

The Commonwealth Fund 2001 Health Care Quality Survey

These charts originally appeared in *Diverse Communities, Common Concerns: Assessing Health Care Quality for Minority Americans. Findings from the Commonwealth Fund 2001 Health Care Quality Survey* by Karen Scott Collins, Dora L. Hughes, Michelle M. Doty, Brett L. Ives, Jennifer N. Edwards, and Katie Tenney. Published March 2002 by The Commonwealth Fund. This report is available at www.cmwf.org.

Methodology

The Commonwealth Fund 2001 Health Care Quality Survey was conducted by Princeton Survey Research Associates from April 30 through November 5, 2001. The survey consisted of 25-minute telephone interviews in English, Spanish, Cantonese, Mandarin, Korean, and Vietnamese with a random national sample of 6,722 adults ages 18 and older living in households with telephones in the continental United States.

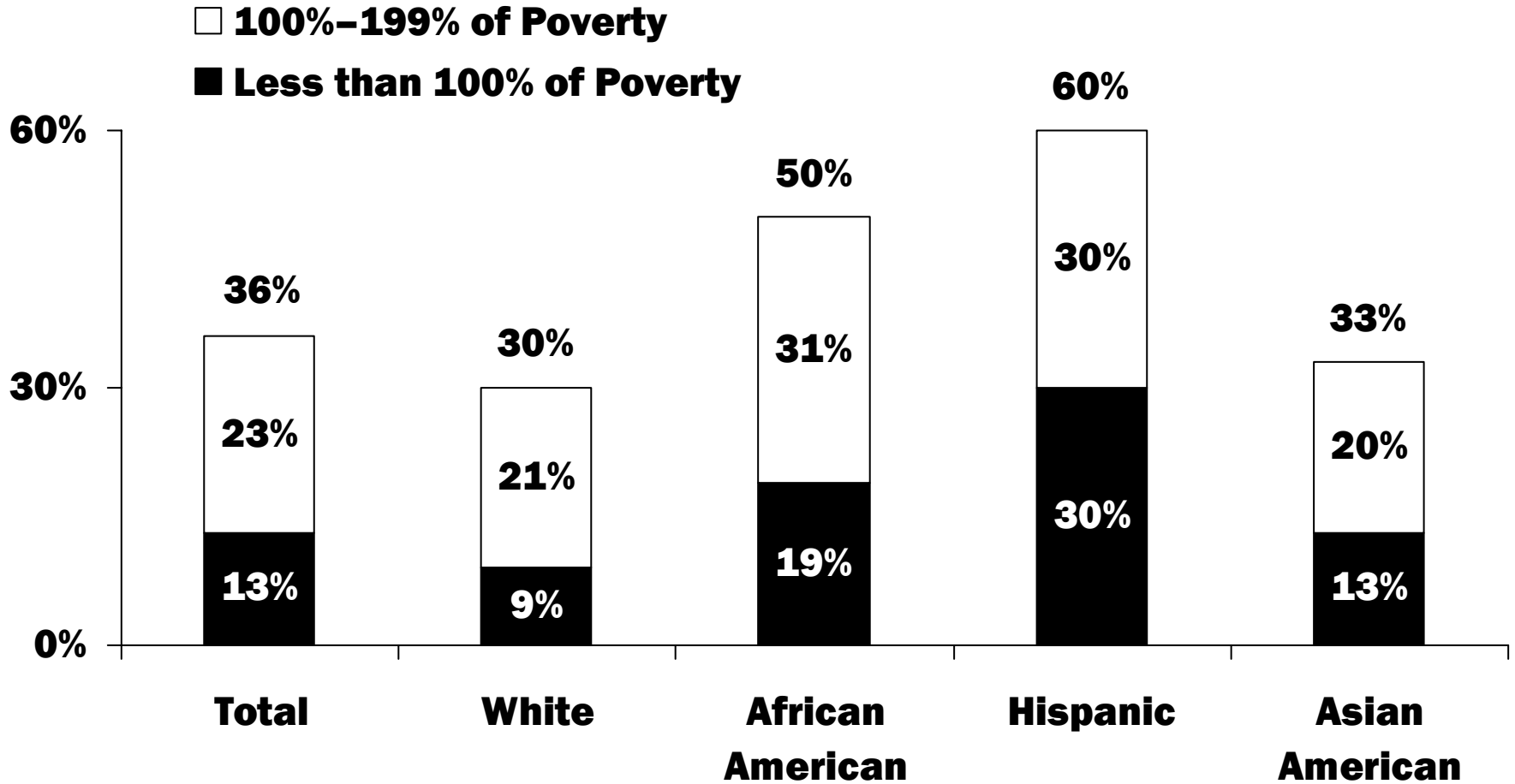
The analysis classifies the sample into four race/ethnic groups: non-Hispanic white, non-Hispanic African American, Hispanic, and non-Hispanic Asian American. Those respondents who self-identified as non-Hispanic Native Hawaiian or Pacific Islander were classified as non-Hispanic Asian American. The study also classified adults by annual income. Twelve percent of adults age 18 and older did not provide sufficient income data for classification.

The study oversampled adults living in telephone areas with disproportionately large numbers of African Americans, Hispanics, and Asian Americans. To correct for this disproportionate sampling, the final data were weighted to the parameters of the adult population age 18 and older by age, sex, race/ethnicity, education, marital status, household size, and geographic region using the U.S. Census Bureau's March 2001 Current Population Survey. The resulting weighted sample is representative of the 193 million adults age 18 and older who live in the continental U.S. in telephone households.

The survey has an overall margin of error of ± 1.8 percentage points at a 95 percent confidence level. For the four race/ethnic groups the margin of error is ± 2.3 percent for non-Hispanic whites, ± 4.2 percent for non-Hispanic African Americans, ± 4.4 percent for Hispanics, and ± 6.0 percent for non-Hispanic Asian Americans.

Seventy-two percent of those contacted for interviews agreed to participate. Counting eligible adults who were not reached by phone despite numerous attempts, the overall survey response rate was 53 percent.

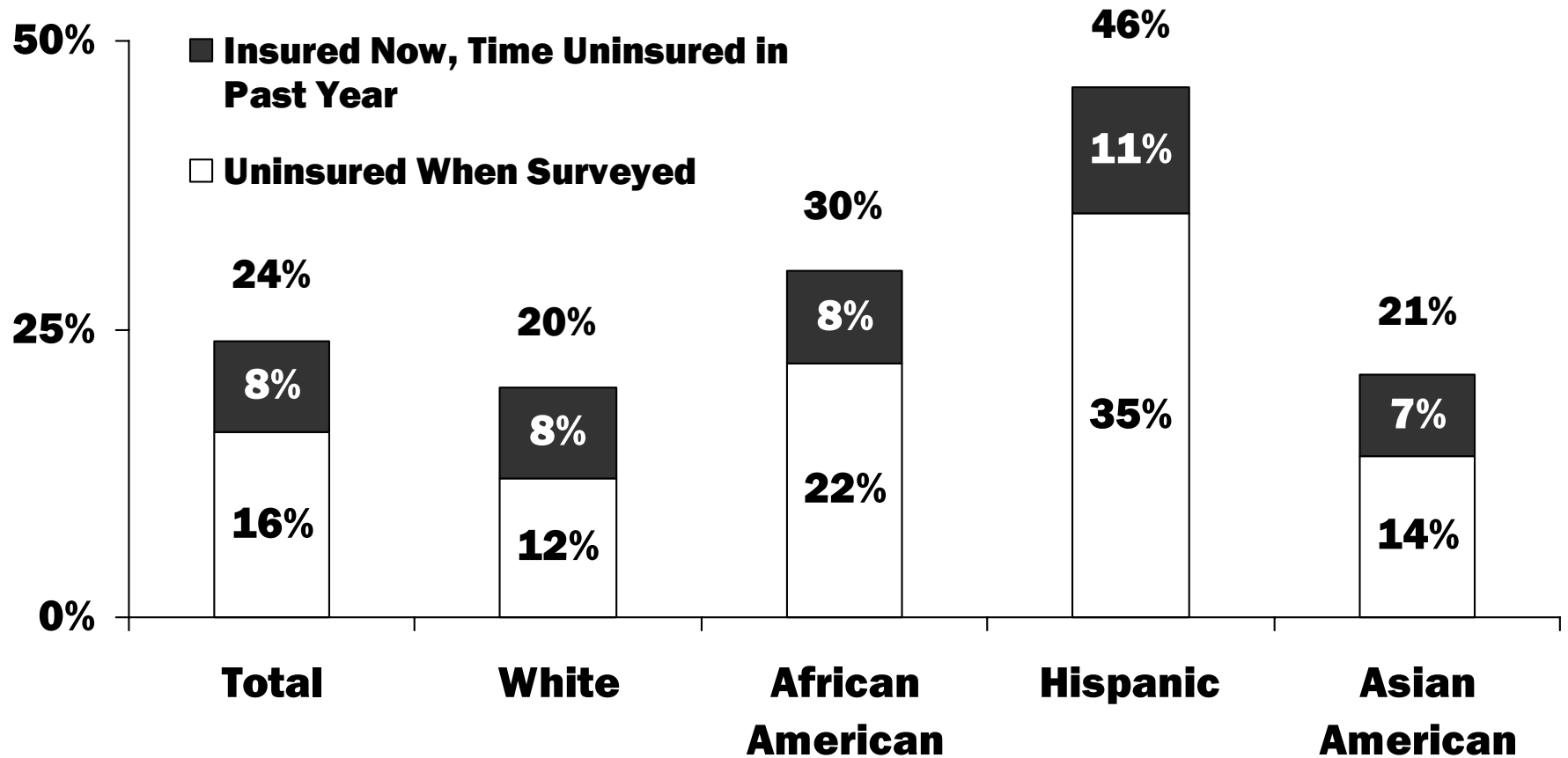
Poverty Status, by Race/Ethnicity



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

African Americans and Hispanics Most Likely to Be Uninsured During the Past Year

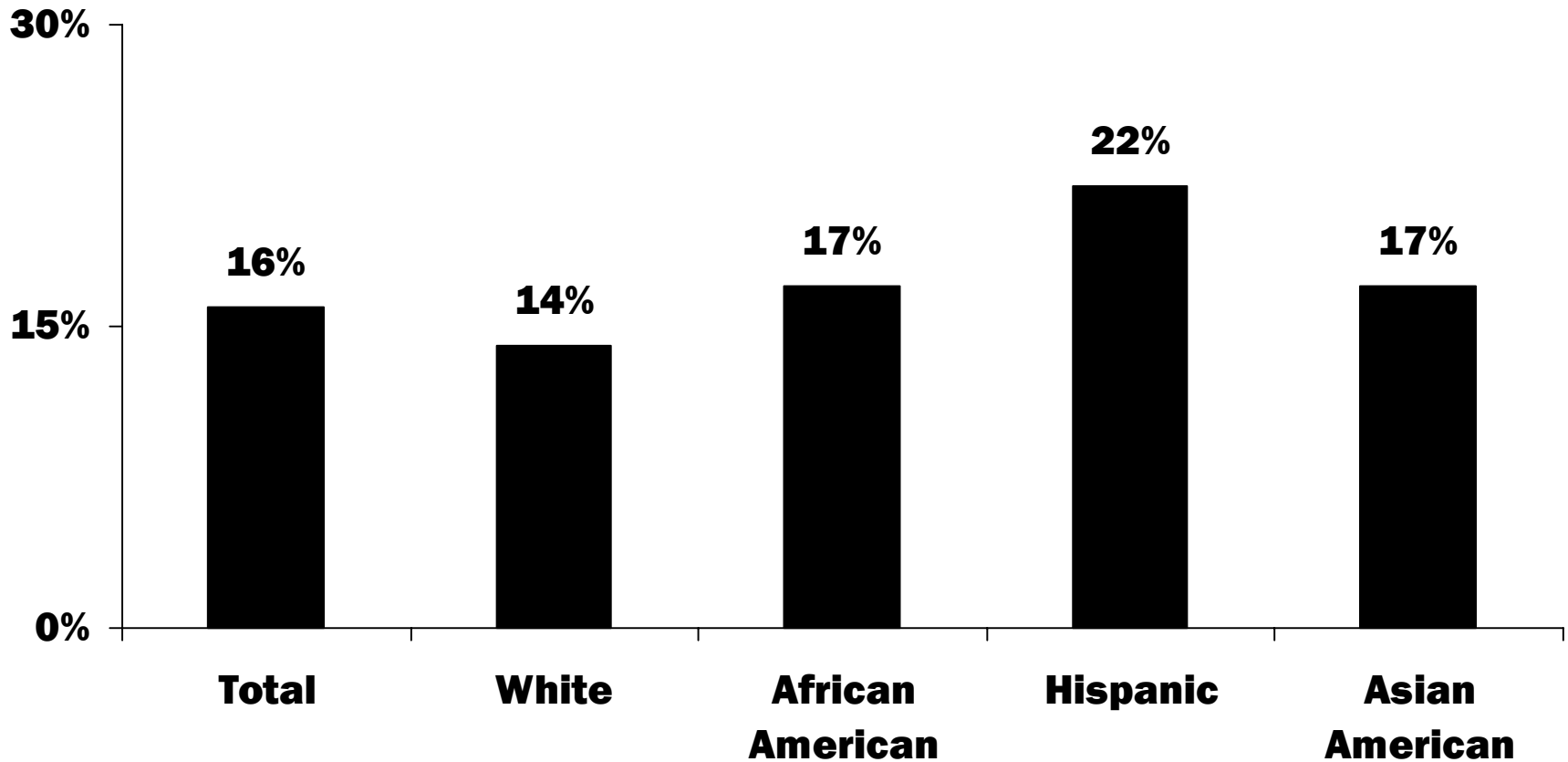
Percent of adults ages 18–64



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

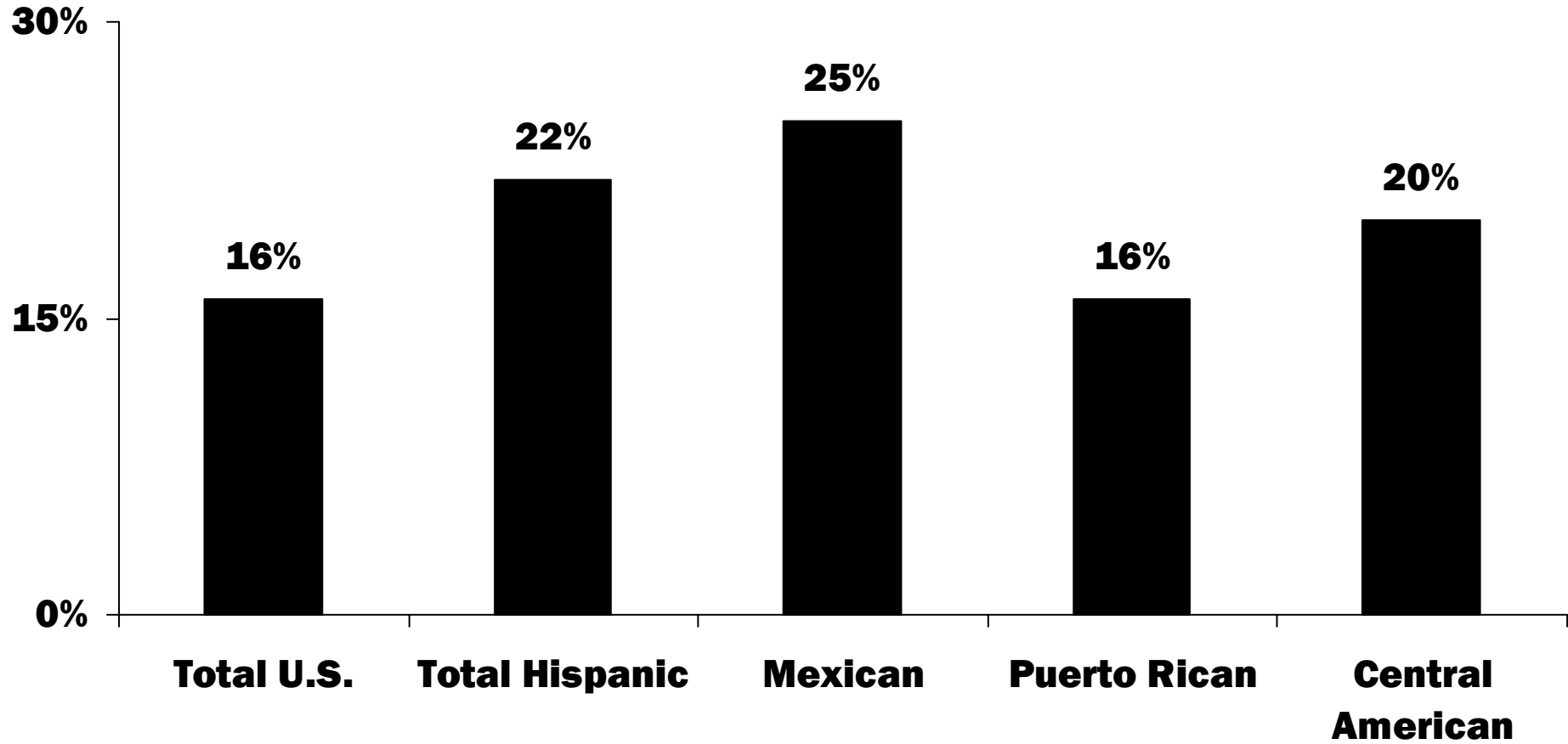
Self-Rated Health Status by Race/Ethnicity

Percent of adults rating health as fair or poor



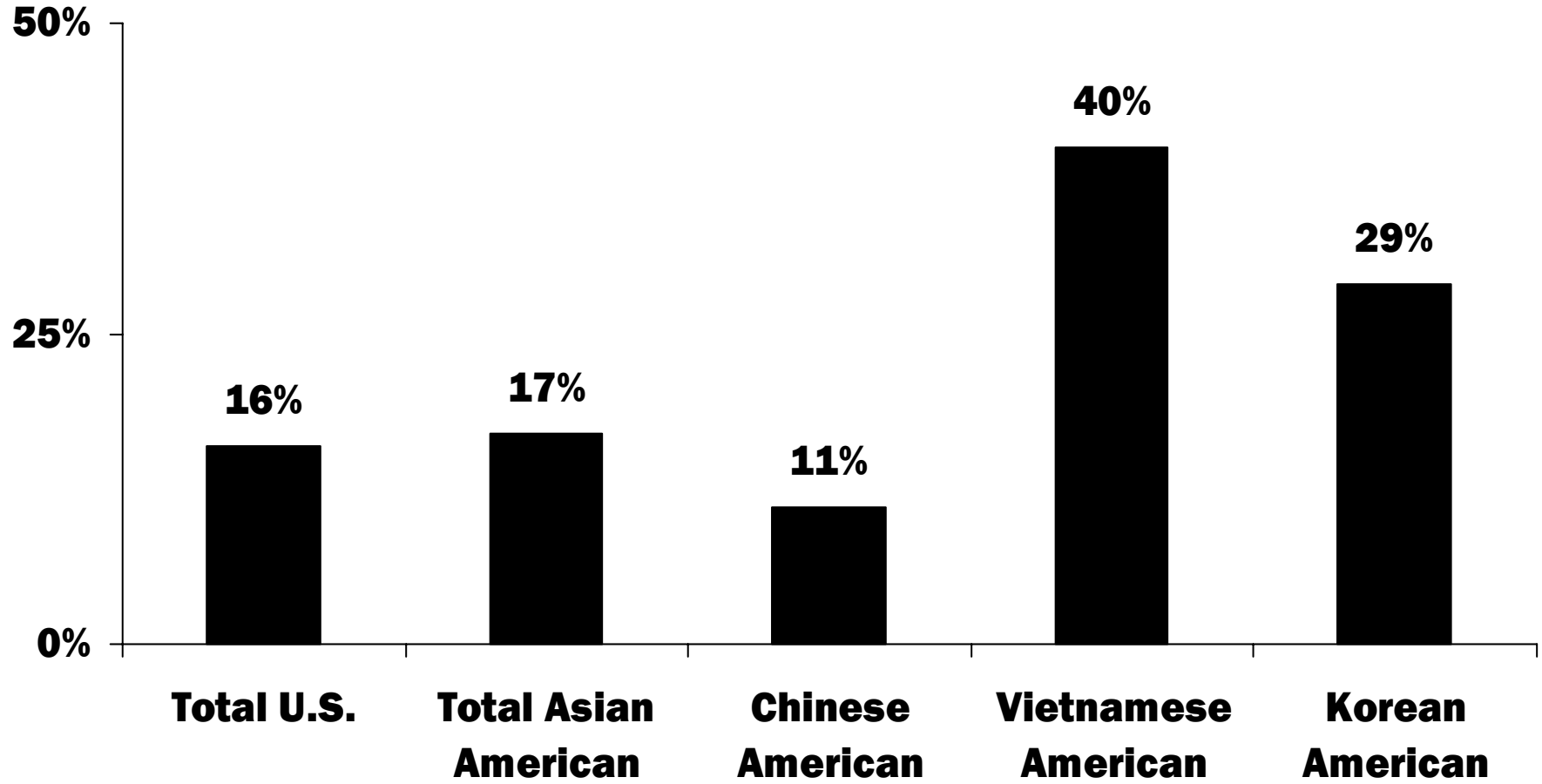
Self-Rated Health Status by Hispanic Origin

Percent of adults rating health as fair or poor



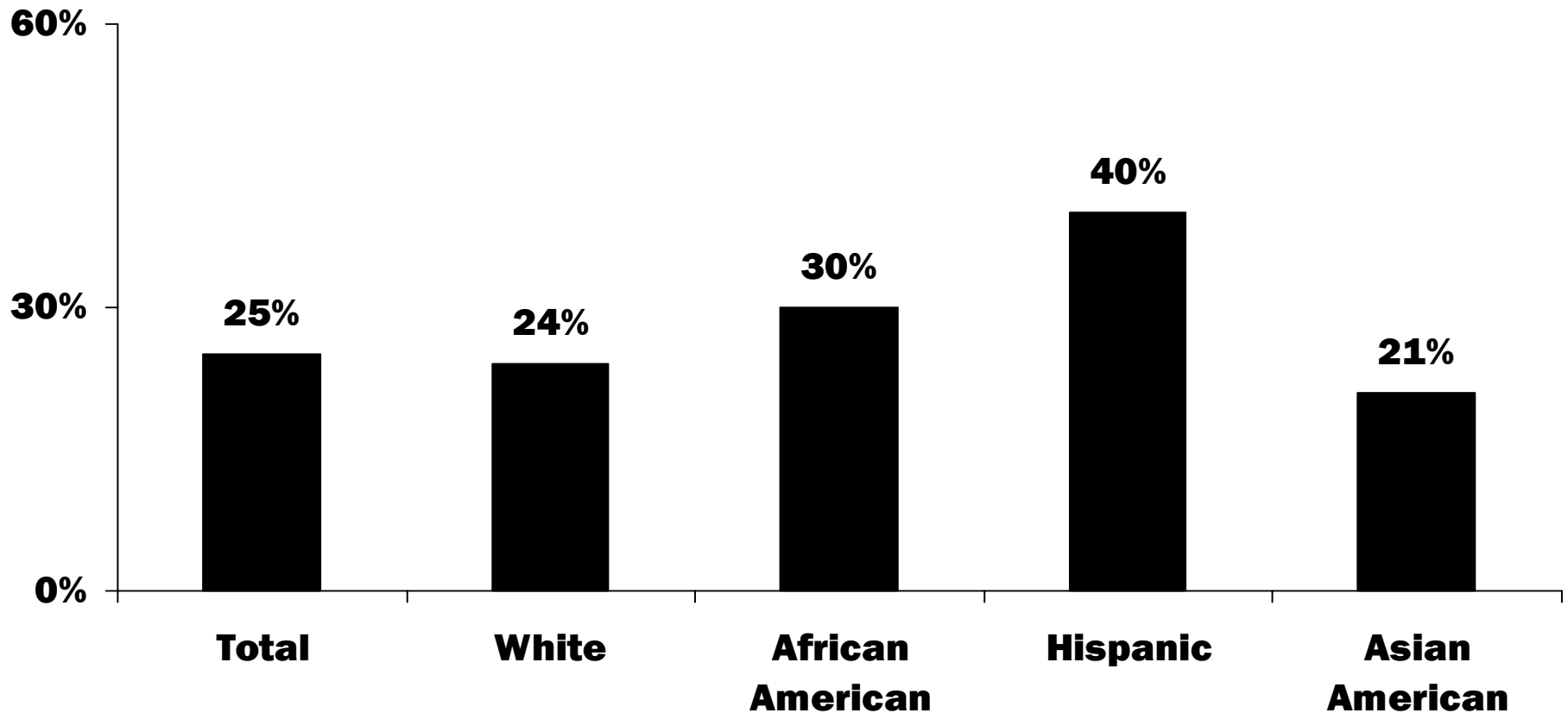
Self-Rated Health Status by Asian Origin

Percent of adults rating health as fair or poor



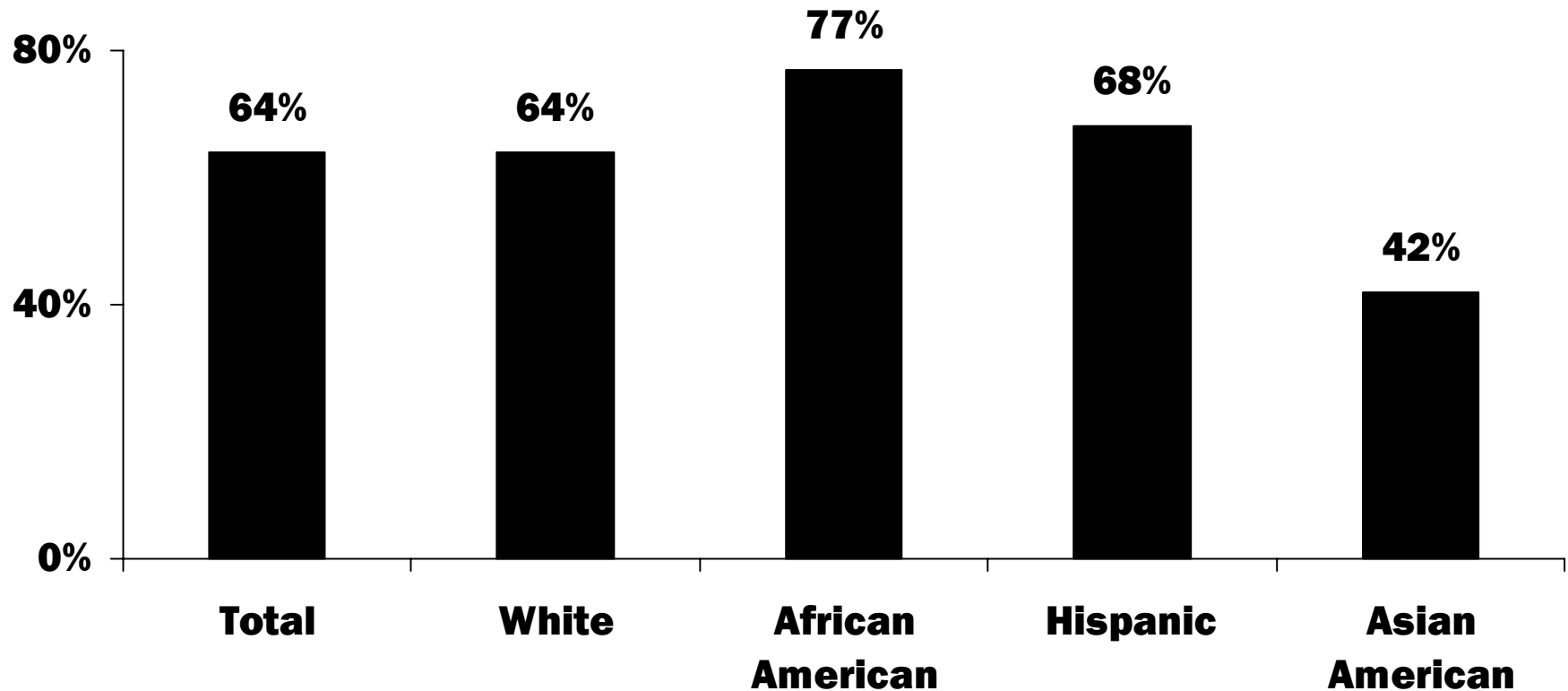
Self-Rated Health Status Among Adults Age 50 and Older, by Race/Ethnicity

Percent of adults age 50 and older rating health as fair or poor



Chronic Disease Among Adults Age 50 and Older, by Race/Ethnicity

Percent of adults age 50 and older diagnosed with chronic disease*



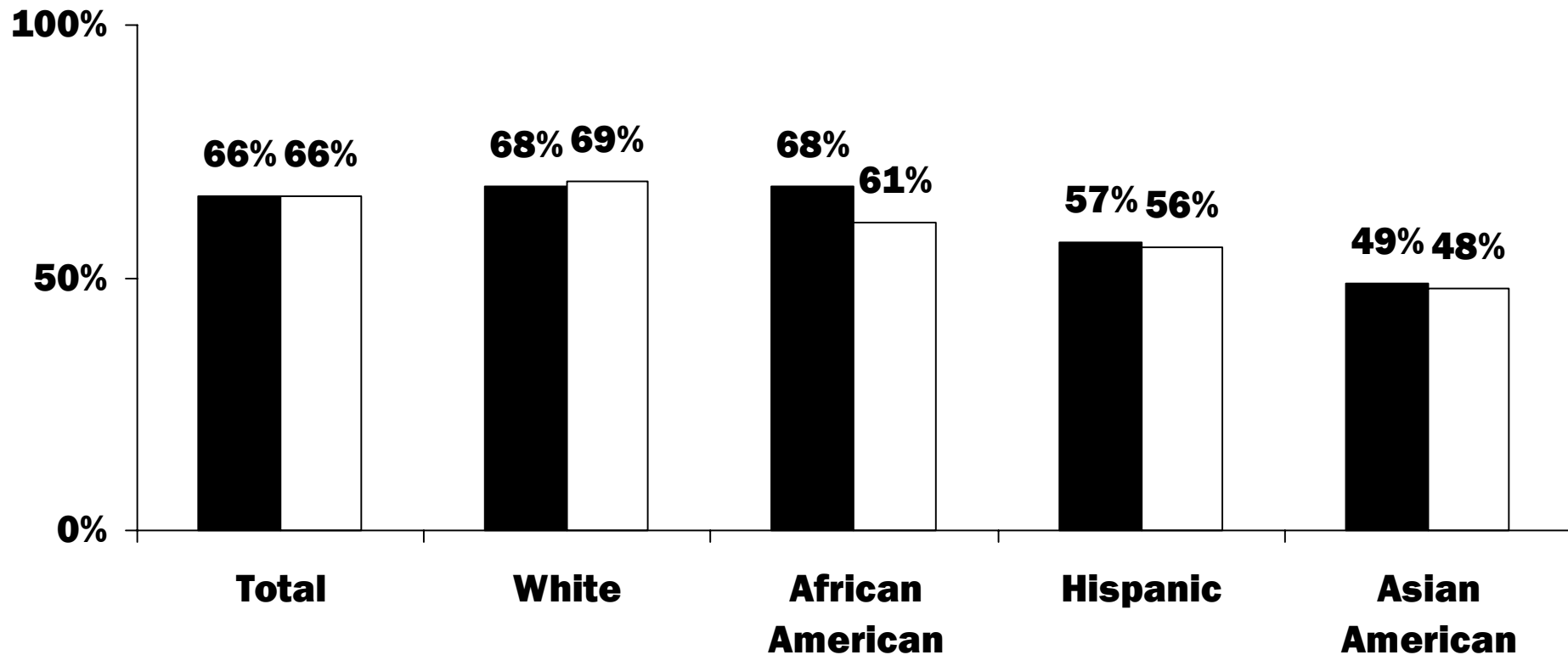
* Diagnosed with at least one of following seven conditions: asthma, cancer, heart disease, diabetes, high blood pressure, obesity, or anxiety/depression.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Patient–Physician Communication

Hispanics and Asian Americans Had More Communication Difficulties During Doctor Visits

■ Felt Doctor Listened to Everything They Said □ Understood Everything Doctor Said

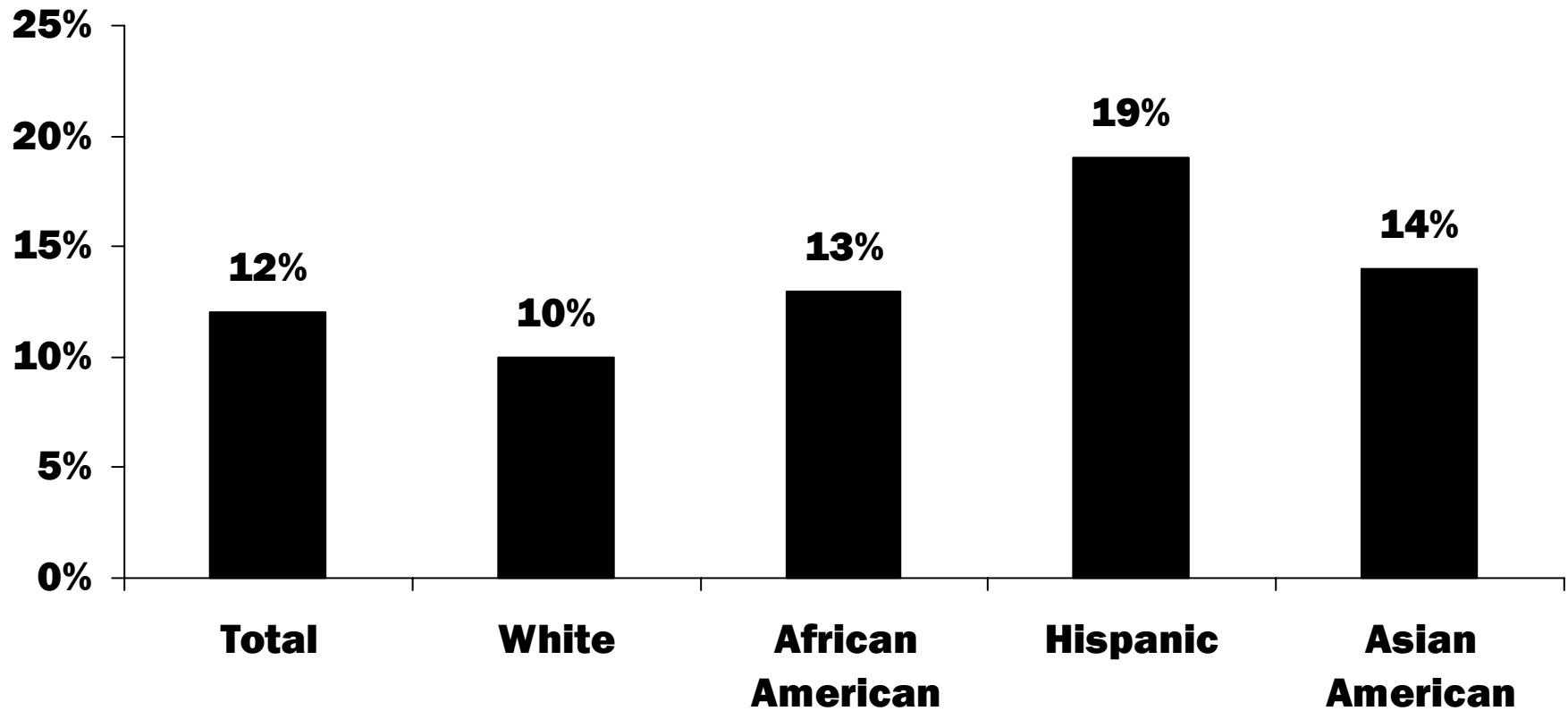


Base: Adults with health care visit in past two years.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Minorities More Likely to Forgo Asking Questions of Their Doctor

Percent of adults reporting they had questions which they did not ask on last visit

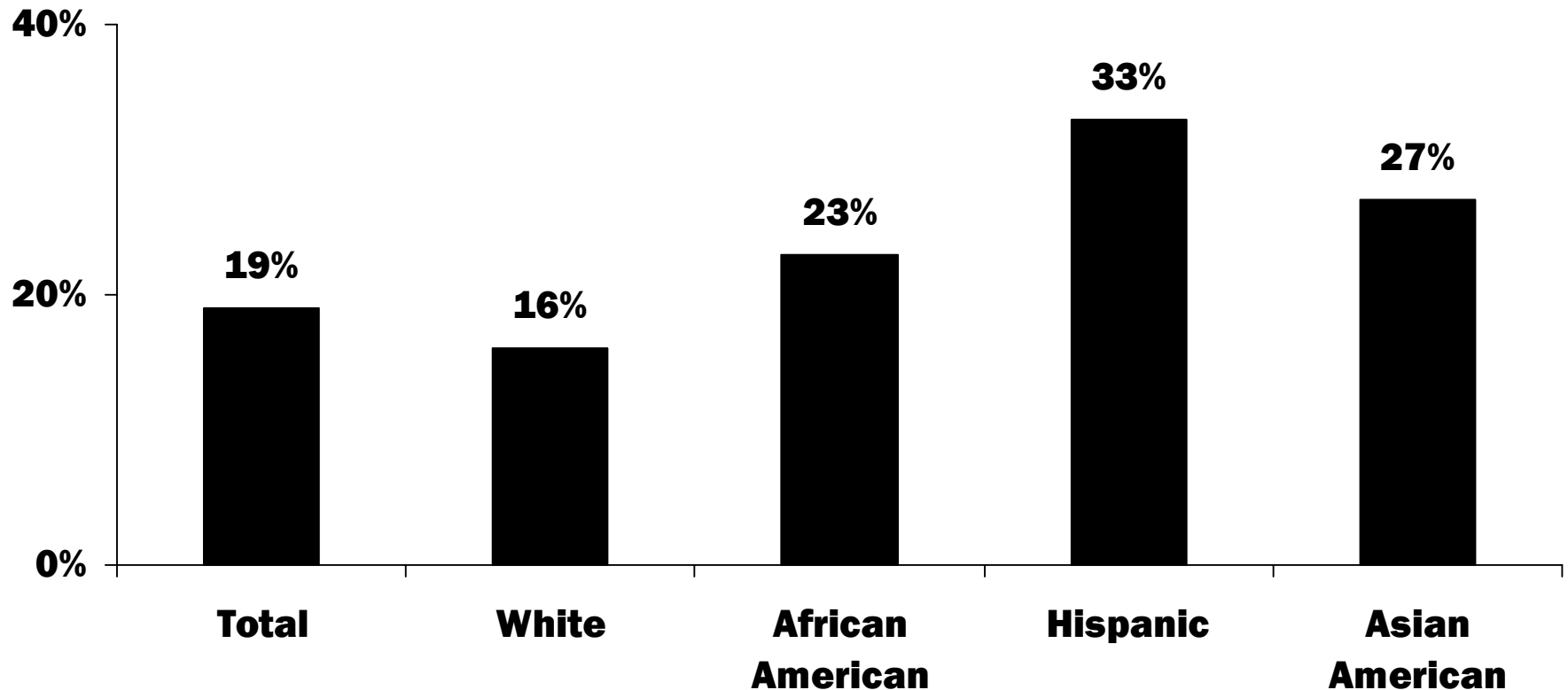


Base: Adults with health care visit in past two years.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Minorities Face Greater Difficulty in Communicating with Physicians

Percent of adults with one or more communication problems*

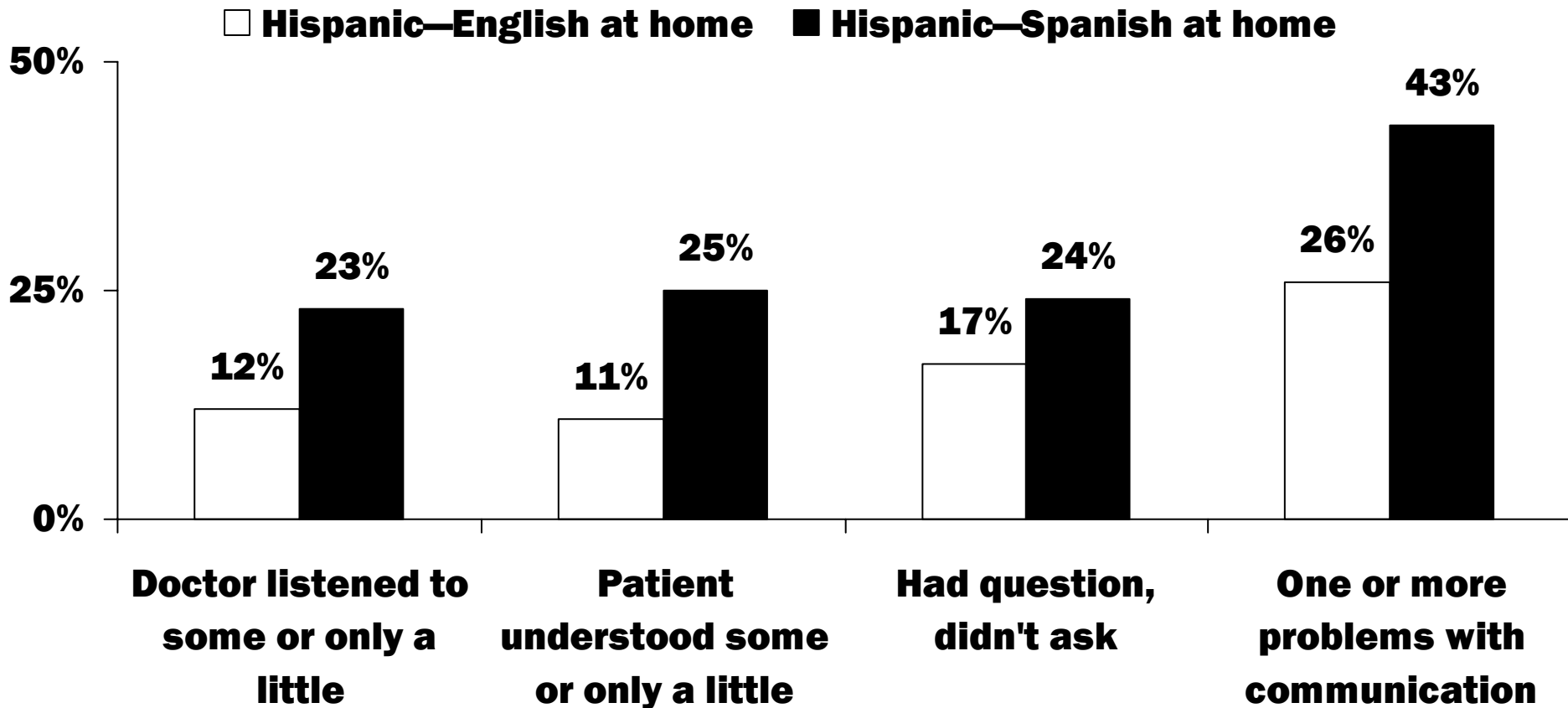


Base: Adults with health care visit in past two years.

* Problems include understanding doctor, feeling doctor listened, had questions but did not ask.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Hispanics Who Speak Spanish as Primary Language Have More Problems Communicating with Their Physicians



Base: Hispanics with health care visit in past two years.

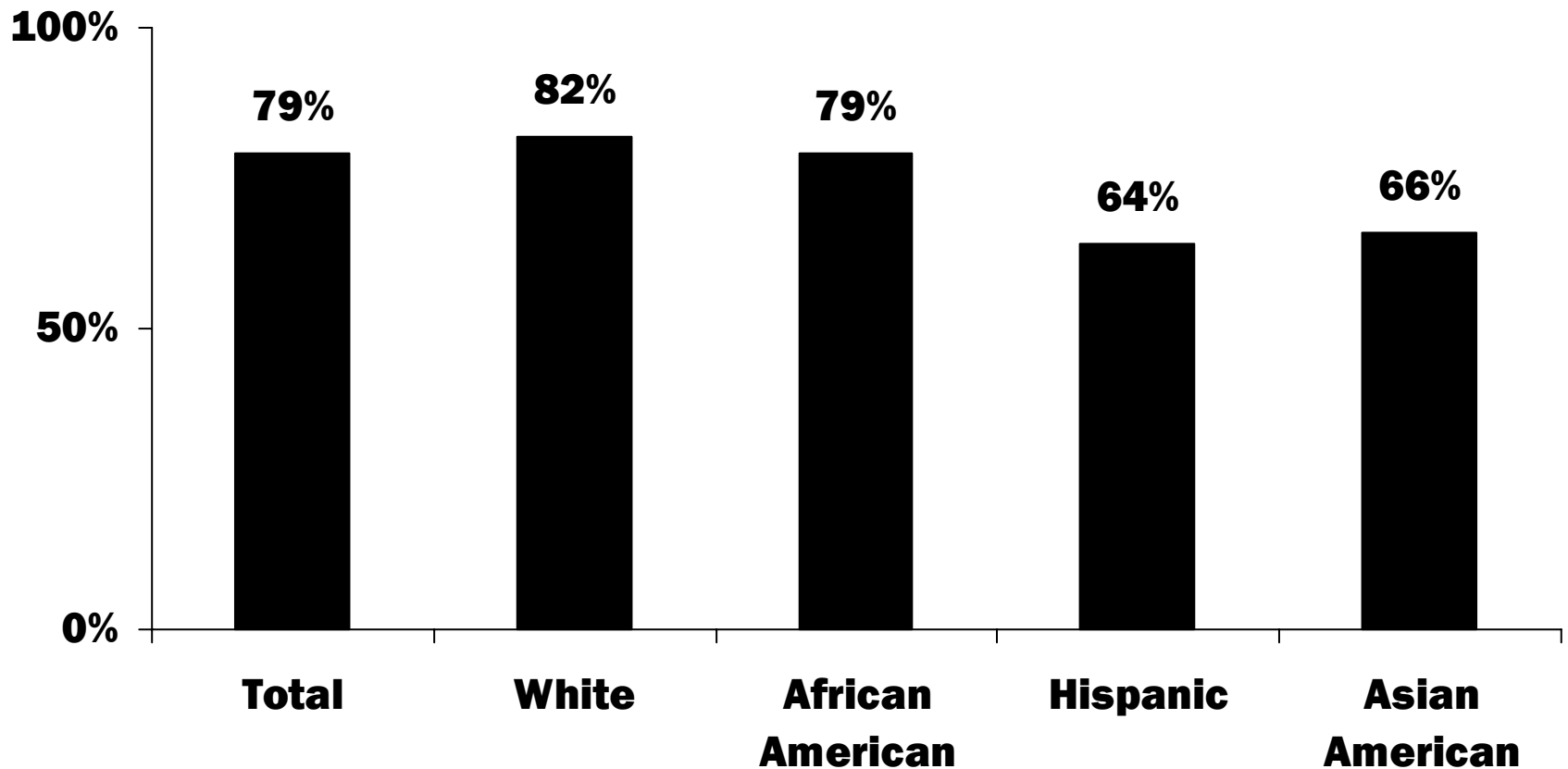
Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Following Doctor's Advice, by Race/Ethnicity

	Total	White	African American	Hispanic	Asian American
Time did not follow doctor's advice (%)	24	25	22	22	22
Reasons Why: (%)					
Disagreed	39	39	40	34	51
Costs	27	24	30	41	27
Too difficult	26	25	26	31	46
Against personal beliefs	20	19	13	26	32
Didn't understand	7	5	13	16	14

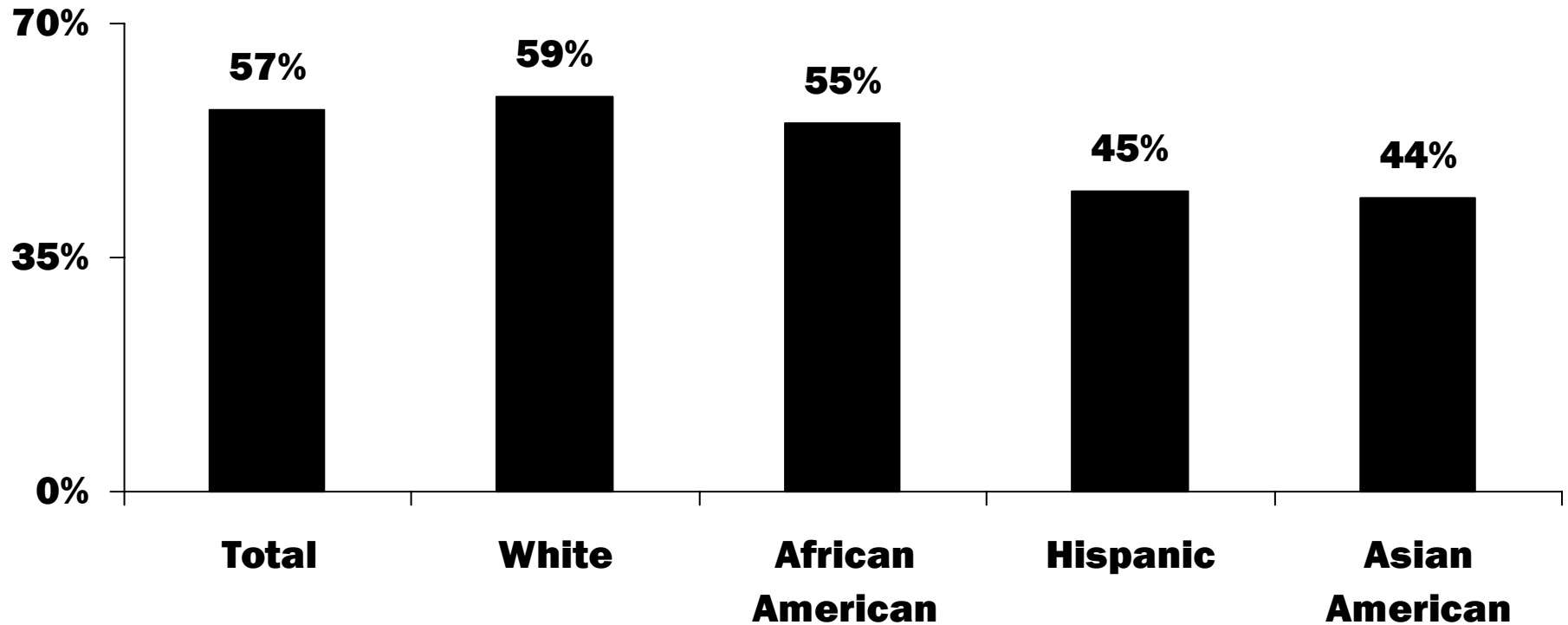
Hispanics and Asian Americans Find It Less Easy to Understand Instructions on Prescription Bottles

Percent of adults reporting it very easy to understand prescription bottle



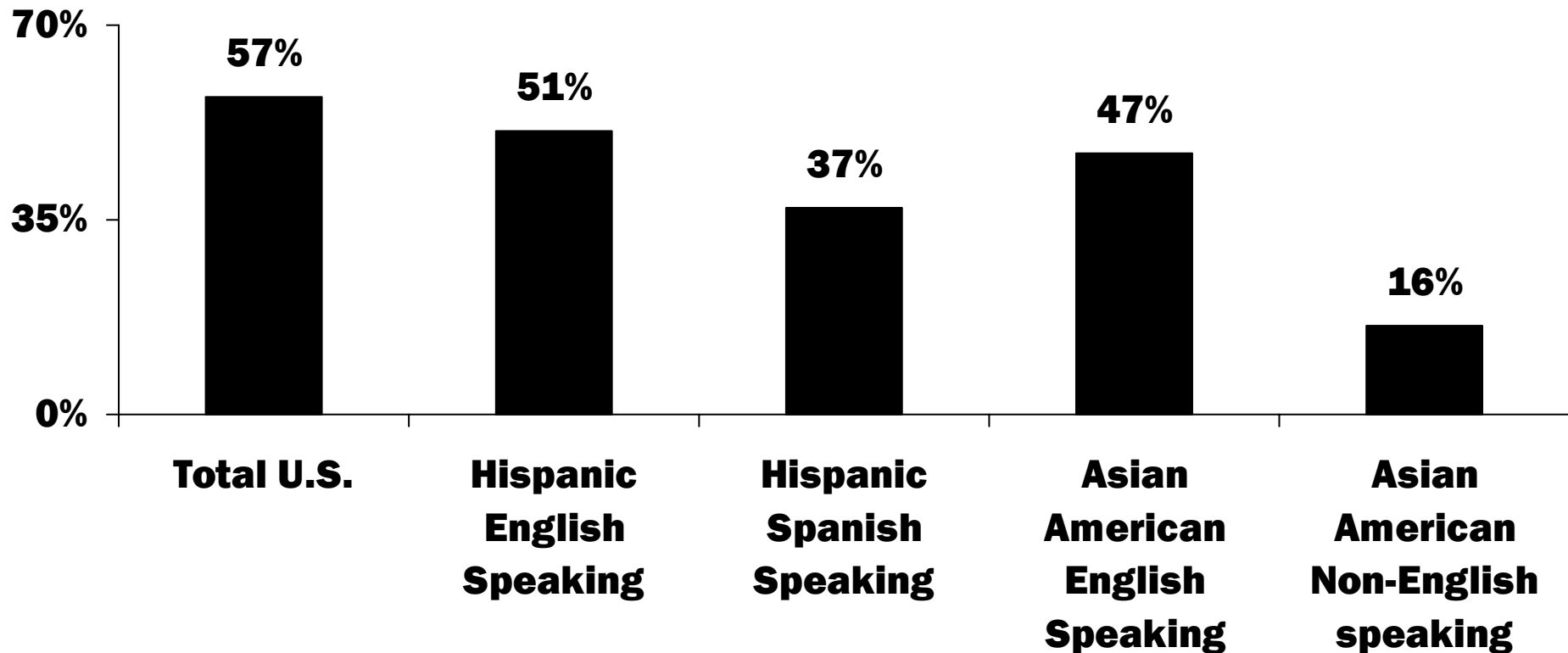
Minority Americans Find It Less Easy to Understand Instructions from Doctor's Office

Percent of adults reporting it very easy to understand information from doctor's office



Non-English* Speakers Have More Difficulty Understanding Instructions from Doctor's Office

Percent of adults reporting it very easy to understand information from doctor's office

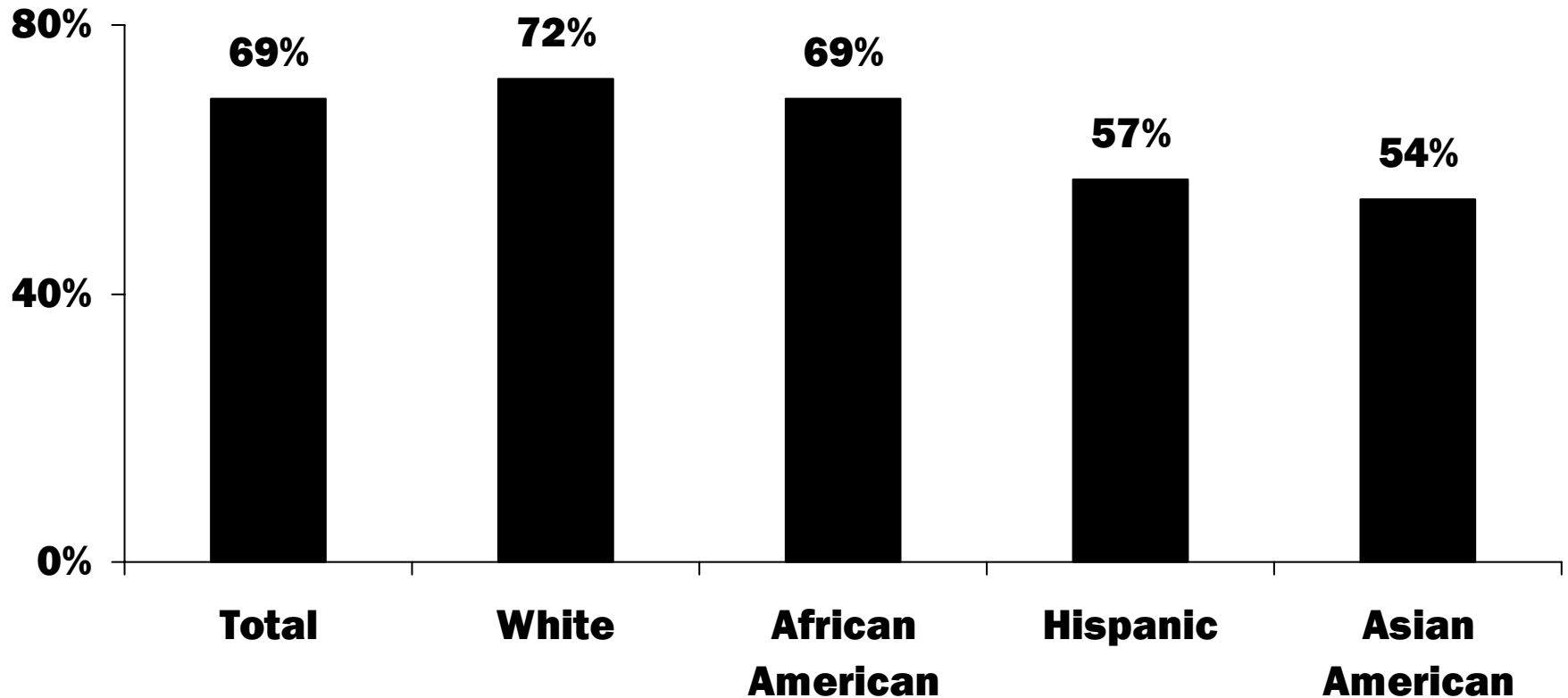


* English is not primary language spoken at home.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

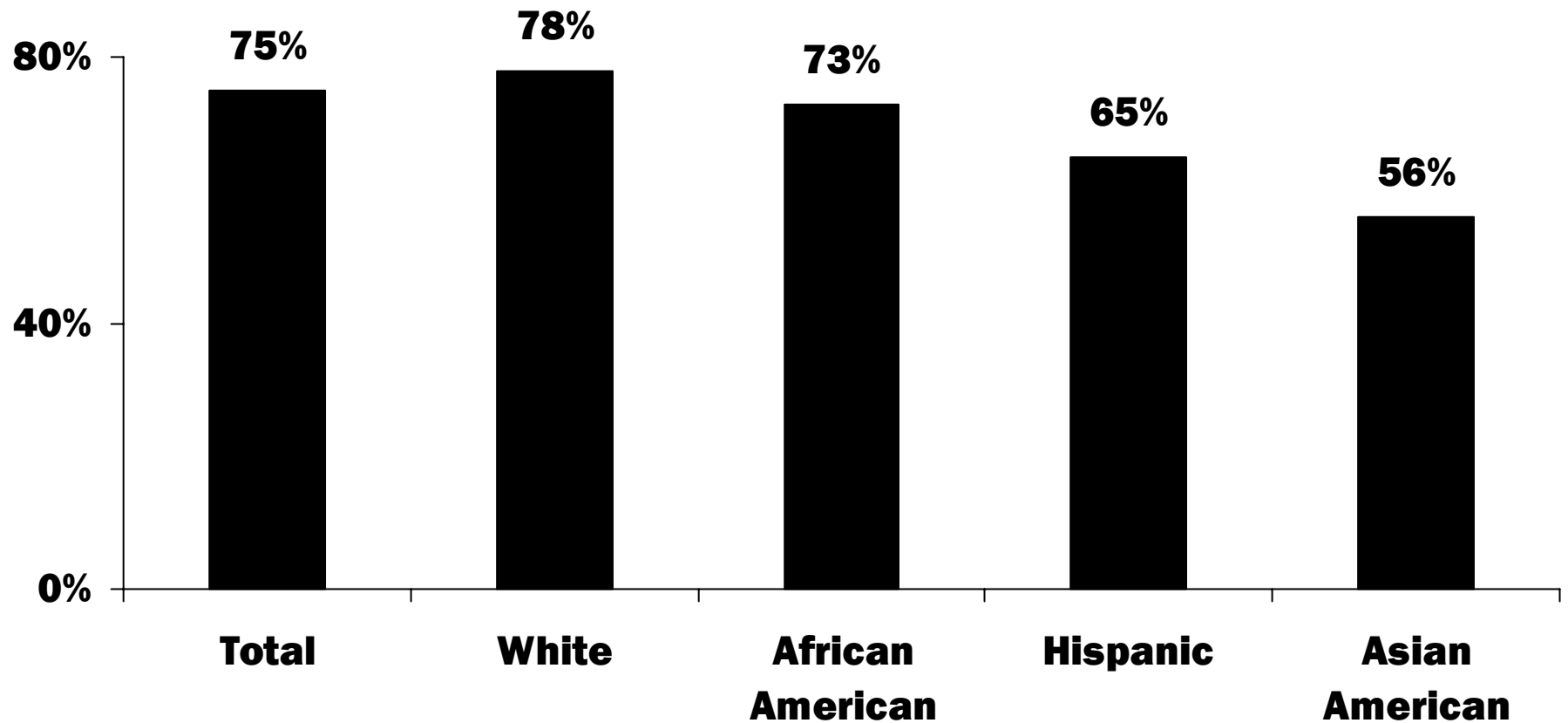
Hispanics and Asian Americans Have Less Confidence in Their Doctors

Percent of adults reporting great deal of confidence in doctor



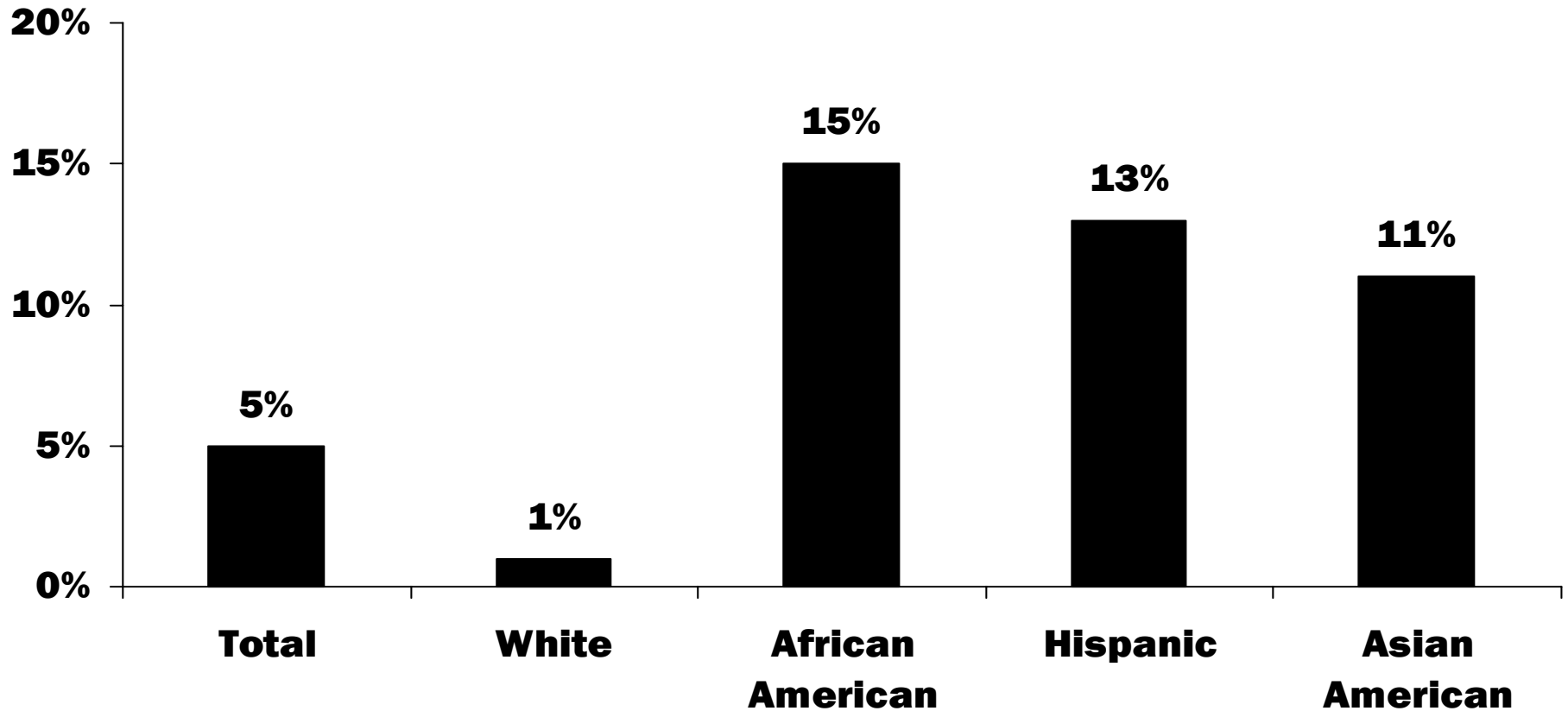
Minorities Less Involved in Their Health Care Decisions Than They Would Like to Be

Percent of adults involved in health care decision as much as they wanted



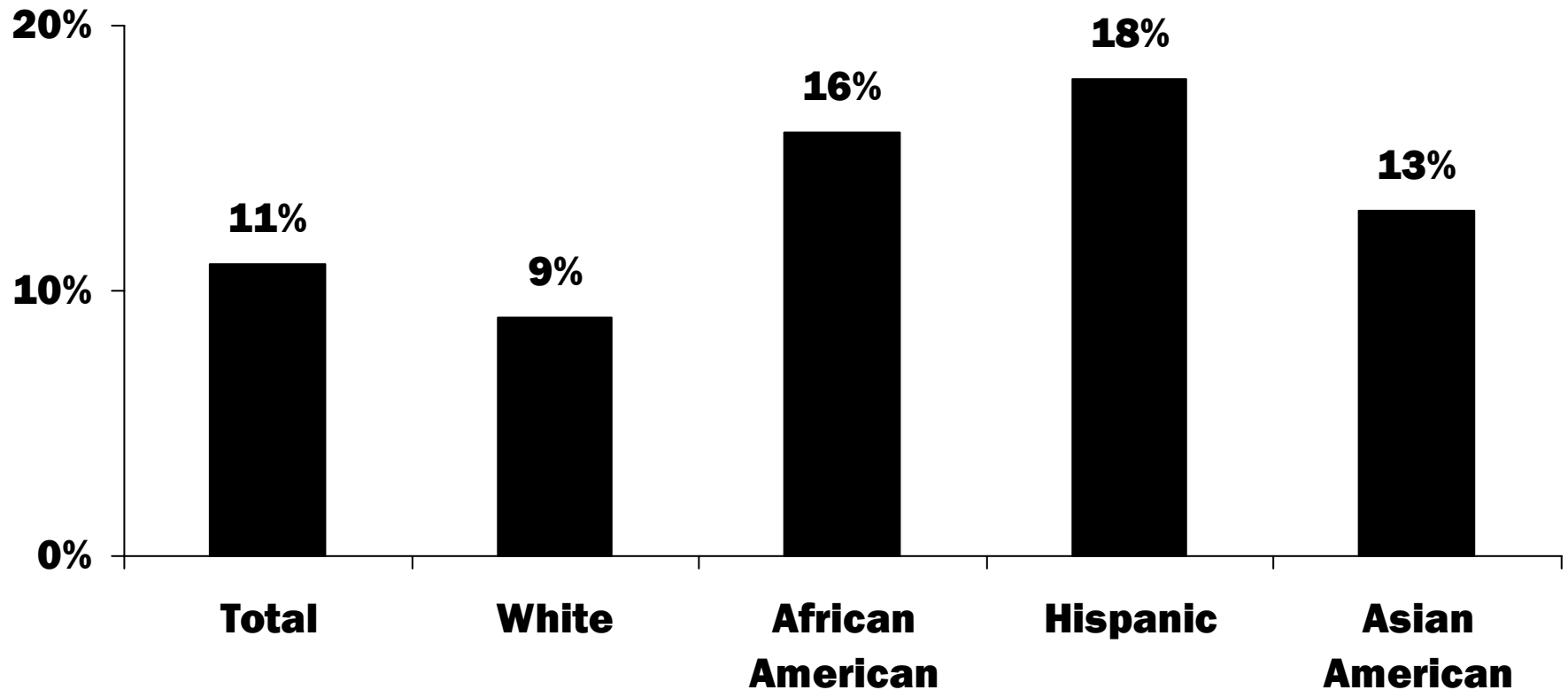
Cultural Competence in Health Care Services

Minorities Believe They Would Receive Better Health Care If They Were of a Different Race and/or Ethnicity



Hispanics and African Americans More Likely to Feel Treated with Disrespect

Percent of adults who felt they were treated with disrespect*

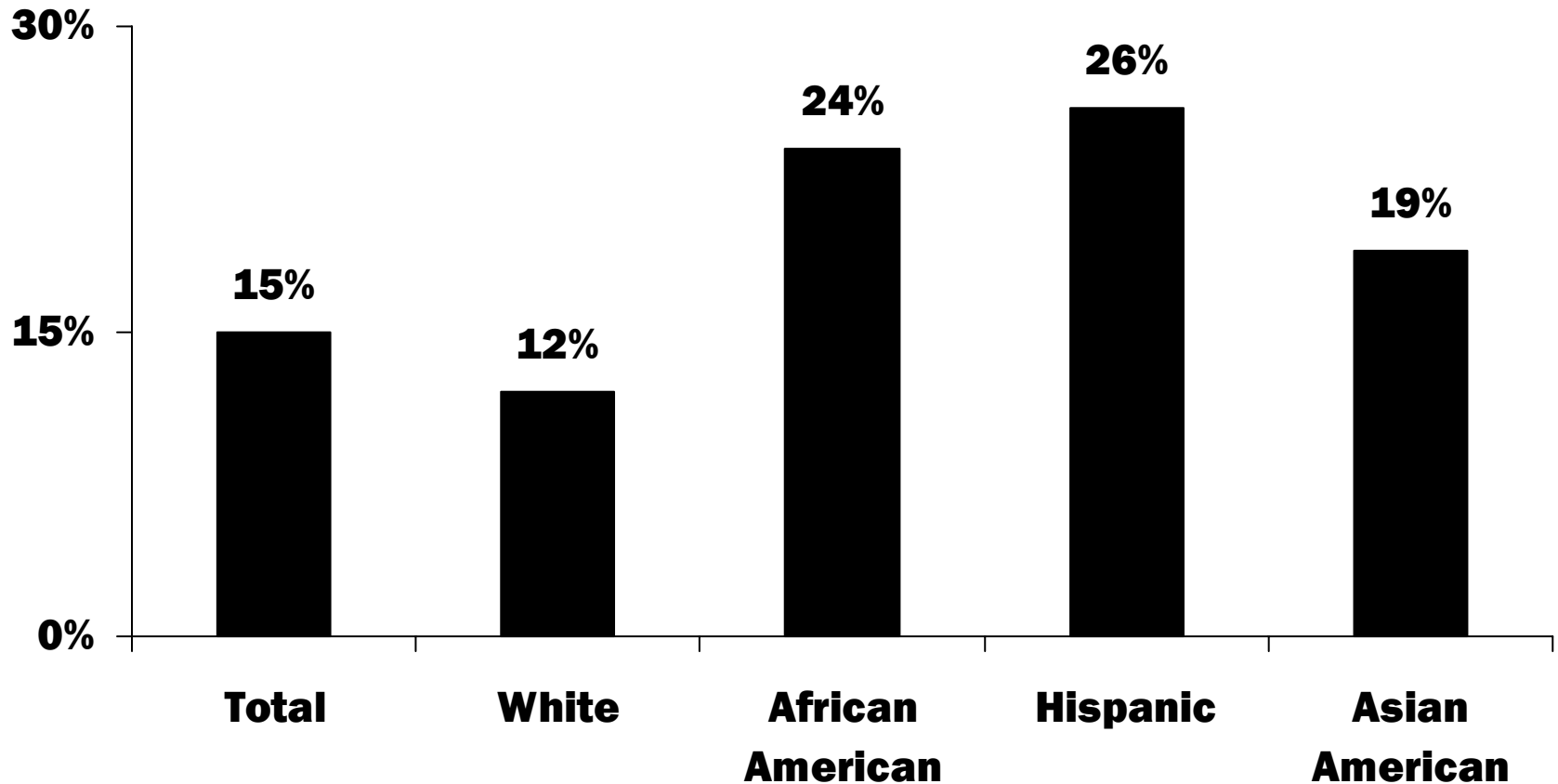


* Felt disrespected because of ability to pay, to speak English, or of their race/ethnicity.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Minorities More Likely to Feel that Staying Healthy Is a Matter of Luck

Percent of adults who strongly agree that “staying healthy is a matter of luck”

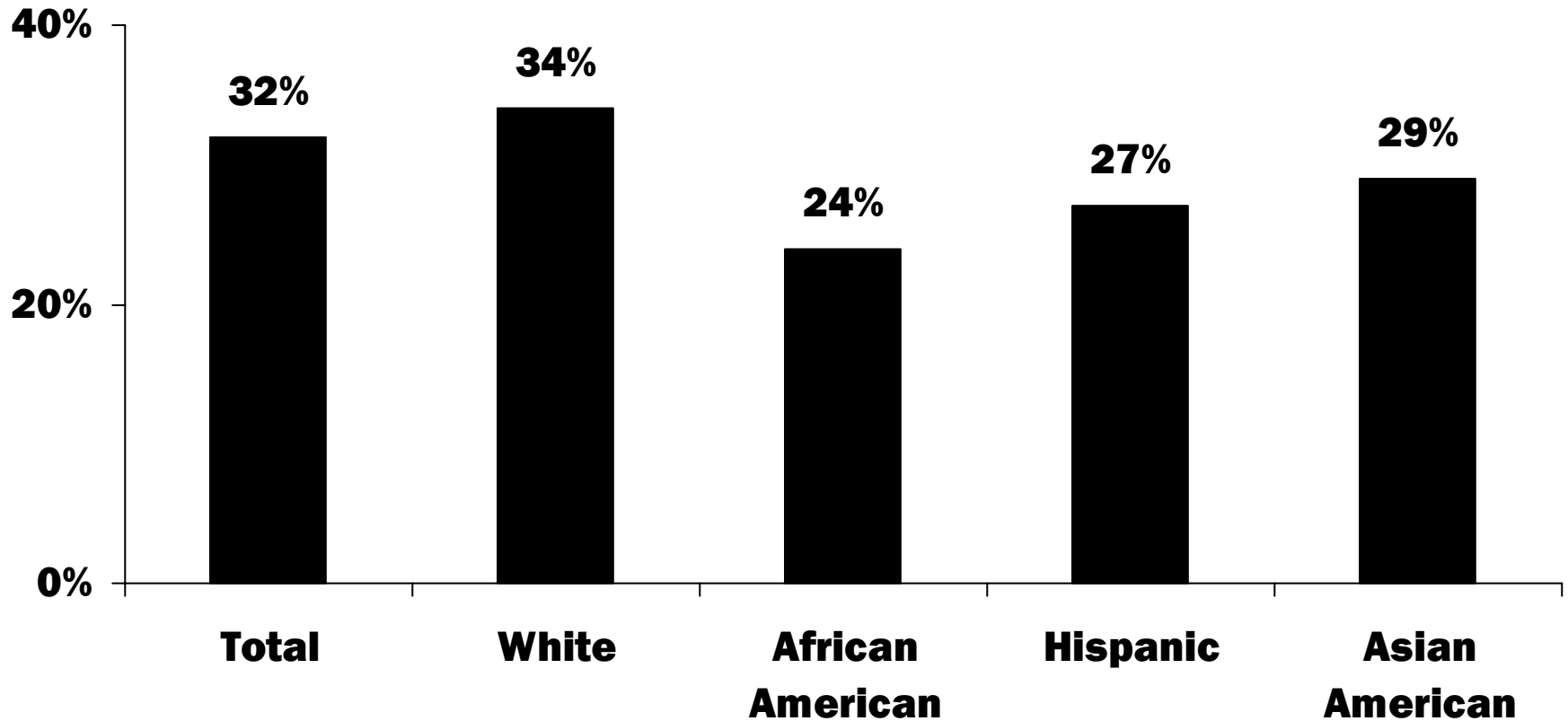


Use of Language Interpretation Services

Of those who need interpreter, percent who always or usually get interpreter	48%
With interpreter's help, fully understood what doctor was saying	70%
Usual interpreter:	
Staff person	53%
Family or friend	43%
Trained medical interpreter	1%
Person usually available	74%

Use of Alternative Care

Percent reporting use of alternative care*

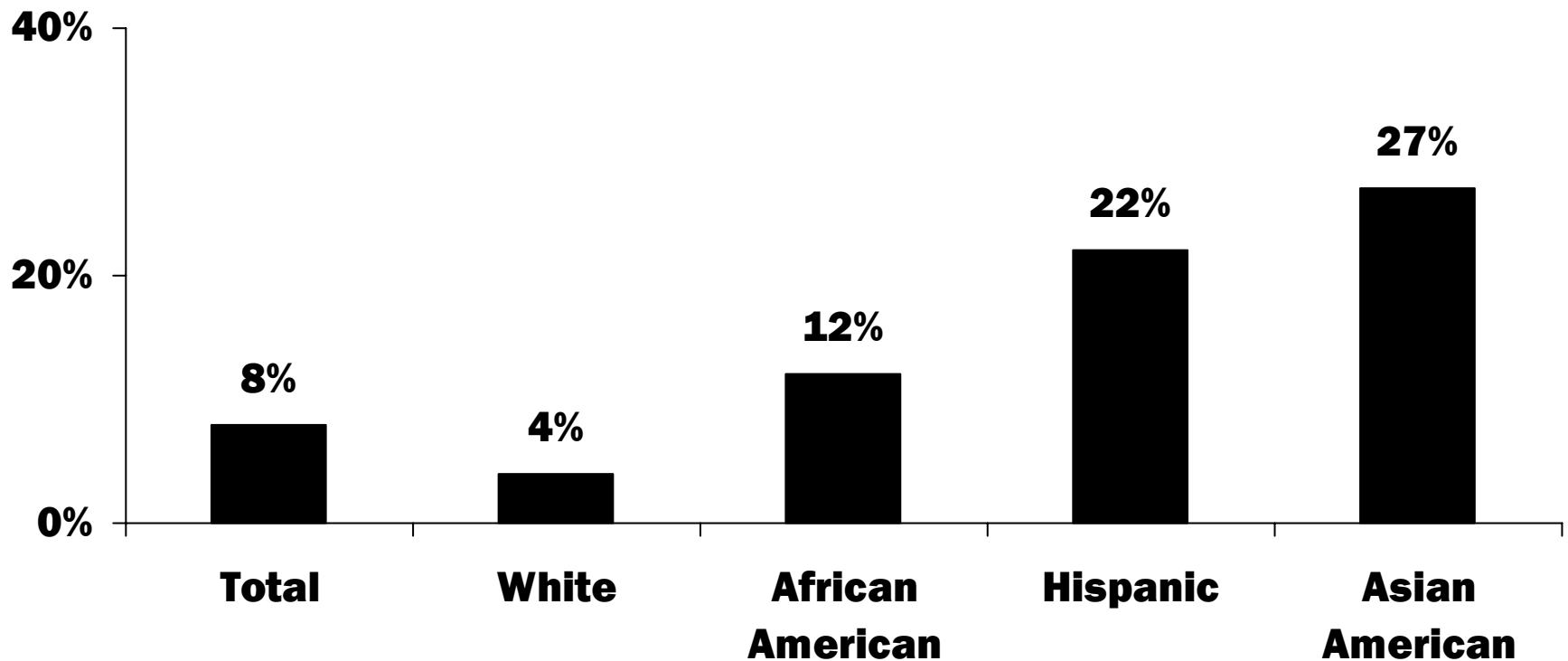


* Used herbal medicine, acupuncture, chiropractor, and/or traditional healer in past two years.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Percent Who Say Cultural/Religious Beliefs Are a Reason for Use of Alternative Care

Percent who use alternative care* for cultural/religious reasons



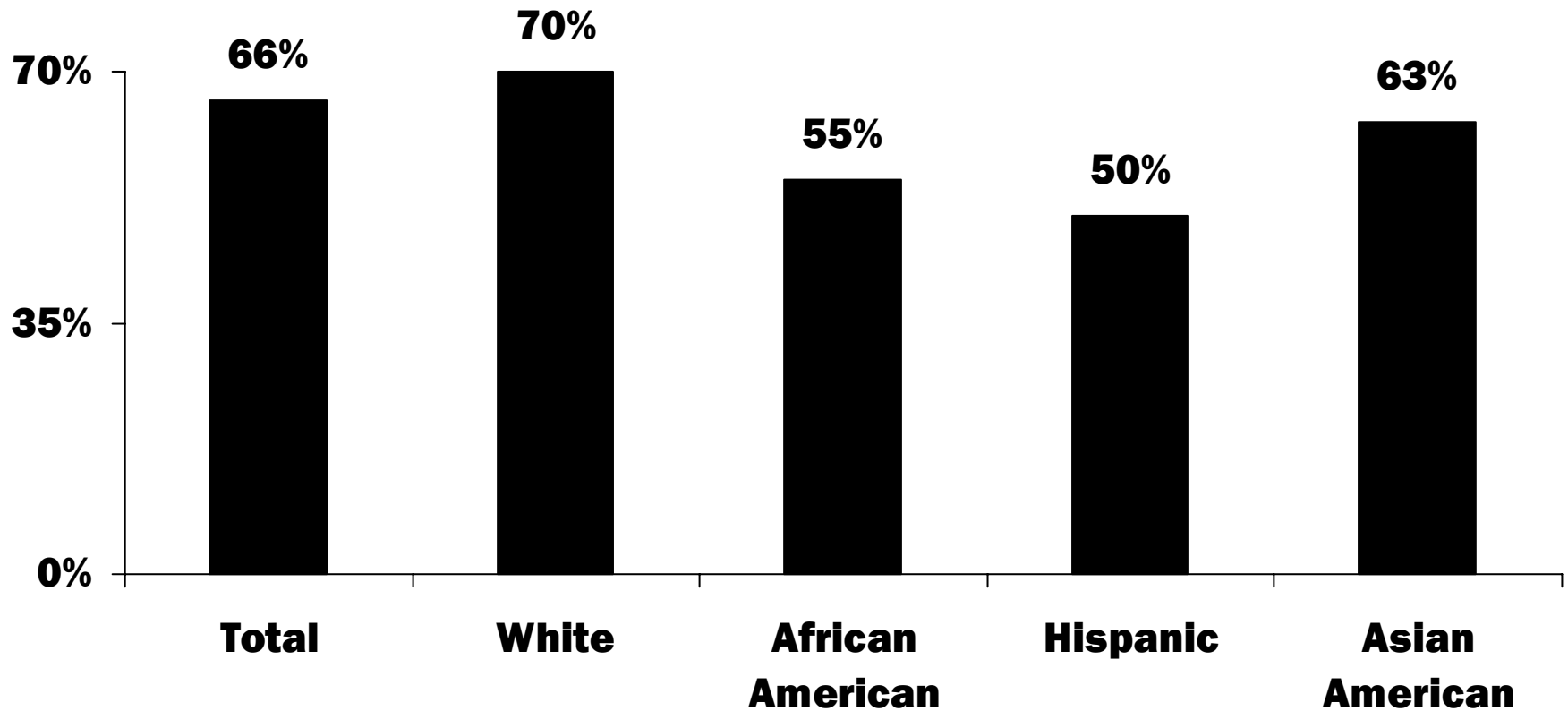
Base: Those using any alternative care in past two years.

* Used herbal medicine, acupuncture, chiropractor, and/or traditional healer.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Minority Patients Less Likely to Inform Doctor of Use of Alternative Care

Percent who told doctor about use of alternative care*



Base: Those using any alternative care in past two years.

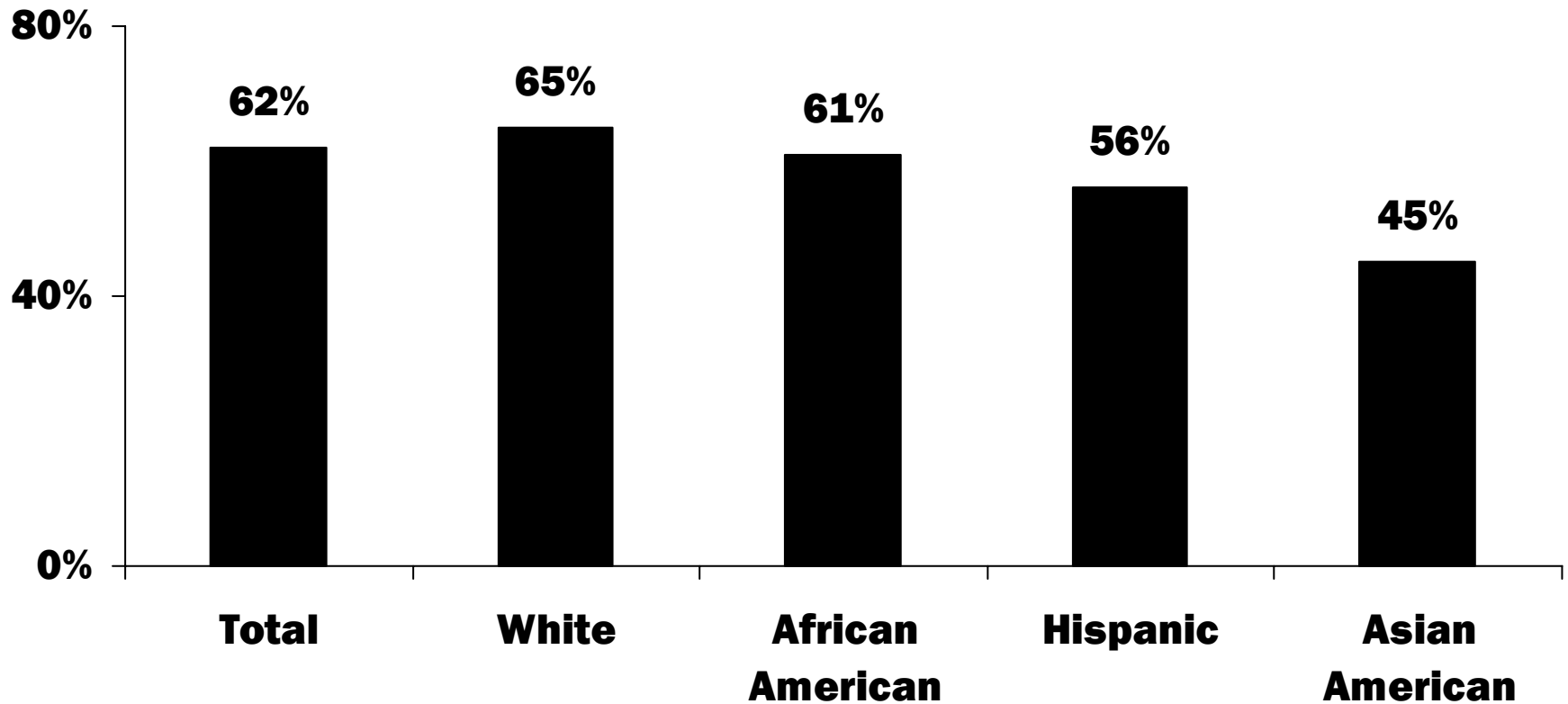
* Used herbal medicine, acupuncture, chiropractor, and/or traditional healer.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Quality of Clinical Care for Minority Populations

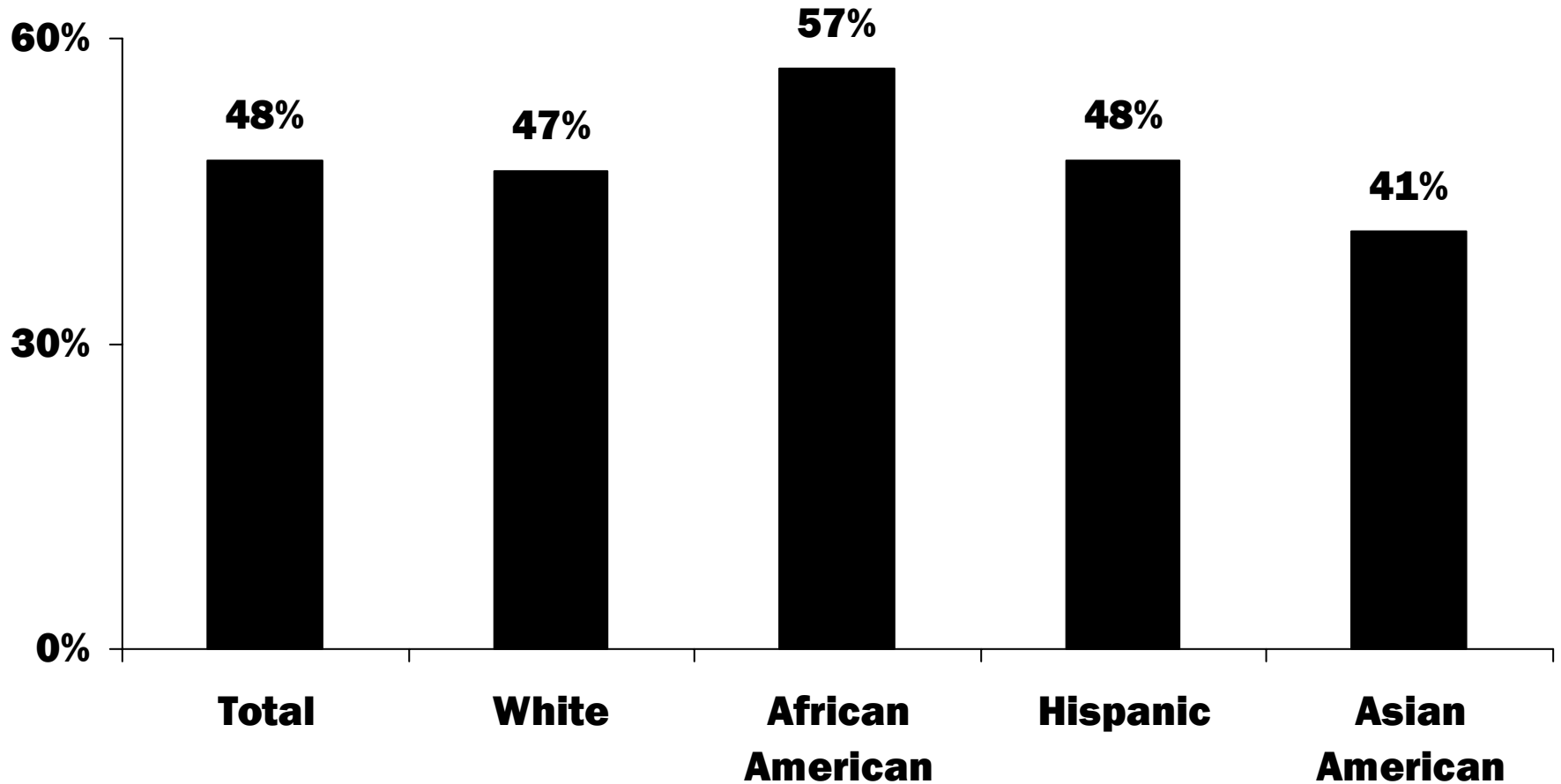
Satisfaction with Quality of Health Care

Percent of adults “very satisfied” in past two years



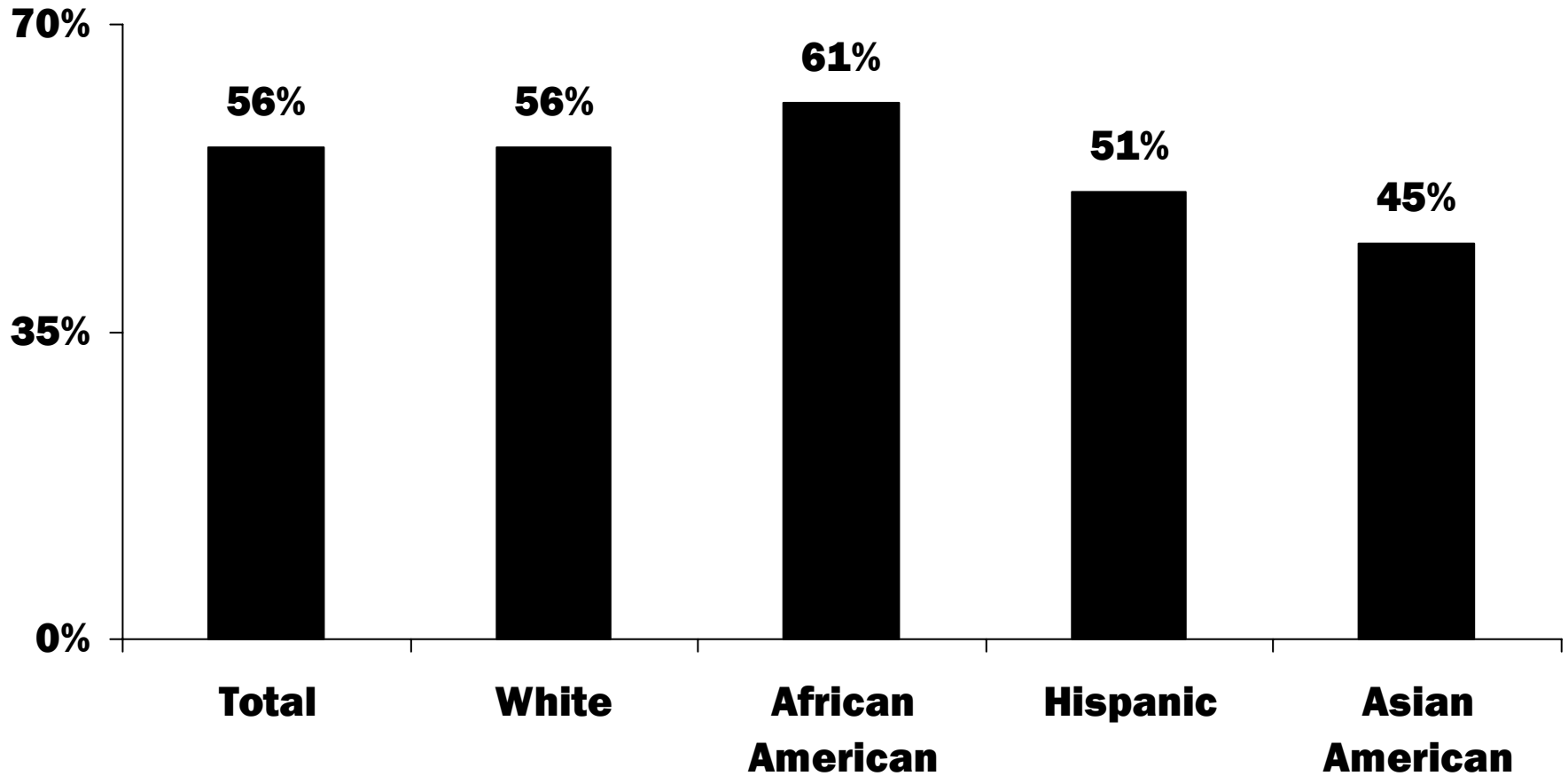
Physical Exam in Past Year, by Race/Ethnicity

Percent of adults receiving exam



Older Adults with Physical Exam in Past Year

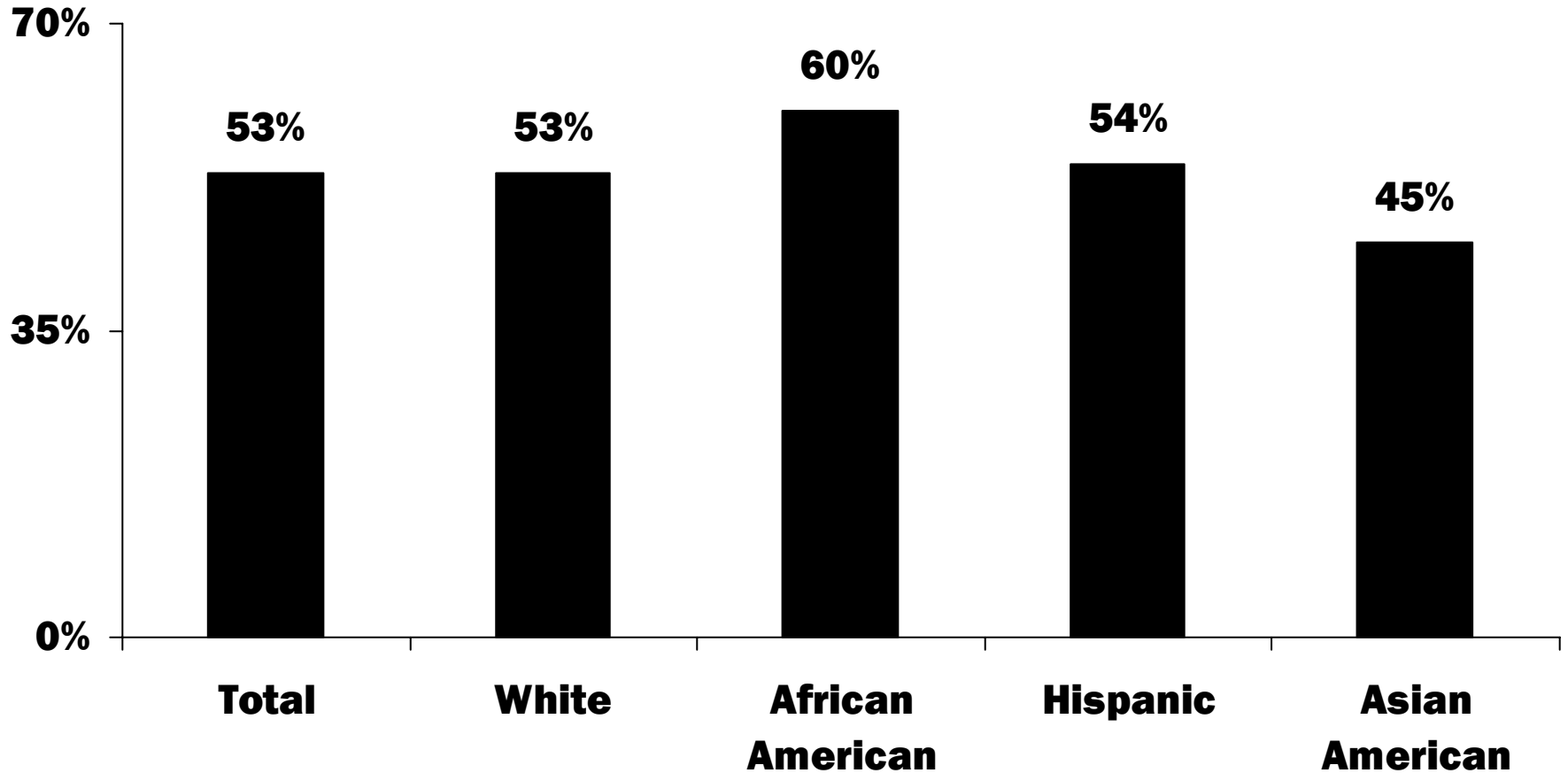
Percent of adults over 50 receiving exam



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

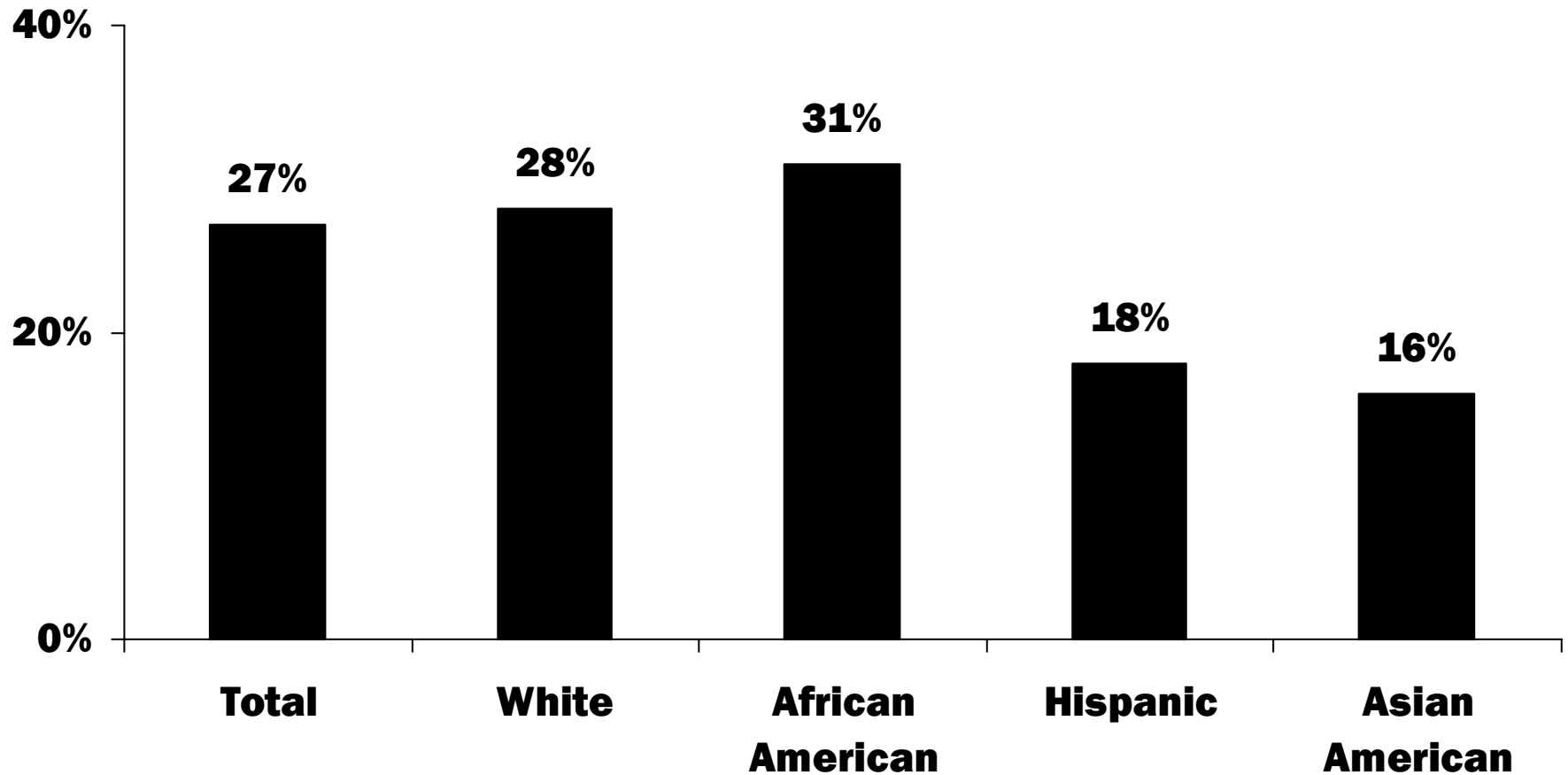
Pap Test in Past Year, by Race/Ethnicity

Percent of women who received Pap test in past year



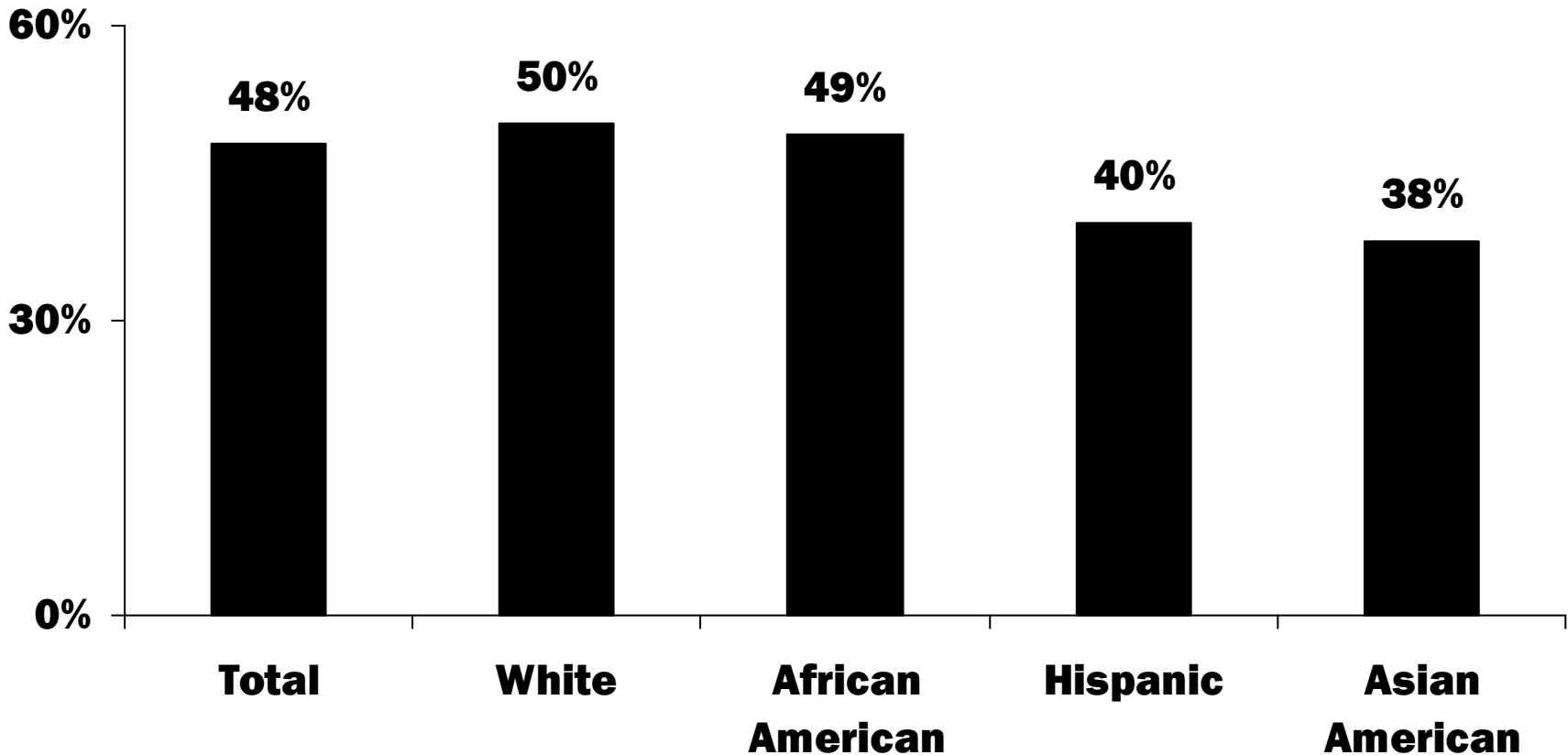
Colon Cancer Screening in Past Year

Percent of adults 50 and older receiving colon cancer screening in past year



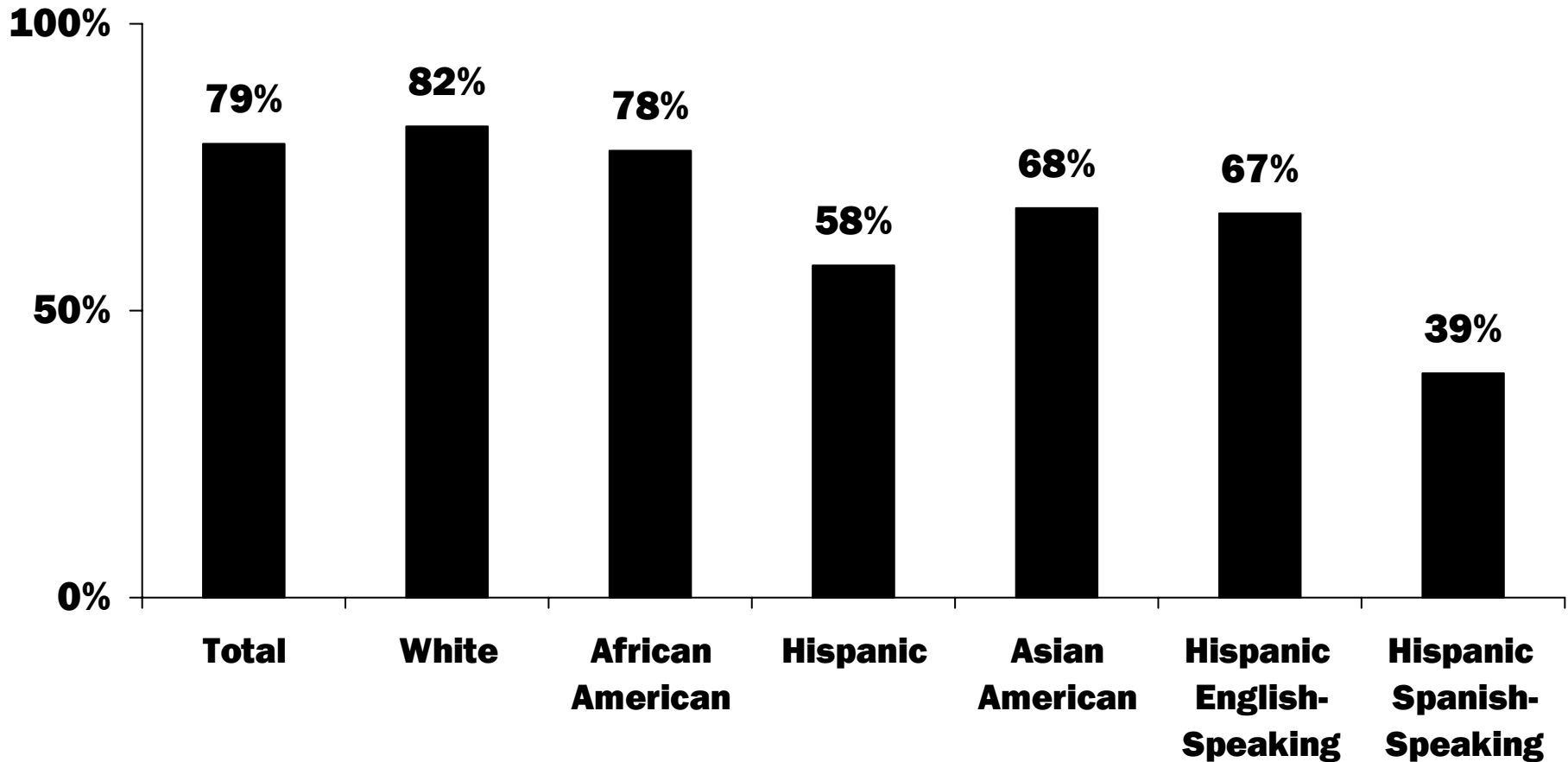
Prostate Cancer Screening in Past Year, by Race/Ethnicity

Percent of men 40 and older receiving prostate cancer screening in past year



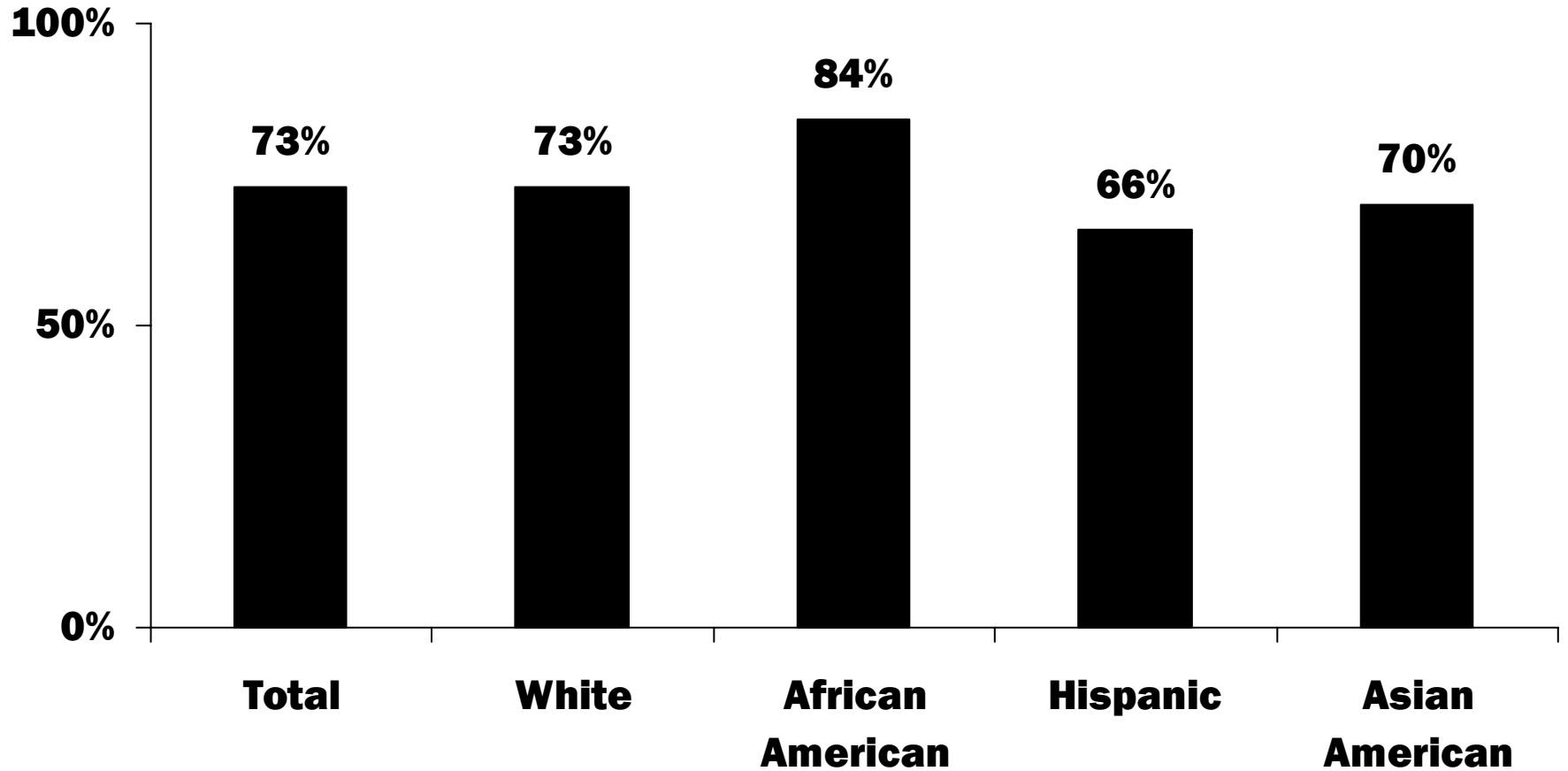
Smoking Cessation Counseling

Percent of current smokers counseled by physician to quit



Eye Screening for Diabetic Patients

Percent of respondents with diabetes, eye exam in past year

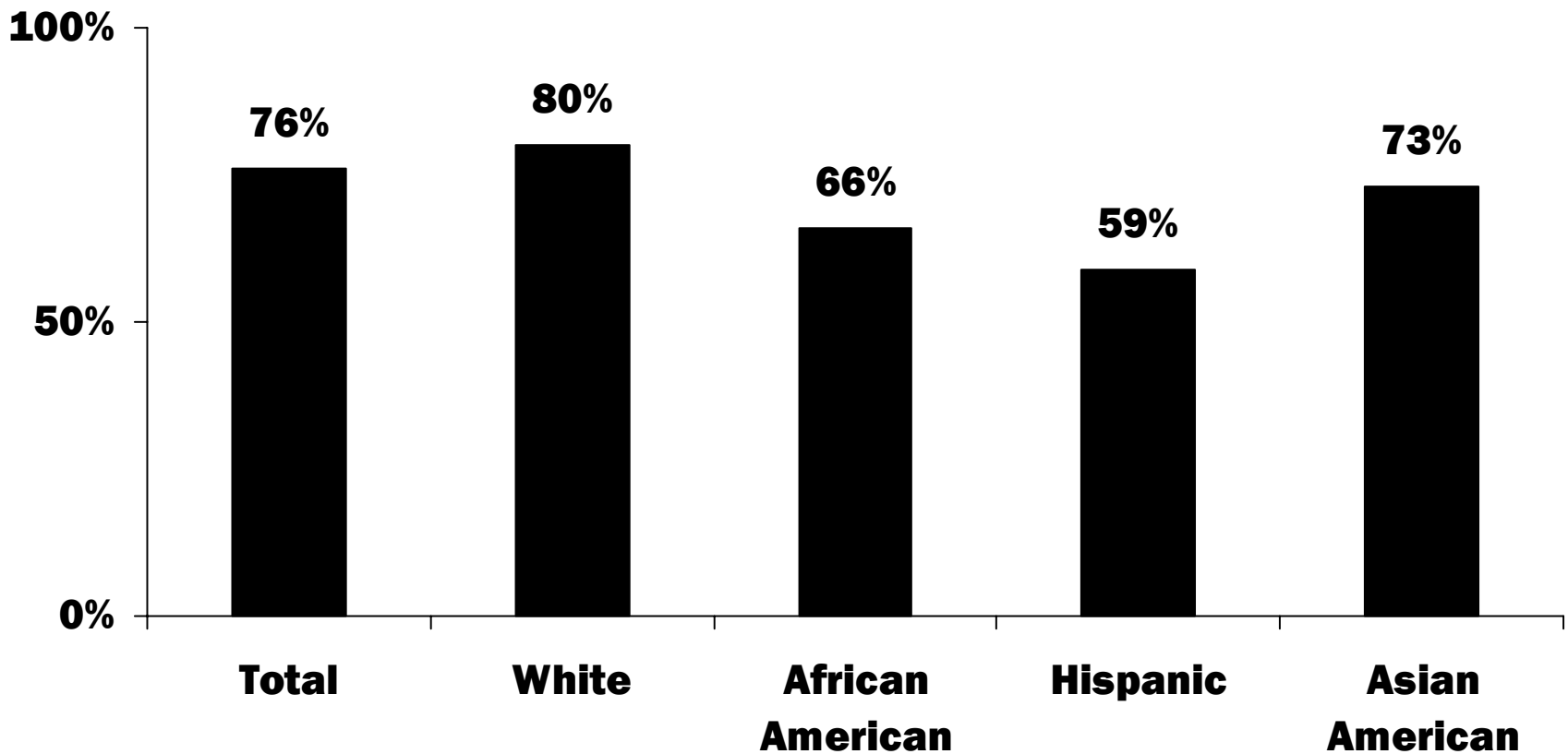


Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Access to Health Care

Minorities Less Likely to Receive Care at a Doctor's Office

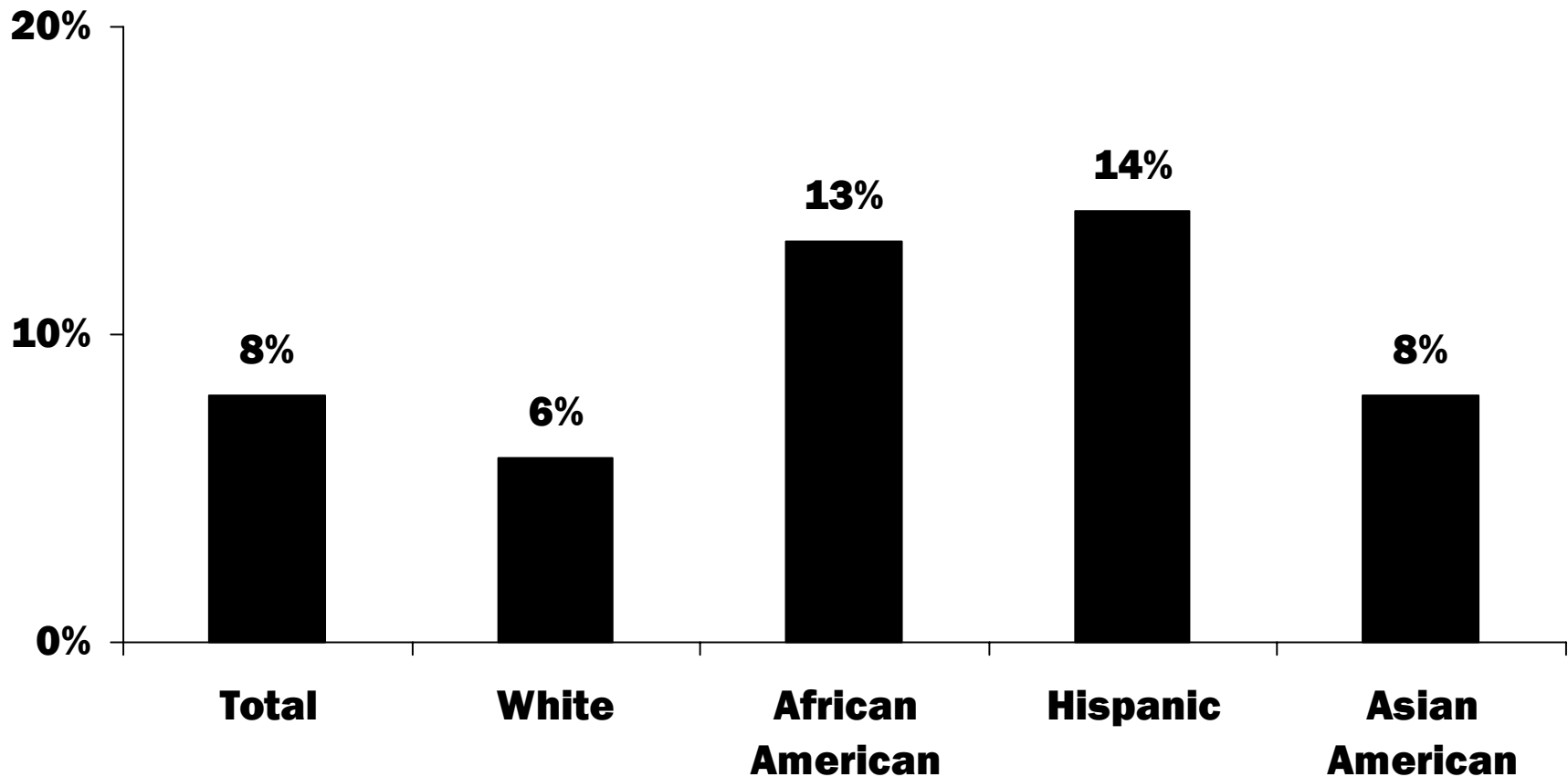
Percent of adults reporting doctor's office as regular source of care



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

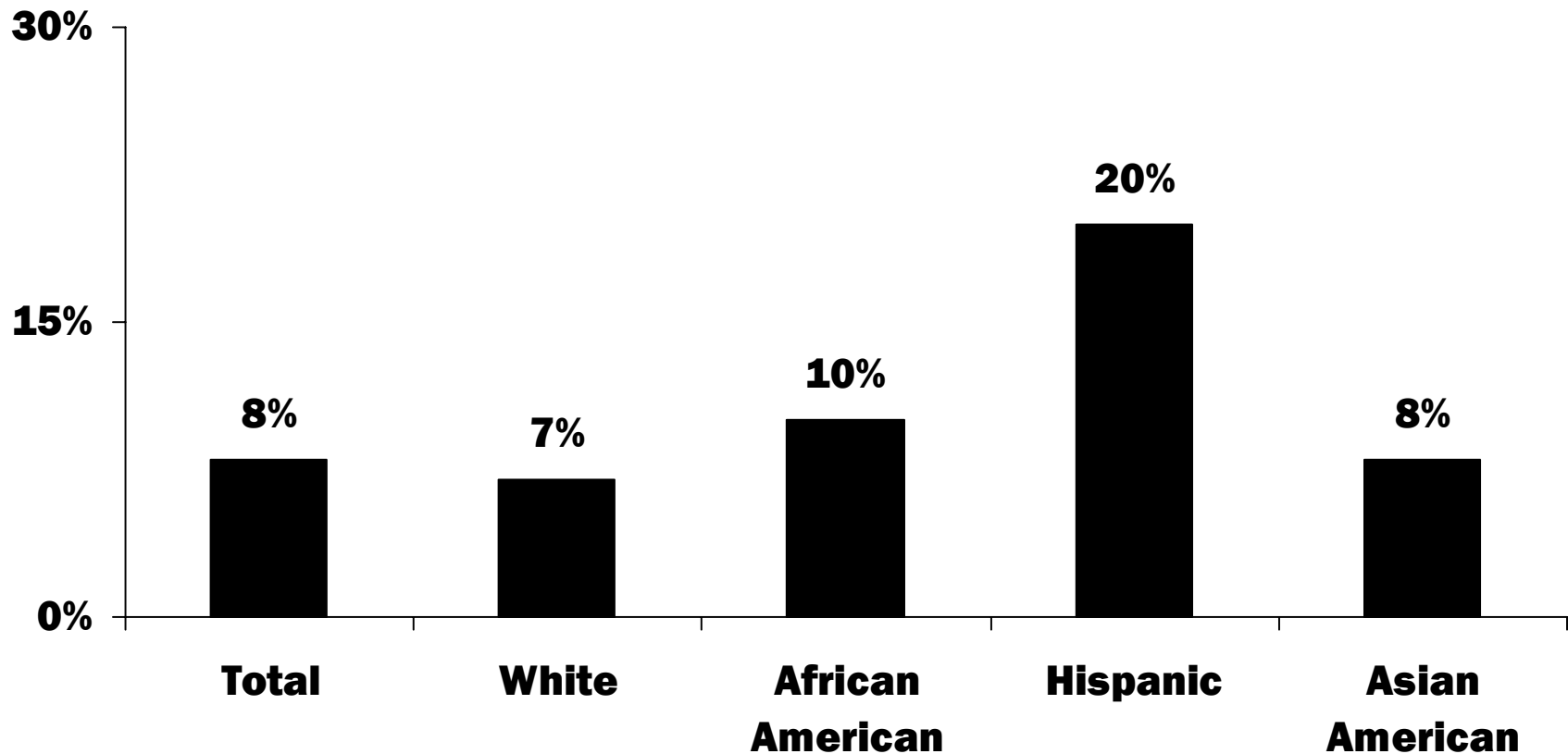
African Americans and Hispanics More Likely to Have No Regular Source of Care

Percent of adults reporting emergency room or none as regular source of care



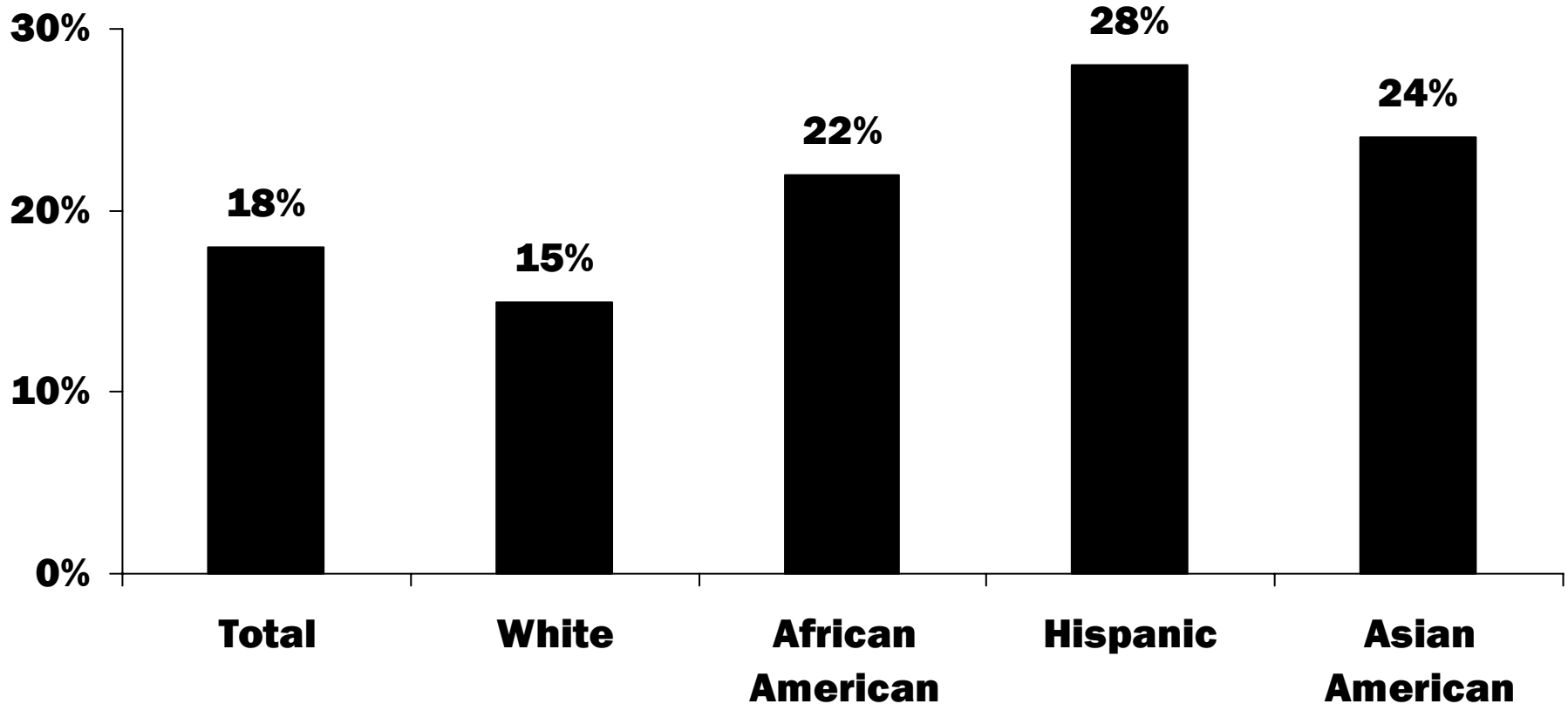
One of Five Hispanics Names Community Health Center as Regular Source of Care

Percent of adults reporting community health center as regular source of care



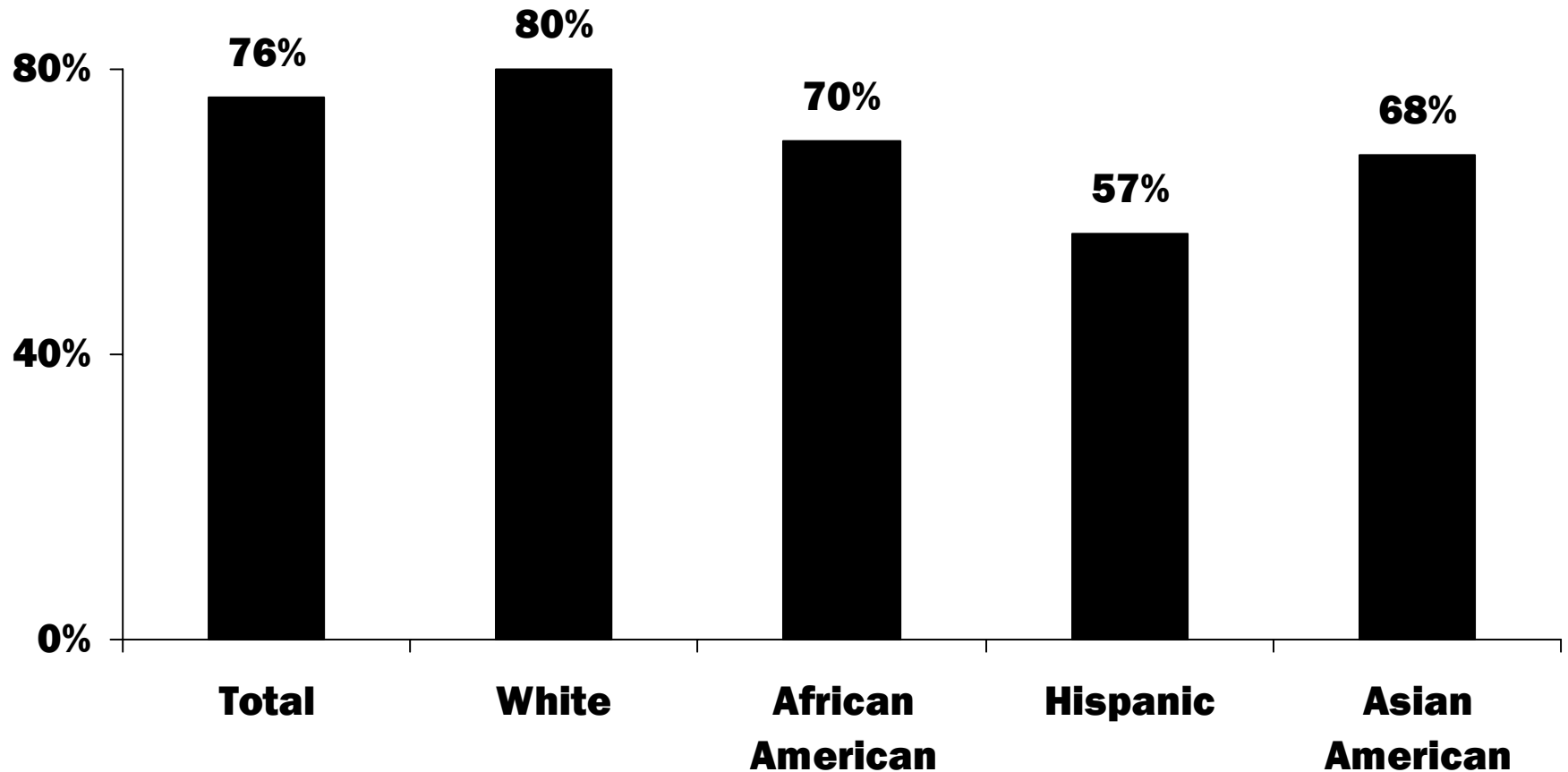
Minority Americans Report Less Choice in Where to Go for Medical Care

Percent of adults reporting “very little” or “no” choice



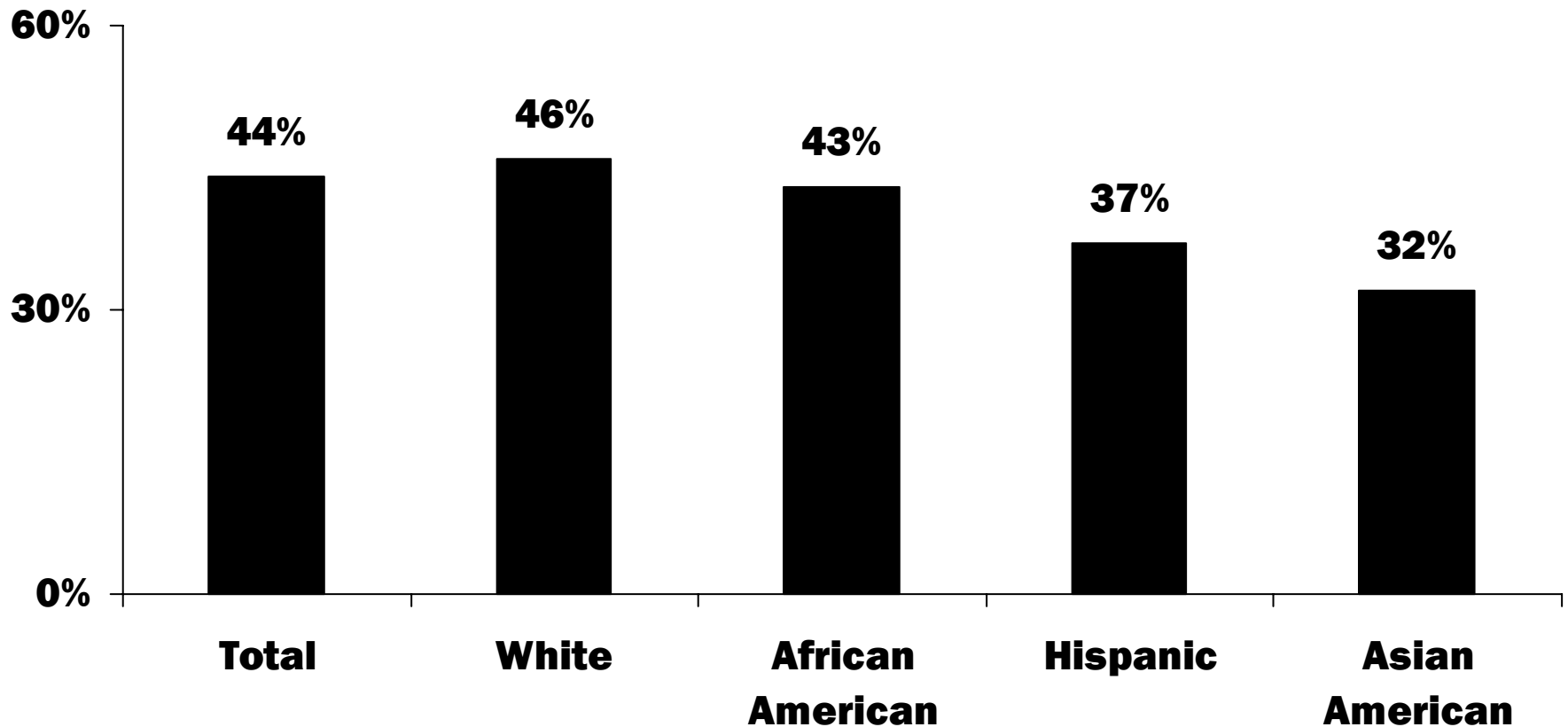
Minority Americans Are Less Likely to Have a Regular Doctor

Percent of adults with a regular doctor



Less Than Half of Respondents Have Had the Same Doctor for More Than Five Years

Percent of adults with same doctor for more than five years

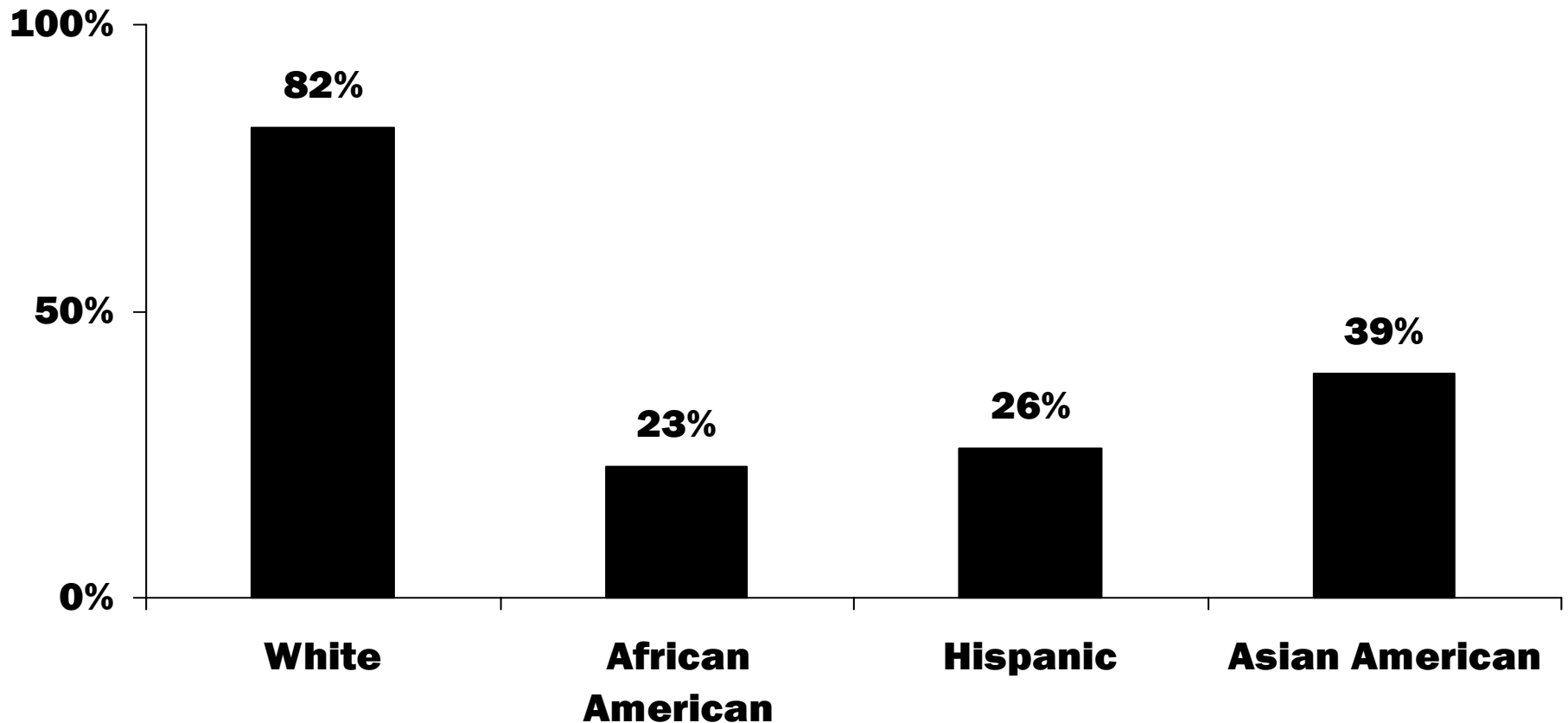


Base: Adults with a regular doctor.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

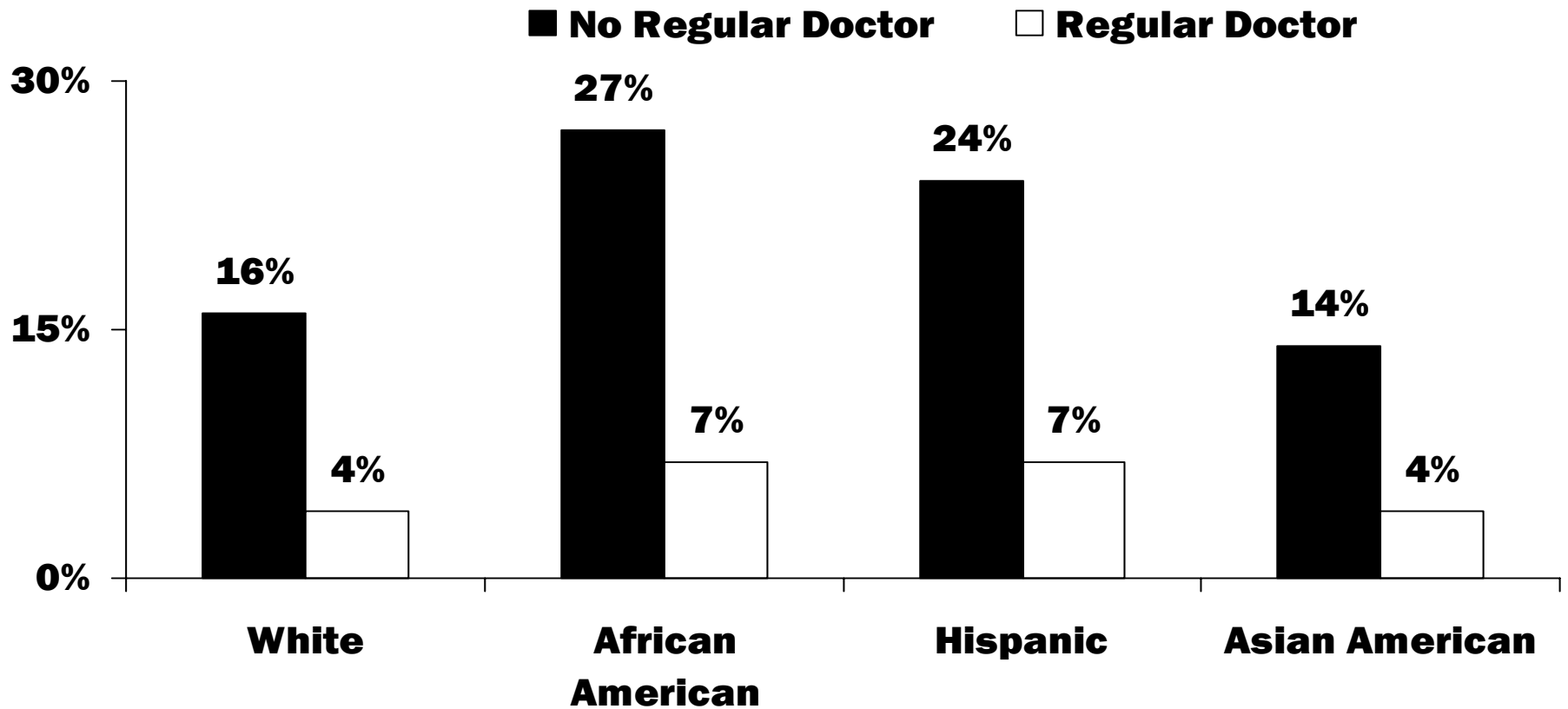
Whites and Asian Americans Most Likely to Have Regular Physician of the Same Race

Percent of respondents with physician of same race/ethnicity



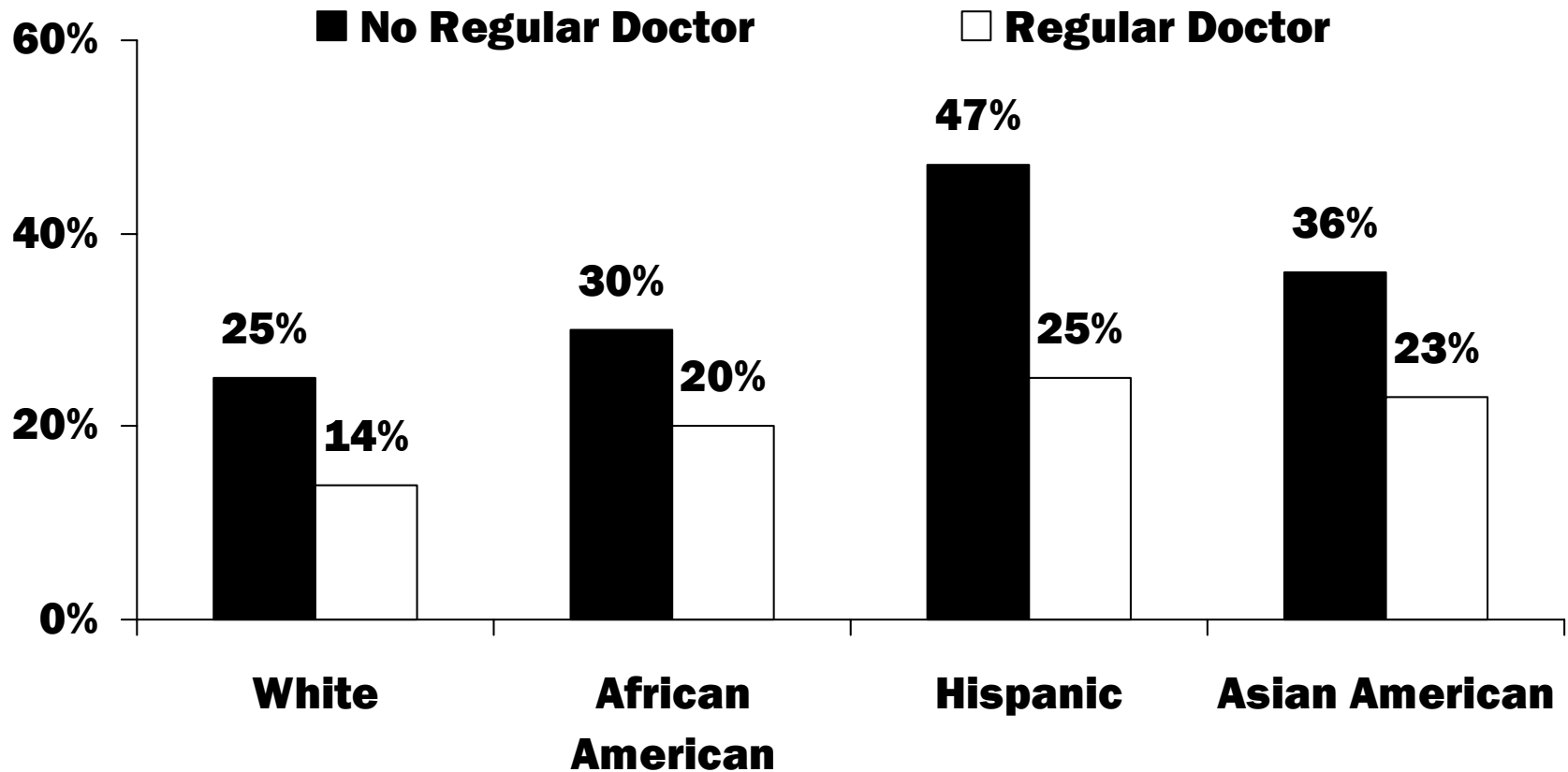
Minorities Without a Regular Doctor More Likely to Use Emergency Room for Care

Percent reporting emergency room or no regular place of care



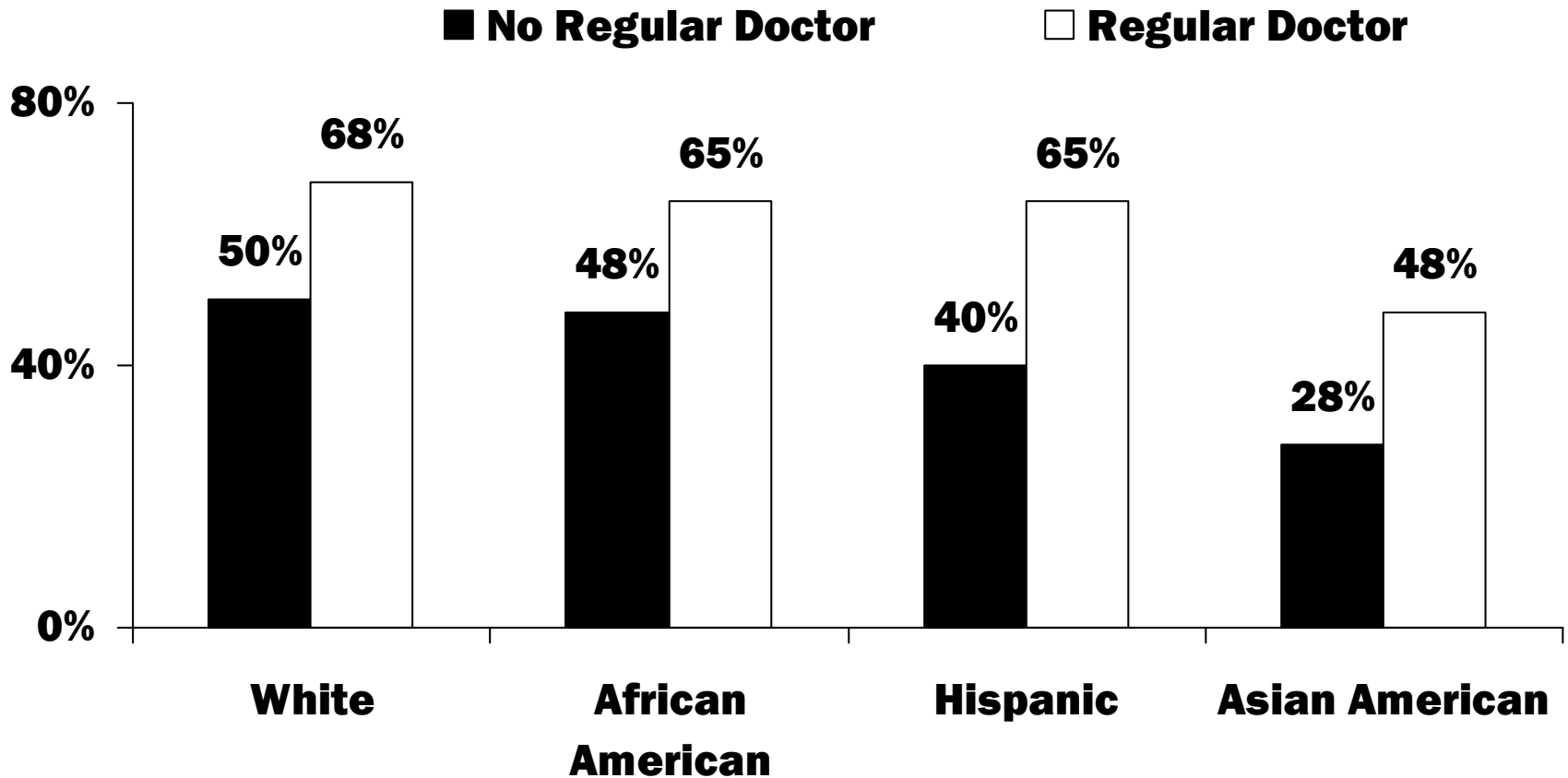
Adults with No Regular Doctor Report More Communication Problems with Their Physicians

Percent of adults reporting one or more communication problems



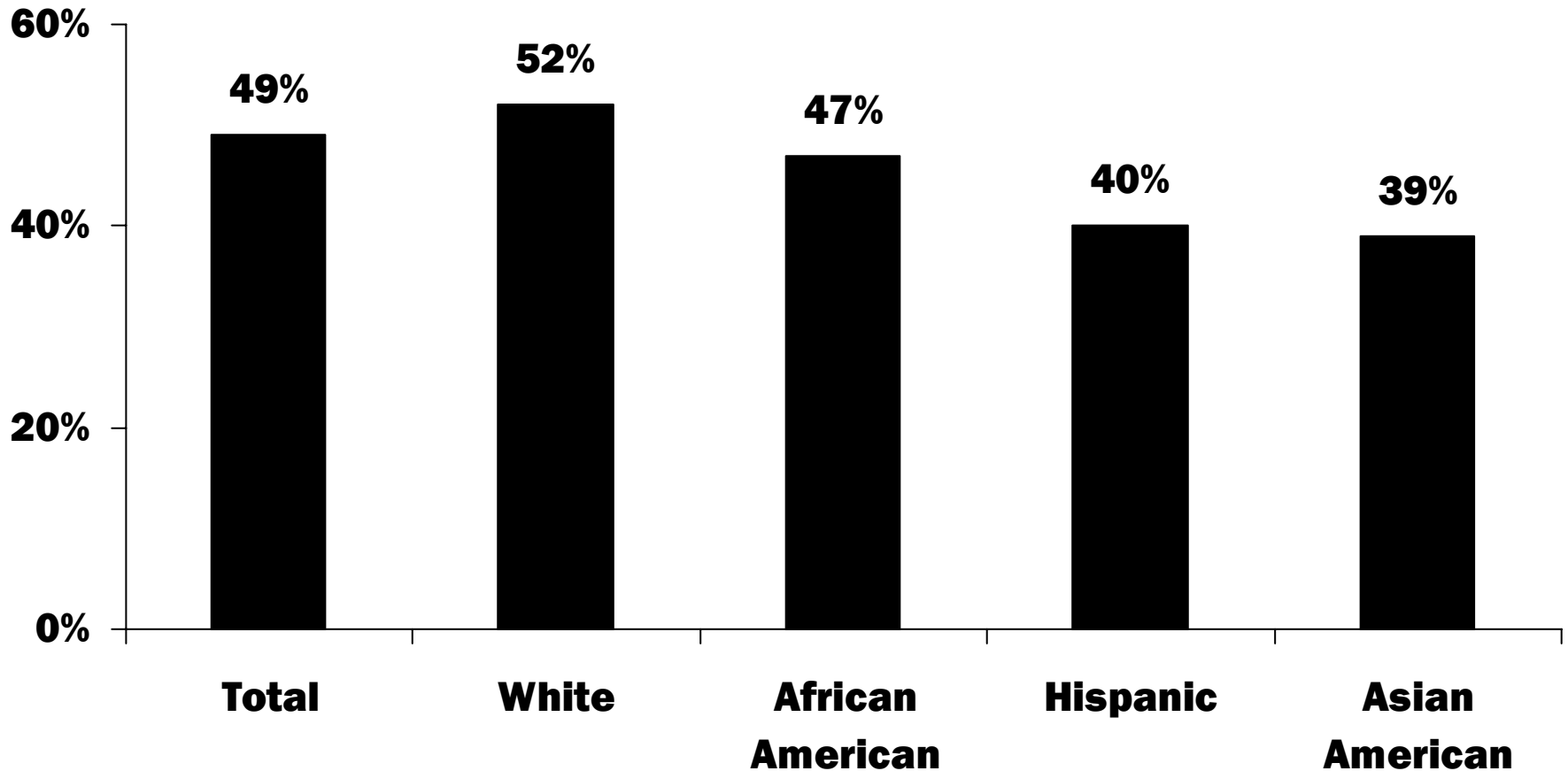
Adults with Regular Doctors More Satisfied with the Quality of Their Health Care

Percent of adults very satisfied with quality of health care in past two years



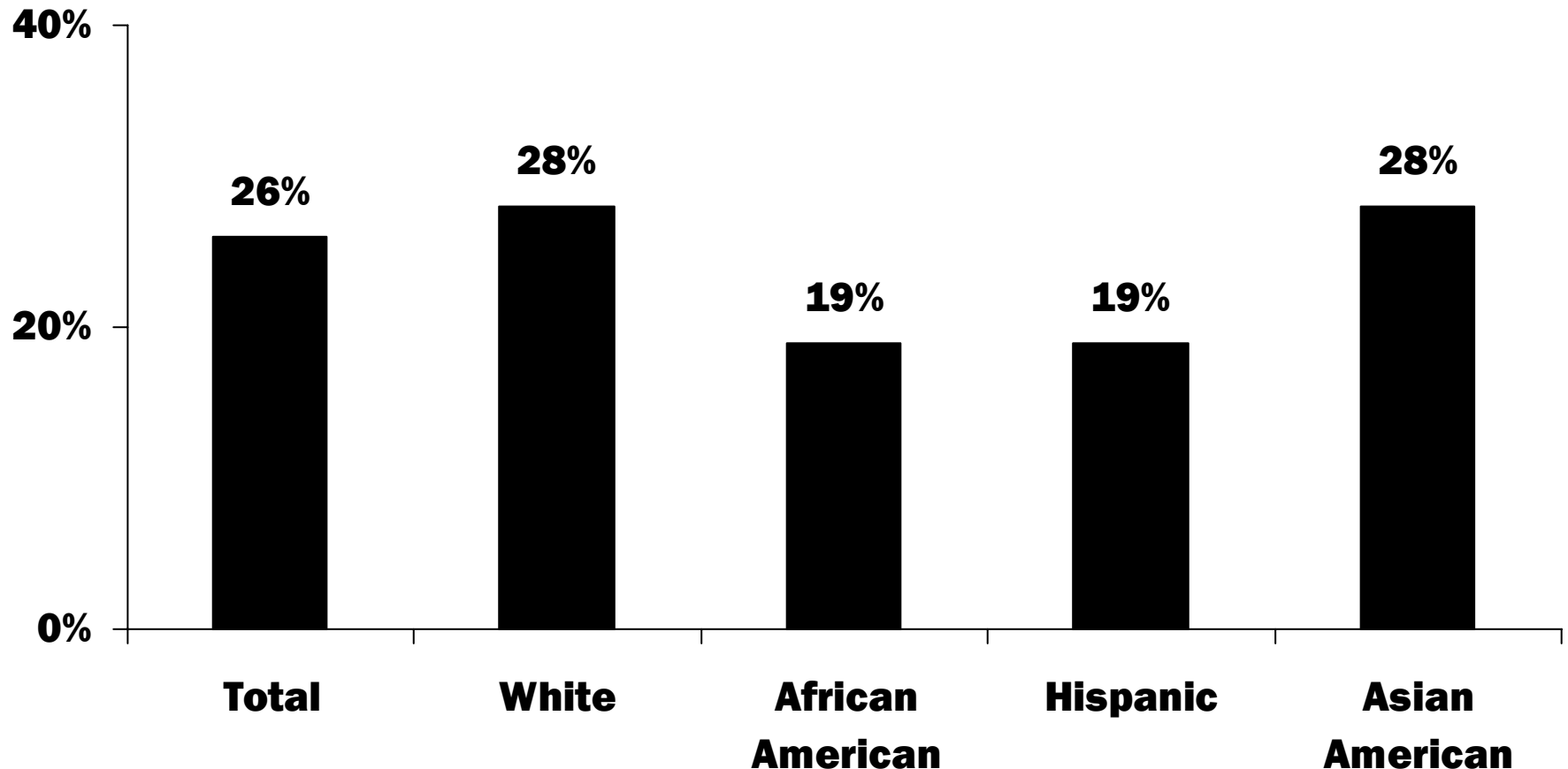
Minorities Are Less Confident They Will Receive Good-Quality Health Care in the Future

Percent of adults very confident they can get good-quality care in future



African Americans and Hispanics Report Less Use of Internet for Health Information

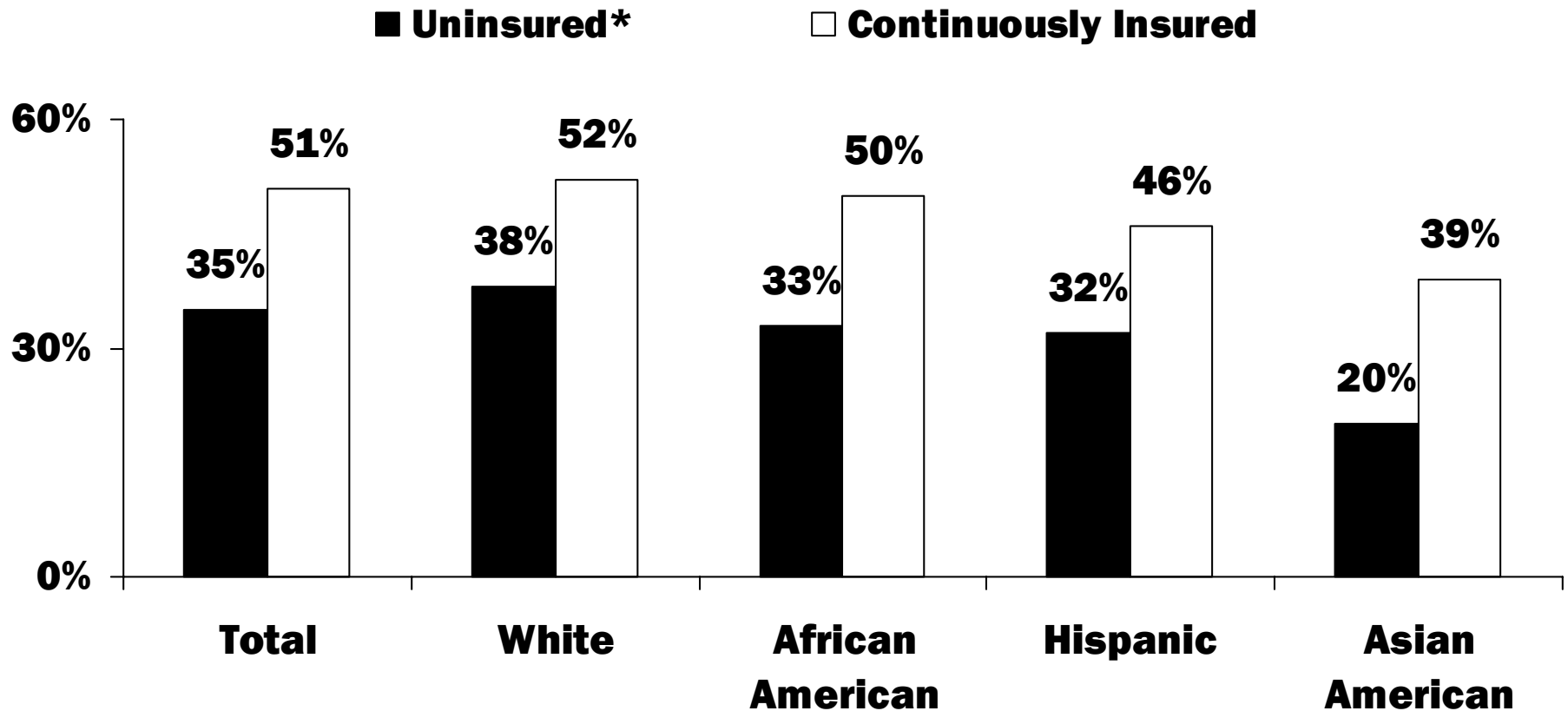
Percent using Internet often to obtain health information



Health Insurance Coverage

Uninsured Are Less Confident They Will Receive Good-Quality Health Care in the Future

Percent of adults 18–64 very confident they can get good-quality care in future

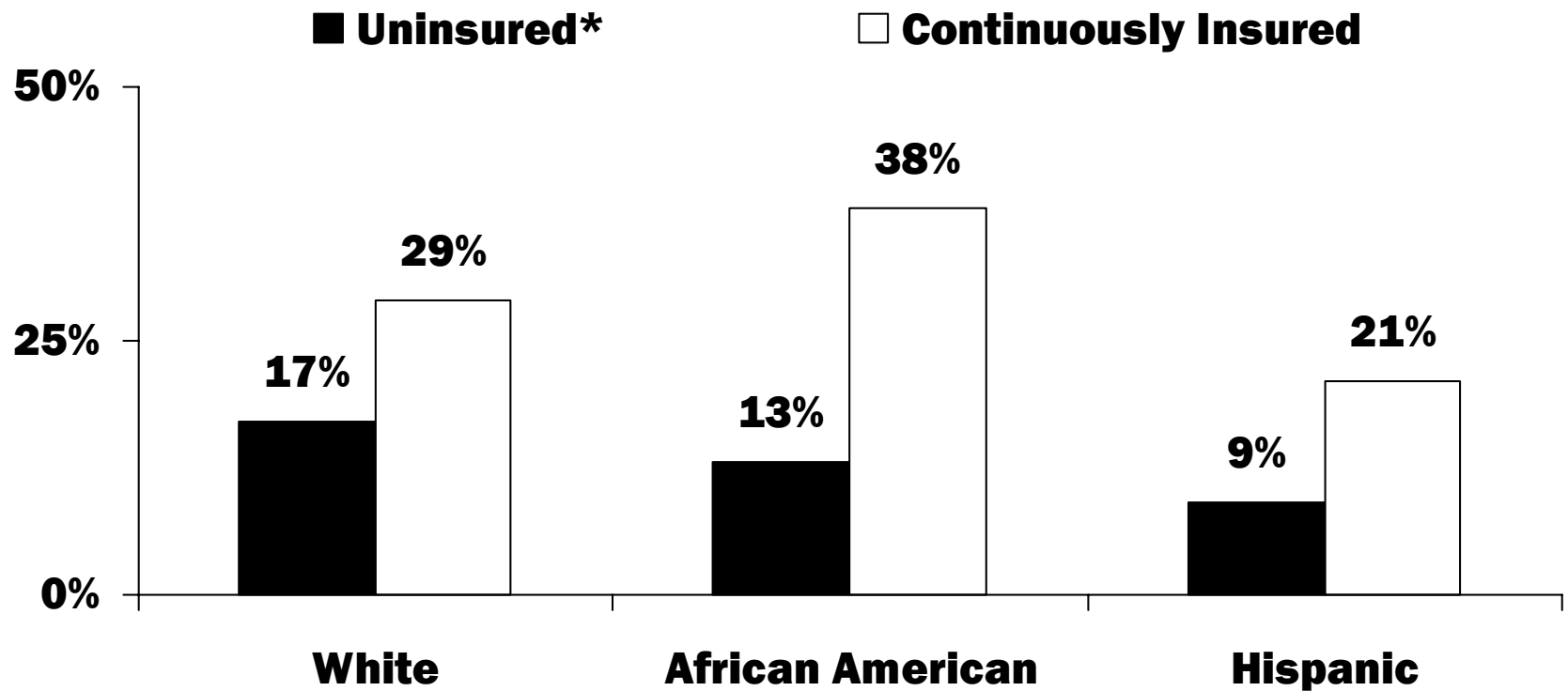


* Adults uninsured at any time in past year.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Uninsured Report Lower Rates of Colon Cancer Screening

Percent of adults ages 50–64 receiving colon cancer screening in past year

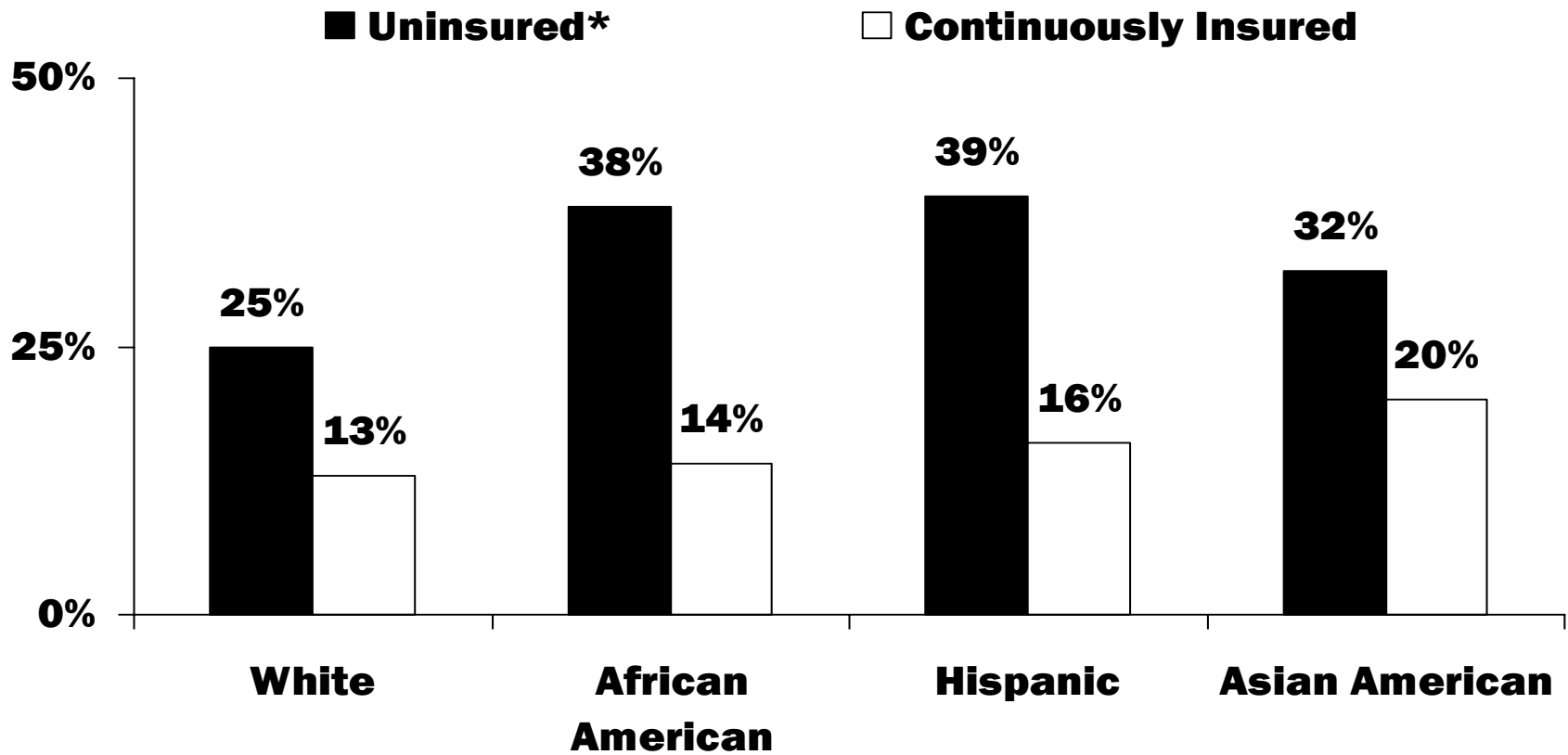


* Adults uninsured at any time in past year.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Uninsured Minorities Report Little Choice in Source of Health Care

Percent of adults 18–64 reporting very little or no choice in source of care

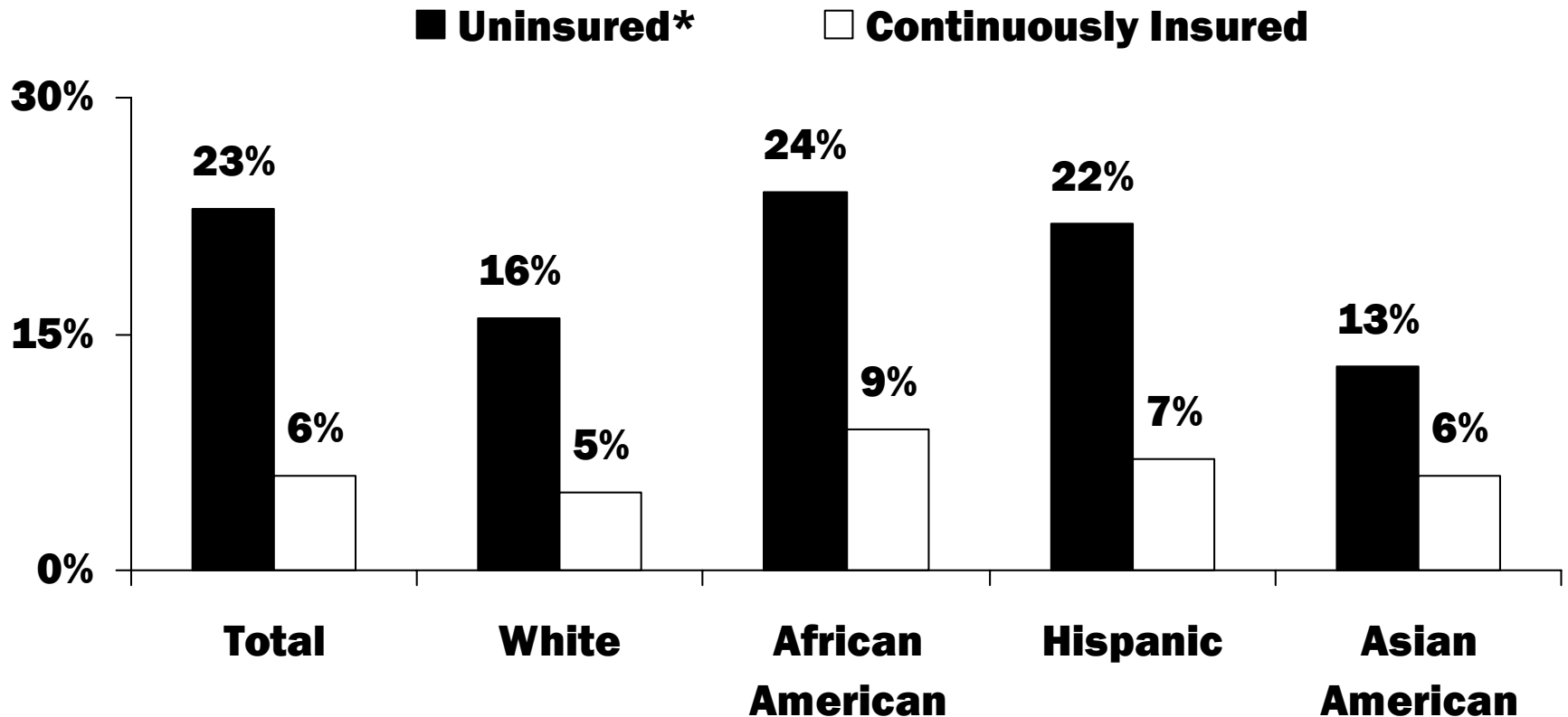


* Adults uninsured at any time in past year.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

More Than One-Fifth of Uninsured Hispanics and African Americans Have No Regular Place of Care

Percent of adults 18–64 who used an emergency room as usual source of care, or had no regular place for health care in the past year



* Adults uninsured at any time in past year.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.