

THE HENRY J. KAISER FAMILY FOUNDATION

APRIL 1998 HEALTH NEWS INTEREST INDEX

-- TOPLINE RESULTS --

April 30, 1998

job # 98039

n=1,201 national adults, 18 years and older

Margin of error: plus or minus 3 percentage points

Interviewing dates: April 17-27, 1998

INTRODUCTION: Hello, my name is _____ and I'm calling for Princeton Survey Research. We're taking an important national opinion survey about issues in the news. The survey will only take a few minutes.

I'd like to ask a few questions of the **YOUNGEST MALE** age 18 or older, who is now at home. **(IF NO MALE AT HOME NOW:** Then, may I speak with the **OLDEST FEMALE** age 18 or older who is now at home)

D1. RECORD RESPONDENT'S SEX:

47 Male
53 Female
100

Unless otherwise noted: Trends are from January 1998 and September 1997 surveys conducted by Princeton Survey Research Associates for The Henry J. Kaiser Family Foundation.

1. To begin... What do you think is the most important problem in health or health care for the government to address? **(OPEN-ENDED. RECORD VERBATIM RESPONSE. IF**

RESPONDENT ONLY GIVES ONE ANSWER ASK:) Is there another health problem you think is almost as important?

Current Total <u>Mention</u>		Feb Total <u>Ment.</u>	Dec Total <u>Ment.</u>	Oct Total <u>Ment.</u>	Aug Total <u>Ment.</u>
5	AIDS/AIDS research	5	13	10	9
17	Cost of health care/Affordable coverage	15	12	18	23
2	Health care availability (general)	2	1	3	11
8	Medicare/Medicaid	9	7	7	8
5	Cancer/Cancer research	4	11	10	9
2	Children's care/Children's issues	2	2	3	3
7	Senior citizen's care/Senior citizen's issues	6	6	8	9
4	Cost of insurance/Affordable insurance	4	5	5	6
1	Insurance availability (general)	2	*	1	7
4	Health insurance (general)	3	4	4	2
1	Drugs/Drug abuse	*	1	1	2
1	Money/Funding for research	1	2	1	1
2	Government's intervention in health care issues	3	3	3	3
5	HMO concerns	3	5	4	5
2	Specific diseases (heart, diabetes etc.)	1	3	4	NA
2	Lack of insurance coverage/Lack of health care for people	1	2	3	NA
2	Health care for poor	3	2	3	NA
4	Universal coverage/Coverage or health care for everyone	7	7	5	NA
2	Quality of health care	2	2	2	NA
1	Social Security	1	1	NA	NA
7	Other	8	6	18	16
1	No problem	1	1	1	0
21	Don't know	18	20	19	24
	<i>Total exceeds 100% due to multiple responses</i>				

Now I'm going to ask you about some things that were reported in the news recently. Not everyone will have heard about them. If I mention something you're not familiar with, just say so and I'll go to the next question. . .

2. Last month, there were reports about a new study of cancer rates by the American Cancer Society

and the Centers for Disease Control. As far as you know, did this study find that the number of new cancer cases in this country increased during the early 1990s, decreased, or stayed about the same?

32	Increased
16	Decreased
9	Stayed about the same
<u>43</u>	Don't know/Refused
100	

3. Also last month, the Federal Department of Health and Human Services made a recommendation about who should receive organ donations. As far as you know, what recommendation was made...

37	That organs go to patients who are MOST IN NEED, regardless of where they are in the country, OR
12	That organs go to patients who are CLOSEST to where the organs become available, OR
14	That organs go to patients based on their AGE, with the YOUNGEST patients having first priority?
<u>37</u>	Don't know/Refused
100	

4. Now I am going to read a list of some stories covered by news organizations in the last month. As I read each one, tell me if you happened to follow this news story very closely, fairly closely, not too closely, or not at all closely. (First,) how closely did you follow this story...

	<u>Very closely</u>	<u>Fairly closely</u>	<u>Not too closely</u>	<u>Not at all closely</u>	<u>Don't Know/ Refused</u>	
a. The shooting attack on a school by two young boys in Arkansas	57	30	9	3	1	=100
b. The dismissal of Paula Jones's sexual misconduct lawsuit against Bill Clinton	40	31	14	14	1	=100
c. The new drug tamoxifen that may prevent breast cancer in women at high risk for the disease	26	30	21	20	3	=100
d. A new study finding that cancer rates in this country decreased during the early 1990s	12	18	27	36	7	=100
e. A federal government agency's recommendation that organ donations be given to patients who are most in need	17	22	25	31	5	=100
f. Reports that the National Cancer Institute may have found a vaccine for melanoma, a form of skin cancer	14	22	21	38	5	=100
g. A new study finding that men who use vitamin E supplements may reduce their risk of prostate cancer	18	26	22	30	4	=100
h. The proposal in Congress to use tobacco tax money to help uninsured workers and small businesses buy health insurance	14	24	23	33	6	=100

Continued...

4. Continued...

	<u>Very closely</u>	<u>Fairly closely</u>	<u>Not too closely</u>	<u>Not at all closely</u>	<u>Don't Know/ Refused</u>	
i. The Supreme Court case involving an HIV-positive women from Maine who is suing her dentist for refusing to treat her in his office	13	19	21	40	7	=100
j. The debate about how to reform the Social Security system	22	30	24	21	3	=100
k. Negotiations among the White House, Congress and tobacco companies	23	36	21	18	2	=100
l. Discussions in Washington about passing health care consumer protection legislation	11	22	24	37	6	=100

Now I have a few more questions about recent health-related news stories. Again, if you're not sure of an answer, just say so and I'll go to the next question...

5. Last month, Republicans in Congress proposed using higher cigarette taxes to help individuals and businesses buy health insurance. As far as you know, which ONE of the following three ways do they propose to do this? Is it by using tobacco tax money...

16	To expand Medicaid, the federal program that helps low-income people pay for health care, OR
15	To pay for tax breaks to make it easier for individuals and businesses to afford health insurance, OR
18	To help individuals and businesses set up Medical Savings Accounts that can be used to pay future health care bills?
<u>51</u>	Don't Know/Refused
100	

6. Recently there has been a lot of debate in Washington about reforming the Social Security system. As far as you know, which of the following is the MOST important reason there is so much talk about changing the system? Is it...

16 There is not enough money in the system to pay out Social Security benefits to current retirees, OR
 8 There is a push to lower the age when someone is eligible to receive benefits, OR
 61 The Social Security system is projected to run out of funds in about 30 years
15 Don't Know/Refused
 100

7. Now, on another subject... Recently, there have been some proposals in Congress to regulate health insurance plans and establish rules plans must follow in order to protect consumers. In the past few months, have you seen or heard any advertisements on television, in newspapers, or other media about this proposed legislation to regulate health plans and protect consumers? This would include ads opposing this legislation as well as ads in favor of it.

23 Yes, aware of ads
 70 Not aware of ads
7 Don't Know/Refused
 100

8. Aside from advertisements, before this interview did you see or hear ANYTHING that made you aware of this proposed legislation, or not?

20 Yes, saw/heard something about legislation
 77 No, did not
3 Don't know/Refused
 100

9. Has what you've seen or heard in these ads made you more likely or less likely to support such consumer protection legislation -- or have these ads not had much effect either way?

9 More likely
 2 Less likely
 11 Not much effect 1 Don't Know/Refused
77 Not aware of ads
 100

10. A law has been proposed that would require HMOs, other managed care plans, and health insurance companies to provide people with more information about their health plan, make it easier for people to see medical specialists, and allow appeals to independent reviewers when someone is denied coverage for a particular medical treatment. Do you favor or oppose such a law?

78 Favor
 13 Oppose
9 Don't Know/Refused
 100

11. Would you still favor this law if you heard that it would increase the cost of health insurance premiums for a typical family by about one thousand dollars a year?

Based on Form 1 respondents; n=599

36 Yes, would still favor
 55 No, would now oppose
9 Don't Know/Refused
 100

12. Would you still favor this law if you heard that it would increase the cost of health insurance premiums for a typical family by about 35 dollars a year?

Based on Form 2 respondents; n=642

75 Yes, would still favor
 22 No, would now oppose
3 Don't Know/Refused
 100

13. Are you, yourself, now covered by any form of health insurance or health plan, including (Medicare or Medicaid?) **VARIANT WORDING FOR CA. RESPONDENTS:** (Medicare, Medicaid or Medi-Cal?)

<u>Current</u>	<u>1/98</u>	<u>9/97</u>	<u>7/95</u> ¹	
73	Yes	82	82	85
26	No	18	17	15
<u>1</u>	Don't know/Refused	<u>*</u>	<u>1</u>	<u>*</u>
100		100	100	100

QUESTION 14-33 BASED ON THOSE INSURED; N=889

14. We're interested in how your own MAIN health insurance plan works... Some plans charge less if you choose your doctor from a list, but make you pay more if you go to a doctor not on the list. Does your plan work this way, or not?

<u>Current</u>	<u>1/98</u>	<u>9/97</u>	
52	Yes	54	50
40	No	39	43
<u>8</u>	Don't know/Refused	<u>7</u>	<u>7</u>
100		100	100

15. Some plans require you to sign up with a specific primary care doctor or group of doctors who provide all your routine health care. Does your plan work this way, or not?

<u>Current</u>	<u>1/98</u>	<u>9/97</u>	
47	Yes	50	46
48	No	47	49
<u>5</u>	Don't know/Refused	<u>3</u>	<u>5</u>
100		100	100

¹ Princeton Survey Research for The Radio and Television News Directors Foundation.

16. Some plans require you to have approval or a referral before they will pay for any of your costs for visiting a doctor who is not in the plan. Does your plan work this way, or not?

<u>Current</u>	<u>1/98</u>	<u>9/97</u>	
46	Yes	48	47
45	No	44	45
<u>9</u>	Don't know/Refused	<u>8</u>	<u>8</u>
100		100	100

17. Some plans require you to have a referral by a primary care doctor before you can see a medical specialist. Does your plan work this way, or not?

<u>Current</u>	<u>1/98</u>	<u>9/97</u>	
52	Yes	52	53
38	No	40	39
<u>10</u>	Don't know/Refused	<u>8</u>	<u>8</u>
100		100	100

18. Have you personally had MANY problems with your current health plan, SOME problems, only a FEW problems, or NO problems?

6	Many problems
8	Some problems
17	Only a few problems
69	No problems
*	(VOL.) New to plan/Just enrolled
<u>*</u>	(DO NOT READ) Don't know/Refused
100	

19. Thinking back to the MOST recent problem you had with your health plan, was it related to getting appropriate medical care or was it related to billing and paperwork issues?

Based on those who had a problem; n=272

27	Related to care
61	Related to billing
6	(VOL.) Both types of problems
<u>6</u>	Don't know/Refused
100	

20. How big of a problem was it for you? Was it a major problem, or only a minor problem?

Based on those who had a problem; n=272

41	A major problem
57	A minor problem
<u>2</u>	Don't know/Refused
100	

21. IN THE PAST 12 MONTHS, have you ever felt frustrated with your current health plan?

21	Yes
77	No
1	(VOL.) New to plan/Just enrolled
<u>1</u>	Don't know/Refused
100	

22. Thinking about the LAST time you had to choose a health plan for yourself or your family, do you feel you had enough information to help you decide, or not?

70 Yes, had enough information
 17 No, not enough information
 10 (VOL.) Never had a choice
3 Don't know/Refused
 100

23. Have you personally ever felt you NEEDED an independent place to turn to for help in resolving problems with your health plan, such as an argument over a bill or whether you were getting the care you needed?

Based on Form 1 respondents who are insured; n=410

19 Yes
 79 No
2 Don't know/Refused
 100

24. Have you personally ever felt you WANTED an independent place to turn to for help in resolving problems with your health plan, such as an argument over a bill or whether you were getting the care you needed?

Based on Form 2 respondents who are insured; n=479

27 Yes
 72 No
1 Don't know/Refused
 100

25. For you personally, how useful would it be to have an independent organization to turn to for help in making choices about your health insurance and resolving problems with your health plan? Would this be...

29 Very useful 29 Somewhat useful
 14 Not too useful, OR
 23 Not at all useful?
5 Don't Know/Refused
 100

26. Would you be willing to pay SEVEN DOLLARS more per year for your health insurance in order to have access to an independent organization that would help you make choices about your health

insurance and resolve problems with your health plan?

Based on Form 1 respondents who are insured; n=410

50	Yes, willing to pay
42	No, not willing
<u>8</u>	Do n't know/Refused
100	

- 26a. Would you be willing to pay ONE DOLLAR more per year for your health insurance in order to have access to an independent organization that would help you make choices about your health insurance and resolve problems with your health plan?

Based on Form 2 respondents who are insured; n=479

66	Yes, willing to pay
30	No, not willing
<u>4</u>	Don't know/Refused
100	

27. Now I have some questions about your experiences with the doctors you've seen as a patient... Please tell me whether a doctor you've seen as a patient has ever done each of the following. (First,) has a doctor you've seen ever...

	<u>Yes</u>	<u>No</u>	<u>Haven't Seen Doctors (Vol.)</u>	<u>Don't Know/ Refused</u>	
a. Complained to you about HMOs or managed care plans in general?	13	85	1	1	=100
b. Complained to you about YOUR OWN health insurance plan?	7	91	1	1	=100
c. Complained to you about some OTHER specific HMO or managed care plan?	8	90	1	1	=100
d. Said something good about HMOs or managed care plans in general?	11	85	1	3	=100
e. Said something good about YOUR OWN health insurance plan?	19	79	1	1	=100
f. Said something good about some OTHER specific HMO or managed care plan?	7	89	1	3	=100
g. Given you advice or information about which health plan to choose?	7	91	1	1	=100
h. Told you that a test, treatment, or procedure you should have had was being withheld because your health plan wouldn't allow it	11	87	1	1	=100

28. On balance, has what you've heard from the doctors you've seen made you think more favorably or less favorably of HMOs and other managed care plans, or has it not had much effect on your opinion of these plans?

9 More favorably
 15 Less favorably
 64 Not much effect
 6 (VOL.) Doctors haven't said anything
 1 (VOL.) Haven't seen any doctors
5 Don't know/Refused
 100

- 28a. Now, think about all you've heard about HMOs or managed care plans from DOCTORS YOU

KNOW PERSONALLY, such as friends, family members or those you know through your job. On balance, has what you've heard from these doctors made you think more favorably or less favorably of HMOs and other managed care plans, or has it not had much effect on your opinion of these plans?

11	More favorably
28	Less favorably
49	Not much effect
6	(VOL.) Doctors haven't said anything
2	(VOL.) Don't personally know any doctors
<u>4</u>	Don't know/Refused
100	

29. Have you personally ever complained to a doctor about any problem you were having with your health insurance plan?

12	Yes
86	No
*	(VOL.) Haven't seen any doctors
1	(VOL.) Never had problem with plan
<u>1</u>	Don't know/Refused
100	

QUESTIONS 30-31 BASED ON FORM 1 RESPONDENTS WHO ARE INSURED; N=410

30. Do you see YOUR OWN doctor as someone who would make a strong effort to fight for you and your interests if you had a problem with your health plan, or not?

65	Yes
26	No
2	(VOL.) Don't have a doctor
<u>7</u>	Don't know/Refused
100	

31. In general, is this something you think doctors SHOULD do for their patients, or don't you think doctors should play this role?

66	Doctors should do
25	Shouldn't play this role
<u>9</u>	Don't know/Refused
100	

QUESTION 32-33 BASED ON FORM 2 RESPONDENTS WHO ARE INSURED; N=479

32. Do you see any of the NURSES in YOUR OWN doctor's office as someone who would make a

strong effort to fight for you and your interests if you had a problem with your health plan, or not?

42 Yes
 47 No
 2 (VOL.) Don't have a doctor/nurses
9 Don't know/Refused
 100

33. In general, is this something you think nurses in doctor's offices SHOULD do for their patients, or don't you think nurses should play this role?

54 Nurses should do
 35 Shouldn't play this role
11 Don't know/Refused
 100

34. Where have you been getting MOST of your news about health issues -- from television, newspapers, radio or magazines?

35. IF TELEVISION: Do you get most of your health news from...

Current

58 Television
 17 Network TV news
 24 Local TV news, OR
 14 CNN or other cable all-news stations
 1 (VOL.) Other
 2 Don't know/Refused
 35 Newspapers
 10 Radio
 12 Magazines
 11 Other
 1 Don't know/Refused
Total exceeds one hundred percent due to multiple responses

Finally, I'd like to ask you a few questions for statistical purposes only...

D2. In politics today, do you consider yourself a Republican, Democrat, or Independent?

26	Republican
32	Democrat
32	Independent
5	No preference (VOL.)
1	Other (VOL.)
1	Don't know
<u>3</u>	Refused
100	

D3. What is the LAST grade or class that you COMPLETED in school?

4	None, or grade 1-8
12	High school incomplete (grades 9-11)
32	High school graduate (grade 12 or GED certificate)
4	Business, technical, or vocational school AFTER high school
24	Some college, no 4-year degree
16	College graduate (B.S., B.A. or other 4-year degree)
7	Post-graduate training or professional schooling after college (e.g., toward A master's degree or Ph.D.; law or medical school)
<u>1</u>	Refused
100	

D4. What is your age?

23	18 - 29
40	30 - 49
19	50 - 64
16	65 and older
<u>2</u>	Refused
100	

D5. Last year, that is in 1997, what was your total family income from all sources, before taxes? Just stop me when I get to the right category.

	8	Less than \$10,000
13		\$10,000 to under \$20,000
13		\$20,000 to under \$30,000
21		\$30,000 to under \$50,000
12		\$50,000 to under \$75,000
5		\$75,000 or under \$100,000
6		\$100,000 or more
6		Don't know
<u>16</u>		Refused
100		

D6. Are you, yourself, of Hispanic or Latino background, such as Mexican, Puerto Rican, Cuban, or some other Spanish background?

7	Yes
92	No
<u>1</u>	Don't know/Refused
100	

D7. What is your race? Are you white, black, Asian or some other race? **(IF RESPONDENT SAYS HISPANIC ASK: Do you consider yourself a white Hispanic or a black Hispanic?)**

83	White
11	Black or African-American
1	Asian
3	Other or mixed race
*	Don't know
<u>2</u>	Refused
100	

Thank you for taking the time to answer my questions. Have a nice day/evening.