

**UNDERSTANDING AMERICANS' HEALTH AGENDA  
A Joint Project of the Robert Wood Johnson Foundation  
and the Harvard School of Public Health**

**AMERICANS' VIEWS ON THE QUALITY OF HEALTH CARE**

**March 9-18, 2011**

**Research team at the Harvard School of Public Health:**

**Robert J. Blendon, Project Director**

**John M. Benson**

**Gillian K. SteelFisher**

**Kathleen J. Weldon**

**Contact:**

**Todd Datz, 617-432-8413**

**[tdatz@hsph.harvard.edu](mailto:tdatz@hsph.harvard.edu)**

**ROBERT WOOD JOHNSON FOUNDATION/  
HARVARD SCHOOL OF PUBLIC HEALTH**

**QUALITY OF HEALTH CARE**

*The poll was conducted for Robert Wood Johnson Foundation and the Harvard School of Public Health via telephone (landline and cell phone) by SSRS, an independent research company. Interviews were conducted from March 9-18, 2011, among a representative sample of 1,034 respondents age 18 or older, including a sample of 104 African Americans and 101 Latinos or Hispanic Americans. The margin of error for total respondents is +/-3.7 percentage points at the 95% confidence level.*

QH-1 Using an A, B, C, D and F grading scale like they do in school, how would you grade each of the following? How about...?

	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>Don't know/ Refused</b>
a. The quality of health care in the country as a whole	11	22	38	17	11	2
b. The quality of health care YOU receive	31	34	19	6	7	3
c. The quality of HOSPITAL care in the country as a whole	15	34	34	9	4	5

QH-2 Thinking about both the cost and quality of the health care that you receive, do you think that you get good value for the money that you spend on health care, or not?

<b>Yes</b>	<b>No</b>	<b>Don't know/ Refused</b>
56	41	3

QH-3 Based on what you've heard, read, or experienced yourself, do you think there are big differences, small differences, or no differences in the quality of care among local hospitals where you live?

<b>Big Differences</b>	<b>Small Differences</b>	<b>No Differences</b>	<b>Don't know/ Refused</b>
35	36	23	6

**ROBERT WOOD JOHNSON FOUNDATION/HARVARD SCHOOL OF PUBLIC HEALTH  
QUALITY OF HEALTH CARE, March 9-18, 2011 (cont.)**

QH-4 Suppose you had to choose between two different hospitals. The first one is the hospital you and your family have used for many years without any problems, but the second hospital is rated much higher in quality by the experts. Which hospital would you be more likely to choose?

	<b>The hospital you and your family have used for many years</b>	<b>The hospital rated much higher in quality by the experts</b>	<b>Don't know/Refused</b>
2011 RWJF/HSPH	57	38	5
Trend data:			
2008 <sup>a</sup>	59	35	6
2004 <sup>b</sup>	61	33	6
2000 <sup>c</sup>	62	32	6
1996 <sup>d</sup>	72	25	3

<sup>a</sup> Kaiser Family Foundation Poll, July 29-August 6, 2008.

<sup>b</sup> Kaiser Family Foundation/Agency for Healthcare Research and Quality/Harvard School of Public Health Poll, July 7-September 5, 2004.

<sup>c</sup> Kaiser Family Foundation/Agency for Healthcare Research and Quality Poll, July 31-October 9, 2000.

<sup>d</sup> Kaiser Family Foundation/Agency for Health Care Policy and Research Poll, July 26-September 5, 1996.

QH-5 Suppose you had to choose between two surgeons at a hospital. The first surgeon has treated a friend or family member without any problems, but his or her ratings are not as high as those of other surgeons at the hospital. The second surgeon's ratings are much higher, but no one you know personally has ever been one of his or her patients. Which surgeon would you be more likely to choose?

	<b>Surgeon who treated a friend or family member without any problems</b>	<b>Surgeon whose ratings are much higher, but no one you know personally has ever been one of his patients</b>	<b>Don't know/Refused</b>
2011 RWJF/HSPH	48	47	5
Trend data:			
2008 <sup>a</sup>	44	47	9
2004 <sup>b</sup>	48	46	7
2000 <sup>c</sup>	50	38	11

<sup>a</sup> Kaiser Family Foundation Poll, July 29-August 6, 2008.

<sup>b</sup> Kaiser Family Foundation/Agency for Healthcare Research and Quality/Harvard School of Public Health Poll, July 7-September 5, 2004.

<sup>c</sup> Kaiser Family Foundation/Agency for Healthcare Research and Quality Poll, July 31-October 9, 2000.

**ROBERT WOOD JOHNSON FOUNDATION/HARVARD SCHOOL OF PUBLIC HEALTH  
QUALITY OF HEALTH CARE, March 9-18, 2011 (cont.)**

QH-6/6a When African Americans are hospitalized, do you think they get the same quality of health care as white Americans get, or not? (*If not*) Do African Americans get better or worse quality health care than whites when they are hospitalized?

	<b>African Americans get better quality health care</b>	<b>African Americans get the same quality</b>	<b>African Americans get worse quality</b>	<b>Don't know/Refused</b>
2011 RWJF/HSPH	2	60	24	14
Trend data:				
2005 <sup>a</sup>	2	59	21	18

<sup>a</sup> Robert Wood Johnson Foundation/Harvard School of Public Health Poll, September 14-18, 2005.

QH-7/7a When Latinos or Hispanic Americans are hospitalized, do you think they get the same quality of health care as white Americans get, or not? (*If not*) Do Latinos or Hispanic Americans get better or worse quality health care than whites when they are hospitalized?

	<b>Latinos or Hispanic Americans get better quality health care</b>	<b>Latinos or Hispanic Americans get the same quality</b>	<b>Latinos or Hispanic Americans get worse quality</b>	<b>Don't know/Refused</b>
2011 RWJF/HSPH	3	56	26	16
Trend data:				
2005 <sup>a</sup>	1	60	23	16

<sup>a</sup> Robert Wood Johnson Foundation/Harvard School of Public Health Poll, September 14-18, 2005.