
Very reasonable	50	46	52	48	48	48	50	55 <sup>be</sup>
Somewhat reasonable	33	31	30	27	30	29	28	26
<b>Unreasonable</b>	<b>17</b>	<b>23<sup>ach</sup></b>	<b>17</b>	<b>23<sup>ach</sup></b>	<b>21</b>	<b>22</b>	<b>21</b>	<b>17</b>
Somewhat unreasonable	10	10	10	10	12	12	9	8
Very unreasonable	7	13 <sup>ach</sup>	7	13 <sup>ach</sup>	9	10	12 <sup>ac</sup>	9
Don't know/Refused	*	*	1	2	1	1	1	2

NP-26. In the past TWO years, would you say it has gotten easier or gotten harder for you to see a doctor, or has it stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Easier	10 <sup>c</sup>	9	6	8	8	8	12 <sup>cefh</sup>	7
Harder	14	19 <sup>a</sup>	17	16	17	17	18 <sup>a</sup>	15
About the same	74 <sup>g</sup>	70	75 <sup>bg</sup>	74 <sup>g</sup>	74 <sup>g</sup>	73 <sup>g</sup>	68	76 <sup>bg</sup>
Don't know/ Refused	2	2	2	2	1	2	2	2

NP-27. Do you have a regular doctor or health care professional that provides most of your health care when you are sick or have a health concern, or do you not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, have a regular doctor	74 <sup>g</sup>	70	81 <sup>abfg</sup>	81 <sup>abfg</sup>	82 <sup>abfg</sup>	76 <sup>bg</sup>	68	82 <sup>abfg</sup>
No, do NOT have a regular doctor	25 <sup>cdeh</sup>	30 <sup>acdefh</sup>	18	19	18	23 <sup>ceh</sup>	31 <sup>acdefh</sup>	18
Don't know/ Refused	1	*	1	*	*	1	1	*

**(Asked of those have a regular doctor/ health care professional; Natl n = 793; FL n = 745; KS n = 846; NJ n = 809; OH n = 837; OR n = 805; TX n = 744; WI n = 841)**

NP-28. In the past TWO years, were there any times when you needed health care, but could not see your regular doctor or health care professional, or not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	22	19	24	22	22	27 <sup>bde</sup>	23	26 <sup>b</sup>
No	78 <sup>f</sup>	80 <sup>fh</sup>	76	78 <sup>f</sup>	78 <sup>f</sup>	72	76	73
Don't know/ Refused	*	1	*	*	*	1	1	1



**(Asked of those who when needed health care, could not see their regular doctor/health care professional; Natl n =158; FL n = 146; KS n = 193; NJ n = 163; OH n = 182; OR n = 226; TX n = 158; WI n =208)**

NP-29. Please tell me if each of the following was or was not a reason why you could not see your regular doctor or health care professional. How about (INSERT ITEM)? Was that a reason you could not see your regular doctor or health care professional, or not?

**NP-29 Summary Table: % who said each of the following was a reason**

**Base: Those who when needed health care, could not see their regular doctor/health**

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
a. You could not afford the visit	24 <sup>h</sup>	24 <sup>h</sup>	23 <sup>h</sup>	24 <sup>h</sup>	22	17	31 <sup>th</sup>	13
b. It was at night or on the weekend and the doctor's office was not open	46 <sup>f</sup>	39	36	45 <sup>f</sup>	46 <sup>th</sup>	32	43	33
c. The doctor did not have any available appointment times	52	55	64	58	57	55	58	61
d. The doctor was too far away or transportation was too difficult	15	16	14	17	14	12	22 <sup>th</sup>	11
e. You lost your insurance coverage	12	26 <sup>aceh</sup>	13	18	14	15	18	11
f. The doctor stopped taking your insurance	14 <sup>f</sup>	22 <sup>ch</sup>	9	17 <sup>f</sup>	13 <sup>f</sup>	6	21 <sup>ch</sup>	9
g. Your regular doctor was away from the office	42	44	54 <sup>dg</sup>	38	43	56 <sup>adeg</sup>	37	62 <sup>abdeg</sup>

**(Asked of those who when needed health care, could not see their regular doctor/health care professional; Natl n = 158; FL n = 146; KS n = 193 NJ n = 163; OH n = 182; OR n = 226; TX n = 158; WI n =208)**

NP-30. At any time when you were not able to see your regular doctor, were you able to get health care from a different doctor or health professional, or not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, was able to get health care from a different doctor	80 <sup>g</sup>	69	82 <sup>bdg</sup>	71	87 <sup>bdg</sup>	83 <sup>bdg</sup>	64	90 <sup>abdg</sup>
No, was NOT able to get health care from a different doctor	17	30 <sup>acefh</sup>	18 <sup>h</sup>	28 <sup>efh</sup>	12	16	35 <sup>acefh</sup>	9
Don't know/Refused	3	1	*	1	1	1	1	1

**(Asked of those who when needed health care, could not see their regular doctor/health care professional but were able to get care from a different doctor or health professional; Natl n = 119; FL n = 104; KS n = 157; NJ n = 119; OH n = 149; OR n = 193; TX n = 107; WI n =180)**

NP-31. At any time when you were not able to see your regular doctor, were you able to get care at any of the following locations, or not?

**NP-31 Summary Table: % who said they got care at the following locations**

**Base: Those who when needed health care, could not see their regular doctor/health but were able to get care from a different doctor or health professional**

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
a. At your regular doctor's office, but with a different doctor	56	51	73 <sup>abde</sup>	57	51	71 <sup>abde</sup>	61	81 <sup>abdeg</sup>
b. At a different doctor's office or clinic in the hospital	37	41	32	46 <sup>c</sup>	32	40	47 <sup>ce</sup>	45 <sup>c</sup>
c. At an urgent care facility	60	46	56	62	65 <sup>b</sup>	68 <sup>b</sup>	65 <sup>b</sup>	58
d. In the emergency room	70 <sup>bcdfh</sup>	49	49	53	57	54	61	55
e. At a retail or drug-store mini-clinic	27 <sup>f</sup>	28 <sup>f</sup>	24 <sup>f</sup>	20 <sup>f</sup>	33 <sup>dfh</sup>	9	27 <sup>f</sup>	17

## V. Hospitalization Experiences

NP-32. In the past TWO years, have you been hospitalized overnight, or has this not happened to you?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	18	22 <sup>f</sup>	18	21 <sup>f</sup>	21 <sup>f</sup>	15	19	22 <sup>f</sup>
No	81	78	81	79	78	85 <sup>bdeh</sup>	81	78
Don't know/ Refused	1	*	1	*	1	-	*	*

(Asked of those who have been hospitalized overnight in the past two years; Natl n = 211; FL n = 216; KS n = 193; NJ n = 200; OH n = 236; OR n = 182; TX n = 217; WI n = 211)

NP-33. Thinking about the most recent time you were hospitalized, how would you rate the quality of health care you received? Would you say it was excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>78</b>	<b>79</b>	<b>84<sup>d</sup></b>	<b>69</b>	<b>80</b>	<b>82<sup>d</sup></b>	<b>77</b>	<b>78</b>
Excellent	46	50 <sup>d</sup>	50 <sup>d</sup>	35	47	49 <sup>d</sup>	44	51 <sup>d</sup>
Good	32	29	34	34	33	33	33	27
<b>Fair/Poor</b>	<b>22</b>	<b>21</b>	<b>15</b>	<b>31<sup>cf</sup></b>	<b>20</b>	<b>17</b>	<b>21</b>	<b>22</b>
Fair	18	14	10	21 <sup>cef</sup>	11	10	14	16
Poor	4	7	5	10	9	7	7	6
Don't know/ Refused	*	*	1	-	-	1	2	-

(Asked of those who have been hospitalized overnight in the past two years; Natl n = 211; FL n = 216; KS n = 193; NJ n = 200; OH n = 236; OR n = 182; TX n = 217; WI n = 211)

NP-34. What about the cost of the health care you received the most recent time you were hospitalized? Would you say it was reasonable or unreasonable?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Reasonable</b>	<b>65</b>	<b>64</b>	<b>60</b>	<b>58</b>	<b>56</b>	<b>60</b>	<b>61</b>	<b>58</b>
Very reasonable	27	37	30	26	30	34	31	29
Somewhat reasonable	38 <sup>e</sup>	27	30	32	26	26	29	29
<b>Unreasonable</b>	<b>30</b>	<b>31</b>	<b>36</b>	<b>33</b>	<b>39</b>	<b>28</b>	<b>36</b>	<b>33</b>
Somewhat unreasonable	10	7	13	8	13	11	17 <sup>bd</sup>	15 <sup>b</sup>
Very unreasonable	20	24	23	25	26	17	19	18
Don't know/ Refused	5	5	4	9	5	12	3	9

**(Asked of those who have been hospitalized overnight in the past two years; Natl n = 211; FL n = 216; KS n = 193; NJ n = 200; OH n = 236; OR n = 182; TX n = 217; WI n =211)**

NP-35. During your most recent hospital stay, did you feel your views and preferences were taken into account by the doctors and other health professionals treating you, or were they not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, views and preferences were taken into account by doctors	81	82	83	79	83	87	78	84
No, views and preferences were NOT taken into account by doctors	17	16	15	20 <sup>f</sup>	15	10	19	16
Don't know/Refused	2	2	2	1	2	3	3	*

**(Asked of those who have been hospitalized overnight in the past two years; Natl n = 211; FL n = 216; KS n = 193; NJ n = 200; OH n = 236; OR n = 182; TX n = 217; WI n =211)**

NP-36. Please rate how well you feel the staff prepared you for the care you would need after leaving the hospital. Would you say the preparation was excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>79</b>	<b>83</b>	<b>82</b>	<b>74</b>	<b>82</b>	<b>78</b>	<b>80</b>	<b>81</b>
Excellent	37	45	50 <sup>ad</sup>	34	48 <sup>d</sup>	40	48 <sup>d</sup>	56 <sup>adf</sup>
Good	42 <sup>h</sup>	38 <sup>h</sup>	32	40 <sup>h</sup>	34	38 <sup>h</sup>	32	25
<b>Fair/Poor</b>	<b>21</b>	<b>17</b>	<b>18</b>	<b>25</b>	<b>18</b>	<b>20</b>	<b>19</b>	<b>19</b>
Fair	14	9	14	16	13	10	11	8
Poor	7	8	4	9	5	10 <sup>c</sup>	8	11 <sup>c</sup>
Don't know/Refused	*	*	-	1	-	2	*	-

## VI. Emergency Room Experiences

NP-37. In the past TWO years, have you received health care in the **emergency room** of a hospital, or has this not happened to you?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, received health care in the emergency room	33	32	32	35 <sup>g</sup>	39 <sup>abcfgh</sup>	31	28	33
No, did not receive health care in the emergency room	66 <sup>e</sup>	67 <sup>e</sup>	67 <sup>e</sup>	65	61	68 <sup>e</sup>	71 <sup>deh</sup>	66 <sup>e</sup>
Don't know/Refused	1	1	1	*	-	1	1	1

(Asked of those who received care in the emergency room in the past two years; Natl n = 327; FL n = 308; KS n = 309; NJ n = 347; OH n = 378; OR n = 341; TX n = 287; WI n = 332)

NP-38. Thinking about the most recent time you were a patient in the emergency room, how would you rate the quality of health care you received? Would you say it was excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>72</b>	<b>74</b>	<b>73</b>	<b>66</b>	<b>71</b>	<b>78<sup>dg</sup></b>	<b>67</b>	<b>78<sup>dg</sup></b>
Excellent	38	34	40	34	37	43 <sup>g</sup>	33	44 <sup>g</sup>
Good	34	40	33	32	34	35	34	34
<b>Fair/Poor</b>	<b>27</b>	<b>24</b>	<b>27</b>	<b>33<sup>fh</sup></b>	<b>29</b>	<b>21</b>	<b>32<sup>fh</sup></b>	<b>22</b>
Fair	17	14	14	19 <sup>f</sup>	17	12	14	12
Poor	10	10	13	14	12	9	18 <sup>abh</sup>	10
Don't know/Refused	1	2	*	1	*	1	1	-

(Asked of those who received care in the emergency room in the past two years; Natl n = 327; FL n = 308; KS n = 309; NJ n = 347; OH n = 378; OR n = 341; TX n = 287; WI n = 332)

NP-39. What about the cost of the health care you received the most recent time you were a patient in the emergency room? Would you say it was reasonable or unreasonable?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Reasonable</b>	<b>58</b>	<b>58</b>	<b>49</b>	<b>50</b>	<b>56</b>	<b>59<sup>c</sup></b>	<b>54</b>	<b>62<sup>cd</sup></b>
Very reasonable	29	27	24	23	30	32	27	23
Somewhat reasonable	29	31	25	27	26	27	27	39 <sup>acdefg</sup>
<b>Unreasonable</b>	<b>36</b>	<b>38</b>	<b>43<sup>fh</sup></b>	<b>43<sup>fh</sup></b>	<b>38</b>	<b>32</b>	<b>37</b>	<b>32</b>
Somewhat unreasonable	16	10	18 <sup>bd</sup>	11	17 <sup>b</sup>	12	14	15
Very unreasonable	20	28 <sup>h</sup>	25	32 <sup>aefh</sup>	21	20	23	17
Don't know/Refused	6	4	8	7	6	9	9	6

(Asked of those who received care in the emergency room in the past two years; Natl n = 327; FL n = 308; KS n = 309; NJ n = 347; OH n = 378; OR n = 341; TX n = 287; WI n = 332)

NP-40. What was the MAIN purpose of your most recent visit to an emergency room? Was it...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
To get treatment for a major health problem (like a broken bone, cut or high fever)	40	49 <sup>g</sup>	49 <sup>g</sup>	52 <sup>ag</sup>	42	48 <sup>g</sup>	38	50 <sup>ag</sup>
To get treatment for a minor health problem (like a sprain or toothache)	23	19	25	20	23	23	27	23
Some other reason	36 <sup>ch</sup>	30	26	27	35 <sup>c</sup>	28	34	27
Don't know/ Refused	1	2	*	1	-	1	1	*

**(Asked of those who received care in the emergency room in the past two years; Natl n = 327; FL n = 308; KS n = 309; NJ n = 347; OH n = 378; OR n = 341; TX n = 287; WI n = 332)**

NP-41. What is the MAIN reason you chose to receive health care in the emergency room instead of at an urgent care facility, doctor's office, or community health center? Was it mainly because...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
You were brought to the emergency room by an ambulance	18 <sup>h</sup>	16	11	18 <sup>h</sup>	14	16	12	11
Other facilities were not open or you could not get an appointment	28 <sup>bdg</sup>	16	35 <sup>bdeg</sup>	18	23	27 <sup>bdg</sup>	17	31 <sup>bdg</sup>
You felt other facilities did not have the staff or equipment necessary to treat your health problem	11	9	11	11	8	9	8	6
You thought you might need to be admitted to the hospital overnight	11	12	10	14	9	11	11	10
You felt the emergency room was the only place that would treat you	16 <sup>c</sup>	14	8	12	11	13	17 <sup>c</sup>	13
Other facilities were too far away	3	8 <sup>a</sup>	4	7 <sup>a</sup>	8 <sup>a</sup>	4	6	7 <sup>a</sup>
Some other reason	12	22 <sup>a</sup>	19	20 <sup>a</sup>	24 <sup>a</sup>	19	25 <sup>a</sup>	21 <sup>a</sup>
Don't know/Refused	1	3	2	*	3	1	3	1

**(Asked of those who received care in the emergency room in the past two years; Natl n = 327; FL n = 308; KS n = 309; NJ n = 347; OH n = 378; OR n = 341; TX n = 287; WI n = 332)**

NP-42. In the past TWO years has your use of the emergency room when you need health care gone up, gone down, or stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Gone up	23 <sup>ef</sup>	19	25 <sup>ef</sup>	23 <sup>ef</sup>	13	13	20	21 <sup>ef</sup>
Gone down	10	11	11	11	9	11	8	9
Stayed about the same	63	64	58	61	72 <sup>acdh</sup>	68 <sup>c</sup>	66	63
Don't know/Refused	4	6	6	5	4	8	6	7

**(Asked of those who received care in the emergency room in the past two years; Natl n = 327; FL n = 308; KS n = 309; NJ n = 347; OH n = 378; OR n = 341; TX n = 287; WI n =332)**

NP-43. Please rate how well you feel the staff prepared you for the care you would need after leaving the emergency room.  
 Would you say the preparation was excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>71</b>	<b>73</b>	<b>77</b>	<b>68</b>	<b>73</b>	<b>77</b>	<b>72</b>	<b>83<sup>abdeg</sup></b>
Excellent	38	31	36	31	33	41	35	41 <sup>bd</sup>
Good	33	42	41	37	40	36	37	42
<b>Fair/Poor</b>	<b>29<sup>h</sup></b>	<b>25</b>	<b>22</b>	<b>30<sup>h</sup></b>	<b>27<sup>h</sup></b>	<b>21</b>	<b>27<sup>h</sup></b>	<b>17</b>
Fair	20 <sup>f</sup>	13	14	20 <sup>bh</sup>	19	12	19	12
Poor	9	12 <sup>h</sup>	8	10	8	9	8	5
Don't know/ Refused	*	2	1	2	*	2	1	-



## VII. Urgent Care Experiences

NP-44. An urgent care facility is a place that is not an emergency room, and that provides immediate medical care for illnesses and injuries which may be serious, but are not life-threatening and do not require hospitalization. In the past TWO years, have you received health care at an urgent care facility?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	27	24	23	28 <sup>c</sup>	28 <sup>c</sup>	33 <sup>abcg</sup>	25	29 <sup>bc</sup>
No	72 <sup>f</sup>	75 <sup>f</sup>	77 <sup>defh</sup>	72	71	67	74 <sup>f</sup>	70
Don't know/ Refused	1	1	*	*	1	*	1	1

(Asked of those who received care in an urgent care facility in the past two years; Natl n = 249; FL n = 235; KS n = 231; NJ n = 257; OH n = 261; OR n = 323; TX n = 236; WI n = 293)

NP-45. Thinking about your most recent visit to an urgent care facility, how would you rate the quality of health care you received? Would you say it was excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>75</b>	<b>79</b>	<b>78</b>	<b>86<sup>afg</sup></b>	<b>79</b>	<b>76</b>	<b>75</b>	<b>81</b>
Excellent	29	38	33	42 <sup>a</sup>	38	36	34	39
Good	46	41	45	44	41	40	41	43
<b>Fair/Poor</b>	<b>25<sup>d</sup></b>	<b>20</b>	<b>20</b>	<b>14</b>	<b>21</b>	<b>23<sup>d</sup></b>	<b>25<sup>d</sup></b>	<b>19</b>
Fair	19	15	15	12	13	15	18	14
Poor	6	5	5	2	8 <sup>d</sup>	8 <sup>d</sup>	7 <sup>d</sup>	5
Don't know/ Refused	-	1	2	-	-	1	-	-

(Asked of those who received care in an urgent care facility in the past two years; Natl n = 249; FL n = 235; KS n = 231; NJ n = 257; OH n = 261; OR n = 323; TX n = 236; WI n = 293)

NP-46. What about the cost of the health care you received during your most recent visit to an urgent care facility? Would you say it was reasonable or unreasonable?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Reasonable</b>	<b>74</b>	<b>67</b>	<b>78<sup>b</sup></b>	<b>77<sup>b</sup></b>	<b>75</b>	<b>78<sup>b</sup></b>	<b>76</b>	<b>70</b>
Very reasonable	33	32	37	35	43 <sup>bh</sup>	37	37	30
Somewhat reasonable	41	35	41	42	32	41	39	40
<b>Unreasonable</b>	<b>21</b>	<b>29<sup>cdf</sup></b>	<b>19</b>	<b>15</b>	<b>21</b>	<b>16</b>	<b>23</b>	<b>24<sup>df</sup></b>
Somewhat unreasonable	11	15 <sup>d</sup>	12	7	10	10	16 <sup>d</sup>	16 <sup>d</sup>
Very unreasonable	10	14 <sup>fg</sup>	7	8	11	6	7	8
Don't know/ Refused	5	4	3	8	4	6	1	6

**(Asked of those who received care in an urgent care facility in the past two years; Natl n = 249; FL n = 235; KS n = 231; NJ n = 257; OH n = 261; OR n = 323; TX n = 236; WI n =293)**

NP-47. What was the MAIN purpose of your most recent visit to an urgent care facility? Was it mainly...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
To get treatment for a minor wound or illness (like a sprain or sore throat)	60 <sup>b</sup>	46	56	52	52	51	55	56
To get treatment for a major wound or illness (like a broken bone or high fever)	15	18	16	15	16	18	11	17
To get a routine screening, test, exam or vaccination	4	11 <sup>ah</sup>	5	7	6	7	7	5
To get a prescription or treatment for a long-term health condition	4	3	6	5	6	6	9	4
Some other reason	15	22	16	19	20	17	18	17
Don't know/Refused	2	-	1	2	*	1	*	1

**(Asked of those who received care in an urgent care facility in the past two years; Natl n = 249; FL n = 235; KS n =231; NJ n = 257; OH n = 261; OR n = 323; TX n = 236; WI n =293)**

NP-48. What is the MAIN reason you chose to receive health care at an urgent care facility instead of a hospital, doctor's office, or community health center? Was it mainly because...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
You considered the hours to be more convenient	17	19	28 <sup>af</sup>	22	19	18	20	25
You considered the location to be more convenient	21	20	19	21	20	23	28 <sup>h</sup>	17
You felt more comfortable with the staff	2	1	2	2	2	2	4	5 <sup>b</sup>
You considered the quality of health care to be better	2	3	1	4	1	4	2	3
You considered the cost to be more affordable	13	14 <sup>cgh</sup>	7	8	9	12	7	7
You thought it would take less time to be seen and treated	22	24	16	23	25	17	22	17
Some other reason	20	19	26 <sup>g</sup>	20	21	22	16	24
Don't know/Refused	3	*	1	*	3	2	1	2

**(Asked of those who received care in an urgent care facility in the past two years; Natl n = 249; FL n = 235; KS n = 231; NJ n = 257; OH n = 261; OR n = 323; TX n = 236; WI n =293)**

NP-49. In the past TWO years has your use of urgent care facilities when you need health care gone up, gone down, or stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Gone up	17	17	22	28 <sup>abefh</sup>	15	18	25 <sup>eh</sup>	16
Gone down	7 <sup>d</sup>	6 <sup>d</sup>	5	2	8 <sup>d</sup>	7 <sup>d</sup>	9 <sup>d</sup>	7 <sup>d</sup>
Stayed about the same	72	73	70	65	75 <sup>dg</sup>	70	64	72
Don't know/Refused	4	4	3	5	2	5	1	5

## VIII. Retail or Drug-Store Mini-Clinic Experiences

NP-50. In the past TWO years, have you received health care at a retail or **drug-store mini-clinic**?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	12 <sup>h</sup>	15 <sup>h</sup>	13 <sup>h</sup>	13 <sup>h</sup>	16 <sup>h</sup>	NA	13 <sup>h</sup>	9
No	87	85	86	86	84	NA	86	90 <sup>bcdeg</sup>
Don't know/ Refused	1	*	1	1	*	NA	1	1

(Asked of those who received care at a mini-clinic in the past two years; Natl n = 123; FL n = 148; KS n = 153; NJ n = 138; OH n = 156; TX n = 134; WI n = 97)

NP-51. Thinking about your most recent visit to a retail or drug-store mini-clinic, how would you rate the quality of health care you received? Would you say it was excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>89</b>	<b>85</b>	<b>82</b>	<b>82</b>	<b>80</b>	<b>NA</b>	<b>84</b>	<b>89</b>
Excellent	33	44	34	37	40	NA	48	43
Good	56 <sup>eg</sup>	41	48	45	40	NA	36	46
<b>Fair/Poor</b>	<b>11</b>	<b>15</b>	<b>18</b>	<b>18</b>	<b>19</b>	<b>NA</b>	<b>16</b>	<b>11</b>
Fair	10	12	15	18	16	NA	16	11
Poor	1	3	3	*	3	NA	*	-
Don't know/ Refused	-	-	-	*	1	NA	-	-

(Asked of those who received care at a mini-clinic in the past two years; Natl n = 123; FL n = 148; KS n = 153; NJ n = 138; OH n = 156; TX n = 134; WI n = 97)

NP-52. What about the cost of the health care you received during your most recent visit to a retail or drug-store mini-clinic? Would you say it was reasonable or unreasonable?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Reasonable</b>	<b>92</b>	<b>85</b>	<b>88</b>	<b>85</b>	<b>86</b>	<b>NA</b>	<b>91</b>	<b>92</b>
Very reasonable	52	47	43	56	50	NA	46	66 <sup>bcg</sup>
Somewhat reasonable	40	38	45 <sup>dh</sup>	29	36	NA	46 <sup>dh</sup>	26
<b>Unreasonable</b>	<b>7</b>	<b>13</b>	<b>10</b>	<b>13</b>	<b>11</b>	<b>NA</b>	<b>9</b>	<b>4</b>
Somewhat unreasonable	6	8	5	10	6	NA	7	4
Very unreasonable	1	5	5	3	5	NA	2	-
Don't know/ Refused	1	2	2	2	3	NA	*	4

NA = There are no listed mini-clinics in Oregon.

**(Asked of those who received care at a mini-clinic in the past two years; Natl n = 123; FL n = 148; KS n = 153; NJ n = 138; OH n = 156; TX n = 134; WI n = 97)**

NP-53. What was the MAIN purpose of your most recent visit to a retail or drug-store mini-clinic? Was it mainly...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
To get a vaccine	33	35	37	46	39	NA	39	41
To get a physical exam	5	8	6	9	7	NA	8	6
To get a health screening or test	3	7	4	2	6	NA	5	8
To get treatment for a minor wound or skin condition	10	6	8	3	9	NA	8	4
To get treatment for a minor illness	21	16	29 <sup>b</sup>	23	27	NA	21 <sup>f</sup>	18 <sup>f</sup>
To get a prescription or treatment for an long-term health condition	18 <sup>ce</sup>	13 <sup>e</sup>	5	12	5	NA	9	16 <sup>ce</sup>
Some other reason	9	13 <sup>d</sup>	10	3	6	NA	9	7
Don't know/Refused	1	2	1	2	1	NA	1	*

**NA = There are no listed mini-clinics in Oregon.**

**(Asked of those who received care at a mini-clinic in the past two years; Natl n = 123; FL n = 148; KS n = 153; NJ n = 138; OH n = 156; TX n = 134; WI n = 97)**

NP-54. What is the MAIN reason you chose to receive health care at a retail or drug-store mini-clinic instead of a hospital, doctor's office, or urgent care facility? Was it mainly because...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
You considered the hours to be more convenient	21 <sup>b</sup>	9	17	20	25 <sup>b</sup>	NA	16	17
You considered the location to be more convenient	26	32	24	34	30	NA	29	25
You felt more comfortable with the staff	2	3	2	2	3	NA	2	6
You considered the quality of health care to be better	1	*	3	2	*	NA	3	6 <sup>be</sup>
You considered the cost to be more affordable	18 <sup>de</sup>	9	14	8	8	NA	20 <sup>bde</sup>	24 <sup>bde</sup>
You thought it would take less time to be seen and treated	18	28 <sup>cdgh</sup>	16	15	20	NA	15	12
Some other reason	13	14	24 <sup>h</sup>	18	14	NA	14	10
Don't know/Refused	1	5	*	2	-	NA	1	*

**(Asked of those who received care at a mini-clinic in the past two years; Natl n = 123; FL n = 148; KS n = 153; NJ n = 138; OH n = 156; TX n = 134; WI n = 97)**

NP-55. In the past TWO years has your use of retail or drug-store mini-clinics when you need health care gone up, gone down, or stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Gone up	14	20	13	25 <sup>c</sup>	19	NA	23	13
Gone down	11 <sup>bcd</sup>	2	3	3	7	NA	4	3
Stayed about the same	72	73	81 <sup>g</sup>	71	73	NA	68	78
Don't know/Refused	3	5	3	1	1	NA	5	6

**NA = There are no listed mini-clinics in Oregon.**

## IX. Health Insurance

NP-57. Are you, yourself, currently covered by any form of health insurance or health plan or do you not have health insurance at this time?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, covered by insurance	86 <sup>g</sup>	82	85 <sup>g</sup>	91 <sup>abcg</sup>	92 <sup>abcg</sup>	90 <sup>abcg</sup>	79	92 <sup>abcg</sup>
No, NOT covered by insurance	14 <sup>defh</sup>	17 <sup>defh</sup>	15 <sup>defh</sup>	9	8	10	20 <sup>acdefh</sup>	8
Don't know/Refused	*	1	*	*	*	*	1	*

(Asked of those who are uninsured; Natl n = 106; FL n = 143; KS n = 118; NJ n = 96; OH n = 65; OR n = 85; TX n = 167; WI n = 72)

NP-58. What is the MAIN reason you do not currently have health insurance? Is it mainly because...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
It is too expensive or you can't afford it	45	39	52	39	65 <sup>abd</sup>	51	61 <sup>abd</sup>	63 <sup>bd</sup>
You don't believe you need it or you don't want it	12	17 <sup>d</sup>	13 <sup>d</sup>	3	8	10	11	15 <sup>d</sup>
You can't get it or you were rejected because of poor health, illness, or age	2	5	7	3	-	*	5	1
You do not know how to get it	12 <sup>eh</sup>	10 <sup>eh</sup>	7	11 <sup>eh</sup>	-	11 <sup>eh</sup>	5	*
Some other reason	28	25	21	43 <sup>bcgh</sup>	24	27	18	20
Don't know/Refused	1	4	*	1	3	1	2	1

(Asked of those who are insured; Natl n = 891; FL n = 856; KS n = 885; NJ n = 905; OH n = 933; OR n = 921; TX n = 835; WI n = 934)

NP-61. Overall, how would you rate your health insurance coverage? Would you say it is excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Excellent/Good</b>	<b>73</b>	<b>71</b>	<b>77<sup>b</sup></b>	<b>72</b>	<b>74</b>	<b>76<sup>b</sup></b>	<b>76<sup>b</sup></b>	<b>78<sup>bd</sup></b>
Excellent	33	34	34	36	32	37	34	34
Good	40	37	43 <sup>bd</sup>	36	42 <sup>bd</sup>	39	43 <sup>bd</sup>	44 <sup>bd</sup>
<b>Fair/Poor</b>	<b>25</b>	<b>27<sup>fh</sup></b>	<b>22</b>	<b>27<sup>fh</sup></b>	<b>25</b>	<b>21</b>	<b>22</b>	<b>21</b>
Fair	20	20	18	19	19	16	16	17
Poor	5	7 <sup>ch</sup>	4	8 <sup>ch</sup>	6	5	6	4
Don't know/Refused	2	2	1	1	1	3	2	1

**(Asked of those who are currently insured)**

NP-62a. During the last two years, did you have health insurance ALL the time, or was there any time during the last two years when you DID NOT have any health coverage?

**NP-57/NP-62a combo table**

**Base = Respondents age 18-64**

	<b>Natl (a)</b>	<b>FL (b)</b>	<b>KS (c)</b>	<b>NJ (d)</b>	<b>OH (e)</b>	<b>OR (f)</b>	<b>TX (g)</b>	<b>WI (h)</b>
Continuously insured (have had insurance coverage all the time in the past two years)	71 <sup>bg</sup>	61	72 <sup>bg</sup>	76 <sup>abg</sup>	76 <sup>abg</sup>	75 <sup>bg</sup>	64	79 <sup>abcg</sup>
Uninsured currently or at any time during the past two years	29 <sup>deh</sup>	37 <sup>acdefh</sup>	28 <sup>h</sup>	23	23	25	36 <sup>acdefh</sup>	20
DK/Ref	*	2	*	1	1	*	*	1

**(Asked of those who are insured; Natl n = 891; FL n = 856; KS n = 885; NJ n = 905; OH n = 933; OR n = 921; TX n = 835; WI n = 934)**

NP-63a. Thinking about your health insurance premium -- that is, the monthly, quarterly or yearly amount you pay for your insurance plan -- would you say it has increased, decreased, or stayed about the same over the past TWO years?

	<b>Natl (a)</b>	<b>FL (b)</b>	<b>KS (c)</b>	<b>NJ (d)</b>	<b>OH (e)</b>	<b>OR (f)</b>	<b>TX (g)</b>	<b>WI (h)</b>
<b>Increased</b>	<b>45</b>	<b>44</b>	<b>53<sup>abefg</sup></b>	<b>49<sup>f</sup></b>	<b>44</b>	<b>40</b>	<b>45</b>	<b>50<sup>f</sup></b>
Increased a lot	18	23 <sup>af</sup>	26 <sup>af</sup>	27 <sup>af</sup>	22 <sup>a</sup>	18	22	24 <sup>af</sup>
Increased a little	27 <sup>bef</sup>	21	27 <sup>bef</sup>	22	22	22	23	26
<b>Decreased</b>	<b>4</b>	<b>3</b>	<b>5<sup>g</sup></b>	<b>3</b>	<b>3</b>	<b>7<sup>bdeg</sup></b>	<b>3</b>	<b>5</b>
Decreased a lot	3 <sup>e</sup>	2	1	2	1	4 <sup>bcdeg</sup>	2	2
Decreased a little	1	1	4 <sup>abdg</sup>	1	2	3	1	3 <sup>d</sup>
<b>Stayed about the same</b>	<b>46<sup>ch</sup></b>	<b>47<sup>cdh</sup></b>	<b>36</b>	<b>41</b>	<b>47<sup>ch</sup></b>	<b>47<sup>ch</sup></b>	<b>45<sup>c</sup></b>	<b>40</b>
Don't know/Refused	5	6	6	7	6	6	7 <sup>a</sup>	5



(Asked of those who are insured; Natl n = 891; FL n = 856; KS n = 885; NJ n = 905; OH n = 933; OR n = 921; TX n = 835; WI n = 934)

NP-63b. Thinking about your health insurance co-pays and deductibles-- that is, the fixed fees you pay when you receive a service and the amount you personally have to pay before your insurance plan starts covering your services -- would you say they have increased, decreased, or stayed about the same over the past TWO years?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Increased</b>	<b>35</b>	<b>32</b>	<b>34</b>	<b>35</b>	<b>34</b>	<b>30</b>	<b>31</b>	<b>37<sup>fg</sup></b>
Increased a lot	15	18	18	19	19	15	16	17
Increased a little	20 <sup>befg</sup>	14	16	16	15	15	15	20 <sup>be</sup>
<b>Decreased</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>6<sup>bdeg</sup></b>	<b>3</b>	<b>4</b>
Decreased a lot	2	2	3	1	2	4 <sup>abdegh</sup>	1	2
Decreased a little	2	1	1	2	1	2	2	2
<b>Stayed about the same</b>	<b>56</b>	<b>56</b>	<b>57</b>	<b>55</b>	<b>58</b>	<b>58</b>	<b>61<sup>h</sup></b>	<b>55</b>
Don't know/ Refused	5	9	5	7	5	6	5	4

(Asked of those who are insured; Natl n = 891; FL n = 856; KS n = 885 NJ n = 905; OH n = 933; OR n = 921; TX n = 835; WI n = 934)

NP-64. Thinking about your health insurance benefits -- that is, the health care services that your insurance plan pays for -- would you say they have increased, decreased, or stayed about the same over the past TWO years?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Increased</b>	<b>16</b>	<b>19<sup>f</sup></b>	<b>19<sup>f</sup></b>	<b>20<sup>fgh</sup></b>	<b>18<sup>f</sup></b>	<b>13</b>	<b>15</b>	<b>15</b>
Increased a lot	7	8	8	9	8	7	7	6
Increased a little	9	11 <sup>f</sup>	11 <sup>f</sup>	11 <sup>f</sup>	10 <sup>f</sup>	6	8	9
<b>Decreased</b>	<b>12</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>12</b>	<b>10</b>	<b>11</b>	<b>11</b>
Decreased a lot	6	4	4	3	6	5	5	5
Decreased a little	6	6	6	7	6	5	6	6
<b>Stayed about the same</b>	<b>70</b>	<b>66</b>	<b>67</b>	<b>66</b>	<b>68</b>	<b>71</b>	<b>69</b>	<b>71<sup>d</sup></b>
Don't know/ Refused	2	5	4	4	2	6	5	3

**Insurance status/Source of insurance**

NP-57. Are you, yourself, currently covered by any form of health insurance or health plan or do you not have health insurance at this time? **(Asked of those who are insured)** NP-59. Which of the following is your MAIN source of health insurance coverage (READ LIST)? **(Asked of insured respondents who purchased an insurance plan themselves)** NP60. Did you buy your health insurance plan through a state or federal health insurance exchange like healthcare.gov, or not?

**NP-57/NP-59/NP-60 Combo Table**  
**Base: Total Respondents**

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>Yes, covered by insurance</b>	<b>86<sup>g</sup></b>	<b>82</b>	<b>85<sup>g</sup></b>	<b>91<sup>abcg</sup></b>	<b>92<sup>abcg</sup></b>	<b>90<sup>abcg</sup></b>	<b>79</b>	<b>92<sup>abcg</sup></b>
A plan through employer	30 <sup>b</sup>	22	32 <sup>b</sup>	31 <sup>b</sup>	29 <sup>b</sup>	28 <sup>b</sup>	30 <sup>b</sup>	34 <sup>bef</sup>
A plan through spouse's employer	10	8	13 <sup>b</sup>	14 <sup>bfg</sup>	13 <sup>bg</sup>	10	10	13 <sup>b</sup>
<b>A plan purchased yourself</b>	<b>5</b>	<b>11<sup>acdegh</sup></b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>9<sup>ade</sup></b>	<b>7</b>	<b>6</b>
Bought insurance through a state or federal insurance exchange	1	4 <sup>ade</sup>	3	1	2	3	3	2
Did not through a state or federal insurance exchange	4	6 <sup>adegh</sup>	4	4	4	6 <sup>h</sup>	4	3
Don't know where bought it	*	1	*	-	*	*	*	1
Medicare	18	21 <sup>cfgh</sup>	17	19 <sup>g</sup>	20 <sup>g</sup>	16	14	17
Medicaid	9 <sup>cg</sup>	8 <sup>c</sup>	5	9 <sup>cg</sup>	10 <sup>cg</sup>	17 <sup>abcdegh</sup>	6	11 <sup>bcg</sup>
Some other government program (VA or Tricare)	6 <sup>h</sup>	7 <sup>cdfh</sup>	4	4	5	4	6 <sup>h</sup>	3
Some other form of insurance	7	5	7	9	9	6	6	7
Don't know/Refused	1	*	*	*	*	*	*	1
<b>No, NOT covered by insurance</b>	<b>14<sup>defh</sup></b>	<b>17<sup>defh</sup></b>	<b>15<sup>defh</sup></b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>20<sup>acdefh</sup></b>	<b>8</b>
Don't know/Refused	*	1	*	*	*	*	1	*

## X. Perceptions of Health Care Value

NP-65. Thinking about both the cost and quality of the health care that you receive, do you think that you get good value for what you pay toward the cost of your health care, or not?

	<b>Natl (a)</b>	<b>FL (b)</b>	<b>KS (c)</b>	<b>NJ (d)</b>	<b>OH (e)</b>	<b>OR (f)</b>	<b>TX (g)</b>	<b>WI (h)</b>
Yes	72	70	72	67	73 <sup>d</sup>	76 <sup>bdg</sup>	70	77 <sup>bcdg</sup>
No	22	24	25 <sup>fh</sup>	28 <sup>ae fh</sup>	23	20	26 <sup>fh</sup>	20
Don't know/ Refused	6	6	3	5	4	4	4	3

## XI. Perceptions of the Reasons for Rising Health Care Costs

NP-66. Do you think health care costs are a problem in [INSERT STATE], or don't you think they are? (If a problem, ask:) Would you say they are a major problem or a minor problem?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Major problem	52	56 <sup>g</sup>	55 <sup>g</sup>	59 <sup>aeg</sup>	53 <sup>g</sup>	55 <sup>g</sup>	47	54 <sup>g</sup>
Minor problem	16	13	15	14	15	14	16	18 <sup>b</sup>
NOT a problem	25 <sup>d</sup>	24 <sup>d</sup>	22	19	24 <sup>d</sup>	21	29 <sup>bcdefh</sup>	21
Don't know/ Refused	7	7	8	8	8	10	7	7

NP-67. A number of things have been suggested as possible reasons for rising health care costs in [INSERT STATE] today. For each thing I mention, please tell me whether you feel it is a reason or not a reason for rising health care costs in [INSERT STATE] today. If you do not know enough about some of these things to have an opinion, just let me know. (If a reason, ask:) Is it a major reason or a minor reason?

**(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)**

a. Insurance companies charging too much money

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	57	61	59	68 <sup>afg</sup>	68 <sup>afg</sup>	58	57	63
MINOR reason	14	11	21 <sup>bdefg</sup>	11	13	11	12	15
NOT a reason	13	12	12	9	11	14	17 <sup>d</sup>	14
Don't know/ Refused	16	16	8	12	8	17	14	8

**(Asked of one-third sample Y; Natl n = 329; FL n = 326; KS n = 329; NJ n = 336; OH n = 326; OR n = 335; TX n = 340; WI n = 334)**

b. Doctors charging too much money

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	40	38	36	43	42	37	42	40
MINOR reason	18	12	20 <sup>b</sup>	24 <sup>b</sup>	22 <sup>b</sup>	20 <sup>b</sup>	16	25 <sup>bg</sup>
NOT a reason	25	28	30	21	22	25	28	25
Don't know/ Refused	17	22	14	12	14	18	14	10

**(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)**

c. It is too hard for patients to find out the cost of a recommended treatment

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	27	33 <sup>g</sup>	27	32	25	25	24	30
MINOR reason	17	15	29 <sup>abdfg</sup>	15	23 <sup>bd</sup>	16	18	21
NOT a reason	29	33	30	30	37	32	32	35
Don't know/ Refused	27	19	14	23	15	27	26	14

(Asked of one-third sample Z; Natl n = 357; FL n = 343; KS n = 346; NJ n = 331; OH n = 357; OR n = 326; TX n = 348; WI n = 327)

d. Most people with health insurance having little incentive to look for lower-priced doctors and services

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	26	33 <sup>cefh</sup>	23	27	22	24	28	23
MINOR reason	16	15	20	22	26 <sup>ab</sup>	18	23 <sup>b</sup>	18
NOT a reason	35	29	35	34	32	35	32	35
Don't know/ Refused	23	23	22	17	20	23	17	24

(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)

e. People not taking good care of their health, so many need more medical treatment

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	51	55 <sup>g</sup>	56 <sup>g</sup>	53	50	57 <sup>g</sup>	45	54
MINOR reason	20	15	19	18	25 <sup>bfg</sup>	16	17	21
NOT a reason	13	17	16	16	14	13	23 <sup>aef</sup>	16
Don't know/ Refused	16	13	9	13	11	14	15	9

(Asked of one-third sample Y; Natl n = 329; FL n = 326; KS n = 329; NJ n = 336; OH n = 326; OR n = 335; TX n = 340; WI n = 334)

f. Medicare and Medicaid not doing enough to keep their costs down

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	32	34	33	33	28	26	30	30
MINOR reason	15	15	15	13	15	18	16	19
NOT a reason	26 <sup>f</sup>	23	22	21	28 <sup>f</sup>	17	25 <sup>f</sup>	22
Don't know/ Refused	27	28	30	33	29	39	29	29

(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)

g. Some well-known or large hospitals or doctor groups using their influence to get higher payments from insurance companies

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	38	42 <sup>fh</sup>	37	44 <sup>fh</sup>	43 <sup>fh</sup>	33	37	30
MINOR reason	12	12	14	12	15	13	12	20 <sup>abdg</sup>
NOT a reason	18	21 <sup>d</sup>	19	13	17	19	24 <sup>d</sup>	19
Don't know/ Refused	32	25	30	31	25	35	27	31

(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)

h. Too much government regulation

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	37	45	58 <sup>abdfgh</sup>	43	54 <sup>adfh</sup>	40	46 <sup>a</sup>	44
MINOR reason	19 <sup>beg</sup>	9	16 <sup>b</sup>	13	11	13	10	17 <sup>bg</sup>
NOT a reason	21	23	18	22	17	25 <sup>e</sup>	23	23
Don't know/ Refused	23	23	8	22	18	22	21	16

(Asked of one-third sample Z; Natl n = 357; FL n = 343; KS n = 346; NJ n = 331; OH n = 357; OR n = 326; TX n = 348; WI n = 327)

i. The population as a whole is getting older and older people require more medical services

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	43	50 <sup>efh</sup>	44	50 <sup>efh</sup>	38	35	49 <sup>ef</sup>	40
MINOR reason	27 <sup>b</sup>	16	26 <sup>b</sup>	20	28 <sup>bg</sup>	25 <sup>b</sup>	20	27 <sup>b</sup>
NOT a reason	18	25	21	23	26 <sup>a</sup>	27 <sup>a</sup>	22	25
Don't know/ Refused	12	9	9	7	8	13	9	8

(Asked of one-third sample Y; Natl n = 329; FL n = 326; KS n = 329; NJ n = 336; OH n = 326; OR n = 335; TX n = 340; WI n = 334)

j. People having to pay for free care for people who don't have health insurance

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	41	51 <sup>f</sup>	48 <sup>f</sup>	47 <sup>f</sup>	47 <sup>f</sup>	37	43	45
MINOR reason	15	15	15	19	21	22	14	22
NOT a reason	21	21	21	21	17	19	21	17
Don't know/ Refused	23	13	16	13	15	22	22	16

(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)

k. Too much spending on expensive medical treatment for patients who have virtually no hope of recovery

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	25	30 <sup>h</sup>	25	32 <sup>h</sup>	25	23	26	21
MINOR reason	18	19	15	18	18	19	13	19
NOT a reason	28	31	40 <sup>ad</sup>	26	35	31	34	41 <sup>abdf</sup>
Don't know/ Refused	29	20	20	24	22	27	27	19

(Asked of one-third sample Y; Natl n = 329; FL n = 326; KS n = 329; NJ n = 336; OH n = 326; OR n = 335; TX n = 340; WI n = 334)

l. Drug companies charging too much money

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	67 <sup>g</sup>	64 <sup>g</sup>	63 <sup>g</sup>	64 <sup>g</sup>	71 <sup>g</sup>	69 <sup>g</sup>	54	71 <sup>g</sup>
MINOR reason	15 <sup>h</sup>	9	12	13	14	11	15 <sup>h</sup>	8
NOT a reason	7	15 <sup>aef</sup>	13 <sup>a</sup>	13	8	8	18 <sup>aefh</sup>	10
Don't know/ Refused	11	12	12	10	7	12	13	11

(Asked of one-third sample Z; Natl n = 357; FL n = 343; KS n = 346; NJ n = 331; OH n = 357; OR n = 326; TX n = 348; WI n = 327)

m. Hospitals charging too much money

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	64	63	65	71 <sup>f</sup>	67	58	69 <sup>f</sup>	63
MINOR reason	12	10	14 <sup>d</sup>	8	12	15 <sup>d</sup>	9	18 <sup>bdg</sup>
NOT a reason	13	12	10	10	11	11	11	11
Don't know/ Refused	11	15	11	11	10	16	11	8

(Asked of one-third sample Y; Natl n = 329; FL n = 326; KS n = 329; NJ n = 336; OH n = 326; OR n = 335; TX n = 340; WI n = 334)

n. The number of medical malpractice lawsuits

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	33	40 <sup>fgh</sup>	32	46 <sup>acefgh</sup>	32	25	28	29
MINOR reason	18	17	17	12	22 <sup>dg</sup>	20 <sup>d</sup>	15	17
NOT a reason	16	18	22	16	19	18	23 <sup>a</sup>	24 <sup>a</sup>
Don't know/ Refused	33	25	29	26	27	37	34	30

(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)

o. People not getting the right diagnosis or treatment

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	27	33 <sup>f</sup>	33	36 <sup>af</sup>	28	24	28	30
MINOR reason	27 <sup>d</sup>	21	22	16	25 <sup>d</sup>	32 <sup>bcdgh</sup>	20	23
NOT a reason	25	24	29	28	27	21	27	32 <sup>f</sup>
Don't know/ Refused	21	22	16	20	20	23	25	15

(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)

p. Fraud and abuse by some hospitals, doctors and nursing homes

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	35 <sup>fh</sup>	48 <sup>acefgh</sup>	36 <sup>fh</sup>	48 <sup>acefgh</sup>	34 <sup>fh</sup>	25	38 <sup>fh</sup>	25
MINOR reason	21	16	23	19	28 <sup>bdg</sup>	25 <sup>b</sup>	19	32 <sup>abcdg</sup>
NOT a reason	18	15	23 <sup>bd</sup>	14	20	20	21	26 <sup>bd</sup>
Don't know/ Refused	26	19	18	19	18	30	22	17

(Asked of one-third sample Y; Natl n = 329; FL n = 326; KS n = 329; NJ n = 336; OH n = 326; OR n = 335; TX n = 340; WI n = 334)

q. People getting more expensive tests and services than they really need

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	35	41	39	43	41	35	37	36
MINOR reason	24 <sup>g</sup>	18	24 <sup>g</sup>	19	21	23 <sup>g</sup>	14	25 <sup>g</sup>
NOT a reason	23	18	22	23	23	24	25	21
Don't know/ Refused	18	23	15	15	15	18	24	18

(Asked of one-third sample Z; Natl n = 357; FL n = 343; KS n = 346; NJ n = 331; OH n = 357; OR n = 326; TX n = 348; WI n = 327)

r. Too much paperwork in the health care system

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	35	39 <sup>f</sup>	35	40 <sup>f</sup>	33	27	37 <sup>f</sup>	32
MINOR reason	22	16	26 <sup>b</sup>	22	25 <sup>b</sup>	27 <sup>b</sup>	24 <sup>b</sup>	26 <sup>b</sup>
NOT a reason	28	29	26	25	31	27	26	32
Don't know/ Refused	15	16	13	13	11	19	13	10

(Asked of one-third sample Z; Natl n = 357; FL n = 343; KS n = 346; NJ n = 331; OH n = 357; OR n = 326; TX n = 348; WI n = 327)

s. Too little government regulation of prices charged in health care

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	32	47 <sup>acf</sup>	38	39	39	33	38	38
MINOR reason	15	10	14	10	14	12	18 <sup>bd</sup>	17 <sup>bd</sup>
NOT a reason	26	22	29	26	30	23	23	24
Don't know/ Refused	27	21	19	25	17	32	21	21

(Asked of one-third sample Z; Natl n = 357; FL n = 343; KS n = 346; NJ n = 331; OH n = 357; OR n = 326; TX n = 348; WI n = 327)

t. Patients' medical care not being well-coordinated, leading to duplication of test and treatments or necessary tests or treatments not being ordered at all

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	33	37 <sup>f</sup>	31	42 <sup>cfh</sup>	36 <sup>f</sup>	25	44 <sup>acfh</sup>	30
MINOR reason	21	17	23	20	23	22	18	27 <sup>bg</sup>
NOT a reason	22	20	25	19	25	31 <sup>abdg</sup>	19	26
Don't know/ Refused	24	26	21	19	16	22	19	17

(Asked of one-third sample Y; Natl n = 329; FL n = 326; KS n = 329; NJ n = 336; OH n = 326; OR n = 335; TX n = 340; WI n = 334)

u. Patients are afraid to discuss cost when doctors outline treatment options

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	22	28 <sup>cefg</sup>	16	29 <sup>cefg</sup>	18	19	18	18
MINOR reason	21	20	20	23	24	19	18	24
NOT a reason	28	28	39 <sup>abd</sup>	28	32	36	38 <sup>abd</sup>	33
Don't know/ Refused	29	24	25	20	26	26	26	25

(Asked of one-third sample Z; Natl n = 357; FL n = 343; KS n = 346; NJ n = 331; OH n = 357; OR n = 326; TX n = 348; WI n = 327)

v. Doctors do not share cost information when outlining treatment options

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	26 <sup>f</sup>	36 <sup>af</sup>	27 <sup>f</sup>	33 <sup>f</sup>	28 <sup>f</sup>	18	28 <sup>f</sup>	27 <sup>f</sup>
MINOR reason	19	14	19	20	22 <sup>b</sup>	17	22 <sup>b</sup>	18
NOT a reason	27	25	26	25	28	34 <sup>g</sup>	24	32
Don't know/ Refused	28	25	28	22	22	31	26	23



## XII. Health Demographics

NP-7. Do you currently take any prescription medicine on a regular basis, or do you not regularly take prescription medicine?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, take prescription medicine on a regular basis	48	50 <sup>g</sup>	53 <sup>g</sup>	50	58 <sup>abdfgh</sup>	48	44	51 <sup>g</sup>
No, do NOT take prescription medicine regularly	51 <sup>e</sup>	50 <sup>e</sup>	47	50 <sup>e</sup>	41	52 <sup>ce</sup>	56 <sup>bceh</sup>	49 <sup>e</sup>
Don't know/Refused	1	*	-	*	1	*	-	*

NP-8. In general, would you say your health is excellent, very good, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent	20	22 <sup>e</sup>	19	20	17	21 <sup>e</sup>	21 <sup>e</sup>	18
Very good	26	26	28 <sup>g</sup>	26	28 <sup>g</sup>	29 <sup>g</sup>	22	31 <sup>bg</sup>
Good	29	29	28	34	30	31	32	33
Fair	19 <sup>d<sup>fh</sup></sup>	15	19 <sup>d<sup>fh</sup></sup>	14	18 <sup>h</sup>	14	20 <sup>bdfh</sup>	13
Poor	5	7	5	6	6	5	4	5
Don't know/Refused	1	1	1	-	1	*	1	*

NP-68. In the past TWO years, have you had a serious medical condition, illness, injury, or disability that has required a lot of medical care, or not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	22	25 <sup>g</sup>	24 <sup>g</sup>	22	25 <sup>g</sup>	27 <sup>adg</sup>	19	26 <sup>g</sup>
No	78 <sup>f</sup>	74	75	77	74	73	80 <sup>bcefh</sup>	74
Don't know/Refused	*	1	1	1	1	*	1	*

**NP-8/NP-68 Combo Table: "SICK" = Currently in fair or poor health OR have in the past two years had a serious medical condition, illness, injury, or disability that has required a lot of medical care, or not?**

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Sick	36	36	38	33	37	35	34	33
Not sick	64	64	62	67	63	65	66	67

NP-56. Has a doctor or other health care professional ever told you that you have a chronic illness, such as heart disease, lung disease, cancer, diabetes, high blood pressure, asthma or a mental health condition, or haven't they?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	34	39 <sup>g</sup>	39 <sup>g</sup>	37	41 <sup>ag</sup>	41 <sup>ag</sup>	33	37
No	65 <sup>ef</sup>	61	61	63	58	59	67 <sup>bcef</sup>	62
Don't know/Refused	1	*	*	*	1	*	*	1

### XIII. Demographics

Gender

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Male	48	48	49	48	48	49	50	49
Female	52	52	51	52	52	51	50	51

NP-69. Have you been living in [STATE] for the past two years, or have you moved there more recently than that?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, living for the past 2 years	90	90	94 <sup>ab</sup>	95 <sup>ab</sup>	96 <sup>abg</sup>	94 <sup>ab</sup>	93 <sup>ab</sup>	95 <sup>ab</sup>
No, move there more recently	10 <sup>cdefgh</sup>	10 <sup>cdefgh</sup>	6	5	4	6	6	5
Don't know/Refused	*	-	-	*	-	-	1	*

Z-4. Currently, are you yourself employed full-time, part-time, or not at all?

**(Asked of those who are not employed)**

Z-5. Are you retired, a homemaker, a student, temporarily unemployed, or disabled or handicapped?

**Z-4/Z-5 Combo Table**

**Base: Total Respondents**

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Employed full-time	46	41	48 <sup>b</sup>	48 <sup>b</sup>	43	43	48 <sup>b</sup>	47 <sup>b</sup>
Employed part-time	12	14	16 <sup>ag</sup>	13	17 <sup>ag</sup>	16 <sup>ag</sup>	12	15
<b>Not employed</b>	<b>41<sup>c</sup></b>	<b>44<sup>cdh</sup></b>	<b>35</b>	<b>38</b>	<b>40</b>	<b>40</b>	<b>40</b>	<b>37</b>
Retired	19	22 <sup>dg</sup>	18	16	20 <sup>g</sup>	20 <sup>g</sup>	15	20 <sup>g</sup>
A homemaker	6 <sup>h</sup>	6 <sup>h</sup>	5	6	8 <sup>h</sup>	6 <sup>h</sup>	8 <sup>h</sup>	4
A student	4 <sup>ch</sup>	4 <sup>ch</sup>	2	5 <sup>ceh</sup>	3	4 <sup>h</sup>	4 <sup>h</sup>	1
Temporarily unemployed	7 <sup>e</sup>	6	5	7 <sup>e</sup>	4	5	7 <sup>e</sup>	6
Disabled/handicapped	5	6	5	4	5	5	5	5
Other	*	*	*	*	*	1	1 <sup>a</sup>	1
Refused	1	1	1	*	-	*	*	1

Z-2. Marital status

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Single, that is never married	21	21	19	24 <sup>c</sup>	21	21	23	23
Living with a partner	7	7	7	7	9 <sup>h</sup>	7	7	6
Married	51	49	57 <sup>b</sup>	52	52	51	53	54 <sup>b</sup>
Separated	3 <sup>h</sup>	3 <sup>h</sup>	2	3 <sup>h</sup>	2	2	3 <sup>h</sup>	1
Widowed	5	7	6	5	6	7	5	6
Divorced	10	13 <sup>dg</sup>	10	8	10	10	8	10
Refused	3	*	*	1	*	2	1	*

Z-11b Are you registered to vote at your present address, or not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	75 <sup>g</sup>	71	76 <sup>g</sup>	74 <sup>g</sup>	82 <sup>abcdg</sup>	78 <sup>bg</sup>	67	79 <sup>bg</sup>
No	24 <sup>e</sup>	26 <sup>efh</sup>	23 <sup>e</sup>	24 <sup>e</sup>	18	20	31 <sup>abcdefh</sup>	21
Don't know/ Refused	1	3	1	2	*	2	2	*

Z-11a Generally speaking, do you usually think of yourself as a Republican, a Democrat, or an Independent?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Republican	21 <sup>d</sup>	23 <sup>df</sup>	29 <sup>abdfgh</sup>	16	26 <sup>adfh</sup>	19	24 <sup>df</sup>	20 <sup>d</sup>
Democrat	32 <sup>c</sup>	31 <sup>c</sup>	25	31 <sup>c</sup>	28	31 <sup>c</sup>	28	29
Independent	39	35	36	38	37	39	35	40
Other (vol)	*	2 <sup>ad</sup>	2 <sup>ad</sup>	1	1	2 <sup>a</sup>	2 <sup>a</sup>	1
Don't know/ Refused	8	9	8	14	8	9	11	10

**(Asked of those who say they are independent, have no preference, other party, or Don't know/Refused)**

D8a. Do you LEAN more towards the (Democratic Party) or the (Republican Party)?

**Z-11a/D8a Combo Table**

**Base: Total Respondents**

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Republican (including leaners)	33 <sup>d</sup>	35 <sup>d</sup>	42 <sup>abdfgh</sup>	26	37 <sup>d</sup>	32 <sup>d</sup>	35 <sup>d</sup>	34 <sup>d</sup>
Democrat (including leaners)	49 <sup>ceg</sup>	45 <sup>c</sup>	36	48 <sup>ceg</sup>	42	46 <sup>c</sup>	41	44 <sup>c</sup>
Independent/Don't lean	15	14	17	18	17	17	17	18
Other (vol)	*	1	1 <sup>h</sup>	1	1 <sup>h</sup>	*	1	*
Don't know/ Refused	3	5 <sup>a</sup>	4	7	3	5	6	4

Z-7. What is your age?

Z-7a. Could you please tell me if you are ...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
18-29	21	19	21	19	19	19	23 <sup>bef</sup>	19
30-49	33	31	33	35	33	34	36 <sup>b</sup>	33
50-64	26	26	26	27	28	27	25	28
65+	19	24 <sup>acd</sup>	18	18	20 <sup>g</sup>	20 <sup>g</sup>	15	19
Refused	1	*	2	*	*	*	*	*

Z-8. What is the last grade of school you completed?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
<b>High School Graduate or less (NET)</b>	<b>46<sup>c</sup></b>	<b>45<sup>c</sup></b>	<b>38</b>	<b>41</b>	<b>46<sup>c</sup></b>	<b>46<sup>c</sup></b>	<b>46<sup>c</sup></b>	<b>44<sup>c</sup></b>
Less than High school graduate	12 <sup>h</sup>	12 <sup>h</sup>	9	10	11	12	17 <sup>abcde</sup>	9
High school graduate	32 <sup>cg</sup>	29	26	29	34 <sup>cdg</sup>	33 <sup>cg</sup>	26	31 <sup>cg</sup>
Business, tech/vocational school	1	3 <sup>aef</sup>	3 <sup>e</sup>	2 <sup>e</sup>	1	1	3 <sup>e</sup>	4 <sup>aef</sup>
<b>Some college or more (NET)</b>	<b>54</b>	<b>54</b>	<b>61<sup>abefgh</sup></b>	<b>58</b>	<b>54</b>	<b>53</b>	<b>54</b>	<b>56</b>
Some college (including associate's degree)	24	29 <sup>df</sup>	32 <sup>adf</sup>	23	29 <sup>df</sup>	23	29 <sup>df</sup>	29 <sup>df</sup>
Graduated college	20	16	18	20 <sup>e</sup>	16	19	17	18
Graduate school or more	10	10	11 <sup>g</sup>	15 <sup>abce</sup>	9	11 <sup>g</sup>	8	9
Refused	*	1	*	1	1	1	1	*

Z-10. Are you of Hispanic origin or background?

Z-11. Do you consider yourself white, black or African American, Asian, Native American, Pacific Islander, mixed race or some other race?

**Race/Ethnicity Summary Table**

**Base: Total Respondents**

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
White (non-Hispanic)	63 <sup>bg</sup>	58 <sup>g</sup>	79 <sup>abd</sup>	58 <sup>g</sup>	81 <sup>abd</sup>	79 <sup>abd</sup>	48	85 <sup>abcd</sup>
Black (non-Hispanic)	11 <sup>cfh</sup>	13 <sup>cfh</sup>	5 <sup>f</sup>	12 <sup>cfh</sup>	11 <sup>cfh</sup>	1	11 <sup>cfh</sup>	5 <sup>f</sup>
Hispanic	15 <sup>cefh</sup>	22 <sup>acde</sup>	9 <sup>eh</sup>	16 <sup>cefh</sup>	3	10 <sup>eh</sup>	34 <sup>abcde</sup>	5
Asian	3 <sup>ceh</sup>	1	1	5 <sup>abce</sup>	*	1	2 <sup>e</sup>	1
American-Indian/ Alaska-Native	2 <sup>e</sup>	1	2 <sup>eg</sup>	1	*	2 <sup>bde</sup>	1	1
Native Hawaiian/ Pacific Islander	*	*	-	*	-	*	*	*
Other/Mixed	3	2	3	4 <sup>bh</sup>	2	3	3	2
Don't know/ Refused	2	3	1	3	2	2	1	2

**Income Summary**

	<b>Natl (a)</b>	<b>FL (b)</b>	<b>KS (c)</b>	<b>NJ (d)</b>	<b>OH (e)</b>	<b>OR (f)</b>	<b>TX (g)</b>	<b>WI (h)</b>
<b>Less than \$50,000</b>	<b>47<sup>d</sup></b>	<b>57<sup>ad</sup></b>	<b>51<sup>d</sup></b>	<b>41</b>	<b>54<sup>ad</sup></b>	<b>57<sup>acd</sup></b>	<b>54<sup>ad</sup></b>	<b>52<sup>ad</sup></b>
Less than \$25,000 unspecified	-	*	*	1 <sup>a</sup>	1 <sup>a</sup>	1	1 <sup>a</sup>	1 <sup>a</sup>
Less than \$15,000	14	15 <sup>d</sup>	15	12	14	15	18 <sup>ade</sup>	15
\$15,000 but less than \$25,000	9	14 <sup>a</sup>	13 <sup>a</sup>	13	15 <sup>a</sup>	16 <sup>a</sup>	13 <sup>a</sup>	12
\$25,000 but less than \$30,000	7 <sup>d</sup>	8 <sup>d</sup>	7 <sup>d</sup>	4	6	7	9 <sup>d</sup>	7
\$30,000 but less than \$40,000	9 <sup>d</sup>	10 <sup>d</sup>	8	5	9 <sup>d</sup>	10 <sup>d</sup>	7	9 <sup>d</sup>
\$40,000 but less than \$50,000	7	7 <sup>g</sup>	7 <sup>g</sup>	6	7 <sup>g</sup>	7 <sup>g</sup>	4	8 <sup>g</sup>
Less than \$50,000 (unspecified)	-	2 <sup>a</sup>	1 <sup>a</sup>	1 <sup>a</sup>	1 <sup>a</sup>	2 <sup>a</sup>	2 <sup>a</sup>	1 <sup>a</sup>
<b>\$50,000 but less than \$100,000</b>	<b>24</b>	<b>20</b>	<b>28<sup>bdfg</sup></b>	<b>23</b>	<b>25<sup>bfg</sup></b>	<b>19</b>	<b>20</b>	<b>26<sup>bfg</sup></b>
\$50,000 but less than \$100,000 (unspecified)	1	*	1	1	*	*	*	*
\$50,000 but less than \$75,000	12	12	17 <sup>abdfg</sup>	11	13	10	11	16 <sup>bdfg</sup>
\$75,000 but less than \$100,000	11	8	11	11	11 <sup>b</sup>	9	8	10
<b>\$100,000 and over</b>	<b>16<sup>e</sup></b>	<b>14</b>	<b>13</b>	<b>26<sup>abcefg</sup></b>	<b>11</b>	<b>16<sup>e</sup></b>	<b>16<sup>e</sup></b>	<b>14</b>
\$100,000 and over (unspecified)	*	1	1	1	*	*	1	1
\$100,000 but less than \$150,000	10 <sup>e</sup>	8	8	13 <sup>bcegh</sup>	7	10 <sup>e</sup>	8	9
\$150,000 but less than \$200,000	2	2	3	5 <sup>abefh</sup>	3	2	4 <sup>abh</sup>	2
\$200,000 but less than \$250,000	2	1	1	3 <sup>be</sup>	1	2	2	1
\$250,000 and over	1	2 <sup>e</sup>	1	4 <sup>abcefg</sup>	1	1	2	1
Don't know	6	4	2	3	3	3	4	1
Refused	8	5	5	7	6	5	6	6