

Attachment D

Americans' Perceptions of Racial Disparities in Health Care, 1999 Questionnaire
Prepared by Henry J. Kaiser Family Foundation and Princeton Survey Research Associates

Questionnaire

**Americans' Perceptions
of Racial Disparities in Health Care,
Summer 1999**

Prepared by Princeton Survey Research Associates
for the Henry J. Kaiser Family Foundation

7.9.1999

Hello, my name is _____ calling for Princeton Survey Research. We are conducting a national opinion survey about some important health care issues. May I please speak with the youngest male, age 18 or older, who is now at home? (If no male:) May I please speak with the oldest female, age 18 or older, who is now at home?

- Q1.** I have some questions about issues facing our country today. For each issue I read please tell me if you think it is a major problem facing our country, a minor problem or not a problem at all.

[Randomize items:]

- a.** unemployment
- b.** teen pregnancy
- c.** racism
- d.** decline in moral values
- e.** crime or violence
- f.** education

- 1 Major problem
- 2 Minor problem
- 3 Not a problem at all
- 8 (Don't know)
- 9 (Refused)

Q2. Now thinking specifically about health care, how would you rate the overall quality of our health care system? If A means excellent, B means good, C average, D poor and F failing, what letter grade would you give our health care system?

- 1 A, excellent
- 2 B, good
- 3 C, average
- 4 D, poor
- 5 F, failing
- 8 (Don't know)
- 9 (Refused)

2

[Randomly assign to form A or B]

Ask Q3 if form A:

Q3. How much of the time do you think you can trust (Insert) to do what is best for patients or customers? Almost all of the time, most of the time, only some of the time or almost none of the time?

- a. doctors and other health care providers

[Randomize b-f:]

- b. hospitals
- c. clinics or health centers
- d. health insurance companies, including HMOs and other managed care plans
- e. Medicaid, the government program that helps pay medical bills for people with low incomes
- f. Medicare, the government program that helps pay medical bills for people over age 65 and the disabled

- 1 Almost all of the time
- 2 Most of the time
- 3 Some of the time
- 4 Almost none of the time
- 8 (Don't know)
- 9 (Refused)

Ask Q4 if form B:

- Q4.** How much of the time do you think you can trust (Insert) to do what is right for you or your community? Almost all of the time, most of the time, only some of the time or almost none of the time?

[Randomize items:]

3

- a.** the police
- b.** the fire department
- c.** local schools
- d.** doctors and other health care providers
- e.** local elected officials
- f.** the courts
- g.** Congress or politicians in Washington

- 1 Almost all of the time
- 2 Most of the time
- 3 Some of the time
- 4 Almost none of the time
- 8 (Don't know)
- 9 (Refused)

[Ask all:]

- Q5.** Thinking about people like yourself, is (Insert) a major problem, a minor problem or not a problem?

[Randomize a-b:]

- a.** being able to afford the cost of health insurance and necessary medical care
- b.** having enough doctors and other health providers near where you live
- c.** having difficulty getting care because of your race or ethnic background

- 1 Major problem
- 2 Minor problem
- 3 Not a problem
- 8 (Don't know)
- 9 (Refused)

Q6. Generally speaking, how often do you think our health care system treats people unfairly based on (Insert)? Very often, somewhat often, not too often or never?

[Randomize items:]

- a. what their race or ethnic background is
- b. whether or not they have health insurance

Ask c-f if form A:

- c. whether they are male or female
- d. how well they speak English
- e. whether or not they are physically disabled
- f. how they are dressed or groomed

Ask g-j if form B:

- g. how well-educated they are
- h. whether or not they are overweight
- i. how much money they have
- j. their sexual orientation—that is, if they are gay or lesbian

- 1 Very often
- 2 Somewhat often
- 3 Not too often
- 4 Never
- 8 (Don't know)
- 9 (Refused)

Q7. How often do you think a person's race or ethnic background affects whether they can get (Insert)? Very often, somewhat often, not too often or never?

- a. routine medical care when they need it
- b. specialized treatments or surgery when they need it
- c. health insurance to pay for medical care

- 1 Very often
- 2 Somewhat often
- 3 Not too often
- 4 Never
- 8 (Don't know)
- 9 (Refused)

- Q8.** As I mention some different areas of our society, please tell me if you think racism—that is, people being treated worse than others because of their race or ethnicity—is a major problem, a minor problem or not a problem at all in this area of society. Is racism a major problem, a minor problem or not a problem at all in (Insert)?

[Randomize items:]

- a. education
- b. the workplace
- c. health care
- d. housing

- 1 Major problem
- 2 Minor problem
- 3 Not a problem
- 8 (Don't know)
- 9 (Refused)

- Q9.** Thinking again about health care, how often do you think racism occurs when a patient and doctor are of different racial or ethnic backgrounds? Very often, somewhat often, not too often or never?

- 1 Very often
- 2 Somewhat often
- 3 Not too often
- 4 Never
- 8 (Don't know)
- 9 (Refused)

- Q10.** And what about if the patient and doctor are of the same racial or ethnic background? Does racism occur very often, somewhat often, not too often or never?

- 1 Very often
- 2 Somewhat often
- 3 Not too often
- 4 Never
- 8 (Don't know)
- 9 (Refused)

- Q11.** For the next few questions I would like you to think about African Americans in our country today. Do you think the average African American is better off, worse off or just as well off as the average white person in terms of (Insert)?

[Randomize items:]

- a. getting needed health care
- b. infant mortality—that is, a baby’s chance of surviving after birth
- c. life expectancy—that is, how long someone can expect to live

Ask d-e if form A:

- d. housing
- e. education

Ask f-g if form B:

- f. employment
- g. income

- 1 Better off
- 2 Worse off
- 3 Just as well off
- 8 (Don’t know)
- 9 (Refused)

Ask Q12-Q13 if form A:

- Q12.** When going to a doctor or health clinic for health care services, do you think most African Americans receive the same quality of health care as whites, higher quality of care or lower quality of health care as most whites?

- 1 Same quality
- 2 Higher quality
- 3 Lower quality
- 8 (Don’t know)
- 9 (Refused)

- Q13.** How big a problem do you think (Insert) is for the average African American? Is this a major problem, a minor problem or not a problem at all for the average African American?

[Randomize a-b:]

- a. being able to afford the cost of health insurance and necessary medical care
- b. having enough doctors and other health providers near where they live
- c. having difficulty getting care because of their race or ethnic background

- 1 Major problem
- 2 Minor problem
- 3 Not a problem at all
- 8 (Don’t know)
- 9 (Refused)

[Ask all:]

Q15. Do you think the average African American is better off, worse off or just as well off as the average white person in terms of (Insert)?

- a. how healthy they are
- b. getting routine medical care when they need it
- c. getting specialized treatments or surgery when they need it
- d. having health insurance

- 1 Better off
- 2 Worse off
- 3 Just as well off
- 8 (Don't know)
- 9 (Refused)

7

Q16. Now thinking about Latinos in our country today, do you think the average Latino is better off, worse off or just as well off as the average white person in terms of (Insert)?

[Randomize items:]

- a. getting needed health care
- b. infant mortality—that is, a baby's chance of surviving after birth
- c. life expectancy—that is, how many years, on average, they live

Ask d-e if form A:

- d. housing
- e. education

Ask f-g if form B:

- f. employment
- g. income

- 1 Better off
- 2 Worse off
- 3 Just as well off
- 8 (Don't know)
- 9 (Refused)

Ask Q17-Q18 if form B:

Q17. When going to a doctor or health clinic for health care services, do you think most Latinos receive the same quality of health care as whites, higher quality of care or lower quality of health care as most whites?

- 1 Same quality
- 2 Higher quality
- 3 Lower quality
- 8 (Don't know)
- 9 (Refused)

Q18. How big a problem do you think (Insert) is for the average Latino? Is this a major problem, a minor problem or not a problem at all for the average Latino?

[Randomize a-b:]

- a. being able to afford the cost of health insurance and necessary medical care
- b. having enough doctors and other health providers near where they live
- c. having difficulty getting care because of their race or ethnic background

8

- 1 Major problem
- 2 Minor problem
- 3 Not a problem at all
- 8 (Don't know)
- 9 (Refused)

[Ask all:]

Q20. Do you think the average Latino is better off, worse off or just as well off as the average white person in terms of (Insert)?

- a. how healthy they are
- b. getting routine medical care when they need it
- c. getting specialized treatments or surgery when they need it
- d. having health insurance

- 1 Better off
- 2 Worse off
- 3 Just as well off
- 8 (Don't know)
- 9 (Refused)

Q21. Now I am going to read you some statements. Please tell me whether you think each statement is true or false.

[Randomize items:]

- a. African Americans with heart disease are just as likely as whites who have heart disease to get specialized medical procedures and surgery. (False)
- b. Whites with HIV or AIDS are more likely than African Americans with HIV or AIDS to get the newest medicines and treatments. (True)

- 1 True
- 2 False
- 8 (Don't know)
- 9 (Refused)

**Ask Q22 if think health care system treats people unfairly based on race or ethnicity
[Q6a = 1-3]:**

- Q22.** Earlier you expressed the view that the health care system treats people unfairly based on their race or ethnicity. I am going to read you a series of possible reasons why this is so. For each please tell me whether you think it is a major reason, a minor reason, or not a reason for why the system treats people unfairly based on their race or ethnicity.

9

[Randomize items:]

Ask a-c if form A:

- a. Most doctors are white, and many do not understand the health care needs and how to treat the illnesses of African Americans, Latinos and other minority groups.
- b. Most doctors assume that African Americans, Latinos and other minority groups do not have enough insurance or money to pay for the care they get.
- c. Most doctors do not think African Americans, Latinos and other minority groups do enough to take care of their own health.

Ask d-f if form B:

- d. Many African Americans, Latinos and other minority groups live in areas where there are fewer doctors or other health providers.
- e. African Americans, Latinos and members of other minority groups prefer different health care treatments than whites.
- f. Medical researchers do not pay enough attention to how health conditions affect racial or ethnic minority groups.

- 1 Major reason
- 2 Minor reason
- 3 Not a reason
- 8 (Don't know)
- 9 (Refused)

[Ask all:]

- Q23.** These next questions are about your personal experiences with our health care system. Do you have a regular doctor or other health professional who you see for general health care, that is, when you are sick, need a check-up or want advice about your health?

- 1 Yes
- 2 No
- 8 (Don't know)
- 9 (Refused)

Ask Q24-Q26 if have regular doctor or health care provider [Q23 = 1]:

Q24. I would like you to give this doctor or health professional an overall letter grade. A means excellent, B means good, C average, D poor and F failing.

- 1 A, excellent
- 2 B, good
- 3 C, average
- 4 D, poor
- 5 F, failing
- 8 (Don't know)
- 9 (Refused)

10

Q25. Is this person a man or a woman?

- 1 Man
- 2 Woman
- 8 (Don't know)
- 9 (Refused)

Q26. Is this person white, African American, Latino, Asian or some other background?

- 1 White
- 2 African American
- 3 Latino
- 4 Asian
- 5 Other [**Record verbatim**]
- 8 (Don't know)
- 9 (Refused)

Ask Q27A-Q28 if do not have regular doctor or health care provider [Q23 = 2-9]:

Q27A. Thinking about your last visit for a health care appointment, what overall letter grade would you give the doctor or health professional? A means excellent, B means good, C average, D poor and F failing.

- 1 A, excellent
- 2 B, good
- 3 C, average
- 4 D, poor
- 5 F, failing
- 8 (Don't know)
- 9 (Refused)

Q27B. Was the doctor or other health provider a man or a woman?

- 1 Man
- 2 Woman
- 8 (Don't know)
- 9 (Refused)

11

Q28. Was this person white, African American, Latino, Asian or some other background?

- 1 White
- 2 African American
- 3 Latino
- 4 Asian
- 5 Other [**Record verbatim**]
- 8 (Don't know)
- 9 (Refused)

[Ask all:]

Q29. Thinking about your most recent visit with a doctor or other health provider, we would like to know a little about how you felt during this visit.

[Randomize items:]

- a. Did you feel the doctor or provider knew enough or asked enough questions about your health history, such as what medications you take, whether you have ever been hospitalized and your family health history?
- b. Did the doctor or provider explain things in a way you could understand?
- c. Were there any tests or treatments you felt you needed but did not get?
- d. Did you feel the doctor or provider and other staff members paid attention to you and your concerns?

- 1 Yes
- 2 No
- 8 (Don't know)
- 9 (Refused)

Q30. Many Americans do not have health insurance. Are you now covered by any form of health insurance or health plan, including any private insurance plan or a government program such as Medicare or (**Insert state assistance program**), or don't you have health insurance at this time?

- 1 Yes
- 2 No
- 8 (Don't know)
- 9 (Refused)

Ask Q31-Q32 if have health insurance [Q30 = 1]:

Q31. Which of the following is your main source of health insurance coverage? (Read responses 1-5:)

- 1 Private insurance through an employer
- 2 Private insurance from some other source
- 3 Medicare, the government program that helps pay medical bills for people over age 65 and the disabled
- 4 **(Insert state assistance program)**, the government program that helps pay medical bills for people with low incomes
- 5 Some other public medical assistance program
- 8 (Don't know)
- 9 (Refused)

12

Q32. Based on all your experiences with your current main health insurance plan, what overall letter grade would give it? A means excellent, B means good, C average, D poor and F failing.

- 1 A, excellent
- 2 B, good
- 3 C, average
- 4 D, poor
- 5 F, failing
- 8 (Don't know)
- 9 (Refused)

[Ask all:]

Q33. How often do you usually have health care exams or check-ups? Would you say more than once a year, about once a year, less than once a year, or is there no particular schedule for these health care exams or appointments?

- 1 More than once a year
- 2 Once a year
- 3 Less than once a year
- 4 No particular schedule
- 8 (Don't know)
- 9 (Refused)

Q34. At what type of facility do you usually receive your medical care? Is it a doctor's office, a clinic or health center, an HMO, a hospital emergency room, a hospital outpatient department or some other place?

- 1 Doctor's office
- 2 Clinic or health center
- 3 HMO
- 4 Hospital emergency room
- 5 Hospital outpatient department
- 6 Other
- 8 (Don't know)
- 9 (Refused)

Q36. Thinking about all of the experiences you have had with health care visits in the last few years, have you ever felt that the doctor or health provider you saw or any other staff members judged you unfairly or treated you with disrespect because of (Insert)?

[Randomize items:]

- a. your ability to pay for the care
- b. something in your medical history
- c. the treatment you needed that day
- d. how well you speak English
- e. your race or ethnic background
- f. the type of health insurance you have or because you do you not have health insurance

- 1 Yes
- 2 No
- 8 (Don't know)
- 9 (Refused)

Ask Q37 if form A:

Q37. Do you think your experiences in society, in general, would be better, worse or no different if you were (Insert)?

[Randomize items:]

- a. a ([D1 = 1:] woman | [D1 = 2:] man)
- b. of another race or ethnic background

- 1 Better
- 2 Worse
- 3 No different
- 8 (Don't know)
- 9 (Refused)

Ask Q38 if form B:

Q38. Do you think your experiences with our health care system would be better, worse or no different if you were (Insert)?

[Randomize items:]

- a.** a ([D1 = 1:] woman | [D1 = 2:] man)
- b.** of another race or ethnic background

14

- 1 Better
- 2 Worse
- 3 No different
- 8 (Don't know)
- 9 (Refused)

[Ask all:]

Q39. Over the past few years, (Insert) been treated unfairly specifically because of race or ethnic background when seeking medical care?

- a.** have you
- b.** has a family member
- c.** has a friend or someone else you know

- 1 Yes
- 2 No
- 8 (Don't know)
- 9 (Refused)

Q40. Thinking about the future, how concerned are you that you or a family member will someday be treated unfairly specifically because of your race or ethnic background when seeking medical care? Are you very concerned, somewhat concerned, not too concerned or not at all concerned?

- 1 Very concerned
- 2 Somewhat concerned
- 3 Not too concerned
- 4 Not at all concerned
- 8 (Don't know)
- 9 (Refused)

Q40B. If you had to choose, would you prefer to be treated by a doctor or nurse of your own race or ethnic group, or not?

- 1 Prefer own race
- 2 Not prefer own race
- 3 (Doesn't matter)
- 8 (Don't know)
- 9 (Refused)

[Read Q41-Q42B in a series for each item:]

Q41. Do you believe our government should spend more money on programs to make sure African Americans, Latinos and other minority groups have the same opportunities as whites in terms of (Insert)?

[Randomize items:]

- a. education
- b. employment and income
- c. health care

- 1 Yes
- 2 No
- 8 (Don't know)
- 9 (Refused)

Ask Q42A if support increased government spending to ensure equal opportunity in area [item in Q41 = 1]:

Q42A. Would you still support government spending in this if it meant you had to pay more in taxes?

Repeat items from Q41

- 1 Yes
- 2 No
- 8 (Don't know)
- 9 (Refused)

Ask Q42B if oppose increased government spending to ensure equal opportunity in area [item in Q41 = 2]:

Q42B. Would you still oppose government spending even if it meant that African Americans, Latinos and other minorities continued to receive unequal opportunities in this area?

Repeat items from Q41

- 1 Yes
- 2 No
- 8 (Don't know)
- 9 (Refused)

Ask Q43 if form A:

- Q43.** In your opinion, who should be primarily responsible for ensuring that patients get the same quality of health care to meet their needs regardless of their race and ethnic background? The government, the medical community, both or neither?

- 1 Government
- 2 Medical community
- 3 Both
- 4 Neither
- 8 (Don't know)
- 9 (Refused)

Ask Q44 if form B:

- Q44.** In your opinion, who should be primarily responsible for setting and enforcing standards for how all patients should be treated by doctors and other health providers regardless of their race or ethnic background? The government, the medical community, both or neither?

- 1 Government
- 2 Medical community
- 3 Both
- 4 Neither
- 8 (Don't know)
- 9 (Refused)

[Ask all:]

- Q45.** Have you ever heard of the Tuskegee Experiment involving African American men?

- 1 Yes
- 2 No
- 8 (Don't know)
- 9 (Refused)

Ask Q46 if heard of Tuskegee Experiment [Q45 = 1]:

- Q46.** As far as you know, when people talk about the Tuskegee Experiment, are they referring to ...
(Read responses 1-3)

[Randomize 1-3:]

- 1 A much-criticized government study of syphilis treatment involving African American men
- 2 The African American airmen who fought in World War II
- 3 A study of heart disease among African American men
- 8 (Don't know)
- 9 (Refused)

- [Ask all:]**
- D1.** Respondent's sex:
- 1 Male
 - 2 Female
- D2.** I have one last set of questions to help us better understand the people who took part in our survey. In general, how would you describe your own health? Is it excellent, good, only fair or poor?
- 1 Excellent
 - 2 Good
 - 3 Fair
 - 4 Poor
 - 8 (Don't know)
 - 9 (Refused)
- D3.** In politics today do you consider yourself a Republican, a Democrat or an Independent?
- 1 Republican
 - 2 Democrat
 - 3 Independent
 - 4 (Other)
 - 8 (Don't know)
 - 9 (Refused)
- D5.** Would you describe your political views as very conservative, conservative, moderate, liberal or very liberal?
- 1 Very conservative
 - 2 Conservative
 - 3 Moderate
 - 4 Liberal
 - 5 Very liberal
 - 8 (Don't know)
 - 9 (Refused)
- D6.** How many children under 18 currently live in your household?
- 0-98 Record number
 - 99 (Refused)
- D7.** And counting yourself, how many adults 18 and older currently live in your household?
- 1-98 Record number
 - 99 (Refused)

D8. Are you currently married, living as married, widowed, divorced, separated, or have you never been married?

- 1 Married
- 2 Living as married
- 3 Widowed
- 4 Divorced
- 5 Separated
- 6 Never married
- 9 (Refused)

D9. Do you own or rent your own home?

- 1 Own
- 2 Rent
- 3 (Other)
- 8 (Don't know)
- 9 (Refused)

D10. What is your age?

- 18-98 Record number
- 99 (Refused)

D11. What is the last grade or class you completed in school? (Do not read responses)

- 1 Grade 8 or lower
- 2 High school incomplete
- 3 High school diploma or equivalent
- 4 Business, technical or vocational school after high school
- 5 Some college, no degree
- 6 Two-year or associate's college degree
- 7 Four-year college degree
- 8 Graduate or professional school after college
- 99 (Refused)

D12. Are you yourself of Latino or Hispanic origin or descent such as Mexican, Puerto Rican or some other Latin American background?

- 1 Yes
- 2 No
- 8 (Don't know)
- 9 (Refused)

D13. What is your race? (**If Latino [D12 = 1]:**) Are you white Latino, black Latino or some other race? (**Else:**) Are you white, African American or black, Asian or some other race?

- 1 White/White Latino
- 2 African American/Black/Black Latino
- 3 Asian
- 4 Other
- 8 (Don't know)
- 9 (Refused)

D14A. Last year, that is in 1998, what was your total household income from all sources before taxes? Was it over or under \$25,000?

- 1 Under \$25,000
- 2 Over \$25,000
- 8 (Don't know)
- 9 (Refused)

Ask D14B if income less than \$25,000 [D14A = 1]:

D14B. Now just stop me when I get to the right category. Was your income ... (Read responses 1-4:)

- 1 Less than \$10,000
- 2 \$10,000 to under \$15,000
- 3 \$15,000 to under \$20,000
- 4 \$20,000 to under \$25,000
- 8 (Don't know)
- 9 (Refused)

Ask D14C if income more than \$25,000 [D14A = 2]:

D14C. Now just stop me when I get to the right category. Was your income ... (Read responses 1-6:)

- 1 \$25,000 to under \$30,000
- 2 \$30,000 to under \$35,000
- 3 \$35,000 to under \$40,000
- 4 \$40,000 to under \$50,000
- 5 \$50,000 to under \$75,000
- 6 \$75,000 or more
- 8 (Don't know)
- 9 (Refused)

[Ask all:]

D15. Were you born in the US or in another country?

- 1 US
- 2 Other country
- 8 (Don't know)
- 9 (Refused)

20

Ask D16 if not born in US [D15 = 2-8]:

D16. How long have you lived in the US?

- 0-98 Record number
- 98 (Don't know)
- 99 (Refused)

[Ask all:]

D17. Have you lived somewhere in the last 12 months without a telephone?

- 1 Yes
- 2 No
- 8 (Don't know)
- 9 (Refused)