



**Highlights and Chartpack**

The Kaiser Family Foundation/Agency for Health Care Research and Quality

# **National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information**

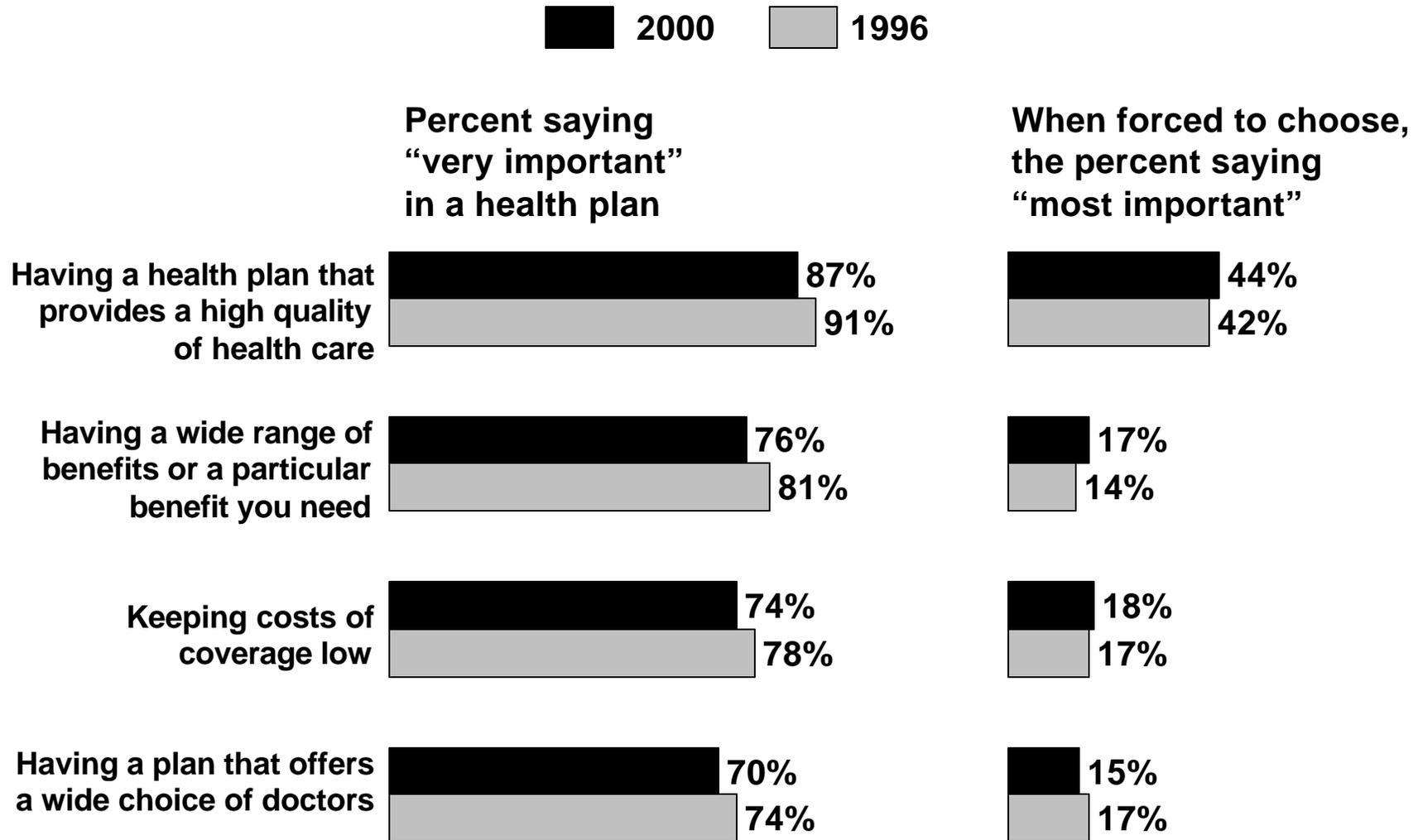
**December 2000**

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# Charts

Chart 1

# What is Important in Choosing a Health Plan



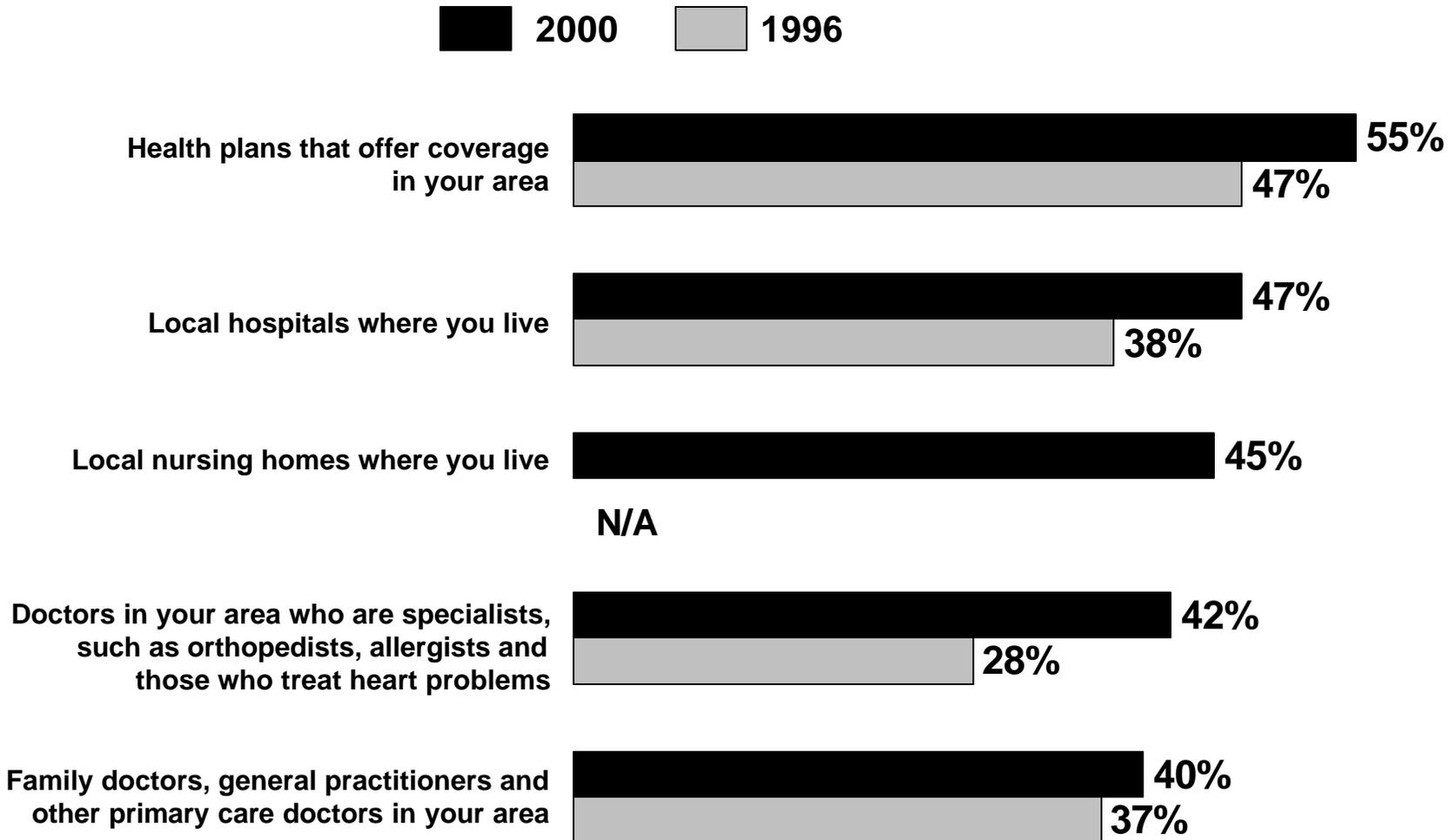
\* Don't know not shown

Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 2

# Differences in Quality

Percent who say there are “big differences” in the quality of care among...



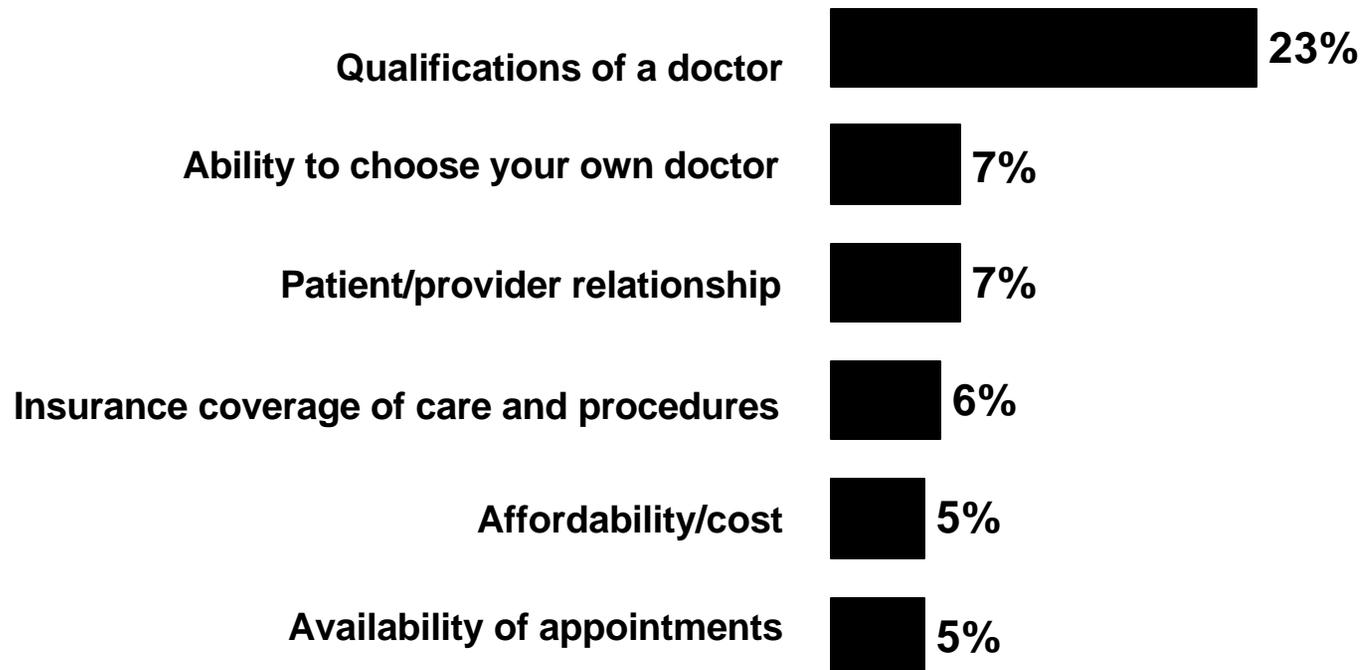
Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 3

# What is Important in Quality of Care – Open-Ended Responses

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Percent naming each as “most important” in determining the quality of health care patients receive...



\* Responses mentioned by less than 5% are not shown.

Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 4  
**Doctor Quality**

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Percent saying each would tell them “a lot” about the quality of a doctor...

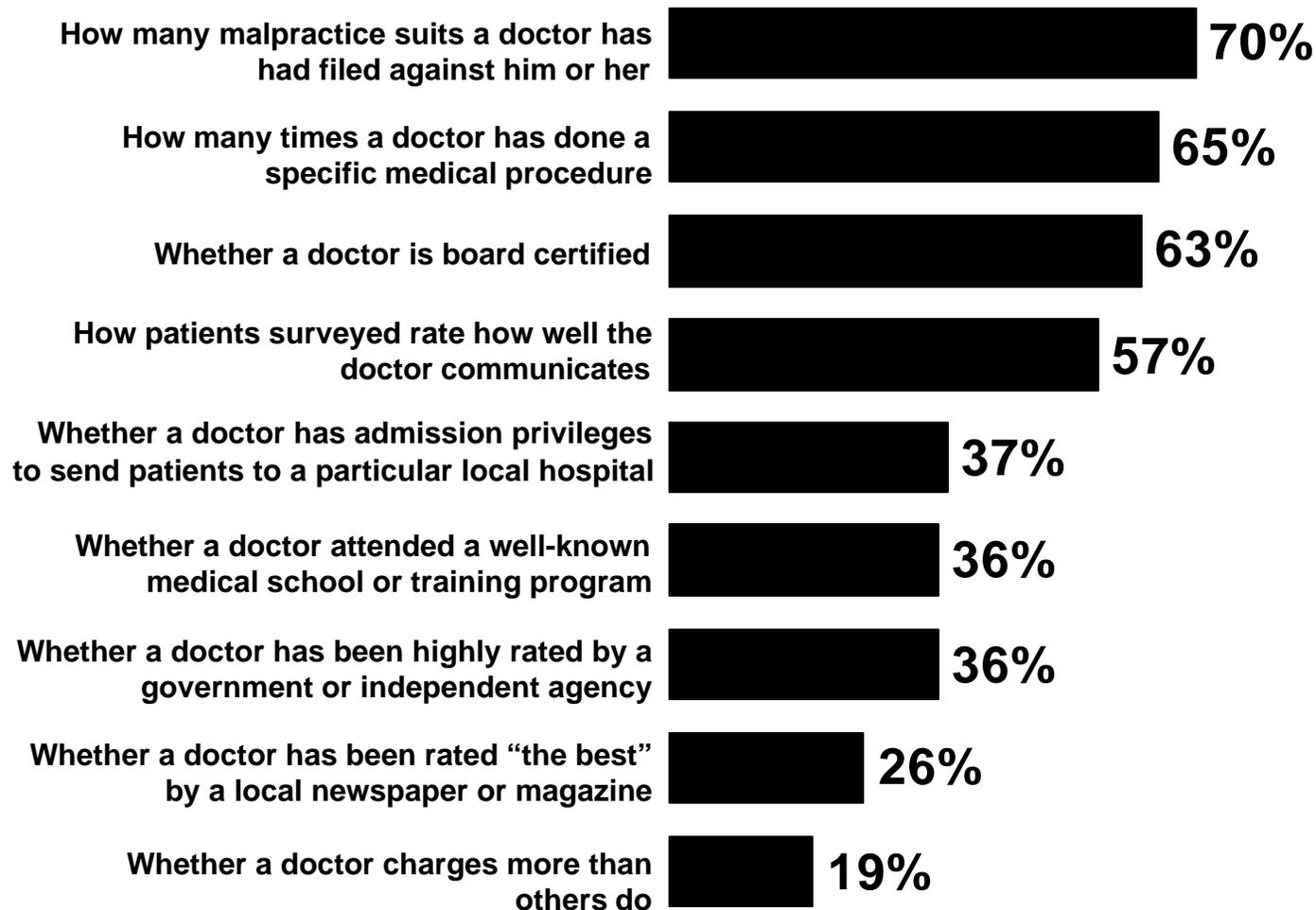
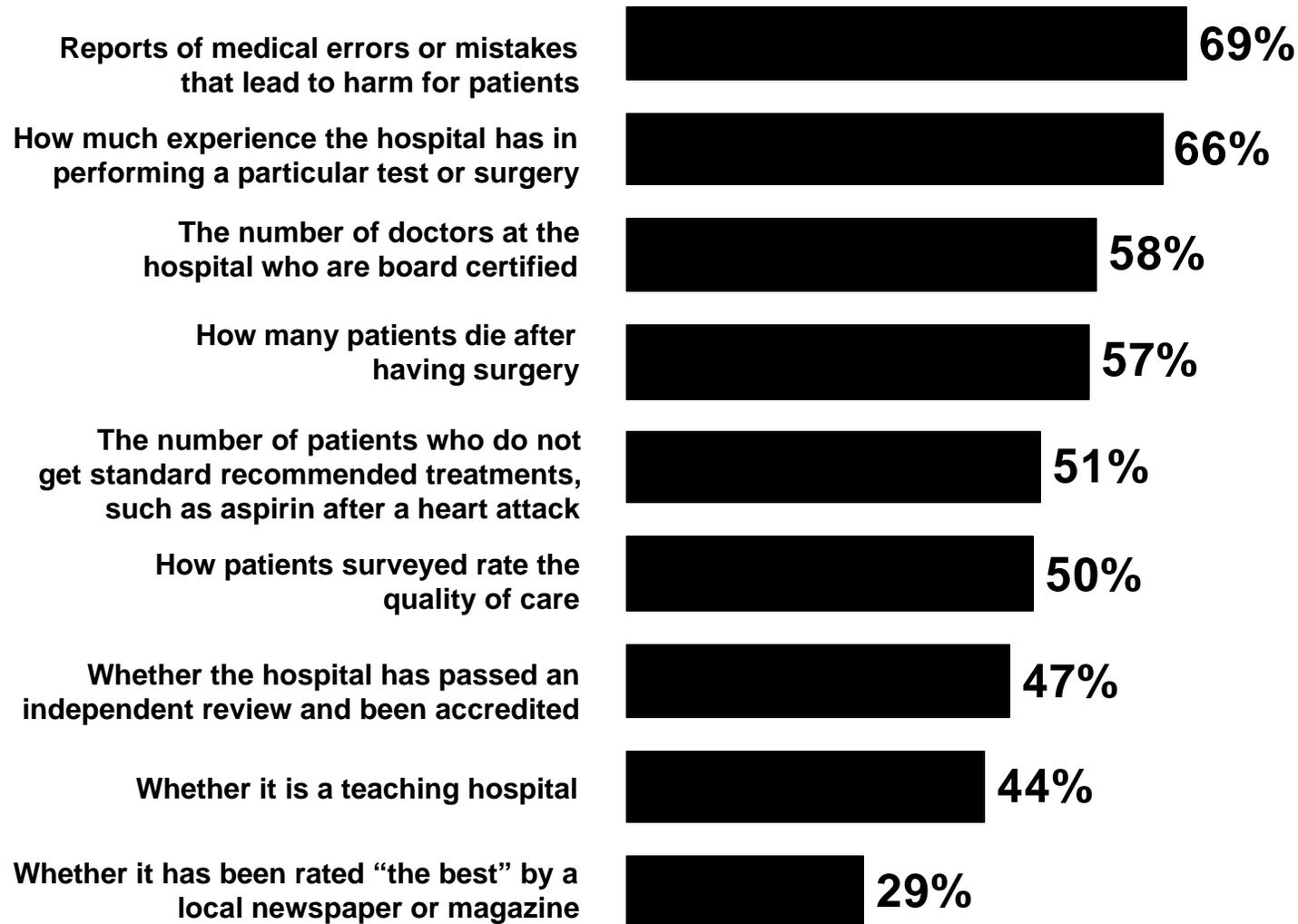


Chart 5  
**Hospital Quality**

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**Percent who say each tells “a lot” about the quality of hospitals**



Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 6

# Health Plan Quality— Resonates Most

Percent who say each of the following tells them “a lot” about the quality of health plans

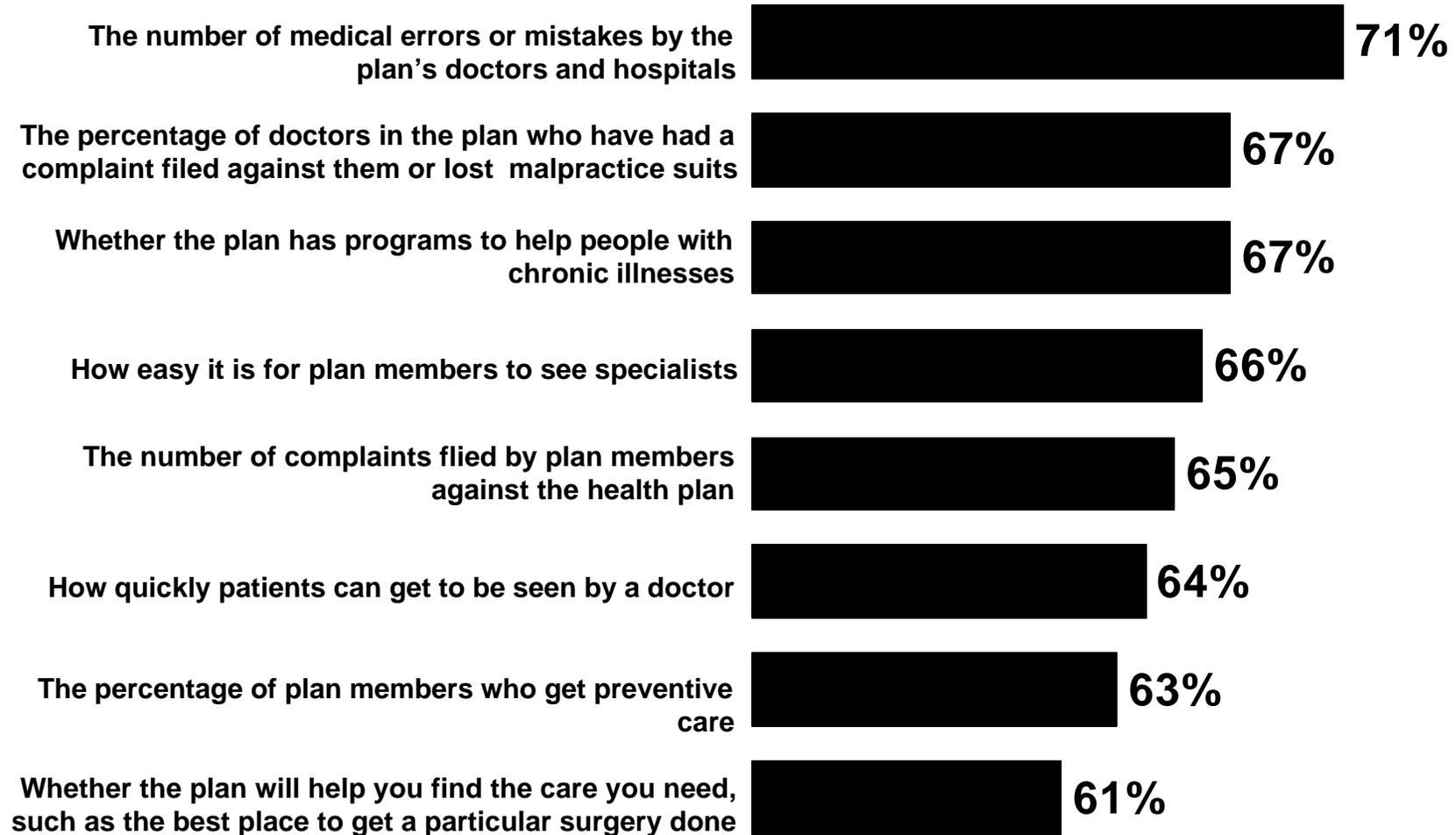
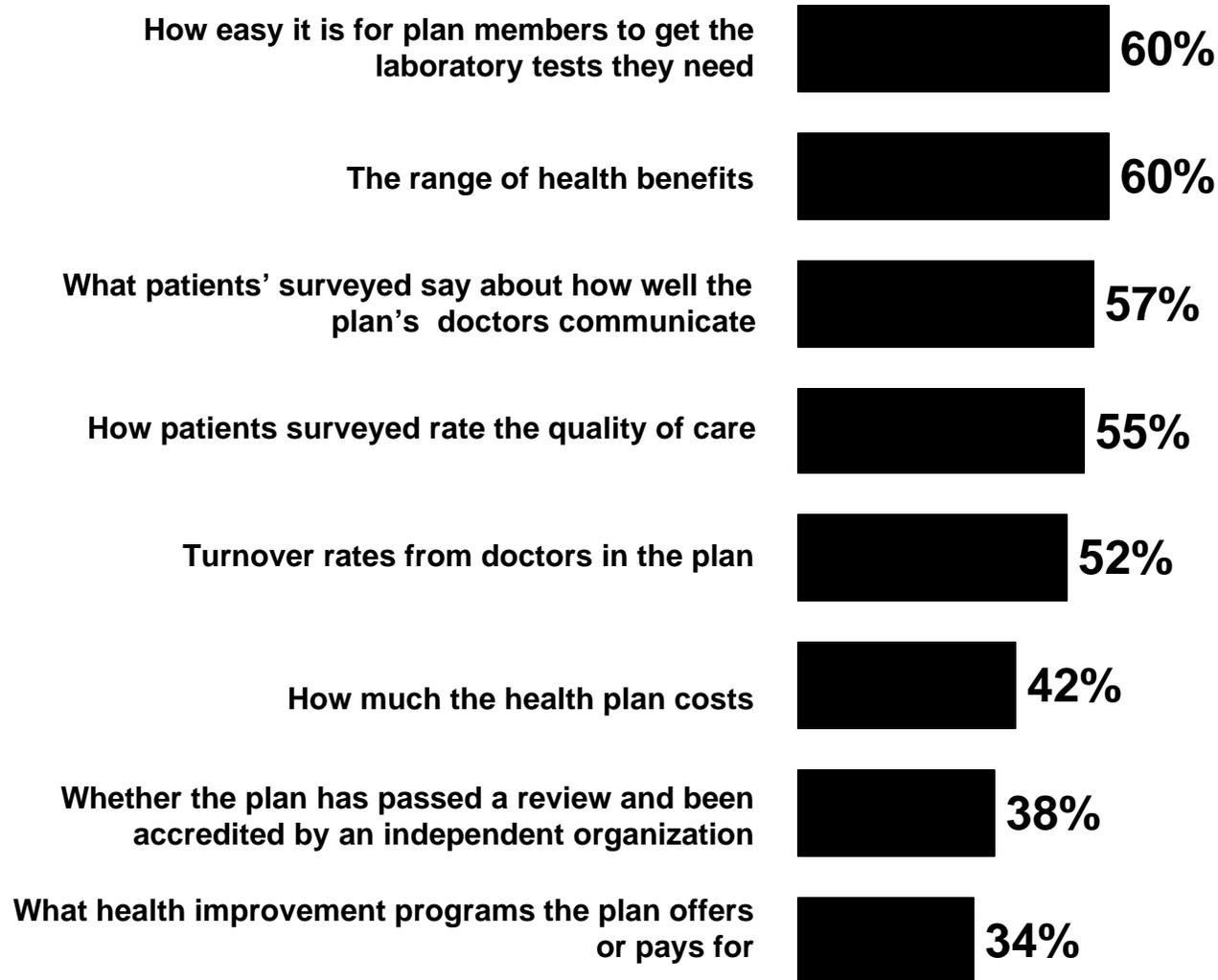


Chart 7

# Other Indicators of Health Plan Quality (Continued)

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Percent who say each of the following tells them “a lot” about the quality of health plans



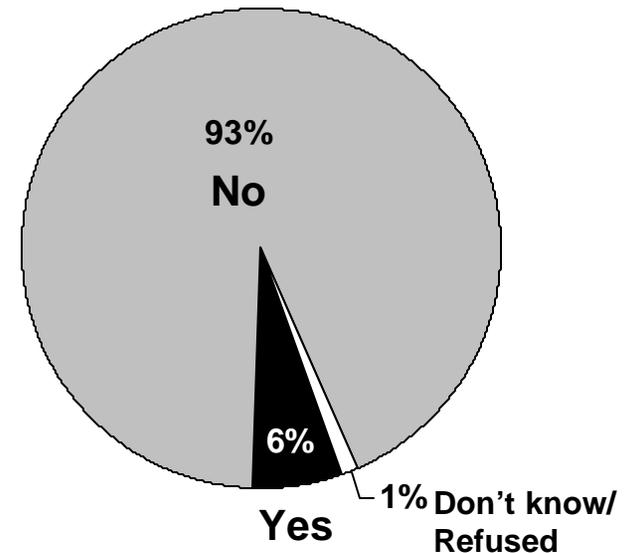
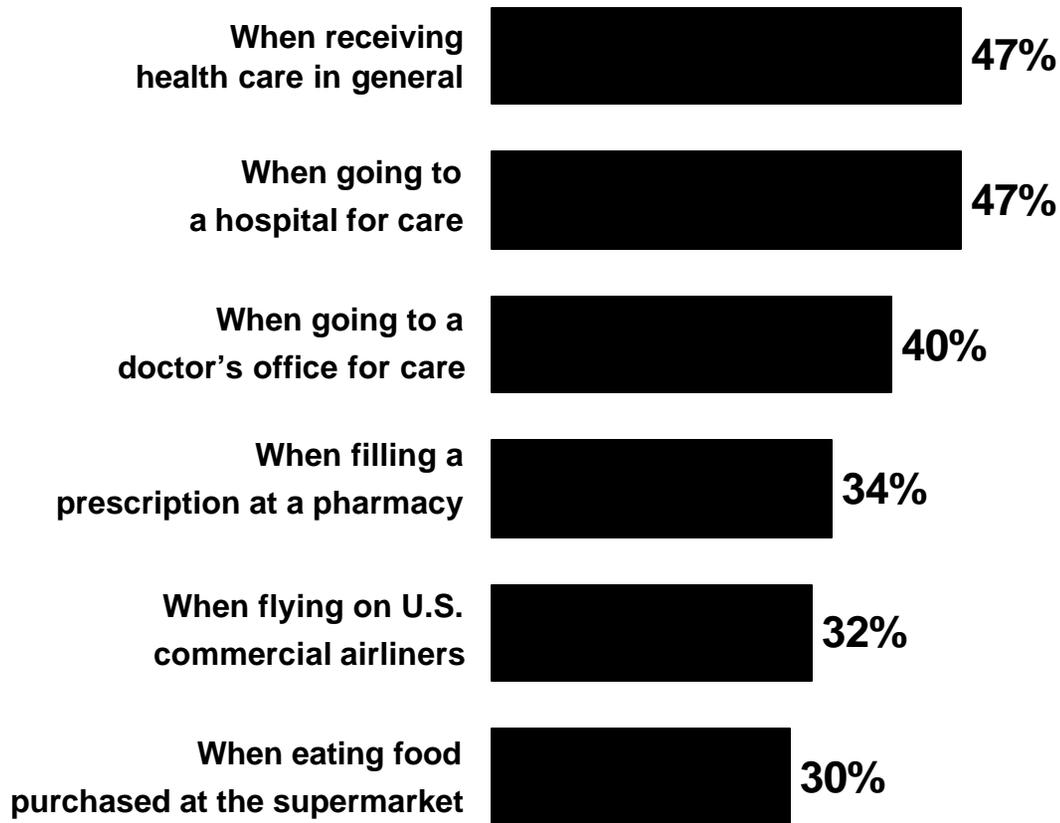
Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 8

# Concerns About Experiencing an Error

Percent who are “very concerned” about an error resulting in injury happening to them or their family...

In the past 12 months, have you personally suffered personal injury or harm that you feel resulted from a medical error?



Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 9

# Confidence In Having Enough Information to Make the Right Choices

Percent who say they were “very or somewhat confident” that they had enough information to make the right choices the last time they were...

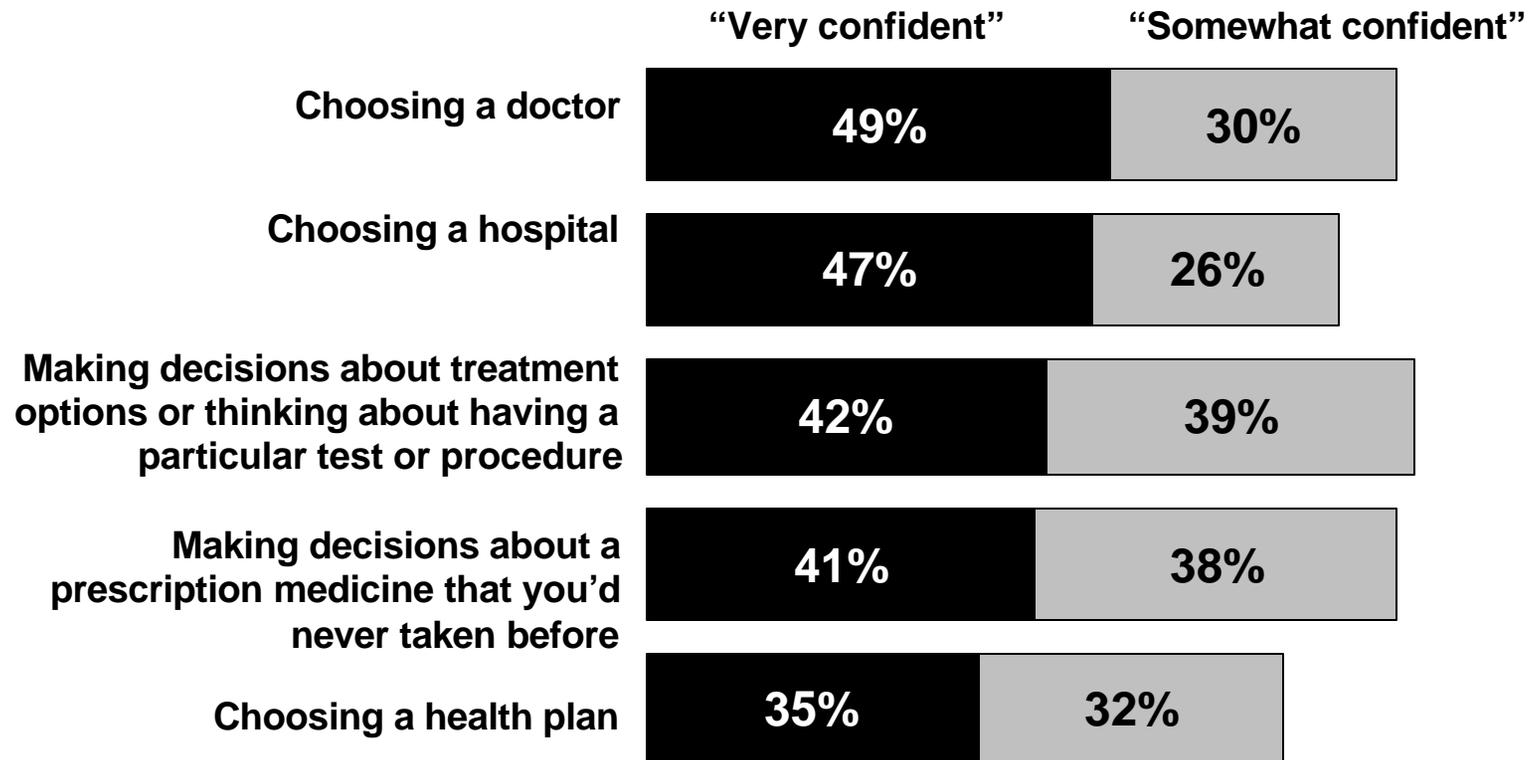
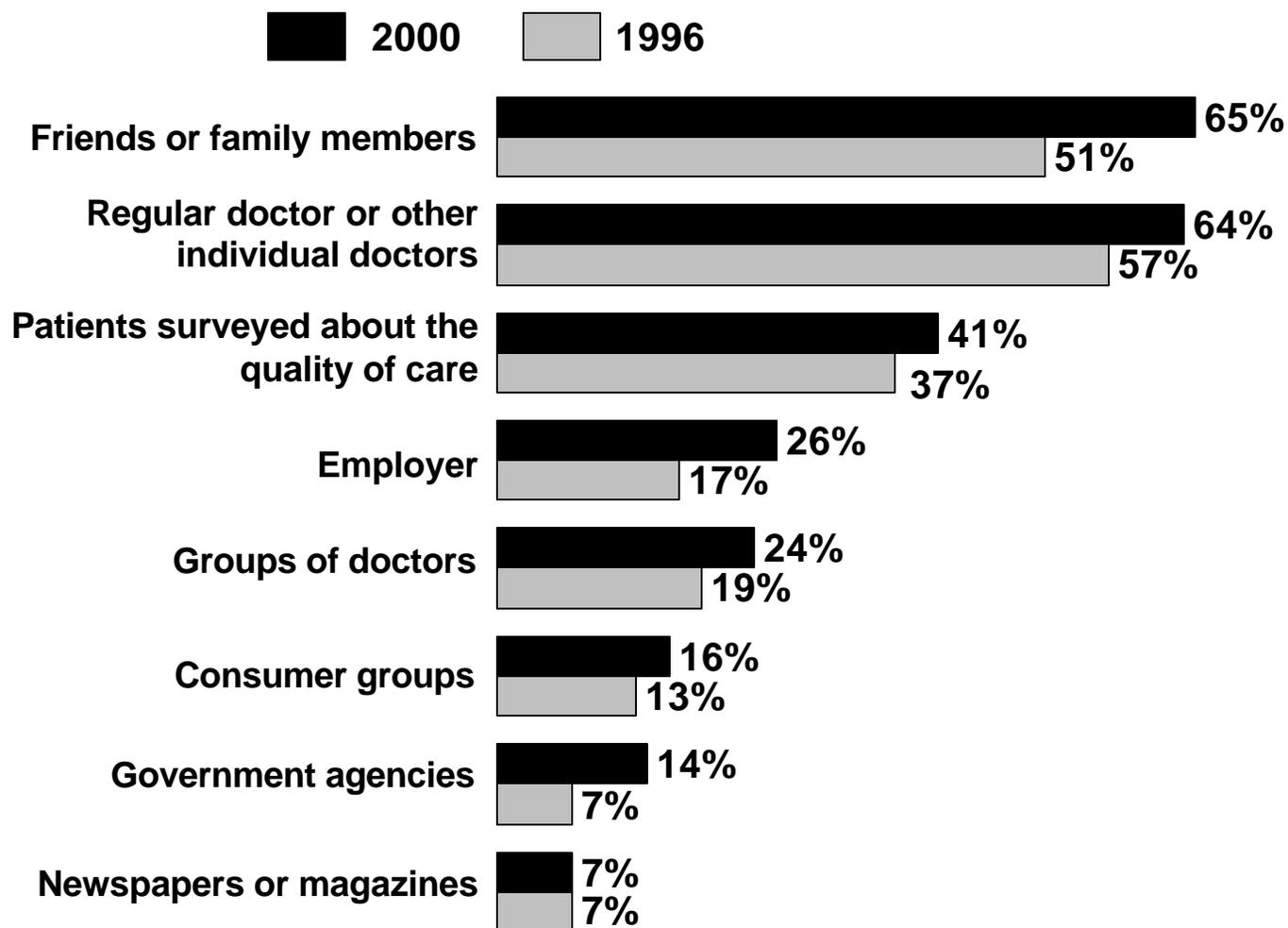


Chart 10

## Influences on Doctor Choice

If they had to choose a new doctor, the percent saying that ratings or recommendations from each would have “a lot” of influence on their choice...

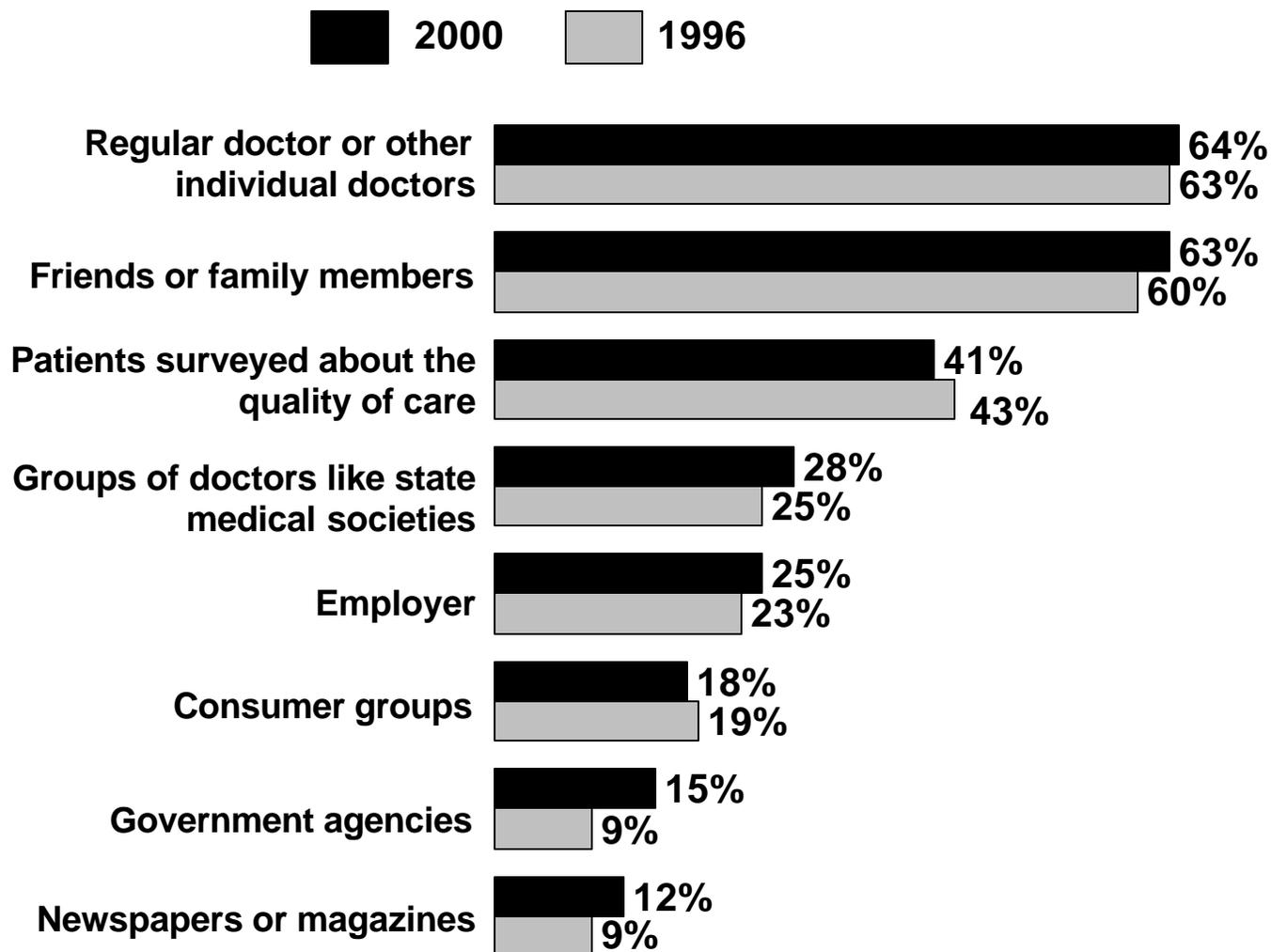


Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 11

# Influences on Hospital Choice

If they had to choose a hospital, the percent saying that ratings or recommendations from each would have “a lot” of influence on their choice...

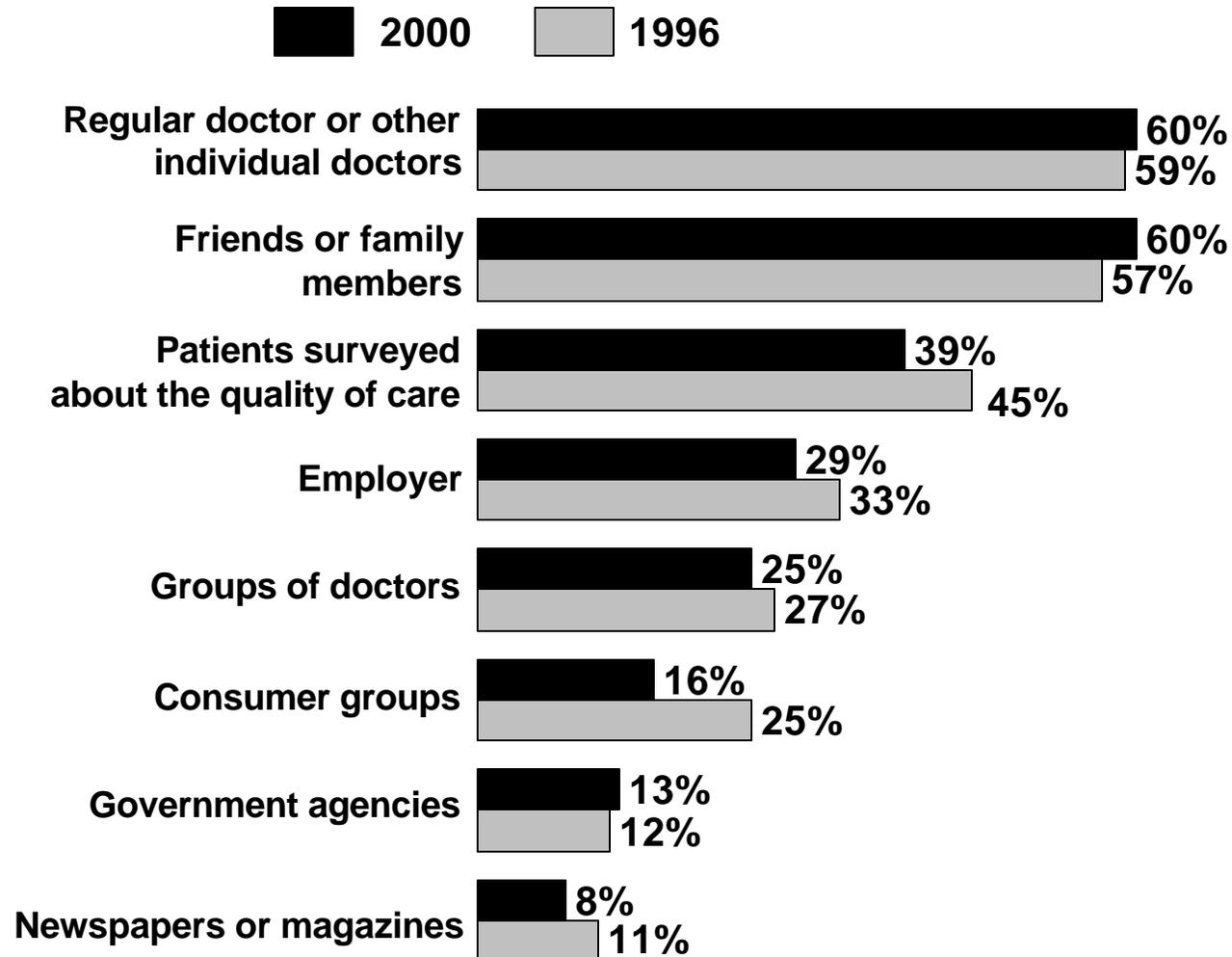


Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 12

# Influences on Health Plan Choice

If they had to choose a new health plan, the percent saying that ratings or recommendations from each would have “a lot” of influence on their choice...



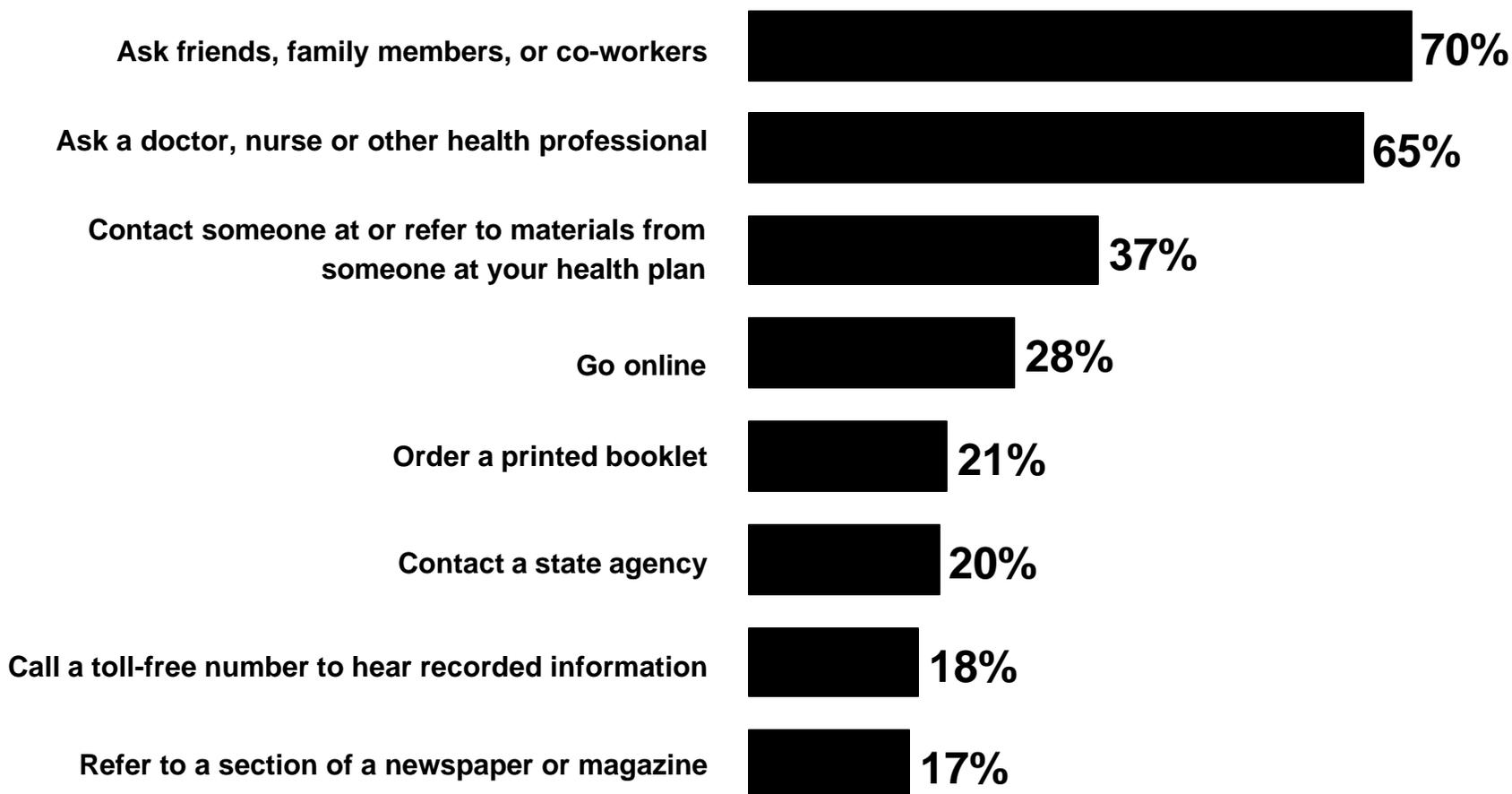
Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 13

## Finding Quality Information

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Percent who say they would be “very likely” to do each to try to find information about quality



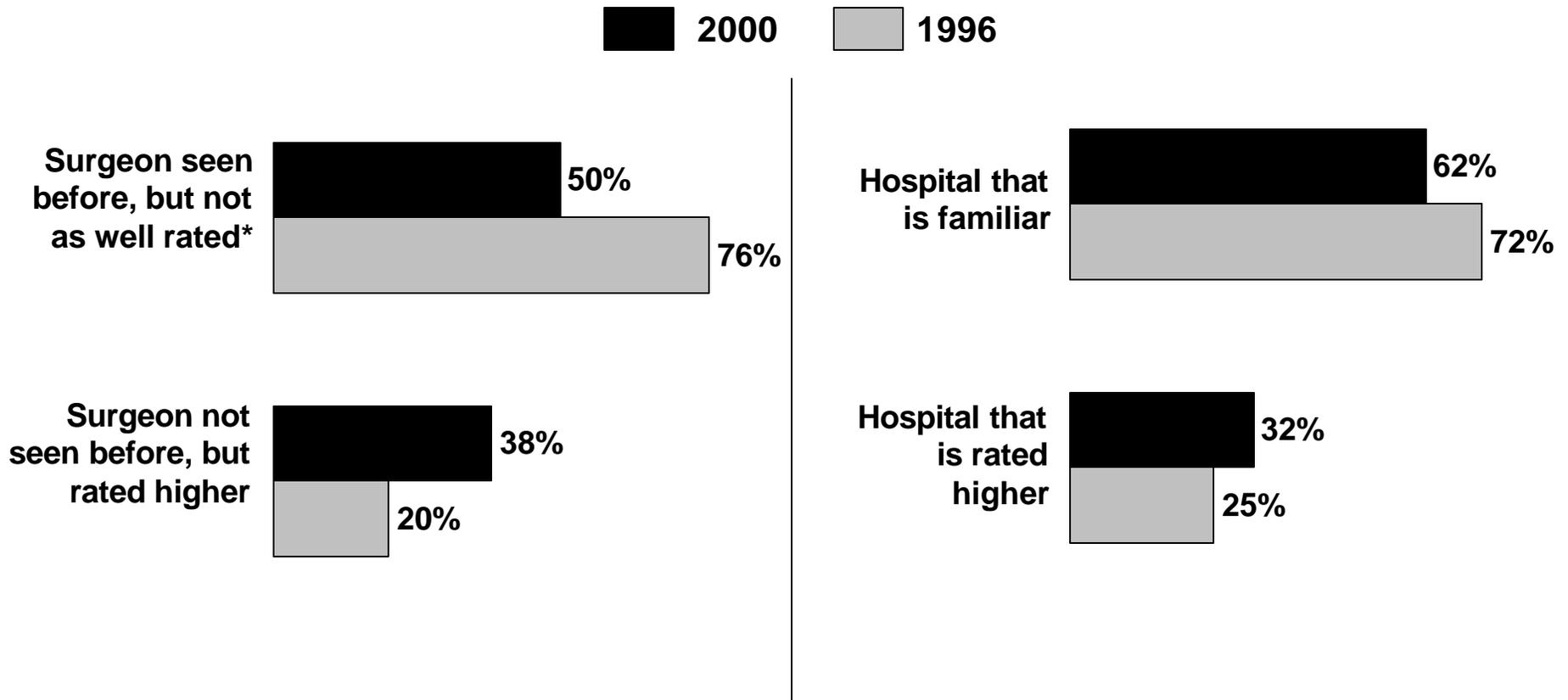
Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 14

# Familiarity vs. Ratings

Supposed you HAD TO CHOOSE between two surgeons...

Suppose you HAD TO CHOOSE between two different hospitals...



\*Question wording was slightly different in 1996.

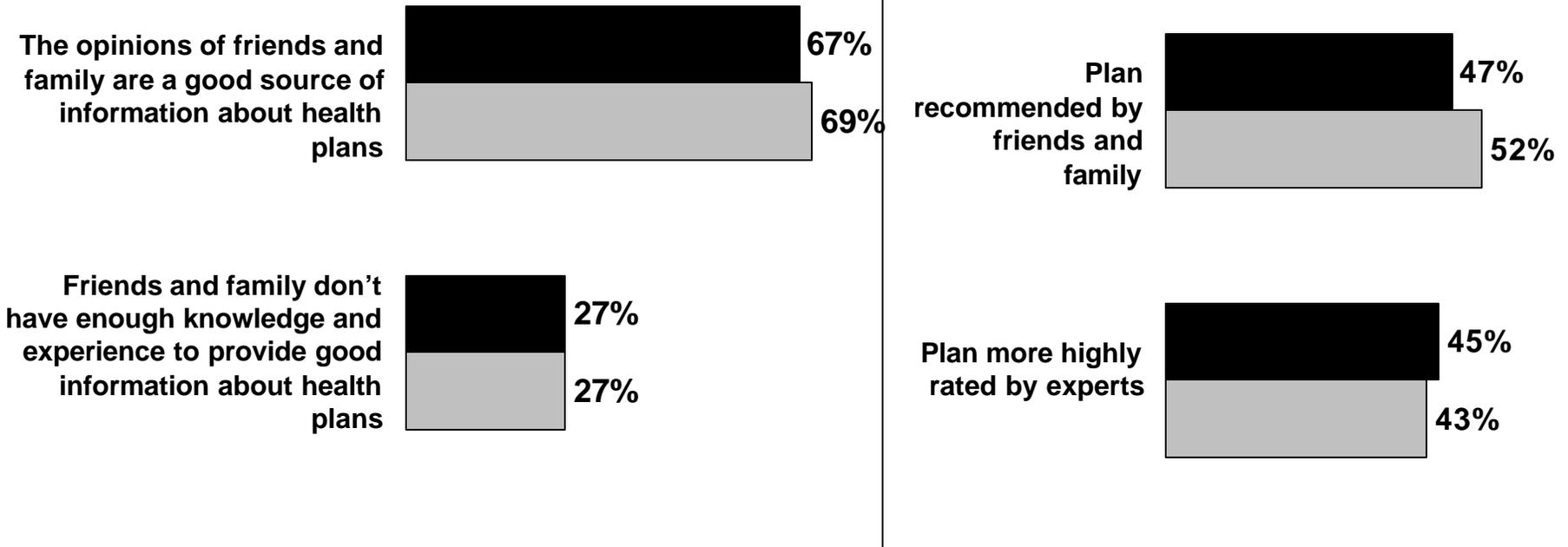
Chart 15

# Friends and Family vs. Expert Ratings

2000 1996

Which comes closer to your view?

If the two plans cost the same, which would you be more likely to choose?



\* Don't know not shown

Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

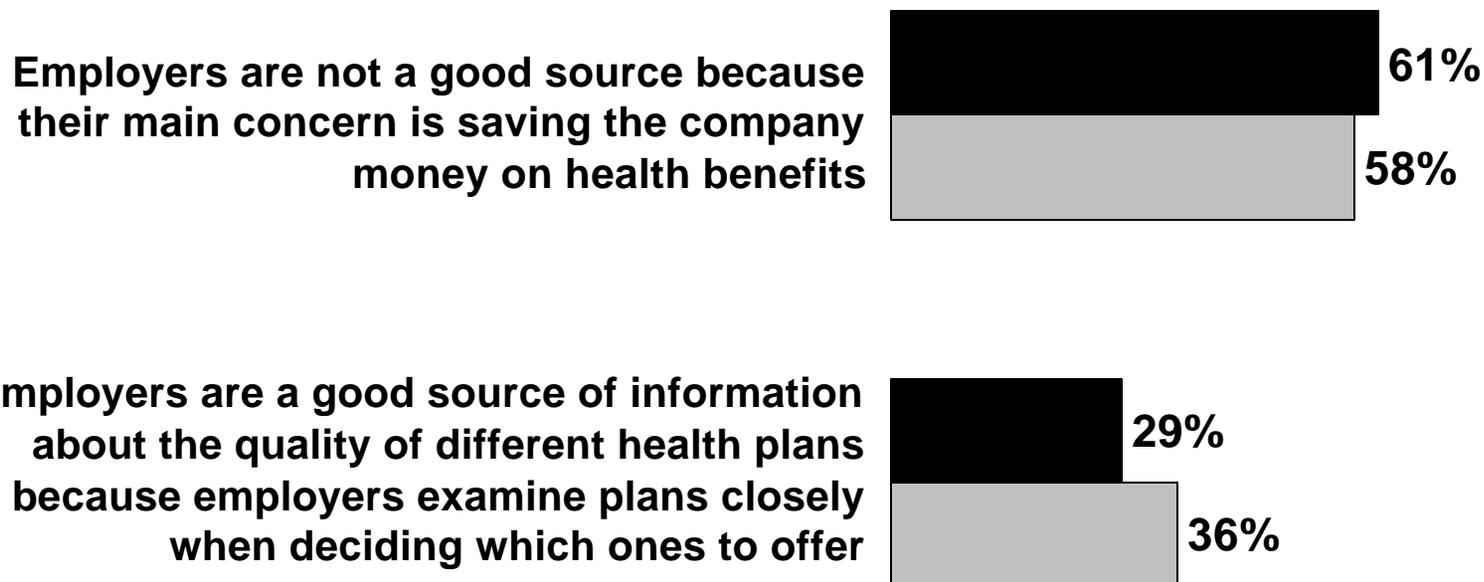
Chart 16

# Employers as a Source of Information on Quality

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Which comes closer to your view...

■ 2000    ■ 1996



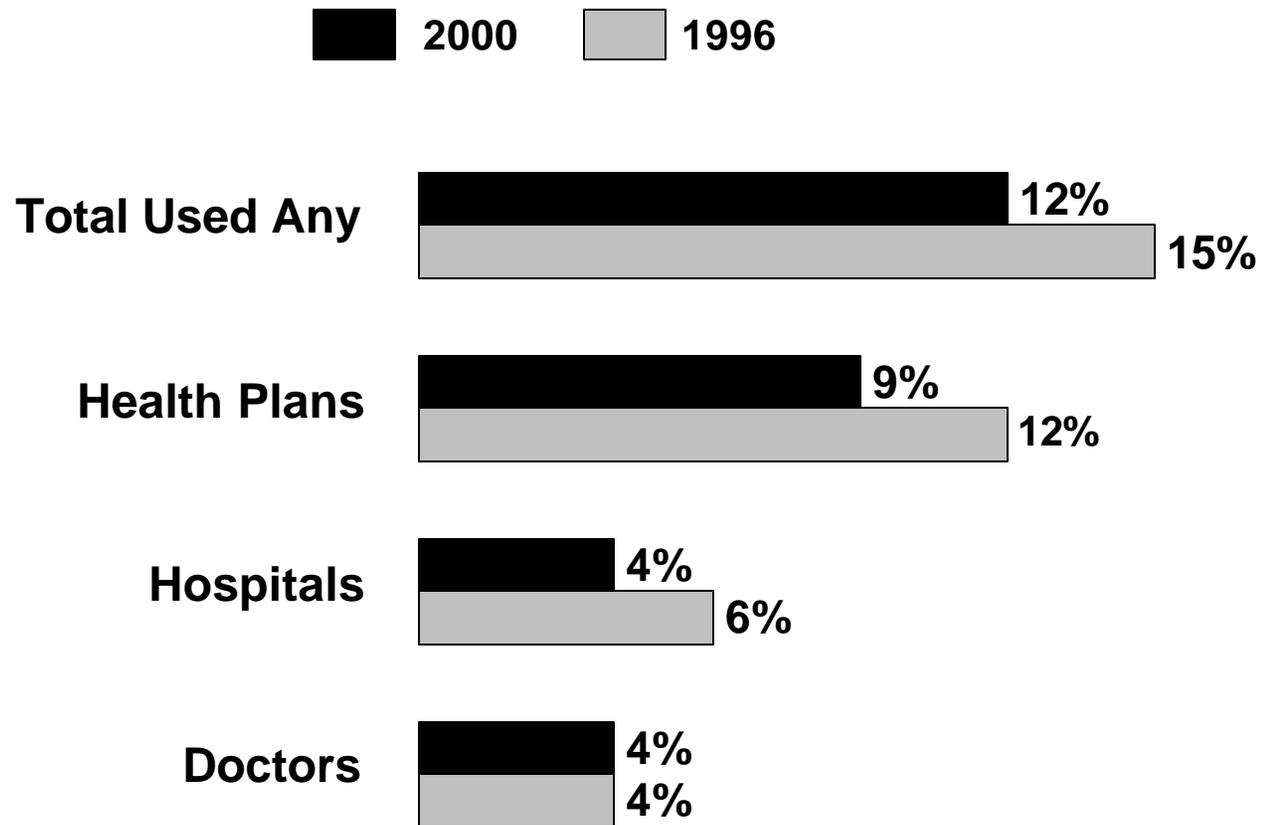
\* Don't know not shown

Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 17

# Used Quality Information

Percent who say they'd use the information they saw comparing quality among...



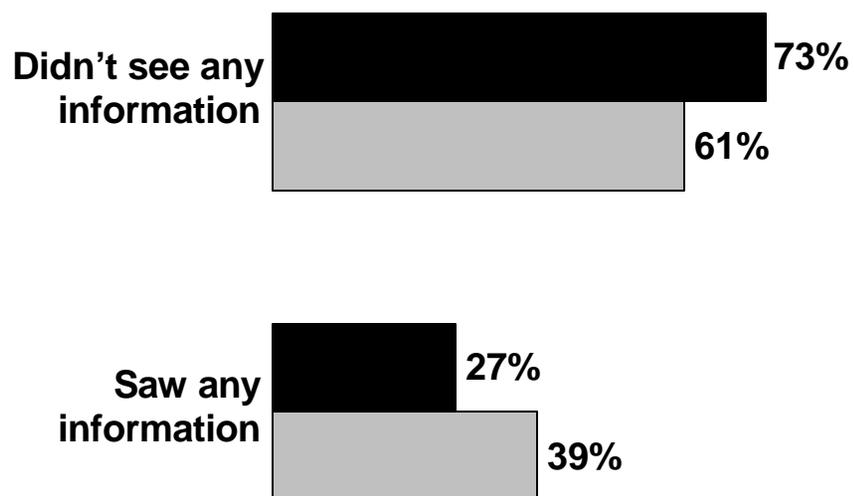
Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 18

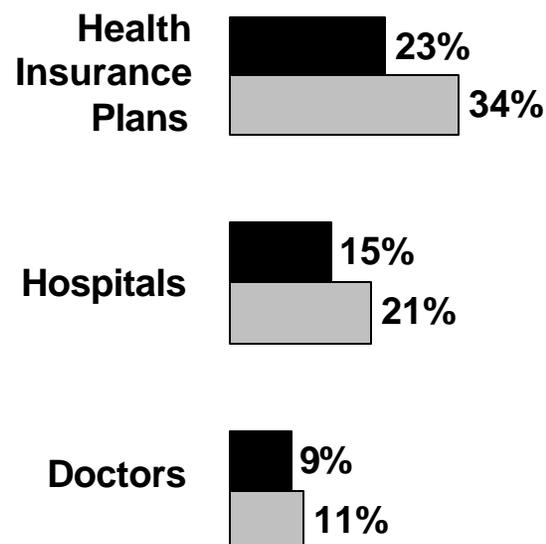
# Saw Information Comparing Quality in the Past Year

2000 1996

## Saw any information comparing quality...



## Specifically saw information comparing quality among...



\* Don't know not shown

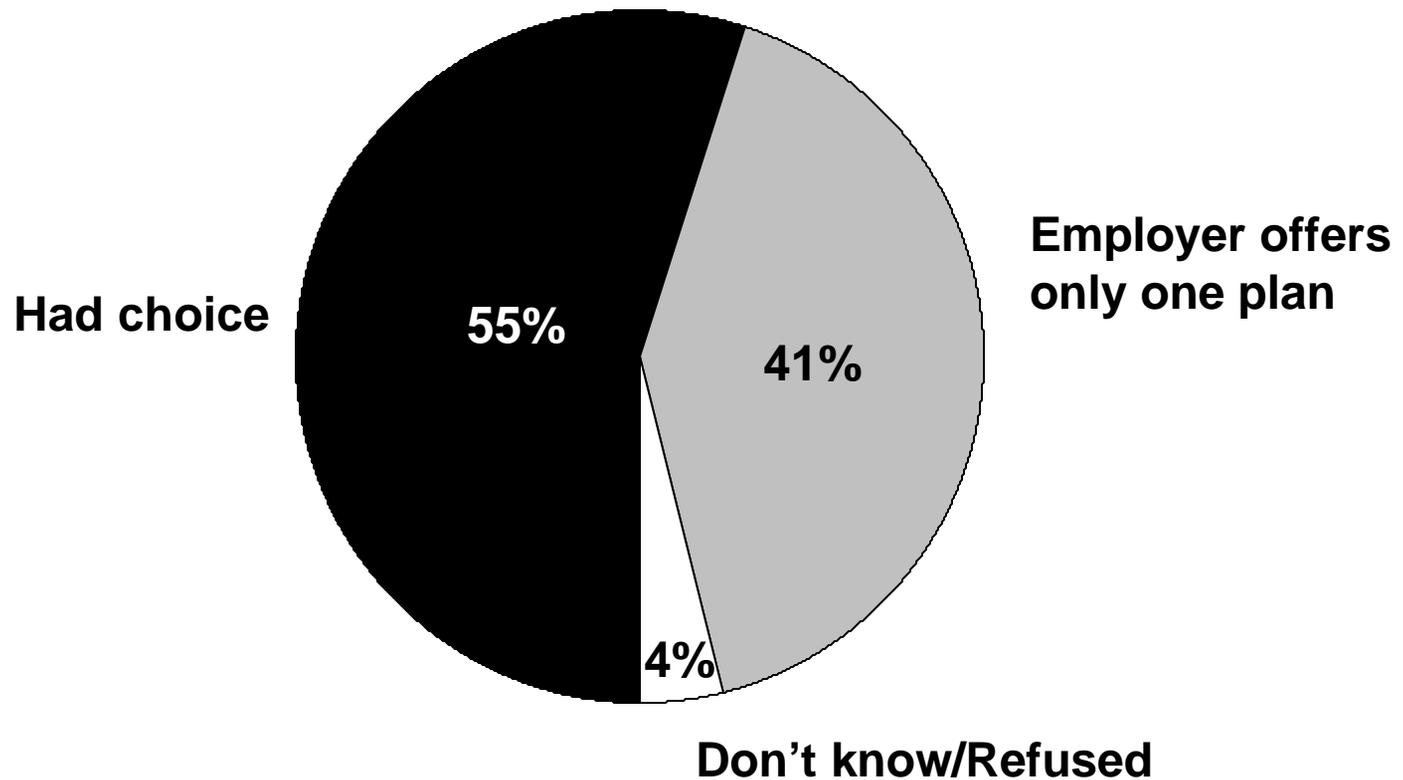
Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 19

# Choice of Plans

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Percent who say...



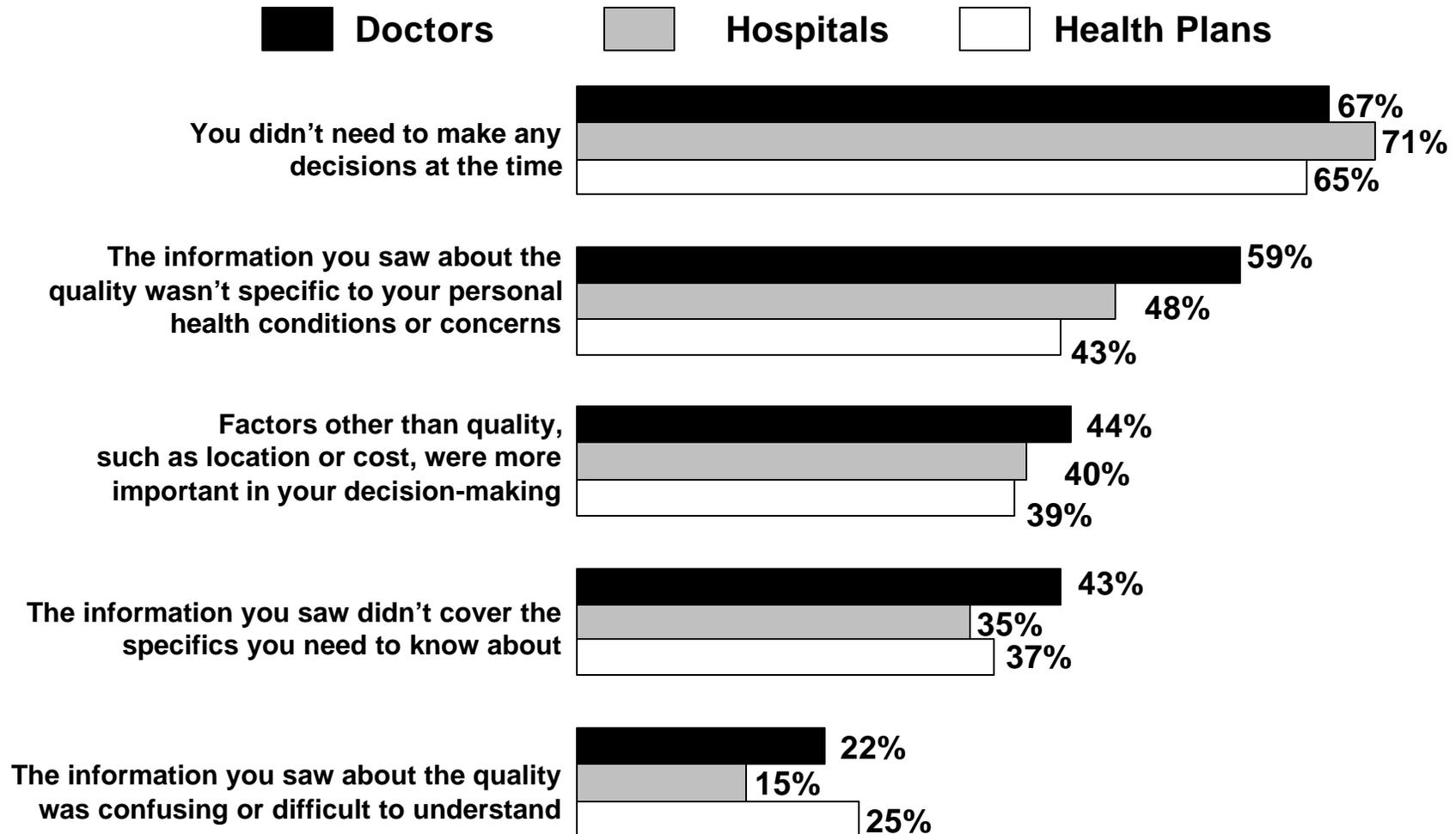
\* Based on those with employer-based health coverage

Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 20

# Why People Didn't Use Quality Information

Percent who say each is a reason they didn't use the information they saw about...

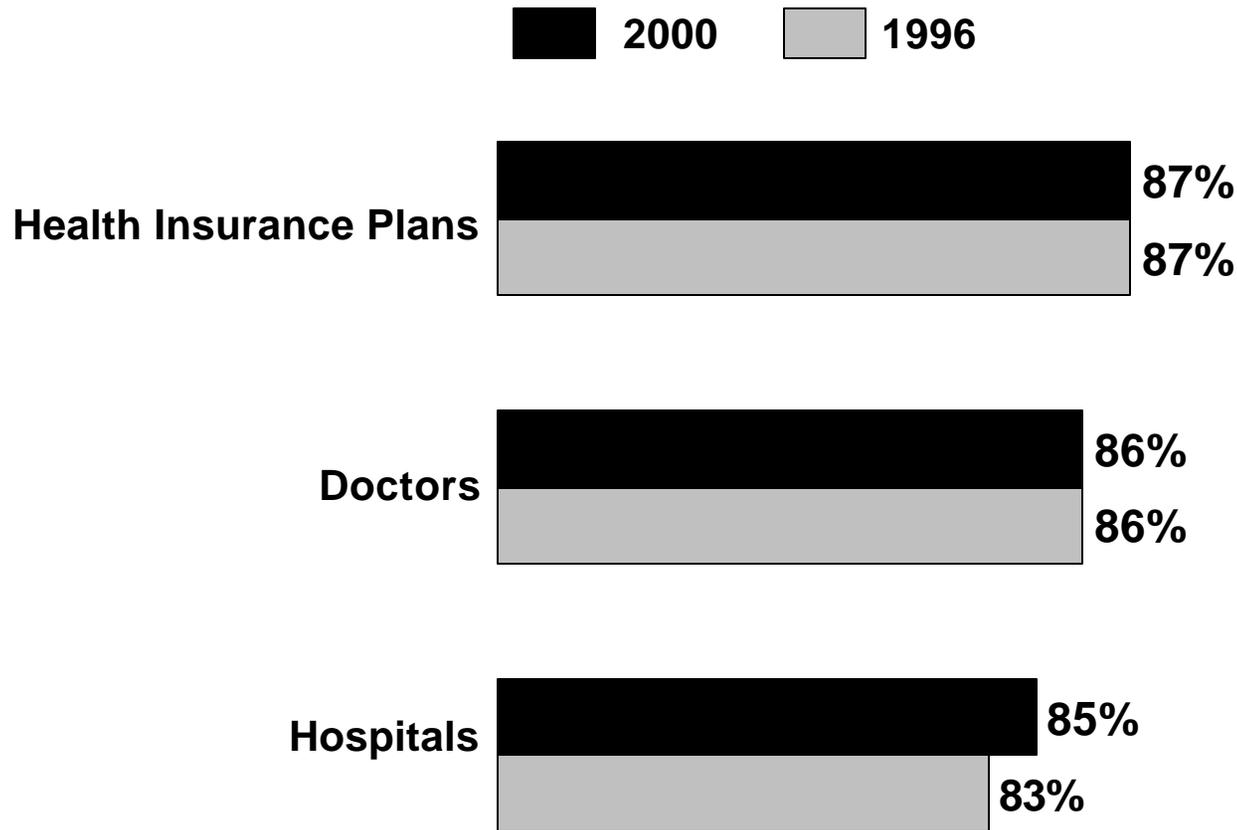


Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 21

# Would Information Comparing Quality Be Useful?

Percent who say the information they saw comparing quality would be useful to someone making decisions about...

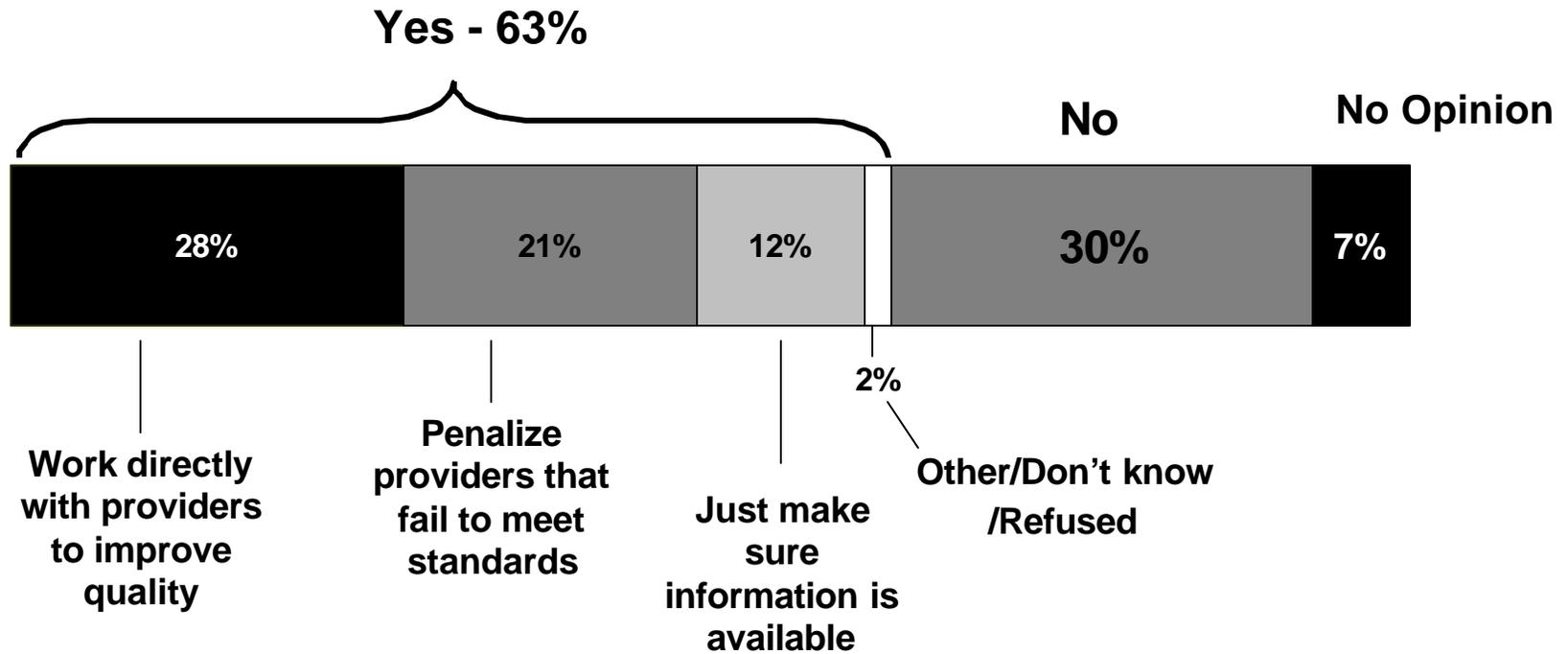


Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 22

# Government Involvement in Ensuring Quality

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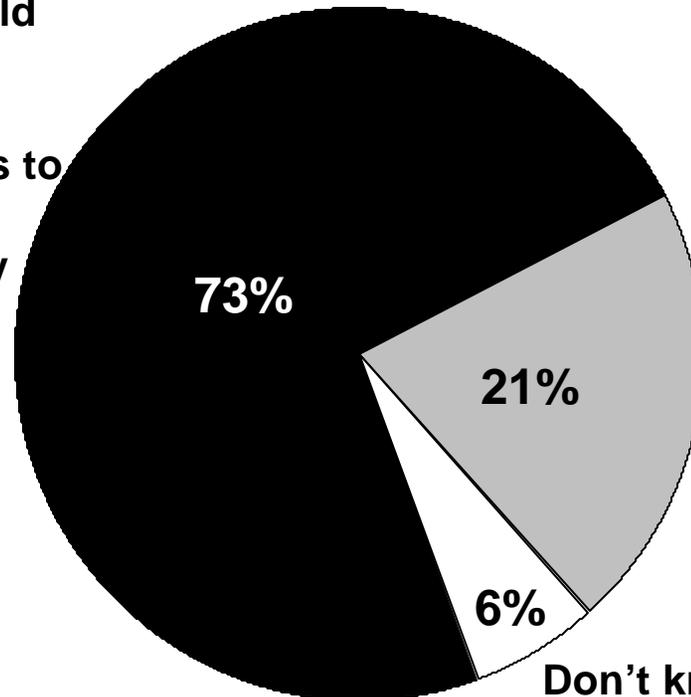
Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 23

# Medical Errors

Which comes closer to your views on how medical errors that result in serious injury or harm should be handled?

The government should **REQUIRE** health care providers to report all serious medical errors to make sure this information is publicly available



Reporting of serious medical errors should be done on a **VOLUNTARY** basis to ensure the personal privacy of patients/staff involved

Don't know/Refused

# **Special Topics**

Chart 24

## Quality Information and The Internet

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- **People who have seen quality information over the Internet** **7%**
- **Say they would be “very likely” to go online to get quality information** **28%**

### Trust

**Trust health websites to provide accurate information about prescription drugs ...**

<b>A lot</b>	<b>9%</b>
<b>Somewhat</b>	<b>31%</b>
<b>Not too much</b>	<b>13%</b>
<b>Not at all</b>	<b>32%</b>

\* Don't know not shown

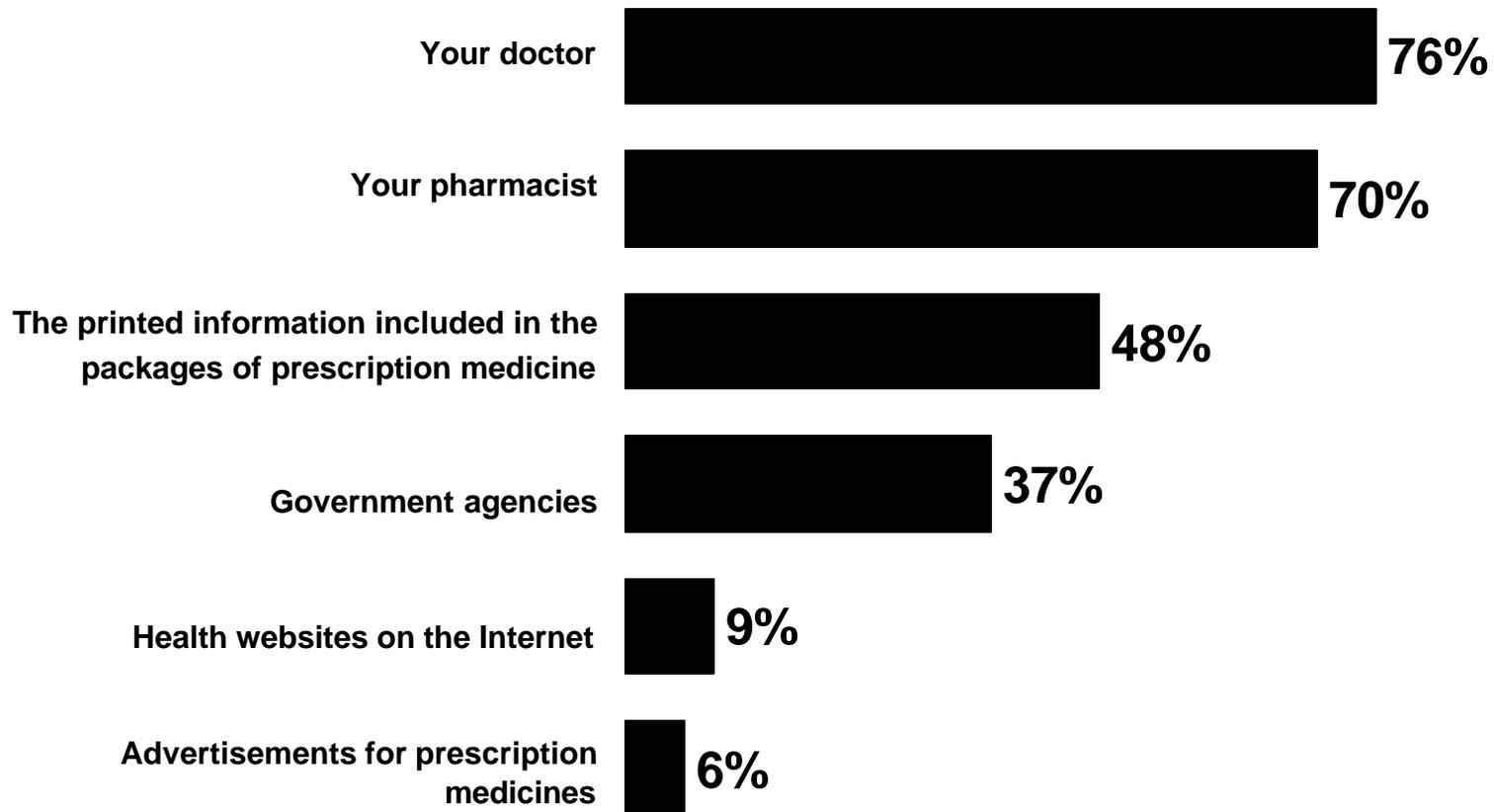
Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 25

# Trust in Sources of Information About Prescription Drugs

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Percent who say they trust each of the following sources “a lot” to provide accurate information about prescription drugs



Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 26  
**Seniors**

	Seniors (n=338)	Under Age 65 (n=1647)
Would choose a health plan recommended highly by friends	51%	44%
Would choose a health plan recommended highly by experts	37	49
Say friends or family members would have “a lot” of influence on their choice of		
doctors	57	67
hospitals	48	66
health plans	46	63
Say they felt “very confident” that they had enough information to make the right choices the last time they had to choose a		
doctor	62	46
hospital	55	45
health plan	44	34
Say there are “big differences” in the quality of care among		
family doctors	30	42
specialists	34	43
hospitals	34	50
nursing homes	37	47
health plans	47	57

Source: Kaiser Family Foundation / Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information*, December 2000 (Conducted July 31-Oct. 13, 2000)

Chart 27

## People With a Chronic Disease or Disability

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	People with a Chronic Disease or Disability (n=303)	People Without a Chronic Disease or Disability (n=1696)
<b>“Very concerned” about errors or mistakes happening when</b>		
<b>receiving health care in general</b>	<b>57%</b>	<b>45%</b>
<b>receiving care at a doctor’s office</b>	<b>47</b>	<b>38</b>
<b>filling prescription medicines</b>	<b>43</b>	<b>33</b>
 <b>Experienced a medical error in the last year</b>	 <b>14</b>	 <b>5</b>
 <b>“Very likely” to seek quality information, for example by</b>		
<b>ordering a printed booklet</b>	<b>27</b>	<b>19</b>
<b>contacting a state agency for quality     information</b>	<b>30</b>	<b>18</b>

Chart 28

# People Who Have Had Difficulty Communicating with a Provider

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	People Who Have Had Difficulty Communicating with a Provider (12% of the public; n=248)	People Who Have Not Had Difficulty (n=1759)
Felt “very confident” that they had enough information to make the right choices the last time they had to chose a		
doctor	38	51
hospital	36	48
new treatment option	34	44
Say there are “big differences” in quality among		
family doctors	49	39
specialists	53	40
hospitals	57	45
Experienced a medical error in the last year	13	5

Chart 29

## Racial and Ethnic Minorities

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	<b>Blacks (n=219)</b>	<b>Hispanics (n=208)</b>	<b>Whites (n=1492)</b>
<b>“Very concerned” about errors or mistakes happening when receiving health care in general</b>	<b>71%</b>	<b>45%</b>	<b>43%</b>
<b>receiving care at a hospital</b>	<b>62</b>	<b>57</b>	<b>44</b>
<b>Say the government should be involved in promoting, monitoring, or providing information about quality of care</b>	<b>79</b>	<b>69</b>	<b>60</b>
<b>Reporting of medical errors should be done on a voluntary basis to ensure the privacy of patients and staff involved</b>	<b>32</b>	<b>29</b>	<b>19</b>



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