# Consumer Survey

# Aligning Forces Initiative

# MN Community Measurement (MNCM)

# Greater Minnesota*

**June 2008**

Conducted by

The Pennsylvania State University Survey Research Center

Under the direction of

The Aligning Forces for Quality (AF4Q) Evaluation Team

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Principal Investigator

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

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*This report contains data from the state of Minnesota excluding the Twin Cities.

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## BACKGROUND

This report presents findings from a survey of adults with chronic conditions conducted in greater Minnesota[1] from June 25, 2007 to November 30, 2007. The survey was carried out as part of an evaluation of the Robert Wood Johnson Foundation's Aligning Forces for Quality (AF4Q) Initiative. AF4Q is a national program designed to help communities dramatically improve the quality of the health care they provide for chronic diseases in ambulatory settings.

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

- Performance measurement and public reporting
- Capacity to help physicians in the community improve the quality of ambulatory, chronic illness care
- Consumer engagement

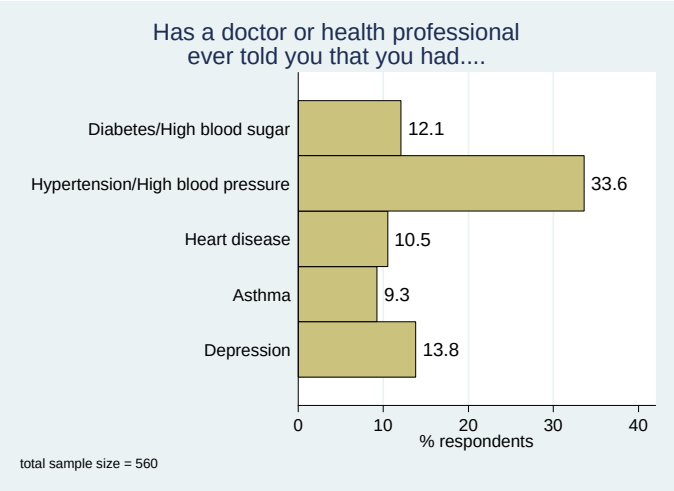
This baseline consumer survey was administered in the first year of the program to provide information on the current level of consumer engagement in the fourteen AF4Q communities as well as a national sample; the information may assist the communities in planning and intervention activities. The Foundation also will consider funding a follow-up survey three or more years into the Aligning Forces program in order to provide a pre-post comparison.

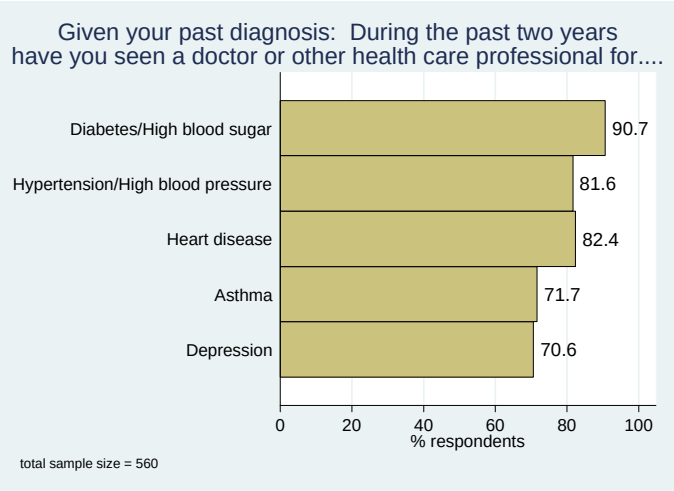
Details about the survey methodology and the construction of the graphs and tables are contained in Appendix A.

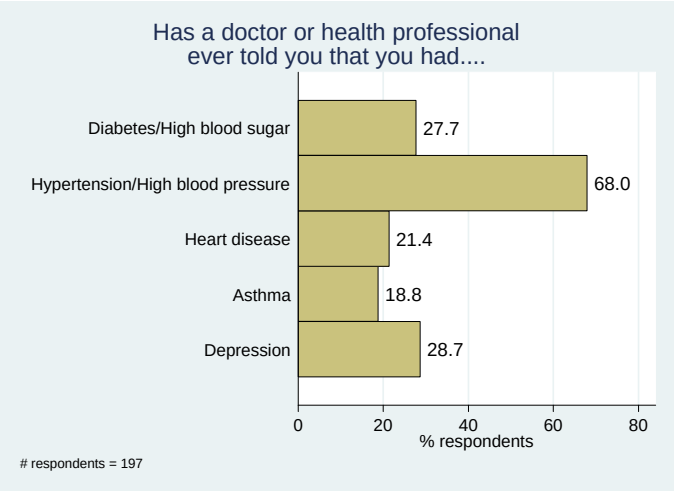
[1] RDD (random digit dialing) sample was purchased from Survey Sampling International. The sample was targeted to include the state of Minnesota ("Outstate"), excluding the Twin Cities. Geographic targeting was based on Federal Information Processing Standard (FIPS) codes predicted by area code and prefix exchanges.

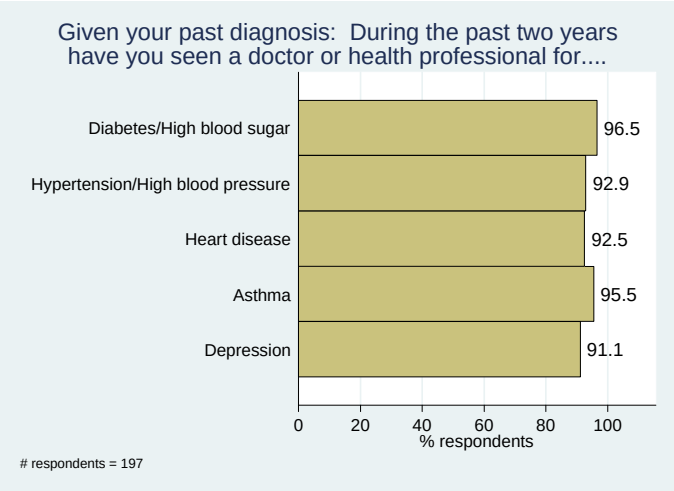
## SCREENER QUESTIONS TO IDENTIFY RESPONDENTS WITH CHRONIC CONDITIONS

In order to identify individuals with chronic conditions who were eligible for the full survey, "screener" questions were asked of all people contacted. The first graph illustrates the estimates from the survey of the prevalence of the five chronic conditions in the population. This is based on all persons eligible for the short screener survey. The second graph illustrates the proportion of the population with one of the five chronic conditions that has seen a physician or health care professional within the last two years for that condition. (Whenever the term "health care professional" is used, we mean doctors, nurses, nurse practitioners, physician assistants, therapists, pharmacists and others who help manage the patient's condition.) The third and fourth graphs are similar to the first two, except include only those persons identified in the screener interview with one or more chronic conditions. These represent the respondents in the full survey.



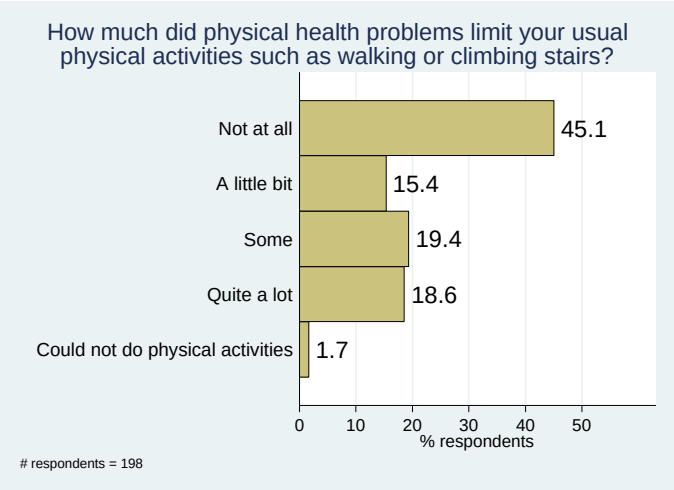



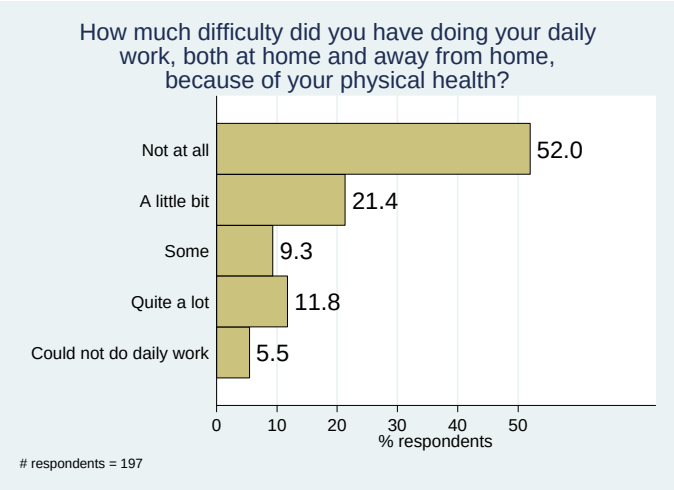
## SERVICE USE AND ASSESSMENT OF CARE

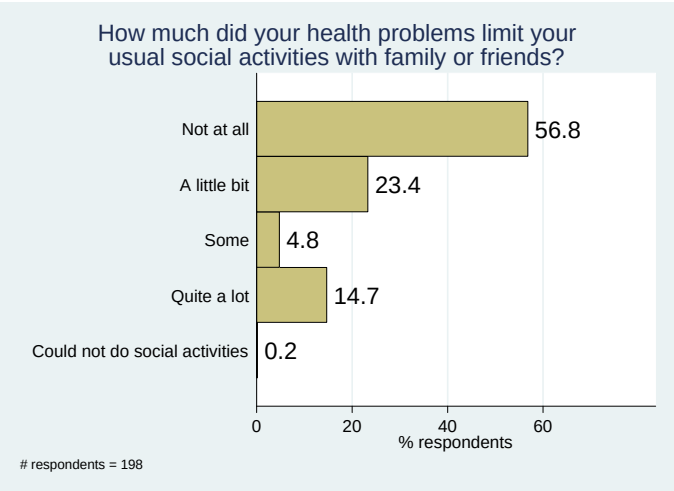
The sets of figures on pages 3-11 contain information from respondents on limitations in activities, use of medical services, assessments of the care they received, and their personal actions as the patient/consumer. The figures on pages 12-16 summarize condition-specific medical experiences among those individuals who said they had one or more of the five chronic conditions (diabetes, hypertension, heart disease, asthma, and depression).

### Limitations in Activities

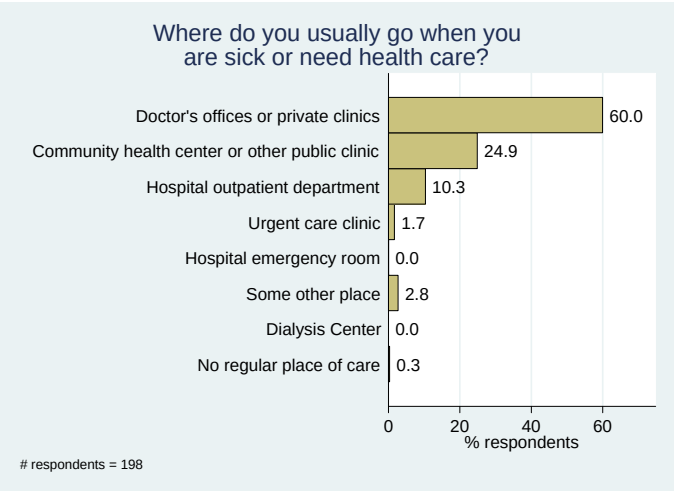
During the past 4 weeks…

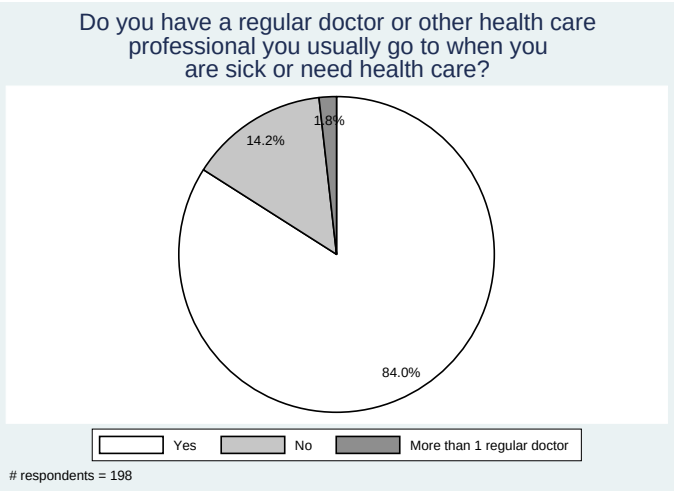


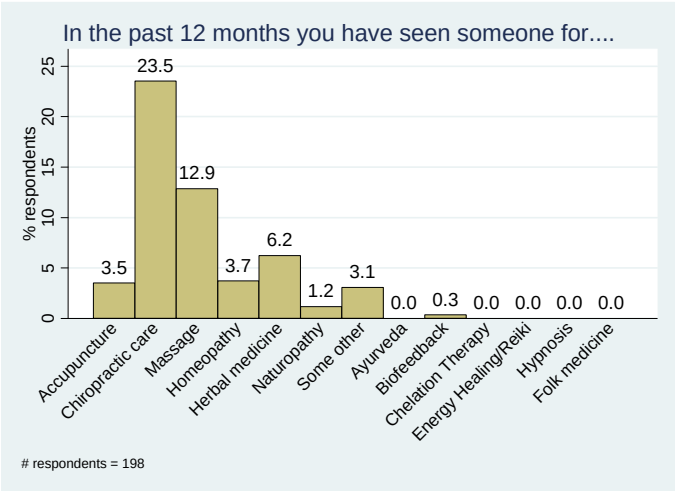



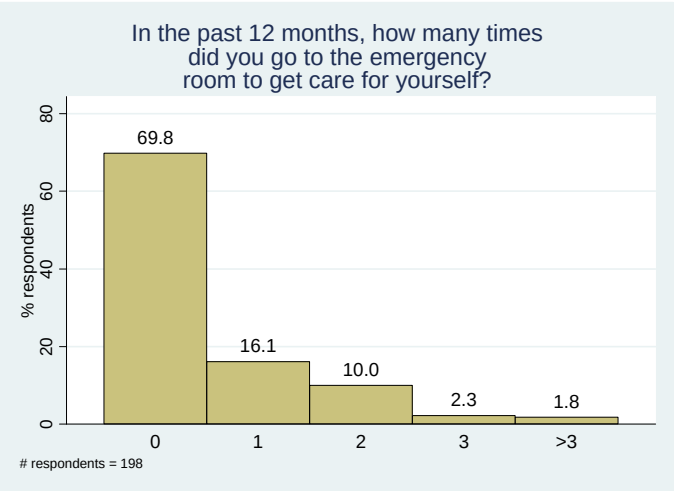
## Sources of Obtaining Health Care Services



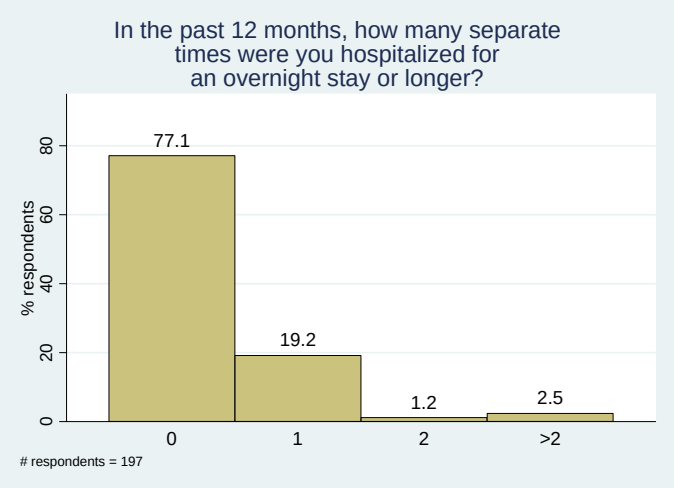



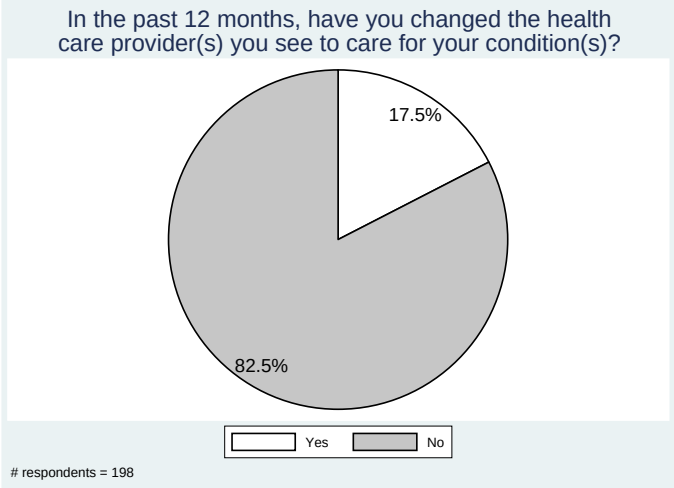

## Use of Health Services

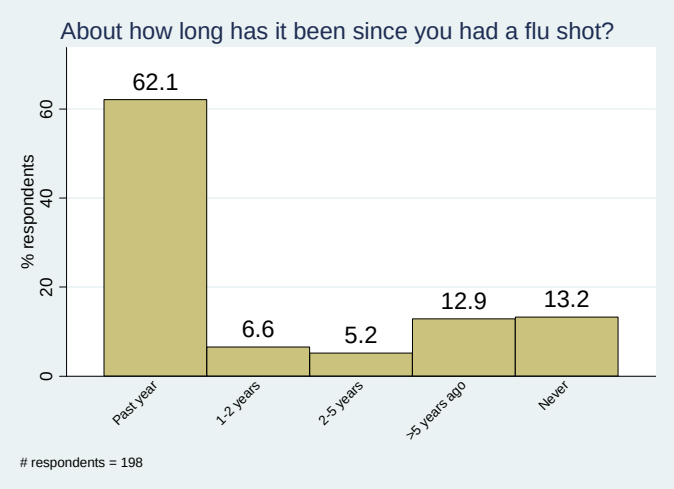


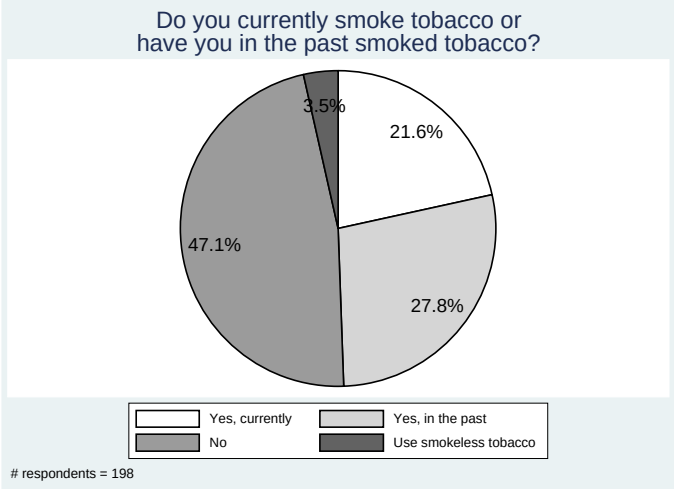



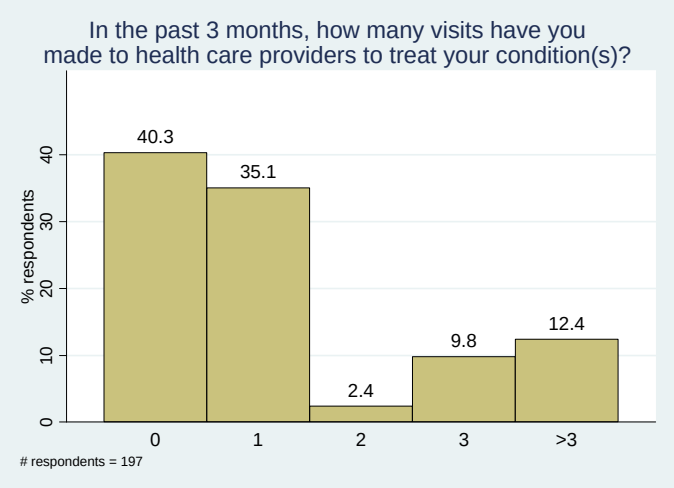
## Use of Health Services (continued)



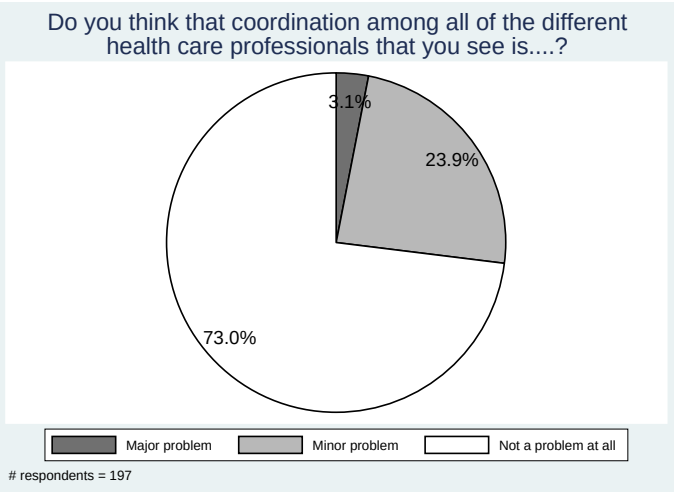



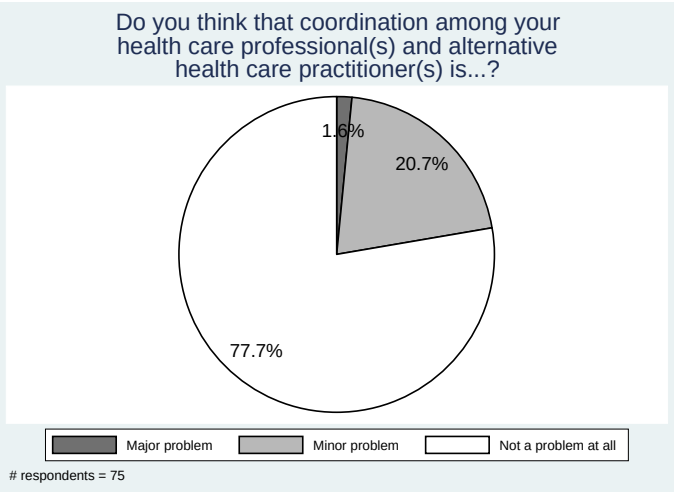



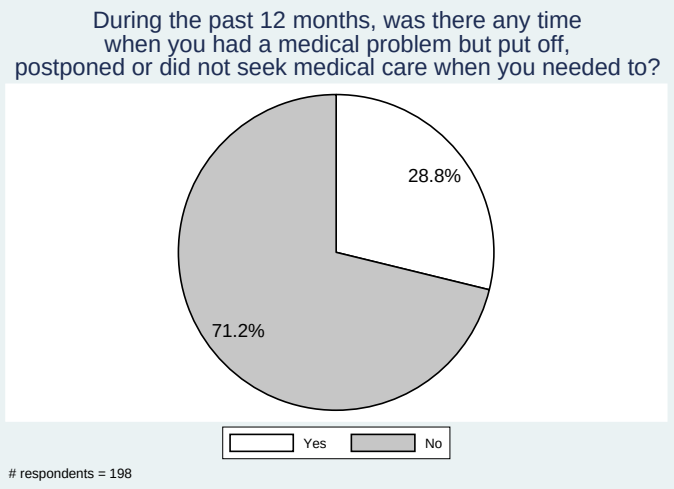



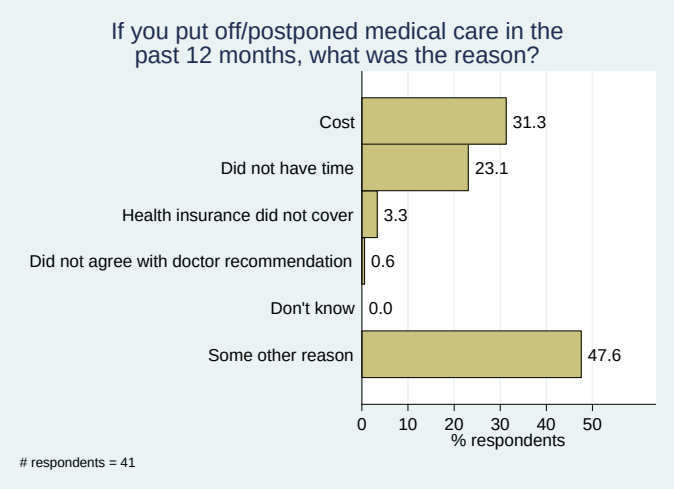
## Coordination among Health Care Professionals



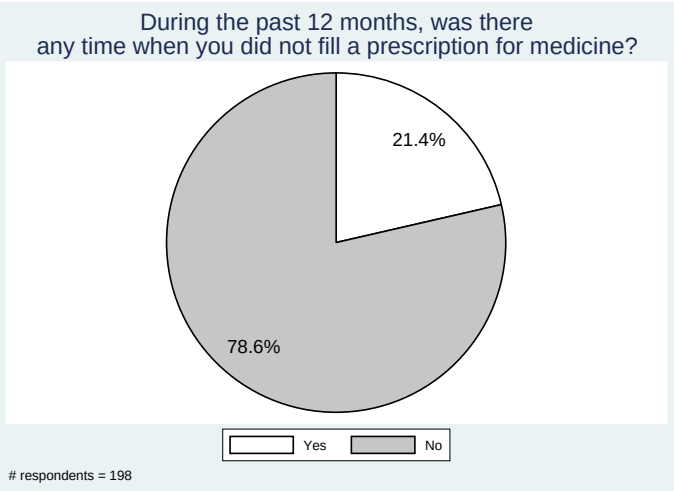

## Problems Getting Recommended Care*

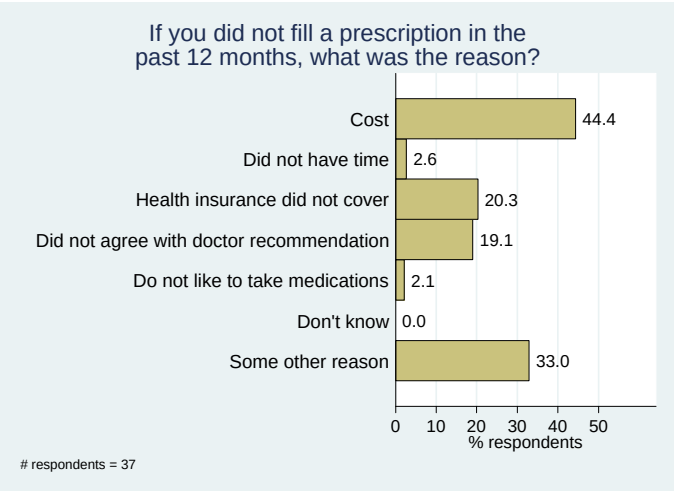



*****See Appendix C for recorded responses in the "some other reason" category for:
*If you put off/postponed medical care in the past 12 months, what was the reason?*

## Problems Getting Recommended Care (continued)*

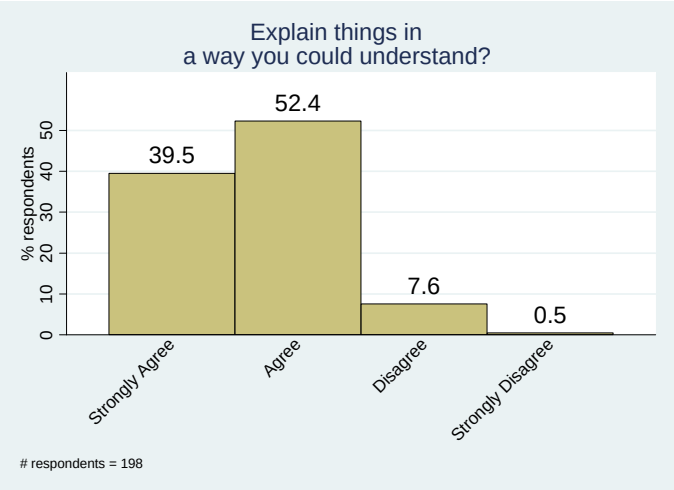



*See Appendix C for recorded responses in the "some other reason" category for:
*If you did not fill a prescription in the past 12 months, what was the reason?*

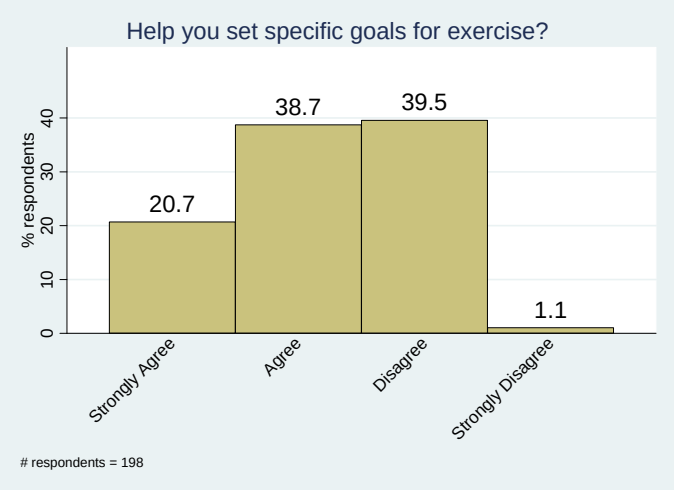
## Interaction with Health Care Professionals

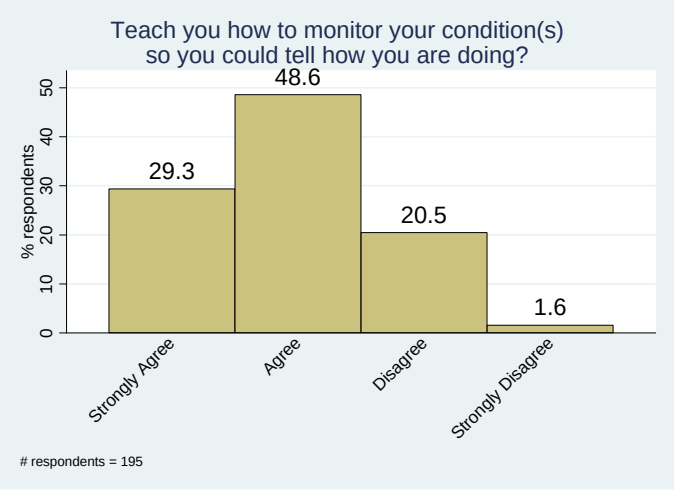
Thinking about the past 6 months, did your health care professional(s)…

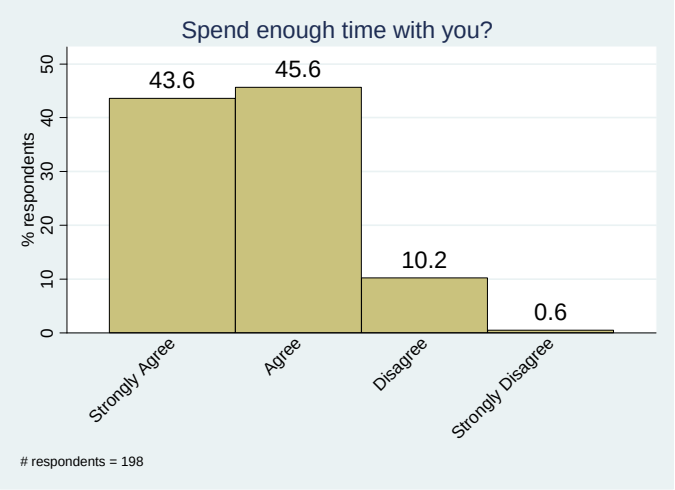


**Interaction with Health Care Professionals (continued)**

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



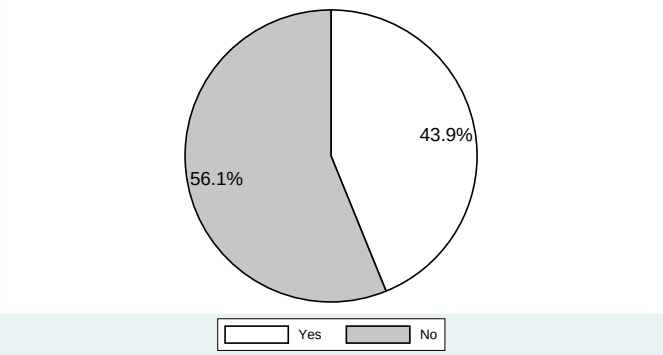



## Communication with Health Care Professionals

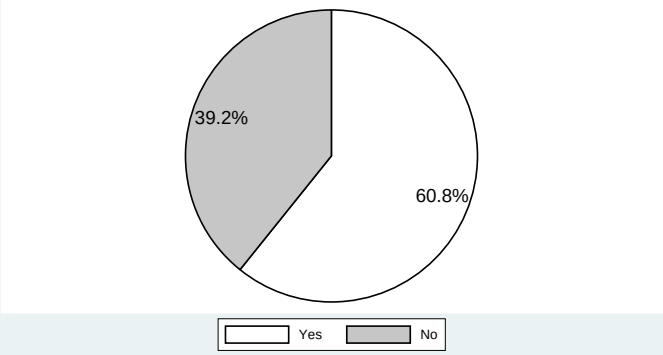
In the past 12 months…

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



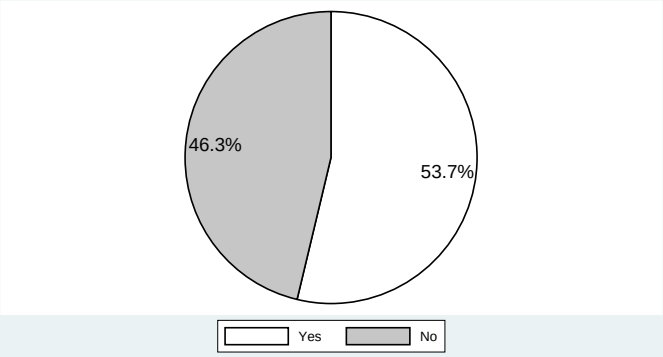

# respondents = 196

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



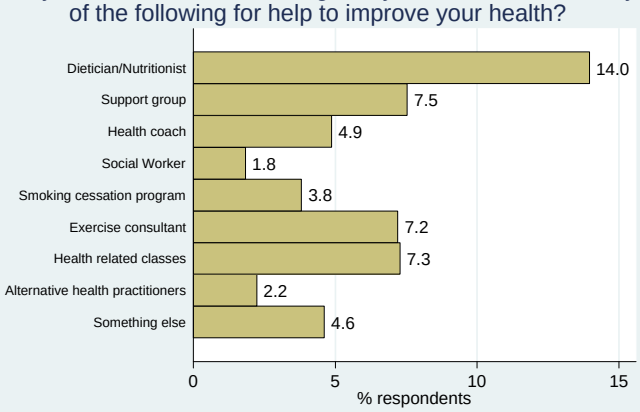

# respondents = 195

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



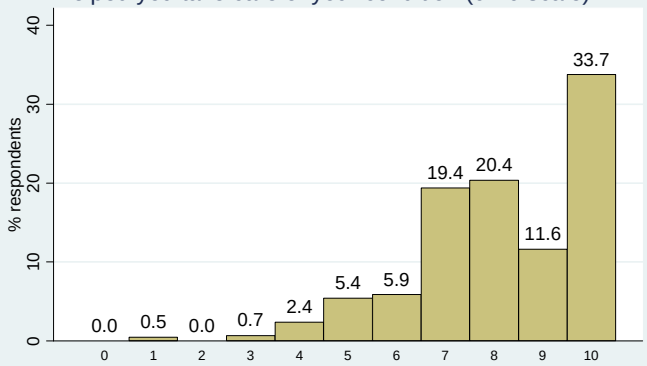

# respondents = 193

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



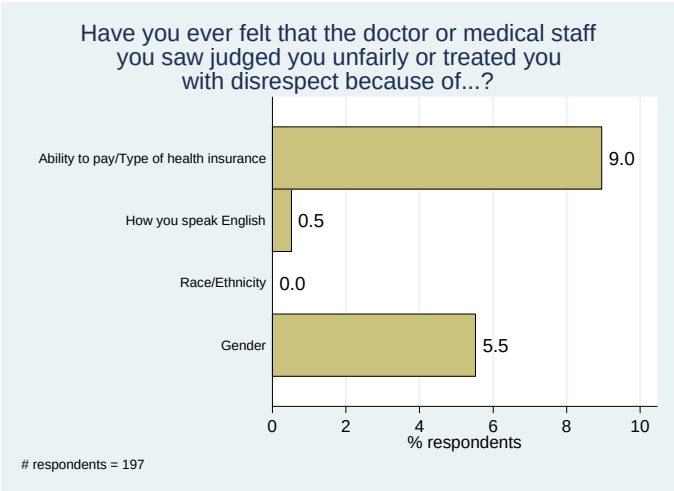

# respondents = 198

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

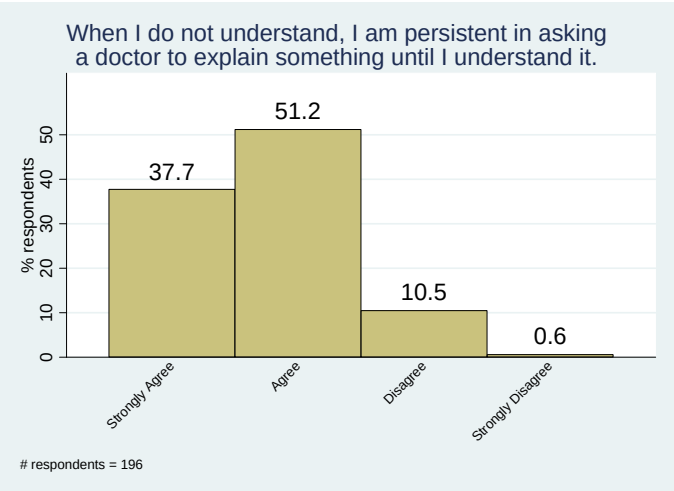


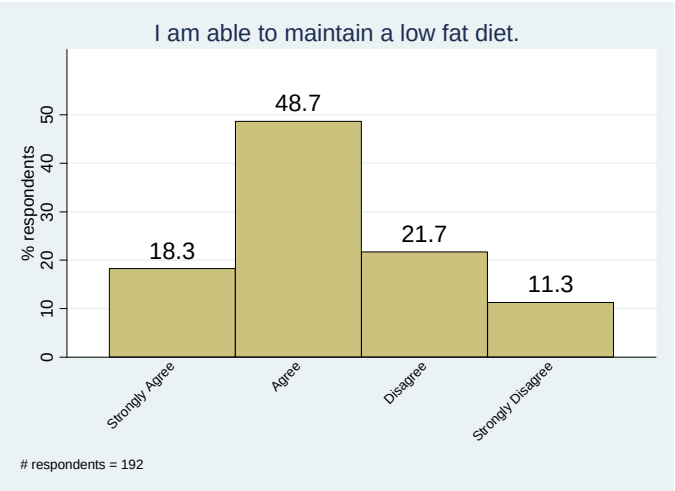

# respondents = 196

## Discrimination

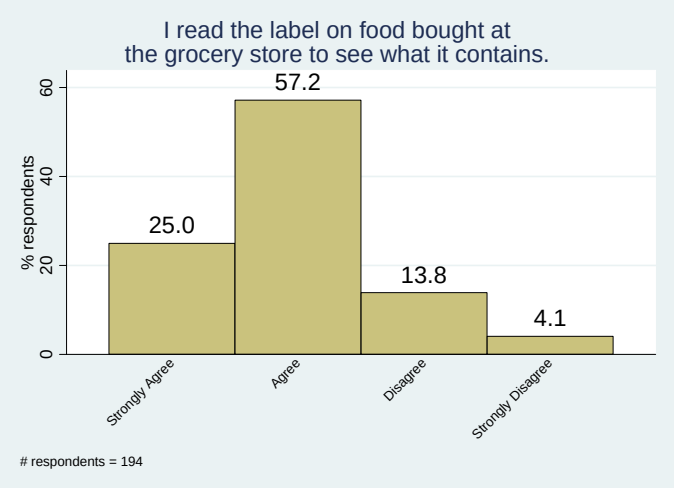


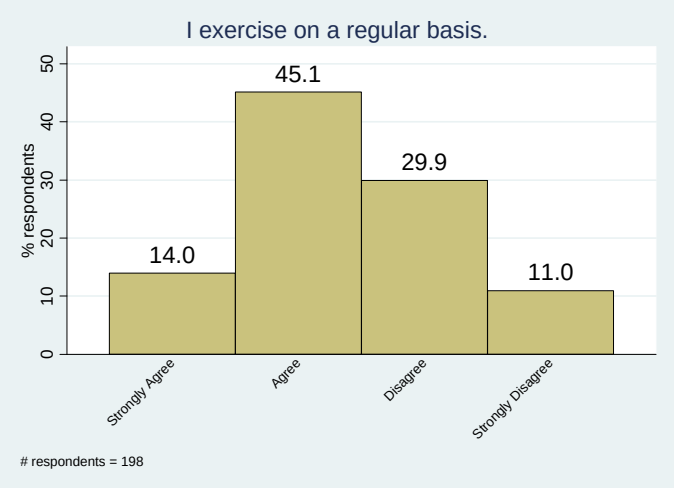
## Patient/Consumer Engagement and Self-Management

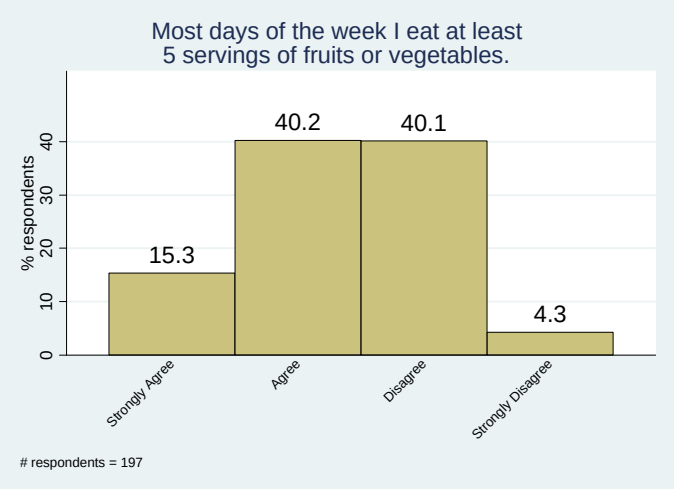


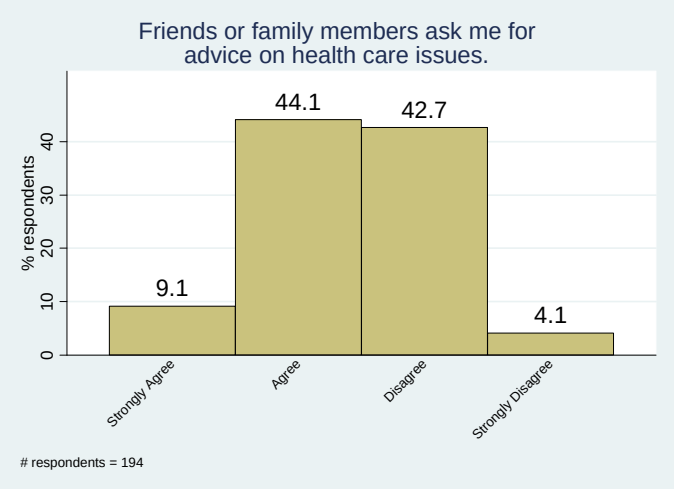



## Patient/Consumer Engagement and Self-Management (continued)

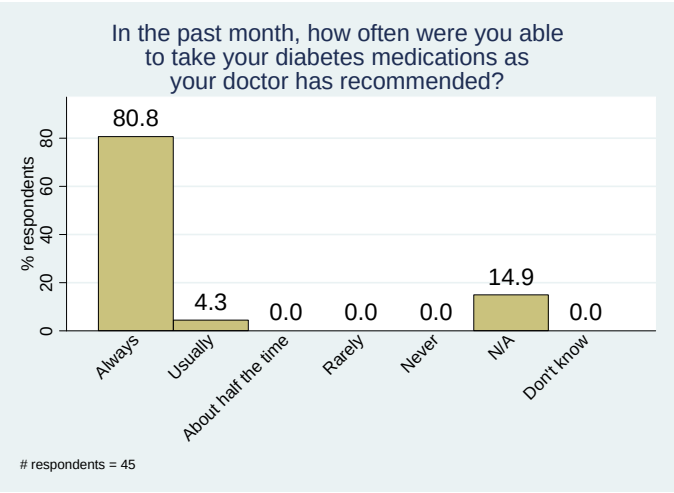


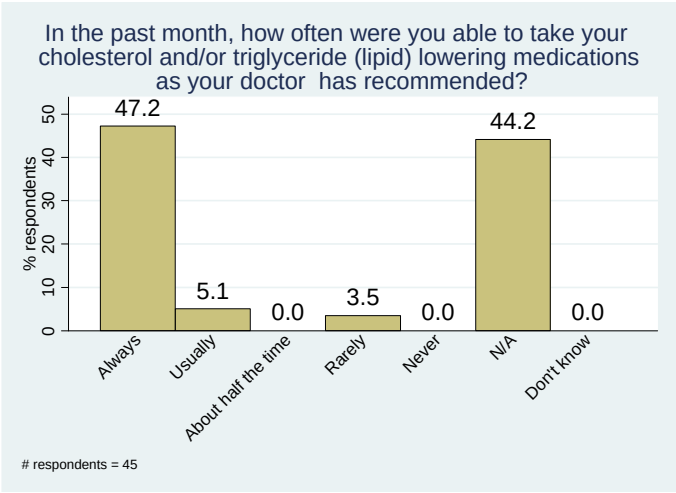



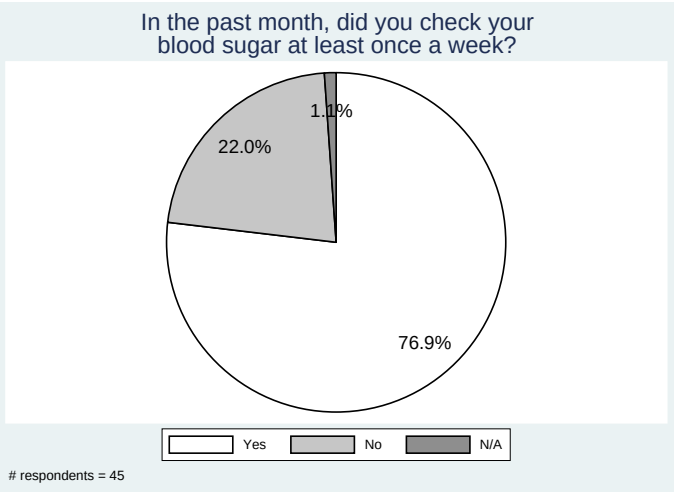



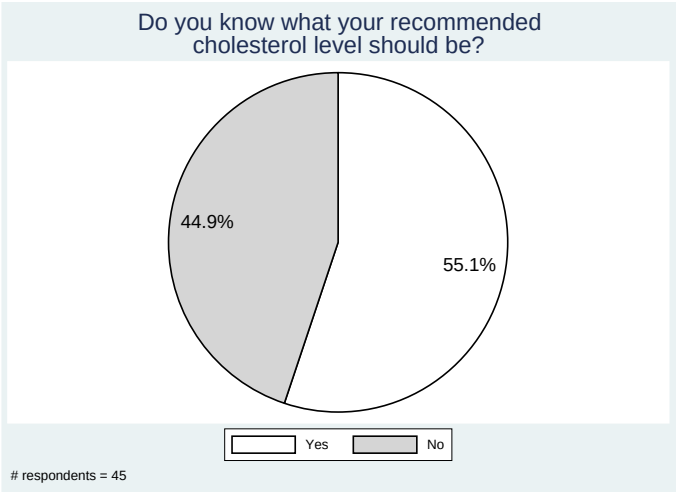



## Diabetes/High Blood Sugar



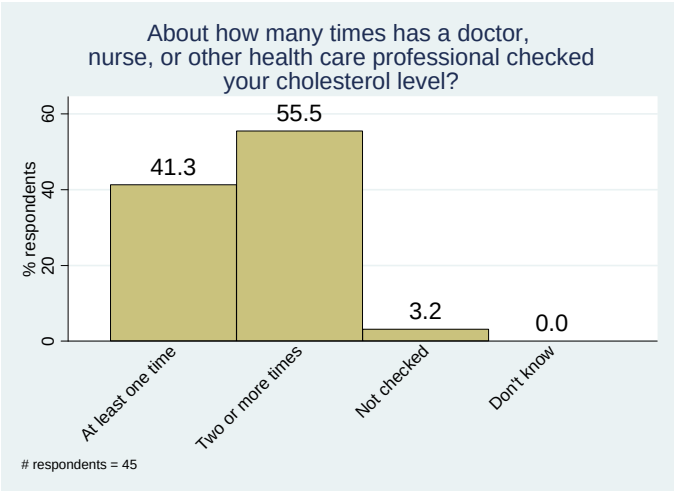



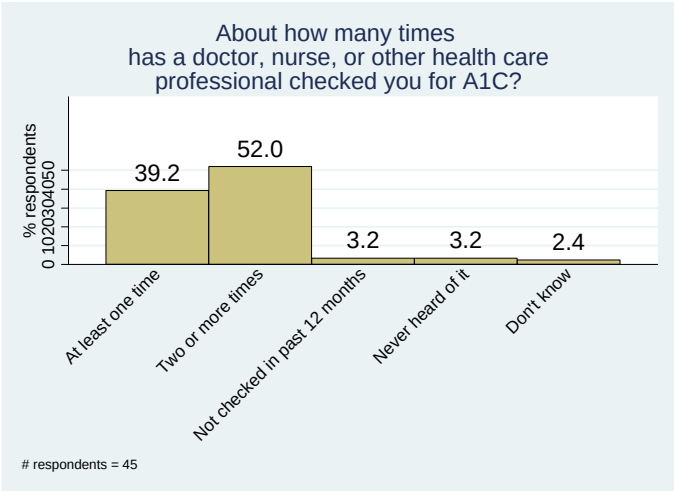



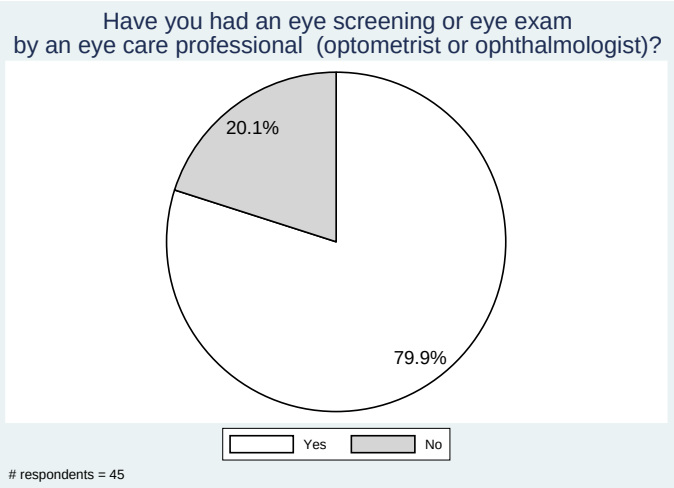



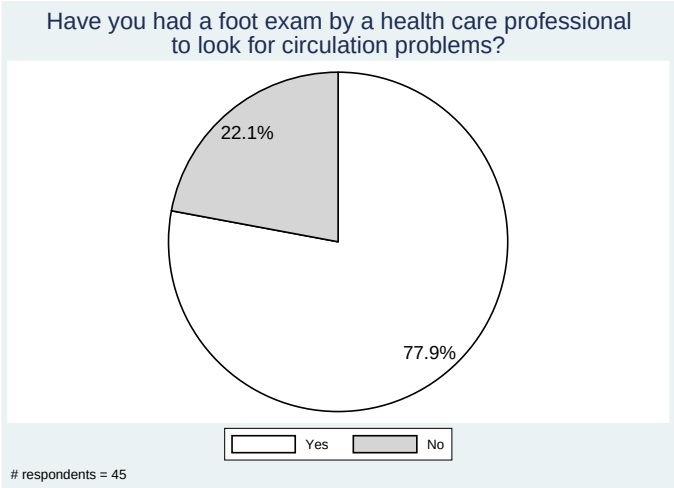
## Diabetes/High Blood Sugar (continued)

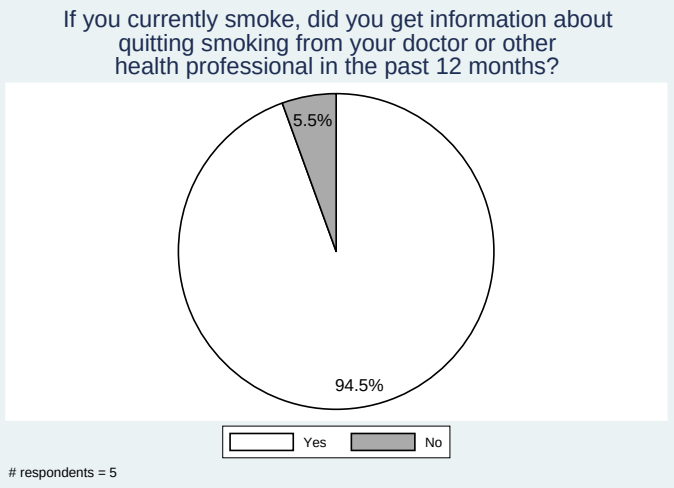
In the past 12 months…



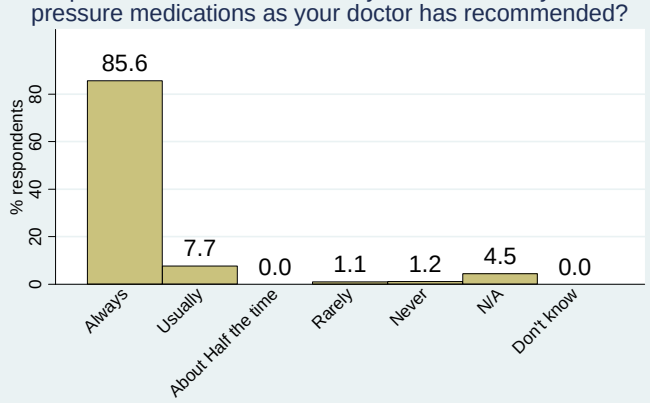



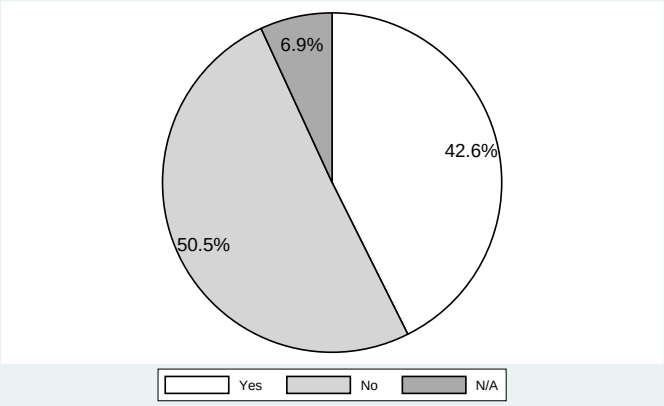
## Hypertension/High Blood Pressure

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



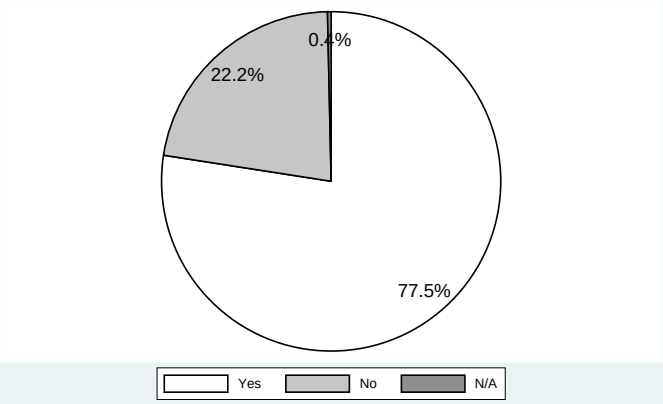

# respondents = 134

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



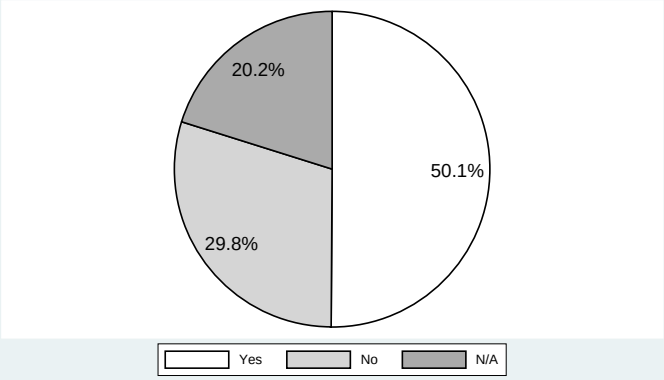

# respondents = 134

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



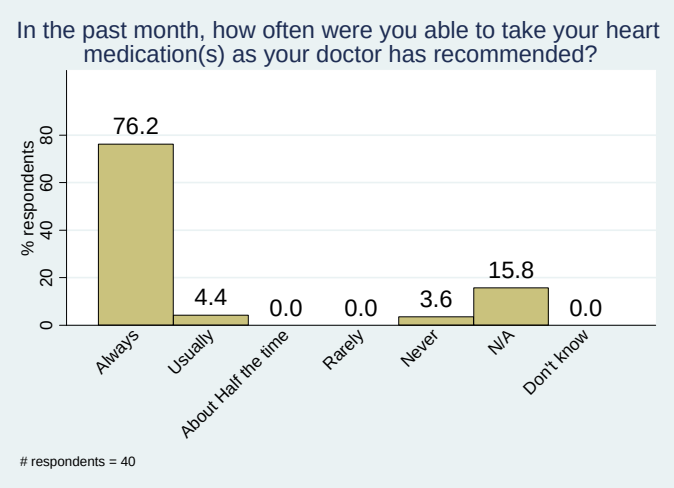

# respondents = 134

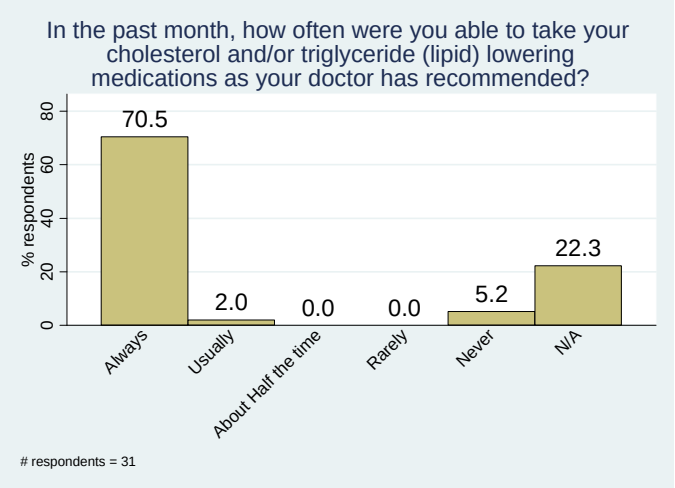
If you currently smoke, did you get information about quitting smoking from your doctor or other health professional in the past 12 months?

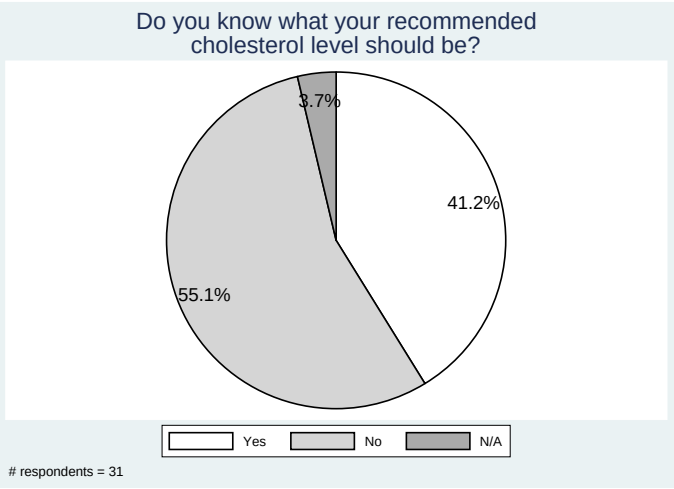


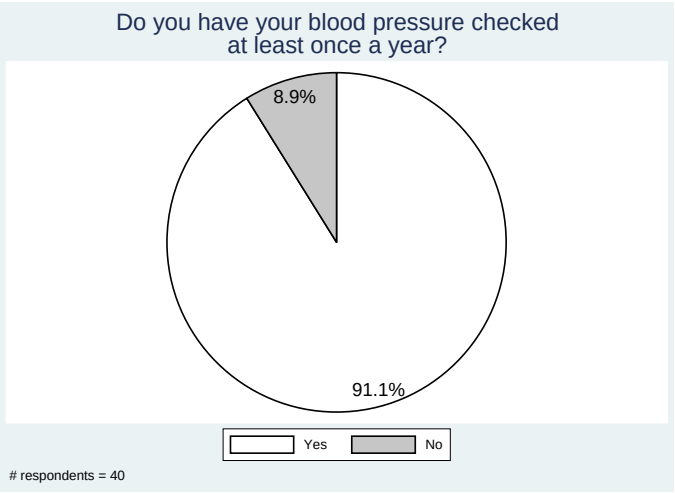

# respondents = 12

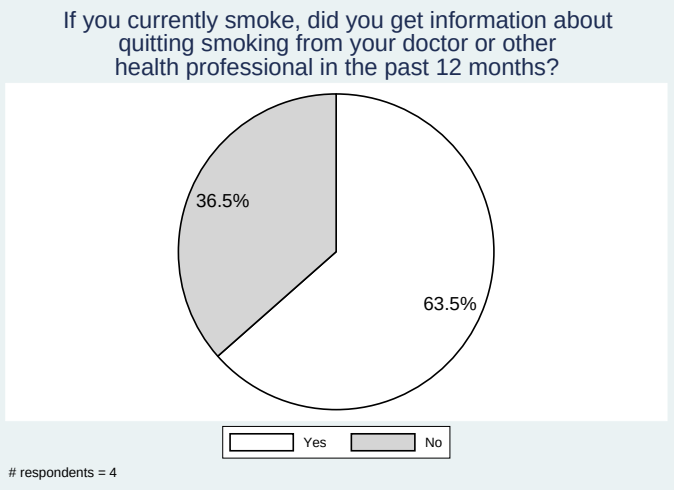
## Heart Disease



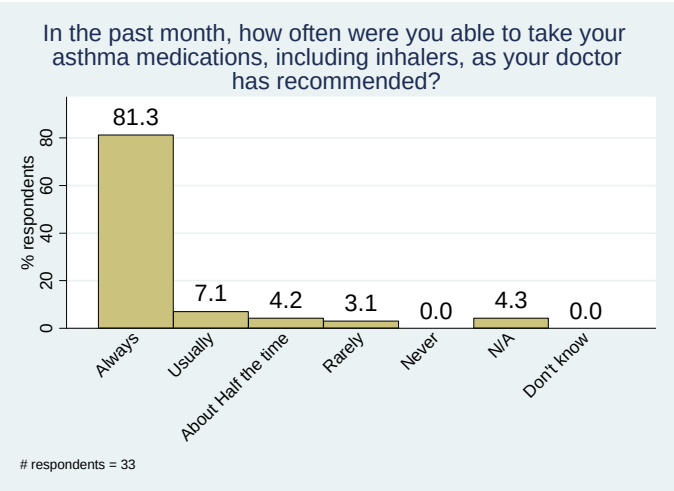



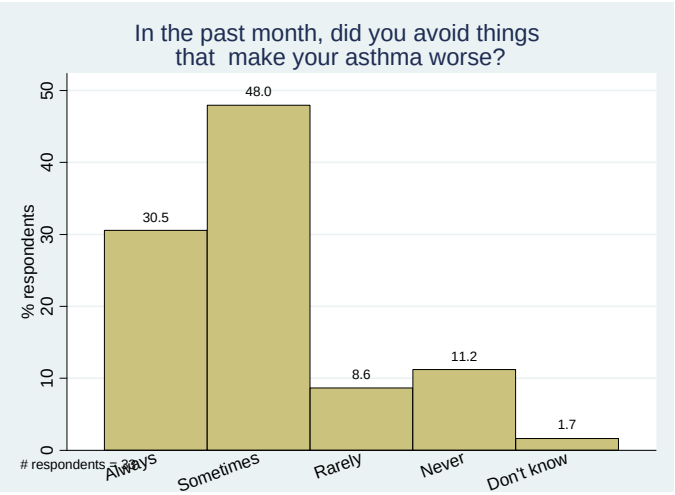



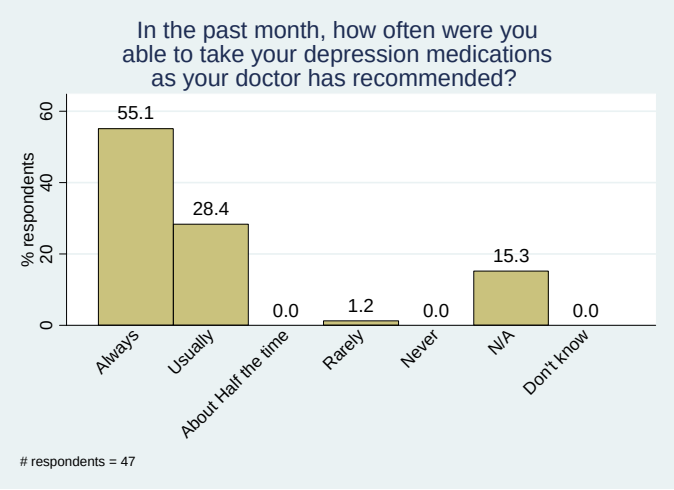



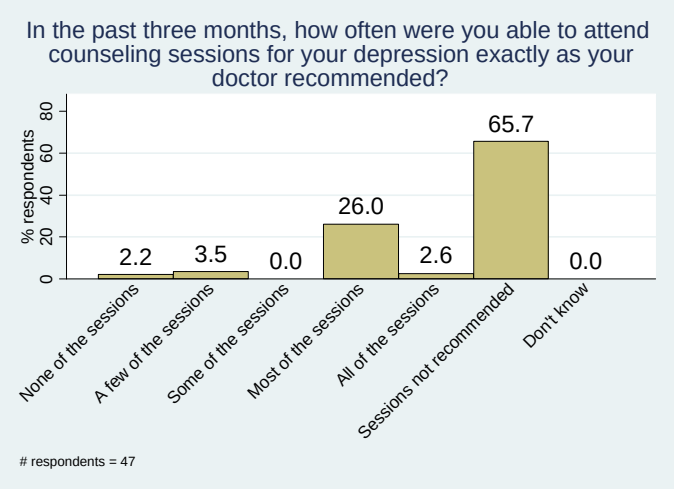
## Asthma



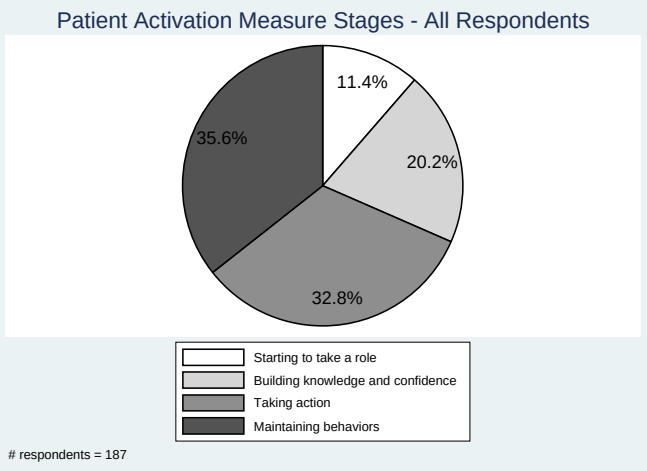
## Depression

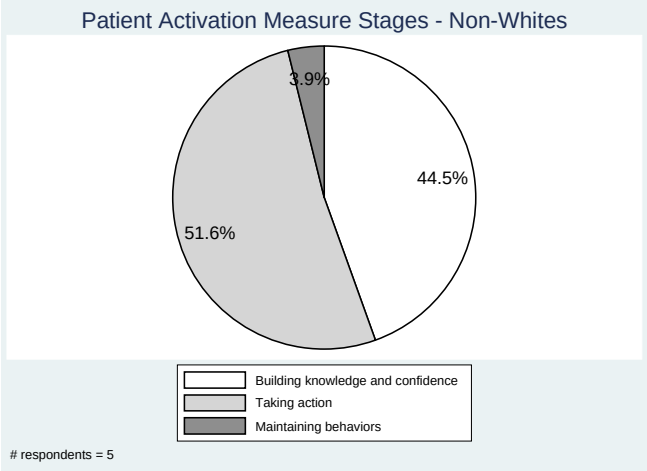


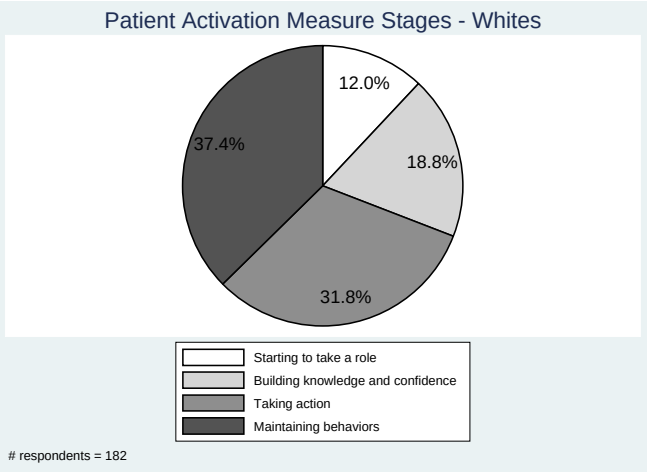



## PATIENT ACTIVATION

The Patient Activation Measure© (PAM-13)[2] is a 13-item survey instrument that produces a uni-dimensional scale reflecting "a developmental model of patient activation" (Hibbard et al., 2004).[3] During the phone interviews, respondents are asked to state whether they "strongly agree, agree, disagree, or strongly disagree" on each of the 13 items included as part of this scale [e.g., "When all is said and done, I am the person who is responsible for managing my health condition(s)."] Each item is then assigned a numerical value based on the response ("strongly agree" receives the highest value; "strongly disagree" receives the lowest). All the values are then aggregated to obtain a single "raw score," which, in turn, is converted to each respondent's "activation level" based on an algorithm developed by Hibbard et al. The respondents are then further classified under four activation "stages" based on their activation levels.



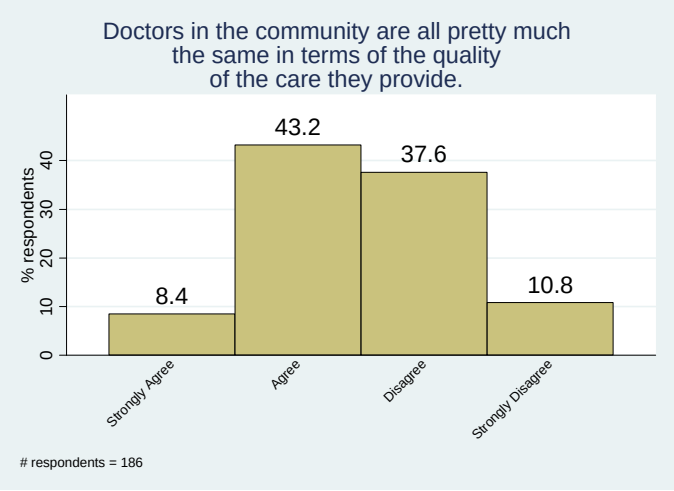



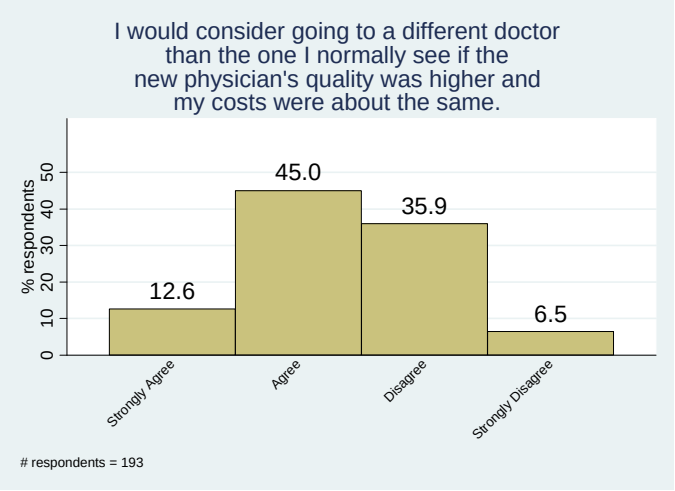

[2] The Patient Activation Measure is copyrighted by Insignia Health. For licensee use only. All rights reserved.

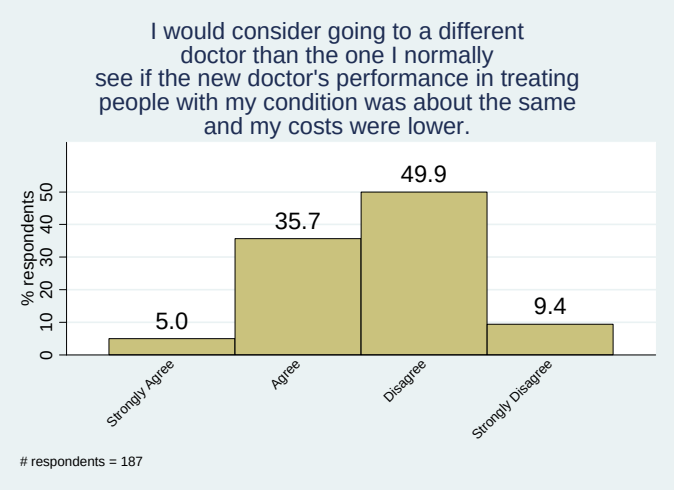
[3] Hibbard, J. Judith, Jean Stockard, Eldon R. Mahoney, and Martin Tusler. 2004. "Development of the Patient Activation Measure (PAM): Conceptualizing and Measuring Activation in Patients and Consumers," *Health Services Research* 39(4): 1005-1026.

## COMPARATIVE INFORMATION ABOUT DOCTORS, HOSPITALS, PLANS AND QUALITY

This next set of figures addresses respondent knowledge of, and attitudes towards, variation in quality of care and sources of information regarding quality. Factors that are important in selecting care providers also are addressed.

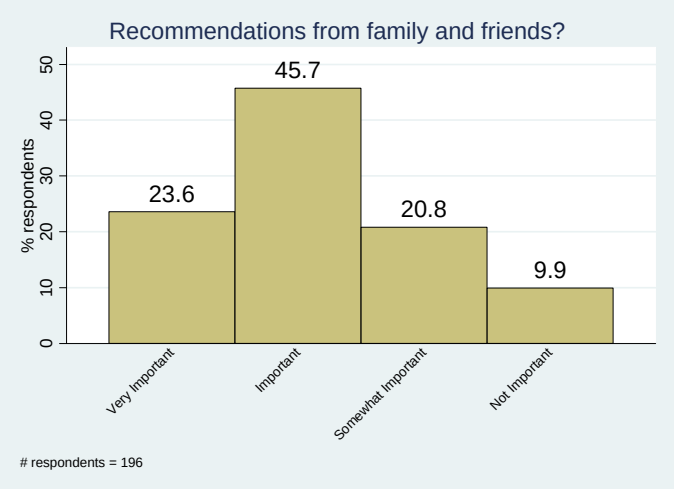


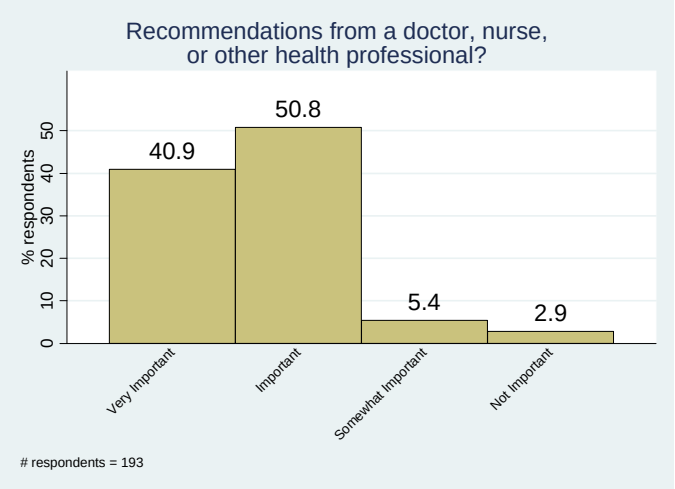



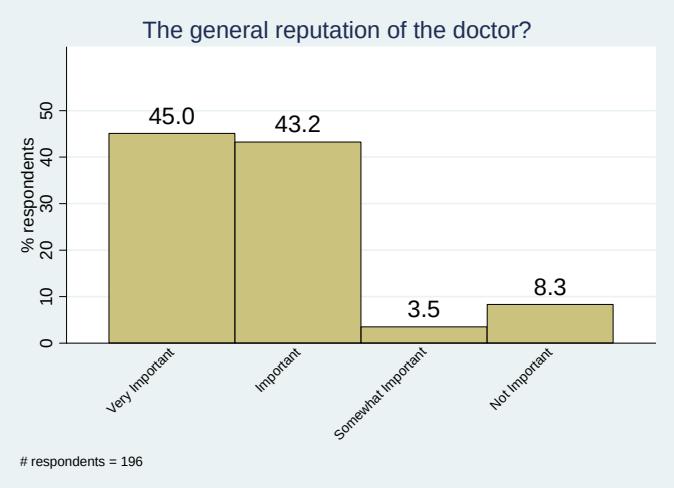



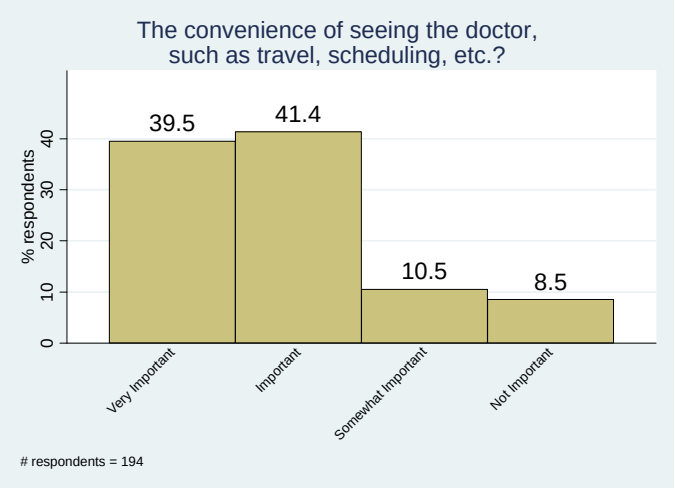
## Choosing a Doctor

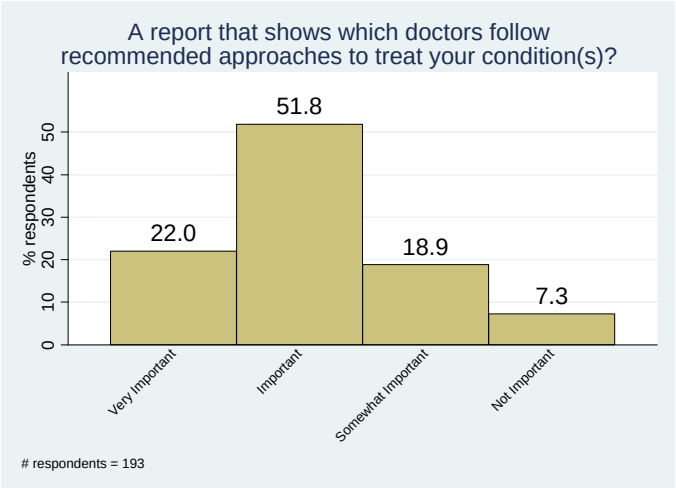
The next time you choose a doctor to treat your condition(s), how important might you consider…

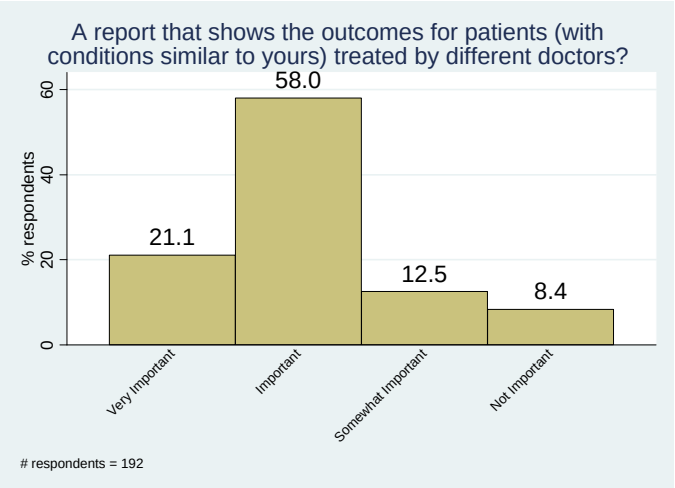


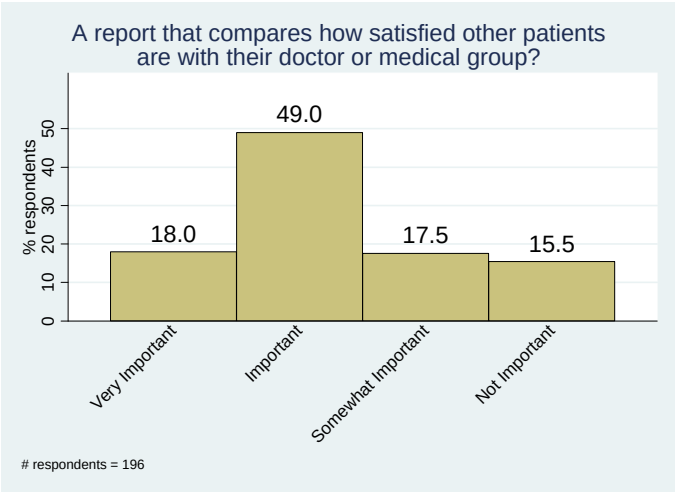



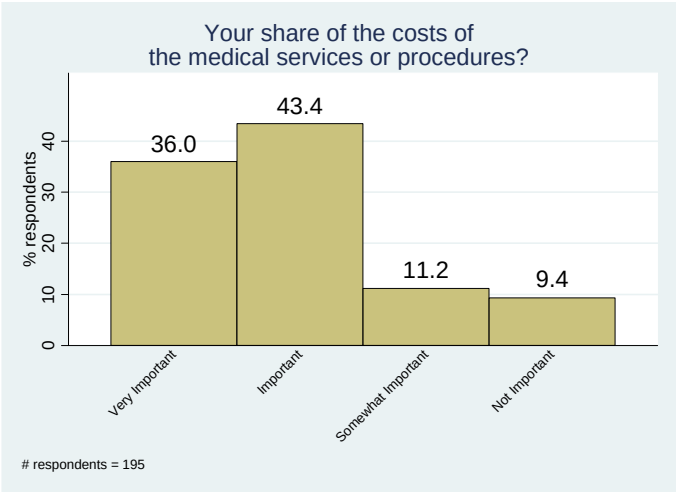



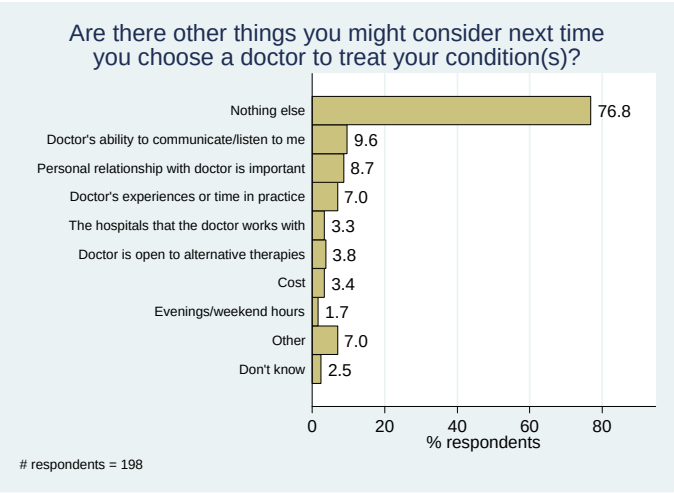



## Choosing a Doctor (continued)*

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



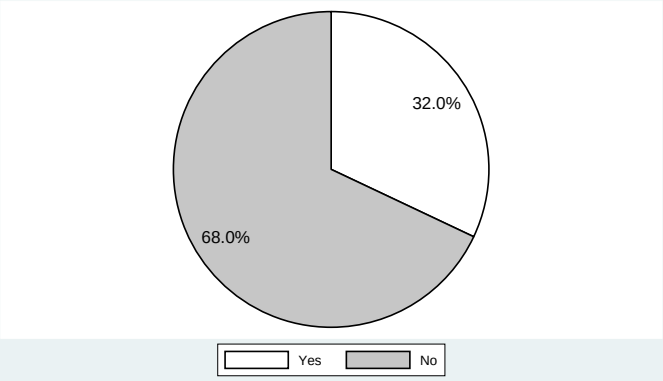




*See Appendix C for recorded responses in the "other" category for:
*Are there other things you might consider next time you choose a doctor to treat your condition(s)?*

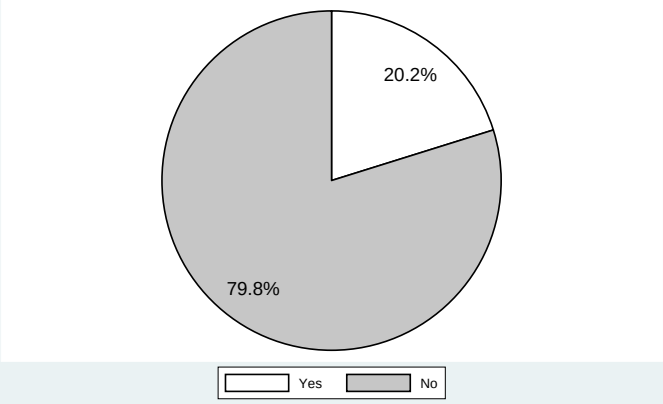
## Quality Reports*

In the past 12 months, do you remember seeing any information comparing different doctors, hospitals or health plans?



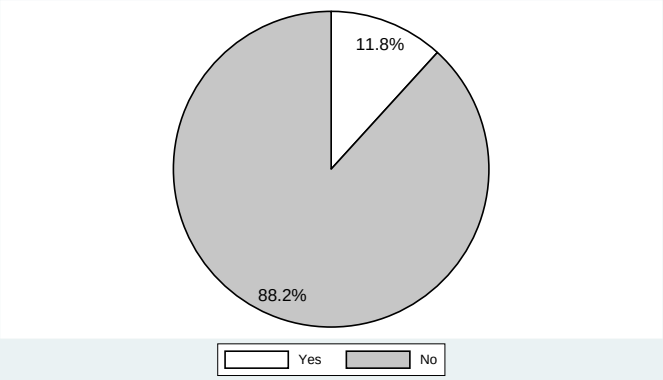

# respondents = 195

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



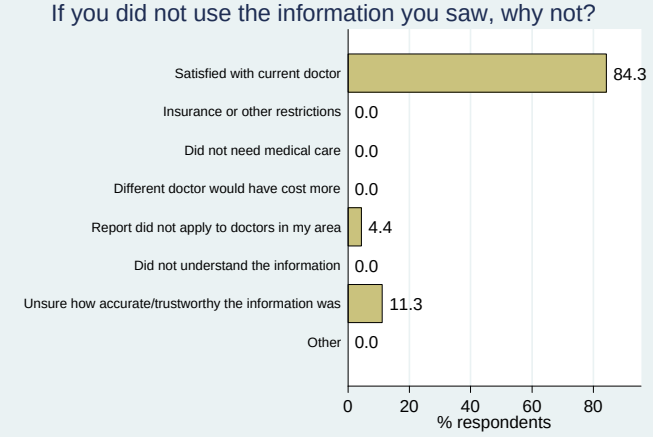

# respondents = 74

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



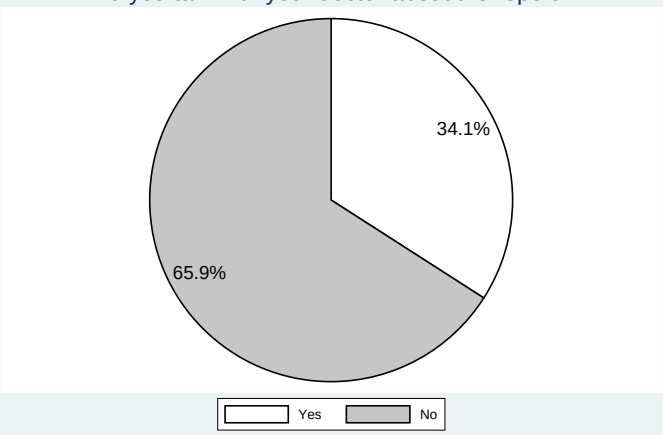

# respondents = 14

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



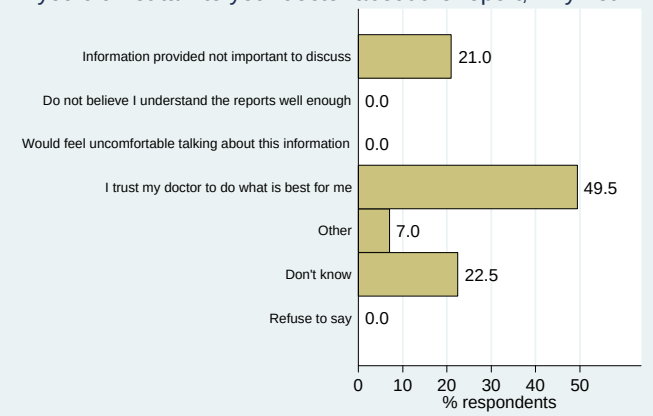

# respondents = 11

Did you talk with your doctor about the report?




# respondents = 14

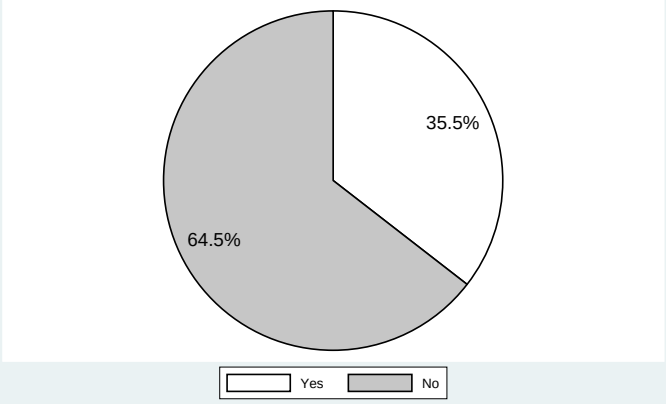
If you did not talk to your doctor about the report, why not?




# respondents = 9

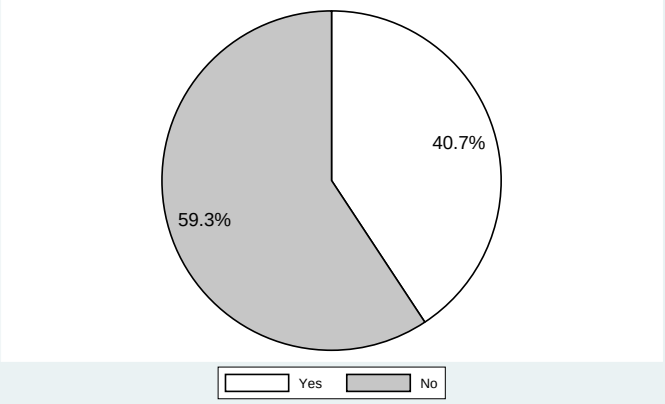
## Quality Reports (continued)

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



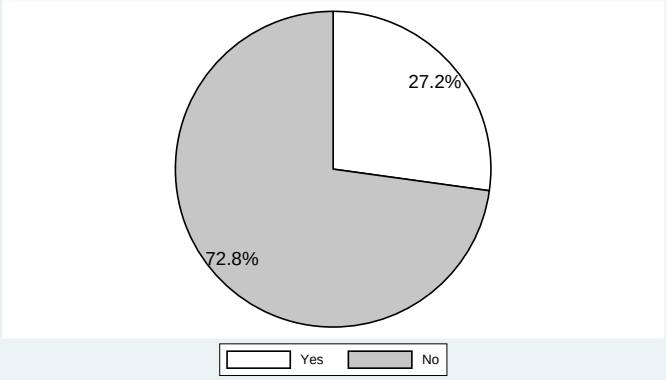

# respondents = 14

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



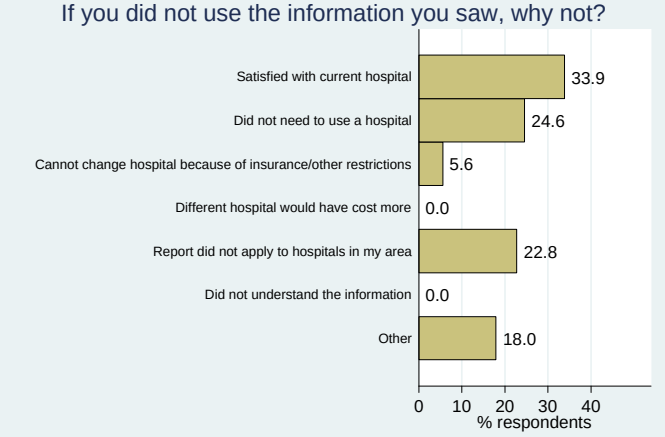

# respondents = 74

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



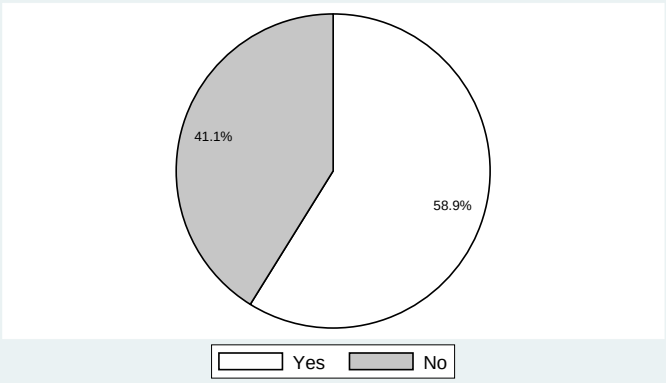

# respondents = 38

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



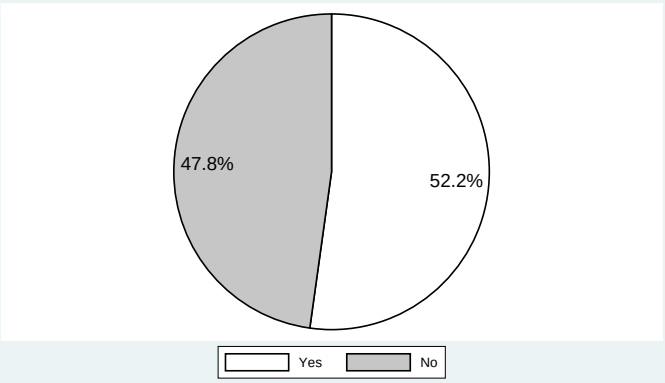

# respondents = 31

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



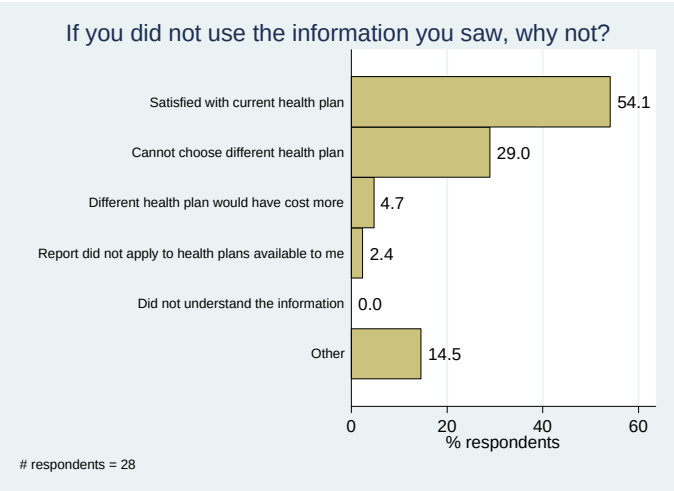

# respondents = 77

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




# respondents = 44

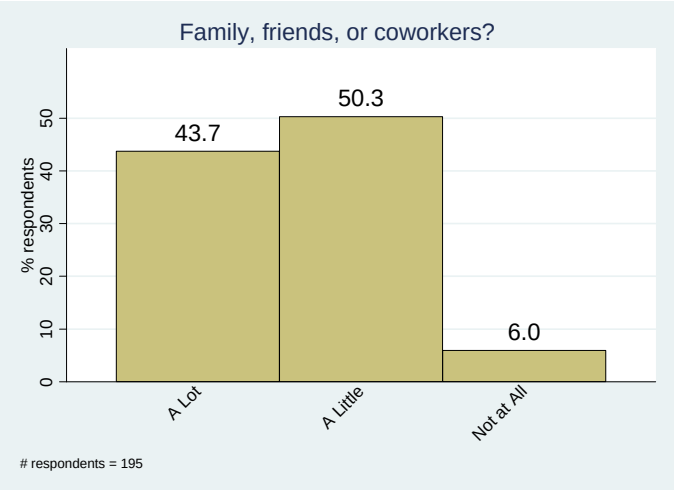
## Quality Reports (continued)

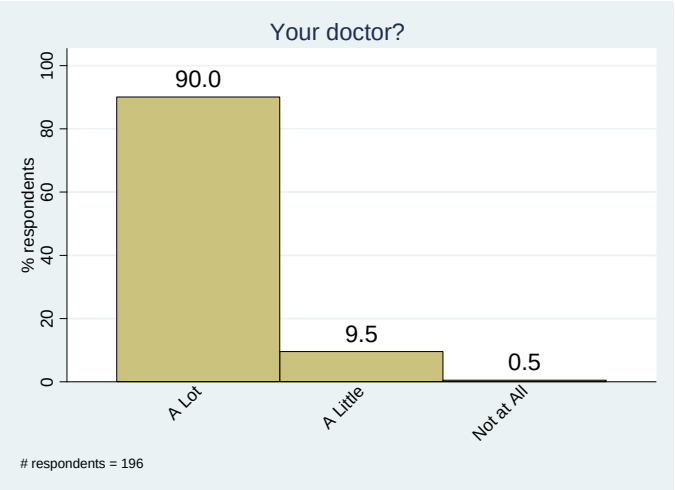



*See Appendix C for recorded responses in the "other" category for:
*If you did not use the information you saw (comparing the quality among doctors/hospitals/health plans), why not?*
*If you did not talk with your doctor about the report, why not?*

## Trust

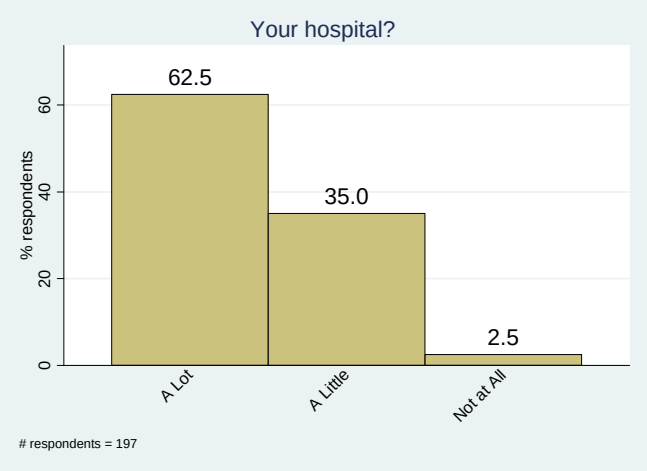
Would you trust information about the quality of health care provided by doctors if the information came from…

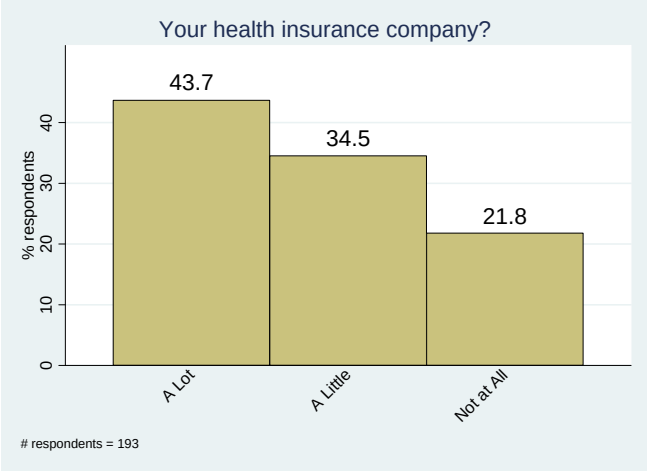


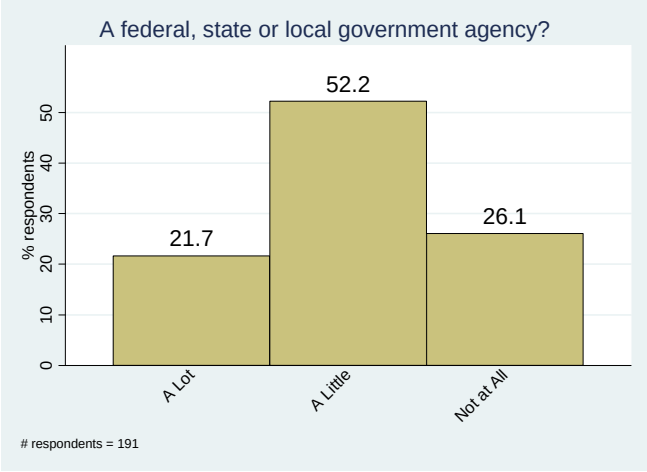



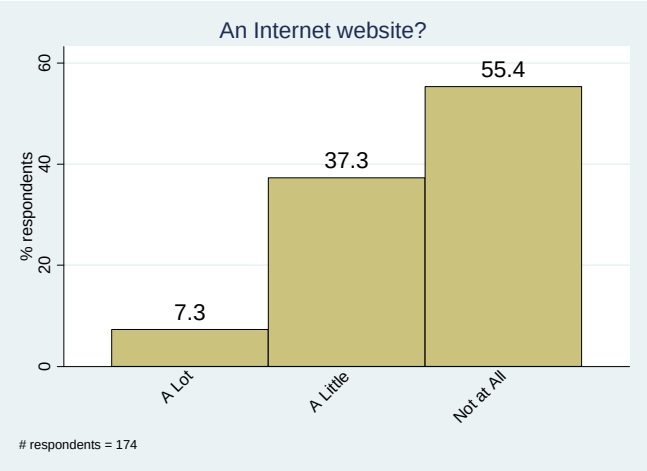
**Trust (continued)**

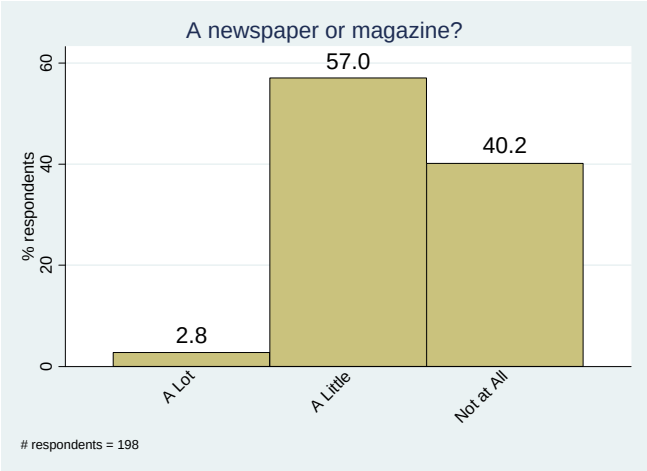
Would you trust information about the quality of health care provided by doctors if the information came from…



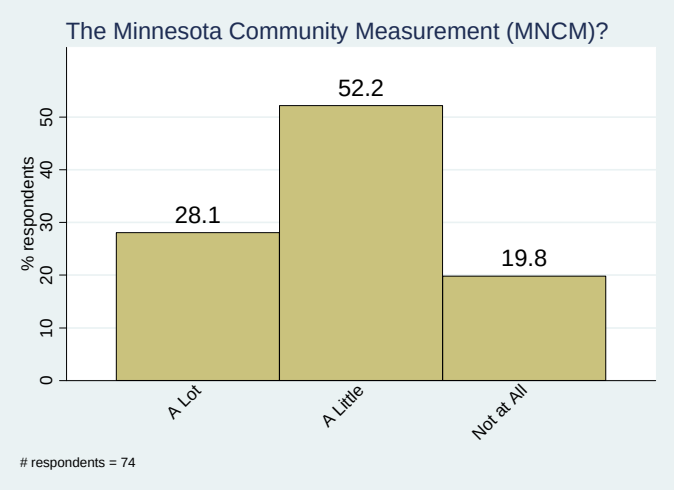


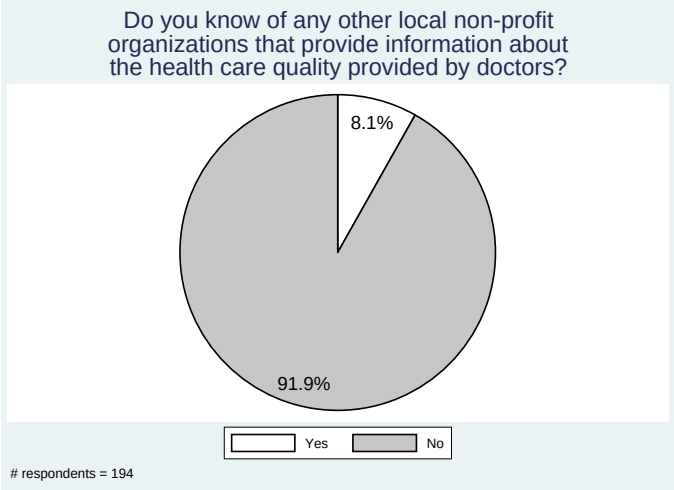



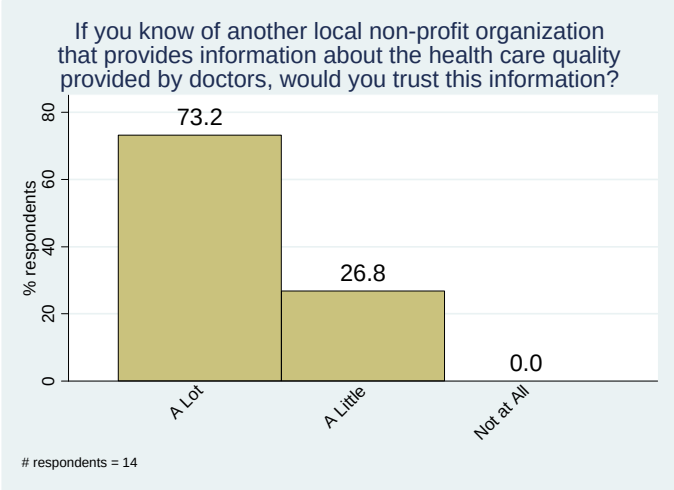



**Trust (continued)**

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

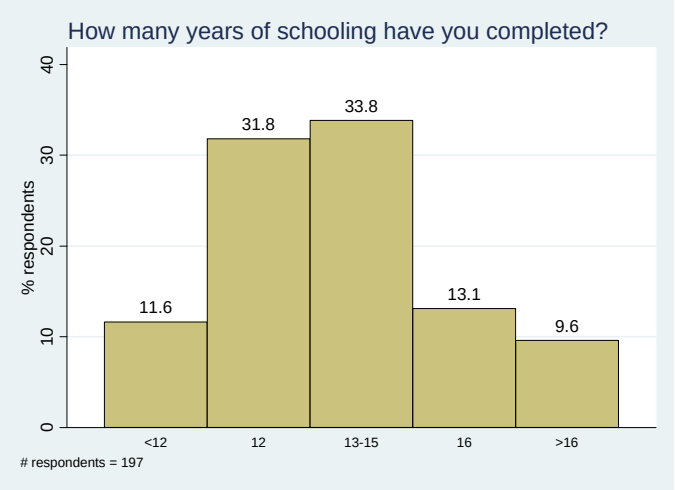


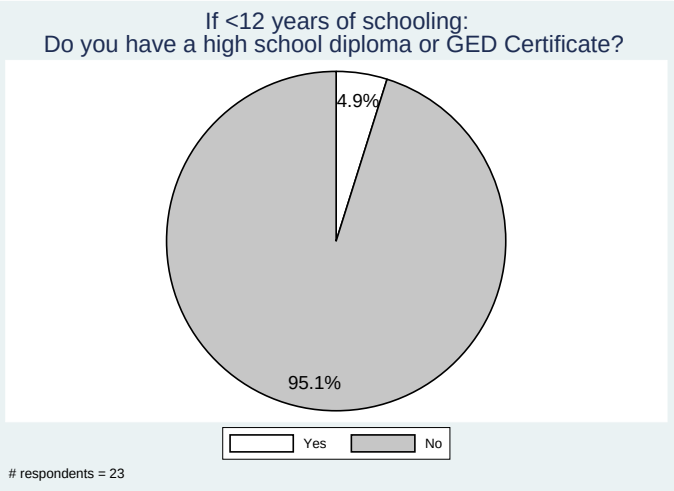



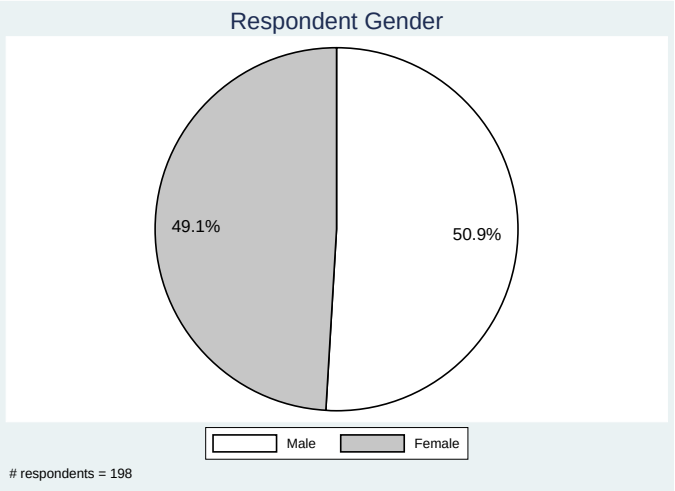



## RESPONDENT CHARACTERISTICS

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

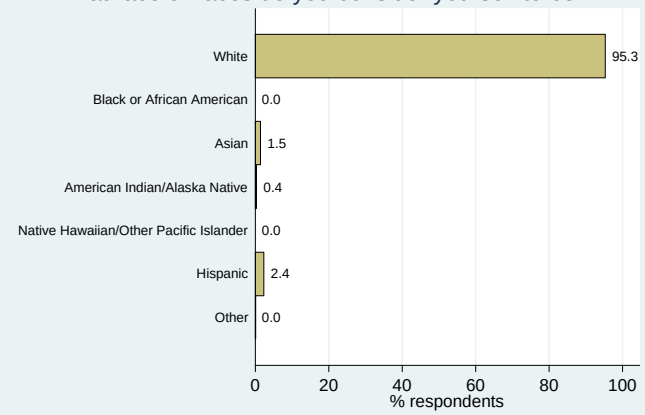


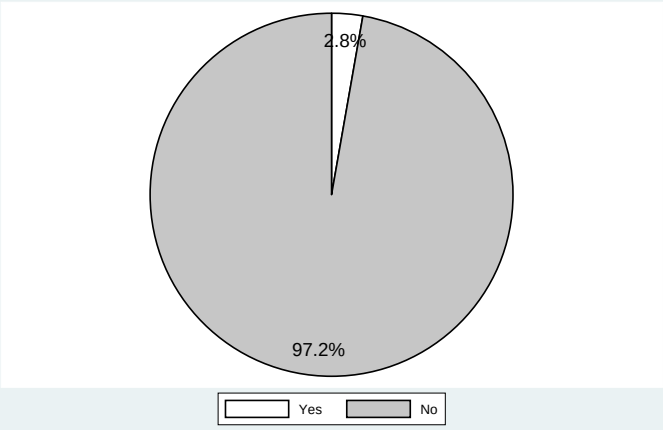
## Respondent Characteristics (continued)

What race or races do you consider yourself to be?



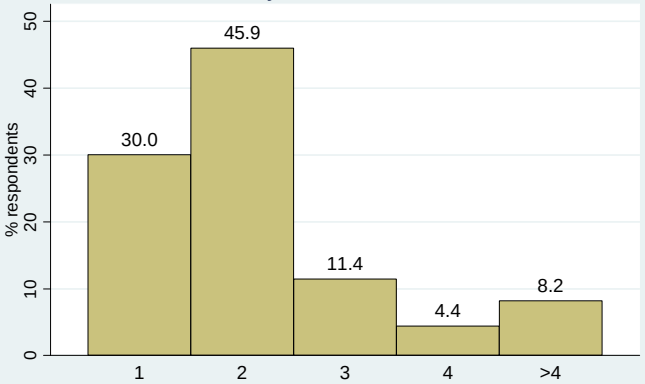

# respondents = 198

Are you of Hispanic or Latino origin or descent?



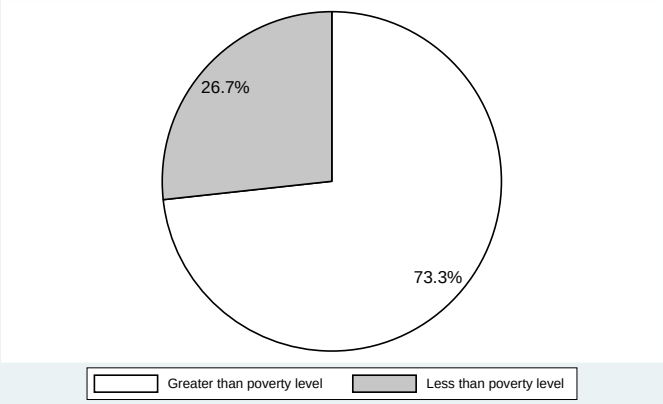

# respondents = 195

Counting yourself, how many people live in your household?



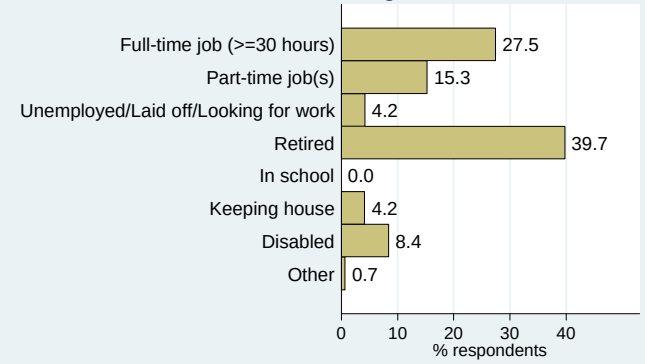

# respondents = 198

Percent of sample with total household income (2006) above/below poverty threshold



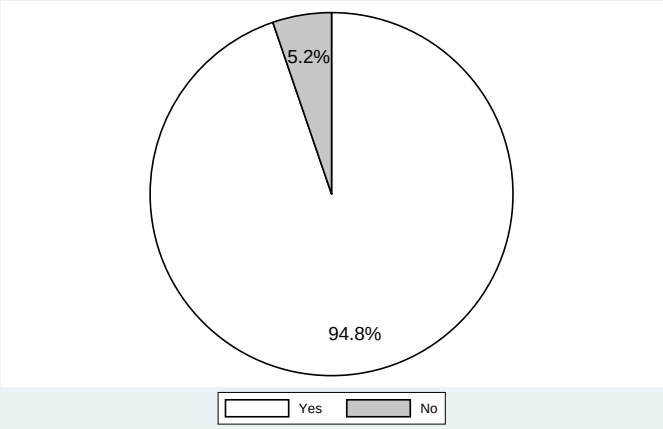

# respondents = 184

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



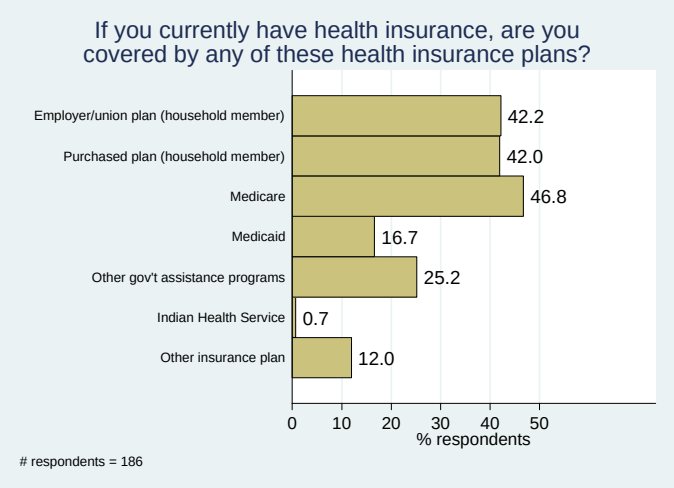

# respondents = 198

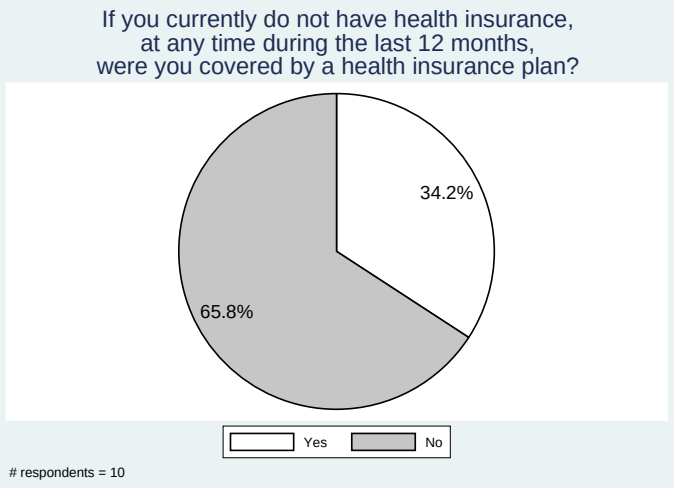
Do you currently have health insurance?




# respondents = 198

## Respondent Characteristics (continued)



# APPENDIX A

## Overview of Methods

The sampling design for this study was a random digit dialing (RDD) telephone sample. The telephone interviews were conducted from June 25, 2007 to November 30, 2007. The design was created to yield a sample of 200 respondents 18 years of age and older with a chronic illness. After the completion of the surveys, two completed interviews were found to be invalid, resulting in a total sample size of 198. The respondents were selected in a short screener interview from a representative sample of persons in households with telephones (land lines) in the designated market areas. Weights were computed to adjust for any differences between the sample and the population in terms of two factors: demographic characteristics and presence of chronic conditions. First, because those who agreed to participate in the telephone survey may be systematically different from those who refused, the weights reflect different probabilities of the respondents being drawn into the sample from the population based on their demographic characteristics. Second, among those who were identified as having one or more chronic conditions, those who completed the survey may be systematically different from those who failed to do so, particularly by the types of chronic conditions they have. Therefore, statistical adjustments were made to the weights to reflect different probabilities of survey completion.

Caution: The figures are representative of the target population of this survey (i.e., individuals who are 18 years of age and older with one or more of the following chronic conditions: diabetes, hypertension, heart disease, asthma, and depression); *not* of the site's general population. Accordingly, the distributions of the demographic characteristics shown in this report may be significantly different in comparison to those obtained via other population-based survey data, such as the US Census.

All figures reflect weighted percentages whereas the "numbers of respondents" represent the unweighted numbers of individuals in the sample who gave a valid response to the respective questions. As a result, a calculation based on the total sample size of 198 and any of the shown percentage figures does not necessarily lead to the numbers of respondents reported.

## Response and Cooperation Rate Calculations

The response and cooperation rate calculations are based on the American Association for Public Opinion Research (AAPOR) standard definitions. Response rates were calculated for the screener survey as well as the full survey. The response, refusal and cooperation rates for the full survey use a screened eligibility and/or a working household eligibility percentage to estimate the eligibility of unknown cases.

The table below shows the final outcome for all call attempts made within the selected sample.

| | |
|---|---|
| **Screened Eligibility Percentage** | 44.80% |
| **Working Household Eligibility Percentage** | 51.51% |
| **Response Rate: Full Survey** | 36.51% |
| **Response Rate: Screener Survey** | 38.33% |
| **Cooperation Rate: Full Survey** | 40.73% |
| **Cooperation Rate: Screener Survey** | 46.42% |

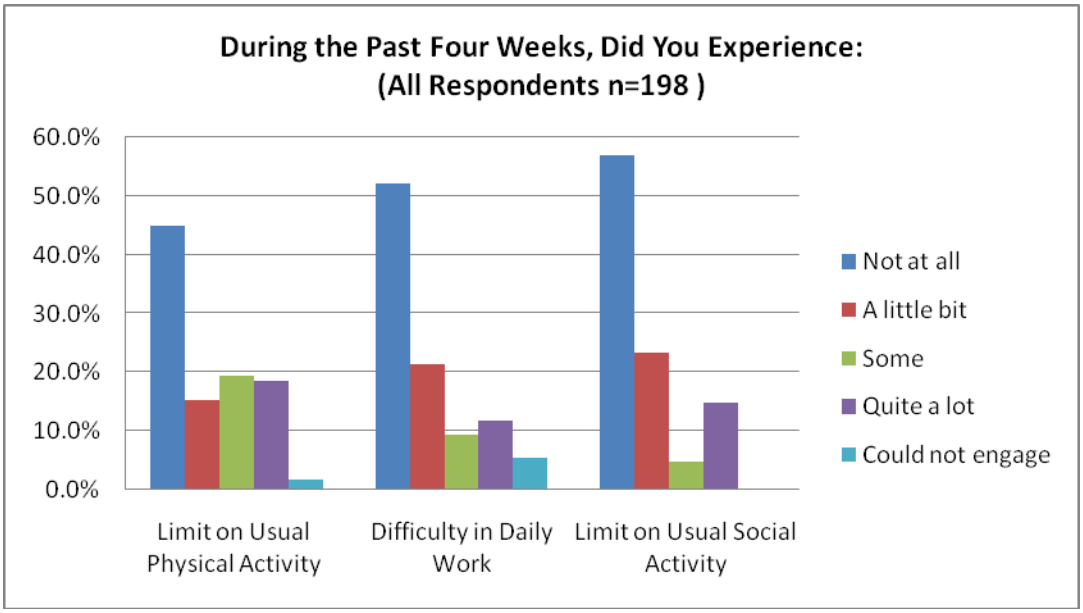
## APPENDIX B

There is no new information in Appendix B. However, to facilitate comparison of findings, we bring together responses to different questions from the main report and present the data in the following tables and graphs.

All figures are shown as percentages.

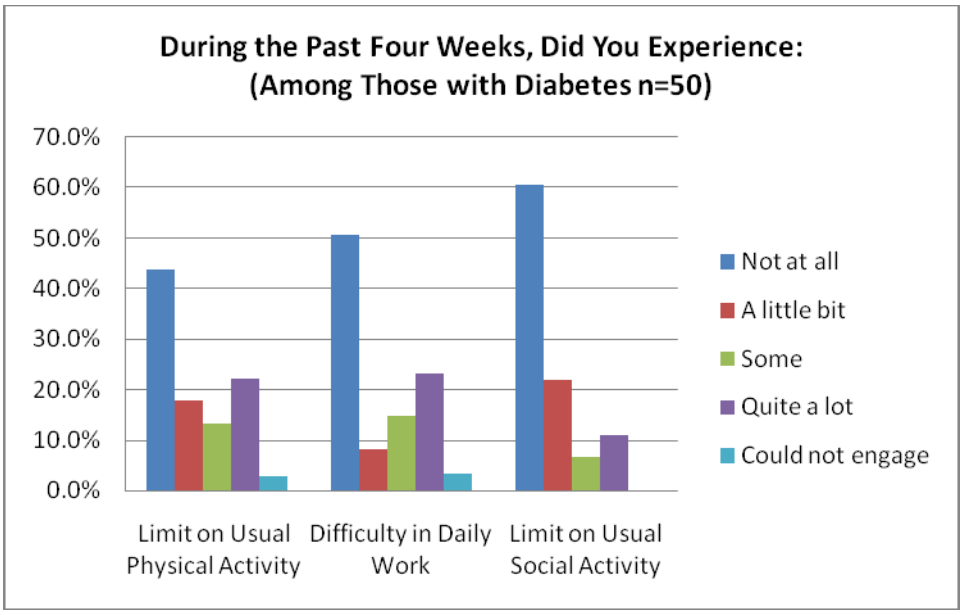
**During the Past Four Weeks Did You Experience: (All Respondents n=198)**

| | Limit on Usual Physical Activity | Difficulty in Daily Work | Limit on Usual Social Activity |
|---|---|---|---|
| **Not at all** | 45.1% | 52.1% | 56.9% |
| **A little bit** | 15.4% | 21.4% | 23.4% |
| **Some** | 19.4% | 9.3% | 4.9% |
| **Quite a lot** | 18.6% | 11.8% | 14.7% |
| **Could not engage** | 1.7% | 5.5% | 0.2% |



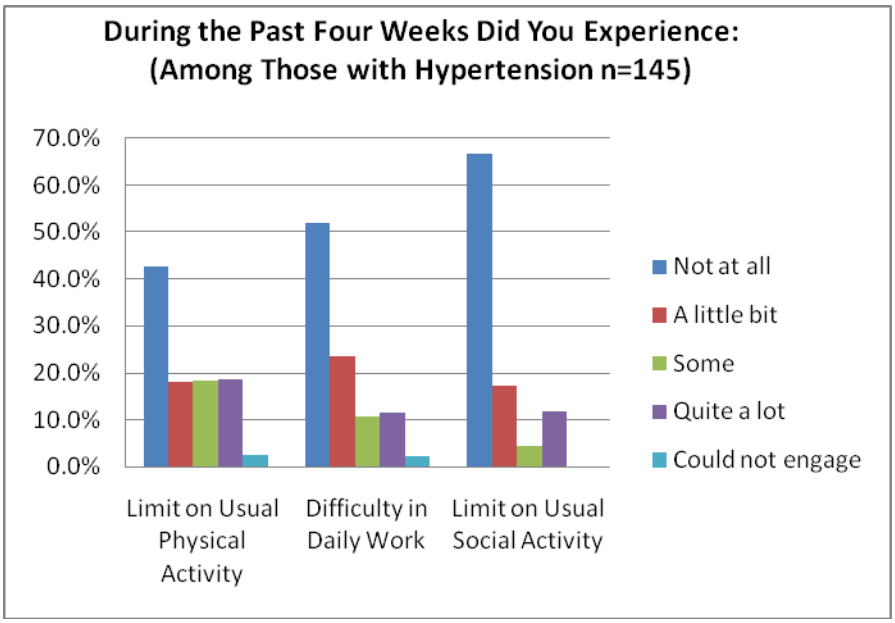
**During the Past Four Weeks Did You Experience: (Among Those with Diabetes n=50)**

| | Limit on Usual Physical Activity | Difficulty in Daily Work | Limit on Usual Social Activity |
|---|---|---|---|
| **Not at all** | 43.8% | 50.8% | 60.6% |
| **A little bit** | 17.9% | 8.1% | 21.8% |
| **Some** | 13.4% | 14.7% | 6.7% |
| **Quite a lot** | 22.2% | 23.2% | 10.9% |
| **Could not engage** | 2.8% | 3.3% | 0.0% |



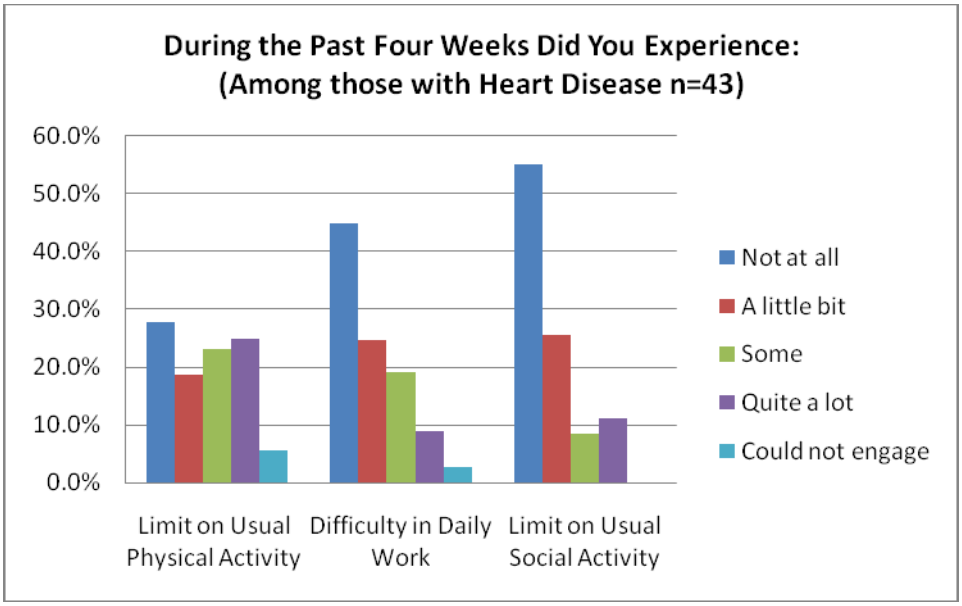
**During the Past Four Weeks Did You Experience:**
**(Among Those with Hypertension n=145)**

| | Limit on Usual Physical Activity | Difficulty in Daily Work | Limit on Usual Social Activity |
|---|---|---|---|
| **Not at all** | 42.6% | 52.0% | 66.6% |
| **A little bit** | 18.0% | 23.5% | 17.2% |
| **Some** | 18.4% | 10.7% | 4.3% |
| **Quite a lot** | 18.6% | 11.5% | 11.8% |
| **Could not engage** | 2.5% | 2.3% | 0.1% |



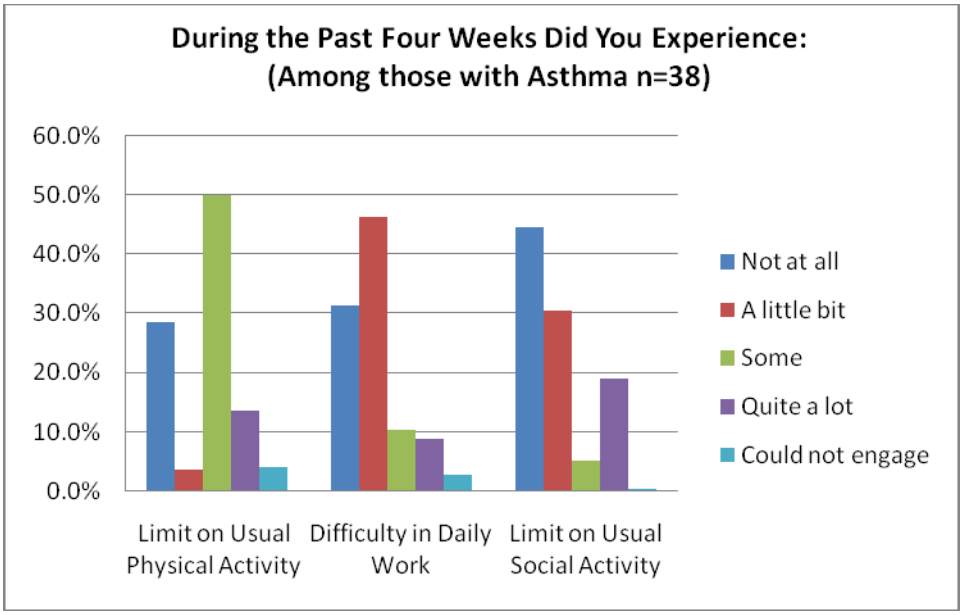
**During the Past Four Weeks Did You Experience:**
**(Among those with Heart Disease n=43)**

| | Limit on Usual Physical Activity | Difficulty in Daily Work | Limit on Usual Social Activity |
|---|---|---|---|
| **Not at all** | 27.8% | 44.8% | 55.1% |
| **A little bit** | 18.7% | 24.6% | 25.6% |
| **Some** | 23.1% | 19.1% | 8.4% |
| **Quite a lot** | 25.0% | 8.9% | 11.0% |
| **Could not engage** | 5.5% | 2.7% | 0.0% |



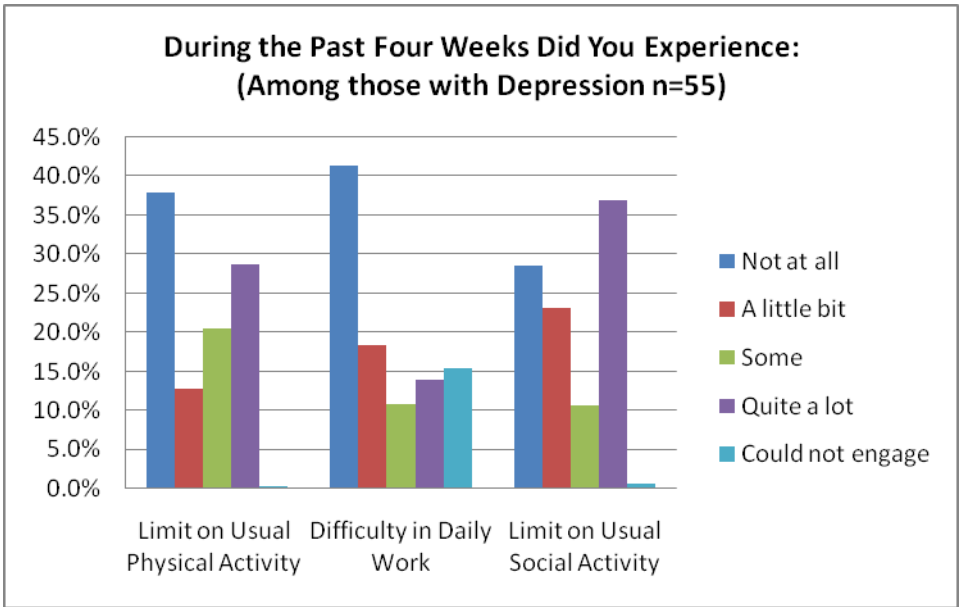
**During the Past Four Weeks Did You Experience: (Among those with Asthma n=38)**

| | Limit on Usual Physical Activity | Difficulty in Daily Work | Limit on Usual Social Activity |
|---|---|---|---|
| **Not at all** | 28.6% | 31.5% | 44.5% |
| **A little bit** | 3.6% | 46.4% | 30.6% |
| **Some** | 50.1% | 10.4% | 5.3% |
| **Quite a lot** | 13.6% | 8.9% | 19.2% |
| **Could not engage** | 4.1% | 2.8% | 0.4% |



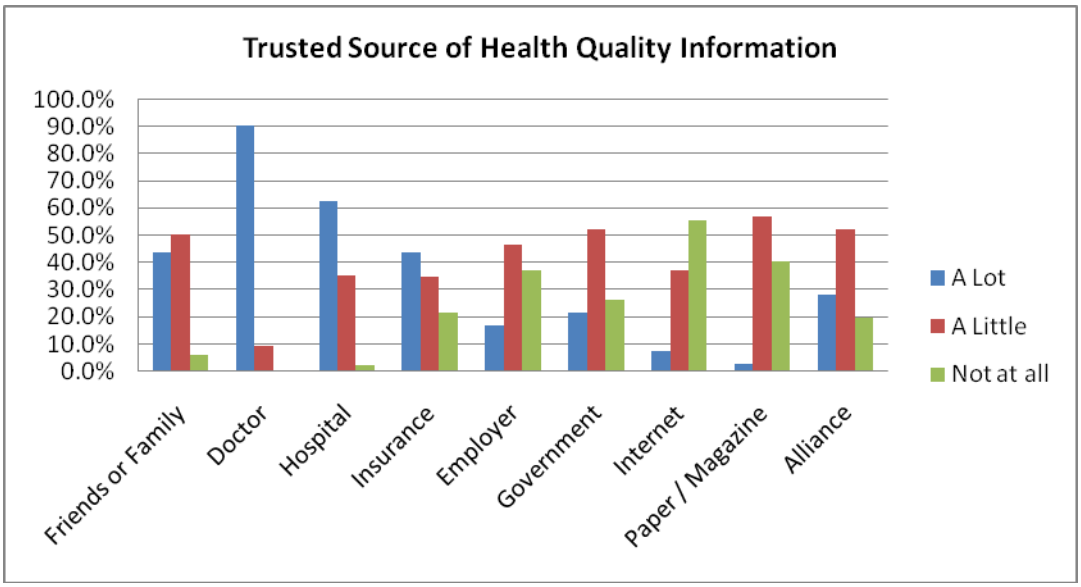
**During the Past Four Weeks Did You Experience: (Among those with Depression n=55)**

| | Limit on Usual Physical Activity | Difficulty in Daily Work | Limit on Usual Social Activity |
|---|---|---|---|
| **Not at all** | 37.9% | 41.4% | 28.6% |
| **A little bit** | 12.8% | 18.3% | 23.1% |
| **Some** | 20.5% | 10.9% | 10.7% |
| **Quite a lot** | 28.7% | 13.9% | 36.9% |
| **Could not engage** | 0.3% | 15.5% | 0.7% |



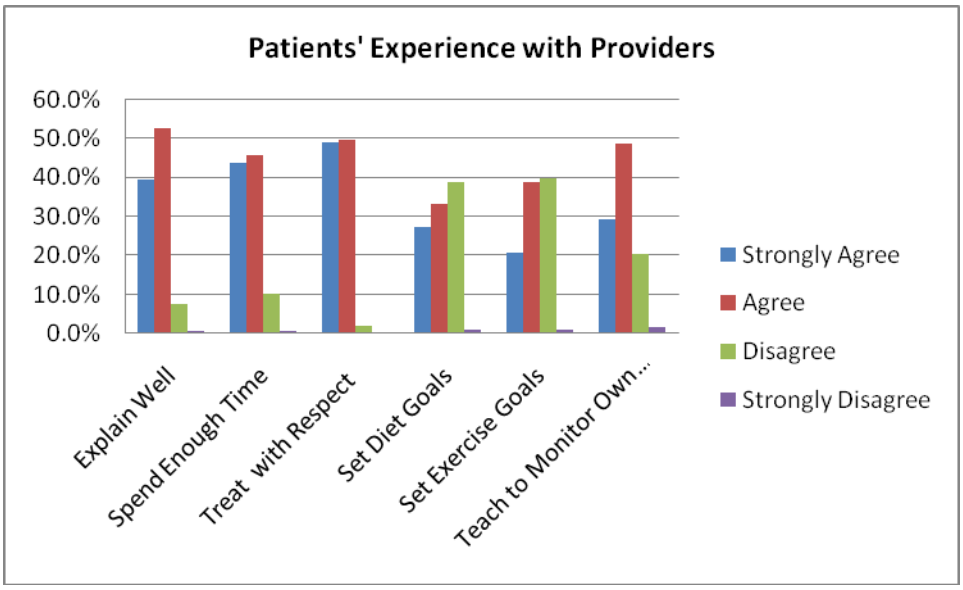
**Trusted Source of Health Quality Information**

| | Friends or Family | Doctor | Hospital | Insurance | Employ-er | Govern-ment | Internet | Paper / Magazine | Alliance |
|---|---|---|---|---|---|---|---|---|---|
| **A Lot** | 43.7% | 90.0% | 62.5% | 43.7% | 16.7% | 21.7% | 7.3% | 2.8% | 28.1% |
| **A Little** | 50.3% | 9.5% | 35.0% | 34.5% | 46.4% | 52.2% | 37.3% | 57.0% | 52.2% |
| **Not at all** | 6.0% | 0.5% | 2.5% | 21.8% | 36.9% | 26.1% | 55.4% | 40.2% | 19.8% |



**Patients' Experience with Providers**

| | Explain Well | Spend Enough Time | Treat with Respect | Set Diet Goals | Set Exercise Goals | Teach to Monitor Own Health |
|---|---|---|---|---|---|---|
| **Strongly Agree** | 39.5% | 43.6% | 48.7% | 27.3% | 20.7% | 29.3% |
| **Agree** | 52.4% | 45.6% | 49.4% | 33.0% | 38.7% | 48.6% |
| **Disagree** | 7.6% | 10.2% | 1.9% | 38.8% | 39.6% | 20.5% |
| **Strongly Disagree** | 0.5% | 0.6% | 0.0% | 0.9% | 1.1% | 1.6% |

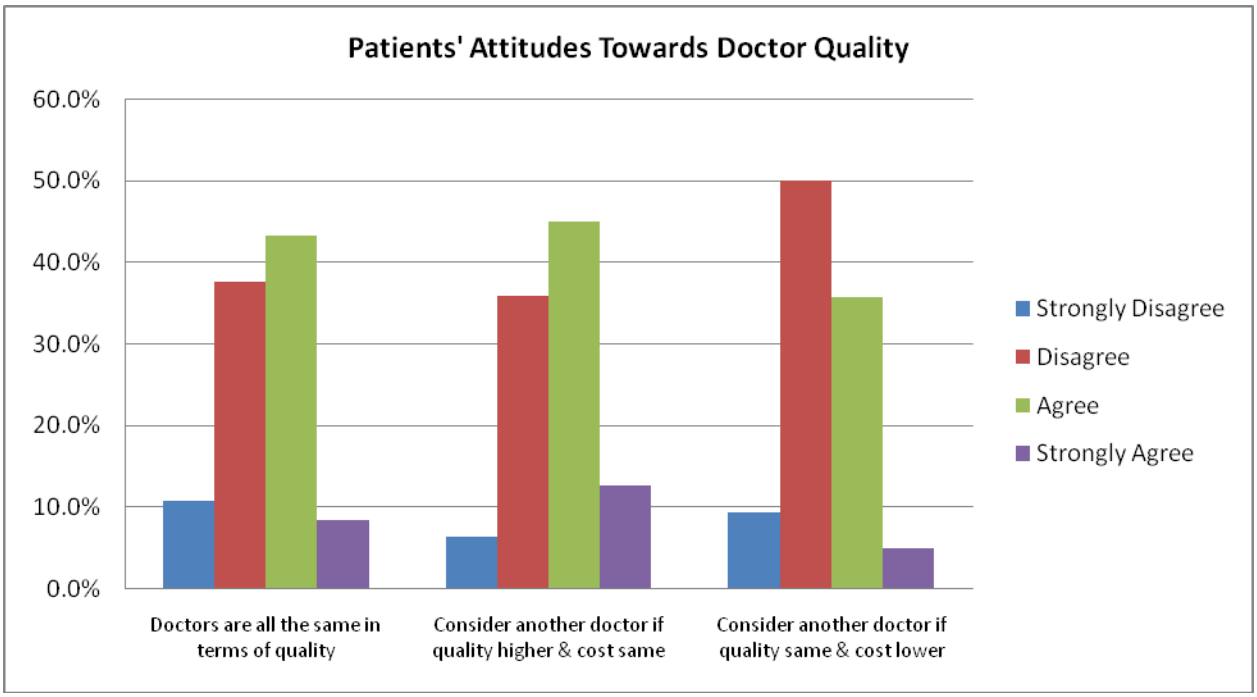



**Exposure to Public Quality Reporting of Providers by Income Level**

| Exposure to Public Reporting | Above 125% Poverty Line | Below 125% Poverty Line |
|---|---|---|
| **Have Seen Quality Info** | 38.1% | 9.0% |
| **Have Not Seen** | 61.9% | 91.0% |

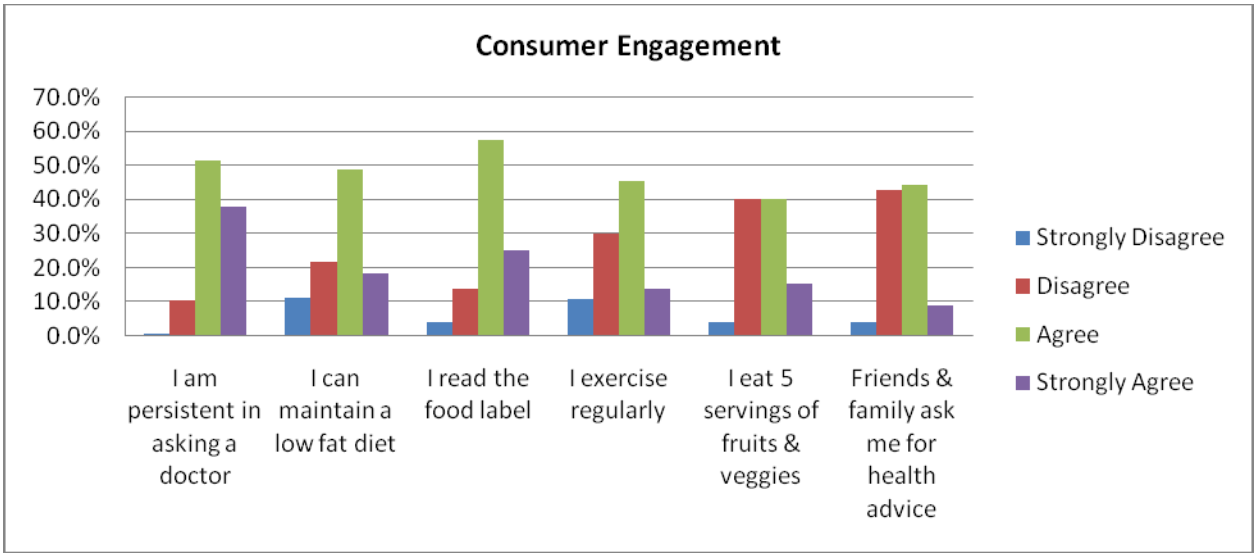
**Patients' Attitudes Towards Doctor Quality**

| | Doctors are all the same in terms of quality | Consider another doctor if quality higher & cost same | Consider another doctor if quality same & cost lower |
|---|---|---|---|
| **Strongly Disagree** | 10.8% | 6.5% | 9.4% |
| **Disagree** | 37.6% | 35.9% | 49.9% |
| **Agree** | 43.2% | 45.0% | 35.7% |
| **Strongly Agree** | 8.4% | 12.6% | 5.0% |



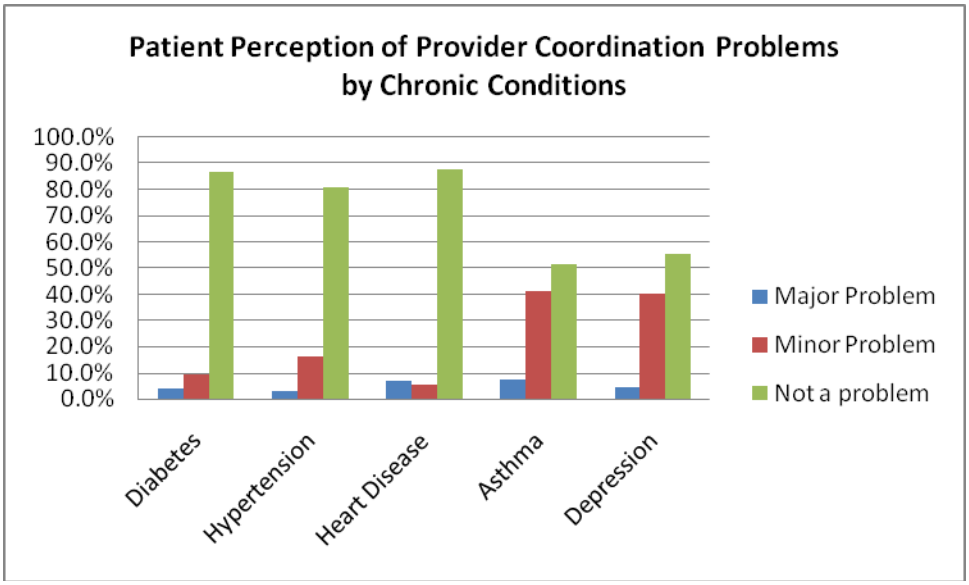
**Consumer Engagement**

| | I am persistent in asking a doctor | I can maintain a low fat diet | I read the food label | I exercise regularly | I eat 5 servings of fruits & veggies | Friends & family ask me for health advice |
|---|---|---|---|---|---|---|
| **Strongly Disagree** | 0.6% | 11.3% | 4.1% | 11.0% | 4.3% | 4.1% |
| **Disagree** | 10.5% | 21.7% | 13.8% | 29.9% | 40.2% | 42.7% |
| **Agree** | 51.2% | 48.7% | 57.2% | 45.1% | 40.2% | 44.1% |
| **Strongly Agree** | 37.7% | 18.3% | 25.0% | 14.0% | 15.3% | 9.1% |



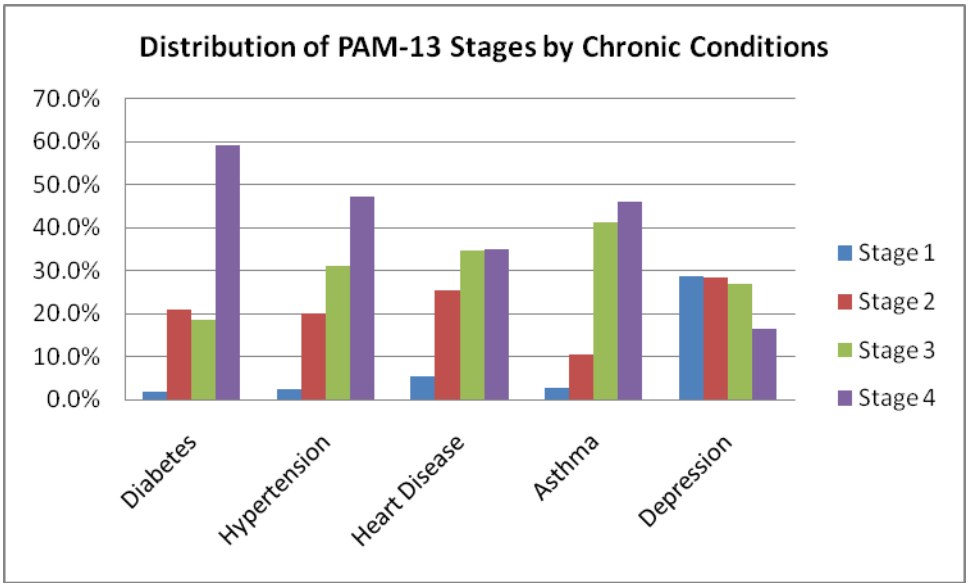
**Patient Perception of Provider Coordination Problems by Chronic Conditions**

| | Diabetes | Hypertension | Heart Disease | Asthma | Depression |
|---|---|---|---|---|---|
| **Major Problem** | 3.9% | 3.0% | 6.9% | 7.1% | 4.5% |
| **Minor Problem** | 9.4% | 16.1% | 5.4% | 41.4% | 40.2% |
| **Not a problem** | 86.8% | 80.9% | 87.7% | 51.5% | 55.3% |



**Distribution of PAM-13 Stages by Chronic Conditions**

| | Diabetes | Hypertension | Heart Disease | Asthma | Depression |
|---|---|---|---|---|---|
| **Stage 1** | 1.9% | 2.3% | 5.4% | 2.6% | 28.6% |
| **Stage 2** | 20.8% | 20.0% | 25.4% | 10.3% | 28.3% |
| **Stage 3** | 18.4% | 30.8% | 34.5% | 41.1% | 26.8% |
| **Stage 4** | 59.0% | 47.0% | 34.8% | 46.0% | 16.3% |



# APPENDIX C

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

***If you put off/postponed medical care in the past 12 months, what was the reason?*** **(pg.6)**

- Because of SSI—one third of that goes to medical
- Allergies and back problems and no health insurance
- Couldn't stand the doctor: He intimidated her, made her feel as if it were her problem, not his
- Insurance change

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***If you did not fill a prescription in the past 12 months, what was the reason?*** **(pg.7)**

- Financial problems
- Forgot to refill on time and then R had to call in, or a short trip that didn't allow to get medicine, or busy
- Clinic was able to provide supplier samples
- The one time that an OTC alternative is available, there was a miscommunication between the pharmacy tech. and the doctor, so R did not take the prescription but the alternative instead
- R thought she was on too many medications, and felt no improvements on them
- Didn't trust the doctor's judgment

***Are there other things you might consider next time you choose a doctor to treat your conditions(s)?*** **(pg. 20)**

- The doctor knows who you are and knows about you and your problems
- As long as he's honest and treats you with respect
- Daughter recommended doctor
- In this particular area, many go to a merger clinic because they don't trust the doctors in the area--also, the doctor's ability to diagnose correctly and not make assumptions
- R lives in rural area
- No choice
- That I have confidence
- Availability to see the doctors
- No choice in decision
- I don't believe so
- How easy the Doc is to talk to; some aren't but some are. And how easy the Doc is at explaining things
- Need to be honest and upfront

- Got to trust your doctor and feel comfortable with him/her
- How the doctors treat me-- if they're honest and upfront with me and if they state the facts
- If the perform abortions won't go to them

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***If you did not use the information you saw comparing the quality among doctors, why not?* (pg. 21)**

- Also satisfied with the current situation

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***If you did not talk to your doctor about the report, why not?* (pg. 21)**

- **No responses**

***If you did not use the information you saw comparing the quality among hospitals, why not?* (pg. 22)**

- Didn't affect the R personally
- Not applicable--but if needed, would use it
- Commercial didn't change R's position on the hospital: there are only 2 in the area and the R had already chosen one before the commercial

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***If you did not use the information you saw comparing the quality among health plans, why not?* (pg. 23)**

- Also didn't need that info.-- just read it that's all
- Doesn't believe information

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