

Consumer Survey Results

Greater Detroit Area Health Council

Survey Round Two

Under the direction of

The Aligning Forces for Quality (AF4Q)
Evaluation Team

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May 2013

The survey and data analysis for this project were funded by a grant from
The Robert Wood Johnson Foundation

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Background

This report presents findings from the Consumer Survey — a survey of adults with chronic conditions conducted in the Detroit area¹. This survey used a random digit dialing (RDD) sample representative of the adult population in the area with one or more of the following chronic conditions: diabetes, hypertension, heart disease, asthma, or depression. The Consumer Survey was conducted as part of an evaluation of the Robert Wood Johnson Foundation's (RWJF) Aligning Forces for Quality (AF4Q) Initiative. AF4Q is a national program designed to help communities improve the quality of health care provided to persons with chronic disease, reduce racial and ethnic disparities, and provide models for national reform.

The AF4Q Initiative specifically aims to align key drivers of quality improvement:

- Performance measurement and public reporting
- Capacity to help physicians improve the quality of care
- Consumer engagement and patient experience
- Reducing disparities, reforming payment systems and coordinating care across the continuum

The first round of the Consumer Survey was administered in the first year of the AF4Q program (June 2007 to August 2008) to collect baseline information related to health care service utilization and consumer awareness and use of health related information. The survey collected responses from health care consumers in 14 AF4Q communities², as well as from respondents from a national sample for comparative purposes. In 2008 round 1 survey reports were distributed to each AF4Q alliance (generic term used for the multi-stakeholder partnerships in each AF4Q site), providing baseline information to potentially assist alliances in planning and intervention activities going forward. A follow-up survey (round 2) was administered 3.5 years later (August 2011 to November 2012), in order to provide the longitudinal comparisons found in this report. The second round of the survey consisted of both panel respondents (individuals who also participated in round 1) and a new RDD sample. The Detroit sample had 601 respondents in round 1 and 634 respondents in round 2. Among round 2 respondents, 334 were retained from round 1 (panel) and 300 were new respondents (new RDD). As a comparison group, all of the other AF4Q markets are pooled together, which includes 6736 respondents in round 1 and 8137 respondents in round 2. Information about the survey methodology and the construction of the figures in this report can be found in Appendix A. For more detailed information on survey methodology please visit:

<http://www.hhdev.psu.edu/CHCPR/alignforce/surveys/consumer.html>.

¹RDD (random digit dialing) sample was purchased from Marketing Systems Group (MSG) and the oversample was purchased from E-Tech. The sample was targeted to include the Detroit area. Geographic targeting was based on Federal Information Processing Standard (FIPS) codes predicted by area code and prefix exchanges.

²The survey was actually administered to 17 communities. This report does not include information from the 3 communities (Albuquerque, Boston, or Central Indiana), that entered the program after the initial administration of Round 1 because these communities were on a different survey administration schedule, giving their later entry in the AF4Q program.

Value and Potential Uses of This Report for AF4Q Alliances

The graphs and trend data in this report might be used by AF4Q alliances in several ways. First, since the information is representative of the population of adults with one or more of the five chronic illnesses listed above, simply knowing the prevalence of responses to survey questions in this population may be of interest to many stakeholders, particularly for questions for which prior data does not exist in the community (e.g., consumers' views of care coordination or Patient Activation Measure scores). Second, certain results or trends might identify areas that warrant further study by the alliance to understand what is driving the result, or might even suggest the need for a targeted intervention to improve the result or trend in future measurements. Third, alliances may identify survey measures that are linked to past or existing interventions, and the trend in the measures might be used to gauge the impact of the interventions. The fourth point is related to each of these areas; namely that selected data points, trends or results found in this report might be useful for conveying messages to key stakeholders, to the community at large, or in working with media to tell the alliance's story.

Interpretation of Results

This report presents results for Detroit, as well as a comparison group of all of the other AF4Q communities. The survey results are weighted and are representative of the target population of the communities at the time of survey administration. The results in this report are descriptive statistics without adjusting for individual demographic characteristics and regional factors. Hence these numbers are broad population estimates. Certain subpopulations (e.g., minorities or elderly) may exhibit patterns that are different from the average. It is also worth pointing out that some of the factors measured by the Consumer Survey are more likely to be impacted by the AF4Q program than others. Moreover, some outcomes may naturally change over time regardless of any interventions, such as the activities implemented through the AF4Q program.

The evaluation team and RWJF are planning for a third round of the Consumer Survey. While as a neutral party it is not the evaluation team's job to identify which statistics or results are most important or actionable for each community, we plan to host a webinar in the near future (date to be announced) to answer specific questions and provide examples of how alliances might use the data contained in this report in a practical way. In addition, the AF4Q communications firms and supporting resources are well aware of these reports and are willing to assist communities in thinking about potential messages that may be crafted from the results.

In the meantime, if you have questions or need more information, please feel free to contact the evaluation team. Finally, we would like to thank Ted Rooney and Lisa Letourneau from Maine, Melissa Kennedy from Cincinnati and Jim Chase from Minnesota for their comments on early versions of this report.

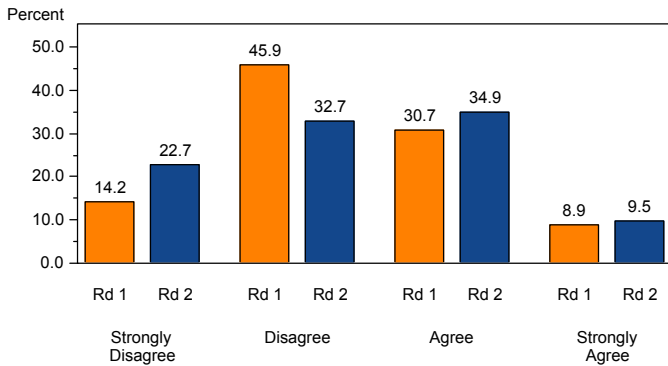
Sources and Use of Comparative Information about Health Care Quality

The following set of figures provides information on the knowledge and attitudes of survey respondents regarding the use of comparative information about doctors, hospitals, health plans and the quality of health care. In these questions, respondents considered the factors that are important in selecting care providers, as well as the sources of information they have access to and trust.

Attitudes about Quality of Care

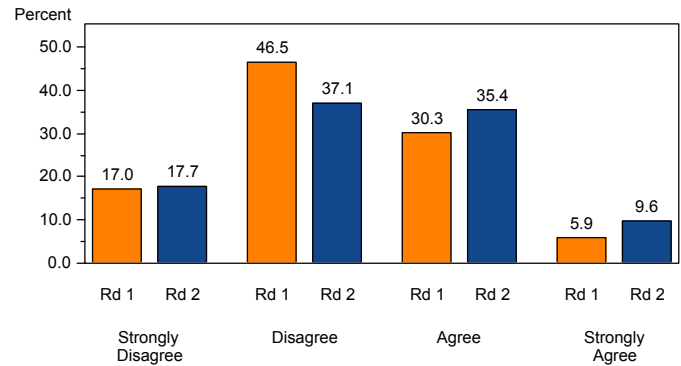
Doctors in the community are all pretty much the same in terms of the quality of the care they provide.

Detroit



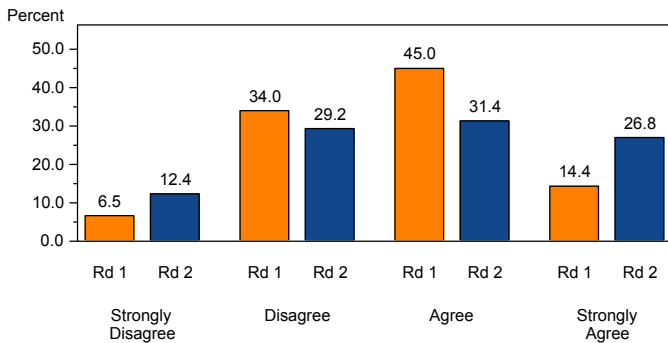
Doctors in the community are all pretty much the same in terms of the quality of the care they provide.

All Other AF4Q Markets



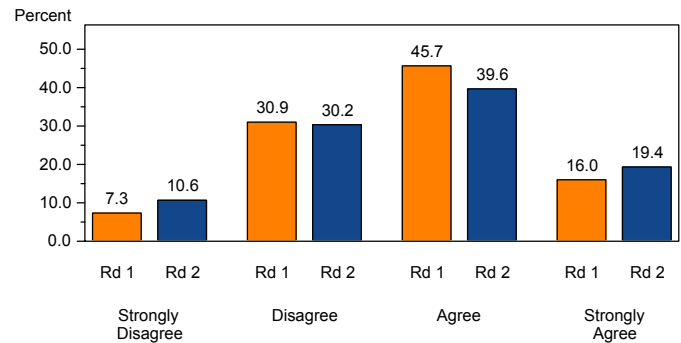
I would consider going to a different doctor than the one I normally see if the new physician's quality was higher and my costs were about the same.

Detroit



I would consider going to a different doctor than the one I normally see if the new physician's quality was higher and my costs were about the same.

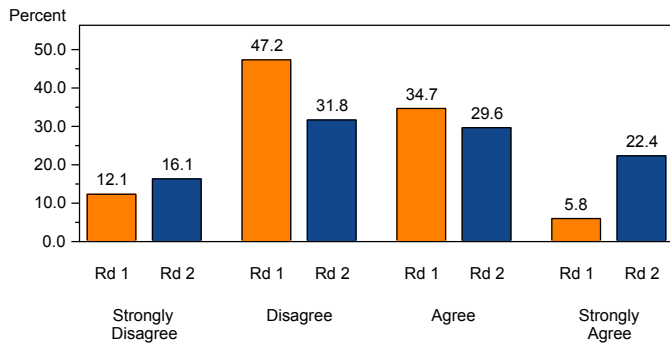
All Other AF4Q Markets



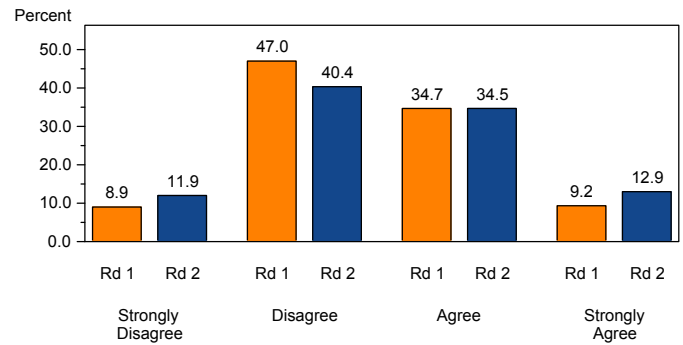
I would consider going to a different doctor if the new doctor's performance in treating people with my condition was about the same and my costs were lower.

I would consider going to a different doctor if the new doctor's performance in treating people with my condition was about the same and my costs were lower.

Detroit



All Other AF4Q Markets

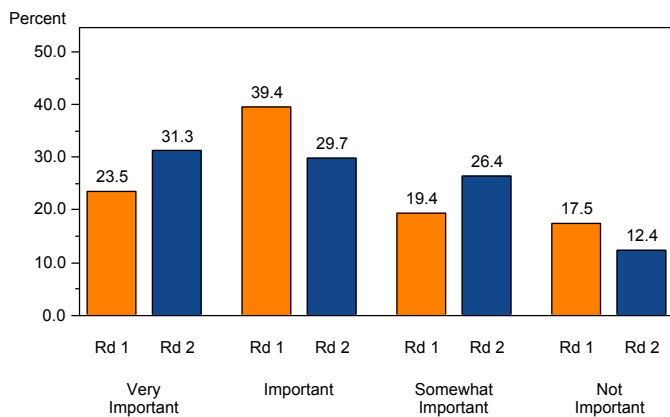


Choosing A Doctor

The next time you choose a doctor to treat your condition(s), how important might you consider . . .

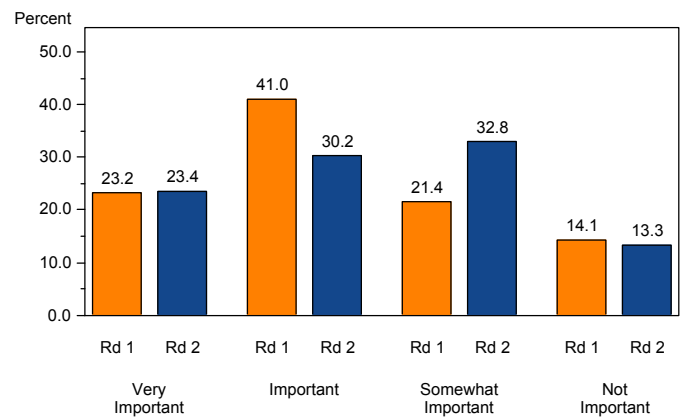
Recommendations from family and friends?

Detroit



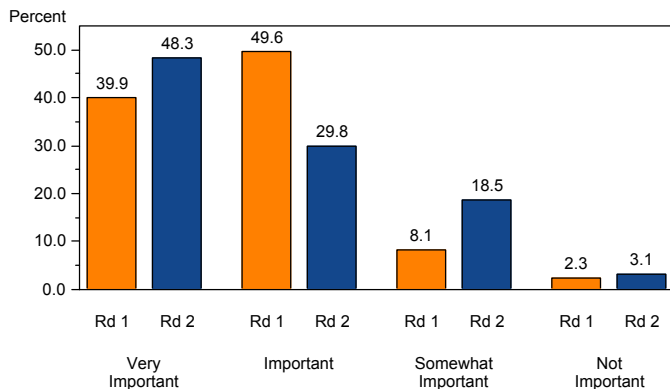
Recommendations from family and friends?

All Other AF4Q Markets



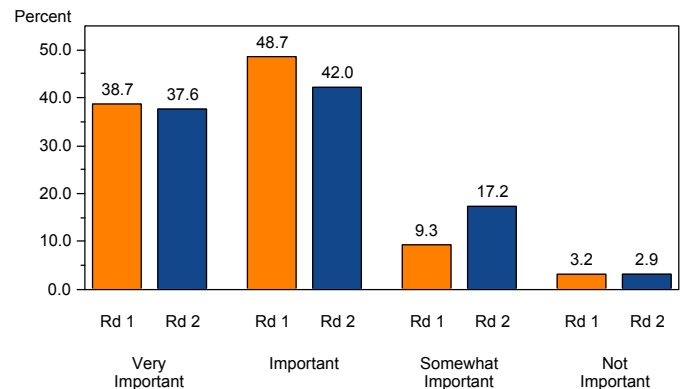
Recommendations from a doctor, nurse, or other health professional?

Detroit



Recommendations from a doctor, nurse, or other health professional?

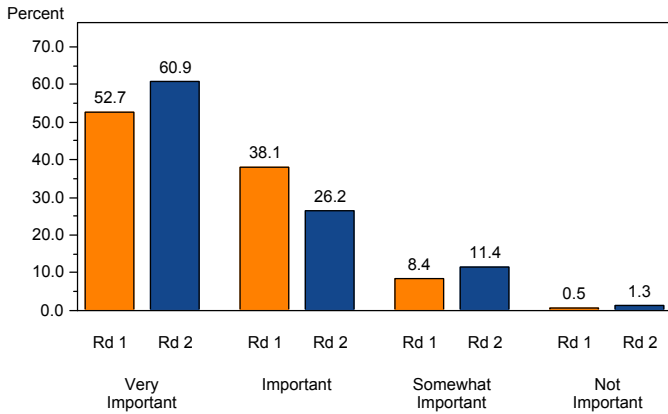
All Other AF4Q Markets



The next time you choose a doctor to treat your condition(s), how important might you consider . . .

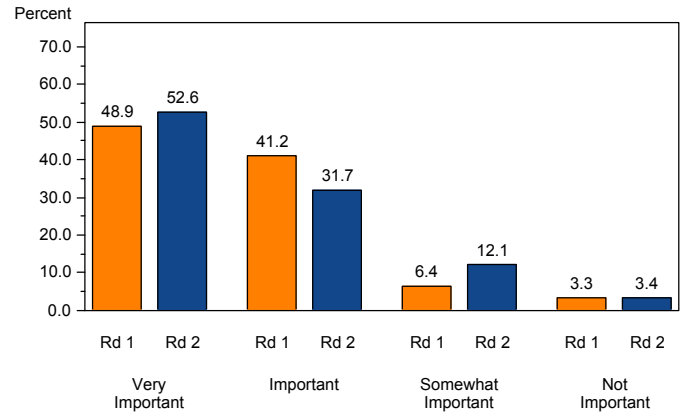
The general reputation of the doctor?

Detroit



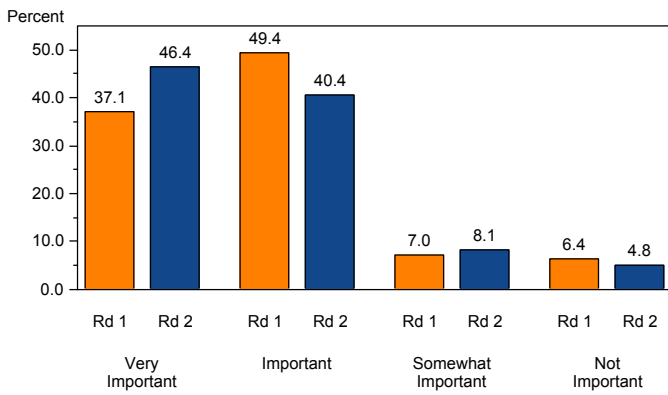
The general reputation of the doctor?

All Other AF4Q Markets



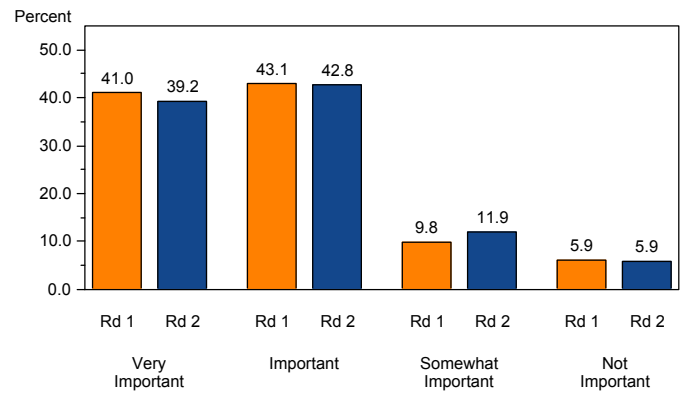
The convenience of seeing the doctor, such as travel, scheduling, etc.?

Detroit



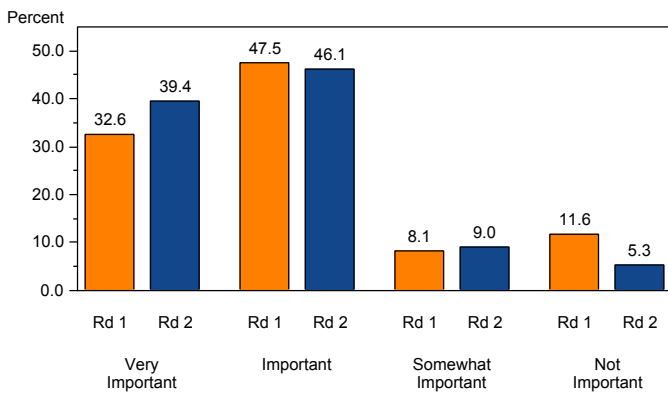
The convenience of seeing the doctor, such as travel, scheduling, etc.?

All Other AF4Q Markets



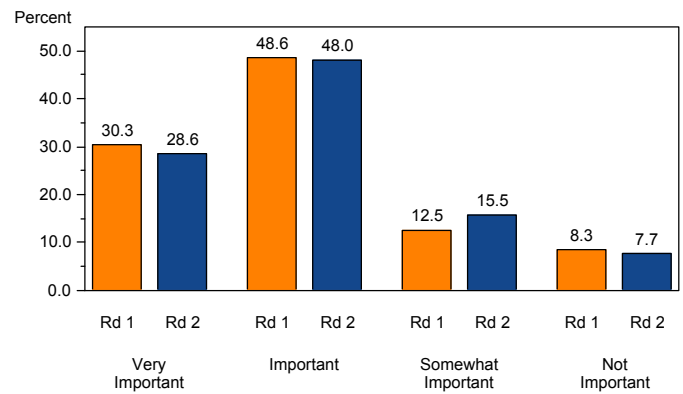
A report that shows which doctors follow recommended approaches to treat your condition(s)?

Detroit



A report that shows which doctors follow recommended approaches to treat your condition(s)?

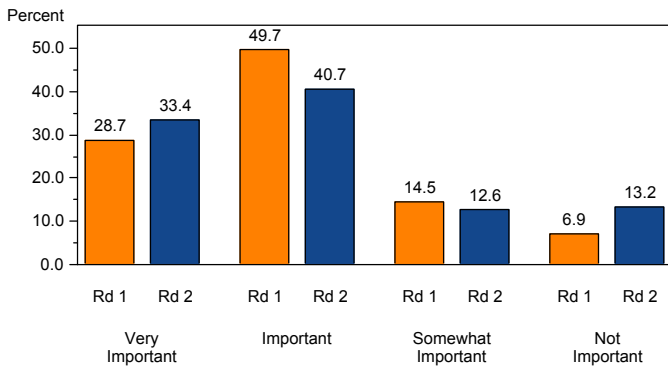
All Other AF4Q Markets



The next time you choose a doctor to treat your condition(s), how important might you consider . . .

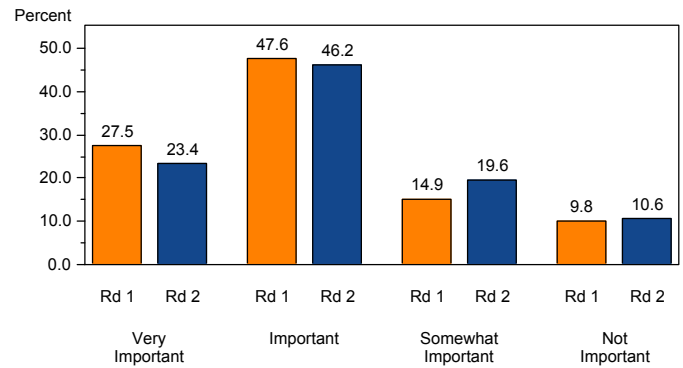
A report that shows the outcomes for patients (with conditions similar to yours) treated by different doctors?

Detroit



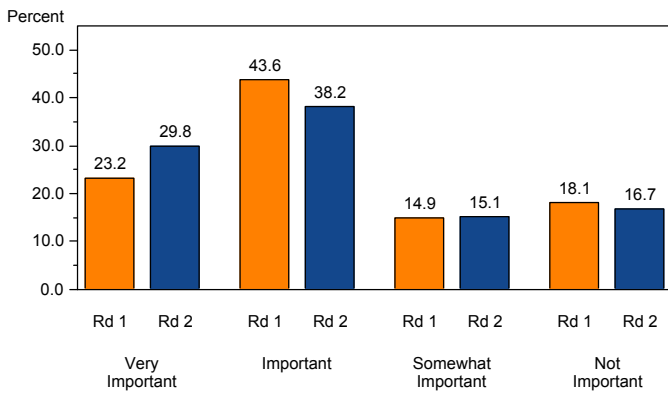
A report that shows the outcomes for patients (with conditions similar to yours) treated by different doctors?

All Other AF4Q Markets



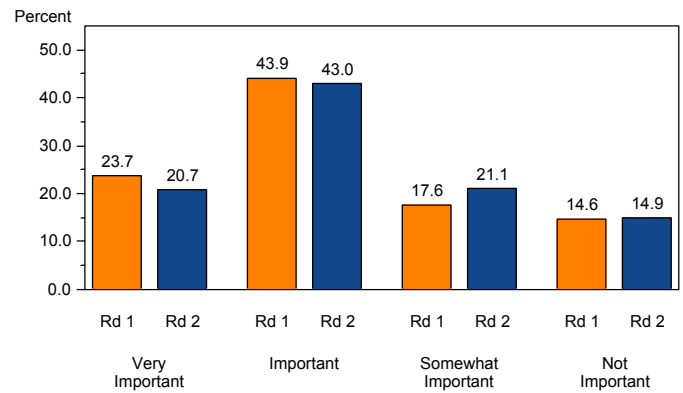
A report that compares how satisfied other patients are with their doctor or medical group?

Detroit



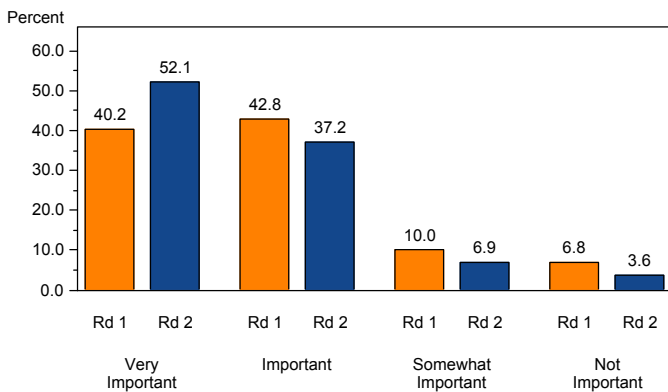
A report that compares how satisfied other patients are with their doctor or medical group?

All Other AF4Q Markets



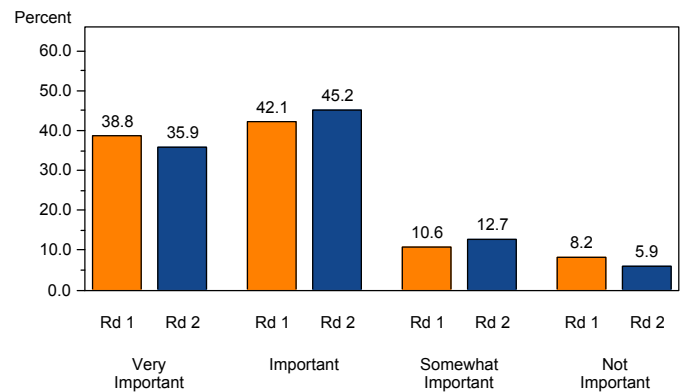
Your share of the costs of the medical services or procedures?

Detroit



Your share of the costs of the medical services or procedures?

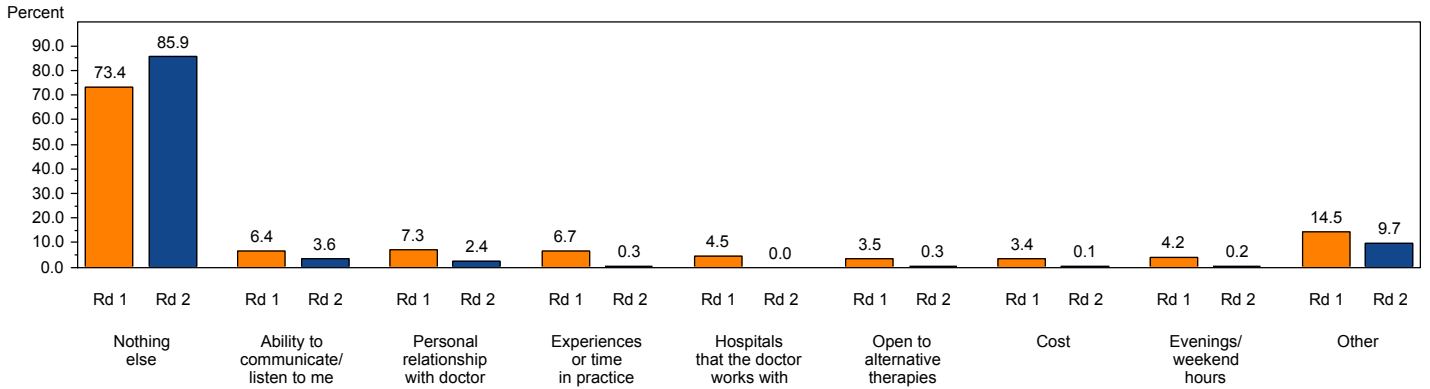
All Other AF4Q Markets



The next time you choose a doctor to treat your condition(s), how important might you consider . . .

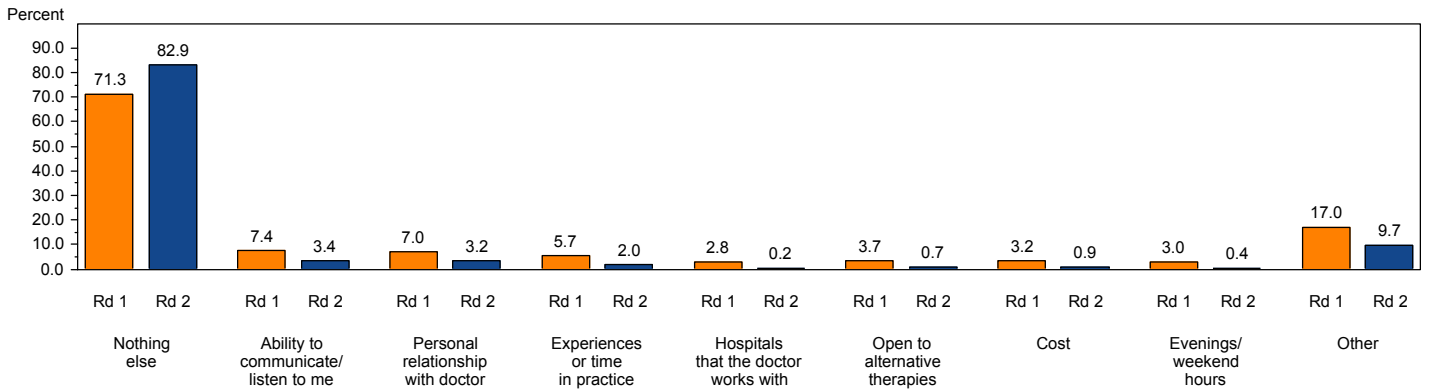
Are there other things you might consider next time you choose a doctor to treat your condition(s)? *

Detroit



Are there other things you might consider next time you choose a doctor to treat your condition(s)? *

All Other AF4Q Markets



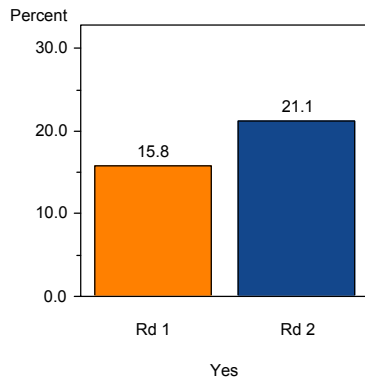
* See Appendix B for recorded responses in the "other" category for:

Are there other things you might consider next time you choose a doctor to treat your condition(s)?

Quality Reports - Doctors

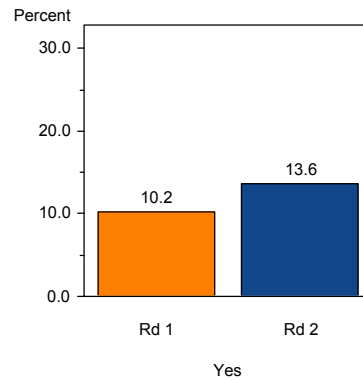
Did you see any information comparing the quality among different doctors in the past 12 months?

Detroit



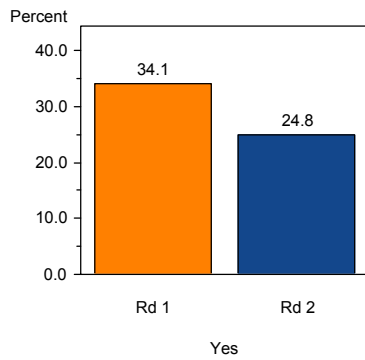
Did you see any information comparing the quality among different doctors in the past 12 months?

All Other AF4Q Markets



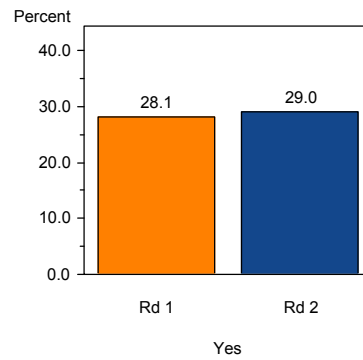
If you saw any information comparing quality among different doctors, did you personally use it in making any decisions about doctors? †

Detroit



If you saw any information comparing quality among different doctors, did you personally use it in making any decisions about doctors? †

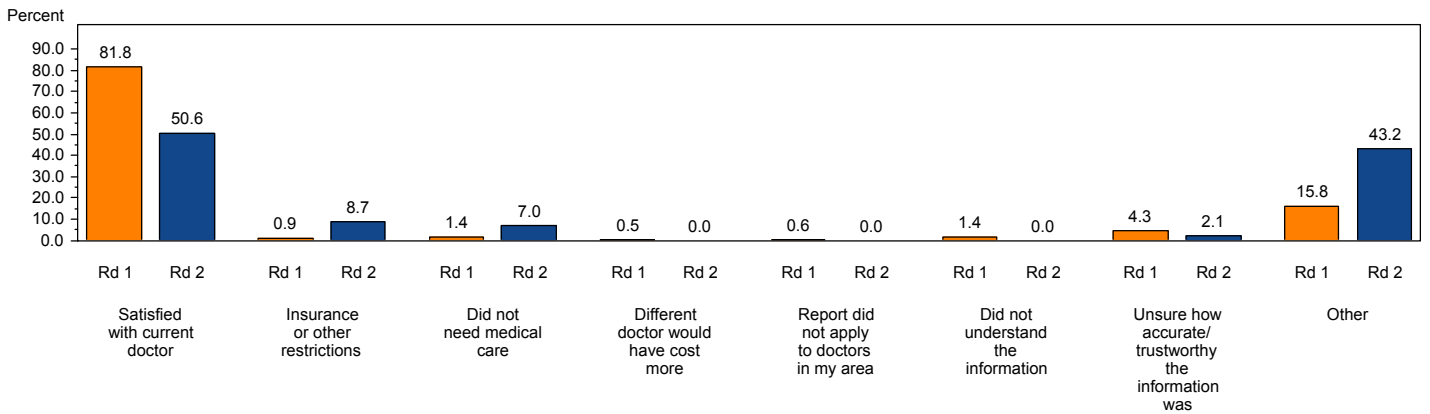
All Other AF4Q Markets



† This question was asked for only those respondents who answered YES to the previous question.

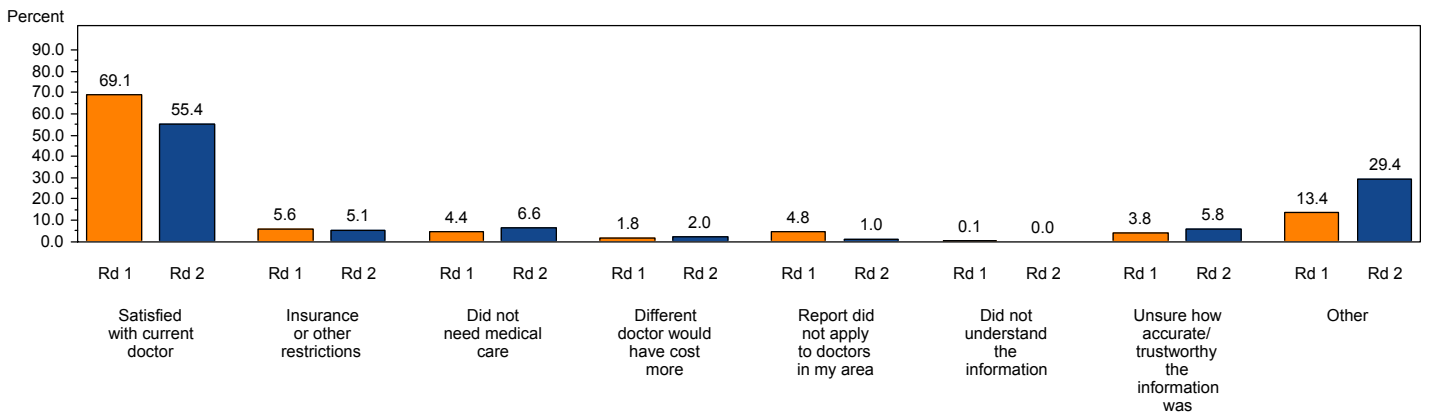
If you did not use the information you saw, why not? †*

Detroit



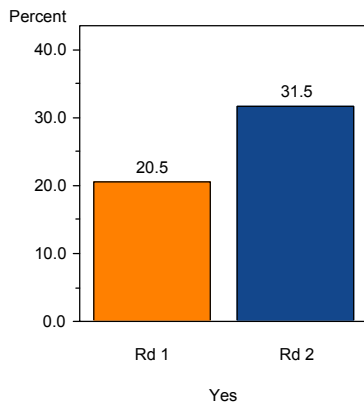
If you did not use the information you saw, why not? †*

All Other AF4Q Markets



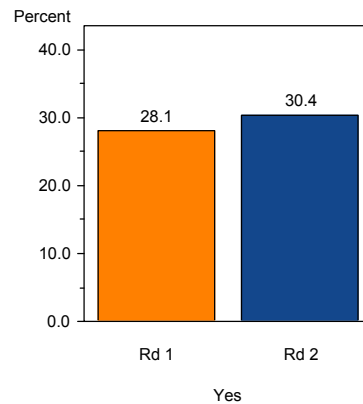
Did you talk with your doctor about the report? ‡

Detroit



Did you talk with your doctor about the report? ‡

All Other AF4Q Markets



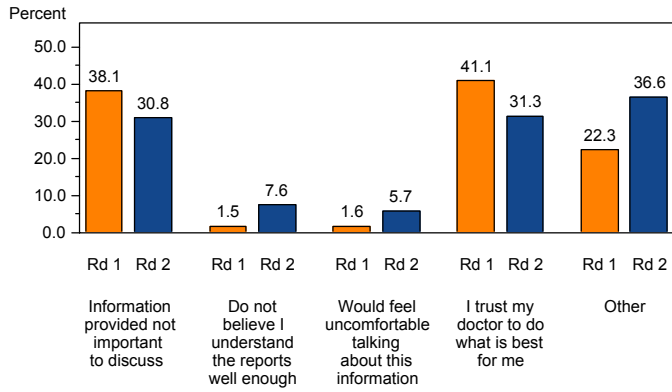
† This question was asked for only those respondents who answered NO to the previous question.

‡ This question was asked for only those respondents who answered YES to the question on the top of page 11.

* See Appendix B for recorded responses in the "other" category.

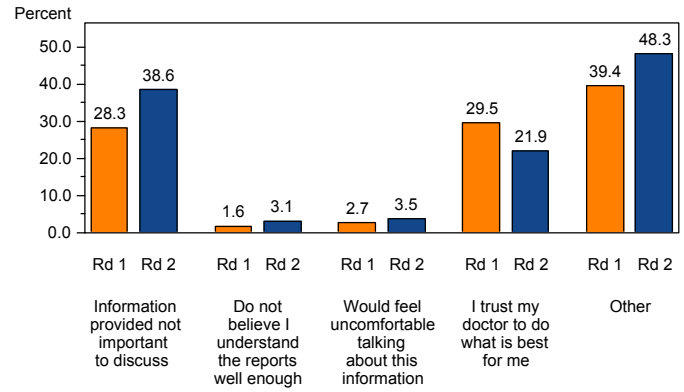
If you did not talk to your doctor about the report, why not? †*

Detroit



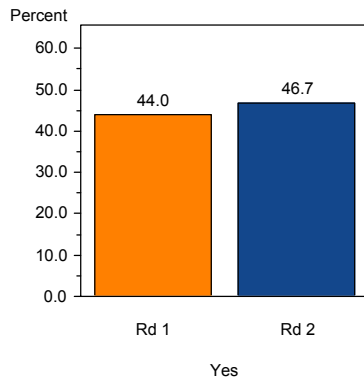
If you did not talk to your doctor about the report, why not? †*

All Other AF4Q Markets



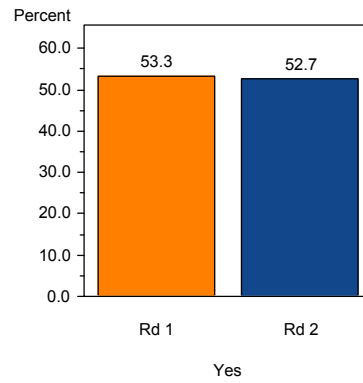
Did you talk with your friends and family about the information in the report? ‡

Detroit



Did you talk with your friends and family about the information in the report? ‡

All Other AF4Q Markets



† This question was asked for only those respondents who answered NO to the previous question.

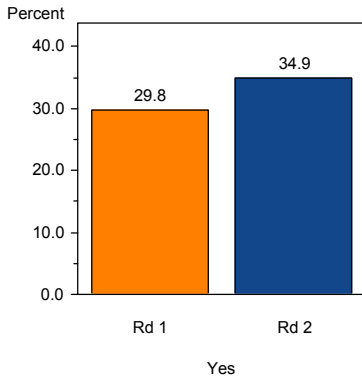
‡ This question was asked for only those respondents who answered YES to the question on the top of page 11.

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Quality Reports - Hospitals

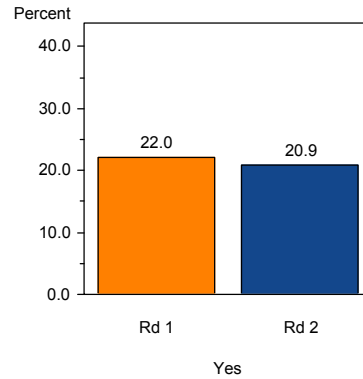
Did you see any information comparing the quality among different hospitals in the past 12 months?

Detroit



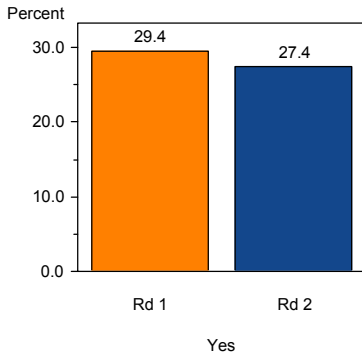
Did you see any information comparing the quality among different hospitals in the past 12 months?

All Other AF4Q Markets



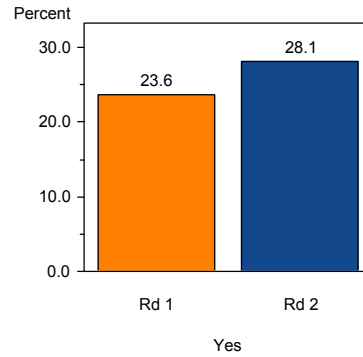
Did you personally use the information you saw comparing quality among hospitals in making any decisions about hospitals? †

Detroit



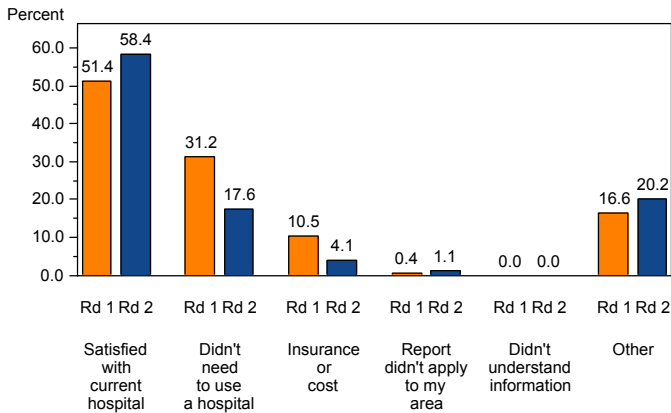
Did you personally use the information you saw comparing quality among hospitals in making any decisions about hospitals? †

All Other AF4Q Markets



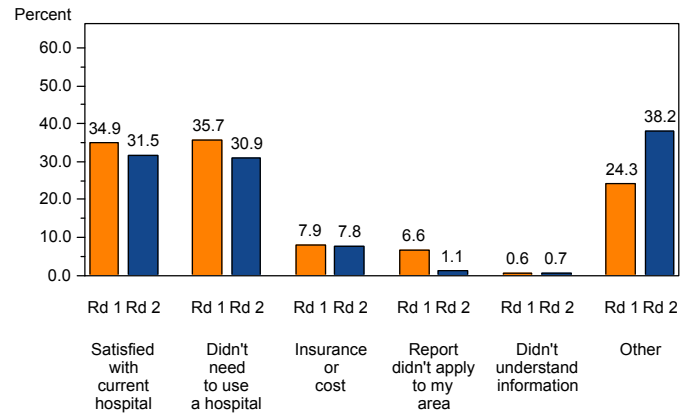
If you did not use the information you saw, why not? ‡*

Detroit



If you did not use the information you saw, why not? ‡*

All Other AF4Q Markets



† This question was asked for only those respondents who answered YES to the previous question.

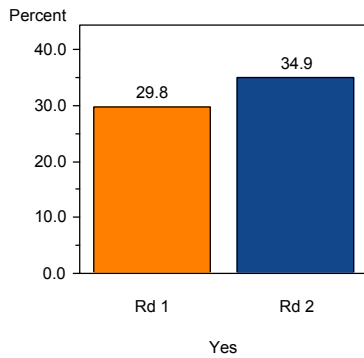
‡ This question was asked for only those respondents who answered NO to the previous question.

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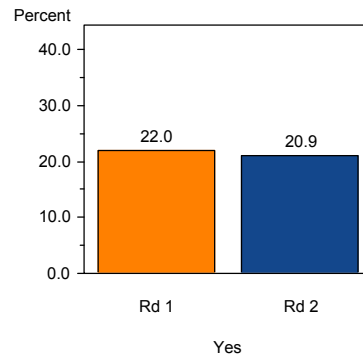
Quality Reports - Health Insurance

Did you see any information comparing the quality among different health insurance companies in the past 12 months?

Detroit

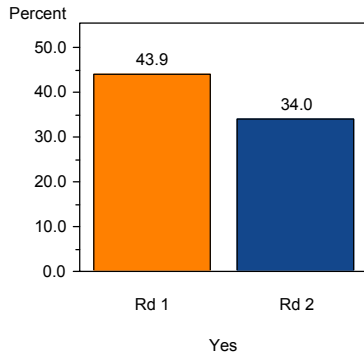


All Other AF4Q Markets



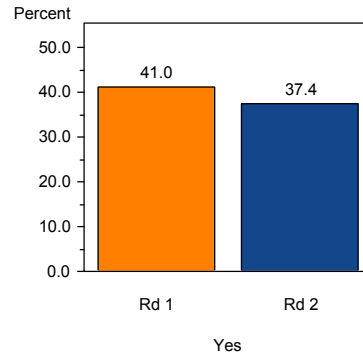
If you saw any information comparing quality among different health insurance companies, did you use it in making any decisions about health insurance plans? †

Detroit



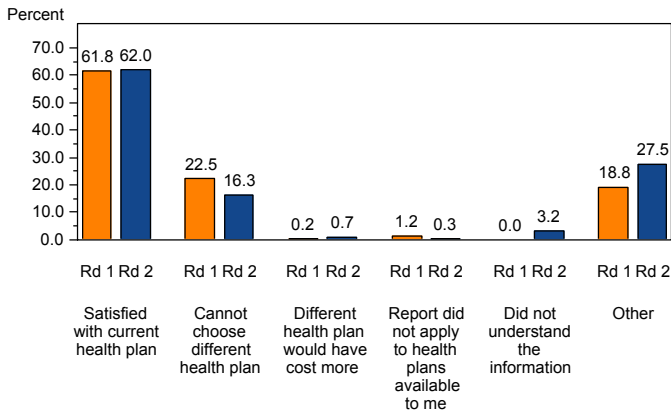
If you saw any information comparing quality among different health insurance companies, did you use it in making any decisions about health insurance plans? †

All Other AF4Q Markets



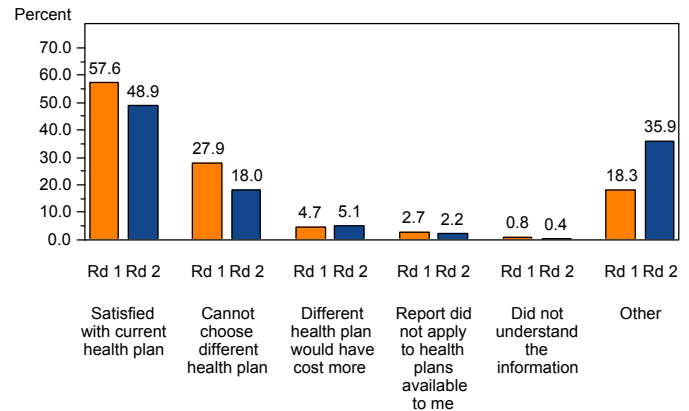
If you did not use the information you saw, why not? ‡*

Detroit



If you did not use the information you saw, why not? ‡*

All Other AF4Q Markets



† This question was asked for only those respondents who answered YES to the previous question.

‡ This question was asked for only those respondents who answered NO to the previous question.

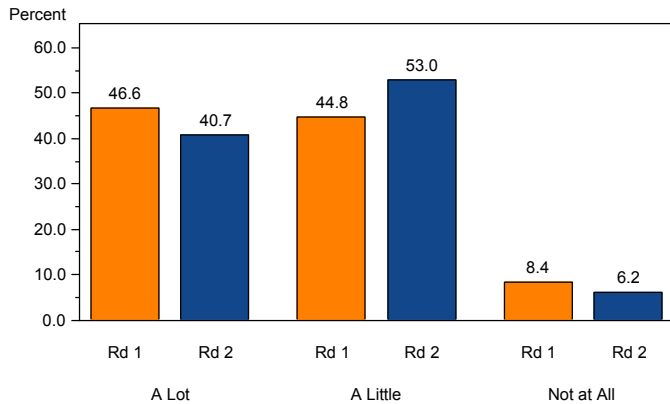
* See Appendix B for recorded responses in the "other" category.

Trust in Sources of Health Quality Information

Would you trust information about the quality of health care provided by doctors if the information came from . . .

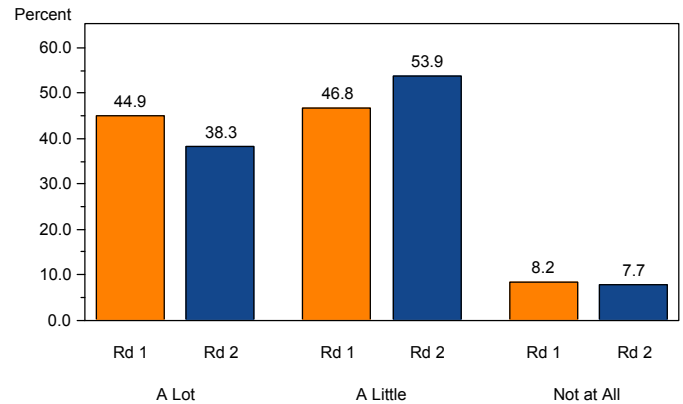
Family, friends, or coworkers?

Detroit



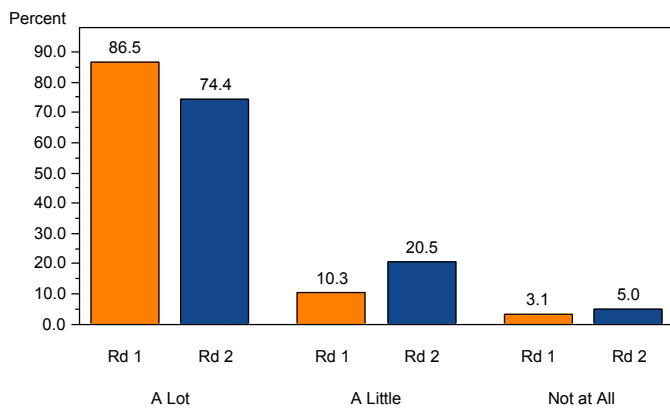
Family, friends, or coworkers?

All Other AF4Q Markets



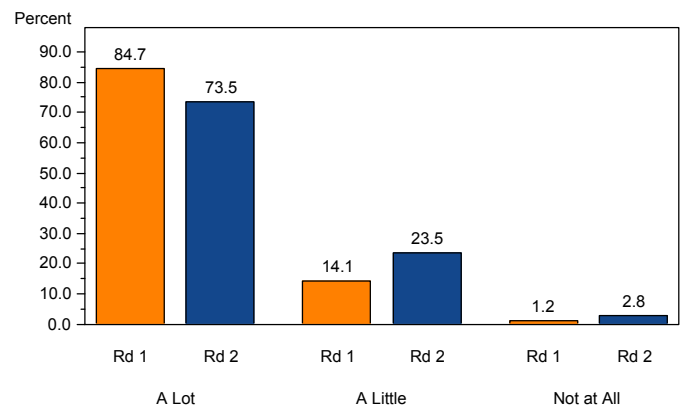
Your doctor?

Detroit



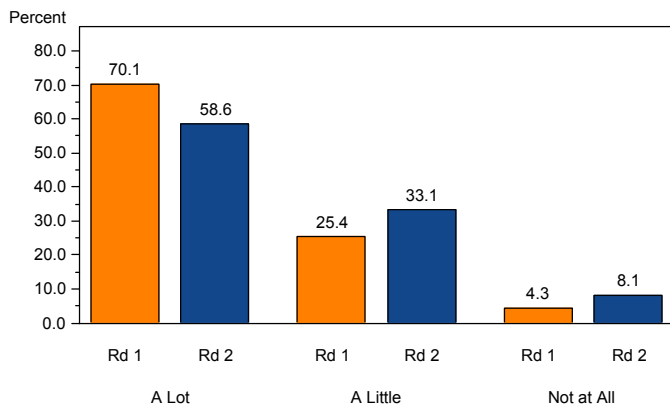
Your doctor?

All Other AF4Q Markets



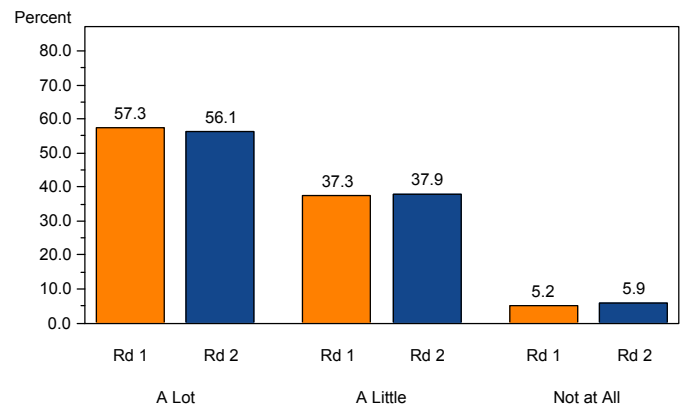
Your hospital?

Detroit



Your hospital?

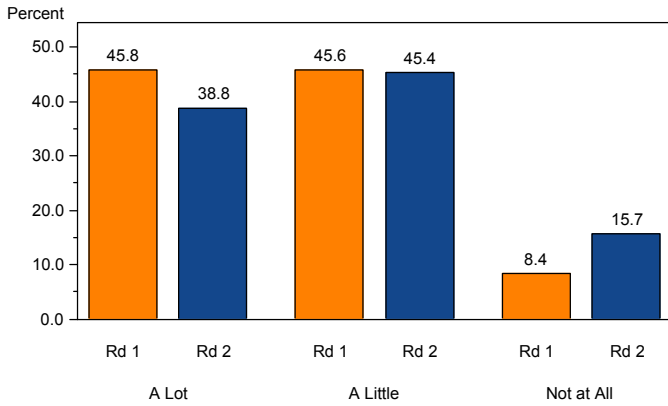
All Other AF4Q Markets



Would you trust information about the quality of health care provided by doctors if the information came from . . .

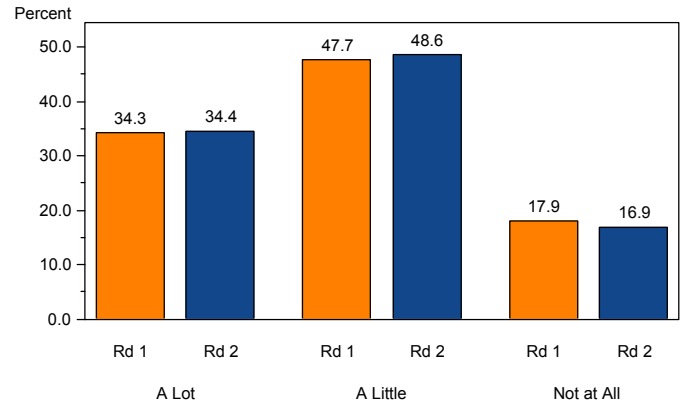
Your health insurance company?

Detroit



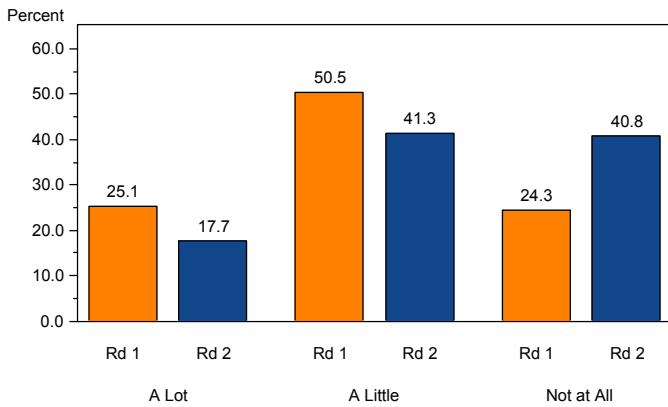
Your health insurance company?

All Other AF4Q Markets



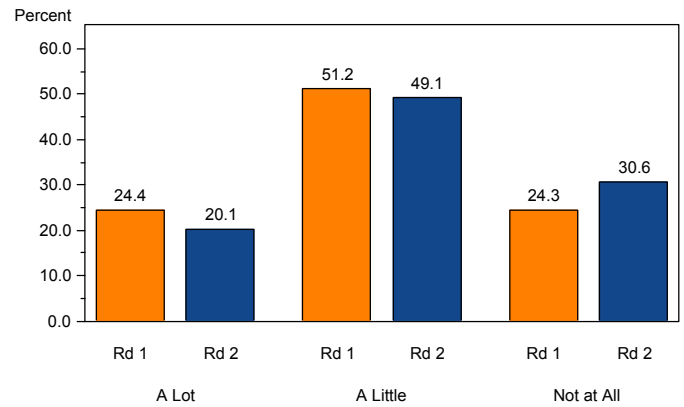
Your employer?

Detroit



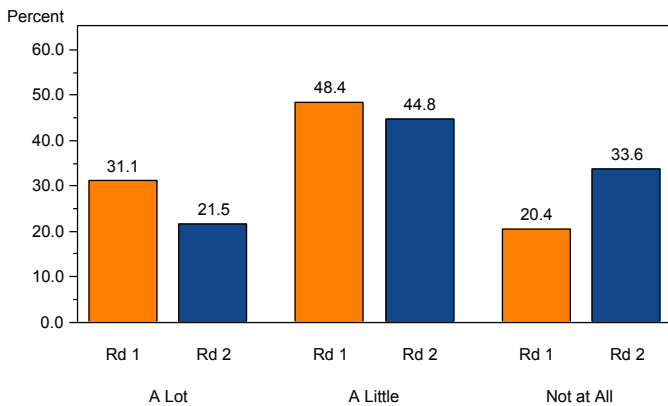
Your employer?

All Other AF4Q Markets



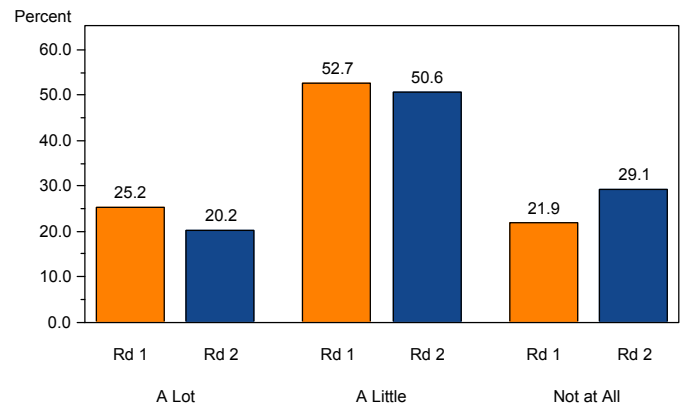
A federal, state or local government agency?

Detroit



A federal, state or local government agency?

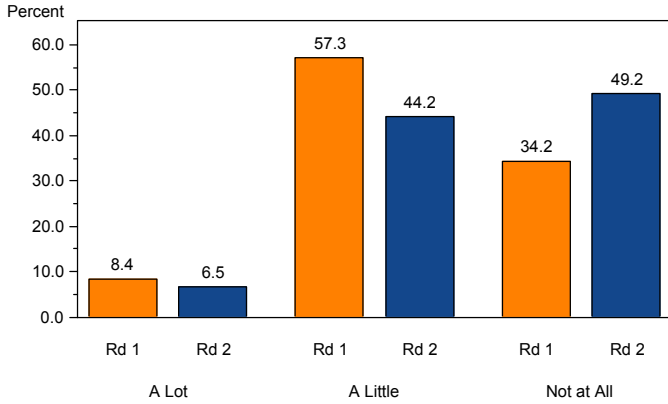
All Other AF4Q Markets



Would you trust information about the quality of health care provided by doctors if the information came from . . .

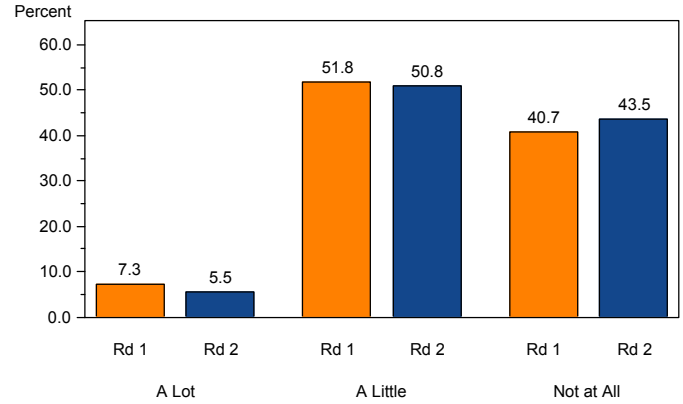
An Internet website?

Detroit



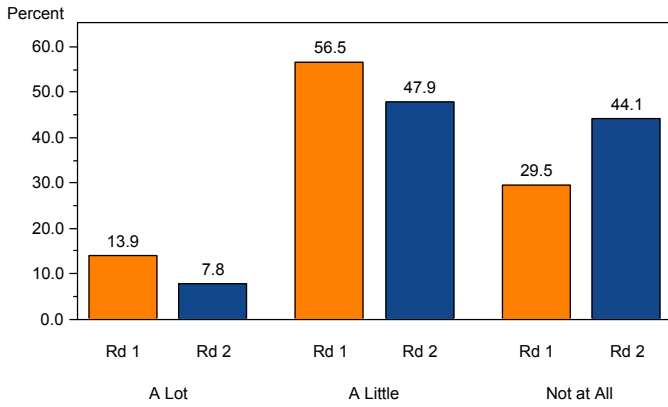
An Internet website?

All Other AF4Q Markets



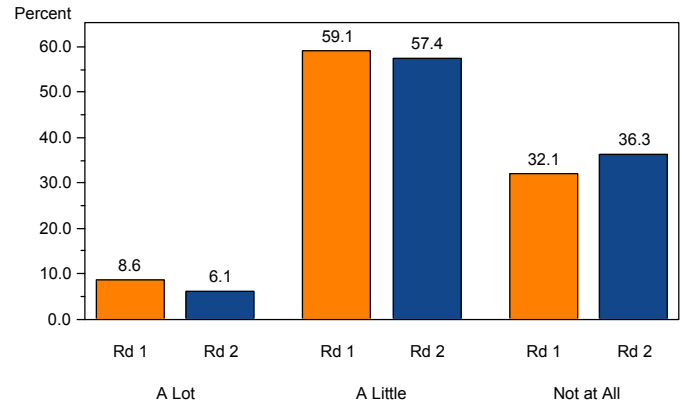
A newspaper or magazine?

Detroit



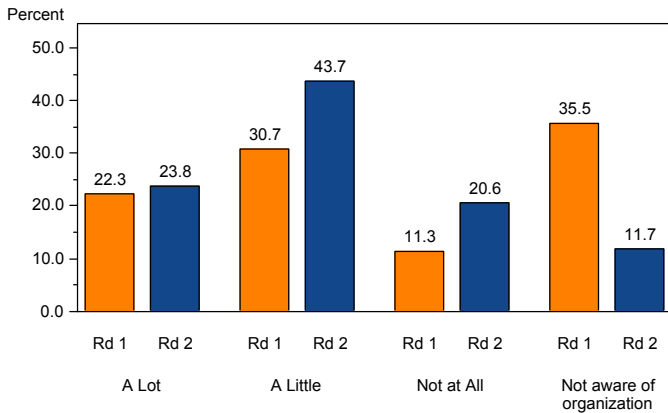
A newspaper or magazine?

All Other AF4Q Markets



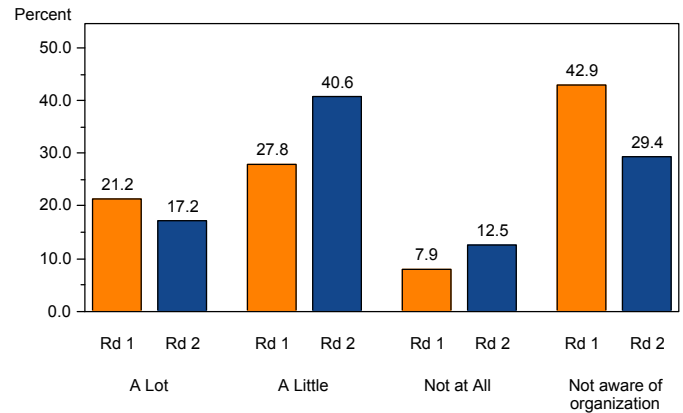
Greater Detroit Area Health Council?

Detroit



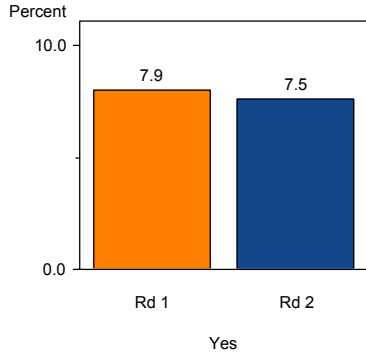
Local AF4Q Public Reporting Entity?

All Other AF4Q Markets



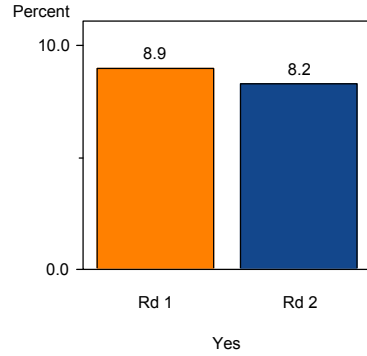
Do you know of any other local non-profit organizations that provide information about the health care quality provided by doctors?

Detroit



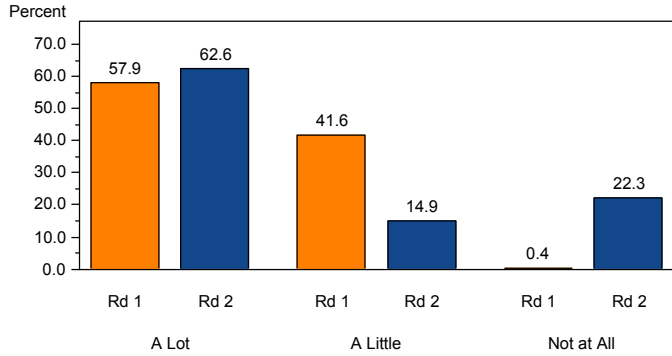
Do you know of any other local non-profit organizations that provide information about the health care quality provided by doctors?

All Other AF4Q Markets



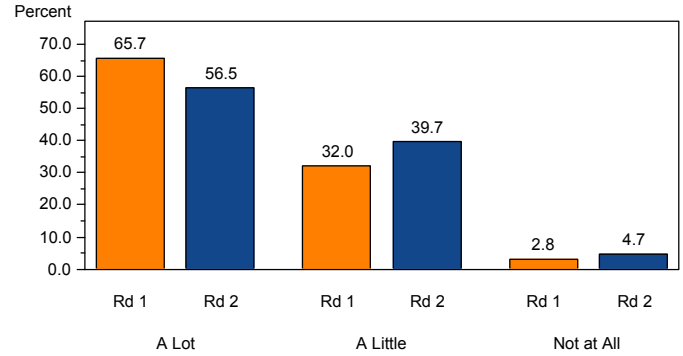
If you know of another local non-profit organization that provides information about the health care quality provided by doctors, would you trust this information? †

Detroit



If you know of another local non-profit organization that provides information about the health care quality provided by doctors, would you trust this information? †

All Other AF4Q Markets

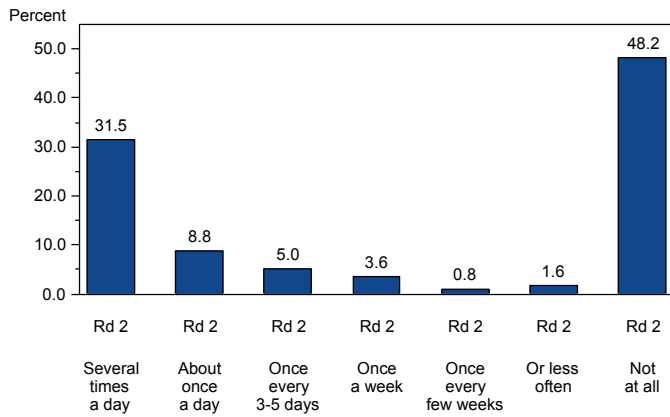


† This question was asked for only those respondents who answered YES to the previous question.

Using the Internet and Social Media to find Health Information¹

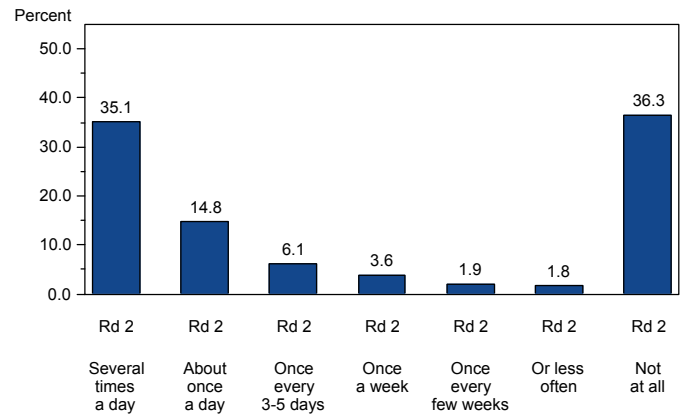
How often do you use the Internet?

Detroit



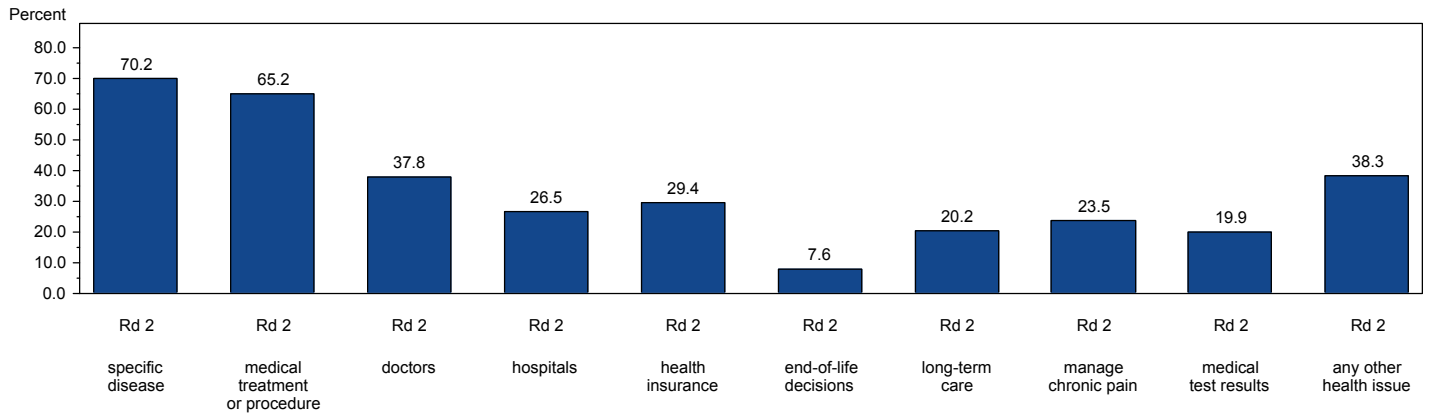
How often do you use the Internet?

All Other AF4Q Markets



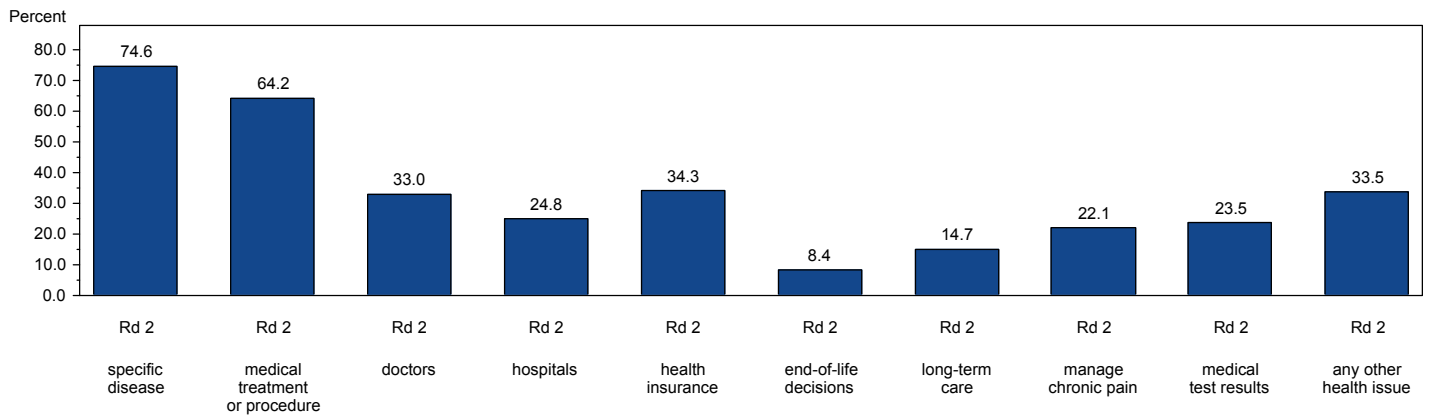
In the past 12 months, have you looked online for information about . . . ? †

Detroit



In the past 12 months, have you looked online for information about . . . ? †

All Other AF4Q Markets

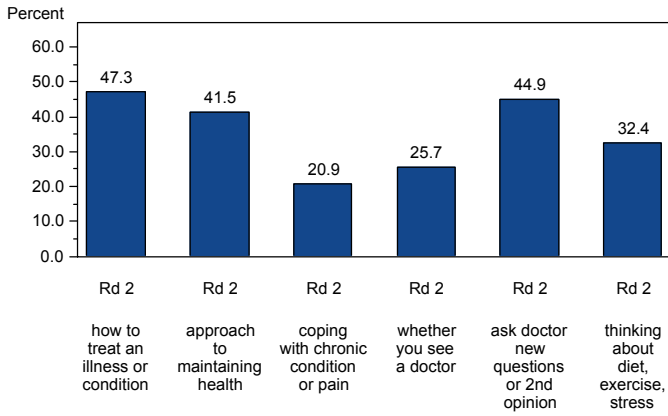


¹ New Items – questions in this section were only asked in round 2, so there are no longitudinal comparisons.

† This question was asked for only those respondents who indicated internet use.

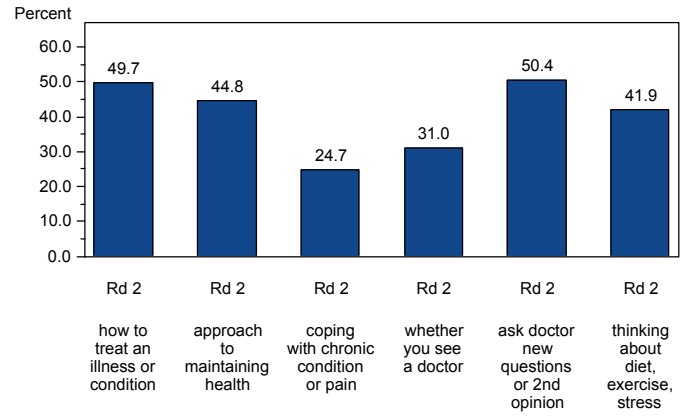
Did the information you found online affect . . . ? †

Detroit



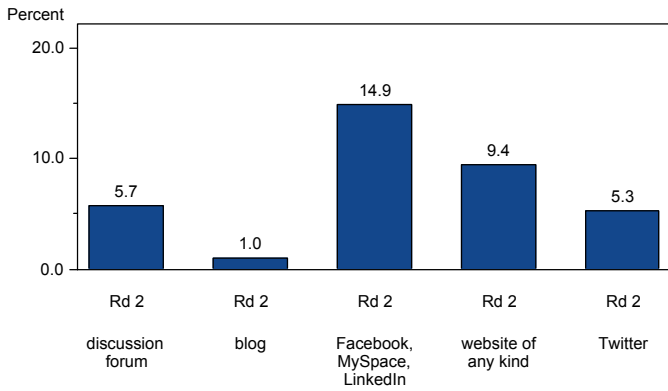
Did the information you found online affect . . . ? †

All Other AF4Q Markets



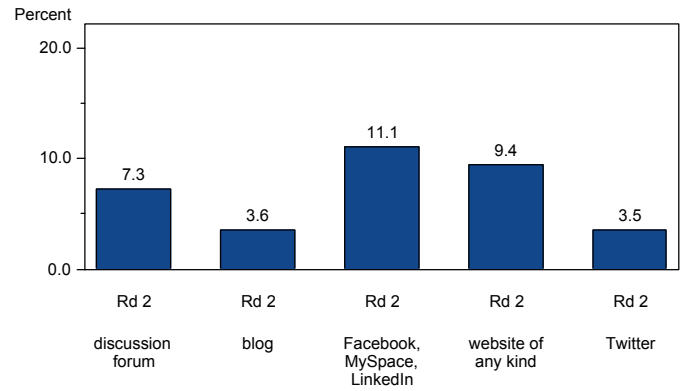
Have you ever posted comments about health matters in any of these places online? ‡

Detroit



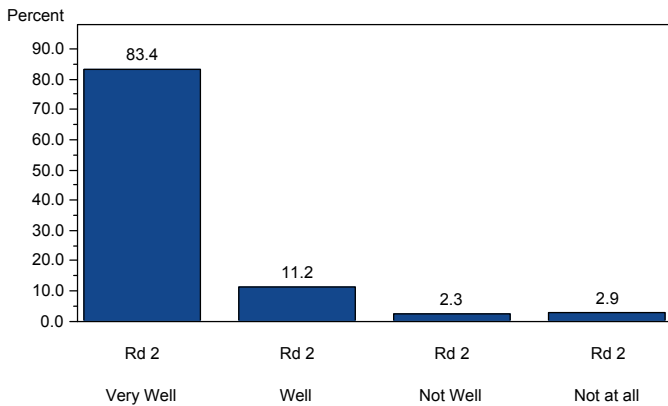
Have you ever posted comments about health matters in any of these places online? ‡

All Other AF4Q Markets



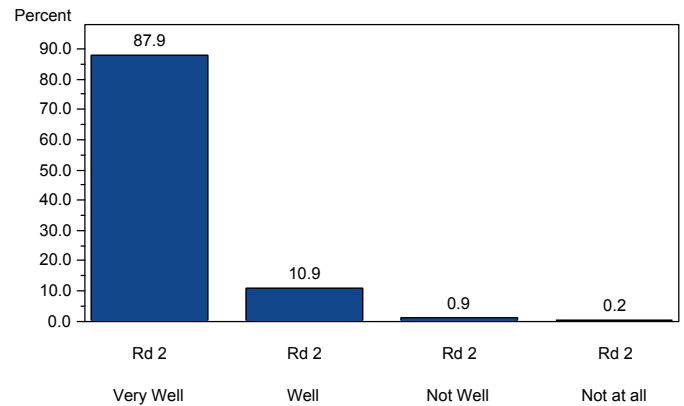
How would you rate your ability to speak and understand English?

Detroit



How would you rate your ability to speak and understand English?

All Other AF4Q Markets



† This question was asked for only those respondents who answered YES to the previous question.

‡ This question was asked for only those respondents who indicated internet use.

Patient/Consumer Engagement

The figures in this section show responses to questions regarding the level of engagement consumers have in the health care services they receive, as well as the extent to which they participate in healthy behaviors. This section also includes information on limitations in regular activities experienced by respondents.

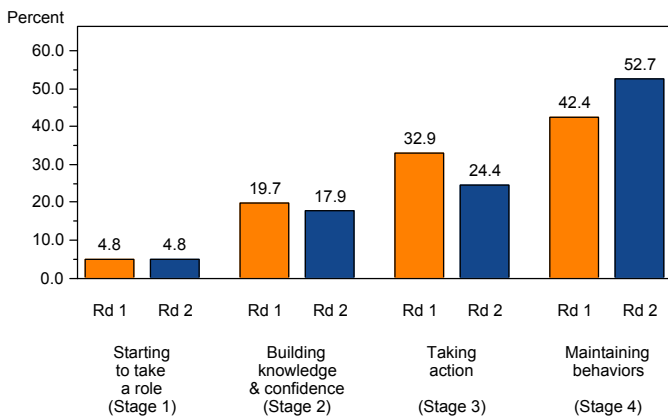
Patient Activation

The Patient Activation Measure© (PAM-13)¹ is a 13-item survey instrument that produces a uni-dimensional scale reflecting "a developmental model of patient activation" (Hibbard et al., 2004).² During the phone interviews, respondents are asked to state whether they "strongly agree, agree, disagree, or strongly disagree" on each of the 13 items included as part of this scale [e.g., "When all is said and done, I am the person who is responsible for managing my health condition(s)."] Each item is then assigned a numerical value based on the response ("strongly agree" receives the highest value; "strongly disagree" receives the lowest). All the values are then aggregated to obtain a single "raw score," which, in turn, is converted to each respondent's "activation level" based on an algorithm developed by Hibbard et al. The respondents are then further classified under four activation "stages" based on their activation levels:

- Stage 1: Starting to take a role
- Stage 2: Building knowledge & confidence
- Stage 3: Taking action
- Stage 4: Maintaining behaviors

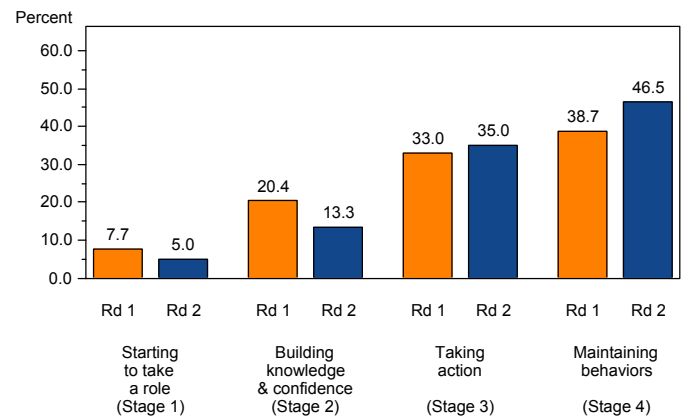
Patient Activation Measure Stages - All Respondents

Detroit



Patient Activation Measure Stages - All Respondents

All Other AF4Q Markets

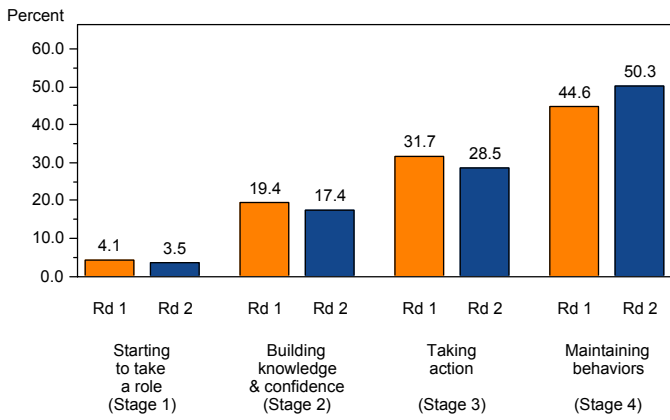


¹The Patient Activation Measure is copyrighted by Insignia Health. For licensee use only. All rights reserved.

²Hibbard, Judith, Jean Stockard, Eldon R. Mahoney, and Martin Tusler. 2004. "Development of the Patient Activation Measure (PAM): Conceptualizing and Measuring Activation in Patients and Consumers," Health Services Research 39(4): 1005-1026.

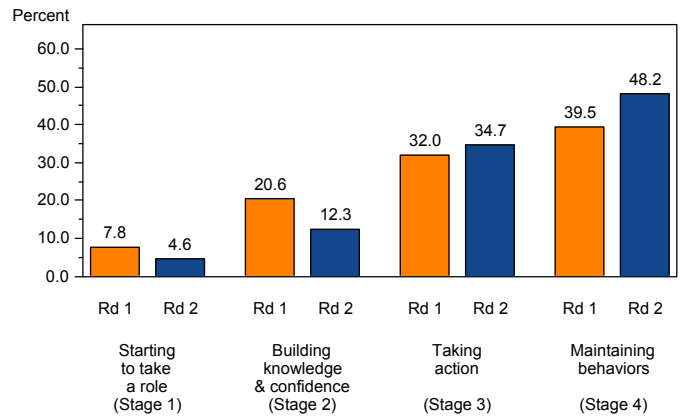
Patient Activation Measure Stages - Whites

Detroit



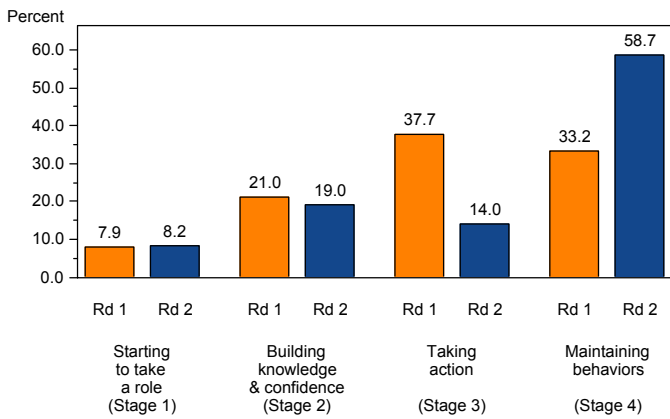
Patient Activation Measure Stages - Whites

All Other AF4Q Markets



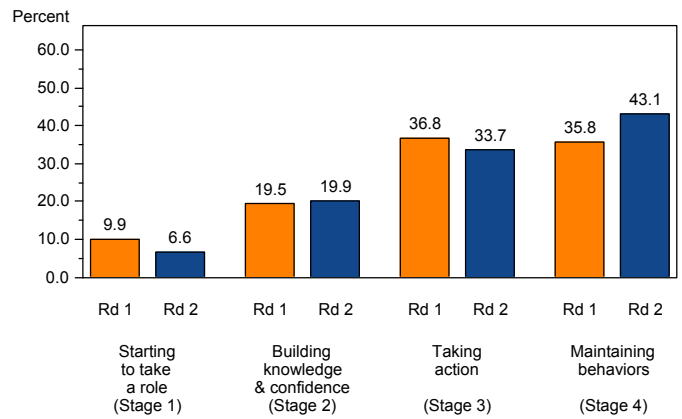
Patient Activation Measure Stages - Non-Whites¹

Detroit



Patient Activation Measure Stages - Non-Whites¹

All Other AF4Q Markets

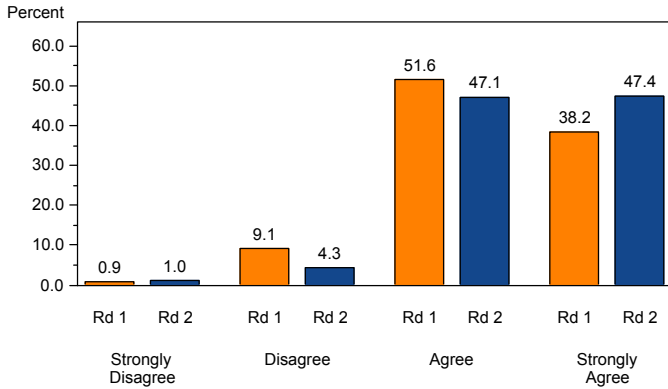


¹The sample size for this question was small, thus response should be interpreted with caution.

Healthy Behaviors

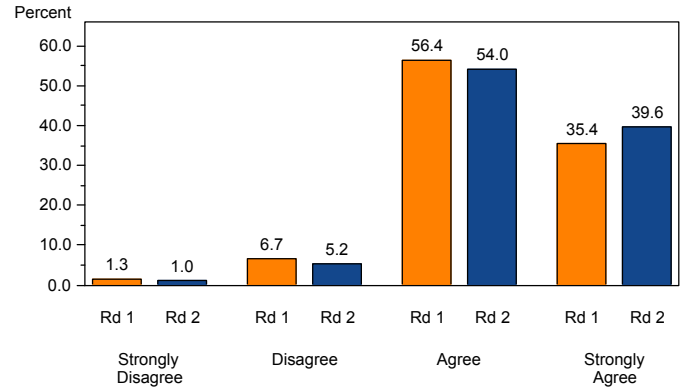
When I do not understand, I am persistent in asking a doctor to explain something until I understand it.

Detroit



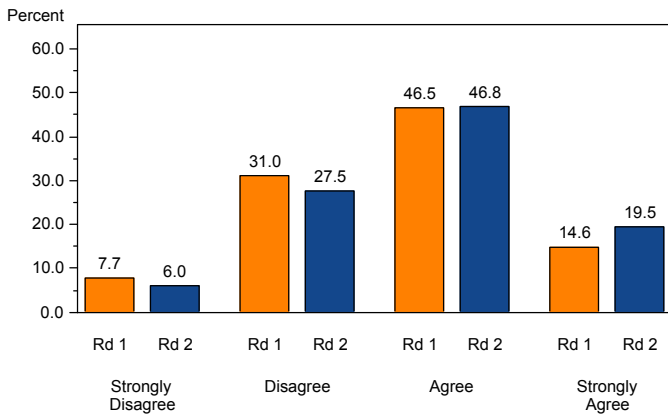
When I do not understand, I am persistent in asking a doctor to explain something until I understand it.

All Other AF4Q Markets



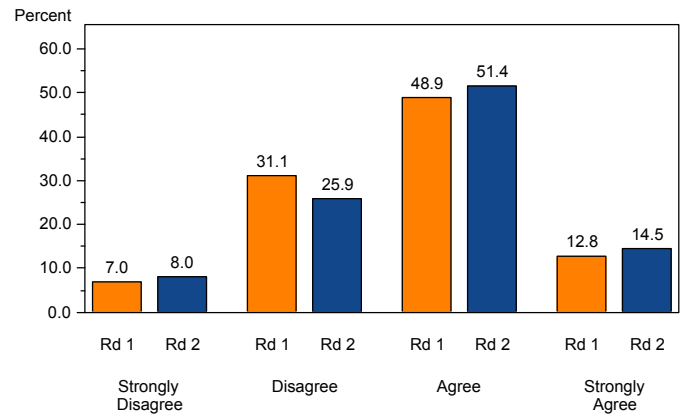
I am able to maintain a low fat diet.

Detroit



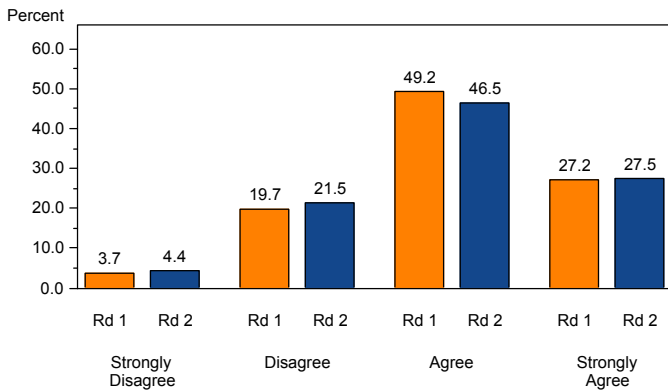
I am able to maintain a low fat diet.

All Other AF4Q Markets



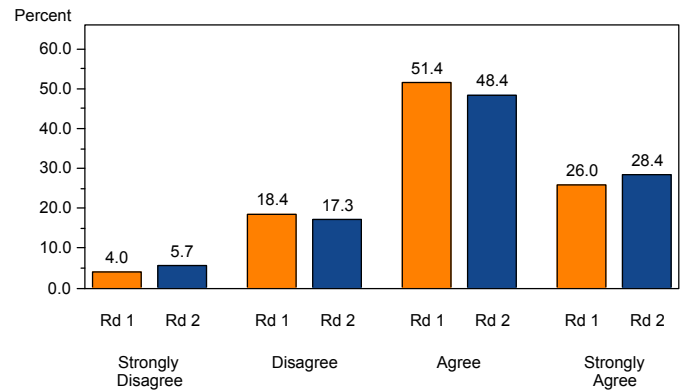
I read the label on food bought at the grocery store to see what it contains.

Detroit



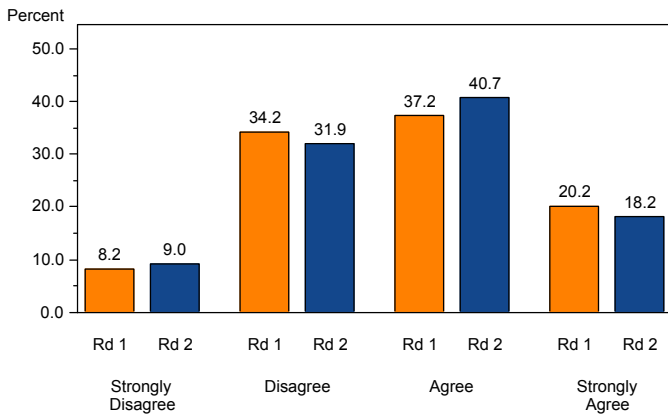
I read the label on food bought at the grocery store to see what it contains.

All Other AF4Q Markets



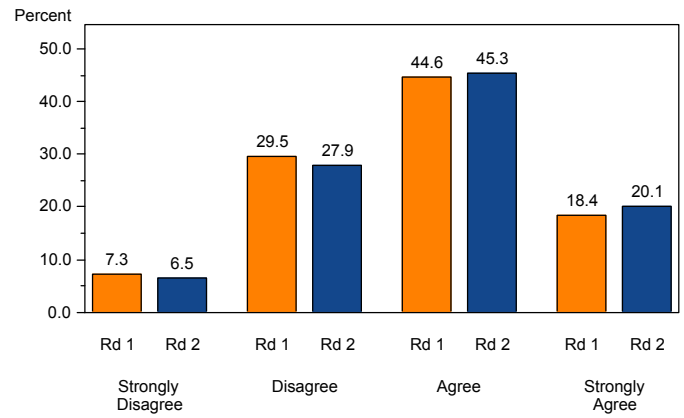
I exercise on a regular basis.

Detroit



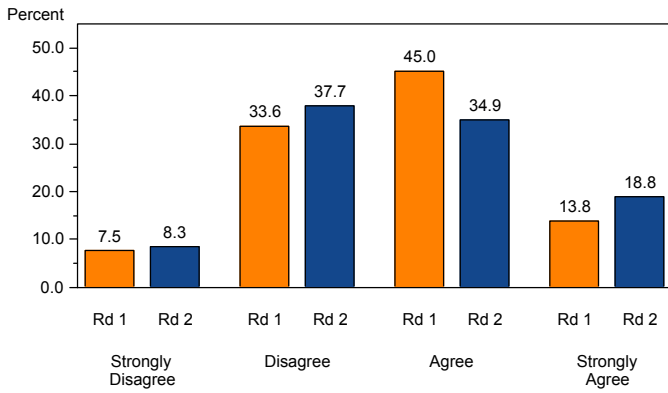
I exercise on a regular basis.

All Other AF4Q Markets



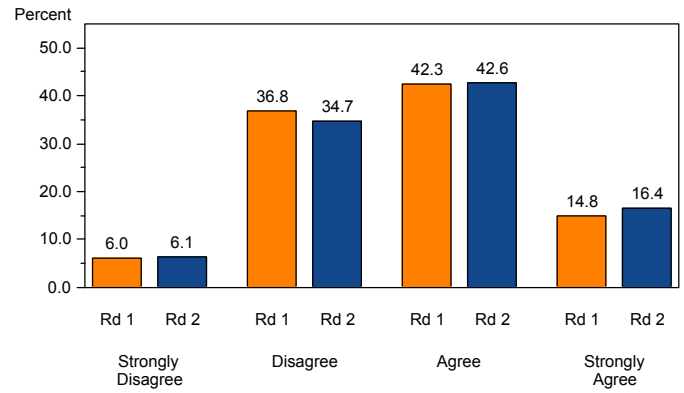
Most days of the week I eat at least 5 servings of fruits or vegetables.

Detroit



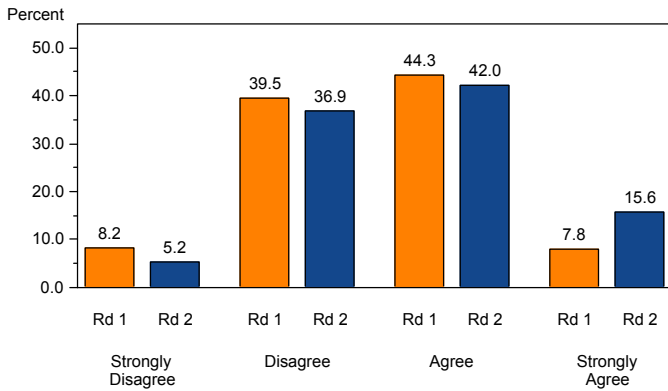
Most days of the week I eat at least 5 servings of fruits or vegetables.

All Other AF4Q Markets



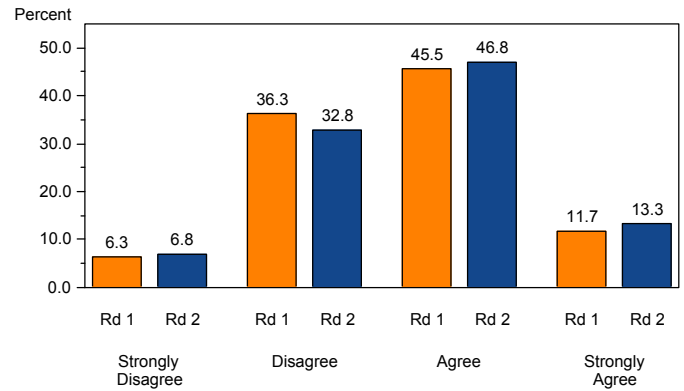
Friends or family members ask me for advice on health care issues.

Detroit



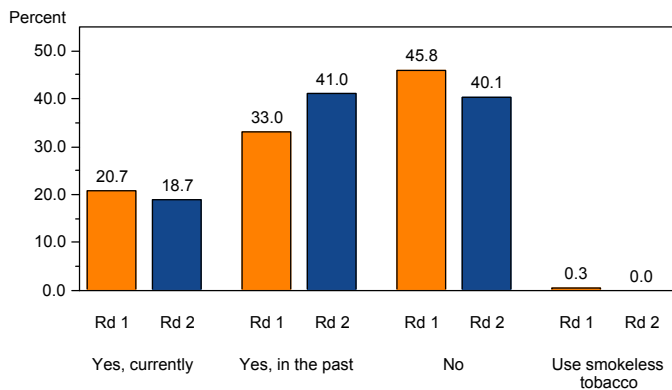
Friends or family members ask me for advice on health care issues.

All Other AF4Q Markets



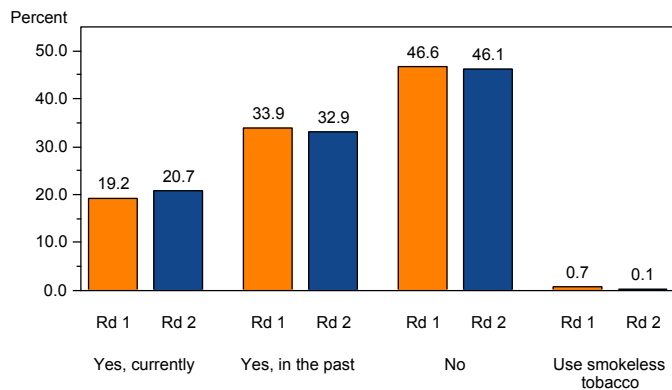
Do you currently smoke tobacco or have you in the past smoked tobacco?

Detroit



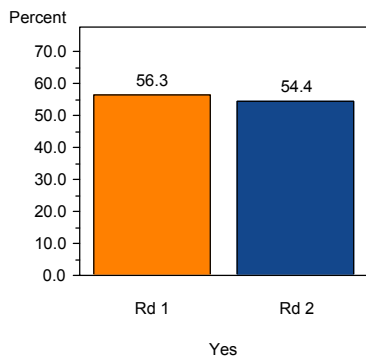
Do you currently smoke tobacco or have you in the past smoked tobacco?

All Other AF4Q Markets



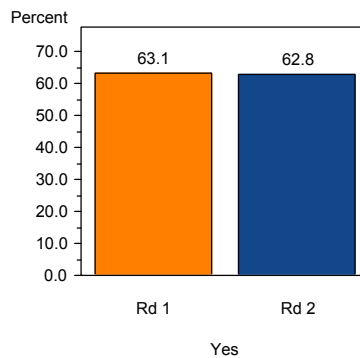
If you currently smoke, did you get information about quitting smoking from your doctor or other health professional in the past 12 months? †

Detroit



If you currently smoke, did you get information about quitting smoking from your doctor or other health professional in the past 12 months? †

All Other AF4Q Markets



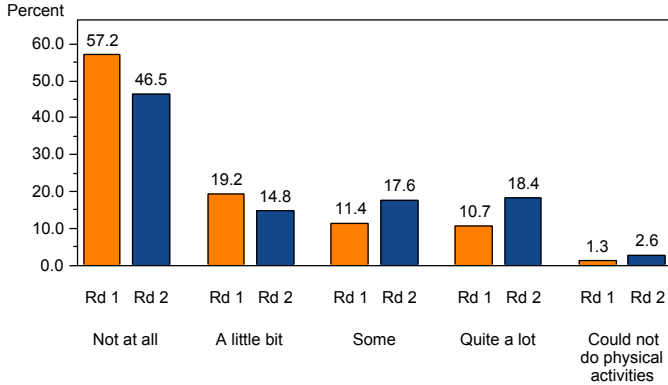
† This question was asked for only those respondents who answered YES to the previous question.

Limitations in Activities

During the past 4 weeks . . .

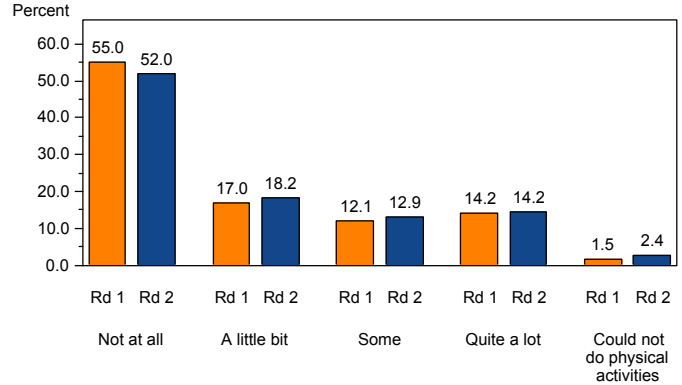
How much did physical health problems limit your usual physical activities such as walking or climbing stairs?

Detroit



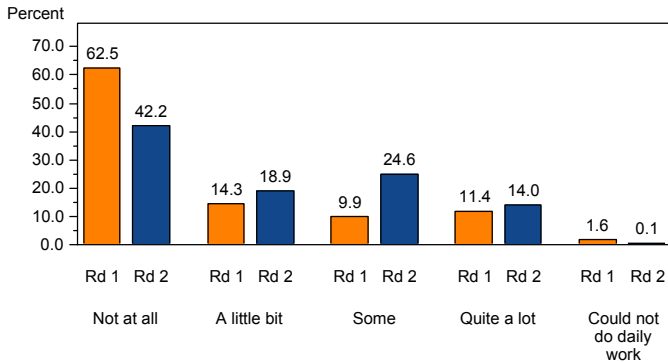
How much did physical health problems limit your usual physical activities such as walking or climbing stairs?

All Other AF4Q Markets



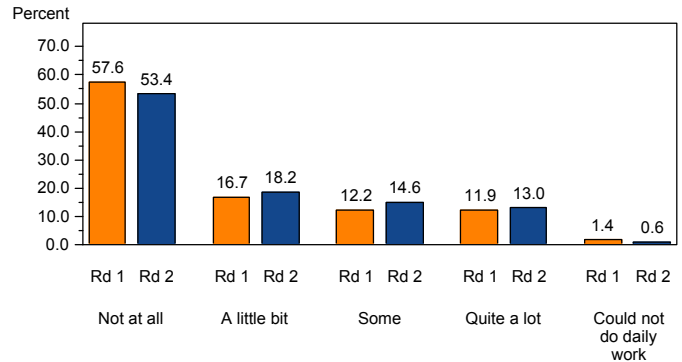
How much difficulty did you have doing your daily work, both at home and away from home, because of your physical health?

Detroit



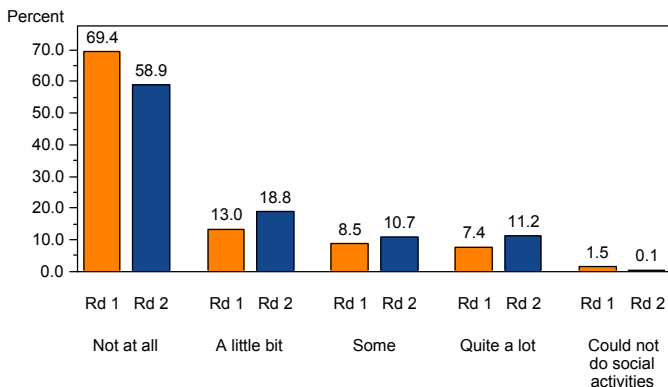
How much difficulty did you have doing your daily work, both at home and away from home, because of your physical health?

All Other AF4Q Markets



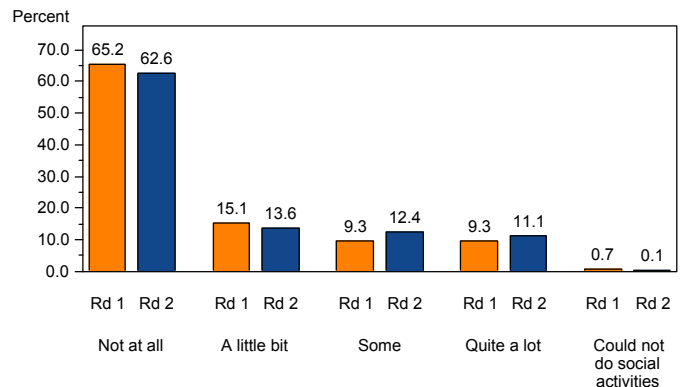
How much did your health problems limit your usual social activities with family or friends?

Detroit



How much did your health problems limit your usual social activities with family or friends?

All Other AF4Q Markets



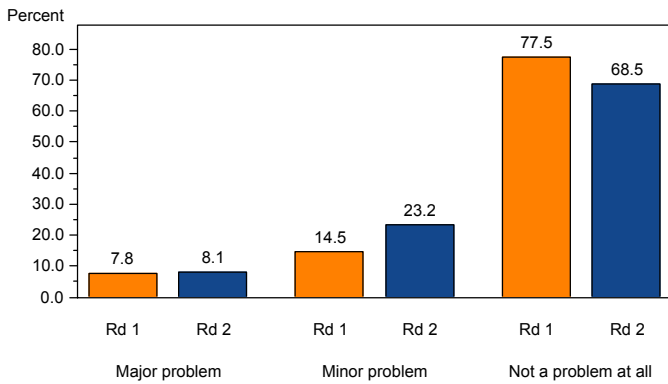
Experiences with Health Care Professionals

In this section, survey questions focus on the interactions and experiences of respondents with health care professionals. These figures show respondent attitudes about the quality of interactions and outreach by health care professionals, coordination between health care professionals, problems faced in getting care, and experiences with discrimination.

Coordination among Health Care Professionals

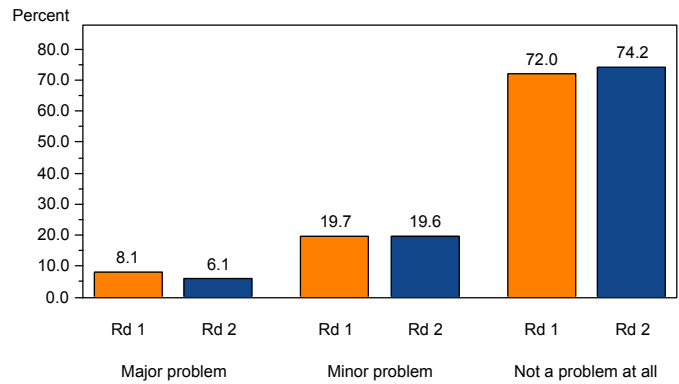
Do you think that coordination among all of the different health care professionals that you see is . . . ?

Detroit



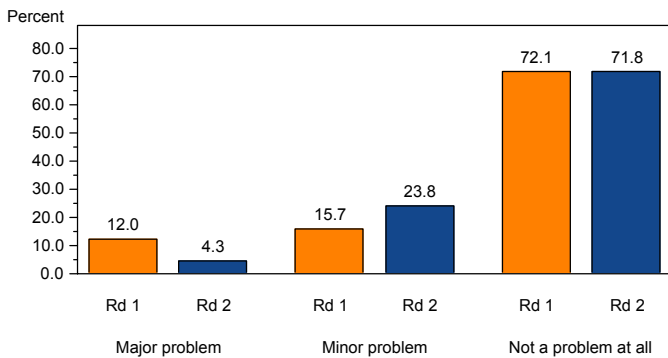
Do you think that coordination among all of the different health care professionals that you see is . . . ?

All Other AF4Q Markets



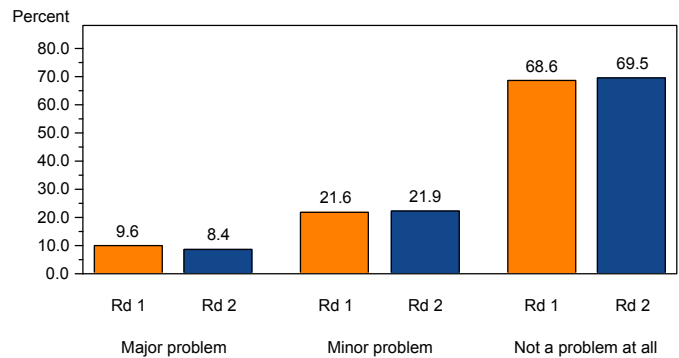
Do you think that coordination among your health care professional(s) and alternative health care practitioner(s) is . . . ?

Detroit



Do you think that coordination among your health care professional(s) and alternative health care practitioner(s) is . . . ?

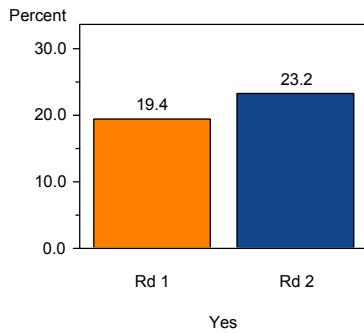
All Other AF4Q Markets



Problems Getting Recommended Care

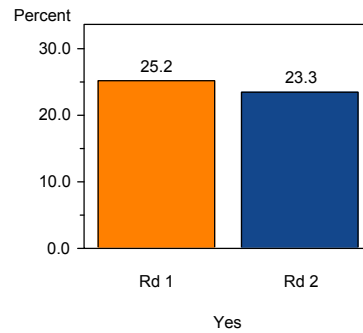
During the past 12 months, was there any time when you had a medical problem but put off, postponed or did not seek medical care when you needed to?

Detroit



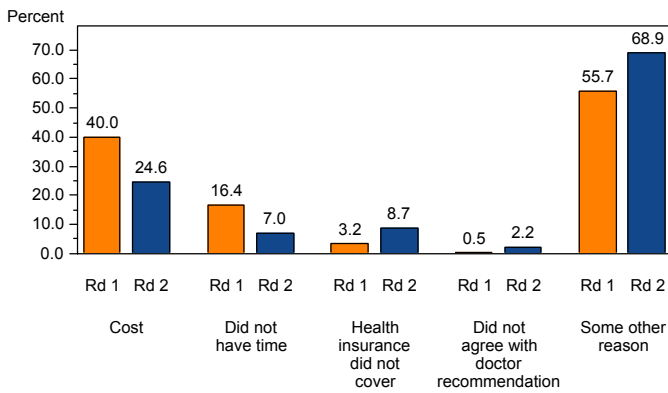
During the past 12 months, was there any time when you had a medical problem but put off, postponed or did not seek medical care when you needed to?

All Other AF4Q Markets



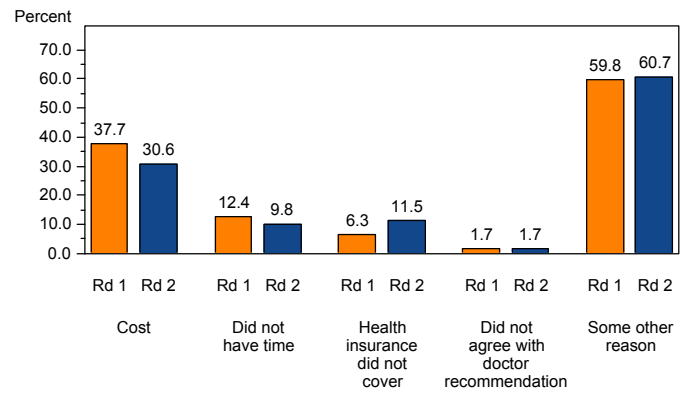
If you put off/postponed medical care in the past 12 months, what was the reason? †*

Detroit



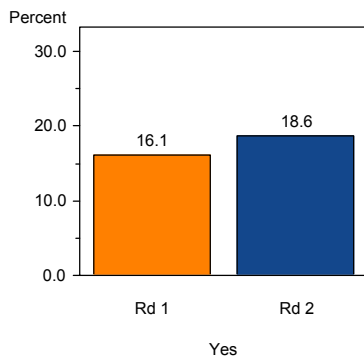
If you put off/postponed medical care in the past 12 months, what was the reason? †*

All Other AF4Q Markets



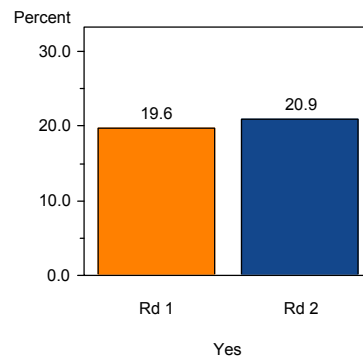
During the past 12 months, was there any time when you did not fill a prescription for medicine?

Detroit



During the past 12 months, was there any time when you did not fill a prescription for medicine?

All Other AF4Q Markets

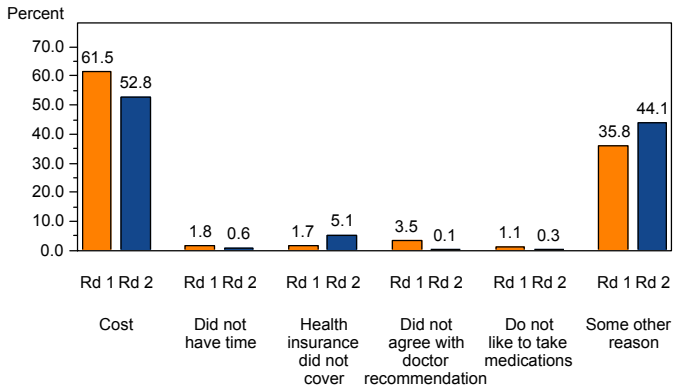


† This question was asked for only those respondents who answered YES to the previous question.

* See Appendix B for recorded responses in the "some other reason" category.

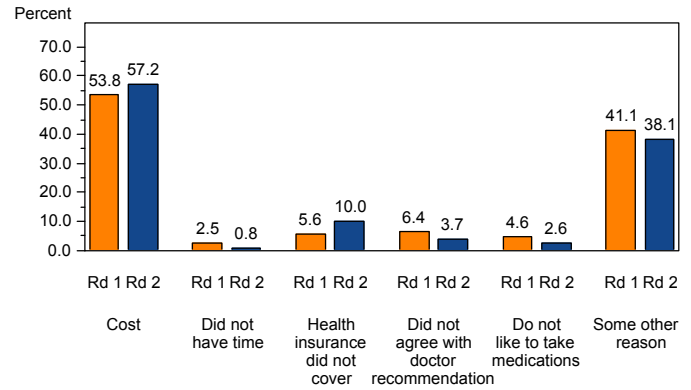
If you did not fill a prescription in the past 12 months, what was the reason? †*

Detroit



If you did not fill a prescription in the past 12 months, what was the reason? †*

All Other AF4Q Markets

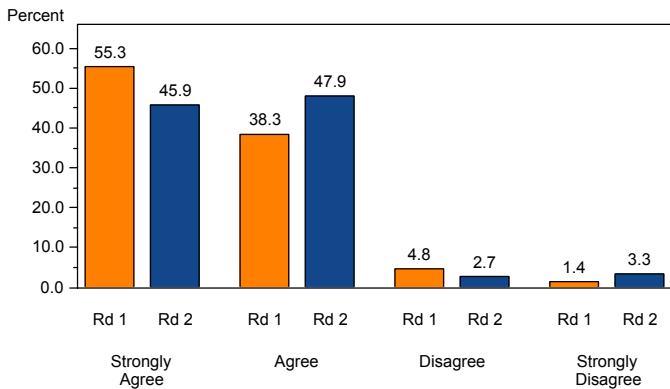


Interaction with Health Care Professionals

Thinking about the past 6 months, did your health care professional(s) . . .

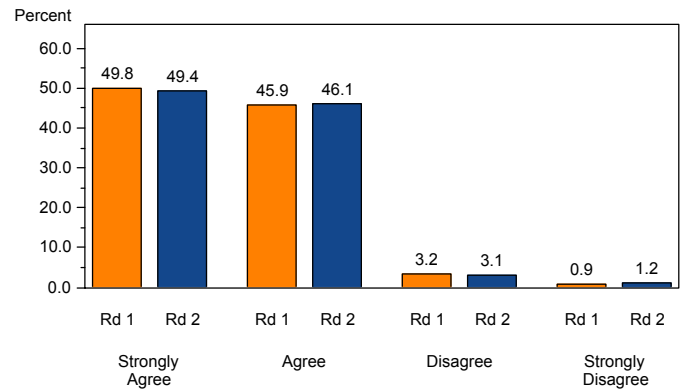
Explain things in a way you could understand?

Detroit



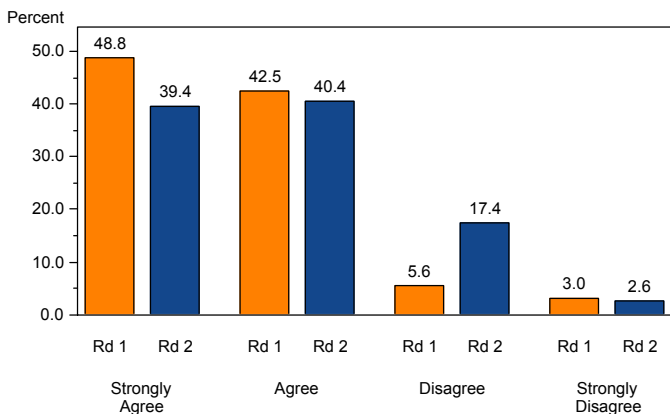
Explain things in a way you could understand?

All Other AF4Q Markets



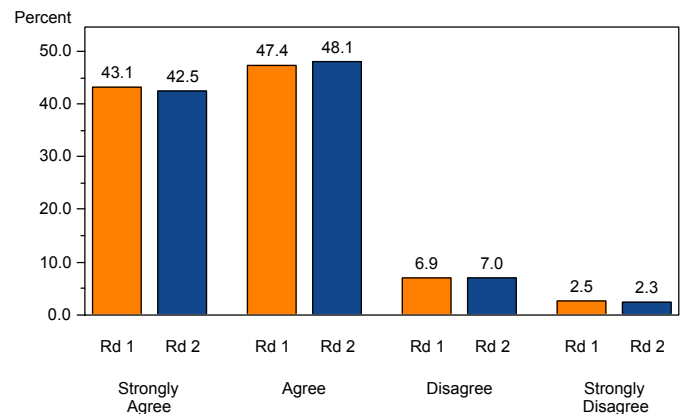
Spend enough time with you?

Detroit



Spend enough time with you?

All Other AF4Q Markets



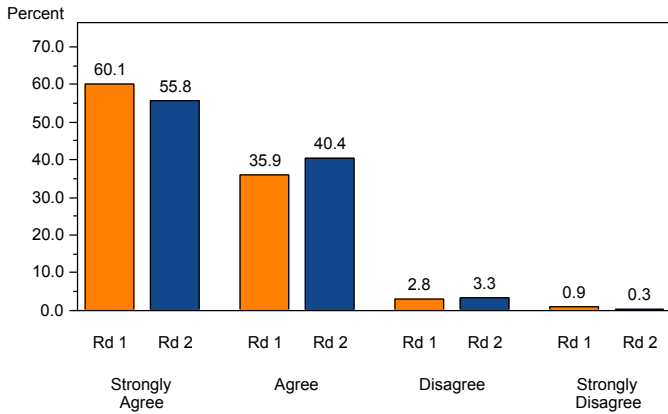
† This question was asked for only those respondents who answered YES to the previous question.

* See Appendix B for recorded responses in the "some other reason" category.

Thinking about the past 6 months, did your health care professional(s) . . .

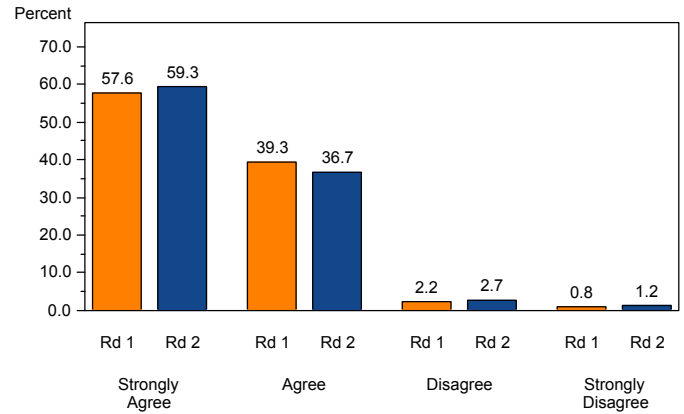
Treat you with respect and dignity?

Detroit



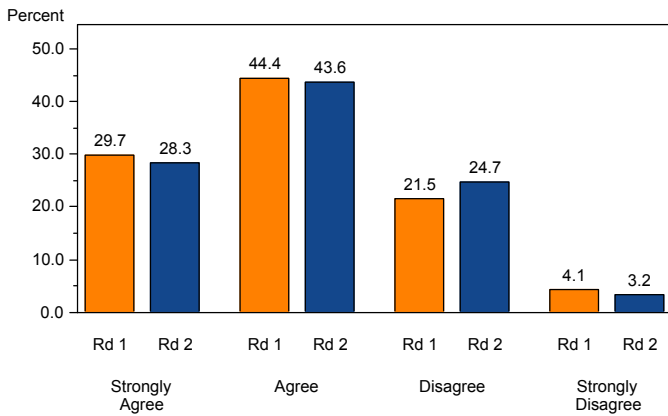
Treat you with respect and dignity?

All Other AF4Q Markets



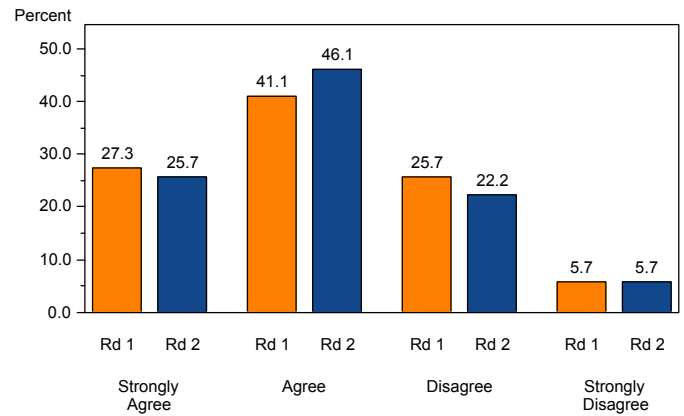
Help you set specific goals to improve your diet?

Detroit



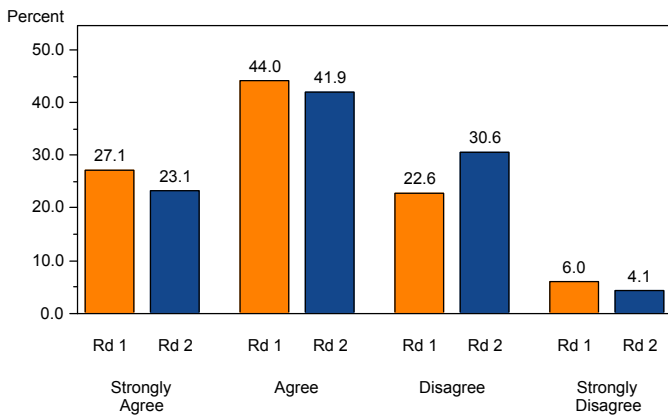
Help you set specific goals to improve your diet?

All Other AF4Q Markets



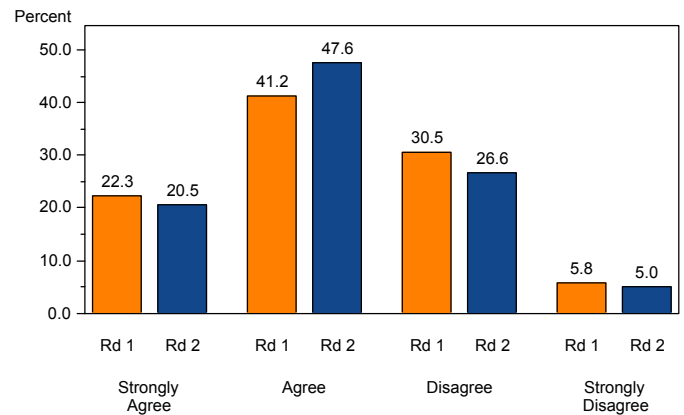
Help you set specific goals for exercise?

Detroit



Help you set specific goals for exercise?

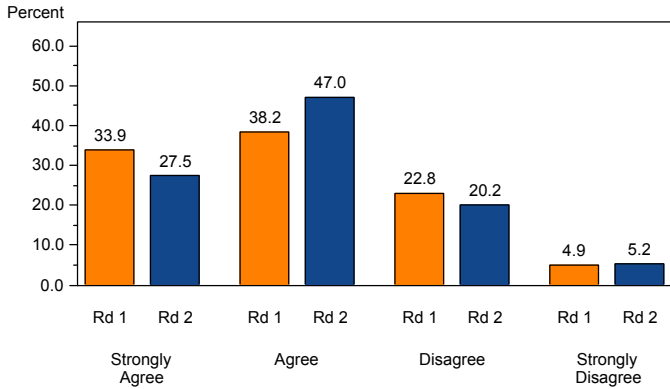
All Other AF4Q Markets



Thinking about the past 6 months, did your health care professional(s) . . .

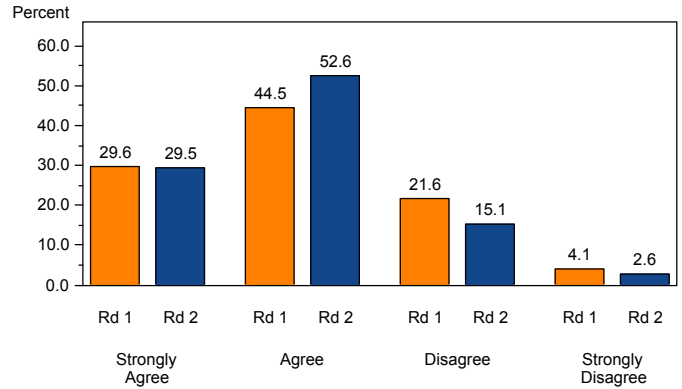
Teach you how to monitor your condition(s) so you could tell how you are doing?

Detroit



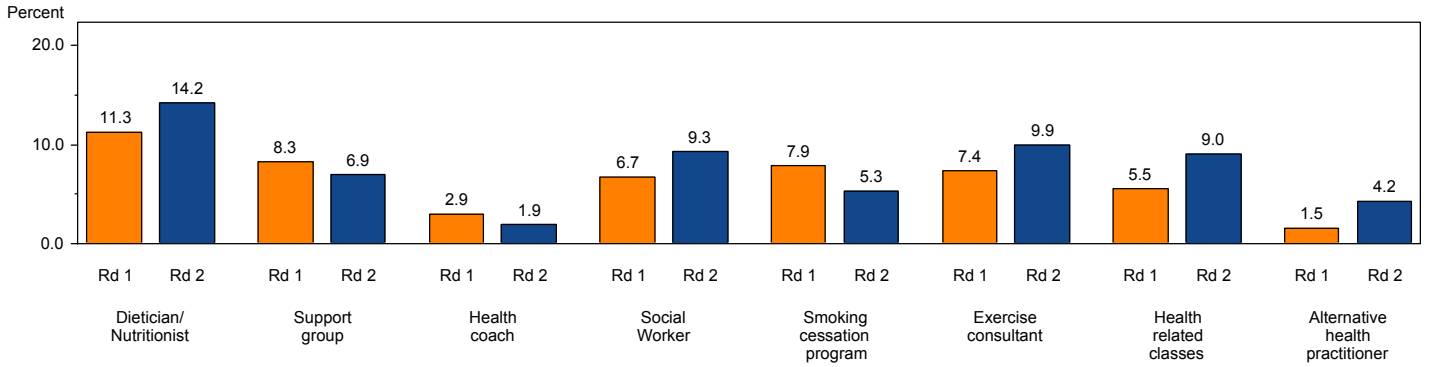
Teach you how to monitor your condition(s) so you could tell how you are doing?

All Other AF4Q Markets



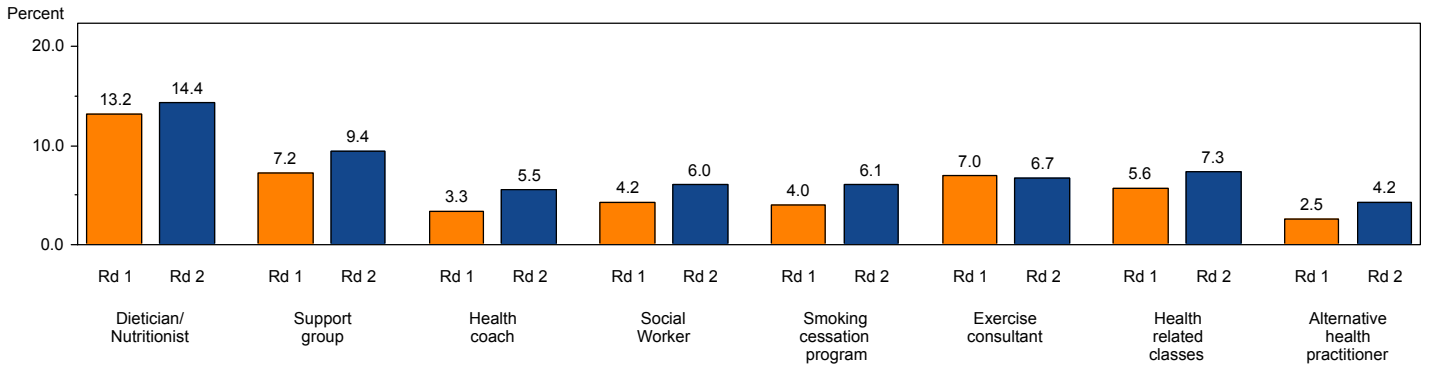
Did your doctor or nurse arrange for you to see or attend any of the following for help to improve your health?

Detroit



Did your doctor or nurse arrange for you to see or attend any of the following for help to improve your health?

All Other AF4Q Markets

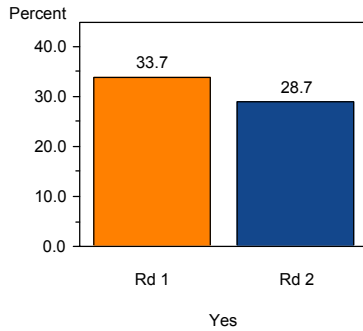


Outreach by Health Care Professionals

In the past 12 months . . .

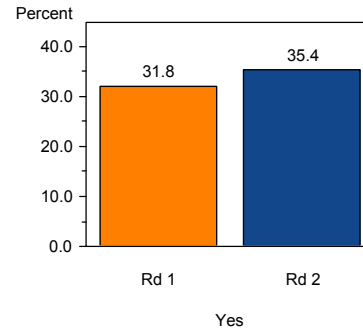
Did you receive a phone call from any of your health care professionals or your health insurance company to see how you were doing without you calling them first?

Detroit



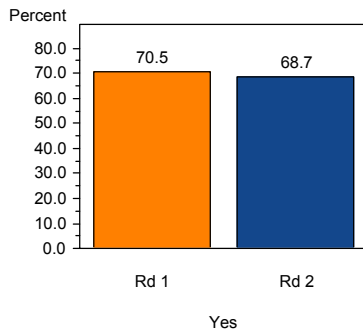
Did you receive a phone call from any of your health care professionals or your health insurance company to see how you were doing without you calling them first?

All Other AF4Q Markets



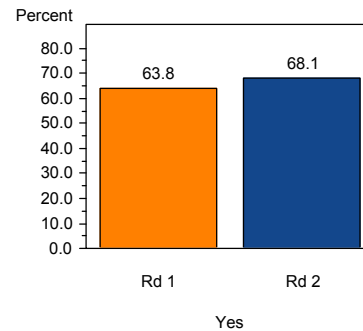
Did you get a letter, a postcard, an email or a call from any of your health care professionals or your health insurance company reminding you that you may be due for an appointment?

Detroit



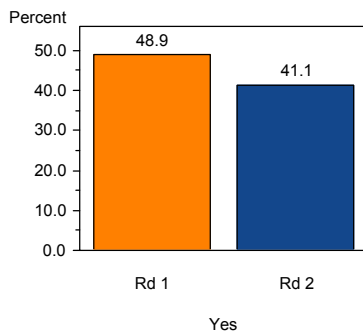
Did you get a letter, a postcard, an email or a call from any of your health care professionals or your health insurance company reminding you that you may be due for an appointment?

All Other AF4Q Markets



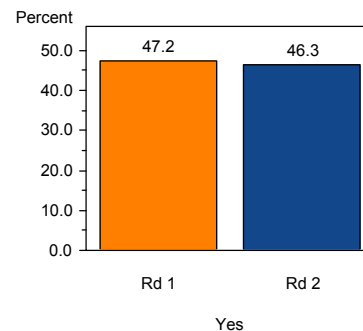
Did you get any materials from your health care professionals or your health insurance company, like a newsletter, magazine, email, pamphlet, or videotape on how to care for your condition(s)?

Detroit



Did you get any materials from your health care professionals or your health insurance company, like a newsletter, magazine, email, pamphlet, or videotape on how to care for your condition(s)?

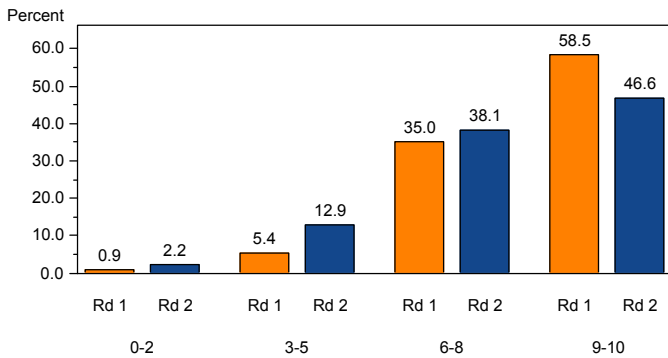
All Other AF4Q Markets



Satisfaction with Health Care Professionals

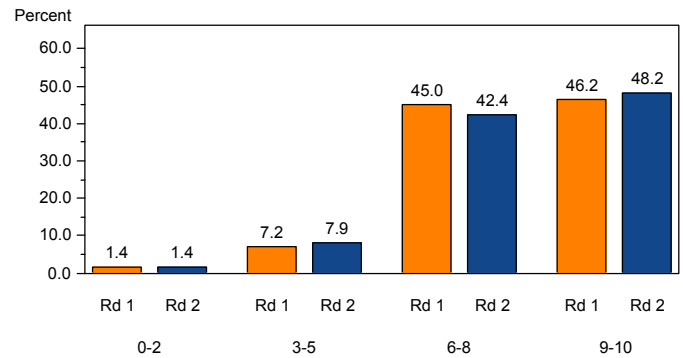
Rate your care in the past year from all health care professionals who helped you take care of your condition (0-10 scale)

Detroit



Rate your care in the past year from all health care professionals who helped you take care of your condition (0-10 scale)

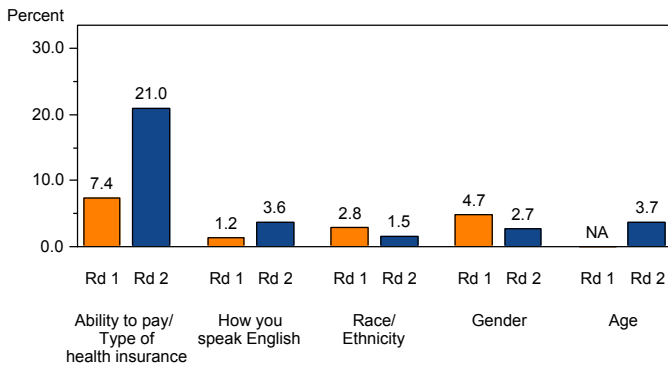
All Other AF4Q Markets



Discrimination

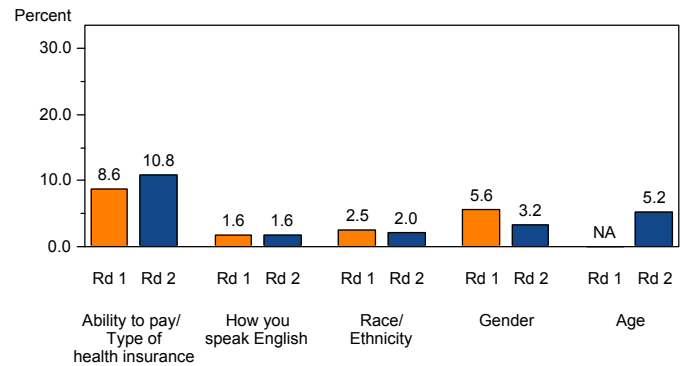
Have you ever felt that the doctor or medical staff you saw judged you unfairly or treated you with disrespect because of . . . ?

Detroit



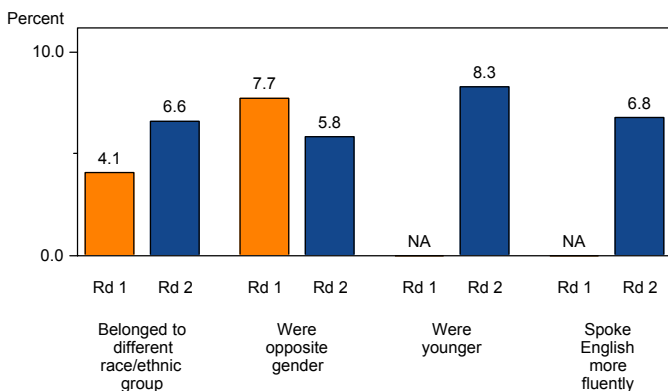
Have you ever felt that the doctor or medical staff you saw judged you unfairly or treated you with disrespect because of . . . ?

All Other AF4Q Markets



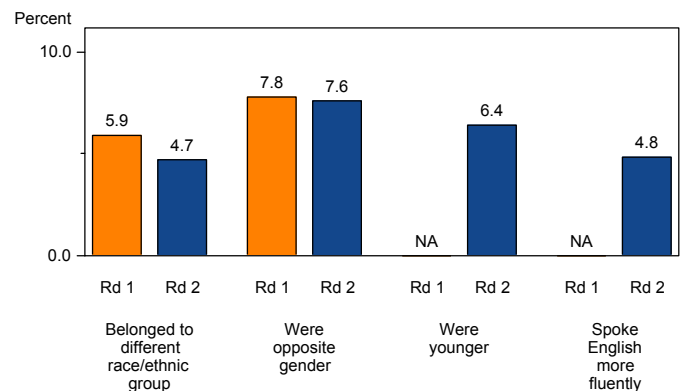
Do you think there was ever a time when you would have gotten better medical care if you . . . ?

Detroit



Do you think there was ever a time when you would have gotten better medical care if you . . . ?

All Other AF4Q Markets



Managing Chronic Conditions

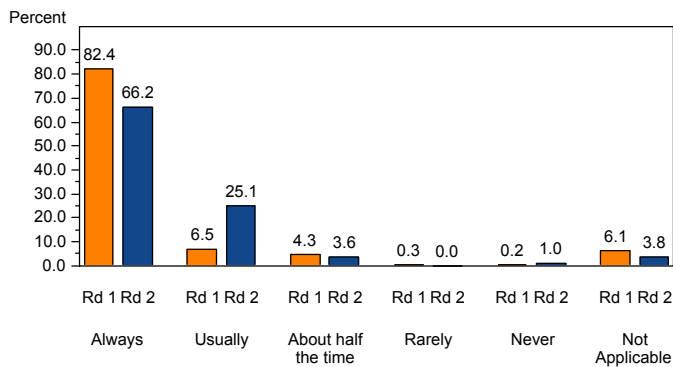
This section focuses on condition-specific medical experiences of survey respondents who said they had one or more of five chronic conditions: diabetes, hypertension, heart disease, asthma, and depression.

Diabetes/High Blood Sugar

This section is only asked for those with diabetes/high blood sugar.

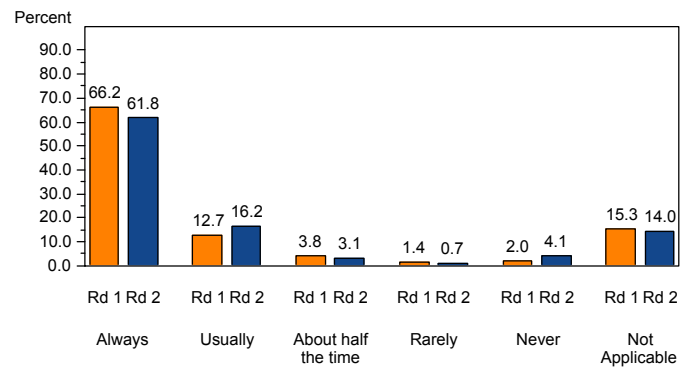
In the past month, how often were you able to take your diabetes medications as your doctor has recommended?

Detroit



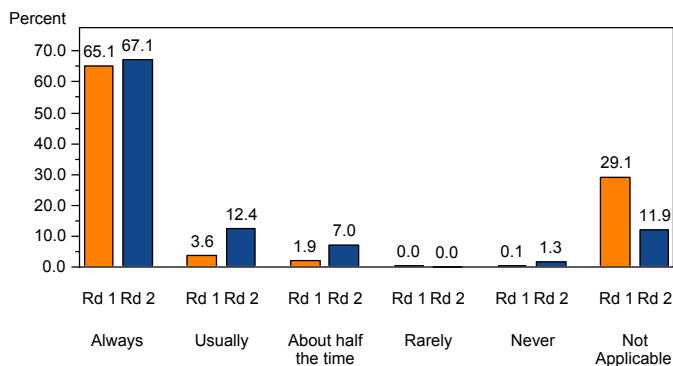
In the past month, how often were you able to take your diabetes medications as your doctor has recommended?

All Other AF4Q Markets



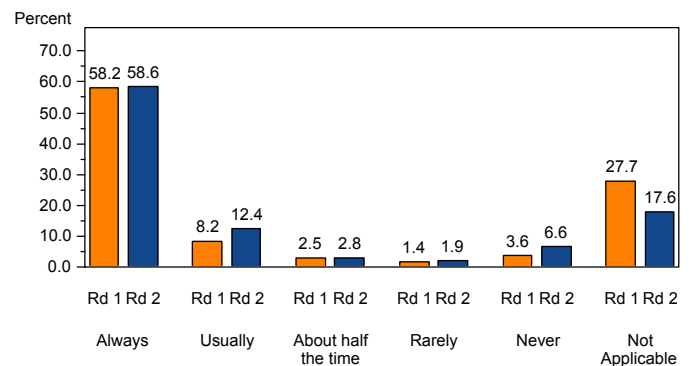
In the past month, how often were you able to take your cholesterol and/or triglyceride (lipid) lowering medications as your doctor has recommended?

Detroit



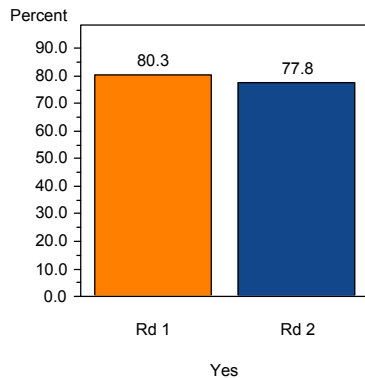
In the past month, how often were you able to take your cholesterol and/or triglyceride (lipid) lowering medications as your doctor has recommended?

All Other AF4Q Markets



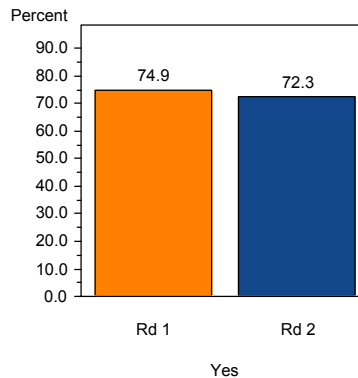
In the past month, did you check your blood sugar at least once a week?

Detroit



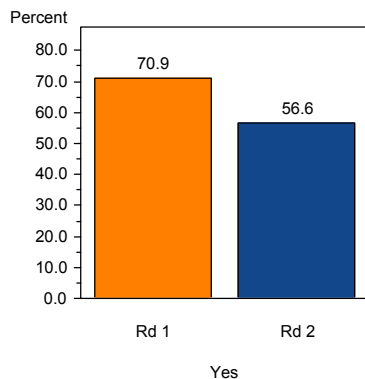
In the past month, did you check your blood sugar at least once a week?

All Other AF4Q Markets



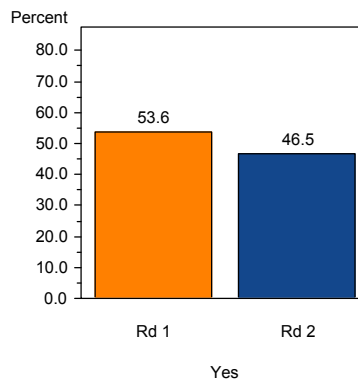
Do you know what your recommended cholesterol level should be?

Detroit



Do you know what your recommended cholesterol level should be?

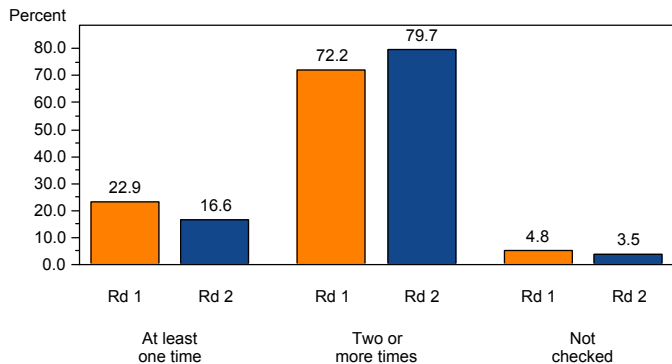
All Other AF4Q Markets



In the past 12 months . . .

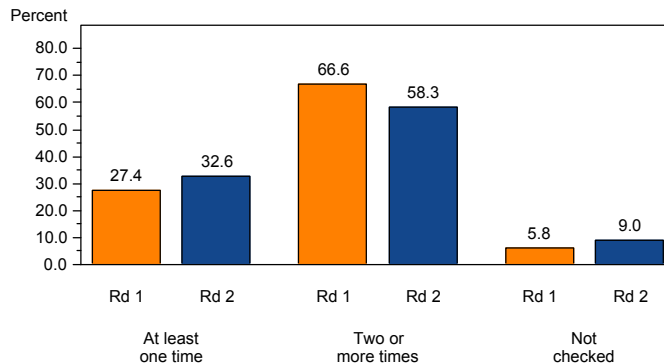
About how many times has a doctor, nurse, or other health care professional checked your cholesterol level?

Detroit



About how many times has a doctor, nurse, or other health care professional checked your cholesterol level?

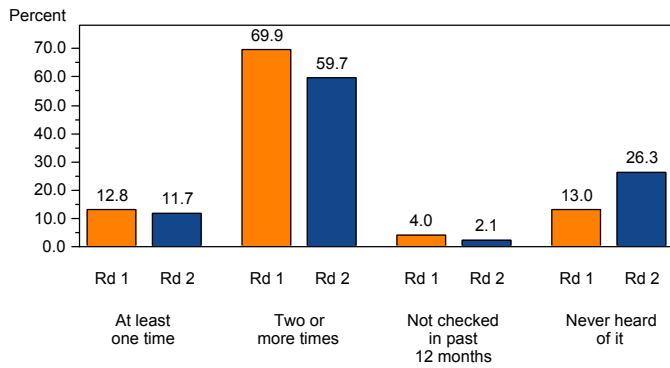
All Other AF4Q Markets



In the past 12 months . . .

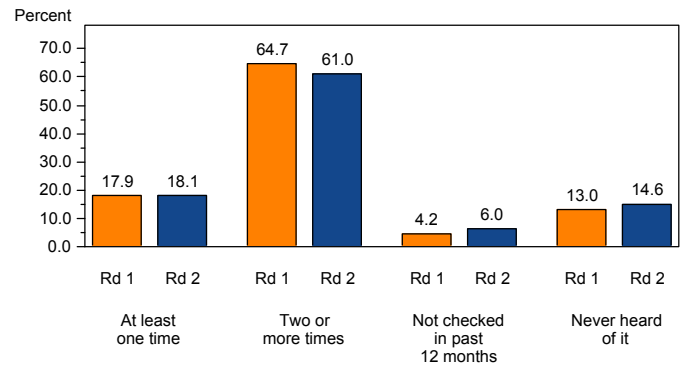
**About how many times
has a doctor, nurse, or other health care
professional checked your A1C level?**

Detroit



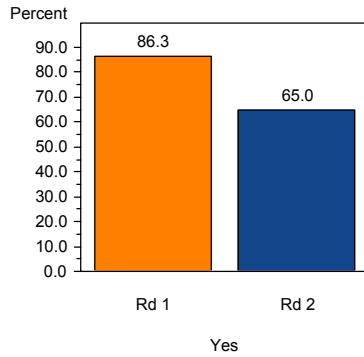
**About how many times
has a doctor, nurse, or other health care
professional checked your A1C level?**

All Other AF4Q Markets



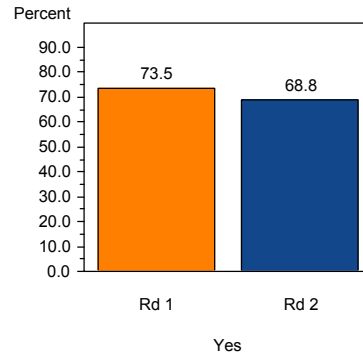
**Have you had an eye screening or eye exam
by an eye care professional (optometrist or
ophthalmologist)?**

Detroit



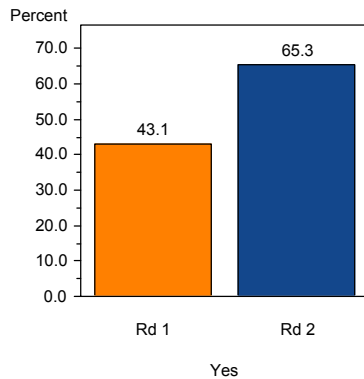
**Have you had an eye screening or eye exam
by an eye care professional (optometrist or
ophthalmologist)?**

All Other AF4Q Markets



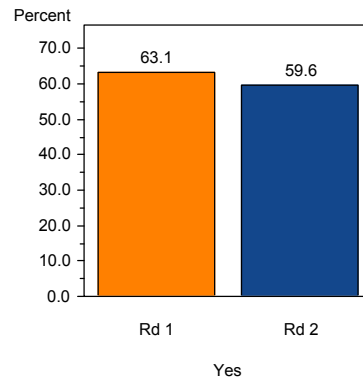
**Have you had a foot exam by a health care professional
to look for circulation problems?**

Detroit



**Have you had a foot exam by a health care professional
to look for circulation problems?**

All Other AF4Q Markets

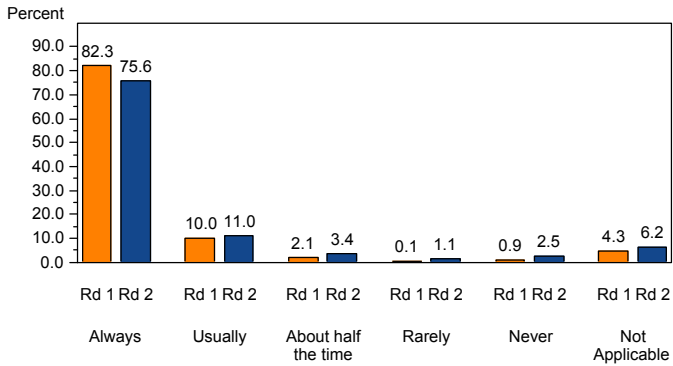


Hypertension/High Blood Pressure

This section is only asked for those with hypertension/high blood pressure.

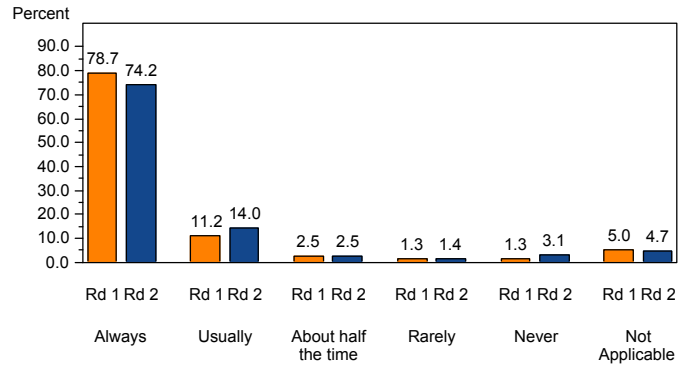
In the past month, how often were you able to take your blood pressure medications as your doctor has recommended?

Detroit



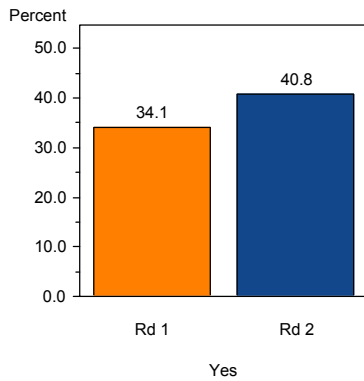
In the past month, how often were you able to take your blood pressure medications as your doctor has recommended?

All Other AF4Q Markets



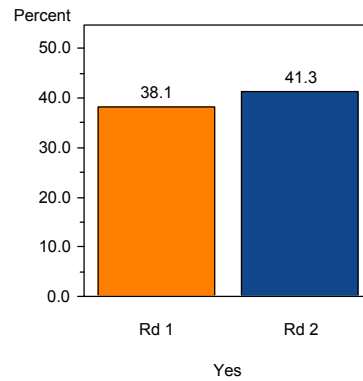
In the past month, did you check your blood pressure at least once a week?

Detroit



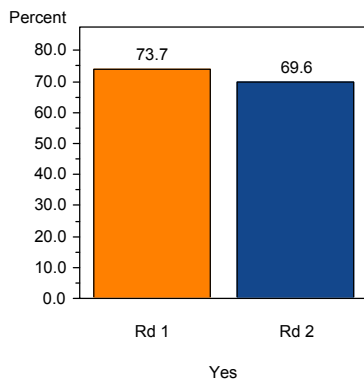
In the past month, did you check your blood pressure at least once a week?

All Other AF4Q Markets



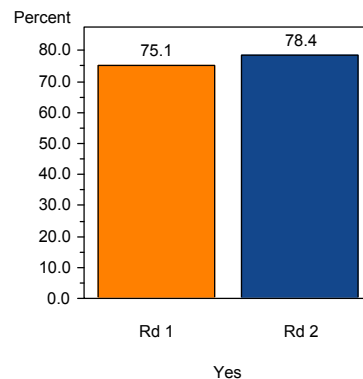
Do you know what blood pressure your doctor would like to see you have?

Detroit



Do you know what blood pressure your doctor would like to see you have?

All Other AF4Q Markets

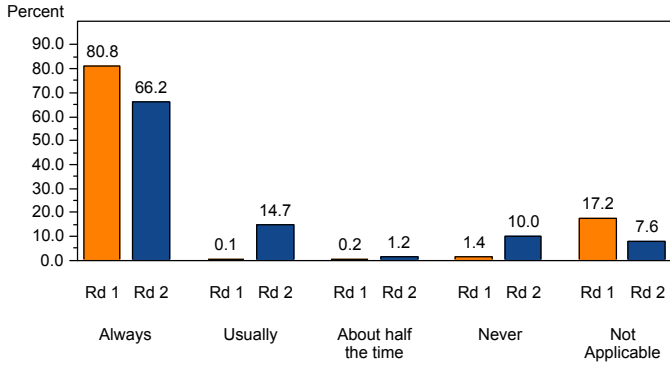


Heart Disease

This section is only asked for those with heart disease.

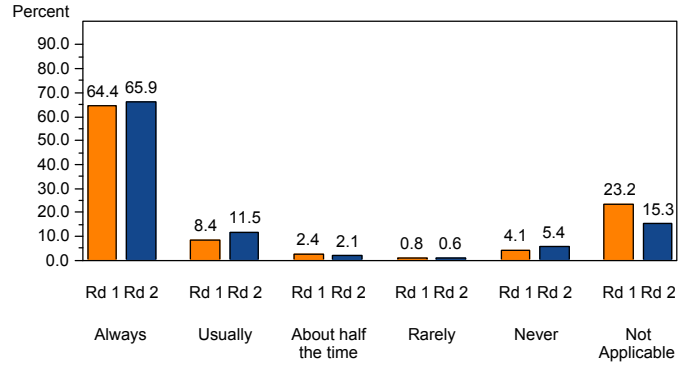
In the past month, how often were you able to take your cholesterol and/or triglyceride (lipid) lowering medications as your doctor has recommended?

Detroit



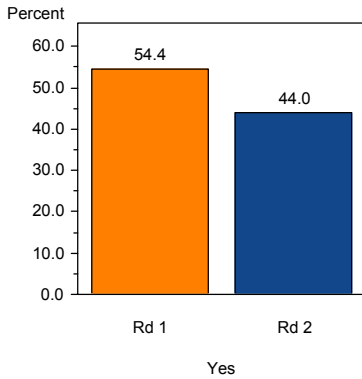
In the past month, how often were you able to take your cholesterol and/or triglyceride (lipid) lowering medications as your doctor has recommended?

All Other AF4Q Markets



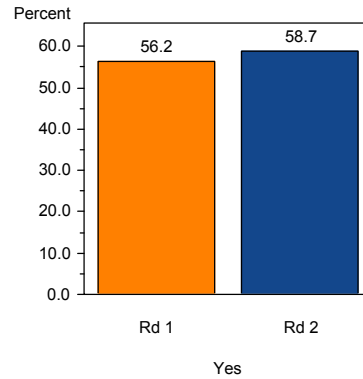
Do you know what your recommended cholesterol level should be?

Detroit



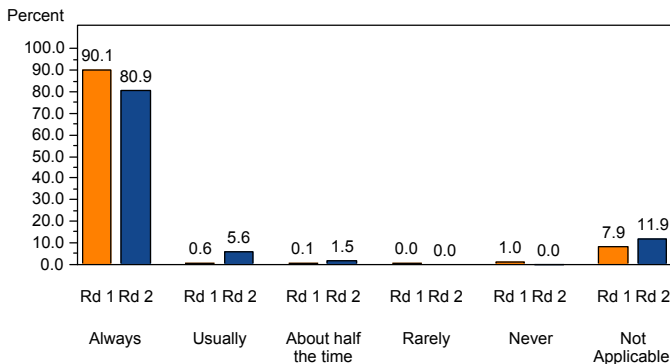
Do you know what your recommended cholesterol level should be?

All Other AF4Q Markets



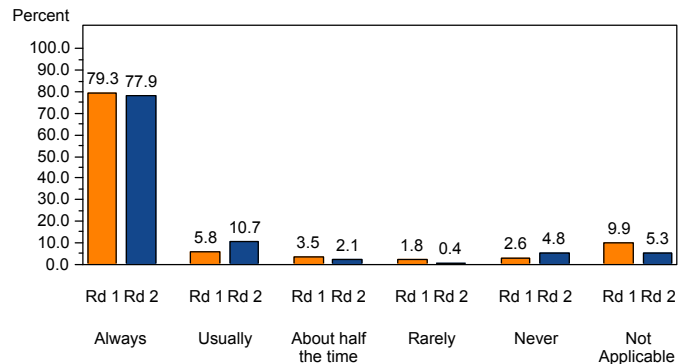
In the past month, how often were you able to take your heart medication(s) as your doctor has recommended?

Detroit



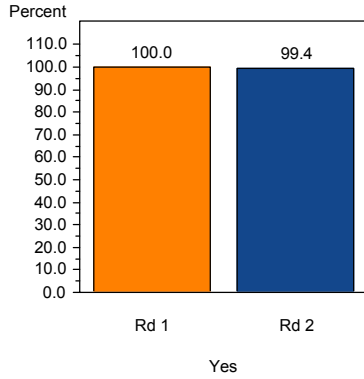
In the past month, how often were you able to take your heart medication(s) as your doctor has recommended?

All Other AF4Q Markets



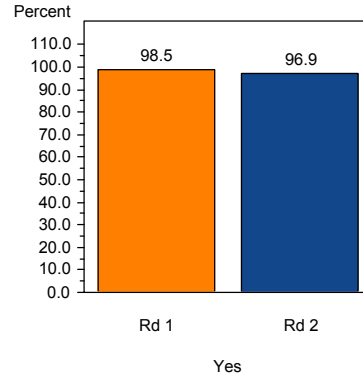
Do you have your blood pressure checked at least once a year?

Detroit



Do you have your blood pressure checked at least once a year?

All Other AF4Q Markets

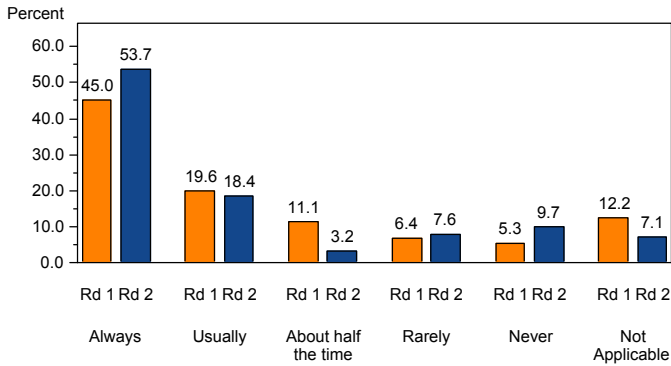


Asthma

This section is only asked for those with asthma.

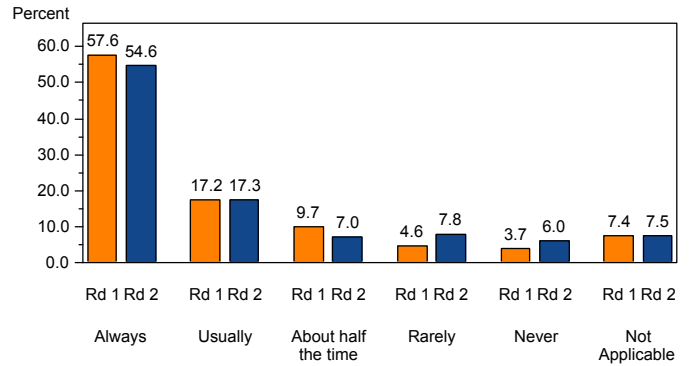
In the past month, how often were you able to take your asthma medications, including inhalers, as your doctor has recommended?

Detroit



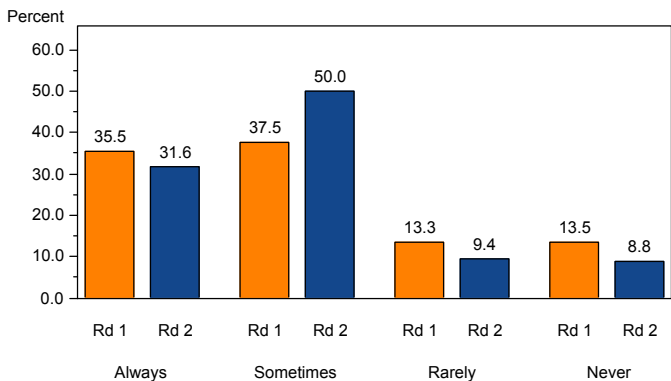
In the past month, how often were you able to take your asthma medications, including inhalers, as your doctor has recommended?

All Other AF4Q Markets



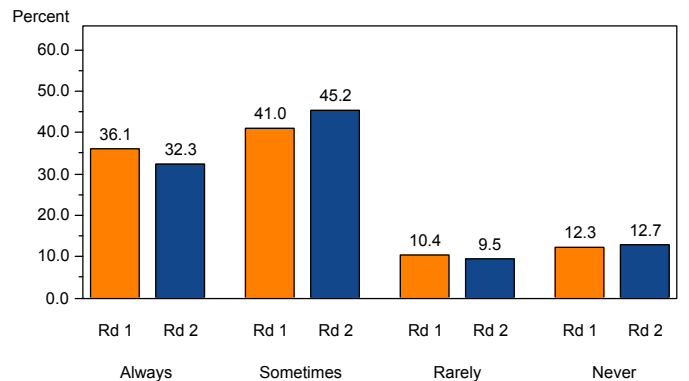
In the past month, did you avoid things that make your asthma worse?

Detroit



In the past month, did you avoid things that make your asthma worse?

All Other AF4Q Markets

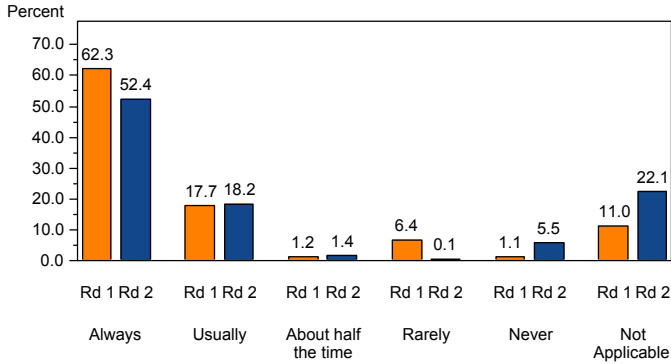


Depression

This section is only asked for those with depression.

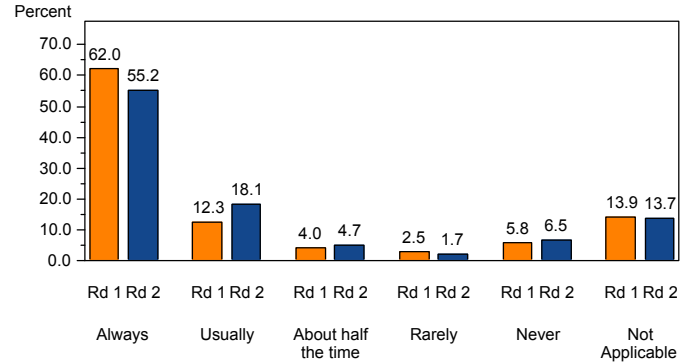
In the past month, how often were you able to take your depression medications as your doctor has recommended?

Detroit



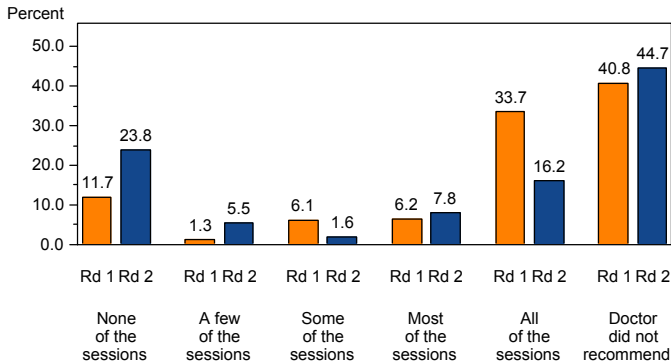
In the past month, how often were you able to take your depression medications as your doctor has recommended?

All Other AF4Q Markets



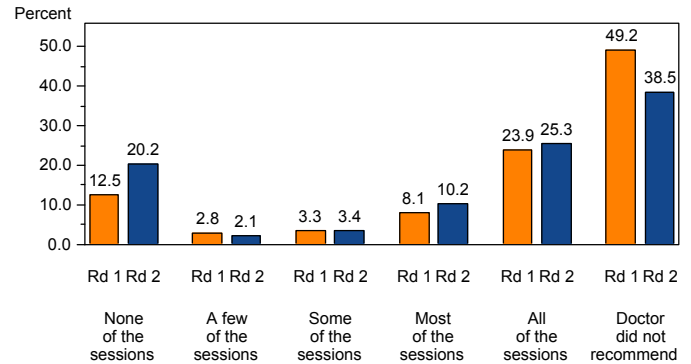
In the past three months, how often were you able to attend counseling sessions for your depression exactly as your doctor recommended?

Detroit



In the past three months, how often were you able to attend counseling sessions for your depression exactly as your doctor recommended?

All Other AF4Q Markets



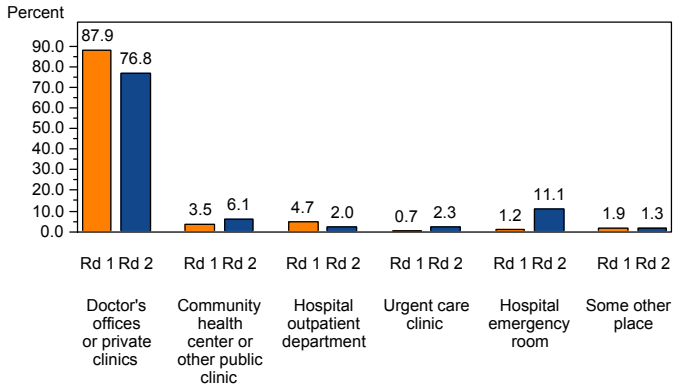
Service Use

The figures in this section provide information on the limitations experienced by respondents in going about daily activities and the use of different types of health care services.

Sources of Health Care Services

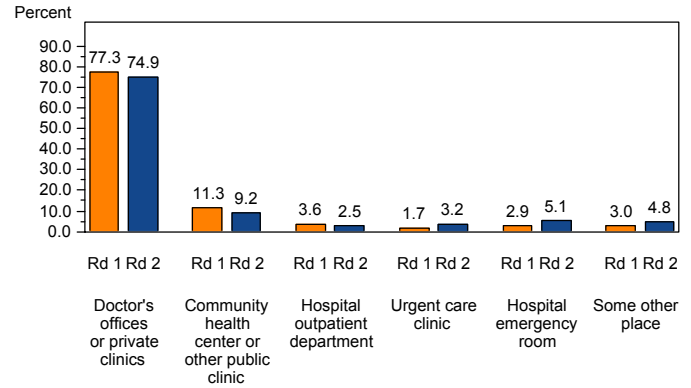
Where do you usually go when you are sick or need health care?

Detroit



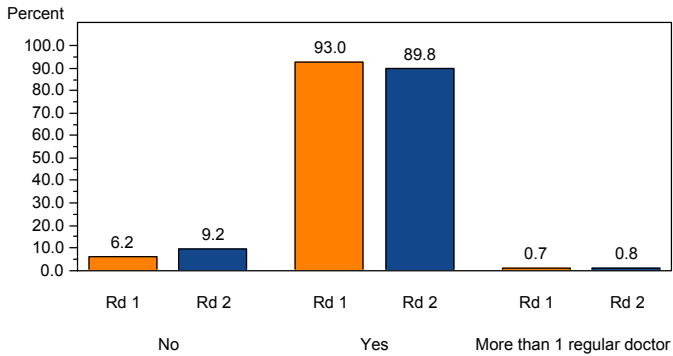
Where do you usually go when you are sick or need health care?

All Other AF4Q Markets



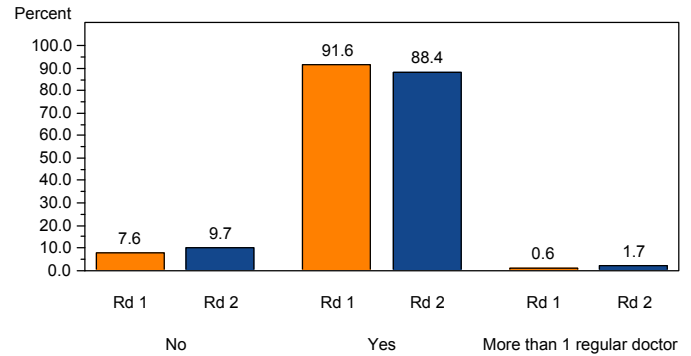
Do you have a regular doctor or other health care professional you usually go to when you are sick or need health care?

Detroit



Do you have a regular doctor or other health care professional you usually go to when you are sick or need health care?

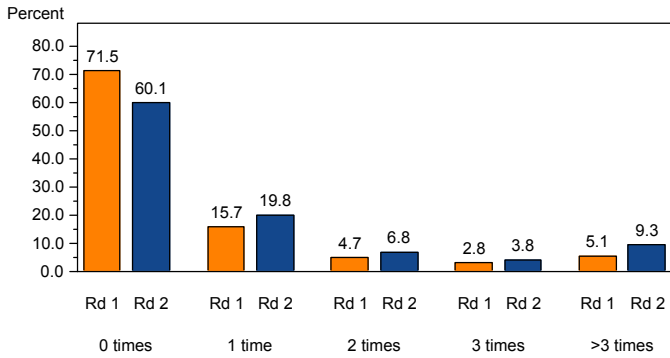
All Other AF4Q Markets



Use of Health Care Services

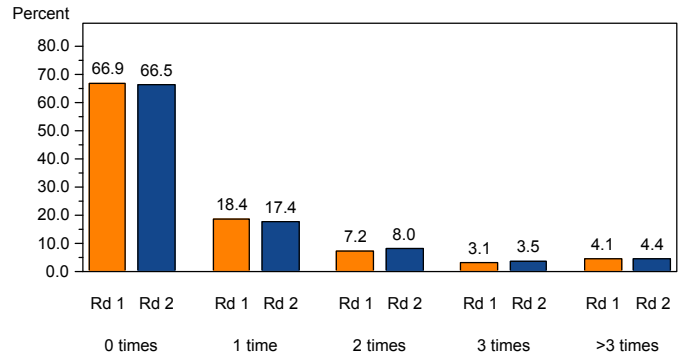
In the past 12 months, how many times did you go to the emergency room to get care for yourself?

Detroit



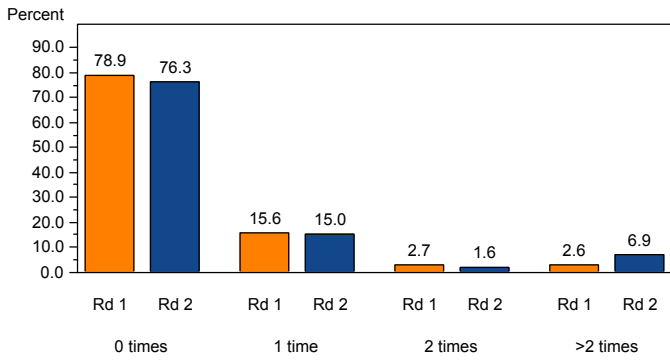
In the past 12 months, how many times did you go to the emergency room to get care for yourself?

All Other AF4Q Markets



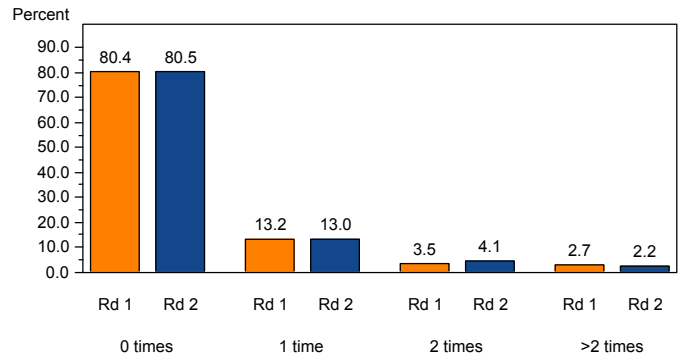
In the past 12 months, how many separate times were you hospitalized for an overnight stay or longer?

Detroit



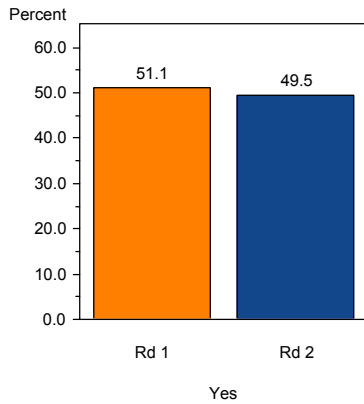
In the past 12 months, how many separate times were you hospitalized for an overnight stay or longer?

All Other AF4Q Markets



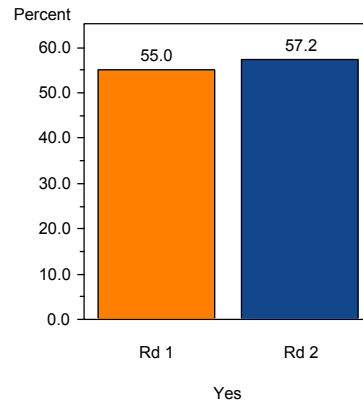
During the past 12 months, have you had a flu shot?

Detroit



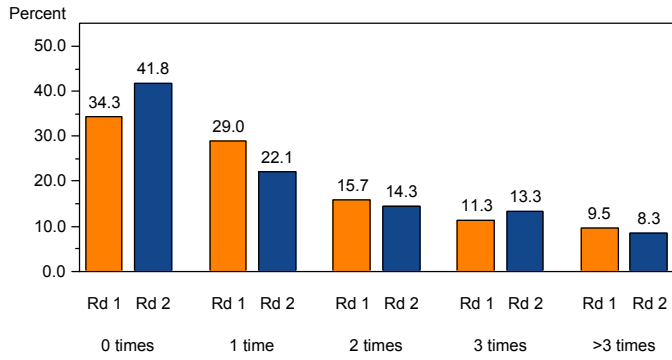
During the past 12 months, have you had a flu shot?

All Other AF4Q Markets



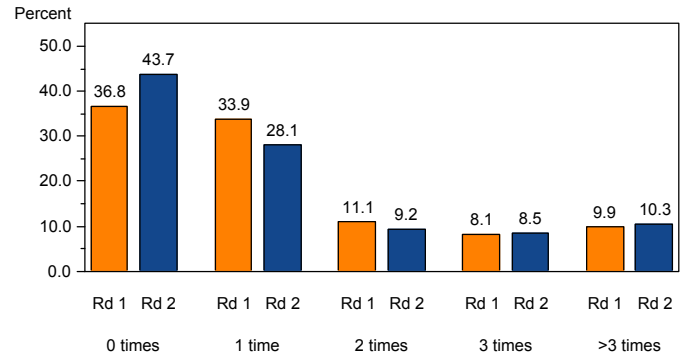
In the past 3 months, how many visits have you made to health care providers to treat your condition(s)?

Detroit



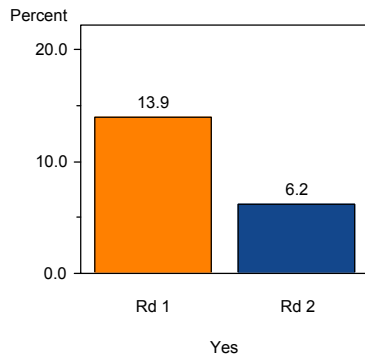
In the past 3 months, how many visits have you made to health care providers to treat your condition(s)?

All Other AF4Q Markets



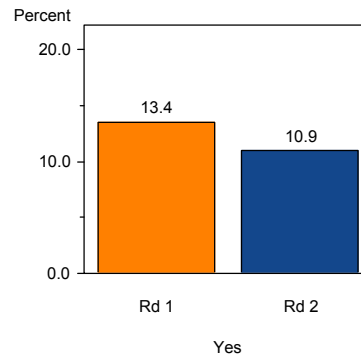
In the past 12 months, have you changed the health care provider(s) you see to care for your condition(s)?

Detroit



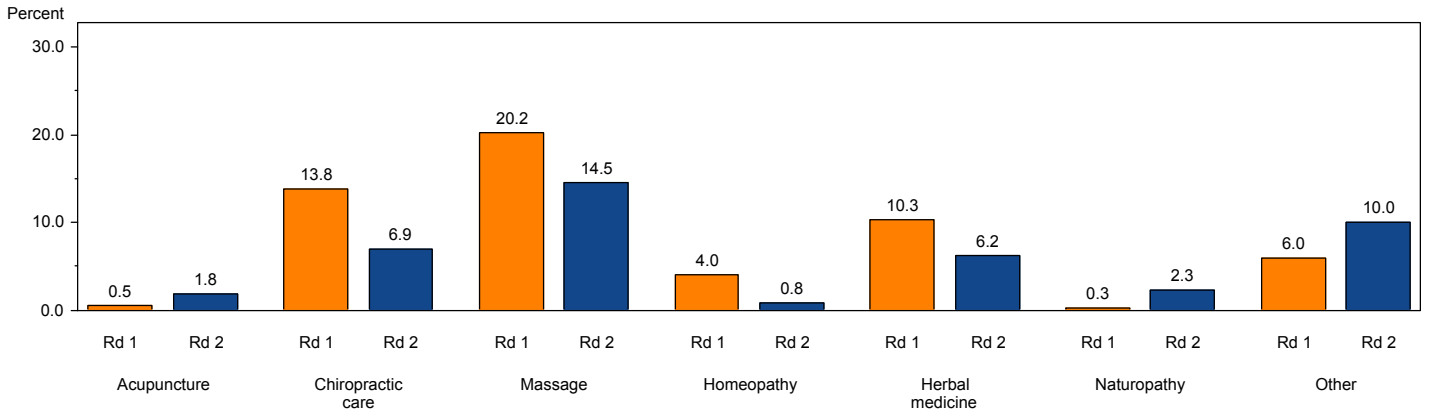
In the past 12 months, have you changed the health care provider(s) you see to care for your condition(s)?

All Other AF4Q Markets



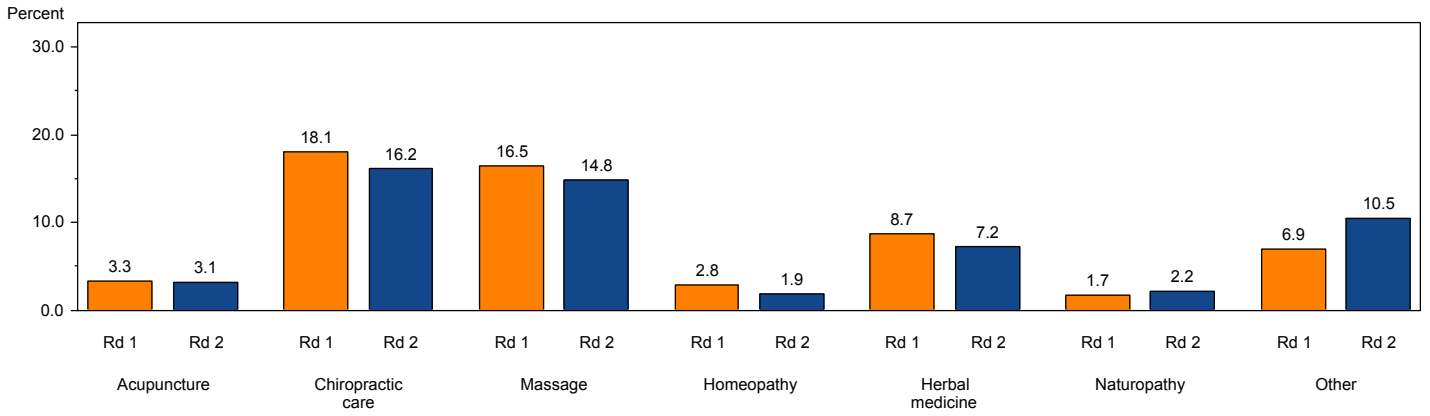
In the past 12 months have you seen someone for . . .

Detroit



In the past 12 months have you seen someone for . . .

All Other AF4Q Markets

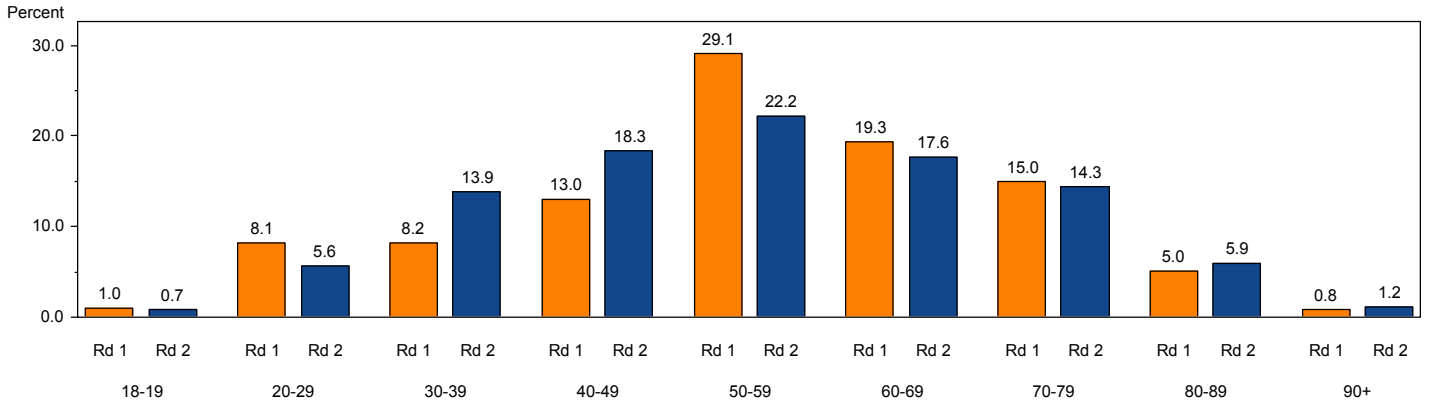


Respondent Characteristics

The final set of figures contains information about the demographic characteristics of the survey respondents. Like the responses displayed in the figures up to this point, the responses in these figures are "weighted" to more closely reflect the demographic characteristics of the AF4Q community population (Appendix A discusses the weighting process of the data).

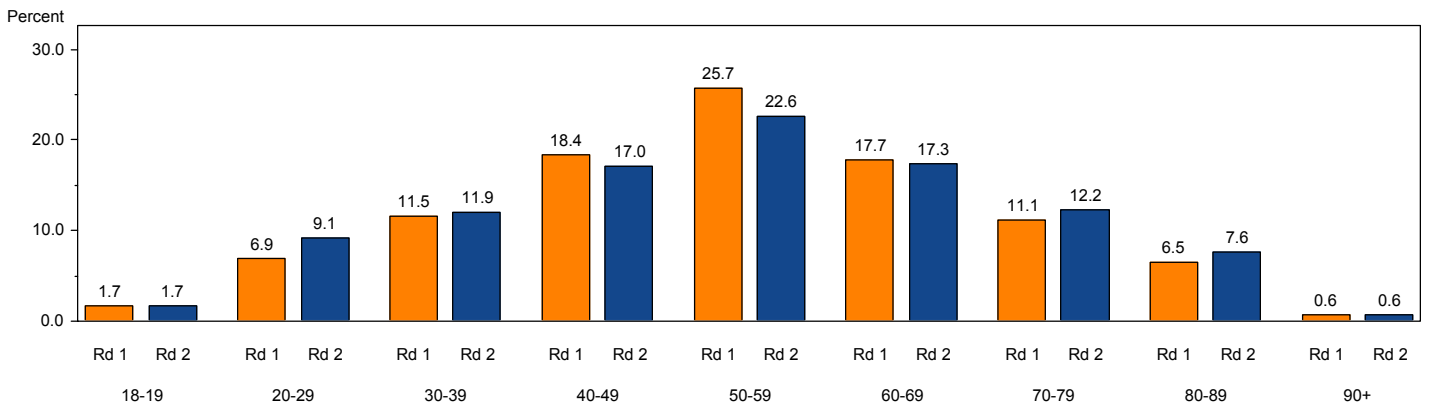
How old were you on your last birthday?

Detroit



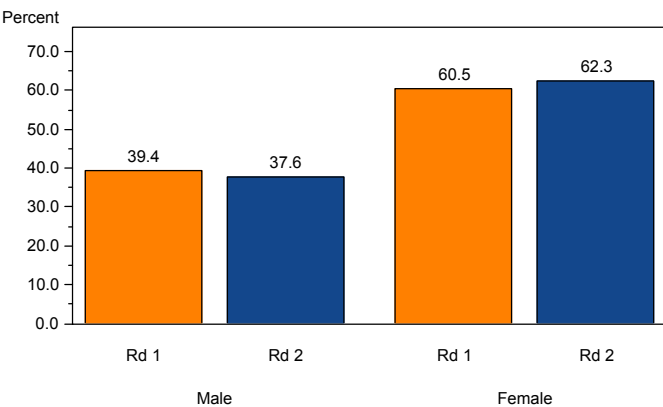
How old were you on your last birthday?

All Other AF4Q Markets



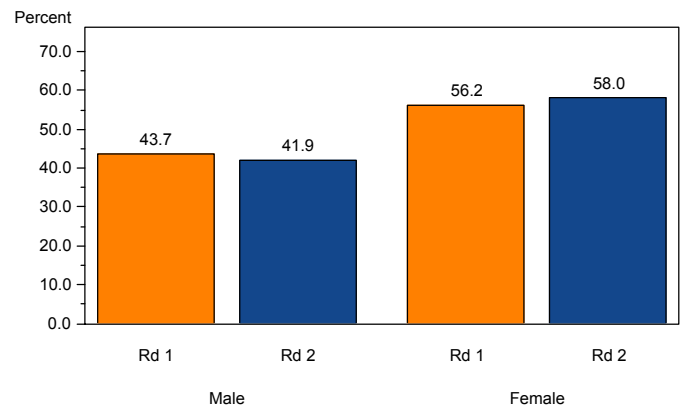
Respondent Gender

Detroit



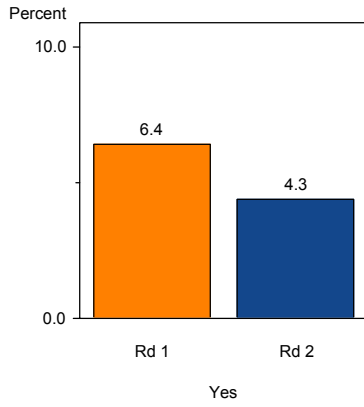
Respondent Gender

All Other AF4Q Markets



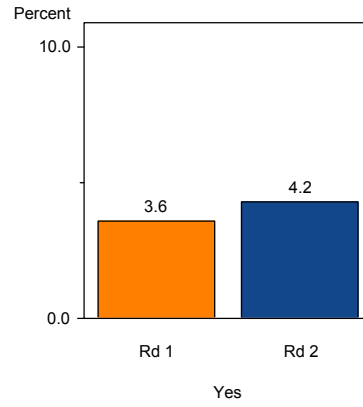
Are you of Hispanic or Latino origin or descent?

Detroit



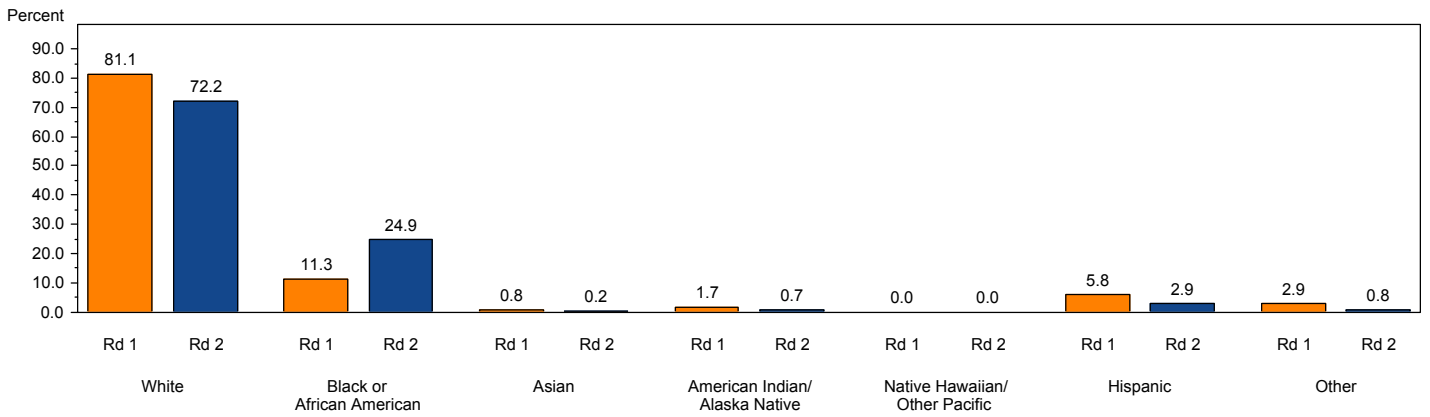
Are you of Hispanic or Latino origin or descent?

All Other AF4Q Markets



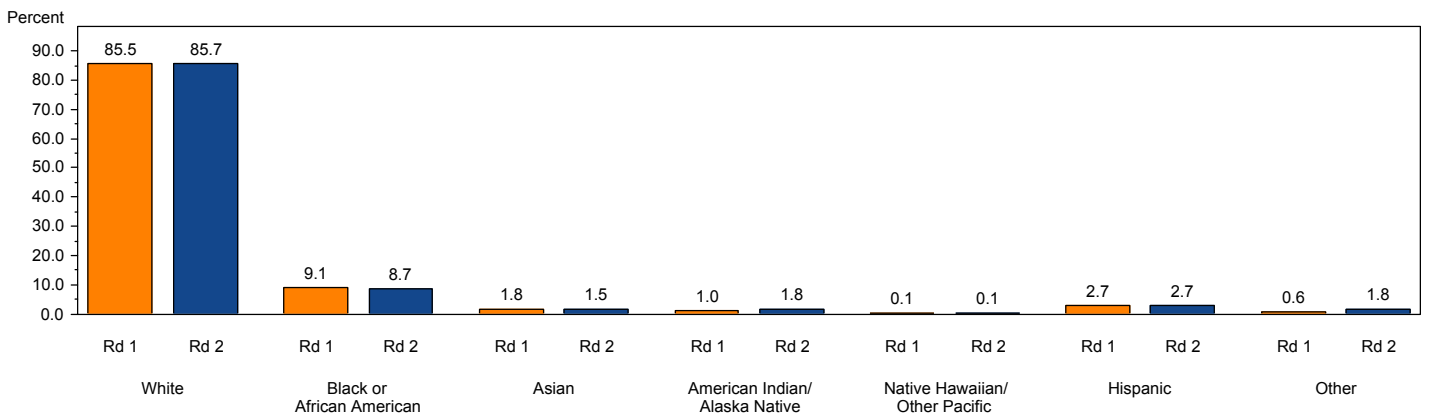
What race or races do you consider yourself to be?

Detroit



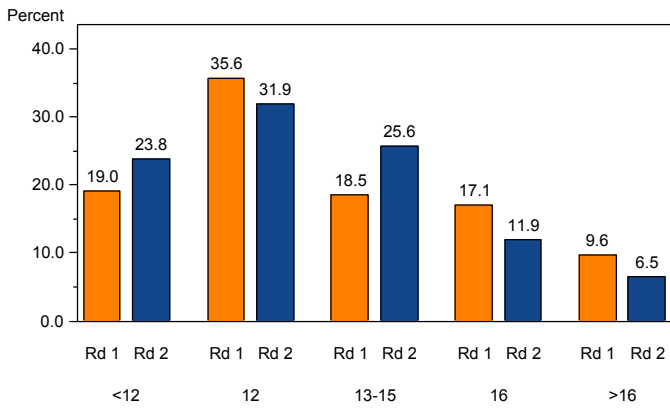
What race or races do you consider yourself to be?

All Other AF4Q Markets



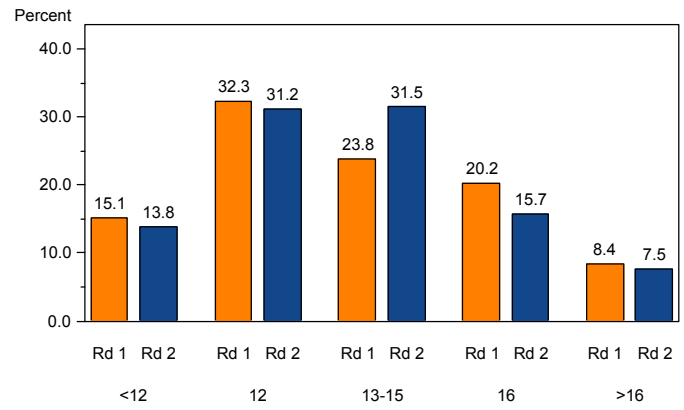
How many years of schooling have you completed?

Detroit



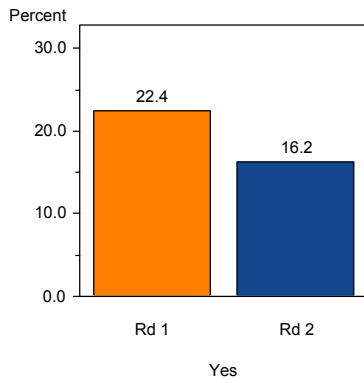
How many years of schooling have you completed?

All Other AF4Q Markets



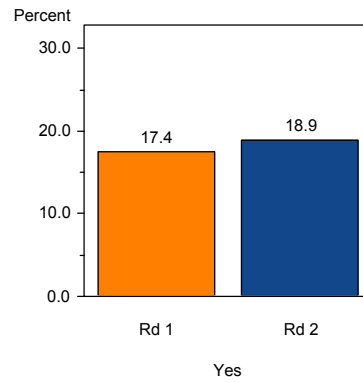
**If <12 years of schooling:
Do you have a high school diploma or GED Certificate? †**

Detroit



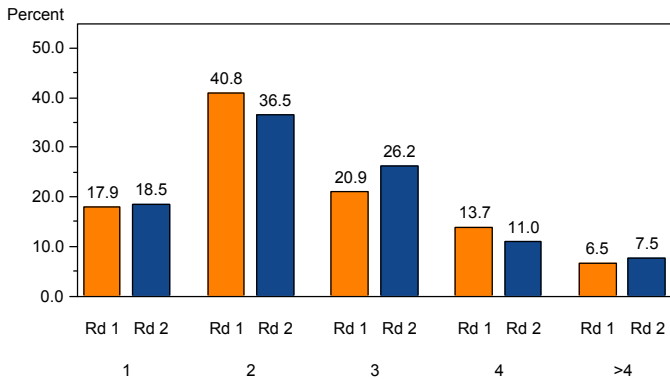
**If <12 years of schooling:
Do you have a high school diploma or GED Certificate? †**

All Other AF4Q Markets



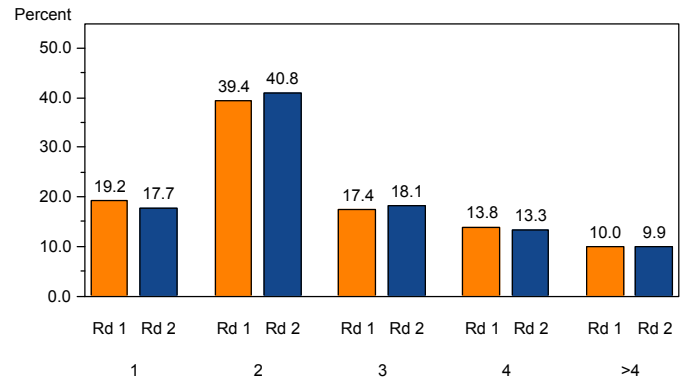
Counting yourself, how many people live in your household?

Detroit



Counting yourself, how many people live in your household?

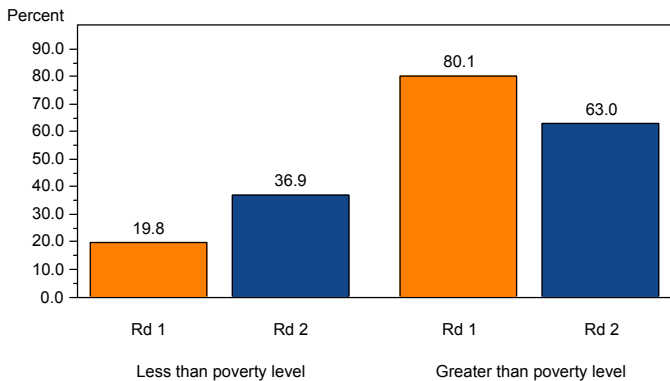
All Other AF4Q Markets



† This question was asked for only those respondents who answered <12 to the previous question.

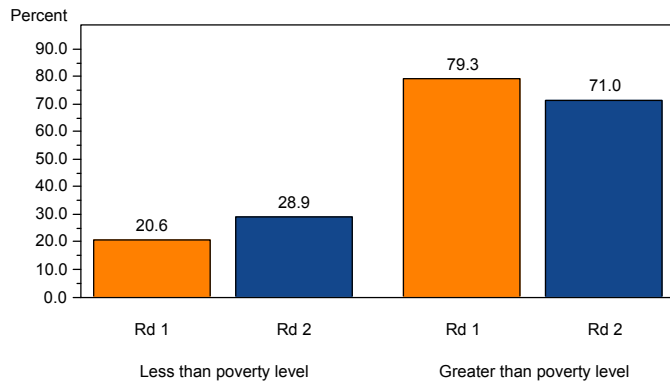
Percent of sample with total household income above/below poverty threshold

Detroit



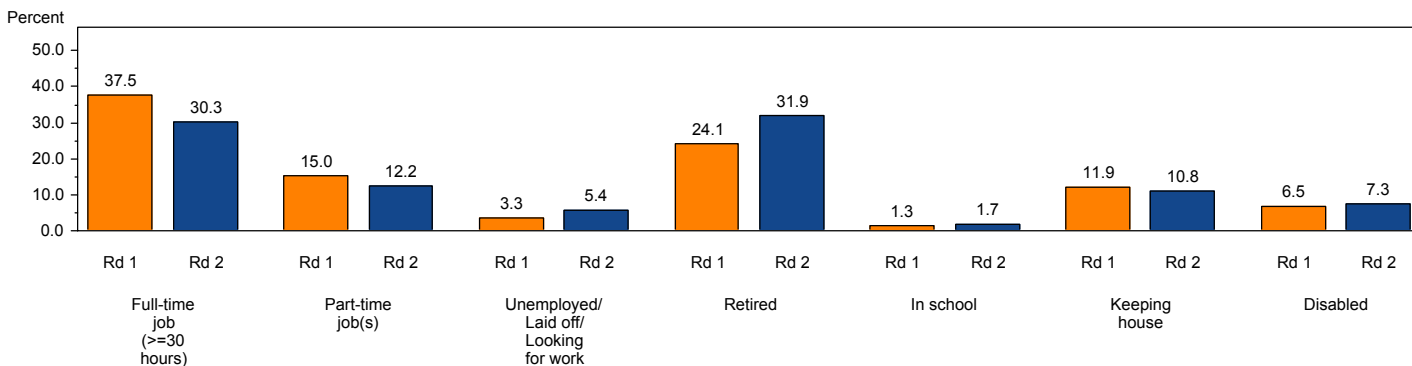
Percent of sample with total household income above/below poverty threshold

All Other AF4Q Markets



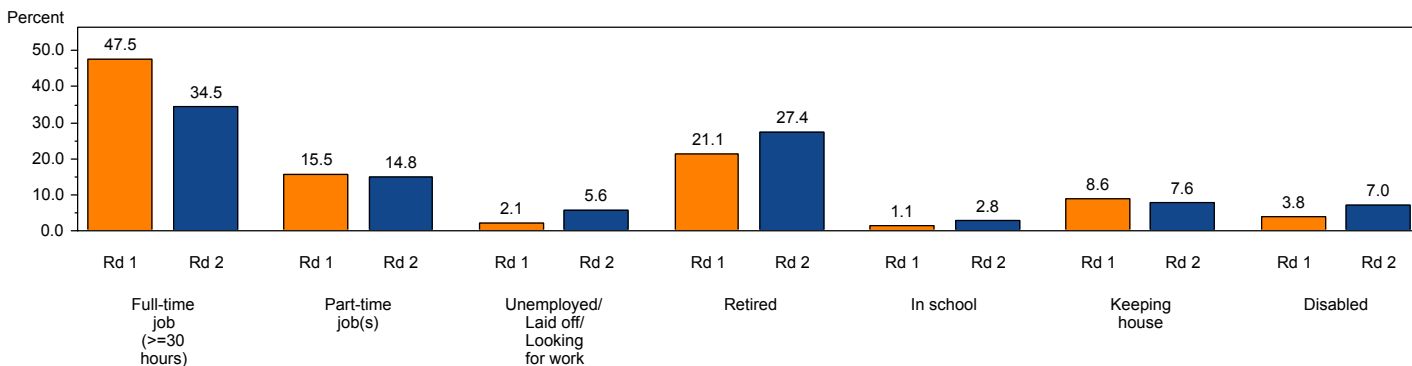
Last week were you employed full-time, part-time, going to school, retired, keeping house, or something else?

Detroit



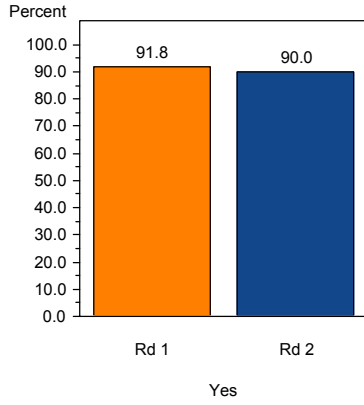
Last week were you employed full-time, part-time, going to school, retired, keeping house, or something else?

All Other AF4Q Markets



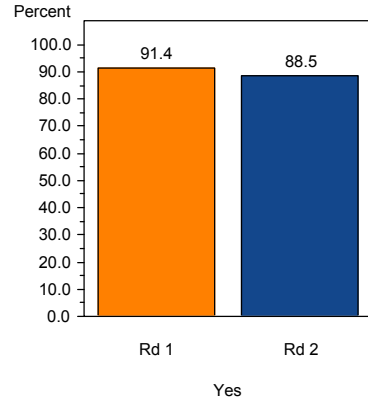
Do you currently have health insurance?

Detroit



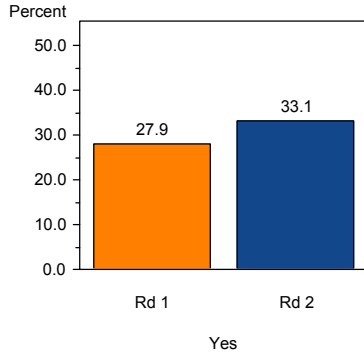
Do you currently have health insurance?

All Other AF4Q Markets



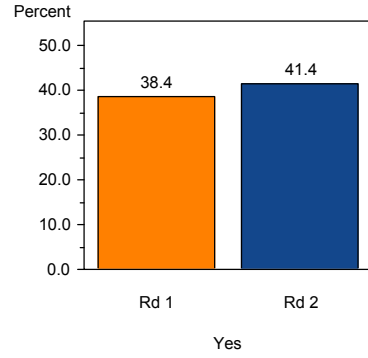
If you currently do not have health insurance, at any time during the last 12 months, were you covered by a health insurance plan? †

Detroit



If you currently do not have health insurance, at any time during the last 12 months, were you covered by a health insurance plan? †

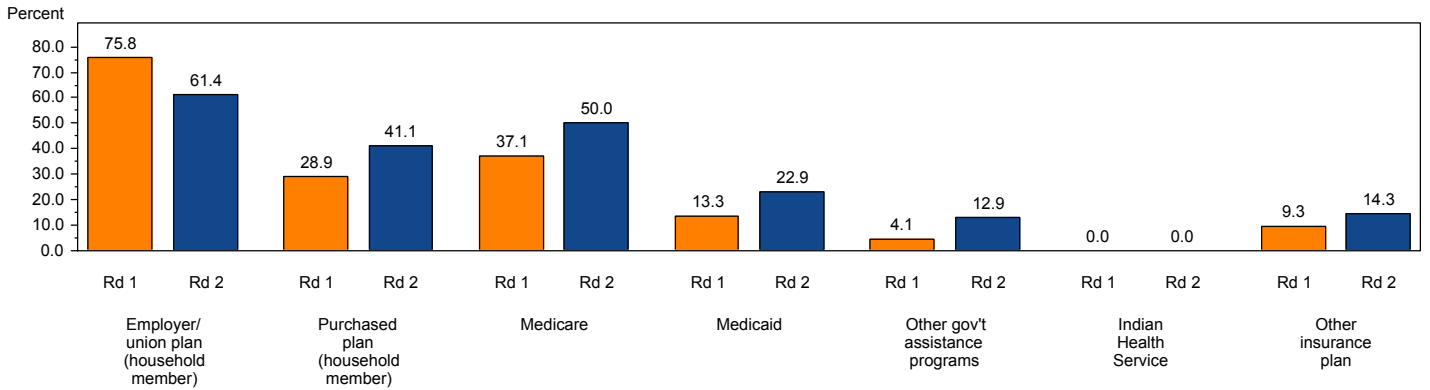
All Other AF4Q Markets



† This question was asked for only those respondents who answered NO to the previous question.

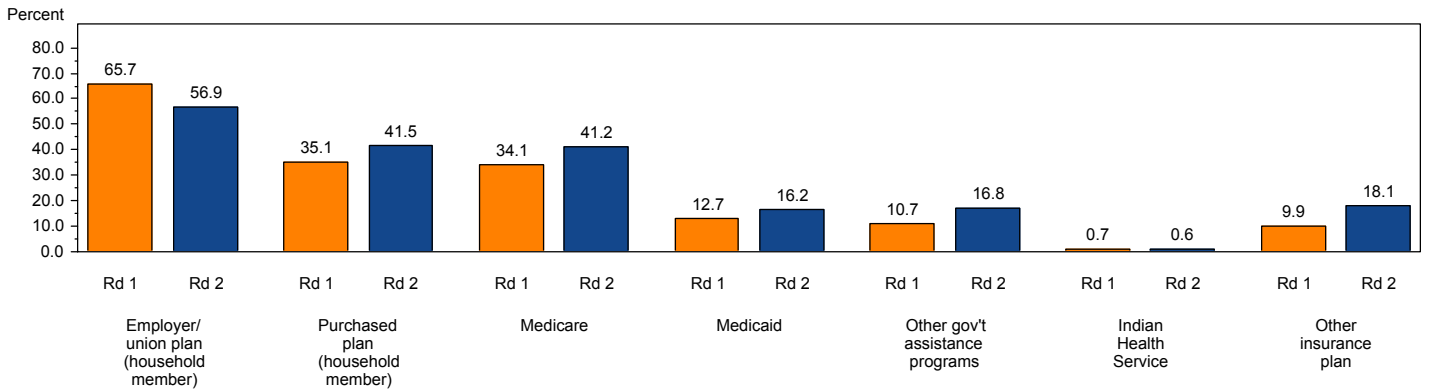
If you currently have health insurance, are you covered by any of these health insurance plans? †

Detroit



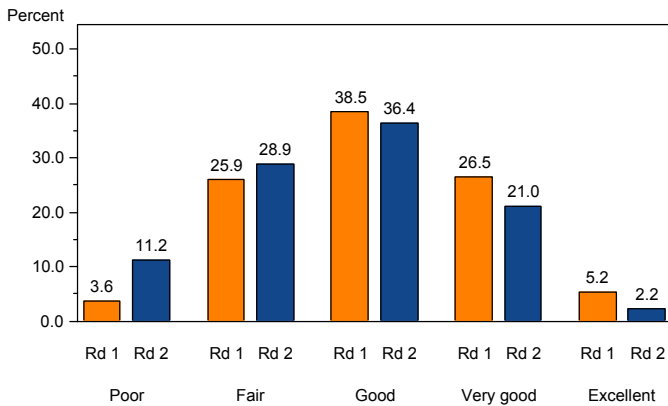
If you currently have health insurance, are you covered by any of these health insurance plans? †

All Other AF4Q Markets



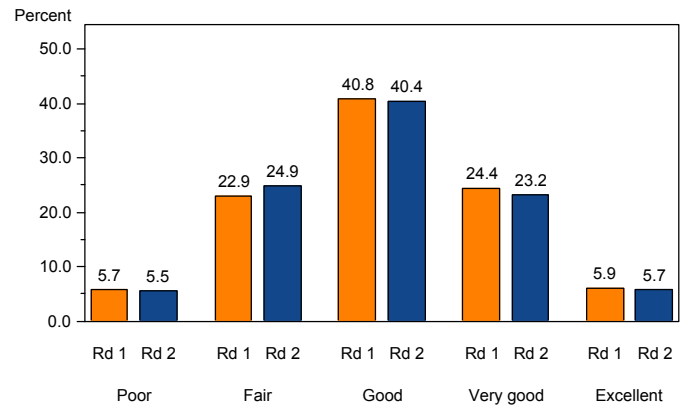
In general, would you say your health is . . . ?

Detroit



In general, would you say your health is . . . ?

All Other AF4Q Markets



† This question was asked for only those respondents who answered YES to the question on the top of page 50.

Appendix A

Overview of Methods

The sampling design for Round 1 of this study was a random digit dialing (RDD) telephone (land lines only) sample. Through a short screener interview, respondents were selected from a representative sample of persons in households in the designated market areas. Round 1 telephone interviews were conducted from June 2007 to August 2008. In Round 2, all respondents from Round 1 were contacted and asked to complete the interview again. In addition, a new RDD sample was also generated in order to ensure the results were representative. The Round 2 RDD sample included both land lines and cell phones and the interviews were conducted from August 2011 to November 2012. For most communities, an oversample of minority respondents was included. In this report, Panel and RDD samples were combined and the results were weighted so that they can be representative of the chronically ill adult population in the region at the time of the survey. Due to the structure of the data, the weights were also adjusted for the non-response in RDD and attrition in Panel.

Caution: The figures are representative of the target population of this survey (i.e., individuals who are 18 years of age and older with one or more of the following chronic conditions: diabetes, hypertension, heart disease, asthma, and depression); not of the AF4Q community's general population, which would include the non-chronically ill and the adolescents. Accordingly, the distributions of the demographic characteristics in this report may be significantly different from those obtained in some other surveys based on more general population (e.g., the US Census).

Response and Cooperation Rate Calculations

The response and cooperation rate calculations are based on the standard definitions of the American Association for Public Opinion Research (AAPOR). Response rates were calculated for the screener survey as well as the full survey. The response, refusal and cooperation rates for the full survey use a screened eligibility and/or a working household eligibility percentage to estimate the eligibility of unknown cases. The table below shows the final outcome for all call attempts made within the selected sample.

Response Rates	Screener Survey	Full Survey
Round 1	22.5%	22.8%
Round 2 Panel	N/A	58.8%
Round 2 RDD Landline	28.0%	38.3%
Round 2 RDD Cell	26.5%	24.6%
Round 2 RDD Combined	27.0%	34.0%

Appendix B

The following are recorded responses from survey participants to the “other” category for several questions identified below; the responses were not depicted in the graphs in the main report but we provide them here for a more detailed representation of the sample.

If you put off/postponed medical care in the past 12 months, what was the reason? (pg. 11)

- Afraid of what they were going to tell me and when I go I sit there a long time and I don't like waiting
- Because I was in pain
- Because I work and I'm stubborn, don't want to take the time off
- Because of the referral process and the availability of the doctor.
- Because of the time of day...I can't see at night and that was the only time that I could see the doctor
- Busy with kids
- Can't take off from work
- Child care
- Childcare issues and transportation timely fashion
- Children no time
- Conflict with two appointment at the same time (hers and dad's)
- Could not find a doctor
- Could not get in to see the doctor
- Could not resolve with doctor visit
- Couldn't find physician to treat your condition
- Couldn't fit me in.
- Death in family
- Decided to change doctors
- Dental
- Depression ---too much going on
- Did have bed pads
- Did not feel any symptoms, so there is no need to take a test
- Did not get appointment on time, no space to see by doctor
- Did not have health insurance
- Did not have the patience to wait in ER.
- Did not want to go
- Did not want to go back to the hospital sick of being in the hospital
- Did think her conditions were serious enough to warrant a doctor's trip.
- Didn't have health insurance at the time
- Didn't have insurance
- Didn't think it was that serious
- Didn't want to go through the pain of surgery, and does not have dental insurance.
- Didn't have ride
- Distance
- Doctor doesn't like old people
- Doctor office was dis-organized
- Doctor postponed treatment
- Doctor recommendations, waiting until heart disease improves
- Doctor said everything was ok but it was not when I went to the hospital.
- Doctor was too far to travel
- Doesn't own a car
- Doesn't trust the VA hospital
- Doesn't have health insurance
- Don't like to go because they're very standoffish, not a good bedside manner, I wait until I'm really sick to go, nurses stereotype and doctors bedside manner demonstrate negative behaviors, attitudes not conducive with their position, they just do their job, not people person, just money making living

Appendix B (continued)

- Felt as if it would go away
 - Felt better
 - Fibromyalgia
 - Forgot to schedule mammogram
 - Getting a referral from primary care physician
 - Goes to the doctor's office so much sometimes when she feels her life is not threatened she stays home
 - Got better so just didn't go - took herbs
 - HMO wouldn't let her get an appointment for 5 months
 - Had a bad cold, didn't think it was necessary
 - Had a flu and didn't go
 - Had other appointments
 - Had some more severe health problems going on.
 - Had to wait to get a preauthorization for test and insurance did not approval it
 - Has back and neck problems that have needed to be looked at for years but she has put them off
 - Hassle of figuring out who to go to
 - Her Medicaid ran out; she's no longer covered
 - His legs were not on and did not want to go to hospital
 - Hoping it the pain would go away
 - Hospitals
 - I did not know a doctor in my area and urgent care was too expensive
 - I did not know a doctor that covered that particular area (Podiatry)
 - I did not want to end up in the hospital at that time
 - I didn't have any insurance.
 - I didn't have transportation to get there
 - I don't have insurance and I am tired of the collectors chasing me for them
 - I hate the hospital
 - I have no insurance
 - I usually try to treat the problem myself.
 - I was afraid of it being advanced like cancer or something and I did not go.
 - Illness in the family
 - Inability to leave home, because of size and stairs at home he was denied transportation services
 - Injury
 - It takes too long to get an appointment with my primary care physician
 - It was because of the decision of the psychiatrist.
 - It's hard to get there, hard for me to transfer in and out of the car and put it off until I have to get prescriptions anyway
-
- Just wanted to wait and see; didn't have time
 - Kind of just nervous
 - Lack of knowledge
 - Lack of treatment; apathy
 - Laziness
 - Mental state
 - Moved to another community.
 - My fault
 - My insurance was switched and I have not been to see the new doctor yet.
 - My wife is disabled I take care of her and I was unable to keep an appointment and they had to reschedule me
 - Needs blood and kidney tests
 - New insurance plan: test have to be done outside lab.
 - No appointment
 - No insurance
 - No job no insurance
 - No longer have insurance
 - No transportation
 - No way of getting to hospital

Appendix B (continued)

- Nothing that the doctors can do about her foot condition
 - Only sprung muscle in leg
 - Poor care they refuse to do a cat scan on her
 - Problem they did not do job.
 - Problems getting to the appointment
 - Problems with back
 - Problems with transportation, not wanting to call EMS
 - Procrastination
 - Racial Profiling
 - Referrals
 - Scheduling conflict
 - She says she forgot
 - She was refused treatment because she refused to sign papers saying she is responsible for payments from her insurance company
-
- She was tired of going to the doctor doctored out
 - Shoulder problem, insurance limit the physical therapy visits
 - Sick Needed an MRI (but was claustrophobic)Allergic to sedation and anesthesia
 - Single parent, apprehensive, hospitalized each time I go to hospital for any problem, didn't want to leave boy home
 - Switched locations on me---have not been able to locate him
 - The Doctors staff doesn't complete the referrals and she has to fight with them to complete them
 - The doctor never responded to a request for an appointment.
 - The doctor put it off
 - They did not seem to understand my point where my pain was
 - They're a 'pain in the ass'
 - Thought it would be something that would go away
 - Thought problem would go away on its own
 - Thought she could get better on her own
 - Thought they didn't need to go to the doctor and would recover on their own
 - Thought you would get better on your own
 - Time
 - Took insurance a long time to okay her physical therapy
 - Took medication that helped it get better
 - Tore tendon in foot...thought was a heel spur
 - Transportation
 - Transportation/ family emergency
 - Unable to get prescription filled due to new health care laws
 - Waited to heal self
 - Waited to see if her conditioned changed
 - Waiting for her regular visit
 - Waiting on doctor to contact pharmacy for prescription
 - Waiting to take care another problem
 - Was not getting anywhere with them anyway
 - Was too hot and doctor was on vacation
 - Wasn't sure that it was a major problem
 - Whatever occurred at the time disappeared
 - Will go away
 - Work
 - Working out of town and didn't want to see an out of town doctor
 - Your decision not to go.
-

Appendix B (continued)

If you did not fill a prescription in the past 12 months, what was the reason? (pg. 12)

- 'They' wouldn't fill it for his heart disease
 - Allergist prescribed medication that she already had
 - Already had it
 - Already had the medication
 - Already had the same prescriptions at home
 - Because I was allergic to the medication
 - Can't locate my psychologist
 - Condition cleared on its own
 - Decided she didn't need pain medicine
 - Did not feel the need
 - Did not need it
 - Did not need prescription- got better before
 - Did not think the medication was effective
 - Did not want the pain medicine
 - Did not want to take medicine
 - Didn't need it
 - Didn't need the medication at the time
 - Didn't finish previous fill
 - Didn't have insurance
 - Didn't need it
 - Didn't think it was valid. got second opinion
 - Didn't think she needed it
 - Didn't think she needed the medication
 - Doctor could not reach pharmacy - problem with getting medication
 - Doctor gave me the most expensive medication, prescribed medication that's a lot of money have a relationship with pharmaceutical companies/contract, got reimbursed only \$60 of the \$200
 - Doctored out again
 - Does not medication at this time.
 - Don't think I needed it
 - Expense and wanted to see what would happen without it
 - Fear of a reaction or worried it's not working
 - Felt I would have an adverse effect
 - Felt like did not need it
 - For pain I did not fill the med
 - Forgot all about it.
 - Forgot to get medicine
 - Gave prescription but doctor didn't see it, pharm told her to use a different dosage that was too strong. couldn't afford.
-
- Had a three month supply
 - Had forgot
 - Had some already available
 - Had uterine cancer a few months ago and she didn't fill the prescription for the pain medication because she didn't think she needed something that strong.
 - Her Medicare ran out
 - Humana Would not let pharmacy fill prescription
 - I already had it.
 - I did not get the prescription
 - I didn't need it.
 - I forgot
 - I had a year supply already.
 - I had some there and I didn't need it.

Appendix B (continued)

- I had to see the psychiatrist
 - I lost the prescription.
 - I take so many medicines that I forgot.
 - I thought there a another alternative to taking the medication like taking herbs to avoid side effects
 - I was allergic to it (the medication).
 - I was given a prescription to fill if my condition
 - I was pregnant
 - Inconvenience
 - It for motrin because I can't take it.
 - It was a medication. Have when needed. So didn't want it
 - It wasn't covered under my insurance
 - Laziness
 - Medications were making me sick
 - Medications were not effective
 - Misplaced it
 - Mix-up at the pharmacy
 - New insurance coverage and I have not used it yet
 - No health insurance
 - No insurance
 - No insurance, medicine too expensive to buy.
 - No longer have insurance
 - No transportation
 - Not as good as natural remedies
 - Pain kills ..overly fond of committing to pain fills
 - Pharmacist misplaced prescription
 - Pharmacist wouldn't fill them because of insurance
 - Potential side effects
 - Prescription was \$230
 - Said she didn't need the meds already had it at ho
 - Se le olvido
 - She doesn't understand why there are so many foreign doctors that she can't even understand. Wants there to be more American doctors that she can understand.
 - Side Effects
 - Skeptical about medicine
 - Sometimes didn't want to
 - Used over the counter drug
 - Was in the hospital and couldn't do it
 - Wasn't sure of the benefits of it
-

Are there other things you might consider next time you choose a doctor to treat your condition? (pg. 33)

- 03,04,06,07,08 important; 05 somewhat important
- 04,06,08 somewhat important; 02, 03,05,07 very important
- A bilingual doctor; English & Spanish
- A community of spirits
- A doctor that is up to date with his medical technology
- A doctor who will try natural remedies b4 meds as appropriate.
- Ability of the Doctor to listen and communicate effectively with the patient
- Are they in my HMO?
- Available: can you get ahold of him when you need him
- Be able to make referrals to someone who would be treat you if they can't- willing to and HMO able to

Appendix B (continued)

- Bed side manner. if they are rude or not very cordial that takes away from their ability to treat you in a good fashion.
- Bedside manner
- Big thing for her is schedule
- Cares if Doctor is a specialist in the field of medicine he needs services of
- Check into the reputation and the background
- Compatible from an age stand point wants a Doctor that would out live him....wants a Doctor that speaks good English.....
- Considering switching ob/gyn, because of terrible office staff because they are very disrespectful, have an attitude problem, treat all patients that way
- Convenience and good care
- Convenience, response time
- Courtesy of the doctor and staff
- Credentials of the doctor, availability, bedside manner, etc.
- Doc's ability, doc's hospital, doc' hours are very important... cost and doc's experiences important...personal relationship important...cause her doc is family doc...open to alternative therapies if somewhat important
- Doc's should learn more about all the things that think are incurable like Diabetes - Cancer etc. like they should attend more seminars - and shouldn't be just complacent and satisfied with himself
- Doctor needs to be open minded with alternative treatments
- Doctor who understands that head affects health, spiritually open, etc.
- Doctor's personal attention to the patient (they come in to speak with the patient themselves)
- Doctor's take HMO verses PPO
- Doctors disposition, reputation and referrals
- Doctors knowledge of diabetes care, and its complications
- Doctors time with patient
- Doesn't plan on changing doctors
- Education and age
- Emergency
- Ethnicity
- Expertise in condition
- Expertise track record education age
- Female doctors are more thorough
- Female physician
- First impression on first appointment with doctor
- Gender
- Gender and race
- Gender is important
- Gender of the doctor
- Gender of the doctor (he prefers a female with big breasts))
- Gender of the physician
- Given a choice
- Good sense of humor
- Grief Counseling
- Have to be part of the HMO
- Having a family member who is having similar experiences and they recommend a doctor or if a doctor recommended another doctor to her that she really trusted
- Held liable for- arbitration, mistakes they made-totally look at everything, grades in medical school, suits against them that probably shouldn't have happened
- Him telling me all the options I have and alternatives in my treatments.
- His personality...the fact that the doctor speaks to you as a person instead of just another patient
- Hospital affiliation
- House calls, good report, accept her insurance
- How close a doctor is
- How compassionate the doctor is

Appendix B (continued)

- How long I would have to wait
- How quickly I can get in to see them, doctor, location, not to be racially prejudice doctors who can't speak English well I have a difficult time with
- How well Doctors handle medical records
- How well they keep to appointment times
- If doctor participates with insurance
- If the doctor can speak clear English
- If they are concerned and look at my health care and include my other doctor's results when making a diagnosis.
- If they are on the list of providers that his insurance provides full payment for.
- If they found better treatments so I wouldn't have asthma
- If they were in my HMO
- If they will accept my insurance
- Importance of them following a standard method isn't important
- Important that I have time to talk with my physician
- Insurance
- Insurance Companies referrals another doctors that doesn't want, doctors look for their risk factor
- Integrated functional medicine
- Is concerned about how much the doctors are getting paid to perform services
- Is he local, is he good, does he have time for me
- Knowing the doctor's health - you want someone healthy taking care of you
- Knowledge of nutrition and their size
- Length of wait time
- Less time in waiting room
- Limited to whom she sees by the limits of her health coverage
- Location
- Location of the Doctor
- Location, if he/she is covered
- Location/accessibility
- Looking into physical and emotional wellbeing
- Medical school attended, environment, office appearance, take time to wash hands, comfortable shoes
- Medications for her condition
- More diversity in the medical field.
- More established doctors think more about alternative
- Most important thing is to listen to the patient before they make decisions.
- Must belong to my health system
- Naming a condition that I may not have
- Need to see an eye doctor/dentist/a doctor about my lungs/nerves
- Never go to Mount Clemons General because they are horrible and dirty, urine smell, understaffed
- Not having to wait and getting an appointment. in a timely manner.
- Not just the kind of doctor that want to cut on you
- Number of patients
- Offer of information to patient, and willing to talk to other health care providers, and imparting information directly to patient
- Organization
- Other staff remaining confidential in regards to patient medical information.
- Other things
- Pain medication you need
- Participates prefers female doctors
- Patience and chance to talk and explain things where the doctor listens
- Patient has NO Choice in doctors so I skipped previous questions, she doesn't understand what I'm talking about
- Personality
- Personality, being able to understand them
- Personality. make sure they listen, and be understand, don't make me feel like I am rushed through the appointment
- Prefers a female doctor

Appendix B (continued)

- Prefers doctors that are the same race as he is
- Prefers woman doctor to a man doctor
- Probed: all important
- Proximity to my home
- Qualifications
- Quality of patient care
- Quality. The overall performance. Are they good at what they do? Do they charge you anymore?
- Que se preocupen por ella y q no la miren por encima q sea un chequeo mas intenso y mas profundo q haga mas estudios y q se preocupen mas por lo q uno tiene
- Rather that the Doctor was used more preventive medicines and told the patient more prevention measures...more on the terms of prevention is better than cure
- Recommendation from health care
- Reliability-be able to rely on them to help fight insurance company about prescriptions.
- Reputation
- Reputation attitude towards patient
- Research the person, Google, medical journals
- Research, knowledge, family history---life expectancy
- Sample medicines, as can't afford to buy all her medicines. hasn't been shown how to live on diabetes. was not made aware of what her blood sugar level should be. needs alternative medicines, is prescribed a medicine containing steroids. wants a doctor that will provide her with these things.
- Search background of doctor and talk with other people
- She said she would consider the recommendations of people
- She would have to do a lot of research.
- She'd go by the recommendations of her current doctor
- Should be able to talk to the doctor before you decide. that would help her decide, she says.
- Some docs are more conservative, some are quick to operation, that's something to consider but would not till after you are treated.
- Someone that is familiar with a paraplegic
- Someone who leans towards a holistic approach
- States that the amount of time she must wait for an already scheduled appointment (my time is valuable too).
- Stomach instinct about the person
- That the doctor likes old people
- The distance of the doctor's location
- The doctor be the same ethnic background as myself
- The doctor's age, and ability to keep up with the newest medicines
- The personality of the doctor
- The receptionist is something very rude to the patients he would consider it
- The risk
- The types of insurance accept, location
- The wait time
- The whole general awareness of paraplegics and an office equipped, very hard to find a Gynecologist with a table low enough you have to be thrown up like a sack of potatoes
- Their concern with the patient
- Travel from the home
- Usually uses recommendations from other doctors
- Verbal skills
- Very satisfied with the doctor she has is referred to another doctor if needed
- Wait time, how long you have sit there in the office
- Wait time.
- Wants a doctor that's connected with a large medical center
- Wants a doctor to supply her with information about tests
- Wants a doctor who spends more time and isn't always in a hurry
- Well known in field for being in the forefront of treatment for whatever illness you might have.
- What insurance does he take and how that works out

Appendix B (continued)

- Where the doctor is stationed at as far as the hospital
 - Where they went to school. Age, personality
 - Whether MD is in the health insurance's preferred care provider list.
 - Whether or not he or she is a specialist in the area
 - Whether the doctor is rude or kind, basically his personality(or her)
 - Whether they are foreign born or not
 - Whether they are included in the network
 - Whether you like the doctor or not
 - Willingness to consider other therapies
 - Would like for them to spend more time with me instead of worrying about the money I would like for
-

If you did not use the information you saw comparing the quality among doctors, why not? (pg. 35)

- Already have a doctor
- Already seeing the doctors
- Already with a doctor
- Also has the book that benefits his health
- Because there are a lot of doctors that don't speak my language Spanish
- Because they are ads
- Did need to switch doctors
- Did not apply to me at the time
- Did not fit my situation
- Did not pertain to her illness.
- Did not want to
- Did not want to go without any doctor
- Didn't think it was important
- Doctor is good butthere is some disrespect, and do my own decision by taking Herbal medicines, taking medication dose as it suits me (pills cut in half)
- Don't believe the information he is receiving.
- Had mind made up
- Has not used it yet, but will
- Husband had that plan... and respondent thought... her husband's doctor was good.
- I already had one of the best
- I did not need information
- I did not pay too much attention
- I do not know
- I don't believe the information
- I just don't like to do nothing no more.
- I think they lie, they're advertising I don't believe in advertising.
- I use referral
- I work a Health Care organization and I'm a health care professional
- I'm doing well with the care that I'm receiving.
- In a magazine and deemed unimportant
- In your opinion info was false
- Info for someone else
- Information received was already known
- Information was so closely related to information that you already knew about my condition.
- Insurance changed
- It didn't occur for me to use it
- It was just ads trying to drum up business and PR is biased
- It's not accurate it's an advertisement.

Appendix B (continued)

- Just getting information
 - Looked it up for someone else
 - Made her not go out of her way to visit that particular place, didn't think it was worth it
 - Medicaid just got back in affect
 - My doctor was in the list I did not need to use the info
 - Not sure
 - Said the doctors I had were the top doctors in the state
 - Seeing same doctors
 - Seen it on the news or something
 - Several of doctors were mentioned in article
 - The information was not important
 - They were talking about cancer patients and heart specialists and she is not applicable for either.
 - Those doctors did not pertain to R's health
 - Very happy where she is at
 - Was not important
 - Was not looking to change doctors
 - You didn't want to go through the hassle of changing doctors
-

If you did not talk to your doctor about the report, why not? (pg. 36)

- At the time it did not pertain to my illness
- Confident she was receiving best care
- Conflict of interest---did not want him to feel like I was second guessing him
- Deemed unimportant
- Did not apply to him.
- Did not feel like talking to doctor
- Did not have any reason to
- Did not have time to speak with Doctor
- Did not like the doctor, and did not allow him to do anything to me
- Did not see a need to I guess
- Did not think of it at the time
- Did not think she could help her.
- Didn't come up.
- Didn't feel it was necessary my doctors treatment was similar to what I read.
- Didn't pertain to him. it was about eye surgery
- Didn't see the doctor
- Didn't think he should talk about the report with his doc as he doesn't care about the literature in the first place.
- Didn't think of it
- Didn't think to talk to doctor about reports
- Didn't feel the need to
- Doctor already read report and was informed
- Doctor did not say anything to me about the reports
- Doctor does not listen
- Doctor doesn't have that time...
- Doctor is usually rushed and she does not want to take his time
- Doctors get offended so I discuss it with my nurse
- Doesn't have time to talk with doctor about other things
- Don't think the information I saw was applicable to discuss
- Happy with doctor, did not feel need to discuss
- Happy with his service
- Happy with my doctor
- Happy with what I had
- Has not seen doctor in the past two months

Appendix B (continued)

- Has not seen the doctor, or talked
 - Hasn't seen doctor since seeing the report
 - Hasn't been to the doctor in a while
 - He didn't ask
 - He moves to quickly
 - I did not believe the reports were beneficial to me at the time I saw them
 - I didn't need to
 - I didn't understand the reports
 - I felt very comfortable with the information and nothing to discuss with the doctor
 - I have no insurance
 - I have not been to the doctor.
 - I looked up the information and the doctor I chose was highly qualified
 - I was in a hurry
 - Information already known
 - Irrelevant
 - It was someone else
 - Just didn't
 - Just didn't
 - Looking at new plan
 - Never occurred to me
 - No need he is fine with doctor
 - No reason
 - No reason to
 - Not Applicable
 - Not important to them
 - Nothing that affected me
 - Our time was limited, write it down to discuss it with him.
 - Pretty pleased with the Doctor
 - Referral and went online to check the specialist out.
 - Same reason as before. didn't pertain to her conditions.
 - Satisfied with current doctor and felt he did not need to see the information
 - She did not feel the need to share it with him.
 - She felt report was not important
 - So satisfied with his health care providers that he doesn't consider utilizing info
 - Talked to the other medical professionals in the family
 - The doctors or non-listeners.
 - They barely have time to see you for what you're there for so they don't have time to talk about the report
 - Thought had information needed for self
 - Too many other personal things to discuss
 - Understood the report. had no questions
 - VA doesn't work that way he says
 - Very satisfied with care at the VA, has no reason to change providers
 - Was not necessary
-

Appendix B (continued)

If you did not use the information you saw comparing quality among the hospitals, why not? (pg. 37)

- All his doctors work out of the same hospital
- Already knows which hospitals she would prefer
- Bad experiences with hospitals
- Because I wanted to research myself
- Because it was in other states
- Because it's PR and PR is biased
- Because of my only experience
- Conducts on research. not persuaded by advertisements. Also a healthcare professional
- Confident with decision of current hospital
- Convenience to where we live
- Convenience, going to the closest place
- Did not fit my situation
- Did not go to hospital in 12 months
- Did not need the information
- Didn't consider the source very important
- Didn't have insurance
- Didn't have the information when she needed it to make a hospital decision.
- Didn't need to
- Didn't need it
- Didn't need to use the information
- Distance of the hospital will not be sensible if she needed immediate attention
- Doctor only worked out of one hospital
- Doctor recommendations
- Does not have insurance so that determines who he can and cannot go to
- Don't trust everyone opinion
- Emergency situation no control over it
- Found it in yellow pages
- Goes by personal experience.
- Goes to hospital that doctor used to be affiliated with
- Had other sources
- Has been with doctor for a long time
- Have not went to a hospital
- Have to go with insurance company
- Haven't had to go
- He didn't have to make a decision
- I already knew the best hospitals.
- I did not like the hospital
- I do what I want
- I gather information and speak to people myself
- I go to the hospital where her doctor is on staff
- I have the best doctor in the area
- I just didn't
- I know some of it wasn't true
- I make my own decisions I don't need someone else telling me
- I only go to hospitals my insurance will pay for
- I trust my doctor
- I was already at the hospital that was rated high
- I was not using any hospital services
- I wasn't having surgery or anything
- I went to the one my doctor referred me to
- In HMO he is happy with

Appendix B (continued)

- Information was basically all the same
 - Input is self-promoting
 - It was not relevant.
 - It was too late to use a different hospital
 - Just advertisement
 - Lost interest after I read the report/ forgot about it
 - Never took the time to look into it.
 - No Health Insurance therefore can't go to a different hospital, but veteran hospital
 - No insurance
 - No need to use it
 - No reason
 - Not ready to surrender for her surgery, doesn't think she completely needs it yet, but is researching to know more about it. but is definitely anticipating
 - Only one hospital in area
 - Same reasons as before. didn't pertain to her conditions.
 - Satisfied with own medical care
 - She did not feel the need to share this with her hospital.
 - Still haven't changed doctors
 - The hospitals location was too far.
 - They go by the ads, and the ads are misleading; I go by what somebody says or my doctor says.
 - Used doctor's information
 - Was not necessary
 - Wasn't interested
 - Wasn't interested, hadn't had a need
 - Work at current hospital
-

If you did not use the information you saw comparing the quality among health plans, why not? (pg. 38)

- A while ago University of MI discontinued a Senior plan that he liked and had because he could afford that (55\$/ month). After that he was left for 2 years without insurance except Medicare. And that was frightening.
- About the same as they offer
- Alternative therapies that don't cost too much
- At the time I was unemployed and couldn't afford to purchase it
- Because I changed my health insurance to get a doctor she wanted
- Because I think its advertising, it's sick; they're telling you what they think you want to hear. If I'm happy with someone I stay there, I'm very loyal
- Because it did not have anything to do with me.
- Because my husband does that
- Can't afford any plans
- Cannot afford health insurance
- Cannot afford insurance
- Cause I knew it wasn't true
- Could not afford any of it
- Did not think she could.
- Did not want to offend her current insurance
- Did want to
- Didn't need a change
- Does not have a job
- Don't know
- Don't put a lot of stock
- Don't trust them

Appendix B (continued)

- Don't have to pay for my current health insurance plan
 - Don't like adversity and prefers to use own opinion
 - Employer offers specific plans
 - Employer only offers one type of plan
 - Finding insurance for soon to be father in law
 - Get what I can get, I have low income
 - Had already selected healthcare provider for the year
 - Has current health insurance and satisfied
 - Has to keep the plan that she has
 - Husband insurance agent
 - I already have insurance and I don't want to change
 - I already have the best care, for my illness what have you, I get the best treatment.
 - I didn't need to.
 - I didn't think it was that important
 - I don't have any- health insurance--not necessary
 - I don't trust it.
 - I don't have a job and can't pay for it
 - I don't make decisions regarding health insurance in the family
 - I have family associated with different health plans
 - I make my own decisions, I don't need someone pressuring me
 - I went to someone personally
 - It didn't suit my style.
 - It doesn't apply to me. I'm on Medicare.
 - Just enrolled; did not find out info until after enrollment
 - Limited options
 - No finances to pay for it
 - Not applicable
 - Old. So would not like to change the health plan
 - She said her husband is retired and her insurance is through him, so they cannot change insurance.
 - She worked for a high-ranking company, and they supplied her insurance. Then it changed, and her costs started to rise, and could not switch out.
 - Slow or no changes
 - Spoke directly to Doctors receptionist for her opinion.
 - Spouse has it at work
 - Still deciding on which one to go with
 - TV is misleading
 - Too expensive
 - Took too long to get what I want
 - Want to see how my medical bill comes out first
 - Was afraid they would let me go--cancel my policy
 - Wasn't in a position to make that decision.
 - Will be going on Medicare
 - Works for an insurance company, does not have much choice
 - Would have to pay for himself
-