



## *Toplines*

The Kaiser Family Foundation/Agency for Healthcare Research and Quality

# **2006 Update on Consumers' Views of Patient Safety and Quality Information**

**September 2006**

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## Methodology

The *2006 Update on Consumers' Views of Patient Safety and Quality Information* is a joint project of the Kaiser Family Foundation and the Agency for Healthcare Research and Quality. Representatives of the two organizations worked together to develop the survey questionnaire and analyze the results.

The survey was conducted by telephone from August 3-8, 2006 among a randomly selected nationally representative sample of 1,216 respondents 18 years of age and older. Interviews were conducted as part of the Kaiser Family Foundation *Health Poll Report Survey*. Telephone interviews were conducted by Princeton Survey Research Associates. The margin of sampling error for the overall survey is plus or minus three percentage points. For results based on subsets of respondents the margin of error is higher. Note that sampling error is only one of many potential sources of error in this or any other public opinion poll.

Before answering questions on medical errors, respondents were all read a common definition of medical errors. They were told, "Sometimes when people are ill and receive medical care, mistakes are made that result in serious harm, such as death, disability, or additional or prolonged treatment. These are called medical errors. Some of these errors are preventable, while other may not be."

Note: Percentages may not always add up to 100% due to rounding. "Vol." indicates that a response was volunteered by the respondent, and not offered as an explicit choice. An asterisk (\*) indicates a response of less than 1%.

Unless otherwise noted, all trends reported in this document come from the following surveys:

<b>Date</b>	<b>Survey</b>
Jul-04	KFF/AHRQ/ Harvard School of Public Health <i>National Survey on Consumers' Experiences with Patient Safety and Quality Information</i> (conducted July 7 – September 5, 2004)
Apr-02	KFF/Harvard School of Public Health <i>Medical Errors: Practicing Physician and Public Views</i> (conducted April 11 – June 11, 2002)
Jul-00	KFF/AHRQ: <i>National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information</i> (conducted July 31 – October 13, 2000)
Jul-96	Jul-96: KFF/AHRQ: <i>Consumer Information Survey</i> (conducted July 29 – August 3, 1996)

2. Thinking about the country as a whole, are you generally satisfied or dissatisfied with the quality of health care in this country?
3. Would you say you are very (IF Q2=1: satisfied/IF Q2=2: dissatisfied) or somewhat (IF Q2=1: satisfied/IF Q2=2: dissatisfied)?

<u>Aug-06</u>	<u>Oct 04<sup>1</sup></u>	<u>Jul-04</u>	<u>Jun-04<sup>2</sup></u>	<u>Oct-03<sup>3</sup></u>	<u>Sep-00<sup>4</sup></u>	<u>May-93<sup>5</sup></u>	
44	54	41	50	44	54	51	Satisfied
16	23	13	17	21			Very satisfied
27	31	28	33	23			Somewhat satisfied
51	43	55	47	55	44	46	Dissatisfied
27	20	27	23	21			Very dissatisfied
24	23	28	24	34			Somewhat dissatisfied
5	2	2	3	1	2	3	Don't know/Refused

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<sup>1</sup> Kaiser Family Foundation *Health Poll Report* survey (conducted Oct. 14-17, 2004)

<sup>2</sup> Kaiser Family Foundation *Health Poll Report* survey (conducted June 4-8, 2004)

<sup>3</sup> ABC/Washington Post Poll (conducted Oct. 9-13, 2003)

<sup>4</sup> Gallup Poll (conducted Sept. 11-13, 2000)

<sup>5</sup> Gallup/CNN/USA Today Poll (conducted May 10-12, 1993)

9. Now please tell me if you have ever done each of the following? Have you ever (**INSERT ITEM. READ AND RANDOMIZE**), or not?

		<u>Yes</u>	<u>No</u>	<u>(Vol.) N/A</u>	<u>DK/Ref.</u>
a. Asked your doctor questions about your health or any treatment that he or she has prescribed	Aug-06	83	17	*	*
	Jul-04	83	15	1	*
b. Brought a friend or a relative to a doctors appointment so that they can help ask questions and understand what the doctor was telling you	Aug-06	45	55	*	*
	Jul-04	43	57	*	*
c. Called to check on the results of medical tests you had done	Aug-06	71	28	1	*
	Jul-04	69	29	1	*
d. Brought a list of all of the medications you were taking to a doctors appointment, including non-prescription drugs	Aug-06	54	43	3	*
	Jul-04	48	47	5	*
e. Checked the medication that a pharmacist gave you with the prescription that your doctor wrote	Aug-06	70	29	1	*
	Jul-04	69	29	2	*
f. Told a doctor, nurse, or surgeon about any drug allergies when they did not ask for this information	Aug-06	42	54	3	1
	Jul-04	39	54	7	1
g. Consulted your doctor about the hospital that you go to	Aug-06	39	59	1	*
	Jul-04	37	60	3	*
h. Talked to a surgeon about the details of surgery such as exactly what they will be doing, about how long it will take, and the recovery process	Aug-06	67	28	4	*
	Jul-04	66	29	5	*

10. Information comparing different doctors, hospitals, and health insurance plans is available in different places. For example, it might be given out at work, come to your home by mail, appear in a newspaper or magazine, or be found on an Internet web site. **IN THE PAST 12 MONTHS**, do you remember seeing ANY information comparing different doctors, hospitals or health plans?

<u>Aug-06</u>	<u>Jul-04</u>	<u>Jul-00</u>	<u>Jul-96<sup>6</sup></u>	
42	41	31	52	Yes
57	58	67	45	No
1	1	2	3	Don't know/Refused

<sup>6</sup> 1996 question did not include "Internet web site."

11. Did you see ANY information comparing the QUALITY among different (**INSERT – READ ITEMS IN ORDER**)... in the past 12 months, or not? (**REPEAT ENTIRE QUESTION FOR EACH ITEM**)

*Based on those who have seen any information in past 12 months (n=531)*

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Doctors	29	68	3
b. Hospitals	57	42	1
c. Health Plans	69	30	1

*Summary Table Based on Total*

<u>Aug-06</u>	<u>Jul-04</u>	<u>Jul-00</u>	<u>Jul-96</u>	
36	35	27	39	Total saw any information
12	11	9	11	About doctors
24	22	15	21	About hospitals
29	28	23	34	About health insurance plans
64	65	73	61	Total didn't see any information

12. Did you personally USE the information you saw comparing quality among doctors in making any decisions about doctors, or not?

*Based on those who saw information about the quality of doctors (n=159)*

55 Yes, used  
44 No, did not use  
1 Don't know/Refused

13. Did you personally USE the information you saw comparing quality among hospitals in making any decisions about hospitals, or not?

*Based on those who saw information about the quality of hospitals (n=303)*

43 Yes, used  
57 No, did not use  
0 Don't know/Refused

14. Did you personally USE the information you saw comparing quality among health insurance plans in making any decisions about health plans, or not?

*Based on those who saw information about the quality of health plans (n=367)*

51 Yes, used  
48 No, did not use  
1 Don't know/Refused

Did you personally USE the information you saw comparing quality among (doctors/hospitals/health plans) in making any decisions about (doctors/hospitals/health plans), or not?

**Summary Table Based on Total**

<u>Aug-06</u>	<u>Jul-04</u>	<u>Jul-00</u>	<u>Jul-96</u>	
20	19	12	15	Used any quality information
7	6	4	4	Used quality information about doctors
10	8	4	6	Used quality information about hospitals
12	13	9	12	Used quality information about health plans
16	16	15	24	Saw information, but did not use it
64	65	73	61	Did not see quality Information (and did not use)

**READ TO ALL:**

Next, I'd like to ask you some questions about your own medical care...

15. In general, do you think that coordination among all of the different health professionals that you see is a major problem, a minor problem, or not a problem at all?

<u>Aug-06</u>	<u>Jul-04</u>	
26	28	Major problem
34	41	Minor problem
36	26	Not a problem at all
4	5	Don't know/Refused

16. Have you or a family member ever created your own set of medical records to ensure that you and all of your health care providers have all of your medical information, or not?

<u>Aug-06</u>	<u>Jul-04</u>	
34	32	Yes
65	67	No
1	1	Don't know/Refused

17. Next, I am going to read you a list of things that have happened to some people, but not to others. How often have you ...**(INSERT. READ AND RANDOMIZE)?**

**READ FOR FIRST ITEM, THEN AS NECESSARY:** Has this happened TO YOU very often, somewhat often, not too often, or has this never happened to you?

		<u>Very often</u>	<u>Somewhat often</u>	<u>Not too often</u>	<u>Never happened</u>	<u>DK/Ref.</u>	<i>Total Ever Happened</i>
a. Seen a health care professional and noticed that they did not have all of your medical information	Aug-06	4	15	22	57	1	42
	Jul-04	6	16	26	51	1	48
b. Had to wait for a health professional or had to come back for another appointment because they did not have your medical information available	Aug-06	3	7	15	75	1	24
	Jul-04	4	9	19	67	*	32
c. Been told to get a test that you already had done in the past two weeks	Aug-06	3	5	12	80	1	19
	Jul-04	3	6	13	77	1	22
d. Had to wait for test results longer than you thought appropriate	Aug-06	6	17	24	51	1	48
	Jul-04	7	16	32	44	1	55

**READ TO ALL:** Now, on a slightly different topic...

18. How familiar are you with the term “medical error”? Do you know what this term means; have you heard of it, but are not sure what it means; or have you never heard of the term “medical error” before?

<u>Aug-06</u>	<u>Jul-04</u>	<u>Apr-02</u>	
55	43	31	Know what term means
28	38	28	Heard of it, but not sure what it means
17	19	40	Never heard term before
1	*	*	Don't know/Refused

**READ TO ALL:** Sometimes when people are ill and receive medical care, mistakes are made that result in serious harm, such as death, disability, or additional or prolonged treatment. These are called medical errors. Some of these errors are preventable, while others may not be. I'd like to ask some questions about preventable medical errors that result in serious harm. If for any of these questions, you feel you haven't heard enough to have an opinion, just say so.

19. When people seek help from a health professional, how often do you think such preventable medical errors are made in their care? Would you say **(READ)**

<u>Aug-06</u>	<u>Jul-04</u>	<u>Apr-02</u>	
9	7	10	Very often
34	29	39	Somewhat often
37	44	37	Not too often OR
9	8	8	Not often at all?
11	12	6	<b>(DO NOT READ)</b> Don't know/Refused

20. Which of the following do you think is the MORE important cause of preventable medical errors that result in serious harm...**(READ)?**

<u>Aug-06</u>	<u>Jul-04</u>	<u>Apr-02</u>	
48	52	55	Mistakes made by individual health professionals OR
36	36	38	Mistakes made by the institutions where they work?
16	13	7	<b>(DO NOT READ)</b> Don't know/Refused

21. Which one of the following statements comes closer to your views on how medical errors that result in serious injury or harm should be handled? **READ AND ROTATE ANSWER CATEGORIES 1 AND 2**

<u>Aug-06</u>	<u>Jul-04</u>	
87	92	A. Reporting of serious medical errors should be REQUIRED (or)
9	6	B. Reporting of serious medical errors should be VOLUNTARY (or)
4	2	<b>(DO NOT READ)</b> Don't know/Refused

22. Assuming that medical errors are reported, should hospital reports of serious medical errors be confidential and only used to learn how to prevent future mistakes or should they also be released to the public?

<u>Aug-06</u>	<u>Jul-04</u>	<u>Apr-02</u>	
29	31	34	Confidential (to be used to learn how to prevent future errors of this type)
63	63	62	Released to the public
7	4	4	<b>(DO NOT READ)</b> Don't know
1	1		<b>(DO NOT READ)</b> Refused

23. Should physicians be required to tell patients if a preventable medical error resulting in serious harm is made in their OWN care, or not?

<u>Aug-06</u>	<u>Jul-04</u>	<u>Apr-02</u>	
87	88	89	Yes
9	9	9	No
3	2	3	<b>(DO NOT READ)</b> Don't know
1	1		<b>(DO NOT READ)</b> Refused



**DEMOGRAPHICS:**

**(READ)** Finally, I have just a few questions we will use to describe the people who took part in our survey...

**D1. RECORD RESPONDENT'S SEX**

- 49 Male
- 51 Female

**D2. What is your age? (RECORD EXACT AGE AS TWO-DIGIT CODE)**

\_\_\_\_\_ years

- 20 18-29
- 38 30-49
- 23 50-64
- 17 65 and older
- 2 Refused
  
- 58 Total Under 50
- 40 Total 50 and older

**D3. In politics today, do you consider yourself a Republican, Democrat, or Independent?**

- 25 Republican
- 30 Democrat
- 30 Independent
- 9 No preference/Not interested in politics **(VOL.)**
- \* Other party **(VOL.)**
- 2 Don't know
- 3 Refused

**D4. What is the LAST grade or class that you COMPLETED in school? (DO NOT READ)**

- 5 None, or grade 1-8
- 9 High school incomplete (grades 9-11)
- 32 High school graduate (grade 12 or GED certificate)
- 4 Technical, trade or vocational school AFTER high school
- 22 Some college, no four-year degree (includes associate degree)
- 17 College graduate (B.S., B.A., or other four-year degree)
- 10 Post-graduate or professional schooling after college (e.g., toward a Master's degree or Ph.D; law or medical school)
- 1 Refused

D5. Are you currently married, living with a partner, widowed, divorced, separated, or have you never been married?

- 56 Married
- 5 Living as married
- 10 Divorced
- 2 Separated
- 8 Widowed
- 18 Never been married
- 1 Undesignated

D6. Last year -- that is, in 2005 -- what was your total family income from all sources, before taxes? Just stop me when I get to the right category. **(READ)**

- 7 \$10,000 or less
- 6 \$10,001 to \$15,000
- 10 \$15,001 to \$20,000
- 19 \$20,001 to \$30,000
- 15 \$30,001 to \$50,000
- 9 \$50,001 to \$75,000
- 9 \$75,001 to \$100,000
- 2 \$100,001 to \$200,000
- 5 More than \$200,000
- 6 **(DO NOT READ)** Don't know
- 14 **(DO NOT READ)** Refused

D7. Are you, yourself, of Hispanic or Latino background, such as Mexican, Puerto Rican, Cuban, or some other Spanish background?

D8. 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?)**

- 71 White, Non Hispanic
- 26 Total Non-White
  - 10 Black or African-American
  - 12 Hispanic
  - 2 Asian
  - 3 Other or mixed race
- 3 Undesignated



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*The mission of the Agency for Healthcare Research and Quality (AHRQ), a part of the U.S. Department of Health and Human Services, is to improve the quality, safety, efficiency, and effectiveness of health care for all Americans. AHRQ's patient safety initiative is designed to address the most critical aspects of patient safety improvement: how to identify errors and their causes; collect and report information on patient safety problems; and improve safety through the use of evidence-based interventions, tools, and practices, including health information technology.*