

PATIENTS' PERSPECTIVES
ON HEALTH CARE IN
THE UNITED STATES:
WISCONSIN

February 2016



INTRODUCTION

The landscape and experience of health care in the United States has changed dramatically in the last two years. January 2014 saw insurance purchased on state exchanges and the federal marketplace go into effect, the start of the Affordable Care Act's individual mandate and its accompanying subsidies and tax credits for qualifying Americans, discrimination protections, including pre-existing conditions, for those seeking to buy health insurance, and the implementation of essential health benefits for all plans sold through the insurance marketplace.

The Patients' Perspectives on Health Care survey series seeks to illuminate the self-reported experiences today of health care consumers across the country and in seven states: Florida, Kansas, New Jersey, Ohio, Oregon, Texas and Wisconsin. This report, in particular, highlights the experiences of recent patients in Wisconsin and aims to answer seven main questions:

1. What is the overall picture in Wisconsin – what has changed in the past two years, and how do Wisconsinites rate their health care and costs at the state and personal levels?
2. How do Wisconsinites rate the quality of their health care?
3. How do Wisconsinites perceive the cost of their health care?
4. Do Wisconsinites face barriers to accessing health care?
5. How do Wisconsinites experience health care at different sites, including doctor's offices, hospitals, emergency rooms, urgent care centers and retail or drug store mini-clinics?
6. What do Wisconsinites think of national health reform?
7. How do the health care experiences of adults in Wisconsin differ from the experiences of adults nationwide?

All participants – both those sampled in the seven states and across the nation – were asked to share their personal experiences and opinions. Thus, comparisons between Wisconsin and the nation contrast the views of a representative sample of Wisconsin residents to a representative sample of residents across the country asked about their perceptions of their own state.

Only those adults who report having received care during a given type of health care visit were asked to rate the quality of their health care during their most recent visit. This prevents residents who have never used urgent care centers, for example, from weighing in on the quality or cost of those facilities.

EXECUTIVE SUMMARY

A new poll of adults across the U.S. and in seven states by National Public Radio, the Robert Wood Johnson Foundation, and the Harvard T.H. Chan School of Public Health shows that despite major shifts in the American health care system over the past two years, most Wisconsin residents report that the health care they personally receive has remained about the same. In terms of health care costs, most adults in Wisconsin view these as reasonable, but getting less affordable over time. Survey results also indicate that Wisconsinites are more positive about the health care they personally receive than about the functioning of the state's overall health care system. Where most rate their own health care positively, far more Wisconsinites rate the state's overall health care system as fair or poor than rate it as excellent.

What is the overall picture in Wisconsin?

Adults in Wisconsin are much more positive when it comes to the health care they personally receive as patients than they are about the state's health care system overall. Many believe the care they personally receive is excellent, and most believe their personal costs are reasonable, if getting costlier over time. However, more than a third of Wisconsinites say their state's health care system is fair or poor and about the same proportion say the health of people in the state is getting worse. Most Wisconsinites also believe health care costs are problematic and have increased over the past two years – especially health insurance premiums.

How do Wisconsinites rate the quality of their health care?

Views of adults in Wisconsin are mixed when it comes to the quality of their health care. Only one type of health care visit – overnight hospitalization – prompted more than half of patients to say the quality of health care they received during their most recent stay was excellent (*Figure 10*). For all other facilities, many patients had neither strongly positive, nor strongly negative feelings about the quality of care they received. Thus, most Wisconsinites do not consider the health care they receive to be excellent, even though a minority of adults in Wisconsin says their care is fair or poor.

How do Wisconsinites perceive the cost of their health care?

Most adults in Wisconsin believe their health care costs are reasonable, although this varies substantially by facility. Patient ratings indicate overnight hospitalization is perceived to be the most unreasonable, followed closely by care received in the emergency room. Those who use mini-clinics; however, are much more likely to report their health care costs are reasonable, though overall use is low. Health care costs cause serious financial problems for more than a quarter of Wisconsinites, most of whom set up payment plans with their providers or treatment facilities. Notably, about one in seven Wisconsinites say they struggle to afford prescription drugs and two in five adults with problematic health care costs say they have spent all or most of their personal savings on large medical bills in the past two years.

Do Wisconsinites face barriers to accessing health care?

The vast majority of adults in Wisconsin report having a regular doctor or health care professional that provides most of their care when they are sick or have a health concern. In the past two years, about a quarter of adults say there has been at least one time when they couldn't see their regular doctor, but

almost all of these patients were able to see a different provider – most commonly another provider from the same practice. About one in eight adults report having been unable to get the care they needed at some point in the past two years. Also, when asked whether they would be able to receive the best treatment available in their state if they became seriously ill, more than three-quarters of Wisconsinites say they would be able to access the state’s best care.

How do Wisconsinites experience health care at different sites?

More than half of recent patients rate two aspects of their most recent visit to a doctor as excellent, and three other measures follow closely behind; however, a quarter of adults in Wisconsin say the cost of their last visit was unreasonable. Among those who have recently seen a doctor, patients in Wisconsin rate their provider’s concern with maintaining their long term health the highest, and their ability to get in touch with their doctor by phone or email outside of appointments the lowest. Other aspects that were examined include overall experience, quality of care received, amount of time spent with the doctor, and the doctor’s sensitivity to their cultural background. Overnight hospitalization performs best among all surveyed health care settings when it comes to perceived quality, but performs worst when it comes to the reasonableness of health care costs.

When it comes to alternative care sites like emergency rooms, urgent care centers, or retail and drug store mini-clinics, emergency rooms are where most Wisconsinites go to receive treatment for major health problems, while urgent care centers are most often used for minor health problems, and mini-clinics are frequented for vaccines. Less than half of all recent patients say the quality of care at these sites is excellent, but with the exception of emergency rooms, they are often perceived to be the most affordable. Reported use of all three sites is also increasing, as more patients say they use alternative facilities more now than they did two years ago. When asked why they prefer these sites over doctor’s offices or community health centers, many patients cite convenience and availability as major factors.

What do Wisconsinites think of national health reform?

Feelings on the state-level effects of the Affordable Care Act are mixed among adults in Wisconsin, with nearly the same proportion believing the law directly *helped* the people of Wisconsin as believe it directly *hurt* Badger State residents. On the personal level, however, more people feel the law directly hurt them or their family than feel it directly helped them or their family.

Do health care experiences in Wisconsin differ from those nationwide?

Adults in Wisconsin tend to be happy with the care they personally receive. Compared to adults nationwide, Wisconsinites are more likely to rate elements of their most recent doctor’s visit and the preparation staff provided them during their most recent hospitalization as excellent. They are also less likely to face barriers to health care access, as greater numbers of Wisconsinites report having a regular doctor, continuous insurance coverage, and being able to see another provider when theirs was unavailable. On the other hand, adults in Wisconsin are much more likely to weigh in negatively on their health care costs and more likely to say that things have changed for the worse over the past two years, especially when it comes to their health insurance premiums and the cost of their health care services.

OVERALL PICTURE

This section answers the question “What is the overall picture in Wisconsin? What has or has not changed in the past two years, and how do Wisconsinites rate their health care and costs at the state and personal levels?”

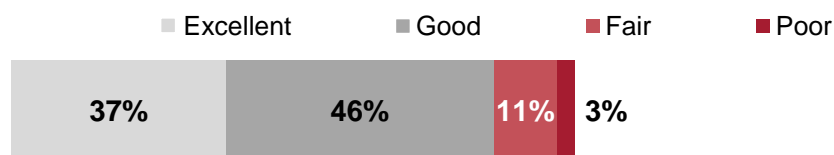
Adults in Wisconsin are much more positive when it comes to the health care they personally receive as patients than they are about the state’s health care system overall. Many believe the care they personally receive is excellent, and most believe their personal costs are reasonable, if getting costlier over time. However, more than a third of Wisconsinites say their state’s health care system is fair or poor and about the same proportion say the health of people in the state is getting worse. Most Wisconsinites also believe health care costs are problematic and have increased over the past two years – especially health insurance premiums.

Assessment of Care Personally Received

Many adults in Wisconsin are happy with the care they personally receive as patients; however, most do not rate their care as excellent (*Figure 1*) and most believe their care has stayed about the same in recent years (*Figure 2*). A strong majority of adults believe the cost they personally pay for their care is reasonable (*Figure 3*), although many say these costs – for health care services and prescription drugs – are becoming less affordable (*Figure 4*).

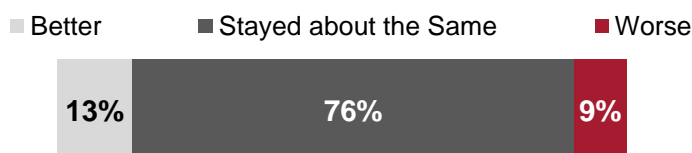
Just over one-third (37%) of Wisconsinites believe the health care they receive is excellent; however, more adults in Wisconsin say their care is excellent than say it is fair or poor.

FIGURE 1. Percent of adults in Wisconsin who rate the health care they personally receive as excellent, good, fair or poor (Q9).



The vast majority of adults in Wisconsin believe the health care they have received has stayed about the same over the past two years. Just over one in five believe it has gotten better or worse.

FIGURE 2. Percent of adults in Wisconsin who say the health care they personally receive has gotten better, worse, or stayed about the same over the past two years (Q10).



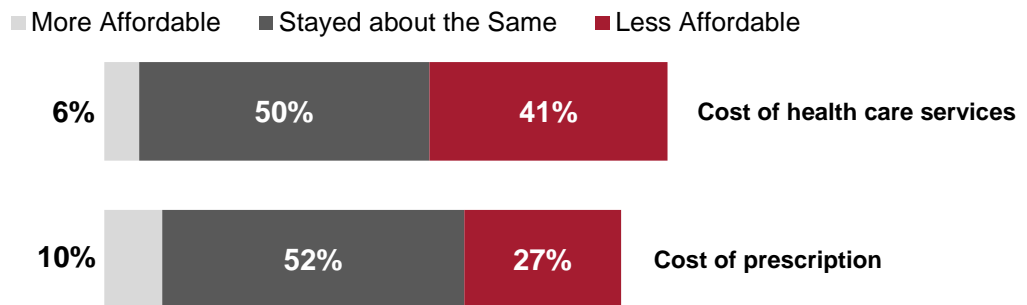
Most adults in Wisconsin say the cost they personally pay for their health care is reasonable. Only about half as many disagree and say the amount they pay is unreasonable.

FIGURE 3. Percent of adults in Wisconsin who say the cost they personally pay for health care, including premiums, deductibles, copayments, and prescription drugs, is reasonable or unreasonable (Q15).



Many adults in Wisconsin believe costs are getting worse over time. More than a quarter believe prescription drugs have become harder to afford in the past two years, and more than two in five believe their health care services are harder to afford than they used to be.

FIGURE 4. Percent of adults in Wisconsin who say the cost of their health care services and prescription drugs has gotten more affordable, less affordable, or stayed about the same over the past two years (Q16 a-b).

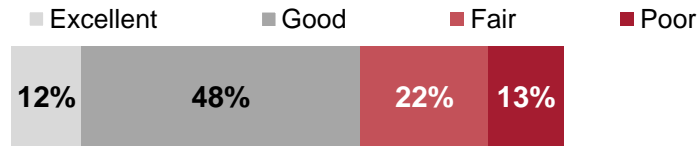


The State of the State

Adults in Wisconsin are much less positive about their state’s health care system than they are about the care they personally receive as patients. More than a third of Wisconsinites say the state’s health care system is just fair or poor (*Figure 5*), and many believe the health of people in their state has gotten worse in the past two years (*Figure 6*). As depicted in *Figure 7*, a strong majority of adults in Wisconsin say health care costs are a problem in the state, and most also say state costs have risen in recent years (*Figure 8*).

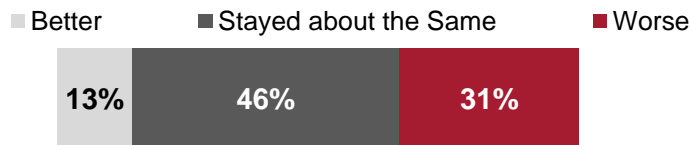
A plurality of adults in Wisconsin do not have strong feelings about their state’s health care system; however, more Wisconsinites rate their state’s health care system as fair or poor than rate it as excellent.

FIGURE 5. Percent of adults in Wisconsin who rate the health care system in their state as excellent, good, fair or poor (Q2).



Almost half (46%) of adults in Wisconsin believe the health of people in their state has stayed about the same over the past two years. Others note changes, however, with far more believing the health of people in Wisconsin has worsened (31%) over the past two years than believing it has improved (13%).

FIGURE 6. Percent of adults in Wisconsin who say the health of people in their state has gotten better, worse, or stayed about the same over the past two years (Q1).



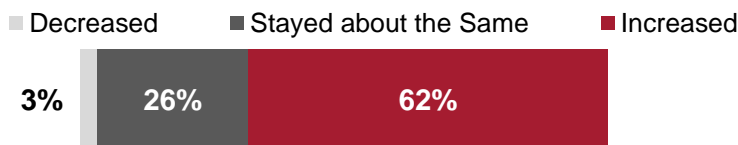
More than seven in ten Wisconsinites say health care costs are a problem in their state. More than half (54%) say costs are a major problem, while just over one in six (18%) say costs are a minor problem. Just over one in five (21%) disagree, saying health care costs are not a problem in Wisconsin.

FIGURE 7. Percent of adults in Wisconsin who say health care costs are or are not a problem in their state (Q66).



An overwhelming majority of adults in Wisconsin believe the cost of health care in their state has increased in the past two years – a much greater proportion than those who believe health care costs have decreased.

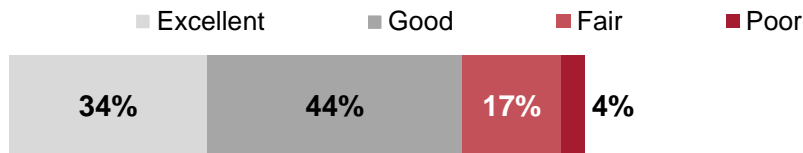
FIGURE 8. Percent of adults in Wisconsin who say the cost of health care in their state has increased, decreased, or stayed about the same over the past two years (Q4).



Health Insurance

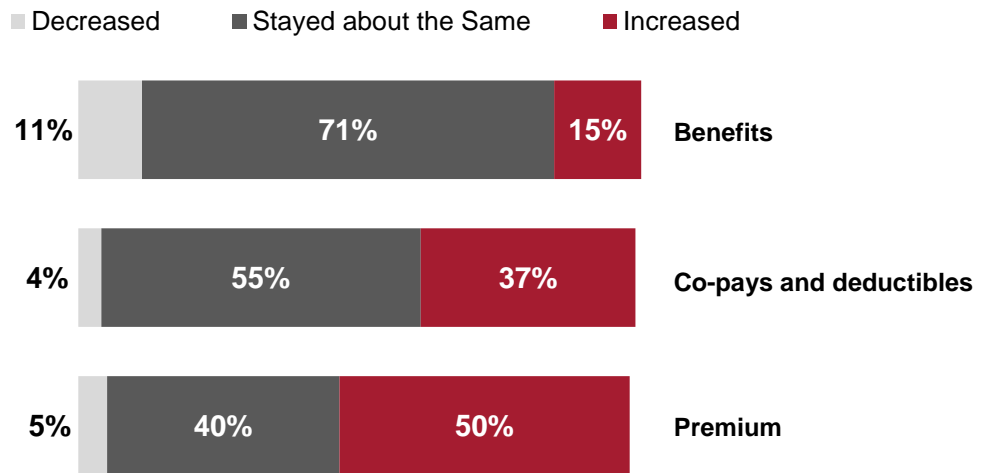
In Wisconsin, less than one in ten (8%) adults age 18 or older say they are currently uninsured, and nearly four out of five (79%) adults in Wisconsin ages 18-64 say they have been continuously insured throughout the past two years (Q57/62a). Among those Wisconsinites who report being currently insured, most reflect positively on the quality of their coverage (*Figure 9*), but only about a third (34%) say their coverage is excellent (Q61). In contrast, just over one in five (21%) insured adults in Wisconsin say the quality of their health insurance is just fair or poor.

FIGURE 9. Percent of adults in Wisconsin who rate their health insurance as excellent, good, fair or poor (Q61).



More insured Wisconsinites say their costs have gone up in recent years than those who say their benefits have increased. Whereas half (50%) of all insured Wisconsin adults say their premiums have gone up in the past two years and just under two in five (37%) say their co-pays or deductibles have risen, only one in seven (15%) say their benefits have increased (*Figure 10*).

FIGURE 10. Percent of adults in Wisconsin who say the cost of their health insurance benefits, co-pays and deductibles, and premiums have increased, decreased, or stayed about the same over the past two years (Q63 a-b, 64).

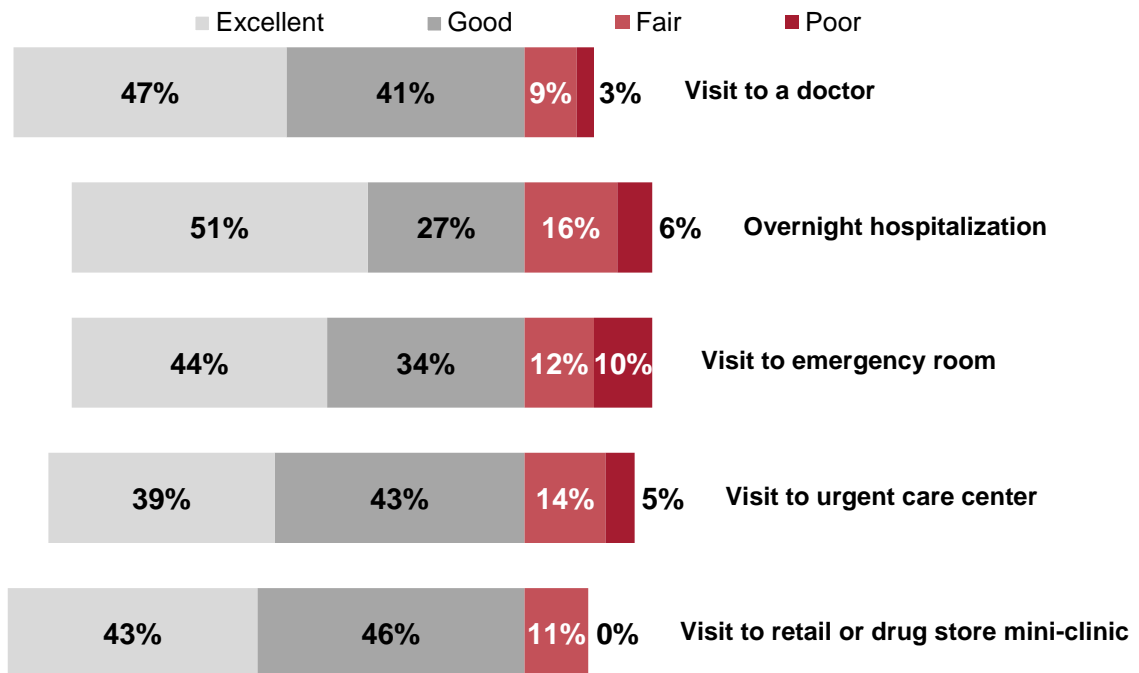


HEALTH CARE QUALITY

This section answers the question “How do Wisconsinites rate the quality of their health care?” by examining how adults in Wisconsin rate the care they have received during visits to five different health care facilities over the past two years.

Views of adults in Wisconsin are mixed when it comes to the quality of their health care. Only one type of health care visit – overnight hospitalization – prompted more than half of patients to say the quality of health care they received during their most recent stay was excellent (*Figure 11*). For all other facilities, many patients had neither strongly positive, nor strongly negative feelings about the quality of care they received. Thus, most Wisconsinites do not consider the health care they receive to be excellent, even though a minority of adults in Wisconsin says their care is fair or poor.

FIGURE 11. Percent of adults in Wisconsin who rate the quality of health care they received during visits to five different health care facilities in the past two years as excellent, good, fair or poor (Q12b, 33, 38, 45, 51).



HEALTH CARE COSTS

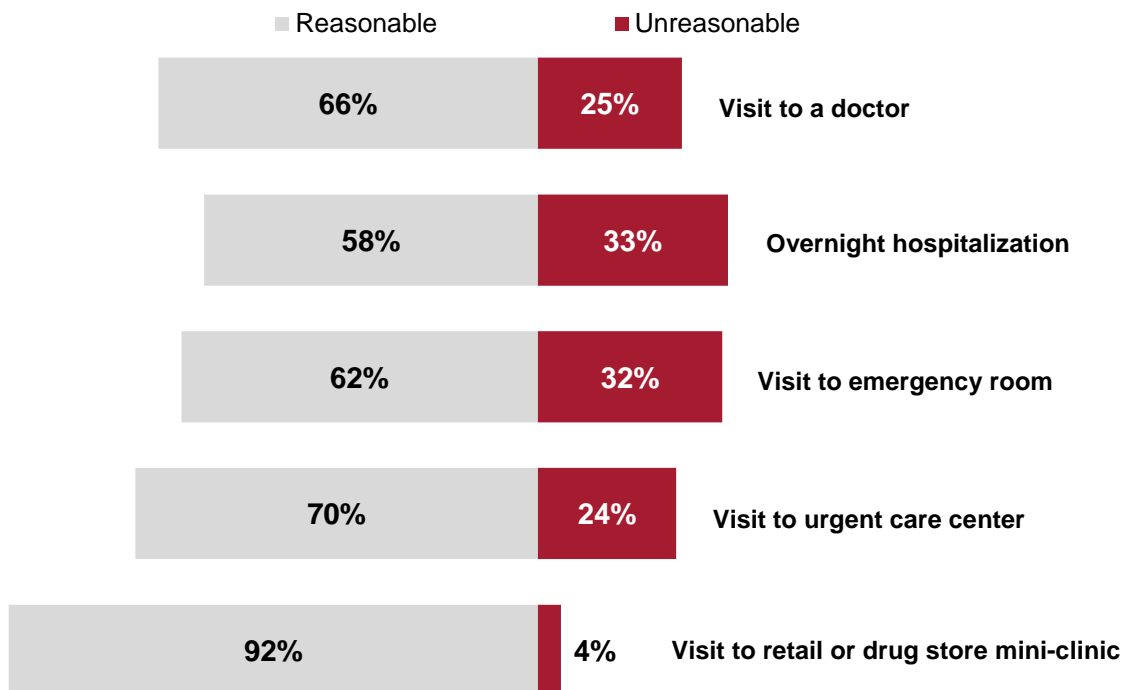
This section answers the question “How do Wisconsinites perceive the cost of their health care?” by examining how adults in Wisconsin characterize the cost of the care they have received during visits to five different health care facilities over the past two years.

Most adults in Wisconsin believe their health care costs are reasonable, although this varies substantially by facility. Patient ratings indicate overnight hospitalization is perceived to be the most unreasonable, followed closely by care received in the emergency room. Those who use mini-clinics; however, are much more likely to report their health care costs are reasonable, though overall use is low. Health care costs cause serious financial problems for more than a quarter of Wisconsinites, most of whom set up payment plans with their providers or treatment facilities. Notably, about one in seven Wisconsinites say they struggle to afford prescription drugs and two in five adults with problematic health care costs say they have spent all or most of their personal savings on large medical bills in the past two years.

Cost of Care across Facilities

The majority of recent patients in Wisconsin say the cost of health care they received during visits to five different health care facilities in the past two years is reasonable (*Figure 12*); however, a notable portion – between a quarter and a third – of recent patients disagree. The only exemplary cost performer in this group is retail or drug store mini-clinics; however, less than one in ten (9%) adults in Wisconsin visits these sites of care.

FIGURE 12. Percent of adults in Wisconsin who characterize the cost of health care they received during visits to five different types of health care facilities in the past two years as reasonable or unreasonable (Q14, 34, 39, 46, 52).



Health Care Value

When asked to think about the cost and quality of health care they receive, more than three-quarters (77%) of Wisconsin adults say they get good value for what they pay toward the cost of their health care (Q65). Just one in five (20%) disagree and say they do not believe they get good value for what they pay.

Serious Financial Problems

More than a quarter of adults in Wisconsin say health care costs have caused a serious financial problem for them as individuals or for their family (*Table 1*). Having to set up a payment plan with a hospital or health care professional was the most common consequence of these serious financial problems, experienced by more than half of patients who struggle with health care costs. The second and third most common consequences are spending all or most of their personal savings and being contacted by a bill collector, experienced by just under half of patients with serious financial problems from large medical bills.

TABLE 1. Percent of adults in Wisconsin who say their health care costs over the past two years caused a very or somewhat serious problem for their personal or their family's overall financial situation and for whom the following happened because of large medical bills (Q20, 21 a-g).

Health care costs caused a serious financial problem	27%
Set up a payment plan with a hospital or health care professional	53%
Spent all or most of their personal savings	40%
Contacted by bill collectors	40%
Unable to pay for basic necessities like food, heat or housing	25%
Taken on credit card debt that may be difficult to pay off	25%
Taken out a loan that may be hard to pay back	11%
Declared bankruptcy	5%

Prescription Drugs

The cost of prescription drugs has caused more than one in seven Wisconsin residents to not fill a prescription, and one in eight to cut pills in half or skip doses of medicine (*Table 2*).

TABLE 2. Percent of adults in Wisconsin who say they did the following at least once in the past two years because of the cost of prescription drugs (Q22 a-b).

Did not fill a prescription	15%
Cut pills in half or skipped doses of medicine	13%

HEALTH CARE ACCESS

This section answers the question “Do Wisconsinites face barriers to accessing health care?” by examining whether or not adults in the state report having a regular doctor, being able to see their regular doctor, and being able to get the health care they needed in the past two years.

The vast majority of adults in Wisconsin report having a regular doctor or health care professional that provides most of their care when they are sick or have a health concern. In the past two years, about a quarter of adults say there has been at least one time when they couldn’t see their regular doctor, but almost all of these patients were able to see a different provider – most commonly another provider from the same practice. About one in eight adults report having been unable to get the care they needed at some point in the past two years. Also, when asked whether they would be able to receive the best treatment available in their state if they became seriously ill, more than three-quarters of Wisconsinites say they would be able to access the state’s best care.

Experiences with Regular Doctor

About one in six (18%) adults in Wisconsin report not having a regular doctor or health care professional who provides most of their health care when they are sick or have a health concern (Q27). Of the 82 percent who do have a regular provider, about one in four (26%) say there has been at least one time in the last two years when they needed health care, but could not see their regular doctor.

Among those who could not see their regular doctor when they needed health care, most say it was because either their doctor was away from the office or the doctor did not have any available appointment times (*Table 3*). Nine in ten (90%) of these patients were able to receive health care from a different doctor, however, most often from a different provider at their regular doctor’s office (81%).

TABLE 3. Factors cited by adults in Wisconsin that contributed to being unable to see their regular doctor sometime in the past two years and where they were ultimately able to receive care, among those who were able to see a different doctor (Q28, 29 a-g, 30, 31 a-e).

Could not see their regular doctor or health care professional at some point in the past two years when they needed health care	26%
Doctor was away from the office	62%
Doctor did not have any available appointment times	61%
Needed care at night or on the weekend when doctor’s office was not open	33%
Could not afford the visit	13%
Doctor was too far away or difficult to get to	11%
Lost insurance coverage	11%
Doctor stopped taking patient’s insurance	9%
Able to get health care from a different doctor	90%
At regular doctor’s office, but with a different doctor	81%
At an urgent care center	58%
In the emergency room	55%
At a different doctor’s office or clinic	45%
At a retail or drug store mini-clinic	17%
Unable to get health care from a different doctor	9%

Overall, about one in seven (15%) Wisconsinites say it has gotten harder to see a doctor in the past two years, while more than three-quarters (76%) say their ability to see a doctor has stayed about the same. In contrast, only about one in fifteen (7%) Wisconsinites say it has gotten easier to see a provider in recent years (Q26).

Problems Getting Needed Health Care

Just over one in eight (13%) adults in Wisconsin say there has been a time in the past two years when they needed health care, but couldn't get it (*Table 4*). Being unable to afford it was the leading reason for not receiving needed health care.

Notably, more than one in seven (15%) adults who say they could not get the health care they needed at some point in the past two years also say they were turned away at least once by a doctor or hospital for financial or insurance reasons while trying to seek care.

TABLE 4. Factors cited by adults in Wisconsin that contributed to being unable to receive the health care they needed sometime in the past two years (Q17, 18 a-d, 19).

Needed health care, but could not get it at least once in the past two years	13%
Could not afford the health care	55%
Could not get an appointment during the hours they needed	29%
Could not find a doctor who would take their health insurance	23%
Felt the health care center was too far or difficult to get to	16%
Tried to get medical care and were turned away for financial or insurance reasons	15%

Perceived Ability to Access Excellent Care

Survey participants were asked, “If you became seriously ill, do you think you would or would not be able to get the best treatment available in your state?” The overwhelming majority (78%) of adults in Wisconsin say they think they would be able to get the best treatment available (Q3). Less than one in five (19%) say they do not think they would be able to access the state’s best available treatment if they were seriously ill.

EXPERIENCES AT DIFFERENT SITES OF CARE

This section answers the question “How do Wisconsinites experience health care at five different facilities, including doctor’s offices, hospitals, emergency rooms, urgent care centers and retail or drug store mini-clinics?”

More than half of recent patients rate two aspects of their most recent visit to a doctor as excellent, and three other measures follow closely behind; however, a quarter of adults in Wisconsin say the cost of their last visit was unreasonable. Among those who have recently seen a doctor, patients in Wisconsin rate their provider’s concern with maintaining their long term health the highest, and their ability to get in touch with their doctor by phone or email outside of appointments the lowest. Other aspects that were examined include overall experience, quality of care received, amount of time spent with the doctor, and the doctor’s sensitivity to their cultural background. Overnight hospitalization performs best among all surveyed health care settings when it comes to perceived quality, but performs worst when it comes to the reasonableness of health care costs.

When it comes to alternative care sites like emergency rooms, urgent care centers, or retail and drug store mini-clinics, emergency rooms are where most Wisconsinites go to receive treatment for major health problems, while urgent care centers are most often used for minor health problems, and mini-clinics are frequented for vaccines. Less than half of all recent patients say the quality of care at these sites is excellent, but with the exception of emergency rooms, they are often perceived to be the most affordable. Reported use of all three sites is also increasing, as more patients say they use alternative facilities more now than they did two years ago. When asked why they prefer these sites over doctor’s offices or community health centers, many patients cite convenience and availability as major factors.

DOCTOR’S OFFICES

The vast majority of adults in Wisconsin say they have visited a doctor or other health care professional in the past two years (*Table 5*). Of those, nearly three-quarters say they were seen by a general practitioner such as a family physician or nurse practitioner during their most recent visit, while just over one quarter say they saw a medical specialist like a cardiologist or surgeon.

TABLE 5. Types of medical practitioners seen by adults in Wisconsin during their most recent visit to a doctor or other health professional (Q11, 13).

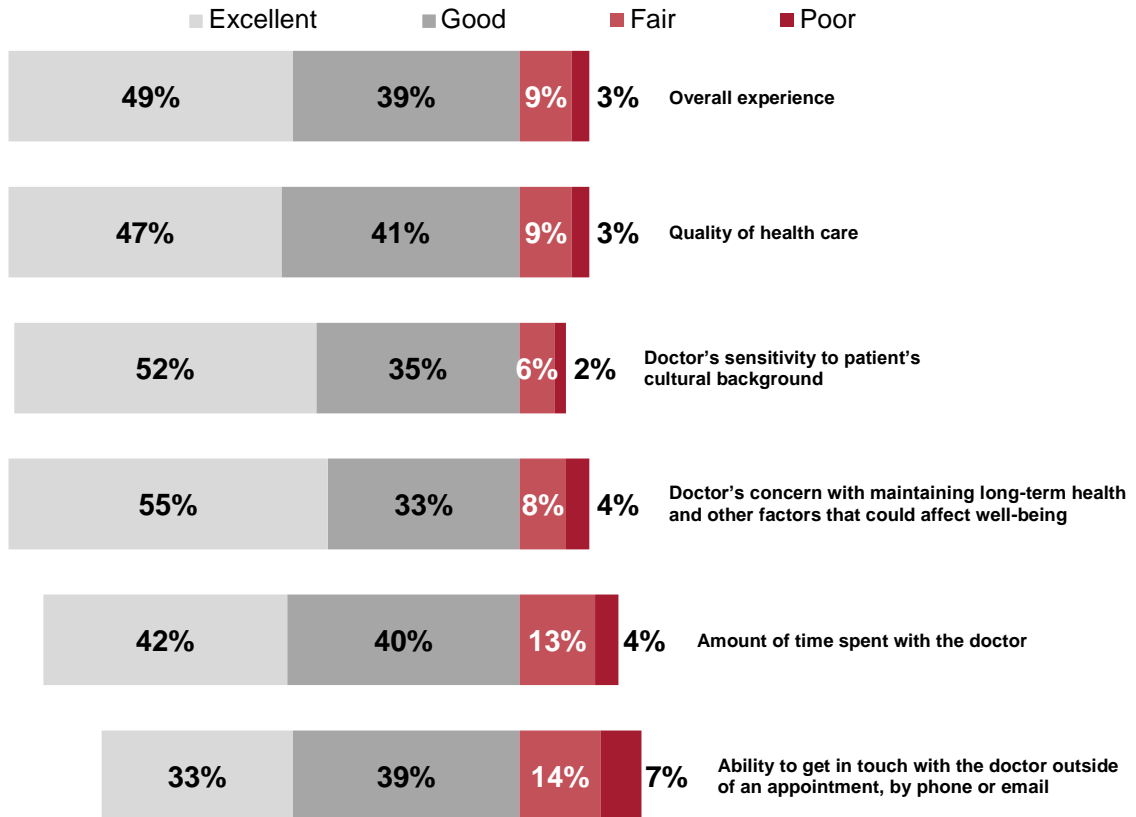
Visited a doctor or health care professional in the past two years	85%
General practitioner	73%
Medical specialist	26%

Most Recent Doctor’s Visit

Adults who report having visited a doctor or other health care professional in the past two years were asked to rate their most recent visit on six different measures. The majority of recent patients in Wisconsin say their doctor’s concern with maintaining their long-term health and other factors in their life that could affect their health and well-being was excellent, as was their doctor’s sensitivity to their

cultural background, making these two the highest-rated quality measures (*Figure 13*). However, in last place, one in five patients say their ability to get in touch with their doctor outside of an appointment, by phone or email, was fair or poor.

FIGURE 13. Percent of adults in Wisconsin who rate six aspects of their most recent visit to a doctor or other health professional as excellent, good, fair or poor, among those have visited a doctor or other health professional in the past two years (Q12 a-f).



When asked about cost, recent patients in Wisconsin were very positive. Two-thirds (66%) say the cost of the health care they received during their last doctor's visit was reasonable, while one quarter (25%) say it was unreasonable (Q14).

Sick Visits

More than three in five (62%) adults in Wisconsin say they have scheduled a visit with a doctor or other health professional in the past two years because they were sick or had a health concern (*Table 6*). Most (60%) patients report three days or fewer elapsed between when they made the appointment and when they actually saw the doctor. More than one in ten (11%), however, say they had to wait more than three weeks to be seen by a doctor when they were sick or had a health concern.

TABLE 6. Amount of time that passed between scheduling an appointment and actually seeing the doctor, among those adults in Wisconsin who say they scheduled a doctor’s appointment in the last two years because they were sick or had a health concern (Q23, 24).

Scheduled a sick visit in the past two years	62%
Less than 24 hours	24%
About one to three days	36%
About four to seven days	16%
More than one week	8%
More than two weeks	4%
More than three weeks	3%
More than one month	8%

Among those who report having scheduled a sick visit in the past two years, the vast majority (81%) say the length of time they had to wait between scheduling the appointment and seeing a doctor was reasonable (Q25). One in six (17%) say the amount of time they had to wait for an appointment was unreasonable.

Overall, about one in seven (15%) Wisconsinites say it has gotten harder to see a doctor in the past two years, while more than three-quarters (76%) say their ability to see a doctor has stayed about the same. In contrast, only about one in fifteen (7%) Wisconsinites say it has gotten easier to see a provider in recent years (Q26).

HOSPITALS

About one in five (22%) Wisconsin adults say they have been hospitalized overnight in the past two years (Q32).

Quality & Cost

More than half (51%) of recently hospitalized patients in Wisconsin say the quality of health care they received during their last hospitalization was excellent and more than one in four (27%) say their last overnight hospital stay was good. In contrast, one in six (16%) say their care was just fair, and six percent say it was poor (Q33). In terms of cost, less than three in five (58%) recently hospitalized patients in Wisconsin say the cost of the health care they received during their most recent hospitalization was reasonable, while one third (33%) say it was unreasonable (Q34).

Treatment by Doctors & Staff

The vast majority (84%) of recently hospitalized patients in Wisconsin say that during their most recent hospital stay, their views and preferences were taken into account by the doctors and other health care professionals who treated them, while about one in six (16%) say their views and preferences were not taken into account (Q35).

Most (56%) recently hospitalized patients in Wisconsin say that during their most recent hospitalization, staff did an excellent job of preparing them for the care they would need after leaving the hospital (Q36).

A quarter (25%) rate their preparation as good, while less than one in ten (8%) say it was fair and just over one in ten (11%) say staff prepared them poorly.

EMERGENCY ROOMS

More than one in three (33%) adults in Wisconsin say they have received health care in the emergency room (ER) of a hospital in the past two years (Q37). Of those, more than one in five (21%) say their use of the emergency room has gone up in the last two years, whereas less than one in ten (9%) recent patients say they use the ER less now than they used to (Q42).

Purpose of & Reason for Visit

Most (50%) recent patients in Wisconsin say they went to the emergency room to get treatment for a major health problem like a broken bone, a cut, or a high fever (*Table 7*). When asked why they went to the ER instead of an urgent care center, doctor’s office or community health center, only 27 percent of recent patients say it was because they thought they might need to be hospitalized, because they were brought by ambulance, or because they felt other facilities did not have the necessary staff or equipment to treat them. By comparison, more than three in ten (31%) patients say they received care in the ER because other facilities were not open or they could not get an appointment.

TABLE 7. Main purpose for seeking treatment in the emergency room and main reasons for seeking care there, among recent ER patients in Wisconsin (Q37, 40, 41).

Received health care in the emergency room of a hospital in the past two years	33%
<i>Main purpose</i> of most recent visit	
Treatment for major health problem	50%
Some other purpose	27%
Treatment for minor health problem	23%
<i>Main reason</i> for visiting the emergency room instead of other facilities	
Other facilities were not open or could not get an appointment	31%
Some other reason	21%
Felt the ER was the only place that would treat them	13%
Brought by ambulance	11%
Might need to be admitted to the hospital overnight	10%
Other facilities were too far away	7%
Other facilities did not have the necessary staff or equipment	6%

Quality & Cost

More than four in ten (44%) recent ER patients in Wisconsin say the quality of health care they received during their most recent visit was excellent, while just over one third (34%) say it was good. In contrast, one in eight (12%) say the care they received in the ER was only fair, while one in ten (10%) characterize their care as poor (Q38). In terms of cost, about three in five (62%) recent patients in Wisconsin say the cost of health care they received during their most recent visit to the ER was reasonable, while just under one third (32%) say it was unreasonable (Q39).

Treatment by Doctors & Staff

More than four in ten (41%) recent ER patients in Wisconsin say that during their most recent hospitalization, staff did an excellent job of preparing them for the care they would need after leaving the hospital, while a similar proportion (42%) say staff did a good job (Q43). On the other hand, one in eight (12%) patients say ER staff prepared them only fairly and five percent say staff prepared them poorly.

URGENT CARE CENTERS

Urgent care centers are a category of free-standing, walk-in healthcare facilities typically located in highly visible, easily accessible locations. They generally do not require appointments and have extended evening and weekend hours of service.¹ Centers are typically staffed by physicians, sometimes nurse practitioners or physician assistants,² and offer short-term medical care for a range of acute, non-life threatening illnesses and injuries, as well as a limited array of diagnostic services such as lab testing and imaging.³ Urgent care centers began to appear in the early 1980s and as of 2015 there were nearly 7,000 locations nationwide.⁴ Wisconsin alone has more than 80.⁵

About three in ten (29%) adults in Wisconsin say they have received health care at an urgent care center in the past two years (Q44). Of those, just under one in six (16%) say their use of urgent care centers has gone up in the last two years, whereas one in fifteen (7%) recent patients say they use urgent care centers less now than they used to (Q49).

Quality & Cost

Just under four in ten (39%) recent urgent care center patients in Wisconsin say the quality of health care they received during their most recent visit was excellent, while more than two in five (43%) say it was good. In contrast, one in seven (14%) say their care was just fair and five percent say it was poor (Q45). In terms of cost, more than two-thirds (70%) of recent patients in Wisconsin say the cost of health care they received during their most recent visit to an urgent care center was reasonable, while just under one quarter (24%) say the cost was unreasonable (Q46).

Purpose of & Reason for Visit

When asked about the purpose of their last visit to an urgent care center, most (56%) recent patients in Wisconsin say it was to get treatment for a minor wound or illness like a sprain or sore throat (*Table 8*). A quarter (25%) of recent patients say they went to an urgent care center because the hours were more convenient, compared to other facilities like hospitals, doctor's offices and community health centers, making this the top reason for care at urgent care centers in Wisconsin.

¹ Urgent Care Association of America, "Industry FAQs," <http://www.ucaoa.org/general/custom.asp?page=IndustryFAQs>

² American College of Emergency Physicians, "Urgent Care Fact Sheet," <http://newsroom.acep.org/index.php?s=20301&item=30033>

³ AMN Healthcare, "Will Healthcare Staffing Shortages Challenge Urgent Care Growth?," https://www.amnhealthcare.com/will_healthcare_staffing_shortages_challenge_urgent_care_growth/

⁴ Urgent Care Association of America, "The Case for Urgent Care," 2011, <http://c.ymcdn.com/sites/www.ucaoa.org/resource/resmgr/Files/WhitePaperTheCaseforUrgentCa.pdf>

⁵ Urgent Care Locations, "Wisconsin Urgent Care and Walk-in Clinics," <https://www.urgentcarelocations.com/wi/wisconsin-urgent-care>

TABLE 8. Main purpose for seeking treatment at an urgent care center and main reasons for seeking care there, among recent urgent care center patients in Wisconsin (Q44, 47, 48).

Received health care at an urgent care center in the past two years	29%
<i>Main purpose</i> of most recent visit	
Treatment for minor wound or illness	56%
Treatment for major wound or illness	17%
Some other purpose	17%
Routine screening, test, exam or vaccination	5%
Prescription or treatment for a long-term health condition	4%
<i>Main reason</i> for visiting urgent care instead of going to other facilities	
Hours were more convenient	25%
Some other reason	24%
Location was more convenient	17%
Thought it would take less time to be seen and treated	17%
Considered the cost to be more affordable	7%
Felt more comfortable with the staff	5%
Considered quality of health care to be better	3%

RETAIL OR DRUG STORE MINI-CLINICS

Retail and drug store mini-clinics, also referred to as convenient care clinics, are a category of walk-in healthcare facilities located in high traffic retail settings such as supermarkets and drug stores. Generally, these facilities do not require appointments and have extended evening and weekend hours of service. Mini-clinics are typically staffed by advanced practice nurses, such as nurse practitioners, or by physician assistants.⁶ They offer routine care for a narrow range of common, low-severity, illnesses and conditions as well as preventive health care services such as physical exams and vaccinations.⁷ Most locations accept private health insurance plans, though insurance is not necessary to receive treatment.⁸ Nationally, these clinics first appeared in 2000,⁹ and as of December 2015, Wisconsin had several varieties, including six CVS Minute Clinic locations,¹⁰ seven Walgreens Healthcare Clinics,¹¹ and seven clinics operated by health care affiliates in Walmart.¹²

Less than one in ten (9%) adults in Wisconsin say they have received health care at a retail or drug store mini-clinic in the past two years (Q50). Of those, one in eight (13%) say their use of mini-clinics has gone up in the last two years, whereas less than one in twenty (3%) recent patients say they use mini-clinics less now than they used to (Q55).

⁶ Association of State and Territorial Health Officials, “Defining the Safety Net: Retail Clinics,” 2011, <http://www.astho.org/Programs/Access/Primary-Care/Safety-Net-Fact-Sheets/Materials/Retail-Clinics-Fact-Sheet/>

⁷ Rheumatology Network, “The Impact of Mini-Clinics,” 2011, <http://www.rheumatologynetwork.com/impact-mini-clinics>

⁸ Association of State and Territorial Health Officials, “Defining the Safety Net: Retail Clinics,” 2011, <http://www.astho.org/Programs/Access/Primary-Care/Safety-Net-Fact-Sheets/Materials/Retail-Clinics-Fact-Sheet/>

⁹ Convenient Care Association, “History of the Industry,” <http://ccaclinics.org/about-us/history-of-the-industry>

¹⁰ CVS Minute Clinic, “Clinic Locator: Wisconsin,” <http://www.cvs.com/minuteclinic/clinics/Wisconsin>

¹¹ Walgreens Healthcare Clinic, “Healthcare Clinic Locator,” <http://www.walgreens.com/storelocator/>

¹² Walmart, “The Clinic at Walmart,” http://i.walmartimages.com/i/af/hmp/fusion/Clinics_092414.pdf

Quality & Cost

More than four in ten (43%) recent mini-clinic patients in Wisconsin say the quality of health care they received during their most recent visit was excellent, while less than half (46%) say it was good. In contrast, just over one in ten (11%) say their care was only fair (Q51). In terms of cost, nearly all (92%) recent patients in Wisconsin say the cost of health care they received during their most recent visit to a mini-clinic was reasonable; less than one in twenty (4%), on the other hand, say the cost was unreasonable (Q52).

Purpose of & Reason for Visit

When asked about the purpose of their last visit to a mini-clinic, the top reason cited by recent patients was to get a vaccine (*Table 9*). A quarter (25%) of recent patients say they went to a mini-clinic instead of an urgent care center, doctor’s office or hospital because the location was more convenient, making this the top reason for care at mini-clinics in Wisconsin. Following closely behind, perceived affordability was the second-most common reason cited by nearly a quarter (24%) of recent mini-clinic patients in Wisconsin.

TABLE 9. Main purpose for seeking treatment at a retail or drug store mini-clinic and main reasons for seeking care there, among recent mini-clinic patients in Wisconsin (Q50, 53, 54).

Received health care at a retail or drug store mini-clinic in the past two years	9%
<i>Main purpose of most recent visit</i>	
Vaccine	41%
Treatment for minor illness	18%
Prescription or treatment for long-term health condition	16%
Health screening or test	8%
Some other purpose	7%
Physical exam	6%
Treatment for minor wound or skin condition	4%
<i>Main reason for visiting a mini-clinic</i>	
Location was more convenient	25%
Considered cost to be more affordable	24%
Hours were more convenient	17%
Thought it would take less time to be seen and treated	12%
Some other reason	10%
More comfortable with staff	6%
Considered quality of health care to be better	6%

OPINIONS ON NATIONAL HEALTH REFORM

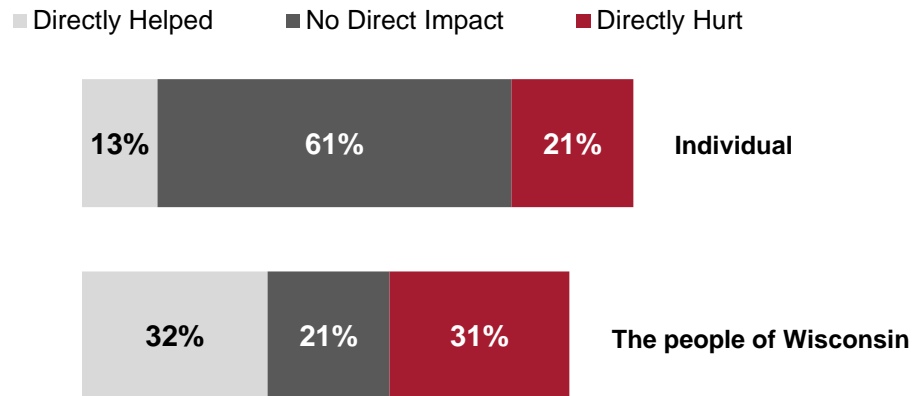
This section answers the question “What do Wisconsinites think of national health reform?”

Feelings on the state-level effects of the Affordable Care Act are mixed among adults in Wisconsin, with nearly the same proportion believing the law directly *helped* the people of Wisconsin as believe it directly *hurt* Badger State residents. On the personal level, however, more people feel the law directly hurt them than feel it directly helped them.

National Health Reform

Views on the Affordable Care Act, also called Obamacare, are mixed among adults in Wisconsin. The proportion of adults who believe national health reform has hurt the people of their state – about three in ten – is almost the same as the proportion of adults who believe national health reform has benefitted Wisconsinites (*Figure 14*). When asked about the law’s personal impact, however, more adults say the ACA has directly hurt them than those who say the law has been beneficial.

FIGURE 14. Perceptions of the Affordable Care Act’s impact on survey participants or on people in the state where they live, among adults in Wisconsin (Q5, 6).



WISCONSIN v. THE NATION

On most measures in this survey, the views of adults in Wisconsin do not diverge substantially from the views of adults across the United States about their own state. In a few key areas, however, the opinions and experiences of Wisconsinites differ significantly¹³ from their peers nationwide – for better and for worse.

Wisconsinites tend to be more positive than adults across the U.S. when it comes to rating the care they receive as patients. When asked about six aspects of their most recent visit to a doctor, adults in Wisconsin are significantly more likely to rate four measures as excellent: the doctor's concern with their long-term health, the doctor's sensitivity to their cultural background, the amount of time they spend with the doctor, and their ability to get in touch with the doctor by phone or email. These higher ratings do not stop at doctor's offices, however. Most (56%) recently hospitalized patients in Wisconsin say that during their most recent hospitalization, staff did an excellent job of preparing them for the care they would need after leaving. This is significantly higher than the 37 percent of adults nationwide who say the same.

Wisconsinites are also less likely to face barriers to access than adults nationwide, as a significantly greater proportion of adults in Wisconsin (82%) say they have a regular doctor or health care professional who provides most of their health care when they are sick or have a health concern, compared to adults across the nation (74%). Adults in Wisconsin (8%) age 18 or older are also less likely to report being currently uninsured compared to adults nationwide (14%), and Wisconsinites (79%) ages 18-64 are also significantly more likely to report having been continuously insured than adults across the country (71%). Even when their regular doctor was not available, adults in Wisconsin (90%) are more likely than adults nationwide (80%) to report that they were able to receive healthcare from another provider. Of those who were able to receive care from another source, a significantly larger proportion of Wisconsinites (81%) saw a doctor at the same practice as their regular provider than adults in the U.S. (56%).

On the other hand, adults in Wisconsin are much more likely to weigh in negatively on their health care costs and more likely to say that things have changed for the worse over the past two years. At the state-level, adults in Wisconsin (62%) are significantly more likely than adults across the U.S. (53%) to say that the cost of health care in their state has increased. On a more personal level, Wisconsinites (41%) are significantly more likely than their peers across the country (34%) to say the cost of their health care services has become less affordable, and are also more likely to say that their (24%) health insurance premiums have increased a lot, compared to 18 percent of adult nationwide. Lastly, despite the fact that they rate many elements of their most recent doctor's visit highly, adults in Wisconsin (25%) are significantly more likely than adults nationwide (20%) to say that the cost of health care received during their last visit was unreasonable.

¹³ This section only reports results that are statistically significant at the $p < 0.05$ level.

METHODOLOGY

The polls in this study are part of an on-going series of surveys developed by researchers at the Harvard Opinion Research Program (HORP) at the Harvard T.H. Chan School of Public Health in partnership with the Robert Wood Johnson Foundation and National Public Radio. The research team consists of the following members at each institution.

Harvard T.H. Chan School of Public Health: Robert J. Blendon, Professor of Health Policy and Political Analysis and Executive Director of HORP; John M. Benson, Research Scientist and Managing Director of HORP; Caitlin L. McMurtry, Research Assistant and Justin M. Sayde, Administrative and Research Manager.

Robert Wood Johnson Foundation: Fred Mann, Vice President, Communications; Carolyn Miller, Senior Program Officer, Research and Evaluation and Joe Costello, Director, Marketing.

NPR: Anne Gudenkauf, Senior Supervising Editor, Science Desk and Joe Neel, Deputy Senior Supervising Editor, Science Desk.

The “Patients’ Perspectives on Health Care in the United States” project consisted of eight polls, conducted via telephone (including both landline and cell phone) by SSRS of Media (PA). Interviews were conducted in English and Spanish, using random-digit dialing, September 8 – November 9, 2015, among representative samples of adults age 18 or older nationally and in the seven states.

For the Wisconsin poll, the results of which are presented in this report, interviews were conducted with a representative probability sample of 1,011 Wisconsin adults. The margin of error for total Wisconsin respondents is ± 3.9 percentage points at the 95% confidence level. For the national poll, interviews were conducted with a nationally representative probability sample of 1,002 U.S. adults. The margin of error for total U.S. respondents is ± 3.8 percentage points at the 95% confidence level.

Possible sources of non-sampling error include non-response bias, as well as question wording and ordering effects. Non-response in telephone surveys produces some known biases in survey-derived estimates because participation tends to vary for different subgroups of the population. To compensate for these known biases and for variations in probability of selection within and across households, sample data are weighted by cell phone/landline use and demographics (sex, age, race/ethnicity, education, and number of adults in household) to reflect the true population. Other techniques, including random-digit dialing, replicate subsamples, and systematic respondent selection within households, are used to ensure that the sample is representative.

Patients' Perspectives on Health Care in the United States: A Look at Seven States and the Nation

Table of Contents

	Page #
Methodology	2
I. Perceptions of Health Care in Their State	3
II. Experience with Doctors and Other Health Care Professionals	5
III. Health Care Cost Experiences	8
IV. Health Care Access Experiences	12
V. Hospitalization Experiences	16
VI. Emergency Room Experiences	18
VII. Urgent Care Experiences	22
VIII. Retail or Drug-Store Mini-Clinic Experiences	25
IX. Health Insurance	28
X. Perceptions of Health Care Value	32
XI. Perceptions of the Reasons for Rising Health Care Costs	33
XII. Health Demographics	38
XIII. Demographics	39

Methodology

The survey was conducted for National Public Radio, the Robert Wood Johnson Foundation, and the Harvard T.H. Chan School of Public Health via telephone (landline and cell phone) by SSRS, an independent research company. Interviews were conducted in English and Spanish using random-digit dialing, September 8 – November 9, 2015, among representative probability samples of adults age 18 or older nationally and in seven states.

	Number of Interviews	Margin of Error (percentage points)
National (U.S.)	1002	+/-3.8
Florida	1003	+/-3.9
Kansas	1005	+/-3.8
New Jersey	1003	+/-4.0
Ohio	1000	+/-3.8
Oregon	1009	+/-4.0
Texas	1005	+/-3.9
Wisconsin	1011	+/-3.9

Significance Testing (indicated by letters next to the %s on the tables):

a = statistically higher proportion than in the U.S., $p < 0.05$.

b = statistically higher proportion than in Florida, $p < 0.05$.

c = statistically higher proportion than in Kansas, $p < 0.05$.

d = statistically higher proportion than in New Jersey, $p < 0.05$.

e = statistically higher proportion than in Ohio, $p < 0.05$.

f = statistically higher proportion than in Oregon, $p < 0.05$.

g = statistically higher proportion than in Texas, $p < 0.05$.

h = statistically higher proportion than in Wisconsin, $p < 0.05$.

I. Perceptions of Health Care in Their State

(Asked of half-sample A; Natl n = 501; FL n = 502; KS n = 512; NJ n = 545; OH n = 484; OR n = 493; TX n = 465; WI n = 505)

NP-1. In recent years, would you say the health of people in [INSERT STATE] has gotten better, gotten worse, or stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Better	15	17 ^{ce}	11	13	10	19 ^{cdeh}	16 ^e	13
Worse	26	26	29	26	31 ^f	24	26	31 ^f
Stayed about the same	49	46	49	46	48	43	44	46
Don't know/Refused	10	11	11	15	11	14	14	10

(Asked of half-sample B; Natl n = 501; FL n = 501; KS n = 493; NJ n = 458; OH n = 516; OR n = 516; TX n = 540; WI n = 506)

NP-2. In general, how would you rate the health care system in [INSERT STATE]? Would you say it is excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	55^{cg}	49	47	50	51	53	47	60^{bcddeg}
Excellent	17 ^{bf}	10	13	12	14	11	13	12
Good	38	39	34	38	37	42 ^{cg}	34	48 ^{abcddeg}
Fair/Poor	42	44^h	47^{fh}	45^h	47^{fh}	38	48^{fh}	35
Fair	29	26	31 ^h	30 ^h	31 ^h	27	32 ^h	22
Poor	13	18 ^f	16 ^f	15	16 ^f	11	16 ^f	13
Don't know/Refused	3	7	6	5	2	9	5 ^e	5

NP-3. If you became seriously ill, do you think you would or would not be able to get the best treatment available in [INSERT STATE]?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, would be able to get the best treatment	76 ^{bcd}	68	69	66	75 ^{bcd}	74 ^{bcd}	75 ^{bcd}	78 ^{bcd}
No, would NOT be able to get the best treatment	19	27 ^{aefgh}	26 ^{aefgh}	25 ^{afh}	21	19	20	19
Don't know/Refused	5	5	5	9	4	7	5	3

NP-4. In the past TWO years, has the cost of health care in [INSERT STATE] increased, decreased, or stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Increased	53	58	62 ^{afg}	63 ^{abfg}	59 ^{af}	54	55	62 ^{afg}
Decreased	3	3	2	3	4 ^c	5 ^{bcdgh}	3	3
Stayed about the same	31 ^{cdef}	26	23	22	25	25	32 ^{bcddefh}	26
Don't know/Refused	13	13	13	12	12	16	10	9

(Asked of half-sample C; Natl n = 514; FL n = 467; KS n = 515; NJ n = 529; OH n = 472; OR n = 515; TX n = 484 WI n = 505)

NP-5. So far, would you say the Affordable Care Act, also called Obamacare, has directly helped the people of [INSERT STATE], directly hurt them, or has it not had a direct impact?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Directly helped	35 ^c	35 ^c	26	38 ^{cg}	30	42 ^{cegh}	28	32
Directly hurt	27	34	39 ^{adfh}	27	35 ^{ad}	30	32	31
No direct impact	21 ^f	19	22 ^f	17	18	13	25 ^{def}	21 ^f
Don't know/ Refused	17	12	13	18	17	15	15	16

(Asked of half-sample D; Natl n = 488; FL n = 536; KS n = 490; NJ n = 474; OH n = 528; OR n = 494; TX n = 521; WI n = 506)

NP-6. So far, would you say the Affordable Care Act, also called Obamacare, has directly helped you, directly hurt you, or has it not had a direct impact?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Directly helped	15	15	13	18	21 ^{abcgh}	19 ^{cgh}	13	13
Directly hurt	25	29 ^{fh}	31 ^{fh}	25	27	21	25	21
No direct impact	56	52	50	53	48	56 ^e	57 ^{ce}	61 ^{bcde}
Don't know/ Refused	4	4	6	4	4	4	5	5

II. Experience with Doctors and Other Health Care Professionals

NP-9. Overall, how would you rate the health care you receive? Would you say it is excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	79	75	80^b	77	82^{bdg}	78	76	83^{abdfg}
Excellent	33 ^d	30	34 ^d	27	34 ^d	34 ^d	30	37 ^{bdg}
Good	46	45	46	50 ^{bf}	48	44	46	46
Fair/Poor	18	21^{eh}	18	20^h	16	19^h	21^h	14
Fair	14	16 ^h	16 ^h	16 ^h	13	16 ^h	15	11
Poor	4	5 ^c	2	4	3	3	6 ^{cdefh}	3
Don't know/ Refused	3	4	2	3	2	3	3	3

NP-10. Thinking about the past TWO years, would you say the health care you have received has gotten better or worse, or has it stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Better	14	18 ^{acdeh}	12	13	14	15	15	13
Worse	9	13 ^{ah}	10	12	13 ^{ah}	13 ^a	11	9
Stayed about the same	74 ^{bf}	65	77 ^{bdfg}	72 ^b	72 ^b	69	71 ^b	76 ^{bf}
Don't know/ Refused	3	4	1	3	1	3	3	2

For this next set of questions, I'm interested in learning more about your personal experiences with the health care system, and specifically your doctor. If you see a physician's assistant or nurse for medical care, instead of a doctor, please tell me about your experiences with that health professional. For the purposes of this survey, please focus only on medical care -- not dental care, eye exams, or hearing exams.

NP-11. Have you visited a doctor or other health professional in the last TWO years, or not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	84 ^g	82	87 ^{bg}	85 ^g	88 ^{bg}	86 ^{bg}	79	85 ^g
No	16	18 ^{ce}	13	15	12	14	21 ^{acdefh}	15
Don't know/ Refused	*	*	*	*	-	*	*	*

(Asked of those who visited a doctor/health professional in the last two years; Natl n = 869; FL n = 845; KS n = 886; NJ n = 863; OH n = 887; OR n = 884; TX n = 836; WI n = 878)

NP-12. Thinking about your most recent visit to a doctor or other health professional, how would you rate the following?
Would you say (INSERT FIRST ITEM) was excellent, good, fair, or poor?

- a. The overall experience

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	86	83	85	86	87^g	83	82	88^{bf}
Excellent	45 ^d	41	42	37	42	42	41	49 ^{bcdefg}
Good	41	42	43	49 ^{abfgh}	45 ^h	41	41	39
Fair/Poor	14	17^{eh}	15	14	12	17^{eh}	18^{eh}	12
Fair	12	12	12	11	9	13	12	9
Poor	2	5 ^a	3	3	3	4	6 ^{acdeh}	3
Don't know/ Refused	*	-	*	*	1	*	-	*

b. The quality of health care you received

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	87	83	85	84	88^{bg}	84	83	88^{bg}
Excellent	43	40	43	39	42	42	40	47 ^{bdg}
Good	44	43	42	45	46	42	43	41
Fair/Poor	13	16^{eh}	14	16^h	12	15	17^{eh}	12
Fair	11	12 ^h	12 ^h	12	9	10	12 ^h	9
Poor	2	4 ^{ac}	2	4 ^{ac}	3	5 ^{ac}	5 ^{ace}	3
Don't know/ Refused	-	1	1	*	-	1	*	*

c. The amount of time you spent with the doctor

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	77	75	77	78	80^{bg}	79	74	82^{abcg}
Excellent	36	35	35	32	38 ^d	36	34	42 ^{abcdfg}
Good	41	40	42	46 ^{bgh}	42	43	40	40
Fair/Poor	22^h	25^{eh}	23^h	21	20	21	26^{eh}	17
Fair	16	17	16	15	14	14	16	13
Poor	6	8 ^h	7 ^h	6	6	7 ^h	10 ^{adeh}	4
Don't know/ Refused	1	-	*	1	-	-	*	*

d. Your ability to get in touch with the doctor outside of an appointment, either by phone or email

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	65^g	60	63	63	70^{bcdg}	69^{bcdg}	59	72^{abcdg}
Excellent	27	24	26	27	30 ^b	29 ^b	25	33 ^{abcdg}
Good	38	36	37	36	41 ^g	40 ^g	34	39
Fair/Poor	29^h	32^{efh}	32^{efh}	31^{eh}	25	26	35^{aefh}	21
Fair	19 ^{fh}	17	19 ^{fh}	18	15	13	22 ^{efh}	14
Poor	10	15 ^{afh}	13 ^h	13 ^h	10	12 ^h	13 ^h	7
Don't know/ Refused	6	8	5	6	5	5	6	7

e. The doctor's sensitivity to your cultural background

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	85	81	84	82	87^{bdg}	84	81	87^{bdg}
Excellent	45 ^d	43	48 ^d	39	50 ^{bd}	47 ^d	44	52 ^{abdg}
Good	40	38	36	43 ^{cgh}	37	37	37	35
Fair/Poor	11	14^{eh}	12^h	11^h	9	10	15^{aefh}	8
Fair	9 ^h	10 ^{eh}	9 ^h	10 ^{eh}	7	7	10 ^{eh}	6
Poor	2	4 ^{ad}	3 ^d	1	2	3	5 ^{adefh}	2
Don't know/ Refused	4	5	4	7	4	6	4	5

- f. The doctor's concern with maintaining your long-term health and other factors in your life that could affect your health and well-being

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	84^g	81	84	81	84^g	83	80	87^{bdfg}
Excellent	44	41	45	41	47 ^{bdg}	46	39	55 ^{abcdefg}
Good	40 ^h	40 ^h	39 ^h	40 ^h	37	37	41 ^h	33
Fair/Poor	15	18^h	16	18^h	15	17	20^{ah}	12
Fair	11	11	11	13 ^h	10	12	14 ^h	8
Poor	4	7 ^a	5	5	5	5	6 ^a	4
Don't know/ Refused	1	1	*	1	1	*	*	*

(Asked of those who visited a doctor/health professional in the last two years; Natl n = 869; FL n = 845; KS n = 886; NJ n = 863; OH n = 887; OR n = 884; TX n = 836; WI n = 878)

NP-13. Still thinking about this most recent visit, from what kind of doctor did you receive care? Was it a medical specialist like a cardiologist or surgeon, or did you see a general practitioner such as a family physician or a nurse practitioner?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Medical specialist	28	37 ^{acefh}	24	36 ^{acefh}	25	27	31 ^{ceh}	26
General practitioner	70 ^{bd}	62	74 ^{bdg}	62	73 ^{bdg}	72 ^{bd}	67	73 ^{bdg}
Don't know/ Refused	2	1	2	2	2	1	2	1

(Asked of those who visited a doctor/health professional in the last two years; Natl n = 869; FL n = 845; KS n = 886; NJ n = 863; OH n = 887; OR n = 884; TX n = 836; WI n = 878)

NP-14. Do you think the cost of the health care you received during your most recent visit was reasonable or unreasonable?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Reasonable	77^{dh}	72^h	74^h	71	74^h	74^h	77^{dh}	66
Very reasonable	42 ^{cdeh}	38 ^{cdh}	32	33	36 ^h	37 ^h	38 ^{ch}	30
Somewhat reasonable	35	34	42 ^{abh}	38	38	37	39	36
Unreasonable	20	20	21	22	20	18	19	25^{afg}
Somewhat unreasonable	13	10	11	11	11	11	9	14 ^{bg}
Very unreasonable	7	10	10	11 ^a	9	8	10	11
Don't know/ Refused	3	8	5	7	6	8	4	9

III. Health Care Cost Experiences

For this next set of questions, when I ask about your “premium,” I mean the monthly, quarterly or yearly amount you have to pay for your insurance plan. When I ask about your “deductible,” I mean the amount you personally have to pay before your insurance plan starts covering your services. And by “copayment,” I mean the fixed fee you pay at the doctor’s office when you receive a service.

NP-15. Overall, do you think the cost you personally pay for your health care, including premiums, deductibles, copayments and prescription drugs, is reasonable or unreasonable?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Reasonable	60^d	60^d	57	52	59^d	65^{cdeg}	60^d	63^{cd}
Very reasonable	30	31	28	26	29	36 ^{acdeg}	27	29
Somewhat reasonable	30	29	29	26	30	29	33 ^d	34 ^d
Unreasonable	29	32	37^{af}	39^{abfgh}	36^{af}	27	32	32
Somewhat unreasonable	15	13	18 ^{bf}	17 ^f	15	12	15	15
Very unreasonable	14	19 ^a	19 ^a	22 ^{afgh}	21 ^{af}	15	17	17
Don't know/ Refused	11	8	6	9	5	8	8	5

NP-16a. In the past TWO years, would you say the cost of your health care services has become more affordable, less affordable, or has it stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
More affordable	9	12 ^h	9	11 ^h	9	14 ^{acegh}	10 ^h	6
Less affordable	34	33	43 ^{abfg}	39 ^{bf}	38 ^f	30	34	41 ^{abfg}
Stayed about the same	53 ^{cd}	51 ^c	45	47	50	52 ^c	52 ^c	50
Don't know/ Refused	4	4	3	3	3	4	4	3

NP-16b. In the past TWO years, would you say the cost of your prescription drugs has become more affordable, less affordable, or has it stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
More affordable	10	12	12	11	13	12	15 ^{ah}	10
Less affordable	22 ^f	26 ^f	28 ^{afg}	26 ^f	27 ^f	17	23 ^f	27 ^f
Stayed about the same	58 ^{bh}	52	53	54	54	58 ^{bh}	55	52
Don't know/ Refused	10	10	7	9	6	13	7	11

NP-17. Was there any time in the past TWO years when you needed health care, but did not get it, OR did you get health care every time you needed it in the past TWO years?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Needed health care and DID NOT GET IT	15	20 ^{adh}	16	14	17 ^h	17	18 ^h	13
Got health care EVERY TIME	81 ^b	76	81 ^b	82 ^b	80	80	78	83 ^{bg}
Don't know/Refused	4	4	3	4	3	3	4	4

(Asked of those who needed health care in the past TWO years and did not get it; Natl n =139; FL n = 186; KS n = 156; NJ n = 148; OH n = 159; OR n = 165; TX n = 162; WI n =142)

NP-18. Please tell me if any of the following were or were not reasons you could not get the health care you needed. Was there a time in the past TWO years when you could not get health care because (INSERT ITEM)?

NP-18 Summary Table: % who said the following were reasons

RESULTS BASED ONLY ON THOSE WHO SAID THEY NEEDED HEALTH CARE IN THE PAST TWO YEARS AND DID NOT GET IT

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
a. You could not afford that health care	58	65	59	62	63	57	63	55
b. You could not find a doctor who would take your health insurance	35	34	27	32	23	23	35	23
c. You could not get an appointment during the hours you needed	32	26	27	35	24	38 ^e	30	29
d. You felt the health care center was too far or difficult to get to	26 ^b	14	18	25	20	17	27 ^b	16

(Asked of those who needed health care in the past TWO years and did not get it; Natl n =139; FL n = 186; KS n = 156; NJ n = 148; OH n = 159; OR n = 165; TX n = 162; WI n =142)

RESULTS BASED ONLY ON THOSE WHO SAID THEY NEEDED HEALTH CARE IN THE PAST TWO YEARS AND DID NOT GET IT

NP-19. Was there any time during the past TWO years when you tried to get medical care and were **turned away** by a doctor or hospital for financial or insurance reasons, or not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	24	26	24	22	17	17	27 ^h	15
No	76	74	76	76	83	83	73	85 ^g
Don't know/Refused	-	*	*	2	-	-	*	-

NP-20. Thinking about the cost of your health care over the past TWO years, how would you describe the overall impact of your health care costs on your or your family's financial situation? Would you say your health care costs caused a problem for you or your family's overall financial situation, or did they not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Very/somewhat serious problem (NET)	26	31^f	36^{adefgh}	27	28	25	30	27
Very serious problem	9	14 ^{aefgh}	14 ^{ah}	13 ^{ah}	11	10	11	9
Somewhat serious problem	17 ^d	17	22 ^{bdef}	14	17	15	19 ^{df}	18 ^d
Not too serious/ Did not cause a problem (NET)	70^c	67	63	72^{bc}	71^c	73^{bc}	68^c	70^c
Not too serious problem	10 ^c	7	6	9	8	8	9 ^c	7
Did not cause a problem	60	60	57	63 ^c	63 ^c	65 ^{cg}	59	63 ^c
Don't know/ Refused	4	2	1	1	1	2	2	3

(Asked of those whose their health care costs have caused a very or somewhat serious problem for their overall financial situation; Natl n =259; FL n = 298; KS n = 321; NJ n = 260; OH n = 278; OR n = 243; TX n = 275; WI n =264)

NP-21. In the past TWO years, have any of the following happened to you? Have you (INSERT ITEM) because of large medical bills, or not?

NP-21 Summary Table: % who said the following happened to them

RESULTS BASED ONLY ON THOSE WHO SAID THEIR HEALTH CARE COSTS HAVE CAUSED A VERY OR SOMEWHAT SERIOUS PROBLEM FOR THEIR OVERALL FINANCIAL SITUATION

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
a. Spent all or most of your personal savings	42 ^d	36	44 ^{dg}	32	42 ^d	45 ^{dg}	33	40
b. Been unable to pay for basic necessities like food, heat or housing	27	30	24	27	27	30	29	25
c. Taken out a loan that may be hard to pay back	19 ^{bcdh}	11	11	8	16 ^d	14	16 ^d	11
d. Taken on credit card debt that may be difficult to pay off	23	27	26	28	29	29	25	25
e. Been contacted by bill collectors	39	41	42	47	47	44	40	40
f. Declared bankruptcy	7 ^f	3	3	3	4	2	5	5
g. Set up a payment plan with a hospital or health care professional	44	39	56 ^{abdg}	44	53 ^{bg}	53 ^{bg}	41	53 ^{bg}

NP-22. In the past TWO years, have you (INSERT ITEM) because of the cost of prescription drugs, or has this not happened?

BASED ON TOTAL RESPONDENTS

a. Not filled a prescription

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, have	19	22 ^h	24 ^{afh}	20 ^h	21 ^h	18	20 ^h	15
No, have NOT	80 ^c	78	76	80	79	82	80	85 ^{bcdeg}
Don't know/ Refused	1	*	*	*	*	*	*	*

b. Cut pills in half or skipped doses of medicine

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, have	12	15 ^f	16 ^{af}	15 ^f	15	11	15 ^f	13
No, have NOT	87 ^c	84	84	84	85	89 ^{bc}	85	86
Don't know/ Refused	1	1	*	1	*	-	*	1

IV. Health Care Access Experiences

NP-23. In the past TWO years, have you scheduled a visit with a doctor or other health professional because you were sick or had a health concern, or have you not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, have scheduled a visit	58	58	67 ^{abg}	66 ^{abg}	67 ^{abg}	66 ^{abg}	57	62
No, have NOT scheduled a visit	41 ^{cdef}	42 ^{cdef}	33	34	32	34	43 ^{cdef}	38 ^e
Don't know/Refused	1	-	*	*	1	*	*	*

(Asked of those who scheduled a visit with their doctor/health professional; Natl n =598; FL n = 595; KS n = 667; NJ n = 665; OH n = 662; OR n = 685; TX n = 599; WI n =645)

NP-24. Thinking about the last time you had to schedule a doctor's appointment because you were sick or had a health concern, how much time passed between when you made the appointment and when you actually saw a doctor? Would you say it was...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Less than 24 hours	30 ^{bef}	19	32 ^{bdefh}	26 ^b	23	21	28 ^{bf}	24
About one to three days	33	30	36 ^f	30	34	30	31	36
About four to seven days	13	20 ^a	15	16	17	18 ^a	15	16
More than one week	7	10	7	9	10	12 ^{ac}	8	8
More than two weeks	6	7 ^c	3	5	5	8 ^c	5	4
More than three weeks	3	4	3	4	4	4	3	3
More than one month	8 ^c	9 ^c	4	9 ^c	7 ^c	6	9 ^c	8 ^c
Don't know/Refused	*	1	*	1	*	1	1	1

(Asked of those who scheduled a visit with their doctor/health professional; Natl n =598; FL n = 595; KS n = 667; NJ n = 665; OH n = 662; OR n = 685; TX n = 599; WI n =645)

NP-25. Do you think the length of time you had to wait between scheduling the appointment and seeing a doctor was reasonable or unreasonable?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Reasonable	83^d	77	82^d	75	78	77	78	81^d
Very reasonable	50	46	52	48	48	48	50	55 ^{be}
Somewhat reasonable	33	31	30	27	30	29	28	26
Unreasonable	17	23^{ach}	17	23^{ach}	21	22	21	17
Somewhat unreasonable	10	10	10	10	12	12	9	8
Very unreasonable	7	13 ^{ach}	7	13 ^{ach}	9	10	12 ^{ac}	9
Don't know/Refused	*	*	1	2	1	1	1	2

NP-26. In the past TWO years, would you say it has gotten easier or gotten harder for you to see a doctor, or has it stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Easier	10 ^c	9	6	8	8	8	12 ^{cefh}	7
Harder	14	19 ^a	17	16	17	17	18 ^a	15
About the same	74 ^g	70	75 ^{bg}	74 ^g	74 ^g	73 ^g	68	76 ^{bg}
Don't know/ Refused	2	2	2	2	1	2	2	2

NP-27. Do you have a regular doctor or health care professional that provides most of your health care when you are sick or have a health concern, or do you not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, have a regular doctor	74 ^g	70	81 ^{abfg}	81 ^{abfg}	82 ^{abfg}	76 ^{bg}	68	82 ^{abfg}
No, do NOT have a regular doctor	25 ^{cdeh}	30 ^{acdefh}	18	19	18	23 ^{ceh}	31 ^{acdefh}	18
Don't know/ Refused	1	*	1	*	*	1	1	*

(Asked of those have a regular doctor/ health care professional; Natl n = 793; FL n = 745; KS n = 846; NJ n = 809; OH n = 837; OR n = 805; TX n = 744; WI n = 841)

NP-28. In the past TWO years, were there any times when you needed health care, but could not see your regular doctor or health care professional, or not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	22	19	24	22	22	27 ^{bde}	23	26 ^b
No	78 ^f	80 ^{fh}	76	78 ^f	78 ^f	72	76	73
Don't know/ Refused	*	1	*	*	*	1	1	1

(Asked of those who when needed health care, could not see their regular doctor/health care professional; Natl n =158; FL n = 146; KS n = 193; NJ n = 163; OH n = 182; OR n = 226; TX n = 158; WI n =208)

NP-29. Please tell me if each of the following was or was not a reason why you could not see your regular doctor or health care professional. How about (INSERT ITEM)? Was that a reason you could not see your regular doctor or health care professional, or not?

NP-29 Summary Table: % who said each of the following was a reason

Base: Those who when needed health care, could not see their regular doctor/health

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
a. You could not afford the visit	24 ^h	24 ^h	23 ^h	24 ^h	22	17	31 th	13
b. It was at night or on the weekend and the doctor's office was not open	46 ^f	39	36	45 ^f	46 th	32	43	33
c. The doctor did not have any available appointment times	52	55	64	58	57	55	58	61
d. The doctor was too far away or transportation was too difficult	15	16	14	17	14	12	22 th	11
e. You lost your insurance coverage	12	26 ^{aceh}	13	18	14	15	18	11
f. The doctor stopped taking your insurance	14 ^f	22 ^{ch}	9	17 ^f	13 ^f	6	21 ^{ch}	9
g. Your regular doctor was away from the office	42	44	54 ^{dg}	38	43	56 ^{adeg}	37	62 ^{abdeg}

(Asked of those who when needed health care, could not see their regular doctor/health care professional; Natl n = 158; FL n = 146; KS n = 193 NJ n = 163; OH n = 182; OR n = 226; TX n = 158; WI n =208)

NP-30. At any time when you were not able to see your regular doctor, were you able to get health care from a different doctor or health professional, or not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, was able to get health care from a different doctor	80 ^g	69	82 ^{bdg}	71	87 ^{bdg}	83 ^{bdg}	64	90 ^{abdg}
No, was NOT able to get health care from a different doctor	17	30 ^{acefh}	18 ^h	28 ^{efh}	12	16	35 ^{acefh}	9
Don't know/Refused	3	1	*	1	1	1	1	1

(Asked of those who when needed health care, could not see their regular doctor/health care professional but were able to get care from a different doctor or health professional; Natl n = 119; FL n = 104; KS n = 157; NJ n = 119; OH n = 149; OR n = 193; TX n = 107; WI n =180)

NP-31. At any time when you were not able to see your regular doctor, were you able to get care at any of the following locations, or not?

NP-31 Summary Table: % who said they got care at the following locations

Base: Those who when needed health care, could not see their regular doctor/health but were able to get care from a different doctor or health professional

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
a. At your regular doctor's office, but with a different doctor	56	51	73 ^{abde}	57	51	71 ^{abde}	61	81 ^{abdeg}
b. At a different doctor's office or clinic in the hospital	37	41	32	46 ^c	32	40	47 ^{ce}	45 ^c
c. At an urgent care facility	60	46	56	62	65 ^b	68 ^b	65 ^b	58
d. In the emergency room	70 ^{bcdfh}	49	49	53	57	54	61	55
e. At a retail or drug-store mini-clinic	27 ^f	28 ^f	24 ^f	20 ^f	33 ^{dfh}	9	27 ^f	17

V. Hospitalization Experiences

NP-32. In the past TWO years, have you been hospitalized overnight, or has this not happened to you?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	18	22 ^f	18	21 ^f	21 ^f	15	19	22 ^f
No	81	78	81	79	78	85 ^{bdeh}	81	78
Don't know/ Refused	1	*	1	*	1	-	*	*

(Asked of those who have been hospitalized overnight in the past two years; Natl n = 211; FL n = 216; KS n = 193; NJ n = 200; OH n = 236; OR n = 182; TX n = 217; WI n =211)

NP-33. Thinking about the most recent time you were hospitalized, how would you rate the quality of health care you received? Would you say it was excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	78	79	84^d	69	80	82^d	77	78
Excellent	46	50 ^d	50 ^d	35	47	49 ^d	44	51 ^d
Good	32	29	34	34	33	33	33	27
Fair/Poor	22	21	15	31^{cf}	20	17	21	22
Fair	18	14	10	21 ^{cef}	11	10	14	16
Poor	4	7	5	10	9	7	7	6
Don't know/ Refused	*	*	1	-	-	1	2	-

(Asked of those who have been hospitalized overnight in the past two years; Natl n = 211; FL n = 216; KS n = 193; NJ n = 200; OH n = 236; OR n = 182; TX n = 217; WI n =211)

NP-34. What about the cost of the health care you received the most recent time you were hospitalized? Would you say it was reasonable or unreasonable?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Reasonable	65	64	60	58	56	60	61	58
Very reasonable	27	37	30	26	30	34	31	29
Somewhat reasonable	38 ^e	27	30	32	26	26	29	29
Unreasonable	30	31	36	33	39	28	36	33
Somewhat unreasonable	10	7	13	8	13	11	17 ^{bd}	15 ^b
Very unreasonable	20	24	23	25	26	17	19	18
Don't know/ Refused	5	5	4	9	5	12	3	9

(Asked of those who have been hospitalized overnight in the past two years; Natl n = 211; FL n = 216; KS n = 193; NJ n = 200; OH n = 236; OR n = 182; TX n = 217; WI n =211)

NP-35. During your most recent hospital stay, did you feel your views and preferences were taken into account by the doctors and other health professionals treating you, or were they not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, views and preferences were taken into account by doctors	81	82	83	79	83	87	78	84
No, views and preferences were NOT taken into account by doctors	17	16	15	20 ^f	15	10	19	16
Don't know/Refused	2	2	2	1	2	3	3	*

(Asked of those who have been hospitalized overnight in the past two years; Natl n = 211; FL n = 216; KS n = 193; NJ n = 200; OH n = 236; OR n = 182; TX n = 217; WI n =211)

NP-36. Please rate how well you feel the staff prepared you for the care you would need after leaving the hospital. Would you say the preparation was excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	79	83	82	74	82	78	80	81
Excellent	37	45	50 ^{ad}	34	48 ^d	40	48 ^d	56 ^{adf}
Good	42 ^h	38 ^h	32	40 ^h	34	38 ^h	32	25
Fair/Poor	21	17	18	25	18	20	19	19
Fair	14	9	14	16	13	10	11	8
Poor	7	8	4	9	5	10 ^c	8	11 ^c
Don't know/Refused	*	*	-	1	-	2	*	-

VI. Emergency Room Experiences

NP-37. In the past TWO years, have you received health care in the **emergency room** of a hospital, or has this not happened to you?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, received health care in the emergency room	33	32	32	35 ^g	39 ^{abcfgh}	31	28	33
No, did not receive health care in the emergency room	66 ^e	67 ^e	67 ^e	65	61	68 ^e	71 ^{deh}	66 ^e
Don't know/Refused	1	1	1	*	-	1	1	1

(Asked of those who received care in the emergency room in the past two years; Natl n = 327; FL n = 308; KS n = 309; NJ n = 347; OH n = 378; OR n = 341; TX n = 287; WI n = 332)

NP-38. Thinking about the most recent time you were a patient in the emergency room, how would you rate the quality of health care you received? Would you say it was excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	72	74	73	66	71	78^{dg}	67	78^{dg}
Excellent	38	34	40	34	37	43 ^g	33	44 ^g
Good	34	40	33	32	34	35	34	34
Fair/Poor	27	24	27	33^{fh}	29	21	32^{fh}	22
Fair	17	14	14	19 ^f	17	12	14	12
Poor	10	10	13	14	12	9	18 ^{abh}	10
Don't know/Refused	1	2	*	1	*	1	1	-

(Asked of those who received care in the emergency room in the past two years; Natl n = 327; FL n = 308; KS n = 309; NJ n = 347; OH n = 378; OR n = 341; TX n = 287; WI n = 332)

NP-39. What about the cost of the health care you received the most recent time you were a patient in the emergency room? Would you say it was reasonable or unreasonable?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Reasonable	58	58	49	50	56	59^c	54	62^{cd}
Very reasonable	29	27	24	23	30	32	27	23
Somewhat reasonable	29	31	25	27	26	27	27	39 ^{acdefg}
Unreasonable	36	38	43^{fh}	43^{fh}	38	32	37	32
Somewhat unreasonable	16	10	18 ^{bd}	11	17 ^b	12	14	15
Very unreasonable	20	28 ^h	25	32 ^{aefh}	21	20	23	17
Don't know/Refused	6	4	8	7	6	9	9	6

(Asked of those who received care in the emergency room in the past two years; Natl n = 327; FL n = 308; KS n = 309; NJ n = 347; OH n = 378; OR n = 341; TX n = 287; WI n =332)

NP-40. What was the MAIN purpose of your most recent visit to an emergency room? Was it...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
To get treatment for a major health problem (like a broken bone, cut or high fever)	40	49 ^g	49 ^g	52 ^{ag}	42	48 ^g	38	50 ^{ag}
To get treatment for a minor health problem (like a sprain or toothache)	23	19	25	20	23	23	27	23
Some other reason	36 ^{ch}	30	26	27	35 ^c	28	34	27
Don't know/ Refused	1	2	*	1	-	1	1	*

(Asked of those who received care in the emergency room in the past two years; Natl n = 327; FL n = 308; KS n = 309; NJ n = 347; OH n = 378; OR n = 341; TX n = 287; WI n =332)

NP-41. What is the MAIN reason you chose to receive health care in the emergency room instead of at an urgent care facility, doctor's office, or community health center? Was it mainly because...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
You were brought to the emergency room by an ambulance	18 ^h	16	11	18 ^h	14	16	12	11
Other facilities were not open or you could not get an appointment	28 ^{bdg}	16	35 ^{bdeg}	18	23	27 ^{bdg}	17	31 ^{bdg}
You felt other facilities did not have the staff or equipment necessary to treat your health problem	11	9	11	11	8	9	8	6
You thought you might need to be admitted to the hospital overnight	11	12	10	14	9	11	11	10
You felt the emergency room was the only place that would treat you	16 ^c	14	8	12	11	13	17 ^c	13
Other facilities were too far away	3	8 ^a	4	7 ^a	8 ^a	4	6	7 ^a
Some other reason	12	22 ^a	19	20 ^a	24 ^a	19	25 ^a	21 ^a
Don't know/Refused	1	3	2	*	3	1	3	1

(Asked of those who received care in the emergency room in the past two years; Natl n = 327; FL n = 308; KS n = 309; NJ n = 347; OH n = 378; OR n = 341; TX n = 287; WI n =332)

NP-42. In the past TWO years has your use of the emergency room when you need health care gone up, gone down, or stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Gone up	23 ^{ef}	19	25 ^{ef}	23 ^{ef}	13	13	20	21 ^{ef}
Gone down	10	11	11	11	9	11	8	9
Stayed about the same	63	64	58	61	72 ^{acdh}	68 ^c	66	63
Don't know/Refused	4	6	6	5	4	8	6	7

(Asked of those who received care in the emergency room in the past two years; Natl n = 327; FL n = 308; KS n = 309; NJ n = 347; OH n = 378; OR n = 341; TX n = 287; WI n =332)

NP-43. Please rate how well you feel the staff prepared you for the care you would need after leaving the emergency room.
 Would you say the preparation was excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	71	73	77	68	73	77	72	83^{abdeg}
Excellent	38	31	36	31	33	41	35	41 ^{bd}
Good	33	42	41	37	40	36	37	42
Fair/Poor	29^h	25	22	30^h	27^h	21	27^h	17
Fair	20 ^f	13	14	20 ^{bh}	19	12	19	12
Poor	9	12 ^h	8	10	8	9	8	5
Don't know/ Refused	*	2	1	2	*	2	1	-

VII. Urgent Care Experiences

NP-44. An urgent care facility is a place that is not an emergency room, and that provides immediate medical care for illnesses and injuries which may be serious, but are not life-threatening and do not require hospitalization. In the past TWO years, have you received health care at an urgent care facility?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	27	24	23	28 ^c	28 ^c	33 ^{abcg}	25	29 ^{bc}
No	72 ^f	75 ^f	77 ^{defh}	72	71	67	74 ^f	70
Don't know/ Refused	1	1	*	*	1	*	1	1

(Asked of those who received care in an urgent care facility in the past two years; Natl n = 249; FL n = 235; KS n = 231; NJ n = 257; OH n = 261; OR n = 323; TX n = 236; WI n = 293)

NP-45. Thinking about your most recent visit to an urgent care facility, how would you rate the quality of health care you received? Would you say it was excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	75	79	78	86^{afg}	79	76	75	81
Excellent	29	38	33	42 ^a	38	36	34	39
Good	46	41	45	44	41	40	41	43
Fair/Poor	25^d	20	20	14	21	23^d	25^d	19
Fair	19	15	15	12	13	15	18	14
Poor	6	5	5	2	8 ^d	8 ^d	7 ^d	5
Don't know/ Refused	-	1	2	-	-	1	-	-

(Asked of those who received care in an urgent care facility in the past two years; Natl n = 249; FL n = 235; KS n = 231; NJ n = 257; OH n = 261; OR n = 323; TX n = 236; WI n = 293)

NP-46. What about the cost of the health care you received during your most recent visit to an urgent care facility? Would you say it was reasonable or unreasonable?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Reasonable	74	67	78^b	77^b	75	78^b	76	70
Very reasonable	33	32	37	35	43 ^{bh}	37	37	30
Somewhat reasonable	41	35	41	42	32	41	39	40
Unreasonable	21	29^{cdf}	19	15	21	16	23	24^{df}
Somewhat unreasonable	11	15 ^d	12	7	10	10	16 ^d	16 ^d
Very unreasonable	10	14 ^{fg}	7	8	11	6	7	8
Don't know/ Refused	5	4	3	8	4	6	1	6

(Asked of those who received care in an urgent care facility in the past two years; Natl n = 249; FL n = 235; KS n = 231; NJ n = 257; OH n = 261; OR n = 323; TX n = 236; WI n =293)

NP-47. What was the MAIN purpose of your most recent visit to an urgent care facility? Was it mainly...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
To get treatment for a minor wound or illness (like a sprain or sore throat)	60 ^b	46	56	52	52	51	55	56
To get treatment for a major wound or illness (like a broken bone or high fever)	15	18	16	15	16	18	11	17
To get a routine screening, test, exam or vaccination	4	11 ^{ah}	5	7	6	7	7	5
To get a prescription or treatment for a long-term health condition	4	3	6	5	6	6	9	4
Some other reason	15	22	16	19	20	17	18	17
Don't know/Refused	2	-	1	2	*	1	*	1

(Asked of those who received care in an urgent care facility in the past two years; Natl n = 249; FL n = 235; KS n =231; NJ n = 257; OH n = 261; OR n = 323; TX n = 236; WI n =293)

NP-48. What is the MAIN reason you chose to receive health care at an urgent care facility instead of a hospital, doctor's office, or community health center? Was it mainly because...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
You considered the hours to be more convenient	17	19	28 ^{af}	22	19	18	20	25
You considered the location to be more convenient	21	20	19	21	20	23	28 ^h	17
You felt more comfortable with the staff	2	1	2	2	2	2	4	5 ^b
You considered the quality of health care to be better	2	3	1	4	1	4	2	3
You considered the cost to be more affordable	13	14 ^{cgh}	7	8	9	12	7	7
You thought it would take less time to be seen and treated	22	24	16	23	25	17	22	17
Some other reason	20	19	26 ^g	20	21	22	16	24
Don't know/Refused	3	*	1	*	3	2	1	2

(Asked of those who received care in an urgent care facility in the past two years; Natl n = 249; FL n = 235; KS n = 231; NJ n = 257; OH n = 261; OR n = 323; TX n = 236; WI n =293)

NP-49. In the past TWO years has your use of urgent care facilities when you need health care gone up, gone down, or stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Gone up	17	17	22	28 ^{abefh}	15	18	25 ^{eh}	16
Gone down	7 ^d	6 ^d	5	2	8 ^d	7 ^d	9 ^d	7 ^d
Stayed about the same	72	73	70	65	75 ^{dg}	70	64	72
Don't know/Refused	4	4	3	5	2	5	1	5

VIII. Retail or Drug-Store Mini-Clinic Experiences

NP-50. In the past TWO years, have you received health care at a retail or **drug-store mini-clinic**?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	12 ^h	15 ^h	13 ^h	13 ^h	16 ^h	NA	13 ^h	9
No	87	85	86	86	84	NA	86	90 ^{bcdeg}
Don't know/ Refused	1	*	1	1	*	NA	1	1

(Asked of those who received care at a mini-clinic in the past two years; Natl n = 123; FL n = 148; KS n = 153; NJ n = 138; OH n = 156; TX n = 134; WI n = 97)

NP-51. Thinking about your most recent visit to a retail or drug-store mini-clinic, how would you rate the quality of health care you received? Would you say it was excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	89	85	82	82	80	NA	84	89
Excellent	33	44	34	37	40	NA	48	43
Good	56 ^{eg}	41	48	45	40	NA	36	46
Fair/Poor	11	15	18	18	19	NA	16	11
Fair	10	12	15	18	16	NA	16	11
Poor	1	3	3	*	3	NA	*	-
Don't know/ Refused	-	-	-	*	1	NA	-	-

(Asked of those who received care at a mini-clinic in the past two years; Natl n = 123; FL n = 148; KS n = 153; NJ n = 138; OH n = 156; TX n = 134; WI n = 97)

NP-52. What about the cost of the health care you received during your most recent visit to a retail or drug-store mini-clinic? Would you say it was reasonable or unreasonable?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Reasonable	92	85	88	85	86	NA	91	92
Very reasonable	52	47	43	56	50	NA	46	66 ^{bcg}
Somewhat reasonable	40	38	45 ^{dh}	29	36	NA	46 ^{dh}	26
Unreasonable	7	13	10	13	11	NA	9	4
Somewhat unreasonable	6	8	5	10	6	NA	7	4
Very unreasonable	1	5	5	3	5	NA	2	-
Don't know/ Refused	1	2	2	2	3	NA	*	4

NA = There are no listed mini-clinics in Oregon.

(Asked of those who received care at a mini-clinic in the past two years; Natl n = 123; FL n = 148; KS n = 153; NJ n = 138; OH n = 156; TX n = 134; WI n = 97)

NP-53. What was the MAIN purpose of your most recent visit to a retail or drug-store mini-clinic? Was it mainly...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
To get a vaccine	33	35	37	46	39	NA	39	41
To get a physical exam	5	8	6	9	7	NA	8	6
To get a health screening or test	3	7	4	2	6	NA	5	8
To get treatment for a minor wound or skin condition	10	6	8	3	9	NA	8	4
To get treatment for a minor illness	21	16	29 ^b	23	27	NA	21 ^f	18 ^f
To get a prescription or treatment for an long-term health condition	18 ^{ce}	13 ^e	5	12	5	NA	9	16 ^{ce}
Some other reason	9	13 ^d	10	3	6	NA	9	7
Don't know/Refused	1	2	1	2	1	NA	1	*

NA = There are no listed mini-clinics in Oregon.

(Asked of those who received care at a mini-clinic in the past two years; Natl n = 123; FL n = 148; KS n = 153; NJ n = 138; OH n = 156; TX n = 134; WI n = 97)

NP-54. What is the MAIN reason you chose to receive health care at a retail or drug-store mini-clinic instead of a hospital, doctor's office, or urgent care facility? Was it mainly because...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
You considered the hours to be more convenient	21 ^b	9	17	20	25 ^b	NA	16	17
You considered the location to be more convenient	26	32	24	34	30	NA	29	25
You felt more comfortable with the staff	2	3	2	2	3	NA	2	6
You considered the quality of health care to be better	1	*	3	2	*	NA	3	6 ^{be}
You considered the cost to be more affordable	18 ^{de}	9	14	8	8	NA	20 ^{bde}	24 ^{bde}
You thought it would take less time to be seen and treated	18	28 ^{cdgh}	16	15	20	NA	15	12
Some other reason	13	14	24 ^h	18	14	NA	14	10
Don't know/Refused	1	5	*	2	-	NA	1	*

(Asked of those who received care at a mini-clinic in the past two years; Natl n = 123; FL n = 148; KS n = 153; NJ n = 138; OH n = 156; TX n = 134; WI n = 97)

NP-55. In the past TWO years has your use of retail or drug-store mini-clinics when you need health care gone up, gone down, or stayed about the same?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Gone up	14	20	13	25 ^c	19	NA	23	13
Gone down	11 ^{bcd}	2	3	3	7	NA	4	3
Stayed about the same	72	73	81 ^g	71	73	NA	68	78
Don't know/Refused	3	5	3	1	1	NA	5	6

NA = There are no listed mini-clinics in Oregon.

IX. Health Insurance

NP-57. Are you, yourself, currently covered by any form of health insurance or health plan or do you not have health insurance at this time?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, covered by insurance	86 ^g	82	85 ^g	91 ^{abcg}	92 ^{abcg}	90 ^{abcg}	79	92 ^{abcg}
No, NOT covered by insurance	14 ^{defh}	17 ^{defh}	15 ^{defh}	9	8	10	20 ^{acdefh}	8
Don't know/Refused	*	1	*	*	*	*	1	*

(Asked of those who are uninsured; Natl n = 106; FL n = 143; KS n = 118; NJ n = 96; OH n = 65; OR n = 85; TX n = 167; WI n = 72)

NP-58. What is the MAIN reason you do not currently have health insurance? Is it mainly because...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
It is too expensive or you can't afford it	45	39	52	39	65 ^{abd}	51	61 ^{abd}	63 ^{bd}
You don't believe you need it or you don't want it	12	17 ^d	13 ^d	3	8	10	11	15 ^d
You can't get it or you were rejected because of poor health, illness, or age	2	5	7	3	-	*	5	1
You do not know how to get it	12 ^{eh}	10 ^{eh}	7	11 ^{eh}	-	11 ^{eh}	5	*
Some other reason	28	25	21	43 ^{bcgh}	24	27	18	20
Don't know/Refused	1	4	*	1	3	1	2	1

(Asked of those who are insured; Natl n = 891; FL n = 856; KS n = 885; NJ n = 905; OH n = 933; OR n = 921; TX n = 835; WI n = 934)

NP-61. Overall, how would you rate your health insurance coverage? Would you say it is excellent, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent/Good	73	71	77^b	72	74	76^b	76^b	78^{bd}
Excellent	33	34	34	36	32	37	34	34
Good	40	37	43 ^{bd}	36	42 ^{bd}	39	43 ^{bd}	44 ^{bd}
Fair/Poor	25	27^{fh}	22	27^{fh}	25	21	22	21
Fair	20	20	18	19	19	16	16	17
Poor	5	7 ^{ch}	4	8 ^{ch}	6	5	6	4
Don't know/Refused	2	2	1	1	1	3	2	1

(Asked of those who are currently insured)

NP-62a. During the last two years, did you have health insurance ALL the time, or was there any time during the last two years when you DID NOT have any health coverage?

NP-57/NP-62a combo table

Base = Respondents age 18-64

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Continuously insured (have had insurance coverage all the time in the past two years)	71 ^{bg}	61	72 ^{bg}	76 ^{abg}	76 ^{abg}	75 ^{bg}	64	79 ^{abcg}
Uninsured currently or at any time during the past two years	29 ^{deh}	37 ^{acdefh}	28 ^h	23	23	25	36 ^{acdefh}	20
DK/Ref	*	2	*	1	1	*	*	1

(Asked of those who are insured; Natl n = 891; FL n = 856; KS n = 885; NJ n = 905; OH n = 933; OR n = 921; TX n = 835; WI n = 934)

NP-63a. Thinking about your health insurance premium -- that is, the monthly, quarterly or yearly amount you pay for your insurance plan -- would you say it has increased, decreased, or stayed about the same over the past TWO years?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Increased	45	44	53^{abefg}	49^f	44	40	45	50^f
Increased a lot	18	23 ^{af}	26 ^{af}	27 ^{af}	22 ^a	18	22	24 ^{af}
Increased a little	27 ^{bef}	21	27 ^{bef}	22	22	22	23	26
Decreased	4	3	5^g	3	3	7^{bdeg}	3	5
Decreased a lot	3 ^e	2	1	2	1	4 ^{bcdeg}	2	2
Decreased a little	1	1	4 ^{abdg}	1	2	3	1	3 ^d
Stayed about the same	46^{ch}	47^{cdh}	36	41	47^{ch}	47^{ch}	45^c	40
Don't know/Refused	5	6	6	7	6	6	7 ^a	5

(Asked of those who are insured; Natl n = 891; FL n = 856; KS n = 885; NJ n = 905; OH n = 933; OR n = 921; TX n = 835; WI n = 934)

NP-63b. Thinking about your health insurance co-pays and deductibles-- that is, the fixed fees you pay when you receive a service and the amount you personally have to pay before your insurance plan starts covering your services -- would you say they have increased, decreased, or stayed about the same over the past TWO years?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Increased	35	32	34	35	34	30	31	37^{fg}
Increased a lot	15	18	18	19	19	15	16	17
Increased a little	20 ^{befg}	14	16	16	15	15	15	20 ^{be}
Decreased	4	3	4	3	3	6^{bdeg}	3	4
Decreased a lot	2	2	3	1	2	4 ^{abdegh}	1	2
Decreased a little	2	1	1	2	1	2	2	2
Stayed about the same	56	56	57	55	58	58	61^h	55
Don't know/ Refused	5	9	5	7	5	6	5	4

(Asked of those who are insured; Natl n = 891; FL n = 856; KS n = 885 NJ n = 905; OH n = 933; OR n = 921; TX n = 835; WI n = 934)

NP-64. Thinking about your health insurance benefits -- that is, the health care services that your insurance plan pays for -- would you say they have increased, decreased, or stayed about the same over the past TWO years?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Increased	16	19^f	19^f	20^{fgh}	18^f	13	15	15
Increased a lot	7	8	8	9	8	7	7	6
Increased a little	9	11 ^f	11 ^f	11 ^f	10 ^f	6	8	9
Decreased	12	10	10	10	12	10	11	11
Decreased a lot	6	4	4	3	6	5	5	5
Decreased a little	6	6	6	7	6	5	6	6
Stayed about the same	70	66	67	66	68	71	69	71^d
Don't know/ Refused	2	5	4	4	2	6	5	3

Insurance status/Source of insurance

NP-57. Are you, yourself, currently covered by any form of health insurance or health plan or do you not have health insurance at this time? **(Asked of those who are insured)** NP-59. Which of the following is your MAIN source of health insurance coverage (READ LIST)? **(Asked of insured respondents who purchased an insurance plan themselves)** NP60. Did you buy your health insurance plan through a state or federal health insurance exchange like healthcare.gov, or not?

NP-57/NP-59/NP-60 Combo Table
Base: Total Respondents

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, covered by insurance	86^g	82	85^g	91^{abcg}	92^{abcg}	90^{abcg}	79	92^{abcg}
A plan through employer	30 ^b	22	32 ^b	31 ^b	29 ^b	28 ^b	30 ^b	34 ^{bef}
A plan through spouse's employer	10	8	13 ^b	14 ^{bfg}	13 ^{bg}	10	10	13 ^b
A plan purchased yourself	5	11^{acdegh}	7	5	6	9^{ade}	7	6
Bought insurance through a state or federal insurance exchange	1	4 ^{ade}	3	1	2	3	3	2
Did not through a state or federal insurance exchange	4	6 ^{adegh}	4	4	4	6 ^h	4	3
Don't know where bought it	*	1	*	-	*	*	*	1
Medicare	18	21 ^{cfgh}	17	19 ^g	20 ^g	16	14	17
Medicaid	9 ^{cg}	8 ^c	5	9 ^{cg}	10 ^{cg}	17 ^{abcdegh}	6	11 ^{bcg}
Some other government program (VA or Tricare)	6 ^h	7 ^{cdfh}	4	4	5	4	6 ^h	3
Some other form of insurance	7	5	7	9	9	6	6	7
Don't know/Refused	1	*	*	*	*	*	*	1
No, NOT covered by insurance	14^{defh}	17^{defh}	15^{defh}	9	8	10	20^{acdefh}	8
Don't know/Refused	*	1	*	*	*	*	1	*

X. Perceptions of Health Care Value

NP-65. Thinking about both the cost and quality of the health care that you receive, do you think that you get good value for what you pay toward the cost of your health care, or not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	72	70	72	67	73 ^d	76 ^{bdg}	70	77 ^{bcdg}
No	22	24	25 ^{fh}	28 ^{ae fh}	23	20	26 ^{fh}	20
Don't know/ Refused	6	6	3	5	4	4	4	3

XI. Perceptions of the Reasons for Rising Health Care Costs

NP-66. Do you think health care costs are a problem in [INSERT STATE], or don't you think they are? (If a problem, ask:) Would you say they are a major problem or a minor problem?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Major problem	52	56 ^g	55 ^g	59 ^{aeg}	53 ^g	55 ^g	47	54 ^g
Minor problem	16	13	15	14	15	14	16	18 ^b
NOT a problem	25 ^d	24 ^d	22	19	24 ^d	21	29 ^{bcdefh}	21
Don't know/ Refused	7	7	8	8	8	10	7	7

NP-67. A number of things have been suggested as possible reasons for rising health care costs in [INSERT STATE] today. For each thing I mention, please tell me whether you feel it is a reason or not a reason for rising health care costs in [INSERT STATE] today. If you do not know enough about some of these things to have an opinion, just let me know. (If a reason, ask:) Is it a major reason or a minor reason?

(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)

a. Insurance companies charging too much money

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	57	61	59	68 ^{afg}	68 ^{afg}	58	57	63
MINOR reason	14	11	21 ^{bdefg}	11	13	11	12	15
NOT a reason	13	12	12	9	11	14	17 ^d	14
Don't know/ Refused	16	16	8	12	8	17	14	8

(Asked of one-third sample Y; Natl n = 329; FL n = 326; KS n = 329; NJ n = 336; OH n = 326; OR n = 335; TX n = 340; WI n = 334)

b. Doctors charging too much money

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	40	38	36	43	42	37	42	40
MINOR reason	18	12	20 ^b	24 ^b	22 ^b	20 ^b	16	25 ^{bg}
NOT a reason	25	28	30	21	22	25	28	25
Don't know/ Refused	17	22	14	12	14	18	14	10

(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)

c. It is too hard for patients to find out the cost of a recommended treatment

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	27	33 ^g	27	32	25	25	24	30
MINOR reason	17	15	29 ^{abdfg}	15	23 ^{bd}	16	18	21
NOT a reason	29	33	30	30	37	32	32	35
Don't know/ Refused	27	19	14	23	15	27	26	14

(Asked of one-third sample Z; Natl n = 357; FL n = 343; KS n = 346; NJ n = 331; OH n = 357; OR n = 326; TX n = 348; WI n = 327)

d. Most people with health insurance having little incentive to look for lower-priced doctors and services

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	26	33 ^{cefh}	23	27	22	24	28	23
MINOR reason	16	15	20	22	26 ^{ab}	18	23 ^b	18
NOT a reason	35	29	35	34	32	35	32	35
Don't know/ Refused	23	23	22	17	20	23	17	24

(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)

e. People not taking good care of their health, so many need more medical treatment

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	51	55 ^g	56 ^g	53	50	57 ^g	45	54
MINOR reason	20	15	19	18	25 ^{bfg}	16	17	21
NOT a reason	13	17	16	16	14	13	23 ^{aef}	16
Don't know/ Refused	16	13	9	13	11	14	15	9

(Asked of one-third sample Y; Natl n = 329; FL n = 326; KS n = 329; NJ n = 336; OH n = 326; OR n = 335; TX n = 340; WI n = 334)

f. Medicare and Medicaid not doing enough to keep their costs down

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	32	34	33	33	28	26	30	30
MINOR reason	15	15	15	13	15	18	16	19
NOT a reason	26 ^f	23	22	21	28 ^f	17	25 ^f	22
Don't know/ Refused	27	28	30	33	29	39	29	29

(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)

g. Some well-known or large hospitals or doctor groups using their influence to get higher payments from insurance companies

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	38	42 ^{fh}	37	44 ^{fh}	43 ^{fh}	33	37	30
MINOR reason	12	12	14	12	15	13	12	20 ^{abdg}
NOT a reason	18	21 ^d	19	13	17	19	24 ^d	19
Don't know/ Refused	32	25	30	31	25	35	27	31

(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)

h. Too much government regulation

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	37	45	58 ^{abdfgh}	43	54 ^{adfh}	40	46 ^a	44
MINOR reason	19 ^{beg}	9	16 ^b	13	11	13	10	17 ^{bg}
NOT a reason	21	23	18	22	17	25 ^e	23	23
Don't know/ Refused	23	23	8	22	18	22	21	16

(Asked of one-third sample Z; Natl n = 357; FL n = 343; KS n = 346; NJ n = 331; OH n = 357; OR n = 326; TX n = 348; WI n = 327)

i. The population as a whole is getting older and older people require more medical services

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	43	50 ^{efh}	44	50 ^{efh}	38	35	49 ^{ef}	40
MINOR reason	27 ^b	16	26 ^b	20	28 ^{bg}	25 ^b	20	27 ^b
NOT a reason	18	25	21	23	26 ^a	27 ^a	22	25
Don't know/ Refused	12	9	9	7	8	13	9	8

(Asked of one-third sample Y; Natl n = 329; FL n = 326; KS n = 329; NJ n = 336; OH n = 326; OR n = 335; TX n = 340; WI n = 334)

j. People having to pay for free care for people who don't have health insurance

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	41	51 ^f	48 ^f	47 ^f	47 ^f	37	43	45
MINOR reason	15	15	15	19	21	22	14	22
NOT a reason	21	21	21	21	17	19	21	17
Don't know/ Refused	23	13	16	13	15	22	22	16

(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)

k. Too much spending on expensive medical treatment for patients who have virtually no hope of recovery

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	25	30 ^h	25	32 ^h	25	23	26	21
MINOR reason	18	19	15	18	18	19	13	19
NOT a reason	28	31	40 ^{ad}	26	35	31	34	41 ^{abdf}
Don't know/ Refused	29	20	20	24	22	27	27	19

(Asked of one-third sample Y; Natl n = 329; FL n = 326; KS n = 329; NJ n = 336; OH n = 326; OR n = 335; TX n = 340; WI n = 334)

l. Drug companies charging too much money

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	67 ^g	64 ^g	63 ^g	64 ^g	71 ^g	69 ^g	54	71 ^g
MINOR reason	15 ^h	9	12	13	14	11	15 ^h	8
NOT a reason	7	15 ^{aef}	13 ^a	13	8	8	18 ^{aefh}	10
Don't know/ Refused	11	12	12	10	7	12	13	11

(Asked of one-third sample Z; Natl n = 357; FL n = 343; KS n = 346; NJ n = 331; OH n = 357; OR n = 326; TX n = 348; WI n = 327)

m. Hospitals charging too much money

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	64	63	65	71 ^f	67	58	69 ^f	63
MINOR reason	12	10	14 ^d	8	12	15 ^d	9	18 ^{bdg}
NOT a reason	13	12	10	10	11	11	11	11
Don't know/ Refused	11	15	11	11	10	16	11	8

(Asked of one-third sample Y; Natl n = 329; FL n = 326; KS n = 329; NJ n = 336; OH n = 326; OR n = 335; TX n = 340; WI n = 334)

n. The number of medical malpractice lawsuits

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	33	40 ^{fgh}	32	46 ^{acefgh}	32	25	28	29
MINOR reason	18	17	17	12	22 ^{dg}	20 ^d	15	17
NOT a reason	16	18	22	16	19	18	23 ^a	24 ^a
Don't know/ Refused	33	25	29	26	27	37	34	30

(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)

o. People not getting the right diagnosis or treatment

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	27	33 ^f	33	36 ^{af}	28	24	28	30
MINOR reason	27 ^d	21	22	16	25 ^d	32 ^{bcdgh}	20	23
NOT a reason	25	24	29	28	27	21	27	32 ^f
Don't know/ Refused	21	22	16	20	20	23	25	15

(Asked of one-third sample X; Natl n = 316; FL n = 334; KS n = 330; NJ n = 336; OH n = 317; OR n = 348; TX n = 317; WI n = 350)

p. Fraud and abuse by some hospitals, doctors and nursing homes

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	35 ^{fh}	48 ^{acefgh}	36 ^{fh}	48 ^{acefgh}	34 ^{fh}	25	38 ^{fh}	25
MINOR reason	21	16	23	19	28 ^{bdg}	25 ^b	19	32 ^{abcdg}
NOT a reason	18	15	23 ^{bd}	14	20	20	21	26 ^{bd}
Don't know/ Refused	26	19	18	19	18	30	22	17

(Asked of one-third sample Y; Natl n = 329; FL n = 326; KS n = 329; NJ n = 336; OH n = 326; OR n = 335; TX n = 340; WI n = 334)

q. People getting more expensive tests and services than they really need

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	35	41	39	43	41	35	37	36
MINOR reason	24 ^g	18	24 ^g	19	21	23 ^g	14	25 ^g
NOT a reason	23	18	22	23	23	24	25	21
Don't know/ Refused	18	23	15	15	15	18	24	18

(Asked of one-third sample Z; Natl n = 357; FL n = 343; KS n = 346; NJ n = 331; OH n = 357; OR n = 326; TX n = 348; WI n = 327)

r. Too much paperwork in the health care system

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	35	39 ^f	35	40 ^f	33	27	37 ^f	32
MINOR reason	22	16	26 ^b	22	25 ^b	27 ^b	24 ^b	26 ^b
NOT a reason	28	29	26	25	31	27	26	32
Don't know/ Refused	15	16	13	13	11	19	13	10

(Asked of one-third sample Z; Natl n = 357; FL n = 343; KS n = 346; NJ n = 331; OH n = 357; OR n = 326; TX n = 348; WI n = 327)

s. Too little government regulation of prices charged in health care

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	32	47 ^{acf}	38	39	39	33	38	38
MINOR reason	15	10	14	10	14	12	18 ^{bd}	17 ^{bd}
NOT a reason	26	22	29	26	30	23	23	24
Don't know/ Refused	27	21	19	25	17	32	21	21

(Asked of one-third sample Z; Natl n = 357; FL n = 343; KS n = 346; NJ n = 331; OH n = 357; OR n = 326; TX n = 348; WI n = 327)

t. Patients' medical care not being well-coordinated, leading to duplication of test and treatments or necessary tests or treatments not being ordered at all

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	33	37 ^f	31	42 ^{cfh}	36 ^f	25	44 ^{acfh}	30
MINOR reason	21	17	23	20	23	22	18	27 ^{bg}
NOT a reason	22	20	25	19	25	31 ^{abdg}	19	26
Don't know/ Refused	24	26	21	19	16	22	19	17

(Asked of one-third sample Y; Natl n = 329; FL n = 326; KS n = 329; NJ n = 336; OH n = 326; OR n = 335; TX n = 340; WI n = 334)

u. Patients are afraid to discuss cost when doctors outline treatment options

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	22	28 ^{cefg}	16	29 ^{cefg}	18	19	18	18
MINOR reason	21	20	20	23	24	19	18	24
NOT a reason	28	28	39 ^{abd}	28	32	36	38 ^{abd}	33
Don't know/ Refused	29	24	25	20	26	26	26	25

(Asked of one-third sample Z; Natl n = 357; FL n = 343; KS n = 346; NJ n = 331; OH n = 357; OR n = 326; TX n = 348; WI n = 327)

v. Doctors do not share cost information when outlining treatment options

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
MAJOR reason	26 ^f	36 ^{af}	27 ^f	33 ^f	28 ^f	18	28 ^f	27 ^f
MINOR reason	19	14	19	20	22 ^b	17	22 ^b	18
NOT a reason	27	25	26	25	28	34 ^g	24	32
Don't know/ Refused	28	25	28	22	22	31	26	23

XII. Health Demographics

NP-7. Do you currently take any prescription medicine on a regular basis, or do you not regularly take prescription medicine?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, take prescription medicine on a regular basis	48	50 ^g	53 ^g	50	58 ^{abdfgh}	48	44	51 ^g
No, do NOT take prescription medicine regularly	51 ^e	50 ^e	47	50 ^e	41	52 ^{ce}	56 ^{bceh}	49 ^e
Don't know/Refused	1	*	-	*	1	*	-	*

NP-8. In general, would you say your health is excellent, very good, good, fair, or poor?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Excellent	20	22 ^e	19	20	17	21 ^e	21 ^e	18
Very good	26	26	28 ^g	26	28 ^g	29 ^g	22	31 ^{bg}
Good	29	29	28	34	30	31	32	33
Fair	19 ^{d^{fh}}	15	19 ^{d^{fh}}	14	18 ^h	14	20 ^{bd^{fh}}	13
Poor	5	7	5	6	6	5	4	5
Don't know/Refused	1	1	1	-	1	*	1	*

NP-68. In the past TWO years, have you had a serious medical condition, illness, injury, or disability that has required a lot of medical care, or not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	22	25 ^g	24 ^g	22	25 ^g	27 ^{adg}	19	26 ^g
No	78 ^f	74	75	77	74	73	80 ^{bce^{fh}}	74
Don't know/Refused	*	1	1	1	1	*	1	*

NP-8/NP-68 Combo Table: "SICK" = Currently in fair or poor health OR have in the past two years had a serious medical condition, illness, injury, or disability that has required a lot of medical care, or not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Sick	36	36	38	33	37	35	34	33
Not sick	64	64	62	67	63	65	66	67

NP-56. Has a doctor or other health care professional ever told you that you have a chronic illness, such as heart disease, lung disease, cancer, diabetes, high blood pressure, asthma or a mental health condition, or haven't they?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	34	39 ^g	39 ^g	37	41 ^{ag}	41 ^{ag}	33	37
No	65 ^{ef}	61	61	63	58	59	67 ^{bce^f}	62
Don't know/Refused	1	*	*	*	1	*	*	1

XIII. Demographics

Gender

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Male	48	48	49	48	48	49	50	49
Female	52	52	51	52	52	51	50	51

NP-69. Have you been living in [STATE] for the past two years, or have you moved there more recently than that?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes, living for the past 2 years	90	90	94 ^{ab}	95 ^{ab}	96 ^{abg}	94 ^{ab}	93 ^{ab}	95 ^{ab}
No, move there more recently	10 ^{cdefgh}	10 ^{cdefgh}	6	5	4	6	6	5
Don't know/Refused	*	-	-	*	-	-	1	*

Z-4. Currently, are you yourself employed full-time, part-time, or not at all?

(Asked of those who are not employed)

Z-5. Are you retired, a homemaker, a student, temporarily unemployed, or disabled or handicapped?

Z-4/Z-5 Combo Table

Base: Total Respondents

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Employed full-time	46	41	48 ^b	48 ^b	43	43	48 ^b	47 ^b
Employed part-time	12	14	16 ^{ag}	13	17 ^{ag}	16 ^{ag}	12	15
Not employed	41^c	44^{cdh}	35	38	40	40	40	37
Retired	19	22 ^{dg}	18	16	20 ^g	20 ^g	15	20 ^g
A homemaker	6 ^h	6 ^h	5	6	8 ^h	6 ^h	8 ^h	4
A student	4 ^{ch}	4 ^{ch}	2	5 ^{ceh}	3	4 ^h	4 ^h	1
Temporarily unemployed	7 ^e	6	5	7 ^e	4	5	7 ^e	6
Disabled/handicapped	5	6	5	4	5	5	5	5
Other	*	*	*	*	*	1	1 ^a	1
Refused	1	1	1	*	-	*	*	1

Z-2. Marital status

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Single, that is never married	21	21	19	24 ^c	21	21	23	23
Living with a partner	7	7	7	7	9 ^h	7	7	6
Married	51	49	57 ^b	52	52	51	53	54 ^b
Separated	3 ^h	3 ^h	2	3 ^h	2	2	3 ^h	1
Widowed	5	7	6	5	6	7	5	6
Divorced	10	13 ^{dg}	10	8	10	10	8	10
Refused	3	*	*	1	*	2	1	*

Z-11b Are you registered to vote at your present address, or not?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Yes	75 ^g	71	76 ^g	74 ^g	82 ^{abcdg}	78 ^{bg}	67	79 ^{bg}
No	24 ^e	26 ^{efh}	23 ^e	24 ^e	18	20	31 ^{abcdefh}	21
Don't know/ Refused	1	3	1	2	*	2	2	*

Z-11a Generally speaking, do you usually think of yourself as a Republican, a Democrat, or an Independent?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Republican	21 ^d	23 ^{df}	29 ^{abdfgh}	16	26 ^{adfh}	19	24 ^{df}	20 ^d
Democrat	32 ^c	31 ^c	25	31 ^c	28	31 ^c	28	29
Independent	39	35	36	38	37	39	35	40
Other (vol)	*	2 ^{ad}	2 ^{ad}	1	1	2 ^a	2 ^a	1
Don't know/ Refused	8	9	8	14	8	9	11	10

(Asked of those who say they are independent, have no preference, other party, or Don't know/Refused)

D8a. Do you LEAN more towards the (Democratic Party) or the (Republican Party)?

Z-11a/D8a Combo Table

Base: Total Respondents

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Republican (including leaners)	33 ^d	35 ^d	42 ^{abdfgh}	26	37 ^d	32 ^d	35 ^d	34 ^d
Democrat (including leaners)	49 ^{ceg}	45 ^c	36	48 ^{ceg}	42	46 ^c	41	44 ^c
Independent/Don't lean	15	14	17	18	17	17	17	18
Other (vol)	*	1	1 ^h	1	1 ^h	*	1	*
Don't know/ Refused	3	5 ^a	4	7	3	5	6	4

Z-7. What is your age?

Z-7a. Could you please tell me if you are ...?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
18-29	21	19	21	19	19	19	23 ^{bef}	19
30-49	33	31	33	35	33	34	36 ^b	33
50-64	26	26	26	27	28	27	25	28
65+	19	24 ^{acd^g}	18	18	20 ^g	20 ^g	15	19
Refused	1	*	2	*	*	*	*	*

Z-8. What is the last grade of school you completed?

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
High School Graduate or less (NET)	46^c	45^c	38	41	46^c	46^c	46^c	44^c
Less than High school graduate	12 ^h	12 ^h	9	10	11	12	17 ^{abcde^{fh}}	9
High school graduate	32 ^{cg}	29	26	29	34 ^{cd^g}	33 ^{cg}	26	31 ^{cg}
Business, tech/vocational school	1	3 ^{aef}	3 ^e	2 ^e	1	1	3 ^e	4 ^{aef}
Some college or more (NET)	54	54	61^{abef^{gh}}	58	54	53	54	56
Some college (including associate's degree)	24	29 ^{df}	32 ^{ad^f}	23	29 ^{df}	23	29 ^{df}	29 ^{df}
Graduated college	20	16	18	20 ^e	16	19	17	18
Graduate school or more	10	10	11 ^g	15 ^{abce^{fgh}}	9	11 ^g	8	9
Refused	*	1	*	1	1	1	1	*

Z-10. Are you of Hispanic origin or background?

Z-11. Do you consider yourself white, black or African American, Asian, Native American, Pacific Islander, mixed race or some other race?

Race/Ethnicity Summary Table

Base: Total Respondents

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
White (non-Hispanic)	63 ^{bg}	58 ^g	79 ^{abd^g}	58 ^g	81 ^{abd^g}	79 ^{abd^g}	48	85 ^{abcd^{fg}}
Black (non-Hispanic)	11 ^{cf^h}	13 ^{cf^h}	5 ^f	12 ^{cf^h}	11 ^{cf^h}	1	11 ^{cf^h}	5 ^f
Hispanic	15 ^{ce^{fh}}	22 ^{acde^{fh}}	9 ^{eh}	16 ^{ce^{fh}}	3	10 ^{eh}	34 ^{abcde^{fh}}	5
Asian	3 ^{ce^h}	1	1	5 ^{abce^{fgh}}	*	1	2 ^e	1
American-Indian/ Alaska-Native	2 ^e	1	2 ^{eg}	1	*	2 ^{bde^{gh}}	1	1
Native Hawaiian/ Pacific Islander	*	*	-	*	-	*	*	*
Other/Mixed	3	2	3	4 ^{b^h}	2	3	3	2
Don't know/ Refused	2	3	1	3	2	2	1	2

Income Summary

	Natl (a)	FL (b)	KS (c)	NJ (d)	OH (e)	OR (f)	TX (g)	WI (h)
Less than \$50,000	47^d	57^{ad}	51^d	41	54^{ad}	57^{acd}	54^{ad}	52^{ad}
Less than \$25,000 unspecified	-	*	*	1 ^a	1 ^a	1	1 ^a	1 ^a
Less than \$15,000	14	15 ^d	15	12	14	15	18 ^{ade}	15
\$15,000 but less than \$25,000	9	14 ^a	13 ^a	13	15 ^a	16 ^a	13 ^a	12
\$25,000 but less than \$30,000	7 ^d	8 ^d	7 ^d	4	6	7	9 ^d	7
\$30,000 but less than \$40,000	9 ^d	10 ^d	8	5	9 ^d	10 ^d	7	9 ^d
\$40,000 but less than \$50,000	7	7 ^g	7 ^g	6	7 ^g	7 ^g	4	8 ^g
Less than \$50,000 (unspecified)	-	2 ^a	1 ^a	1 ^a	1 ^a	2 ^a	2 ^a	1 ^a
\$50,000 but less than \$100,000	24	20	28^{bdfg}	23	25^{bfg}	19	20	26^{bfg}
\$50,000 but less than \$100,000 (unspecified)	1	*	1	1	*	*	*	*
\$50,000 but less than \$75,000	12	12	17 ^{abdfg}	11	13	10	11	16 ^{bdfg}
\$75,000 but less than \$100,000	11	8	11	11	11 ^b	9	8	10
\$100,000 and over	16^e	14	13	26^{abcefg}	11	16^e	16^e	14
\$100,000 and over (unspecified)	*	1	1	1	*	*	1	1
\$100,000 but less than \$150,000	10 ^e	8	8	13 ^{bcegh}	7	10 ^e	8	9
\$150,000 but less than \$200,000	2	2	3	5 ^{abefh}	3	2	4 ^{abh}	2
\$200,000 but less than \$250,000	2	1	1	3 ^{be}	1	2	2	1
\$250,000 and over	1	2 ^e	1	4 ^{abcefg}	1	1	2	1
Don't know	6	4	2	3	3	3	4	1
Refused	8	5	5	7	6	5	6	6