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Hospital Outpatient Measures Consumer Testing Screener: Caregivers

Austin, TX – January 2 & 28, 2010

Target Population: Recruit 8 (6 participants and 2 floaters) consumers:

- Group A:** At least 2 who care for persons who have had experience with an emergency department visit for chest pain, heart attack, or other heart problem
- Group B:** At least 2 who care for persons who have had experience with outpatient surgery
- Group C:** At least 2 who care for persons who have had outpatient radiology services (such as a CT scan, mammogram, or MRI)
- Group D:** At least 2 who care for persons who have never had any of these experiences

Recruitment Criteria:

- Above requirements are not mutually exclusive. A participant can fall into more than one category (except for the last category).
- All participants should regularly use the Internet (at least four times per week)
- Exclude individuals who currently work or previously worked in the health care industry or who have an immediate family member who is currently working in the health care industry.
- Exclude individuals who are current or former employees of the Social Security Administration or the Department of Health and Human Services or one of its related agencies (such as the Centers for Medicare & Medicaid Services, the Health Care Financing Administration, the Agency for Healthcare Research and Quality, the Centers for Disease Control, the Food and Drug Administration).
- Exclude individuals who have participated in a health or health insurance related IDI or focus group within the past year and/or who have participated in an IDI or focus group within the past 6 months.

Recruitment Mix:

- Recruit approximately 50% female and 50% male
- Recruit a mix of race/ethnicity (Caucasian vs. Non-Caucasian)
- Recruit a mix of ages, between 18 and 70.
- Recruit a mix of education level (less than high school, high school graduate/GED, some college, college graduate, post graduate). No more than 6 recruits of the 10 should have education higher than a high-school diploma. (i.e. Some College/Associates, Bachelors, or higher.)

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INTRODUCTION

Hello, my name is _____ from _____, a local research firm here in the _____ area. We are working with L&M Policy Research on a project about health care.

If needed: If recruit asks about L&M Policy Research, please say the following: “L&M Policy Research is a company with headquarters in Washington, D.C that conducts research on many different healthcare issues.”

I’m calling today about a project that we are doing about the quality of certain hospital services for the Centers for Medicare & Medicaid Services, the federal government agency that runs Medicare. For this study we’d like your help figuring out the clearest way to tell people about this hospital information. If you are interested in helping with the project and you meet its requirements, we will invite you to come for an interview on [January XX]. It would take about 90 minutes of your time, and we would pay you XX at the end of the interview. May I ask you a few questions to see if you qualify to participate? *If yes, continue to #1. If no, thank and end.*

If needed: Since we need to include people who are a mix of different backgrounds and experiences, there are some requirements that I have to check on for all of the people that we bring in to participate. I need to ask you a few questions to see if you meet the requirements for participating in the discussion.

1. Are you a primary caregiver to a family member who is elderly or disabled?

___ YES → *Continue*

___ NO → *Thank and end call*

2. Are you currently working or have you ever worked in the health care industry? (e.g., working for a hospital, nursing home, pharmacy, home health agency, medical office, clinic, diagnostic imaging center, health plan, HMO, health insurance company, or pharmaceutical company)

___ YES → *Thank and end call*

___ NO → *Continue*

___ NOT SURE → *Thank and end call*

3. Is an immediate family member currently working in the health care industry? (e.g., working for a hospital, nursing home, pharmacy, home health agency, medical office, clinic, diagnostic imaging center, health plan, HMO, health insurance company, or pharmaceutical company)

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- ___ YES → *Thank and end call*
___ NO → *Continue*
___ NOT SURE → *Thank and end call*

- 4. Are you currently or have you ever been employed by the Social Security Administration or the Department of Health and Human Services or one of its related agencies, such as the Centers for Medicare & Medicaid Services, the Health Care Financing Administration, the Agency for Healthcare Research and Quality, the Centers for Disease Control, or the Food and Drug Administration?**

- ___ YES → *Thank and end call*
___ NO → *Continue*

- 5. Have you been paid to participate in an interview, focus group, or other group or individual discussion in the past 6 months?**

- ___ YES → *Thank and end call*
___ NO → *Continue*
___ NOT SURE → *Thank and end call*

- 6. Have you been paid to participate in a health or health insurance related interview, focus group, or other group or individual discussion in the past year?**

- ___ YES → *Thank and end call*
___ NO → *Continue*
___ NOT SURE → *Thank and end call*

- 7. Which category best describes your age? {Read list below.} {RECRUIT MIX}**

- ___ 17 or under → *Thank and end call*
___ 18 to 49 → *Continue*
___ 50 to 70 → *Continue*
___ 71 or older → *Thank and end call*

8. Have you visited Web sites on the Internet?

___ YES → *Continue*

___ NO → *Thank and end call*

9. How often do you use the Internet for things other than for checking e-mail (e.g., for things such as checking news, online shopping, or searching for information)?

___ At least once per day → *Continue*

___ At least four times per week → *Continue*

___ About twice per week → *Continue* {RECRUIT NO MORE THAN 2}

___ About once per week → *Thank and end call*

___ Twice per month or less frequently → *Thank and end call*

10. If you were looking to make a major purchase (i.e. shopping for a car, a computer or any other major purchase), which of the following sources would you use for researching and comparing items before purchasing? {Read EVERY item and check ALL that apply. All of the participants must indicate that they would use the Internet to search for information.}

___ Friends and family → *Continue*

___ Trade magazines or literature (Car and Driver, Consumer Reports, etc.) → *Continue*

___ Internet (blue book, AAA) → {*MUST indicate Internet as a choice to qualify*}

___ Other → *Continue*

11. If you were looking for information to find a hospital for a planned health care service or procedure for the person you care for, which of the following sources would you use? {Read EVERY item and check ALL that apply.}

___ Friends and family → *Continue*

___ Magazines or other literature (US News & World Report, etc.) → *Continue*

___ Internet (hospital websites) → *Continue*

___ Other → *Continue*

12. I am going to read a list of some different ways people help take care of family members. Please tell me whether each applies to you. {Read EVERY item and check ALL that apply. Must have item in blue to qualify.}

___ Taking my family member to doctor's appointments → *Continue*

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- ___ Talking with my family member’s doctor about their medical conditions or treatment → *Continue*
 - ___ **Helping my family member select a doctor, clinic, or hospital → *Continue, MUST HAVE THIS TO QUALIFY***
 - ___ Managing my family member’s health insurance paperwork (e.g, reviewing plan materials or medical bills for my family member) → *Continue*
 - ___ Providing day-to-day care for my family member, such as providing meals or assistance with bathing or toileting → *Continue*

13. Has the person you care for ever been to an emergency department or “emergency room”?

- ___ Yes → *Continue to 13a*
- ___ No → *Continue to 14*

13a. What was the primary complaint that took your loved one to the emergency department?

- ___ Chest pain, angina, heart attack, heart trouble, coronary trouble, etc. *{Recruit at least 2 for Group A}*
- ___ He/she does not have a primary care or regular doctor so he/she uses the emergency room for basic/primary care → *Thank and end call*
- ___ Other → *Continue*

14. Has the person you care for ever had a planned or scheduled surgery for which they were *not* admitted to the hospital? This kind of surgery is typically in an outpatient facility or an outpatient department of a hospital.

- ___ Yes → *Continue {Recruit at least 2 for Group B}*
- ___ No → *Continue*

15. Has the person you care for ever had a radiology or imaging procedure without being admitted to the hospital such as a mammogram, CT scan, or MRI?

- ___ Yes → *Continue {Recruit at least 2 for Group C}*

___ No → *Continue*

[Note: If a respondent answers “no” to Questions 13, 14 and 15, he/she qualifies for Group D]

16. During the interview, you will be asked to navigate an Internet website and look for and review specific information on the website. Is this something you feel comfortable doing?

___ YES → *Continue*

___ NO → *Thank and end call*

___ NOT SURE → *Thank and end call*

I have a few more questions about your background. Again, this information will enable us to make sure we have a broad mix of people participating in the interviews. If you feel uncomfortable answering any of these questions, please let me know and we’ll go on to the next question.

17. Gender. *{Confirm if needed.}*

___ MALE → *Continue {RECRUIT ~50%}*

___ FEMALE → *Continue {RECRUIT ~50%}*

18. What is the last or highest grade that you finished in school? *{Do not read options.}*
{RECRUIT MIX BUT NO MORE THAN 6 PARTICIPANTS WITH “SOME COLLEGE” OR ABOVE}

___ Less than high school degree → *Continue*

___ High school degree or GED → *Continue*

___ Some college or two year degree → *Continue {RECRUIT NO MORE THAN 6
TOTAL IN LAST THREE CATEGORIES}*

___ College graduate/4-year college degree → *Continue*

___ More than 4-year college degree → *Continue*

19. Are you of Hispanic or Latino origin or descent?

___ Yes, Hispanic or Latino → *Continue*

___ No, not Hispanic or Latino → *Continue*



20. Are you White?

___ Yes, White → *Continue {RECRUIT NO MORE THAN 5}*

___ No, Not White → *Continue*

21. Are you Black or African-American?

___ Yes, Black or African-American → *Continue*

___ No, not Black or African-American → *Continue*

22. Are you Asian?

___ Yes, Asian → *Continue*

___ No, not Asian → *Continue*

23. Are you Native Hawaiian or Other Pacific Islander?

___ Yes, Native Hawaiian or Other Pacific Islander → *Continue*

___ No, not Native Hawaiian or Other Pacific Islander → *Continue*

24. Are you American Indian or Alaska Native?

___ Yes, American Indian or Alaska Native → *Continue*

___ No, not American Indian or Alaska Native → *Continue*

CONTINUE TO INVITATION BELOW

INVITATION:

Thank you for answering all of my questions. We would like to invite you to participate in the study that will take place on _____ located in _____. The interview will last about 90 minutes. As a thank you for your participation, you will be paid \$XX.

Are you willing to participate? Yes____(CONTINUE) No____(THANK/END)



[Schedule date and time]

Now, let me just verify the spelling of your name and your address, so we can send you a confirmation letter with directions. (RECORD RESPONDENT'S INFORMATION)

Name: _____ Telephone: _____

Email: _____

Address: _____

City, State: _____ Zip: _____

[IF EMAIL PROVIDED:] Would you rather receive a reminder by email or regular mail?

Email

Regular mail

As I mentioned during our conversation, you will be asked to read and discuss some materials during the interview. So if you use reading glasses or assistive hearing devices, please remember to bring them with you.

If you have any questions or find that you can't attend, please call us right away at _____ so that we can find a replacement. Thank you for your time and for agreeing to help.