

OFFICE OF FINANCIAL MANAGEMENT

**2012 Washington State Health Care Consumer Survey
Data Report**

January 2013



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Questionnaire for 2012 Washington State Health Care Consumer

Survey 29

2012 Washington State Health Care Consumer Survey

Data Report

Introduction

In the summer of 2012, the Office of Financial Management (OFM) conducted the Health Care Consumer Survey. The purpose of the survey was to understand what Washington State’s adult residents currently do and what they favor doing in the future with regard to access and use of health care, especially primary care. Results from this survey can be used to inform strategies in implementing the Affordable Care Act (ACA) and monitor the effect of the ACA in the state. The survey was funded by a grant through the U.S. Department of Health and Human Services (DHHS), State Health Access Program (SHAP). This report presents the distribution of the survey responses.

Select Results from the Survey

(See Results section for detailed responses to questions in the survey.)

- While “Health professional’s office” and “Other clinic/health center” are places most frequented by adults seeking routine care and urgent care, emergency room is used much more frequently (15 percent) by those seeking urgent care than those seeking routine care (1 percent).

Place Visited for Routine Care and Urgent Conditions

Place	Routine Care	Urgent Care
	%	%
Health Professional's Office	48.6	29.4
HMO	12.0	10.9
Hospital Outpatient Clinic	9.6	12.2
Other Clinic or Health Center	23.4	20.2
Emergency Room	0.6	15.4
Urgent Care Center	n/a*	6.0
Other	5.7	6.0

* Not available.

Note – The calculation of estimates in this table excluded respondents who provided no responses to the relevant questions.

- Of the adults who used routine care, 81.5 percent saw physicians; of those who used urgent care, 72.9 percent saw physicians. When asked what providers they would be willing to see for routine care and urgent conditions in the future, nearly all reported that they would be willing to see physicians (99.2 percent for routine care and 99.6 for urgent care). More than two-thirds of the adult population reported that they would be also willing to see nurse practitioners (79.2 percent for routine care and 77.1 for urgent care) and physician assistants (71.2 percent for routine care and 68.4 percent for urgent care).

Provider Seen or Willing to See (WTS) for Routine Care and Urgent Conditions

Provider	Routine Care		Urgent Care	
	Seen	WTS	Seen	WTS
	%	%	%	%
Medical Doctor	81.5	99.2	72.9	99.6
Nurse Practitioner	8.4	79.2	11.9	77.1
Physician Assistant	5.1	71.2	7.1	68.4
Other	5.1	13.5	8.0	9.6

Note 1 – Percents in highlighted cells within a column are not mutually exclusive.

Note 2 – The calculation of estimates in this table excluded respondents who provided no responses to the relevant questions.

- In their past visits for routine care and urgent care, 10.1 percent of routine care users traveled 20 miles or more as did 10.5 percent of the urgent care users. When asked how far they would consider traveling for routine care and urgent care in the future, about 45 percent of all adults reported that they would be willing to travel 20 miles or more to have urgent care as well as routine care.

Distance to Place of Care Traveled or Willing to Travel (WTT)

Distance	Routine Care		Urgent Care	
	Traveled	WTT	Traveled	WTT
	%	%	%	%
Up to 9 Miles	66.1	17.6	66.0	20.6
Up to 19 Miles	23.6	36.6	23.5	34.1
20 Miles or More	10.1	45.8	10.5	45.3

Note – The calculation of estimates in this table excluded respondents who provided no responses to the relevant questions.

- Appointment making by phone for routine care is the predominant mode currently (87.1 percent) and is the most favorable as a future choice (97.0 percent). However, other methods for making appointments in the future are also popular. In-person and email would be used by 28 percent of the adult population and a web-based appointment system by 39.1 percent.

Options to Make Routine Care Appointment Currently Used and in the Future

Appointment Make Options	Currently Used	Future Option
	%	%
By Phone	87.2	97.0
In Person	7.4	27.5
By Web-based Appointment System	2.5	39.4
By Email	0.3	28.0
Other	2.7	3.9

Note 1 - Percents in highlighted cells within a column are not mutually exclusive.

Note 2 – The calculation of estimates in this table excluded respondents who provided no responses to the relevant questions.

- More than half of the adult population wishes to have routine care appointments available outside the 8-5 weekday schedule.

Routine Care Appointment Time Needed Outside 8-5 Weekday Schedule

Time Preference	Percent
Weekday Early Mornings	56.9
Weekday Evenings	56.9
Weekend Days	58.1

Note 1 - Percents in highlighted cells within a column are not mutually exclusive.

Note 2 – The calculation of estimates in this table excluded respondents who provided no responses to the relevant questions.

- Urgent care centers have a great appeal when urgent care is needed. Currently 16.5 percent of those who used urgent care visited an urgent care center; however, 89.8 percent of the adult population would consider urgent care center as one of the options for future urgent care needs.

First Contact with Providers When Urgent Care Is Needed

Current Use	%	Future Use Considered	%
Call or Visit a Health Provider's Office	42.9	Call the Provider Office	88.1
Call a Nurse Hotline	4.8	Call a Provider Hotline	57.4
Go to an Urgent Care Center	16.5	Go to an Urgent Care Center	89.8
Call 911	3.7	Use Email or Secure Website to Contact Provider	33.4
Go to the Emergency Room	13.6	Use Web or Video Conference	30.9
Other	18.5	Go to an In-store Clinic	48.7
		Go to some other place (including ER)	14.1

Note 1 - Percents in highlighted cells within a column are not mutually exclusive.

Note 2 – The calculation of estimates in this table excluded respondents who provided no responses to the relevant questions.

- Although nearly two-thirds of the adult population chose “Call 911” as an option for future situations when not sure whether they should go to the ER, two other options were favored by even more of the population. “Call a health provider’s office” and “Go to an urgent care center” were both favored by about 83 percent of the population.

Options Willing to Use When Uncertain about Whether to Go to ER

Options	Percent
Call 911	65.1
Call a Health Provider's Office	83.6
Call a Health Provider Hotline	63.7
Email or Use a Secure Web Site to Contact a Health Care Provider	21.4
Web Chat or Video Conference with a Health Care Provider	26.2
Go to an In-store Clinic	40.6
Go to an Urgent Care Center	82.4
Other	8.5

Note 1 - Percents in highlighted cells are not mutually exclusive.

Note 2 – The calculation of estimates in this table excluded respondents who provided no responses to the relevant questions.

About the Survey

The 2012 Washington State Health Care Consumer Survey was a telephone interview survey of Washington State's non-institutionalized adult residents (age 18 and older). The Seattle-based Gilmore Research was contracted for the survey's data collection. The survey sample included a traditional sample of landline phone numbers. To ensure the representativeness of the survey, the survey sample also included a sample of households with cell-phone only. Both the landline and cell-phone-only samples were provided by the sampling company MSG. The sample selection protocol followed that used by the national CDC's Behavioral Risk Factor Surveillance System (BRFSS).¹

The survey questionnaire was developed by the health care research group (HCRG) within OFM's Forecasting and Research Division. The HCRG staff consulted a number of similar surveys used by federal and state governments as well as surveys used by non-government organizations. The final questionnaire included the following major subject areas:

- Access and Utilization of Routine Care
- Access and Utilization of Urgent Care
- Access and Utilization of Emergency Care
- Respondent Demographics and Health Status

Each of the first three subject areas included questions of the respondent's current access and intentions for future access. The last area provides information that can be used to explain patterns in the population's access and utilization of health care. The survey questionnaire was first tested internally by the HCRG staff and then pilot-tested by Gilmore Research.

The primary data collection mode for the survey was telephone interview using the Computer-Assisted Telephone Interviewing (CATI) system in English and Spanish. A web-based survey was also made available to the respondents; however, few respondents used this option. The landline sample contained mailing addresses for some phone numbers. If an address was available, a notification letter (or advance letter) in both English and Spanish was sent to the potential respondents prior to the phone call. The letter explained the purpose of the survey and encouraged recipient's participation.

The data collection yielded 4,272 completed interviews from the landline sample and 833 from the cell-phone sample. The respective response rates are 40.0 percent and 28.7 percent.²

The survey data was initially processed by Gilmore Research. OFM conducted additional processing that included consistency checks, error corrections, and imputation of missing values in key variables.

A final analysis file was created that combined the landline sample and the cell-phone sample respondents with a total of 5,105 respondents. The BRFSS dual-sample weighting and raking algorithms were adapted to create the weights for this survey. Data from the OFM County Population Estimation Model

¹ http://www.cdc.gov/brfss/technical_infodata/surveydata/2011/overview_11.rtf.

² Based on Gilmore Research's calculation using CASRO response rate methodology. Gilmore Research's calculation included some partial completions that were not used in the final analysis file.

(CPEM) was used to construct the population estimates as control totals in the weighting. An additional weight adjustment was made to align the survey's health insurance distribution to that of the CPEM.

As with any survey, this survey has its own limitations. First, the survey respondents were selected from a sample of Washington households with telephones. Households without phones were therefore automatically excluded. The exclusion of households without phones may affect estimates that include the adult population living in those households. Second, the survey sample is limited to the state's non-institutionalized adult population only. Estimates from the survey should not be generalized to include the institutionalized population. Third, the survey has achieved a response rate of 40 percent for the landline household sample and 28.7 percent for the cellphone-only household sample. These response rates are comparable to those of similar surveys in today's survey industry. Still, more people did not respond to the survey than did. Despite the weighting used to reduce the biases that may be associated with non-responses, certain non-response bias may still exist. Finally, information about the respondents in this survey was self-reported. Surveys with self-reported information such as this one provide quick and less expensive means for data collection. However, certain data items may require more rigorous methods than this survey could afford, such as health conditions, income, and health insurance coverage. The users of this survey's data should consider these limitations when interpreting the results.

Results

The survey results below are presented in the order the questions appear in the questionnaire (see Appendix A). While for most questions there is one table per question, some questions have more than one associated tables, such as questions that permit more than one answer. All results represent weighted responses.

Section I – Background and Health Status

Question 101 – What is your age?

_IMPAGE	Frequency	Percent
18-29	1044114	19.9
30-39	985034	18.8
40-49	883748	16.9
50-59	996708	19.0
60-69	700873	13.4
70-79	425781	8.1
80+	207561	4.0

Question 103 - Gender?

SEX	Frequency	Percent
Male	2591044	49.4
Female	2652775	50.6

Question 103A – Region of Residence

SPS_10REGION_ID	Frequency	Percent
<i>_Missing</i>	125313	.
North Sound	331585	6.5
West Balance	345237	6.7
King	1479370	28.9
Other Puget Sound Metro	398811	7.8
Clark	311657	6.1
East Balance	375195	7.3
Spokane	375291	7.3
Yakima-TriCities	344055	6.7
Snohomish	548603	10.7
Pierce	608703	11.9

Question 104 – Would you say that in general your health is. . .

Q104	Frequency	Percent
<i>_Missing</i>	25503	.
Excellent	1116303	21.4
Very good	1748879	33.5
Good	1534012	29.4
Fair	586501	11.2
Poor	232622	4.5

Question 108 – Have you ever been told by a doctor, nurse, or other health professional that you had any of the following conditions... Diabetes?

Q108	Frequency	Percent
<i>_Missing</i>	6229	.
Yes	556617	10.6
Yes, but female told only during pregnancy	46577	0.9
No	4599364	87.8
No, pre-diabetes or borderline diabetes	35033	0.7

Question 109 – Have you ever been told by a doctor, nurse, or other health professional that you had any of the following conditions...High blood pressure?

Q109	Frequency	Percent
<i>_Missing</i>	11125	.
Yes	1349889	25.8
Yes, but female told only during pregnancy	61073	1.2
No	3743578	71.5
Told borderline high or pre-hypertensive	78155	1.5

Question 110 – Have you ever been told by a doctor, nurse, or other health professional that you had any of the following conditions...Heart attack, coronary heart disease, or a stroke?

Q110	Frequency	Percent
<i>_Missing</i>	20607	.
Yes	326175	6.2
No	4897037	93.8

Question 111 – Has a doctor or other health care professional told you that you CURRENTLY have asthma?

Q111	Frequency	Percent
<i>_Missing</i>	13157	.
Yes	550699	10.5
No	4679963	89.5

Question 121 – Do you have any kind of health care coverage, including health insurance, prepaid plans such as HMOs, or government plans such as Medicaid, Medical Care Services, or Medicare?

Q121	Frequency	Percent
Yes	4334920	82.7
No	908899	17.3

Question 122 – Do you consider your current health plan to be a catastrophic plan?

Q122	Frequency	Percent
<i>_Missing</i>	502553	.
<i>_Skipped</i>	930674	.
Yes	692334	18.2
No	3118258	81.8

Section II – Knowledge of NP and PA Scopes

Question 201 – (asked of 10% of the respondents) Did you know that nurse practitioners practice INDEPENDENTLY and perform exams, diagnose and treat illnesses, and prescribe medications?

Q201	Frequency	Percent
<i>_Missing</i>	18048	.
<i>_Skipped</i>	4659905	.
Yes	395028	69.8
No	170838	30.2

Question 202 – (asked of 10% of the respondents) Did you also know that physician assistants WORK WITH A SUPERVISING PHYSICIAN and perform exams, diagnose and treat illnesses, and prescribe medications?

Q202	Frequency	Percent
<i>_Missing</i>	5710	.
<i>_Skipped</i>	4659905	.
Yes	451475	78.1
No	126730	21.9

Section III – Access and Utilization of Routine Care

Question 301 – Is there one place that you usually go to when you need routine care? Do not include emergency care or care from a specialist you were referred to.

Q301	Frequency	Percent
<i>_Missing</i>	20792	.
Yes	4519861	86.5
No, there is no place	658521	12.6
No, there is more than one place	44645	0.9

Question 302 – What is the main reason you do not have a usual place to go for routine care?

Q302	Frequency	Percent
<i>_Missing</i>	8615	.
<i>_Skipped</i>	4585299	.
Seldom or never get sick	243932	37.5
Just changed insurance plans	6799	1.0
Cost of medical care	62672	9.6
No health insurance	162064	24.9
Can't find a health care provider who will take my insurance	6915	1.1
Doctor moved/retired/no primary doctor	25271	3.9
Other reason (SPECIFY:)	142253	21.9

Question 303 – What kind of place is it - a health professional's office, an HMO like Group Health, a hospital outpatient clinic, some other clinic or health center, an emergency room, or some other place?

Q303	Frequency	Percent
<i>_Missing</i>	40188	.
<i>_Skipped</i>	679313	.
Health professional's office	2196803	48.6
HMO	544144	12.0
Hospital outpatient clinic	435367	9.6
Other clinic or health center	1059347	23.4
Emergency room	28919	0.6
Some other place (SPECIFY:)	259739	5.7

Question 304 – When you go to your <location> for routine care, do you usually see a medical doctor, a nurse practitioner, a physician's assistant or some other kind of health care provider?

Q304	Frequency	Percent
<i>_Missing</i>	59307	.
<i>_Skipped</i>	719501	.
Medical doctor	3637556	81.5
Nurse practitioner	374474	8.4
Physician's assistant	226421	5.1
Other (SPECIFY:)	226559	5.1

Question 305 – How do you usually get to your <location>?

Q305	Frequency	Percent
<i>_Missing</i>	4794	.
<i>_Skipped</i>	719501	.
Drive	3992343	88.3
Are driven	239720	5.3
Taxi, bus, train, other public transportation	158122	3.5
Walk	98077	2.2
Other (SPECIFY:)	31262	0.7

Question 306 – How many miles is it to your <location>?

Q306_NEW	Frequency	Percent
<i>_Missing</i>	329696	.
<i>_Skipped</i>	719501	.
1-4	1548900	36.9
5-9	1225897	29.2
10-19	991371	23.6
20-29	273861	6.5
30-39	90135	2.1
40-49	25522	0.6
50+	38935	0.9

Question 307 – How long does it usually take you to get to your <location>?

Q307_MINUTES	Frequency	Percent
<i>_Missing</i>	39452	.
<i>_Skipped</i>	719501	.
1-15	2876617	64.1
16-30	1237104	27.6
31-45	218601	4.9
46-60	95142	2.1
61+	57402	1.3

Question 309 – Did you make any appointments for routine care in the last 12 months?

Q309	Frequency	Percent
<i>_Missing</i>	12140	.
Yes	3688493	70.5
No	1543187	29.5

Question 310 – In the last 12 months, when you contacted your health care provider about getting appointments for routine care, how often did you get an appointment as soon as you thought you needed it? Would you say...

Q310	Frequency	Percent
<i>_Missing</i>	40376	.
<i>_Skipped</i>	1555327	.
Never	65199	1.8
Sometimes	356326	9.8
Usually	885044	24.3
Always	2341548	64.2

Question 311 – When you make appointments for routine care, is it usually by phone, in person, by a web-based appointment system, by email, or something else?

Q311	Frequency	Percent
<i>_Missing</i>	93440	.
By phone	4488729	87.2
In-person	381048	7.4
By web-based appointment system	126691	2.5
By email	14173	0.3
Other (SPECIFY:)	139739	2.7

Question 312 – Some health care providers allow patients to use email or a web site to discuss health problems. During the past 12 months, have you used email or gone to a web site to discuss routine health care with a health care provider or a health care provider's office?

Q312	Frequency	Percent
<i>_Missing</i>	5507	.
Yes	713254	13.6
No	4525058	86.4

Question 313 – About how long has it been since you last visited a health care provider for a general physical exam? Please do not include exams for specific injuries, illnesses, or conditions.

Q313	Frequency	Percent
<i>_Missing</i>	117619	.
Within past year (anytime less than 12 months ago)	3250927	63.4
Within past 2 years (1 year but less than 2 years ago)	798042	15.6
Within past 5 years (2 years but less than 5 years ago)	496329	9.7
5 or more years ago	471179	9.2
Never	109724	2.1

Question 314 – Please tell me which of the following methods you would use for making appointments for routine care in the future....Calling your health care provider's office?

Q314	Frequency	Percent
<i>_Missing</i>	34080	.
Yes	5052235	97.0
No	157504	3.0

Question 315 – Please tell me which of the following methods you would use for making appointments for routine care in the future....Stopping by your health care provider's office?

Q315	Frequency	Percent
<i>_Missing</i>	64475	.
Yes	1423263	27.5
No	3756082	72.5

Question 316 – Please tell me which of the following methods you would use for making appointments for routine care in the future....Emailing your health care provider's office?

Q316	Frequency	Percent
<i>_Missing</i>	89805	.
Yes	1443892	28.0
No	3710122	72.0

Question 317 – Please tell me which of the following methods you would use for making appointments for routine care in the future....Using a secure web-based appointment system?

Q317	Frequency	Percent
<i>_Missing</i>	151764	.
Yes	2006885	39.4
No	3085171	60.6

Question 318 (1) – Please tell me which of the following methods you would use for making appointments for routine care in the future....Using something else

Q318M1	Frequency	Percent
<i>_Missing</i>	89128	.
No	4955424	96.1
Yes (SPECIFY:)	199268	3.9

Question 318 (2) – Please tell me which of the following methods you would use for making appointments for routine care in the future....Using something else

Q318M2	Frequency	Percent
<i>_Missing</i>	1973	.
<i>_Skipped</i>	5232792	.
No	6041	66.7
Yes (SPECIFY:)	3013	33.3

Question 319 – Usually routine medical appointments are offered between 8 am and 5 pm. Thinking about your usual schedule, do you have difficulty getting to routine medical appointments during these business hours?

Q319	Frequency	Percent
<i>_Missing</i>	29029	.
Yes	1029830	19.7
No	4184960	80.3

Question 320 – For routine care which of the following appointment times would meet your needs...Weekday early mornings?

Q320	Frequency	Percent
<i>_Missing</i>	65613	.
Yes	2944403	56.9
No	2233803	43.1

Question 321 – For routine care which of the following appointment times would meet your needs...
Weekday evenings?

Q321	Frequency	Percent
<i>_Missing</i>	52900	.
Yes	2952903	56.9
No	2238017	43.1

Question 322 – For routine care which of the following appointment times would meet your needs...
Weekend days?

Q322	Frequency	Percent
<i>_Missing</i>	101692	.
Yes	2989968	58.1
No	2152160	41.9

Question 323 – Using the usual method of transportation you mentioned earlier, how many MINUTES are you willing to travel EACH WAY to an appointment for routine care?

Q323_MINUTES	Frequency	Percent
<i>_Missing</i>	266939	.
1-15	1296865	26.1
16-30	2740732	55.1
31-45	465571	9.4
46-60	346803	7.0
61+	126910	2.5

Question 324 – And how many MILES would you be willing to travel each way?

Q324	Frequency	Percent
<i>_Missing</i>	376079	.
1-4	320993	6.6
5-9	534096	11.0
10-19	1782743	36.6
20-29	1083531	22.3
30-39	603857	12.4
40-49	186045	3.8
50+	356474	7.3

Question 325 – Which of the following types of health care providers are you willing to see for routine care appointments...A medical doctor?

Q325	Frequency	Percent
<i>_Missing</i>	12419	.
Yes	5187734	99.2
No	43666	0.8

Question 326 – Which of the following types of health care providers are you willing to see for routine care appointments...A nurse practitioner?

Q326	Frequency	Percent
<i>_Missing</i>	137696	.
Yes	4042450	79.2
No	1063674	20.8

Question 327 – Which of the following types of health care providers are you willing to see for routine care appointments...A physician's assistant?

Q327	Frequency	Percent
<i>_Missing</i>	196060	.
Yes	3595126	71.2
No	1452634	28.8

Question 328(1) – Which of the following types of health care providers are you willing to see for routine care appointments...Or another type of provider?

Q328M1	Frequency	Percent
<i>_Missing</i>	142795	.
No	4413740	86.5
Yes (SPECIFY:)	687285	13.5

Question 328(2) – Which of the following types of health care providers are you willing to see for routine care appointments...Or another type of provider?

Q328M2	Frequency	Percent
<i>_Missing</i>	5039	.
<i>_Skipped</i>	5224247	.
No	8817	60.7
Yes (SPECIFY:)	5717	39.3

Question 329 – In the future, when you need routine care, which of the following methods for seeking care would you be willing to use...Call a health care provider hotline?

Q329	Frequency	Percent
<i>_Missing</i>	218310	.
Yes	2930634	58.3
No	2094875	41.7

Question 330 – In the future, when you need routine care, which of the following methods for seeking care would you be willing to use... Web chat or video conference with a health care provider?

Q330	Frequency	Percent
<i>_Missing</i>	162797	.
Yes	1811114	35.6
No	3269909	64.4

Question 331 – In the future, when you need routine care, which of the following methods for seeking care would you be willing to use... Go to an in-store health clinic?

Q331	Frequency	Percent
<i>_Missing</i>	345749	.
Yes	2394088	48.9
No	2503983	51.1

Question 332 – In the future, when you need routine care, which of the following methods for seeking care would you be willing to use... Email or use a web site to contact a health care provider?

Q332	Frequency	Percent
<i>_Missing</i>	77944	.
Yes	2650440	51.3
No	2515436	48.7

Section IV – Access and Utilization of Urgent Care

Question 401 – Is there one place that you usually go for medical treatment when you have an urgent condition? Do not include routine care or care from a specialist you were referred to.

Q401	Frequency	Percent
<i>_Missing</i>	107652	.
Yes	4037803	78.6
No, there is no place	977064	19.0
No, there is more than one place	121300	2.4

Question 402 – What is the main reason you do not have a usual place to go for urgent care?

Q402	Frequency	Percent
<i>_Missing</i>	14956	.
<i>_Skipped</i>	4266755	.
Seldom or never get sick	608821	63.3
Just changed insurance plans	1635	0.2
Cost of medical care	24340	2.5
No health insurance	42459	4.4
Can't find a health care provider who will take my insurance	19488	2.0
Don't have/never had need	82112	8.5
Other reason (SPECIFY:)	183253	19.0

Question 403 – Is it the same place you usually go for routine care?

Q403	Frequency	Percent
<i>_Missing</i>	21705	.
<i>_Skipped</i>	1609728	.
Yes	1842085	51.0
No	1770302	49.0

Question 404 – During the last 12 months, how many times did you yourself have an urgent condition that you sought professional medical treatment for?

Q404	Frequency	Percent
<i>_Missing</i>	47163	.
None	3235955	62.3
1	1220110	23.5
2	386920	7.4
3	122457	2.4
4	92789	1.8
5	30212	0.6
6-10	54958	1.0
11 or more	53255	0.9

Question 405 – During the last 12 months, did you yourself have any urgent conditions that you thought needed professional medical treatment, but that you did not seek professional medical treatment for?

Q405	Frequency	Percent
<i>_Missing</i>	20777	.
Yes	593737	11.4
No	4629305	88.6

Question 406 – Are any of the following reasons you didn't seek professional medical treatment for urgent conditions in the past 12 months...You were concerned about the cost?

Q406	Frequency	Percent
<i>_Missing</i>	2981	.
<i>_Skipped</i>	4650082	.
Yes	404545	68.5
No	186211	31.5

Question 407 – Are any of the following reasons you didn't seek professional medical treatment for urgent conditions in the past 12 months...You couldn't get an appointment soon enough?

Q407	Frequency	Percent
<i>_Missing</i>	13318	.
<i>_Skipped</i>	4650082	.
Yes	138634	23.9
No	441785	76.1

Question 408 – Are any of the following reasons you didn't seek professional medical treatment for urgent conditions in the past 12 months... You didn't have transportation?

Q408	Frequency	Percent
<i>_Missing</i>	2288	.
<i>_Skipped</i>	4650082	.
Yes	84506	14.3
No	506943	85.7

Question 409 – In the past when you had an urgent condition that needed professional medical treatment, what did you usually do first in seeking medical assistance?

Q409	Frequency	Percent
<i>_Missing</i>	27100	.
<i>_Skipped</i>	3009738	.
Call or visit a health provider's office	945891	42.9
Call a nurse hotline	108534	4.9
Go to an urgent care center	363526	16.5
Call 911	81388	3.7
Go to the emergency room	299359	13.6
Have never had an urgent condition	15787	0.7
Other (SPECIFY:)	392495	17.8

Question 410 – In the past when you had an urgent condition, what kind of place did you usually go to for care -- a health professional's office, an HMO like Group Health, a hospital outpatient clinic, some other clinic or health center, an emergency room, or some other place?

Q410_NEW	Frequency	Percent
<i>_Missing</i>	16590	.
<i>_Skipped</i>	2128560	.
Health professional's office	910463	29.4
HMO	337490	10.9
Hospital outpatient clinic	377023	12.2
Other clinic or health center	625708	20.2
Emergency room	476818	15.4
Urgent Care Center	185277	6.0
Some other place (SPECIFY:)	185891	6.0

Question 416 – In the last 12 months, when you had an urgent condition, how often did you get care as soon as you thought you needed it? Would you say...

Q416	Frequency	Percent
<i>_Missing</i>	32778	.
<i>_Skipped</i>	3963488	.
Never	90578	7.3
Sometimes	210765	16.9
Usually	253878	20.4
Always	692332	55.5

Question 411 – When you went to the <q410> for an urgent condition, did you see a medical doctor, a nurse practitioner, a physician's assistant or some other kind of provider?

Q411	Frequency	Percent
<i>_Missing</i>	53184	.
<i>_Skipped</i>	3970107	.
Medical doctor	889872	72.9
Nurse practitioner	145801	11.9
Physician's assistant	86803	7.1
Other (SPECIFY:)	98053	8.0

Question 412 – How did you get to the <q410>?

Q412	Frequency	Percent
<i>_Missing</i>	9777	.
<i>_Skipped</i>	3970107	.
Drive	809005	64.0
Are driven	322825	25.5
Taxi, bus, train, other public transportation	34008	2.7
Walk	18512	1.5
Ambulance	47109	3.7
Some other way (SPECIFY:)	32476	2.6

Question 413 – How many miles is it to the <q410>?

Q413_NEW	Frequency	Percent
<i>_Missing</i>	404830	.
<i>_Skipped</i>	2128022	.
1-4	1007867	37.2
5-9	781988	28.8
10-19	636219	23.5
20-29	169266	6.2
30-39	55673	2.1
40-49	32387	1.2
50+	27569	1.0

Question 414 – How long does it take you to get to the <q410>?

Q414_MINUTES	Frequency	Percent
<i>_Missing</i>	77771	.
<i>_Skipped</i>	2338480	.
1-15	1855707	65.6
16-30	711645	25.2
31-45	147885	5.2
46-60	50256	1.8
61+	62076	2.2

Question 417 – In the future, when you have an urgent condition, which of the following options for care would you be willing to use...Call a health care provider's office?

Q417	Frequency	Percent
<i>_Missing</i>	45709	.
Yes	4578634	88.1
No	619476	11.9

Question 418 – In the future, when you have an urgent condition, which of the following options for care would you be willing to use... Call a health provider hotline?

Q418	Frequency	Percent
<i>_Missing</i>	196705	.
Yes	2899316	57.4
No	2147798	42.6

Question 419 – In the future, when you have an urgent condition, which of the following options for care would you be willing to use... Email or use a secure web site to contact a health care provider?

Q419	Frequency	Percent
<i>_Missing</i>	96614	.
Yes	1721240	33.4
No	3425966	66.6

Question 420 – In the future, when you have an urgent condition, which of the following options for care would you be willing to use... Web chat or video conference with a health care provider?

Q420	Frequency	Percent
<i>_Missing</i>	105182	.
Yes	1589973	30.9
No	3548665	69.1

Question 421 – In the future, when you have an urgent condition, which of the following options for care would you be willing to use... Go to an in-store health clinic?

Q421	Frequency	Percent
<i>_Missing</i>	282587	.
Yes	2417185	48.7
No	2544048	51.3

Question 422 – In the future, when you have an urgent condition, which of the following options for care would you be willing to use... Go to an urgent care center?

Q422	Frequency	Percent
<i>_Missing</i>	104400	.
Yes	4614717	89.8
No	524702	10.2

Question 423 (1) – In the future, when you have an urgent condition, which of the following options for care would you be willing to use...Or use something else?

Q423M1	Frequency	Percent
<i>_Missing</i>	108999	.
No	4411947	85.9
Emergency Room/Hospital	463133	9.0
Yes (SPECIFY:)	259740	5.1

Question 423 (2) – In the future, when you have an urgent condition, which of the following options for care would you be willing to use...Or use something else?

Q423M2	Frequency	Percent
<i>_Missing</i>	6618	.
<i>_Skipped</i>	5177130	.
No	17580	29.3
Emergency Room/Hospital	28407	47.3
Yes (SPECIFY:)	14085	23.4

Question 424 – Using the usual method of transportation you mentioned earlier, how many MINUTES are you willing to travel each way for professional medical treatment for an urgent condition?

Q424_MINUTES	Frequency	Percent
<i>_Missing</i>	360849	.
1-15	1619123	33.2
16-30	2237701	45.8
31-45	342672	7.0
46-60	454980	9.3
61+	228494	4.7

Question 425 – And how many MILES would you be willing to travel each way?

Q425	Frequency	Percent
<i>_Missing</i>	463514	.
1-4	343260	7.2
5-9	638373	13.4
10-19	1630617	34.1
20-29	931610	19.5
30-39	544419	11.4
40-49	183777	3.8
50+	508250	10.6

Question 426 – Which of the following types of health care providers are you willing to see for conditions that need urgent care...A medical doctor?

Q426	Frequency	Percent
<i>_Missing</i>	17012	.
Yes	5204895	99.6
No	21913	0.4

Question 427 – Which of the following types of health care providers are you willing to see for conditions that need urgent care... A nurse practitioner?

Q427	Frequency	Percent
<i>_Missing</i>	106741	.
Yes	3961801	77.1
No	1175277	22.9

Question 428 – Which of the following types of health care providers are you willing to see for conditions that need urgent care... A physician’s assistant?

Q428	Frequency	Percent
<i>_Missing</i>	136543	.
Yes	3493322	68.4
No	1613955	31.6

Question 429 – Which of the following types of health care providers are you willing to see for conditions that need urgent care...Or other types of providers?

Q429M1	Frequency	Percent
<i>_Missing</i>	109627	.
No	4643104	90.4
Yes (SPECIFY:)	491089	9.6

Section V – Access and Utilization of Emergency Room Care

Question 501 – During the past 12 months, how many times have you gone to a hospital emergency room about your own health? This includes emergency room visits that resulted in a hospital admission.

Q501	Frequency	Percent
<i>_Missing</i>	26779	.
<i>_Skipped</i>	4233873	81.2
1 time	625244	12.0
2 times	233641	4.5
3 or more times	124283	2.4

Question 511 – Did your last emergency room visit result in an admission to the hospital?

Q511	Frequency	Percent
<i>_Missing</i>	1898	.
<i>_Skipped</i>	4260652	.
Yes	351754	35.8
No	629515	64.2

Question 512 – In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go...Call 911?

Q512	Frequency	Percent
<i>_Missing</i>	139783	.
Yes	3323353	65.1
No	1780683	34.9

Question 513 – In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go... Call a health provider's office?

Q513	Frequency	Percent
<i>_Missing</i>	77027	.
Yes	4319953	83.6
No	846839	16.4

Question 514 – In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go... Call a health provider hotline?

Q514	Frequency	Percent
<i>_Missing</i>	134274	.
Yes	3254011	63.7
No	1855535	36.3

Question 515 – In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go... Email or use a secure web site to contact a health care provider?

Q515	Frequency	Percent
<i>_Missing</i>	46982	.
Yes	1114344	21.4
No	4082494	78.6

Question 516 – In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go... Web chat or video conference with a health care provider?

Q516	Frequency	Percent
<i>_Missing</i>	108434	.
Yes	1344826	26.2
No	3790560	73.8

Question 517 – In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go... Go to an in-store clinic?

Q517	Frequency	Percent
<i>_Missing</i>	183998	.
Yes	2056190	40.6
No	3003631	59.4

Question 518 – In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go... Go to an urgent care center?

Q518	Frequency	Percent
<i>_Missing</i>	120335	.
Yes	4223545	82.4
No	899939	17.6

Question 519 (1) – In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go... Any others?

Q519M1	Frequency	Percent
<i>_Missing</i>	93305	.
No	4714703	91.5
Would go to Emergency Room	157852	3.1
Yes (SPECIFY:)	277960	5.4

Question 519 (2) – In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go... Any others?

Q519M2	Frequency	Percent
<i>_Missing</i>	5797	.
<i>_Skipped</i>	5202631	.
No	6294	17.8
Would go to Emergency Room	14077	39.8
Yes (SPECIFY:)	15020	42.4

Section VI – Additional Background and Demographics

Question 601 – Do you have more than one telephone number in your household? Do not include cell phones or numbers that are only used by a computer or fax machine.

Q601	Frequency	Percent
<i>_Missing</i>	5137	.
Yes	378632	7.2
No	4860051	92.8

Question 602 – How many of these telephone numbers are residential numbers?

Q602	Frequency	Percent
<i>_Missing</i>	1873	.
<i>_Skipped</i>	4865188	.
One	19370	5.1
Two	225089	59.7
Three	113805	30.2
Four	11336	3.0
Five	5819	1.5
Six or more	634	0.2

Question 603 – Do you have a cell phone for personal use? Please include cell phones used for both business and personal use.

Q603	Frequency	Percent
<i>_Missing</i>	11938	.
<i>_Skipped</i>	1349307	.
Yes	3331993	85.8
No	550581	14.2

Question 604 – Do you share a cell phone for personal use at least one-third of the time with other adults?

Q604	Frequency	Percent
<i>_Missing</i>	6325	.
<i>_Skipped</i>	4681300	.
Yes	61280	11.0
No	494914	89.0

Question 605 – Do you usually share this cell phone at least one-third of the time with any other adults?

Q605	Frequency	Percent
<i>_Missing</i>	8175	.
<i>_Skipped</i>	1911827	.
Yes	529361	15.9
No	2794456	84.1

Question 606 – Thinking about all the phone calls that you receive on your landline and cell phone, what percent, between 0 and 100, are received on your cell phone?

Q606	Frequency	Percent
<i>_Missing</i>	71524	.
<i>_Skipped</i>	1850547	.
0%	212605	6.4
1-25%	1153302	34.7
26-50%	647627	19.5
51-75%	405226	12.2
76-100%	902989	27.2

Question 609 – How many people under the age of 18, including infants, live in this household?

Q609	Frequency	Percent
<i>_Missing</i>	28404	.
0	3230189	61.9
1	749021	14.4
2	706568	13.5
3	316354	6.1
4	141978	2.7
5 or more	27812	0.5

Question 610 – Are you of Hispanic, Latino, or Spanish origin?

Q610	Frequency	Percent
Yes	440231	8.4
No, not of Hispanic, Latino, or Spanish origin	4803588	91.6

Question 611(1) – What is your race? (first mention)

Q611M1	Frequency	Percent
White	4353529	83.0
Black or African American	129815	2.5
American Indian or Alaska Native	114598	2.2
Asian	322990	6.2
Native Hawaiian or Other Pacific Islander	50707	1.0
Some other race (SPECIFY:)	272180	5.2

Question 611(2) – What is your race? (second mention)

Q611M2	Frequency	Percent
<i>_Skipped</i>	5083586	.
White	30134	18.8
Black or African American	20740	12.9
American Indian or Alaska Native	80973	50.5
Asian	5977	3.7
Native Hawaiian or Other Pacific Islander	5961	3.7
Some other race (SPECIFY:)	16449	10.3

Question 611(3) – What is your race? (third mention)

Q611M3	Frequency	Percent
<i>_Skipped</i>	5239873	.
White	274	6.9
Black or African American	321	8.1
American Indian or Alaska Native	1943	49.2
Asian	1178	29.9
Some other race (SPECIFY:)	231	5.8

Question 612 – Which one of these groups would you say best represents your race?

Q612	Frequency	Percent
<i>_Skipped</i>	5083586	.
White	94991	59.3
Black or African American	19794	12.4
American Indian or Alaska Native	20814	13.0
Asian	12814	8.0
Native Hawaiian or Other Pacific Islander	6575	4.1
Some other race (SPECIFY:)	5247	3.3

Question 613 – What is the highest degree or level of school you have completed?

Q613	Frequency	Percent
<i>_Missing</i>	69960	.
Less than high school diploma	506186	9.8
High school graduate (diploma) or GED	1265634	24.5
Some college or associate's degree (AA)	1877174	36.3
Bachelor's degree (For example: BA, AB, BS)	922480	17.8
Master's degree, Doctorate degree, or professional degree (For example: MD, DDS, JD)	602386	11.6

Question 614 – What is your marital status?

Q614	Frequency	Percent
<i>_Missing</i>	84828	.
Never married	1258906	24.4
Married	2877787	55.8
Divorced	615936	11.9
Separated	111988	2.2
Widowed	294373	5.7

Question 615 – LAST WEEK did you have a job for pay, either full-time or part-time?

Q615	Frequency	Percent
<i>_Missing</i>	18139	.
Yes	3140798	60.1
No	2084883	39.9

Question 616 – What was the main reason you did not have a job LAST WEEK?

Q616	Frequency	Percent
<i>_Missing</i>	12722	.
<i>_Skipped</i>	3158937	.
Retired	930228	44.9
On layoff	86662	4.2
Couldn't find work	179379	8.7
Taking care of house or family	258065	12.5
Disabled	279699	13.5
Ill	48800	2.4
In school	127714	6.2
Transportation problems	8826	0.4
Did not want to work	32829	1.6
Other (SPECIFY:)	119958	5.8

Question 620 – Counting all locations where your employer operates, what is your best estimate of the total number of persons who work for the employer of your job or your main job if you have more than one?

Q620	Frequency	Percent
<i>_Missing</i>	129429	.
<i>_Skipped</i>	2103022	.
Fewer than 50	906703	30.1
50 or more	1902842	63.2
Self-employed/No employees	201824	6.7

Question 621 – Please tell me which one best describes your TOTAL household income for 2011, before taxes and other deductions.

Q621	Frequency	Percent
<i>_Missing</i>	895082	.
\$5,000 or less	144170	3.3
Over \$5,000 up to \$15,000	348838	8.0
Over \$15,000 up to \$25,000	456491	10.5
Over \$25,000 up to \$35,000	475452	10.9
Over \$35,000 up to \$50,000	568694	13.1
Over \$50,000 up to \$75,000	716643	16.5
Over \$75,000 up to \$100,000	647545	14.9
Over \$100,000 up to \$150,000	629874	14.5
More than \$150,000	361029	8.3

Appendix

Questionnaire for 2012 Washington State Health Care Consumer Survey

3:**TYPE**

Landline	1
Cell phone	2

6:**COUNTY**

County from sample	
Adams	001
Asotin	003
Benton	005
Chelan	007
Clallam	009
Clark	011
Columbia	013
Cowlitz	015
Douglas	017
Ferry	019
Franklin	021
Garfield	023
Grant	025
Grays Harbor	027
Island	029
Jefferson	031
King	033
Kitsap	035
Kittitas	037
Klickitat	039
Lewis	041
Lincoln	043
Mason	045
Okanogan	047
Pacific	049
Pend Oreille	051
Pierce	053
San Juan	055
Skagit	057
Skamania	059
Snohomish	061
Spokane	063
Stevens	065
Thurston	067
Wahkiakum	069
Walla Walla	071
Whatcom	073
Whitman	075
Yakima	077
Don't know/Not sure	777
Refused	999

8:

SAREA

AREA FROM SAMPLE

Region 1..... 01
 Region 2..... 02
 Region 3..... 03
 Region 4..... 04
 Region 5..... 05
 Region 6..... 06
 Region 7..... 07
 Region 8..... 08
 Region 9..... 09
 Region 10..... 10

9:

LTTR

Address match?

Yes..... 1
 No 2

10:

SZIP

Sample ZIP

11:

SEQNO

Sequence number

13:

INT40

IF NOT AVAILABLE, ARRANGE CALL-BACK

Hello, I'm ____ from Gilmore Research Group calling on behalf of the governor's budget and policy office.

PAUSE: We are conducting a survey to learn from Washington residents how they get their health care. This information will be used by the state to help plan for future health care needs of Washington residents. Your telephone number has been chosen randomly, and I would like to ask you some questions.

IF RESPONDENT WANTS TO DO THE SURVEY ONLINE, SAY: You also have the ability to take the survey online. May I give you the website address for you to complete the survey online at your convenience?

PRESS "WEB" FUNCTION KEY FOR INFORMATION

GO TO +1 if Q104<1

Continue 91 GO TO /LASTQ (ERR)

17:

INT04

Is this. . .<phone number>?

IF NO, SAY: Thank you very much, but I seem to have dialed the wrong number. It is possible that your number may be called at a later time. Is this a private residence in Washington State?

IF YES, CONTINUE

IF NO, SAY: Thank you very much, but we are only interviewing private residences. Is this a CELLULAR TELEPHONE?

IF NEEDED: By cellular telephone we mean a telephone that is mobile and usable outside of your neighborhood.

IF YES, SAY: Thank you very much, but we are only interviewing land line telephones and private residents.

Continue 91

18:

QB

I need to scientifically select one adult who lives in your household to be interviewed. In order to make this selection, can you please tell me how many members of your household, including yourself, are 18 years of age or older?

IF NEEDED, SAY: For this study, households are first scientifically selected in the state, and then one adult is selected in each household to be interviewed. It is important to the accuracy of the study that those selected for the study participate, because this is what ensures that the results will represent the county as a whole.

One 01

Refused 99

31:

QMALL

Number of males in household

GO TO *
if IF ((QC>0),QC,0)

32:

QFALL

Number of females in household

GO TO *
if IF ((QD>0),QD,0)

36: SELECTED RESPONDENT

SEL1

male 01
oldest male..... 02
second oldest male..... 03
third oldest male 04
fourth oldest male 05
fifth oldest male 06
youngest male 07
female 08
oldest female..... 09
second oldest female..... 10
third oldest female 11
fourth oldest female 12
fifth oldest female 13
youngest female..... 14

37:

INT08

The person I need to speak with is the . . .<sel1>
WHEN ON LINE, SAY: Hello, I'm ____ from Gilmore Research Group calling on behalf of the governor's budget and policy office.
PAUSE: We are conducting a survey to learn from Washington residents how they get their health care. This information will be used by the state to help plan for future health care needs of Washington residents. Your telephone number has been chosen randomly, and I would like to ask you some questions.
IF RESPONDENT WANTS TO DO THE SURVEY ONLINE <C1>, SAY: You also have the ability to take the survey online. May I give you the website address for you to complete the survey online at your convenience?
PRESS "WEB" FUNCTION KEY FOR INFORMATION
Continue 91
.....

38:

QH

The interview may be monitored or recorded for quality assurance, but all information obtained in this study will be confidential. I will not ask for your last name, address, or other personal information that can identify you. You do not have to answer any question you do not want to, and you can end the interview at any time. The survey should take between 15 and 20 minutes. If you have any questions about this survey, I will provide a telephone number for you to call to get more information.
Continue 1

39:

Q101

I will be asking questions about how you use health care. First I will start with some questions about your health status and health insurance coverage that will be use to group answers to later questions. What is your age?
99 or older..... 99
Don't know/Not sure..... 07
Refused..... 09

40: IF REFUSED AGE

Q102

READ 21-80

Are you between 18 and 26, between 27 and 34, between 35 and 44, between 45 and 54, between 55 and 64, or 65 or older?

GO TO +1
if NOT Q101=07, 09

- Between 18 and 26 1
- Between 27 and 34 2
- Between 35 and 44 3
- Between 45 and 54 4
- Between 55 and 65 5
- 65 or older..... 6
- Don't know 7
- Refused..... 9

41:

COMB

Combined ages

- Between 18 and 26 1
- Between 27 and 34 2
- Between 35 and 44 3
- Between 45 and 54 4
- Between 55 and 65 5
- 65 or older..... 6
- Don't know 7
- Refused..... 9

43:

Q103

GENDER

GO TO *
if IF ((Q103C>0),Q103C,GENDR)

- Male..... 1
- Female 2

44:

Q103A

What county do you live in?

Adams.....	001
Asotin	003
Benton	005
Chelan.....	007
Clallam	009
Clark	011
Columbia	013
Cowlitz	015
Douglas.....	017
Ferry	019
Franklin.....	021
Garfield.....	023
Grant	025
Grays Harbor	027
Island	029
Jefferson	031
King	033
Kitsap.....	035
Kittitas	037
Klickitat.....	039
Lewis	041
Lincoln.....	043
Mason	045
Okanogan.....	047
Pacific.....	049
Pend Oreille	051
Pierce	053
San Juan.....	055
Skagit	057
Skamania	059
Snohomish	061
Spokane	063
Stevens.....	065
Thurston.....	067
Wahkiakum.....	069
Walla Walla	071
Whatcom.....	073
Whitman	075
Yakima	077
Don't know/Not sure.....	777
Refused.....	999

45: IF DON'T KNOW/REFUSED COUNTY, SAMPLE FIELD IMPUTED Q103B

Combined county

GO TO *
if IF ((Q103A=777,999),COUNTY,Q103A)

Adams.....	001
Asotin.....	003
Benton.....	005
Chelan.....	007
Clallam.....	009
Clark.....	011
Columbia.....	013
Cowlitz.....	015
Douglas.....	017
Ferry.....	019
Franklin.....	021
Garfield.....	023
Grant.....	025
Grays Harbor.....	027
Island.....	029
Jefferson.....	031
King.....	033
Kitsap.....	035
Kittitas.....	037
Klickitat.....	039
Lewis.....	041
Lincoln.....	043
Mason.....	045
Okanogan.....	047
Pacific.....	049
Pend Oreille.....	051
Pierce.....	053
San Juan.....	055
Skagit.....	057
Skamania.....	059
Snohomish.....	061
Spokane.....	063
Stevens.....	065
Thurston.....	067
Wahkiakum.....	069
Walla Walla.....	071
Whatcom.....	073
Whitman.....	075
Yakima.....	077
Don't know/Not sure.....	777
Refused.....	999

46:

AREA

REGION

GO TO * if 1*V01(Q103B=029,055,057,073)+2*V01(Q103B=009,015,027,031,039,041,045,049,059,069)+3*V01(Q103B=033)+4*V01(Q103B=035,067)+5*V01(Q103B=011)+6*V01(Q103B=001,003,007,013,017,019,023,025,037,043,047,051,065,071,075)+7*V01(Q103B=063)+8*V01(Q103B=005,021,077)+9*V01(Q103B=061)+10*V01(Q103B=053)

Region 1.....	01
Region 2.....	02
Region 3.....	03
Region 4.....	04
Region 5.....	05
Region 6.....	06
Region 7.....	07
Region 8.....	08
Region 9.....	09
Region 10.....	10

47:

Q104

READ 1-5

Would you say that in general your health is. . .

Excellent.....	1
Very good.....	2
Good.....	3
Fair.....	4
Or poor.....	5
Don't know/Not sure - DO NOT READ.....	7
Refused - DO NOT READ.....	9

51:

Q108

Have you ever been told by a doctor, nurse, or other health professional that you had any of the following conditions... Diabetes

IF YES, AND FEMALE, ASK: Was this only when you were pregnant?

IF RESPONDENT SAYS PRE-DIABETES OR BORDERLINE DIABETES, USE CODE 4

Yes.....	1
Yes, but female told only during pregnancy.....	2
No.....	3
No, pre-diabetes or borderline diabetes.....	4
Don't know/Not sure.....	7
Refused.....	9

52:

Q109

READ ONLY IF NECESSARY

(Have you ever been told by a doctor, nurse, or other health professional that you had any of the following conditions...)

High blood pressure

IF YES AND RESPONDENT IS FEMALE, ASK: Was this only when you were pregnant?

- Yes..... 1
- Yes, but female told only during pregnancy..... 2
- No 3
- Told borderline high or pre-hypertensive 4
- Don't know/Not sure 7
- Refused 9

53:

Q110

(Have you ever been told by a doctor, nurse, or other health professional that you had any of the following conditions...)

Heart attack, coronary heart disease, or a stroke

- Yes..... 1
- No 2
- Don't know/Not sure 7
- Refused 9

54:

Q111

Has a doctor or other health care professional told you that you CURRENTLY have asthma?

- Yes..... 1
- No 2
- Don't know/Not sure 7
- Refused 9

57:

Q121

Do you have any kind of health care coverage, including health insurance, prepaid plans such as HMOs, or government plans such as Medicaid, Medical Care Services, or Medicare?

- Yes..... 1
- No 2
- Don't know/Not sure 7
- Refused 9

58:

Q122

There is a type of insurance plan, called a catastrophic health plan, that only starts paying once you have paid the high deductible, which is usually \$5,000 or more. After that, it covers medical expenses like traditional insurance, requiring you to pay some co-payments each time you use services. The monthly premium for the plan is less than half of what you pay for a typical comprehensive health insurance policy. Do you consider your current health plan to be a catastrophic plan?

GO TO +1
if NOT Q121=1

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

59: ASKED TO RANDOM 10% OF RESPONDENTS

Q201

Next I have a couple of questions about types of healthcare providers. Many people go to see physicians or medical doctors when they need healthcare services. While trained to treat a wide variety of health-related problems, many PHYSICIANS provide primary care services such as performing examinations, diagnosing and treating illnesses, and prescribing medications. In Washington State, nurse practitioners ALSO provide primary care services. Did you know that nurse practitioners practice INDEPENDENTLY and perform exams, diagnose and treat illnesses, and prescribe medications?

GO TO Q301X
if NOT WHICH=1

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

60:

Q202

Did you also know that physician assistants WORK WITH A SUPERVISING PHYSICIAN and perform exams, diagnose and treat illnesses, and prescribe medications?

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

61:

Q301X

The next sections of the survey will ask questions about three different types of medical care that people may receive. ROUTINE CARE is preventive care or routine follow-up care for medical management of diagnosed health conditions. Appointments for routine care are usually scheduled in advance and include immunizations and routine screenings. URGENT CARE is for conditions that require evaluation and treatment within 24 hours. Urgent conditions are not life threatening. And EMERGENCY CARE is for sudden medical conditions that could endanger a person's life or cause serious harm if not treated immediately.

- Continue 1

62:

Q301

PROBE TO FIT

Let me start with some questions about routine care. Is there one place that you usually go to when you need routine care? Do not include emergency care or care from a specialist you were referred to.

- Yes..... 1
- No, there is no place 2
- No, there is more than one place 3
- Don't know 7
- Refused..... 9

63:

Q302

PROBE TO FIT

What is the main reason you do not have a usual place to go for routine care?

IF MORE THAN ONE REASON GIVEN, ASK: Which is the main reason

GO TO +1
if NOT Q301=2

- Seldom or never get sick 01
- Just changed insurance plans 02
- Cost of medical care 03
- No health insurance 04
- Can't find a health care provider who will take my insurance 05
- Doctor moved/retired/no primary doctor 06
- Other reason (SPECIFY:) 97
- Don't know 77
- Refused..... 99

66:

Q303

What kind of place is it - a health professional's office, an HMO like Group Health, a hospital outpatient clinic, some other clinic or health center, an emergency room, or some other place?

- Health professional's office 01
- HMO..... 02
- Hospital outpatient clinic 03
- Other clinic or health center 04
- Emergency room..... 05
- Some other place (SPECIFY:)..... 97
- Don't know 77
- Refused..... 99

67:

Q304

When you go to your <location> for routine care, do you usually see a medical doctor, a nurse practitioner, a physician's assistant or some other kind of health care provider?

GO TO Q309

if Q303=77,99

Medical doctor.....	01
Nurse practitioner.....	02
Physician's assistant.....	03
Other (SPECIFY:).....	97
Don't know.....	77
Refused.....	99

68:

Q305

How do you usually get to your <location>?

PROBE IF MORE THAN ONE: Which would you say is your main form of transportation?

Drive.....	01
Are driven.....	02
Taxi, bus, train, other public transportation.....	03
Walk.....	04
Other (SPECIFY:).....	97
Don't know.....	77
Refused.....	99

69:

Q306

IF DON'T KNOW/NOT SURE, SAY: Just give me your best estimate

How many miles is it to your <location>?

1 mile or less.....	001
Don't know/Not sure.....	777
Refused.....	999

70:

Q307

IF DON'T KNOW/NOT SURE, SAY: Just give me your best estimate

How long does it usually take you to get to your <location>? EXAMPLE: 20 MINUTES = 020, 1 HOUR AND 1/2 =130, 2 HOURS =200?

Don't know/Not sure.....	777
Refused.....	999

71:

Q309

Did you make any appointments for routine care in the last 12 months?

Yes.....	1
No.....	2
Don't know/Not sure.....	7
Refused.....	9

72:

Q310

READ 1-4

In the last 12 months, when you contacted your health care provider about getting appointments for routine care, how often did you get an appointment as soon as you thought you needed it? Would you say...

GO TO +1
if NOT Q309=1

- Never 1
- Sometimes 2
- Usually..... 3
- Or always..... 4
- Don't know - DO NOT READ..... 7
- Refused - DO NOT READ 9

73:

Q311

When you make appointments for routine care, is it usually by phone, in person, by a web-based appointment system, by email, or something else?

- By phone..... 01
- In-person..... 02
- By web-based appointment system..... 03
- By email..... 04
- Other (SPECIFY:) 97
- Don't know 77
- Refused 99

74:

Q312

Some health care providers allow patients to use email or a web site to discuss health problems. During the past 12 months, have you used email or gone to a web site to discuss routine health care with a health care provider or a health care provider's office?

NOTE: MAY INCLUDE OBTAINING TEST RESULTS. DO NOT INCLUDE MAKING APPOINTMENTS

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused 9

75:

Q313

PROBE TO FIT

About how long has it been since you last visited a health care provider for a general physical exam? Please do not include exams for specific injuries, illnesses, or conditions.

- Within past year (anytime less than 12 months ago) 1
- Within past 2 years (1 year but less than 2 years ago) 2
- Within past 5 years (2 years but less than 5 years ago) 3
- 5 or more years ago 4
- Never 8
- Don't know 7
- Refused 9

76:

Q314A

Please tell me which of the following methods you would use for making appointments for routine care in the future....

Continue 1

77:

Q314

(Please tell me which of the following methods you would use for making appointments for routine care in the future....)

Calling your health care provider's office

Yes..... 1

No 2

Don't know/Not sure..... 7

Refused 9

78:

Q315

(Please tell me which of the following methods you would use for making appointments for routine care in the future....)

Stopping by your health care provider's office

Yes..... 1

No 2

Don't know/Not sure..... 7

Refused 9

79:

Q316

(Please tell me which of the following methods you would use for making appointments for routine care in the future....)

Emailing your health care provider's office

Yes..... 1

No 2

Don't know/Not sure..... 7

Refused 9

80:

Q317

(Please tell me which of the following methods you would use for making appointments for routine care in the future....)

Using a secure web-based appointment system

Yes..... 1

No 2

Don't know/Not sure..... 7

Refused 9

81:

Q318

(Please tell me which of the following methods you would use for making appointments for routine care in the future...)

Using something else	
Yes (SPECIFY:)	97
No	00
Don't know/Not sure	77
Refused	99

82:

Q319

Usually routine medical appointments are offered between 8 am and 5 pm. Thinking about your usual schedule, do you have difficulty getting to routine medical appointments during these business hours?

Yes.....	1
No	2
Don't know/Not sure	7
Refused	9

84:

Q320A

For routine care which of the following appointment times would meet your needs...
Continue

1	
---	--

85:

Q320

(For routine care which of the following appointment times would meet your needs...)
Weekday early mornings

Yes.....	1
No	2
Don't know/Not sure	7
Refused	9

86:

Q321

(For routine care which of the following appointment times would meet your needs...)
Weekday evenings

Yes.....	1
No	2
Don't know/Not sure	7
Refused	9

87:

Q322

(For routine care which of the following appointment times would meet your needs...)
Weekend days

Yes.....	1
No	2
Don't know/Not sure	7
Refused	9

88:

Q323

Using the usual method of transportation you mentioned earlier, how many MINUTES are you willing to travel EACH WAY to an appointment for routine care?

EXAMPLE: 20 MINUTES = 020, 1 HOUR AND 1/2 =130, 2 HOURS =200?

Don't know/Not sure..... 777
Refused..... 999

89:

Q324

IF DON'T KNOW/NOT SURE, SAY: Just give me your best estimate

And how many MILES would you be willing to travel each way?

1 mile or less..... 001
Don't know/Not sure..... 777
Refused..... 999

90:

Q325

Which of the following types of health care providers are you willing to see for routine care appointments...

A medical doctor

Yes..... 1
No 2
Don't know/Not sure..... 7
Refused..... 9

91:

Q326

(Which of the following types of health care providers are you willing to see for routine care appointments...)

A nurse practitioner

IF ASK WHAT A NURSE PRACTITIONER IS, SAY: A nurse practitioner is a health care professional who is licensed to practice independently. Nurse practitioners provide primary care services such as performing examinations, diagnosing and treating illnesses, ordering and interpreting lab tests, and prescribing medications.

Yes..... 1
No 2
Don't know/Not sure..... 7
Refused..... 9

92:

Q326A

(INTERVIEWER) DID YOU NEED TO READ THE STATEMENT EXPLAINING WHAT A NURSE PRACTITIONER IS?

Yes..... 1
No 0

93:

Q327

(Which of the following types of health care providers are you willing to see for routine care appointments...)

A physician's assistant IF ASK WHAT A PHYSICIAN'S ASSISTANT IS, SAY: A physician assistant is a health care professional who is licensed to practice medicine with a supervising physician. Physician assistants can provide primary care services such as performing examinations, diagnosing and treating illnesses, ordering and interpreting lab tests, and prescribing medications.

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

94:

Q327A

(INTERVIEWER) DID YOU NEED TO READ THE STATEMENT EXPLAINING WHAT A PHYSICIAN'S ASSISTANT IS?

- Yes..... 1
- No 0

95:

Q328

(Which of the following types of health care providers are you willing to see for routine care appointments...)

Or another type of provider?

- Yes (SPECIFY:) 97
- No 00
- Don't know/Not sure..... 77
- Refused 99

96:

Q329A

In the future, when you need routine care, which of the following methods for seeking care would you be willing to use...

- Continue 1

97:

Q329

(In the future, when you need routine care, which of the following methods for seeking care would you be willing to use...)

Call a health care provider hotline

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

98:

Q330

(In the future, when you need routine care, which of the following methods for seeking care would you be willing to use...)

Web chat or video conference with a health care provider

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

99:

Q331

(In the future, when you need routine care, which of the following methods for seeking care would you be willing to use...)

Go to an in-store health clinic

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

100:

Q332

(In the future, when you need routine care, which of the following methods for seeking care would you be willing to use...)

Email or use a web site to contact a health care provider

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

101:

Q401

As I mentioned earlier, URGENT CARE is for conditions that require evaluation and treatment within 24 hours. Urgent conditions are not life threatening. This next set of questions will ask you about medical care you've received for urgent conditions. Is there one place that you usually go for medical treatment when you have an urgent condition? Do not include routine care or care from a specialist you were referred to.

- Yes..... 1
- No, there is no place 2
- No, there is more than one place 3
- Don't know 7
- Refused..... 9

102:

Q402

What is the main reason you do not have a usual place to go for urgent care?
IF MORE THAN ONE REASON GIVEN, ASK: Which is the main reason?

GO TO +1
if NOT Q401=2

- Seldom or never get sick 01
- Just changed insurance plans 02
- Cost of medical care 03
- No health insurance 04
- Can't find a health care provider who will take my insurance 05
- Don't have/never had need..... 07
- Other reason (SPECIFY:) 97
- Don't know 77
- Refused 99

103:

Q403

Is it the same place you usually go for routine care?

GO TO +1
if NOT Q401=1

- Yes..... 1
- No 2
- Don't know/Not sure 7
- Refused 9

104:

Q404

During the last 12 months, how many times did you yourself have an urgent condition that you sought professional medical treatment for?

- None 000
- Don't know 777
- Refused 999

105:

Q405

During the last 12 months, did you yourself have any urgent conditions that you thought needed professional medical treatment, but that you did not seek professional medical treatment for?

- Yes..... 1
- No 2
- Don't know/Not sure 7
- Refused 9

107:

Q406

(There are many reasons people may not seek professional medical treatment. Are any of the following reasons you didn't seek professional medical treatment for urgent conditions in the past 12 months...)

You were concerned about the cost

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

108:

Q407

(There are many reasons people may not seek professional medical treatment. Are any of the following reasons you didn't seek professional medical treatment for urgent conditions in the past 12 months...)

You couldn't get an appointment soon enough

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

109:

Q408

(There are many reasons people may not seek professional medical treatment. Are any of the following reasons you didn't seek professional medical treatment for urgent conditions in the past 12 months...)

You didn't have transportation

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

110:

Q409

PROBE TO FIT

In the past when you had an urgent condition that needed professional medical treatment, what did you usually do first in seeking medical assistance?

IF MORE THAN ONE GIVEN, ASK; What did you do first?

GO TO Q417A
if Q404=000 AND NOT Q405=1

- Call or visit a health provider's office 01
- Call a nurse hotline 02
- Go to an urgent care center 03
- Call 911 04
- Go to the emergency room 05
- Have never had an urgent condition 06
- Other (SPECIFY:) 97
- Don't know 77
- Refused..... 99

111:

Q410

In the past when you had an urgent condition, what kind of place did you usually go to for care -- a health professional's office, an HMO like Group Health, a hospital outpatient clinic, some other clinic or health center, an emergency room, or some other place?

GO TO Q417A
if Q409=06 OR Q403=1

Health professional's office	01
HMO.....	02
Hospital outpatient clinic	03
Urgent Care Center.....	06
Other clinic or health center	04
Emergency room.....	05
Some other place (SPECIFY:).....	97
Don't know	77
Refused.....	99

112:

Q416

READ 1-4

In the last 12 months, when you had an urgent condition, how often did you get care as soon as you thought you needed it? Would you say...

Never	1
Sometimes	2
Usually.....	3
Or always.....	4
Don't know - DO NOT READ.....	7
Refused - DO NOT READ	9

114:

Q411

When you went to the <q410> for an urgent condition, did you see a medical doctor, a nurse practitioner, a physician's assistant or some other kind of provider?

GO TO Q417A
if Q410=77,99

Medical doctor.....	01
Nurse practitioner	02
Physician's assistant.....	03
Other (SPECIFY:)	97
Don't know	77
Refused.....	99

115:

Q412

How did you get to the <q410>?

PROBE IF MORE THAN ONE: Which would you say is your main form of transportation?

GO TO Q417A

if Q403=1

Drive	01
Are driven	02
Taxi, bus, train, other public transportation.....	03
Walk	04
Ambulance.....	05
Some other way (SPECIFY).....	97
Don't know	77
Refused.....	99

116:

Q413

IF DON'T KNOW/NOT SURE, SAY: Just give me your best estimate

How many miles is it to the <q410>?

1 mile or less.....	001
Don't know/Not sure.....	777
Refused.....	999

117:

Q414

IF DON'T KNOW/NOT SURE, SAY: Just give me your best estimate

How long does it take you to get to the <q410>?

EXAMPLE: 20 MINUTES = 020, 1 HOUR AND 1/2 =130, 2 HOURS =200?

Don't know/Not sure.....	777
Refused.....	999

119:

Q417A

In the future, when you have an urgent condition, which of the following options for care would you be willing to use...

Continue	1
----------------	---

120:

Q417

(In the future, when you have an urgent condition, which of the following options for care would you be willing to use...)

Call a health care provider's office

Yes.....	1
No	2
Don't know/Not sure.....	7
Refused	9

121:

Q418

(In the future, when you have an urgent condition, which of the following options for care would you be willing to use...)

Call a health provider hotline

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

122:

Q419

(In the future, when you have an urgent condition, which of the following options for care would you be willing to use...)

Email or use a secure web site to contact a health care provider

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

123:

Q420

(In the future, when you have an urgent condition, which of the following options for care would you be willing to use...)

Web chat or video conference with a health care provider

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

124:

Q421

(In the future, when you have an urgent condition, which of the following options for care would you be willing to use...)

Go to an in-store health clinic

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

125:

Q422

(In the future, when you have an urgent condition, which of the following options for care would you be willing to use...)

Go to an urgent care center

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

126:

Q423

(In the future, when you have an urgent condition, which of the following options for care would you be willing to use...)

Or use something else

Emergency Room/Hospital.....	01
Yes (SPECIFY):	97
No	00
Don't know/Not sure.....	77
Refused.....	99

127:

Q424

IF DON'T KNOW/NOT SURE, SAY: Just give me your best estimate

Using the usual method of transportation you mentioned earlier, how many MINUTES are you willing to travel each way for professional medical treatment for an urgent condition?

EXAMPLE: 20 MINUTES = 020, 1 HOUR AND 1/2 =130, 2 HOURS =200

Don't know/Not sure.....	777
Refused	999
10 hours or more.....	959

128:

Q425

IF DON'T KNOW/NOT SURE, SAY: Just give me your best estimate

And how many MILES would you be willing to travel each way?

1 mile or less.....	001
Don't know/Not sure.....	777
Refused.....	999

129:

Q426

Which of the following types of health care providers are you willing to see for conditions that need urgent care...

A medical doctor

Yes.....	1
No	2
Don't know/Not sure.....	7
Refused.....	9

130:

Q427

(Which of the following types of health care providers are you willing to see for conditions that need urgent care...)

A nurse practitioner

IF ASK WHAT A NURSE PRACTITIONER IS, SAY: A nurse practitioner is a health care professional who is licensed to practice medicine independently. Nurse practitioners provide primary care services such as performing examinations, diagnosing and treating illnesses, ordering and interpreting lab tests, and prescribing medications.

Yes.....	1
No	2
Don't know/Not sure.....	7
Refused.....	9

131:

Q428

(Which of the following types of health care providers are you willing to see for conditions that need urgent care...)

A physician's assistant

IF ASK WHAT A PHYSICIAN'S ASSISTANT IS, SAY: A physician assistant is a health care professional who is licensed to practice medicine with a supervising physician. Physician assistants can provide primary care services such as performing examinations, diagnosing and treating illnesses, ordering and interpreting lab tests, and prescribing medications.

Yes.....	1
No	2
Don't know/Not sure.....	7
Refused.....	9

132:

Q429

(Which of the following types of health care providers are you willing to see for conditions that need urgent care...)

Or other types of providers?

Yes (SPECIFY):	97
No	00
Don't know/Not sure.....	77
Refused.....	99

133:

Q501

This section of the survey asks about emergency room visits. During the past 12 months, how many times have you gone to a hospital emergency room about your own health? This includes emergency room visits that resulted in a hospital admission.

None	0
1 time	1
2 times	2
3 or more times.....	3
Don't know	7
Refused.....	9

134:

Q511

Did your last emergency room visit result in an admission to the hospital?

GO TO +1 if Q501=0,7,9

Yes.....	1
No	2
Don't know/Not sure.....	7
Refused.....	9

136:

Q512

(In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go...)

Call 911

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

137:

Q513

(In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go...)

Call a health provider's office

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

138:

Q514

(In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go...)

Call a health provider hotline

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

139:

Q515

(In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go...)

Email or use a secure web site to contact a health care provider

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

140:

Q516

(In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go...)

Web chat or video conference with a health care provider

Yes.....	1
No	2
Don't know/Not sure.....	7
Refused.....	9

141:

Q517

(In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go...)

Go to an in-store clinic

Yes.....	1
No	2
Don't know/Not sure.....	7
Refused.....	9

142:

Q518

(In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go...)

Go to an urgent care center

Yes.....	1
No	2
Don't know/Not sure.....	7
Refused.....	9

143:

Q519

(In the future when you have an illness or injury and you are not sure whether to go to the emergency room, which of the following would you be willing to do to help you decide if you should go...)

Any other providers

Yes (SPECIFY):	97
Would go to Emergency Room	01
No	00
Don't know/Not sure.....	77
Refused.....	99

144:

Q601

The final set of demographic questions will help us group your responses with other people's answers for reporting purposes. Do you have more than one telephone number in your household? Do not include cell phones or numbers that are only used by a computer or fax machine.

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

145:

Q602

How many of these telephone numbers are residential numbers?

GO TO +1 if NOT Q601=1

- One 1
- Two..... 2
- Three..... 3
- Four 4
- Five..... 5
- Six or more 6
- Don't know/Not sure..... 7
- Refused..... 9

146:

Q603

Do you have a cell phone for personal use? Please include cell phones used for both business and personal use.

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

147:

Q604

Do you share a cell phone for personal use at least one-third of the time with other adults?

GO TO +1 if Q603=1

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused..... 9

148:

Q605

Do you usually share this cell phone at least one-third of the time with any other adults?

GO TO +1
if NOT Q603=1

- Yes..... 1
- No 2
- Don't know/Not sure..... 7
- Refused 9

149:

Q606

Thinking about all the phone calls that you receive on your landline and cell phone, what percent, between 0 and 100, are received on your cell phone?

IF DON'T KNOW/NOT SURE, SAY: Just give me your best guess.

GO TO +1
if NOT Q603=1 AND NOT Q604=1

- None 000
- 100% 100
- Don't know/Not sure..... 777
- Refused 999

150:

Q607

What is your home zip code?

- Don't know77777
- Refused99999

151: CELL PHONE ONLY

QB

How many adults age 18 and older live in your household?

GO TO +1
if QB>0

- Refused 99

152:

Q609

How many people under the age of 18, including infants, live in this household?

- None 88
- Refused 99

153:

Q610

Are you of Hispanic, Latino, or Spanish origin?

- Yes..... 1
- No, not of Hispanic, Latino, or Spanish origin 2
- Don't know/Not sure..... 7
- Refused 9

154:

Q611

READ 1-97 UP TO 7 RESPONSES

What is your race? I'll read several categories. Please select one or more Choices. Are you..

IF RESPONDENT SAYS HISPANIC, ASK: Are you white-Hispanic, black-Hispanic, Asian Hispanic, American-Indian Hispanic, Native Hawaiian Hispanic, or some other race and Hispanic?

- White 01
- Black or African American..... 02
- American Indian or Alaska Native 03
- Asian..... 04
- Native Hawaiian or Other Pacific Islander 05
- Or some other race (SPECIFY:) 97
- Hispanic (NOT SPECIFIED) - DO NOT READ 07
- Don't know - DO NOT READ..... 77
- Refused -DO NOT READ 99

155:

Q612

READ 1-97

Which one of these groups would you say best represents your race?

GO TO +1
if NBR(Q611)<2

- White 01
- Black or African American..... 02
- American Indian or Alaska Native 03
- Asian..... 04
- Native Hawaiian or Other Pacific Islander 05
- <q611:o> RERECORD ANSWER..... 97
- Other (SPECIFY:) 96
- Hispanic (NOT SPECIFIED) - DO NOT READ 07
- Don't know - DO NOT READ..... 77
- Refused -DO NOT READ 99

156:

Q613

PROBE TO FIT

What is the highest degree or level of school you have completed?

- Less than high school diploma 1
- High school graduate (diploma) or GED..... 2
- Some college or associate's degree (AA)..... 3
- Bachelor's degree (For example: BA, AB, BS) 4
- Master's degree, Doctorate degree, or professional degree
(For example: MD, DDS, JD)..... 5
- Don't know 7
- Refused 9

157:

Q614

PROBE TO FIT

What is your marital status?

Never married	1
Married	2
Divorced	3
Separated	4
Widowed.....	5
Don't know	7
Refused	9

158:

Q615

LAST WEEK did you have a job for pay, either full-time or part-time?

IF RESPONDENT SAYS SELF EMPLOYED, CODE AS YES

Yes.....	1
No	2
Don't know/Not sure	7
Refused	9

159:

Q616

PROBE TO FIT

What was the main reason you did not have a job LAST WEEK?

IF MORE THAN REASON GIVEN, ASK: What is the main reason?

GO TO +1 if NOT Q615=2

Retired	01
On layoff.....	02
Couldn't find work.....	03
Taking care of house or family	04
Disabled.....	05
Ill	06
In school	07
Transportation problems.....	08
Did not want to work	09
Other (SPECIFY:)	97
Don't know	77
Refused	99

160:

Q620

Counting all locations where your employer operates, what is your best estimate of the total number of persons who work for the employer of your job or your main job if you have more than one?

GO TO +1
if NOT Q615=1

- Fewer than 50 1
- 50 or more..... 2
- Self-employed/No employees..... 5
- Don't know 7
- Refused..... 9

161:

Q621

READ 1-9

The last question is about the TOTAL combined income of your household in 2011. This income would include income of ALL the household members from jobs, businesses, social security payments, government cash assistance, earned income tax credit, child support, interest, dividends, and rent. I'll read you a list of income ranges. Please tell me which one best describes your TOTAL household income for 2011, before taxes and other deductions. Stop me when I reach your income category.

- \$5,000 or less..... 01
- Over \$5,000 up to \$15,000 02
- Over \$15,000 up to \$25,000 03
- Over \$25,000 up to \$35,000 04
- Over \$35,000 up to \$50,000 05
- Over \$50,000 up to \$75,000 06
- Over \$75,000 up to \$100,000 07
- Over \$100,000 up to \$150,000 08
- Or more than \$150,000..... 09
- Don't know 77
- Refused..... 99

162:

Q622

Do you have any additional comments or questions about this survey?

- Yes, RECORD COMMENTS 97
- No/No comments..... 00
- Don't know 77
- Refused..... 99

163:

LANG

THIS INTERVIEW WAS DONE IN...

if ;TRUE LANGUAGE

- English..... EN
- SpanishES