



Partnership for Quality Care 2171 National Poll

January 8 - 11, 2011
1000 Adults Nationwide, including 800 2008 Voters

Q1. Are you 18 years of age or older?

Yes	100%
No	.
Don't know	.

Q4. Are you registered to vote at your current address?

Yes	71%
No	27%
Don't know	2%

Q5. In November 2008 there was an election for President of the United States. Did you vote in the election for President of the United States? *Asked of registered voters*

Yes	80%
No	19%
Don't know	1%

Health Care Baseline Questions

Now I'd like to ask you some questions about health care.

Q6. How would you rate the quality of health care in America today? Is it:

Excellent	8%
Good	32%
Fair	35%
Poor	20%
Don't Know	4%
EXCELLENT/GOOD	41%
FAIR/POOR	56%

Q7. How would you rate the quality of care in hospitals in America today? Is it:

Excellent	15%
Good	38%
Fair	29%
Poor	14%
Don't Know	4%
EXCELLENT/GOOD	53%
FAIR/POOR	43%

Q8. Thinking about different medical conditions, what would you say is the most urgent health problem facing America today? *OPEN END*

Cancer	35%
Obesity	21%
Heart disease/heart attacks	9%
Diabetes	9%
HIV/AIDS	3%
Smoking	1%
Pollution/environmental problems	1%
Mental health	1%
High blood pressure/ hypertension	1%
Alzheimer's	1%
Substance abuse	1%
Insurance/coverage	1%
Nutrition	1%
Asthma	0%
Chemicals in food	0%
Depression	0%
High cholesterol	0%
Sexually Transmitted Diseases	0%
All of the above	0%
Other	2%
Don't know	11%

Now I'd like to read you some statements about hospitals and the doctors and nurses who work there. For each statement, please tell me how much you agree with that statement using a scale of 1 to 7, where 1 means you do not agree with the statement at all, and 7 means you agree completely. You may use any number from 1 to 7.

	1- Do Not Agree At All	2	3	4	5	6	7- Agree Completely	DK	Net 1-2	Net 6-7
Q9. Always wash their hands or use gloves when treating patients.	2%	1%	3%	6%	13%	14%	59%	1%	4%	73%
Q12. Make mistakes that could have been prevented.	8%	6%	12%	13%	20%	10%	29%	1%	14%	39%
Q10. Could provide better patient care than they do now.	6%	6%	6%	18%	25%	14%	24%	2%	12%	38%
Q11. Communicate clearly with patients.	5%	3%	11%	14%	29%	18%	19%	1%	8%	37%
Q14. Follow up with patients who have been discharged from the hospital.	11%	13%	12%	11%	21%	10%	18%	4%	25%	28%
Q13. React quickly to a patients changing condition.	2%	3%	9%	18%	31%	16%	16%	4%	6%	32%
Q15. Are good role models for how to stay healthy.	5%	7%	11%	20%	27%	17%	12%	1%	12%	29%

INTRO TO 4 KEY AREAS

Now I am going to read you some words or phrases related to medical conditions or issues, and I'd like you to tell me how important it is for hospitals and other health care providers to dedicate time and resources to addressing each issue.

	Very Imp.	Smwht Imp.	Not Very Imp.	Not Imp. At All	DK	TOTAL Imp.	TOTAL Not Imp.
Q20. Chronic conditions like heart disease and diabetes	89%	10%	1%	0%	0%	99%	1%
Q18. Hospital-acquired infections	84%	14%	1%	0%	1%	98%	1%
Q19. Hospital re-admissions, which is when a patient returns to the hospital for the same condition within a month or so of being discharged.	71%	24%	3%	1%	1%	94%	4%
Q16. Acute childhood asthma.	71%	25%	2%	1%	2%	96%	3%
Q17. Sepsis.	53%	18%	3%	1%	26%	71%	3%

Now I am going to read you some more information about some of the same health related issues in America, and ask you some questions.

ASTHMA

Q22. Asthma is an inflammatory disease that affects the respiratory system. It is a chronic condition that cannot be cured, but it can usually be controlled with the proper treatment, like inhalers or other medicine; left untreated, it can be life-threatening. Asthma is the fastest growing disease for kids and now affects 7 million children in the US. It's the number one cause of hospitalizations for kids and is a major cause of death for kids.

How serious a problem is childhood asthma? Please use a scale of 1 to 7, where 7 means it is an extremely serious problem, and 1 means that it is not a problem at all.

1 - Not a problem at all	1%
2	1%
3	1%
4	5%
5	14%
6	20%
7- Extremely serious problem	58%
Don't know	1%
NET 1-2	1%
NET 6-7	78%

Q23. Hospitals and other health care providers have limited resources and can only focus on a few key priorities beyond care for their patients.

Given this, how much of a priority should it be for hospitals and other health care providers to dedicate time and resources to addressing childhood asthma? Please use a 7 point scale where 7 means it should be a top priority and 1 means it should not be a priority at all. You may use any number from 1 to 7.

1- Should not be a priority at all	1%
2	1%
3	2%
4	7%
5	19%
6	21%
7 - Should be a top priority	49%
Don't know	0%
NET 1-2	1%
NET 6-7	70%

SEPSIS

Q24. Sepsis is a severe illness in which the body is overwhelmed by infections. Sepsis is caused by a bacterial infection. Major organs and systems, including the lungs and central nervous system, stop functioning normally. Most people do not know that sepsis is the number one cause of death in American hospitals today. More people die of sepsis in American hospitals than die from cancer, heart disease, or stroke.

How serious a problem is sepsis? Please use a scale of 1 to 7, where 7 means it is an extremely serious problem, and 1 means that it is not a problem at all.

1 - Not a problem at all	0%
2	1%
3	2%
4	3%
5	10%
6	14%
7- Extremely serious problem	69%
Don't know	1%
NET 1-2	1%
NET 6-7	83%

Q25. Hospitals and other health care providers have limited resources and can only focus on a few key priorities beyond care for their patients. Sepsis is the number one cause of death in hospitals today.

Given this, how much of a priority should it be for hospitals and other health care providers to dedicate time and resources to addressing sepsis? Please use a 7 point scale where 7 means it should be a top priority and 1 means it should not be a priority at all. You may use any number from 1 to 7.

1- Should not be a priority at all	0%
2	1%
3	2%
4	2%
5	11%
6	16%
7 - Should be a top priority	69%
Don't know	0%
NET 1-2	1%
NET 6-7	85%

Q26. Hospitals and other health care providers have limited resources and can only focus on a few key priorities beyond care for their patients.

Given this, how much of a priority should it be for hospitals and other health care providers to dedicate time and resources to addressing sepsis? Please use a 7 point scale where 7 means it should be a top priority and 1 means it should not be a priority at all. You may use any number from 1 to 7.

1- Should not be a priority at all	1%
2	0%
3	1%
4	4%
5	13%
6	17%
7 - Should be a top priority	64%
Don't know	1%
NET 1-2	1%
NET 6-7	81%

HOSPITAL ACQUIRED INFECTIONS

Q27. Hospital-acquired infections are contracted during hospital stays due to hospital conditions or medical procedures. About 1.7 million patients each year acquire an infection in the hospital that they did not have the day they were admitted to the hospital. Infections can be transmitted by bacteria on hospital equipment, on the hands of doctors and nurses, on surfaces in the hospital, or from complications of surgery. About 1 in 10 hospital patients gets one of these infections, and they cause nearly 100,000 deaths each year.

How serious a problem is hospital acquired infection? Please use a scale of 1 to 7, where 7 means it is an extremely serious problem, and 1 means that it is not a problem at all.

1 - Not a problem at all	0%
2	1%
3	2%
4	4%
5	14%
6	19%
7- Extremely serious problem	60%
Don't know	0%
NET 1-2	1%
NET 6-7	78%

Q28. Hospitals and other health care providers have limited resources and can only focus on a few key priorities beyond care for their patients.

Given this, how much of a priority should it be for hospitals and other health care providers to dedicate time and resources to preventing hospital acquired infections? Please use a 7 point scale where 7 means it should be a top priority and 1 means it should not be a priority at all. You may use any number from 1 to 7.

1- Should not be a priority at all	1%
2	1%
3	2%
4	3%
5	12%
6	14%
7 - Should be a top priority	68%
Don't know	0%
NET 1-2	1%
NET 6-7	82%

Q29. Hospitals and other health care providers have limited resources and can only focus on a few key priorities beyond care for their patients.

Given this, how much of a priority should it be for hospitals and other health care providers to dedicate time and resources to preventing the 1.7 million hospital acquired infections? Please use a 7 point scale where 7 means it should be a top priority and 1 means it should not be a priority at all. You may use any number from 1 to 7.

1- Should not be a priority at all	0%
2	0%
3	1%
4	4%
5	11%
6	18%
7 - Should be a top priority	65%
Don't know	1%
NET 1-2	1%
NET 6-7	84%

HOSPITAL RE-ADMISSIONS

Q30. More than one in six patients discharged from a hospital in the US returns to the hospital within 30 days. These unplanned hospital readmissions create life threatening care problems for patients and represent one of the most costly issues facing the US health care system. These readmissions put a burden on patients, caregivers and health care workers. Many of these readmissions could be avoided with better transition to care outside of the hospital.

How serious a problem is hospital re-admission? Please use a scale of 1 to 7, where 7 means it is an extremely serious problem, and 1 means that it is not a problem at all.

1 - Not a problem at all	1%
2	2%
3	3%
4	12%
5	29%
6	18%
7- Extremely serious problem	34%
Don't know	1%
NET 1-2	3%
NET 6-7	52%

Q31. Hospitals and other health care providers have limited resources and can only focus on a few key priorities beyond care for their patients.

Given this, how much of a priority should it be for hospitals and other health care providers to dedicate time and resources to preventing hospital readmissions? Please use a 7 point scale where 7 means it should be a top priority and 1 means it should not be a priority at all. You may use any number from 1 to 7.

1- Should not be a priority at all	1%
2	1%
3	2%
4	7%
5	25%
6	17%
7 - Should be a top priority	47%
Don't know	0%
NET 1-2	2%
NET 6-7	64%

CHRONIC CONDITIONS

Q32. Over 75% of America's health care costs come from the treatment of chronic conditions, such as heart disease, diabetes, and arthritis. These chronic conditions run up a health care bill three times higher than the cost of acute conditions like cancer, broken bones or influenza. Nearly half of American adults have at least one chronic condition, which can lead to severe illnesses and early death. Chronic conditions also damage our economy, costing employers billions of dollars in lost work days and damaging peoples' mobility and basic ability to function.

How serious a problem are chronic conditions like heart disease, diabetes and arthritis?
Please use a scale of 1 to 7, where 7 means it is an extremely serious problem, and 1 means that it is not a problem at all.

1 - Not a problem at all	0%
2	0%
3	2%
4	2%
5	13%
6	22%
7- Extremely serious problem	61%
Don't know	0%
NET 1-2	1%
NET 6-7	82%

Q33. Hospitals and other health care providers have limited resources and can only focus on a few key priorities beyond care for their patients. Given this, how much of a priority should it be for hospitals and other health care providers to dedicate time and resources to treating chronic conditions? Please use a 7 point scale where 7 means it should be a top priority and 1 means it should not be a priority at all. You may use any number from 1 to 7.

1- Should not be a priority at all	0%
2	0%
3	1%
4	5%
5	17%
6	21%
7 - Should be a top priority	54%
Don't know	0%
NET 1-2	1%
NET 6-7	75%

ACUTE CHILDHOOD ASTHMA

Now I am going to ask you some more questions about acute childhood asthma.

CONCERN STATEMENTS

Now you are going to hear a list of reasons some people could give to be concerned about acute childhood asthma. After each one, please tell me if it makes you very concerned, somewhat concerned, not very concerned, or if it does not make you concerned at all.

Does this make you:

	Very Conc'd	Smwht Conc'd	Not Very Conc'd	Not At All Conc'd	DK	TOTAL Concern	TOTAL Not Concern
Q36. When a child goes to the hospital for an asthma attack, there is no system in place for the hospital to notify that child's primary doctor that a hospital emergency has happened.	69%	24%	6%	1%	1%	92%	7%
Q34. Asthma affects nearly 1 in every 10 children in America and more than 4 million children had an asthma attack just last year.	67%	26%	5%	1%	0%	94%	6%
Q40. Less than half of asthmatic children in the US get the proper care for their asthma, in part because of the lack of standardized asthma care across the country.	67%	29%	4%	0%	0%	96%	4%
Q35. Asthma is the leading cause of missed school days and children with asthma miss over 13 million school days each year nationwide.	61%	29%	8%	1%	0%	90%	9%
Q39. Childhood asthma and its associated challenges cost the US \$18 billion each year.	60%	32%	6%	2%	0%	91%	8%
Q38. Childhood asthma creates a real cost for our economy - parents of asthmatic children often have to miss work because of their child's condition, totaling about 10 million lost work days each year.	58%	31%	8%	3%	0%	89%	11%
Q37. Childhood asthma can cause children to miss school, be unable to play sports, unable to sleep, and reduce their ability to play and socialize with other children.	56%	38%	5%	1%	0%	94%	6%

POTENTIAL SOLUTIONS

Now you will hear some solutions that some people could propose to address acute childhood asthma. After each proposal, please tell me if you believe it would be very effective at addressing the issue, somewhat effective, not very effective, or not effective at all at addressing this issue.

How effective do you think this proposal would be?

	Very Effectv	Smwht Effectv	Not Very Effectv	Not Effectv at All	DK	TOTAL Effectv	TOTAL Not Effectv
Q44. Work hand-in-hand with boards of education and school health clinics to allow school nurses to treat non-severe asthma attacks at school, so children don't have to miss school and can get treatment in time so they don't have to go to the hospital.	71%	19%	6%	2%	2%	90%	8%
Q45. Improve the use of medical information technology to allow hospitals to notify a child's primary care doctor when the child enters the emergency room.	68%	26%	5%	0%	1%	94%	5%
Q41. Send children home from hospital emergency rooms with inhalers in hand rather than simply writing a prescription and hoping that the prescription will be filled later. The hospital would ensure that parents know how to properly use the inhalers.	65%	29%	5%	0%	1%	94%	5%
Q43. Require doctors to use a standardized medical science based questionnaire to assess the severity of a child's asthma symptoms and classify the child properly, to ensure they are getting the right care.	61%	28%	8%	1%	1%	89%	10%
Q42. Form agreements with pharmacies to allow doctors to track whether prescriptions for inhalers have been refilled, and help doctors follow up with families who do not fill their child's prescriptions.	50%	29%	15%	4%	2%	79%	19%
Q46. Create a nationwide education campaign aimed at parents on how they can recognize and avoid asthma triggers, such as eliminating environmental triggers like smoke, pet dander and pollen.	46%	38%	11%	2%	2%	85%	14%

Now I am going to give you some information about the way one hospital has addressed this issue, and ask you some questions.

Q47. Montefiore Medical Center in New York started a program that would send children with asthma home from the hospitals with inhalers, rather than just a prescription, as well as educating doctors about properly classifying asthmatic children in terms of severity of their asthma. After starting this program, the number of asthmatic children going to their emergency room dropped by 60%, and those returning to the hospital within 30 days of an asthma attack dropped by 50%.

Thinking about what you just heard, how significant an impact did this program make?

Very significant	81%
Somewhat significant	18%
Not very significant	1%
Not significant at all	0%
Don't know	0%
SIGNIFICANT	98%
NOT SIGNIFICANT	2%

Q48. And how confident are you that this could be done at a hospital near you?

Very confident	43%
Somewhat confident	40%
Not very confident	12%
Not confident at all	3%
Don't know	3%
CONFIDENT	83%
NOT CONFIDENT	14%

Q49. And, how much of an impact can hospitals and other health care providers have on solving the problems of acute childhood asthma? Please use a scale of 1 to 7, where 7 means they could have a significant impact, and 1 means they could not have an impact at all.

1 - No impact at all	1%
2	0%
3	3%
4	4%
5	13%
6	27%
7 - Significant impact	52%
Don't know	0%
NET 1-2	1%
NET 6-7	79%

Q50. Who do you think should be most responsible for solving the problems of acute childhood asthma?

Doctors and nurses who treat patients	50%
Hospitals and hospital administrators	14%
Government officials who can create requirements for hospitals or invest in solutions	16%
Health insurance companies	10%
Other	1%
All of the above	3%
Parents	4%
Researchers	1%
Don't know	1%

SEPSIS

Now I am going to ask you some more questions about sepsis.

CONCERN STATEMENTS

Now you are going to hear a list of reasons some people could give to be concerned about sepsis. After each one, please tell me if it makes you very concerned, somewhat concerned, not very concerned, or if it does not make you concerned at all.

Does this make you:

	Very Concerned	Smwht Concerned	Not Very Concerned	Not at All Concerned	DK	TOTAL Concerned	TOTAL Not Concerned
Q55. Many hospitals do not have a standardized protocol to identify and treat sepsis, and often the symptoms are not recognized by a hospital until it has reached a severe level.	78%	19%	2%	1%	0%	97%	3%
Q51. Sepsis is the number one cause of death in American hospitals, and it is responsible for more deaths than cancer, heart disease, or stroke combined.	74%	23%	2%	2%	0%	96%	3%
Q52. The death rate for those who acquire severe sepsis is between 30 and 50%, and the most serious form of sepsis, septic shock, kills more than half of those who get it.	71%	23%	3%	3%	0%	94%	6%
Q53. The number of cases of sepsis is on the rise; it is already the number one cause of death in American hospitals and more people die in hospitals every day from sepsis than from heart attacks.	71%	26%	2%	1%	0%	97%	3%
Q54. Sepsis affects over 35% of people who are in the intensive care unit, and two-thirds of those cases are severe.	68%	24%	6%	1%	2%	91%	7%
Q56. Sepsis strikes unpredictably and can progress rapidly. If sepsis patients are treated effectively within the first hour, their survival rate doubles.	64%	27%	2%	4%	3%	91%	6%

POTENTIAL SOLUTIONS

Now you will hear some solutions that some people could propose to address sepsis. After each proposal, please tell me if you believe it would be very effective at addressing the issue, somewhat effective, not very effective, or not effective at all at addressing this issue.

How effective do you think this proposal would be?

	Very Effective	Smwht Effective	Not Very Effective	Not Effective at All	DK	TOTAL Effective	TOTAL Not Effective
Q58. Create a standardized procedure for hospitals to use for screening, diagnosing and treating sepsis to catch it earlier and treat it before it becomes life-threatening.	75%	22%	1%	2%	2%	96%	2%
Q60. Ensure that blood tests for sepsis are fast-tracked through the hospitals labs as high priority tests to allow for faster diagnosis and earlier treatment.	75%	23%	1%	1%	0%	98%	2%
Q61. Create a specialized sepsis team including doctors, nurses, pharmacists and other clinicians who identify and implement the right treatments as early as possible; when hospitals have these teams, they can cut their sepsis death rate in half.	68%	27%	1%	3%	1%	95%	4%
Q57. Require a test for sepsis every time a blood culture is taken from a patient in the hospital, to look for markers in the blood that can help identify high-risk patients.	64%	26%	6%	3%	0%	91%	9%
Q59. Establish an information campaign in hospitals to alert all hospital workers, from doctors to lab technicians, of the symptoms of sepsis, to allow them to more easily alert caregivers to potential symptoms they might witness.	63%	32%	2%	1%	1%	96%	3%
Q62. Create a checklist that can categorize patients entering the intensive care unit into priority groups for diagnostic attention according to their initial susceptibility for sepsis.	48%	42%	6%	2%	2%	90%	8%

Now I am going to give you some information about the way one health care system has addressed this issue, and ask you some questions.

Q63. Kaiser Permanente Hospitals started a sepsis rapid response diagnostic program that tests all suspected patients for sepsis, gives the test the top priority in their laboratories, and has created trained sepsis response teams who respond to each sepsis case immediately as a priority. The Kaiser Permanente Hospitals are saving lives, reducing the death rate from sepsis from 20% to under 10% in its best hospitals and are working to bring that mortality rate even lower.

Thinking about what you just heard, how significant an impact did this program make?

Very significant	73%
Somewhat significant	23%
Not very significant	1%
Not significant at all	2%
Don't know	1%
SIGNIFICANT	96%
NOT SIGNIFICANT	3%

Q64. And how confident are you that this could be done at a hospital near you?

Very confident	42%
Somewhat confident	37%
Not very confident	11%
Not confident at all	6%
Don't know	3%
CONFIDENT	79%
NOT CONFIDENT	18%

Q65. And, how much of an impact can hospitals and other health care providers have on reducing the death rate of sepsis? Please use a scale of 1 to 7, where 7 means they could have a significant impact, and 1 means they could not have an impact at all.

1 - No impact at all	0%
2	0%
3	2%
4	3%
5	10%
6	22%
7 - Significant impact	61%
Don't know	0%
NET 1-2	1%
NET 6-7	84%

Q66. Who do you think should be most responsible for reducing the death rate from sepsis?

Doctors and nurses who treat patients	48%
Hospitals and hospital administrators	23%
Government officials who can create requirements for hospitals to invest in solutions	16%
Health insurance companies	6%
Other	0%
All of the above	4%
Don't know	3%

HOSPITAL ACQUIRED INFECTIONS

Now I am going to ask you some more questions about hospital acquired infections.

CONCERN STATEMENTS

Now you are going to hear a list of reasons some people could give to be concerned about hospital acquired infections. After each one, please tell me if it makes you very concerned, somewhat concerned, not very concerned, or if it does not make you concerned at all.

Does this make you:

	Very Conc'd	Smwht Conc'd	Not Very Conc'd	Not At All Conc'd	DK	TOTAL Concern	TOTAL Not Concern
Q72. Hand washing is the single most important step in reducing the transmission of infections. Some hospitals with very rigorous hand washing requirements have cut the infection rate by more than half, yet doctors and nurses do not always take this simple step and many caregivers treat patients without washing their hands first.	81%	16%	2%	1%	0%	97%	2%
Q69. Hospital-acquired infections often come from the transmission of germs through equipment, surgical complications, or from the doctors and nurses themselves.	72%	24%	3%	1%	0%	96%	4%
Q67. Nearly 2 million people a year in the US acquire an infection while in the hospital, and a very high percentage of those infections are considered preventable.	71%	25%	2%	1%	0%	96%	4%
Q70. Hospital-acquired infections are the fourth leading cause of death in the United States, accounting for nearly 100,000 deaths each and every year.	66%	31%	3%	1%	0%	97%	3%
Q68. About 1 in 10 hospital patients develop a hospital-acquired infection; it is the most common complication of hospital care.	64%	31%	3%	1%	0%	96%	4%
Q71. Hospital acquired infections cost billions of dollars each year. By forcing people to stay in the hospital longer, these infections also cause millions of missed days of work.	61%	33%	4%	2%	0%	93%	7%

PROPOSED SOLUTIONS

Now you will hear some solutions that some people could propose to address hospital acquired infection. After each proposal, please tell me if you believe it would be very effective at addressing the issue, somewhat effective, not very effective, or not effective at all at addressing this issue.

How effective do you think this proposal would be?

	Very Effectv	Smwht Effectv	Not Very Effectv	Not Effectv at All	DK	TOTAL Effectv	TOTAL Not Effectv
Q75. Require hospitals to publicly report their rate of hospital-acquired infections and the deaths caused by those infections to allow people to shop around for a hospital with lower rates of infection and low death rates and help the community put pressure on hospitals with high infection rates to improve their practices.	76%	18%	4%	2%	0%	94%	6%
Q76. Encourage hospital leadership to invest in the training necessary to prevent the spread of infections and to create a consistent and vigorous hospital culture of cleanliness.	71%	22%	5%	2%	0%	93%	7%
Q73. Require doctors to use a checklist for each patient to ensure that they are taking necessary steps to avoid infection. In the state of Michigan, a checklist resulted in a 66% reduction in infection and \$175 million in savings.	67%	26%	6%	1%	0%	92%	8%
Q78. Require hospitals to monitor their indoor air quality to prevent airborne infections.	62%	30%	6%	1%	1%	92%	7%
Q77. Develop software that can track infections at each hospital to pinpoint weak spots and identify triggers and areas that need to be improved.	59%	32%	7%	1%	0%	91%	8%
Q74. Establish infection control teams where doctors, nurses, and other members of staff like janitors and housekeepers are responsible for the oversight and coordination of an anti-infection program.	56%	36%	5%	3%	0%	92%	8%

Now I am going to give you some information about the way one health care system has addressed this issue, and ask you some questions.

Q79. The Greater New York Hospital Association started a program to reduce the number of hospital acquired infections by creating a standardized tool-kit of best practices, including proper hand washing, the use of bleach to decontaminate surfaces, and the use of dedicated patient equipment, like thermometers. They trained frontline staff about these infections, and created a culture of safety among all members of hospital staff, from the top down. Since starting this program, hospital acquired infection rates have fallen significantly at their hospitals.

Thinking about what you just heard, how significant an impact did this program make?

Very significant	74%
Somewhat significant	24%
Not very significant	1%
Not significant at all	0%
Don't know	0%
SIGNIFICANT	99%
NOT SIGNIFICANT	1%

Q80. And how confident are you that this could be done at a hospital near you?

Very confident	53%
Somewhat confident	31%
Not very confident	11%
Not confident at all	4%
Don't know	1%
CONFIDENT	84%
NOT CONFIDENT	15%

Q81. And, how much of an impact can hospitals and other health care providers have on lowering the rates of hospital acquired infections? Please use a scale of 1 to 7, where 7 means they could have a significant impact, and 1 means they could not have an impact at all.

1 - No impact at all	1%
2	0%
3	1%
4	1%
5	13%
6	22%
7 - Significant impact	61%
Don't Know	1%
NET 1-2	1%
NET 6-7	83%

Q82. Who do you think should be most responsible for lowering the rates of hospital acquired infections?

Doctors and nurses who treat patients	42%
Hospitals and hospital administrators	30%
Government officials who can create requirements for hospitals or invest in solutions	20%
Health insurance companies	3%
Other	0%
All of the above	2%
Don't Know	3%

HOSPITAL RE-ADMISSIONS

Now I am going to ask you some more questions about hospital re-admissions.

CONCERN STATEMENTS

Now you are going to hear a list of reasons some people could give to be concerned about hospital re-admissions. After each one, please tell me if it makes you very concerned, somewhat concerned, not very concerned, or if it does not make you concerned at all.

Does this make you:

	Very Conc'd	Smwht Conc'd	Not Very Conc'd	Not At All Conc'd	DK	TOTAL Concern	TOTAL Not Concern
Q84. Unplanned hospital re-admissions cost billions of dollars each year.	56%	36%	3%	4%	1%	92%	7%
Q83. After being discharged from the hospitals, 1 in 6 patients are right back in the hospital within 30 days. 1 in 3 patients are re-admitted within 90 days.	55%	29%	8%	5%	3%	84%	13%
Q88. With many hospitals already struggling financially to stay afloat, the hospitals can't afford to put follow up programs in place to make sure patients don't need re-admissions. Hospitals are not paid to do these follow up programs, so these programs often don't exist.	53%	33%	7%	6%	1%	85%	13%
Q87. Many patients who are re-hospitalized failed to follow the discharge instructions given to them when they left the hospital. They also often failed to attend follow-up appointments with their regular doctor before returning to the hospital.	50%	38%	4%	8%	1%	88%	11%
Q85. Hospitalization costs are over 30% of total health care spending in America.	49%	41%	7%	3%	0%	90%	10%
Q86. Research shows that better care after discharge from a hospital can result in one third of these patients not needing to be re-admitted to the hospital.	48%	41%	6%	4%	1%	89%	10%

PROPOSED SOLUTIONS

Now you will hear some solutions that some people could propose to address hospital re-admissions. After each proposal, please tell me if you believe it would be very effective at addressing the issue, somewhat effective, not very effective, or not effective at all at addressing this issue.

How effective do you think this proposal would be?

	Very Effectv	Smwht Effectv	Not Very Effectv	Not Effectv at All	DK	TOTAL Effectv	TOTAL Not Effectv
Q92. Install electronic medical records that can coordinate care between hospitals, doctors, and pharmacies to ensure patients are receiving comprehensive and adequate follow up treatment after a patient leaves the hospital.	62%	29%	4%	3%	1%	92%	7%
Q94. Give patients and their caregivers complete written instructions on exactly what to do to care for the patient upon leaving the hospital.	59%	32%	7%	2%	0%	91%	9%
Q93. Dedicate a staff member to follow up with patients and their caregivers after they leave the hospital to help schedule follow-up appointments, discuss medications, and devise a plan with each patient for what to do in case of emergency.	57%	35%	4%	4%	0%	92%	8%
Q90. Enhance hospital to community partnerships to improve out-patient care and provide more comprehensive home care services, particularly for patients with known risk factors for re-admission.	48%	38%	7%	5%	2%	85%	12%
Q89. Require medical personnel to learn to better educate patients who are being discharged, like using a teach back method, where the patient repeats his instructions back to the doctor before leaving the hospital, in order to be sure the patient knows what to do.	45%	42%	10%	3%	0%	87%	13%
Q91. Require hospitals to track and publicly report their re-admissions rates, in order to identify and address patterns and trends and to allow people to shop around for a hospital with lower rates of re-hospitalization and help the community put pressure on hospitals with high rates to improve their practices.	43%	39%	11%	4%	3%	83%	15%

Now I am going to give you some information about the way one hospital has addressed this issue, and ask you some questions.

Q95. Mount Sinai Hospital in New York started a program to reduce hospital re-admission rates by using a Nurse Practitioner to assess a patient's risk for re-admission and provide specific follow-up to high risk patients as they transition out of the hospital. This includes telephone calls and in-person visits, helping the patient communicate with their primary care doctor, and ensuring they see their regular physician after leaving the hospital. While this program is ongoing, it has had significant success in reducing unnecessary re-admissions.

Thinking about what you just heard, how significant an impact did this program make?

Very significant	63%
Somewhat significant	27%
Not very significant	4%
Not significant at all	6%
Don't know	1%
SIGNIFICANT	90%
NOT SIGNIFICANT	10%

Q96. And how confident are you that this could be done at a hospital near you?

Very confident	45%
Somewhat confident	32%
Not very confident	12%
Not confident at all	9%
Don't Know	2%
CONFIDENT	77%
NOT CONFIDENT	21%

Q97. And, how much of an impact can hospitals and other health care providers have on reducing the rate of hospital re-admissions? Please use a scale of 1 to 7, where 7 means they could have a significant impact, and 1 means they could not have an impact at all.

1 - No impact at all	4%
2	2%
3	1%
4	6%
5	22%
6	22%
7 - Significant impact	42%
Don't Know	0%
NET 1-2	6%
NET 6-7	64%

Q98. Who do you think should be most responsible for reducing the rate of hospital re-admissions?

Doctors and nurses who treat patients	38%
Hospitals and hospital administrators	21%
Government officials who can create requirements for hospitals or invest in solutions	12%
Health insurance companies	12%
Other	0%
All of the above	5%
Patients	7%
Don't know	6%

CHRONIC CONDITIONS

Now I am going to ask you some more questions about chronic health conditions.

Q99. The three major factors that create chronic diseases are inactivity, obesity, and smoking. Walking regularly has been shown to have a significant impact on reducing the rates of chronic diseases for a wide range of people. Walking half an hour a day, four days a week can cut the rate of new diabetes patients in half. Walking half an hour each day can also cut the rate of new heart disease patients by 40%, and walking every day can significantly reduce the risk of stroke and some cancers.

Given this, what you just heard, how significant an impact can walking have on preventing chronic diseases?

Very significant	83%
Somewhat significant	15%
Not very significant	1%
Not significant at all	0%
Don't know	1%
SIGNIFICANT	98%
NOT SIGNIFICANT	1%

Q100. How difficult would it be to incorporate a half hour of walking, at least four days a week, into your daily life?

Very difficult	13%
Somewhat difficult	18%
Not very difficult	16%
Not difficult at all	53%
Don't know	0%
DIFFICULT	30%
NOT DIFFICULT	69%

Q101. Suppose you knew that the full medical and health benefits of walking for half an hour can also be achieved by walking just 15 minutes twice a day. How difficult would it be to incorporate 15 minutes of walking, twice a day, four days a week into your daily life?

Very difficult	7%
Somewhat difficult	16%
Not very difficult	20%
Not difficult at all	56%
Don't know	0%
DIFFICULT	23%
NOT DIFFICULT	76%

Q102. How likely are you to incorporate 15 minutes of walking, twice a day, four days a week into your daily life?

Very likely	52%
Somewhat likely	25%
Not very likely	6%
Not at all likely	6%
Already doing it	11%
Don't Know	1%
LIKELY	77%
NOT LIKELY	12%

Q103. If you believed that walking would cut your personal risk of diabetes, cancer, heart disease and even Alzheimer's disease significantly, how likely would you be to incorporate 15 minutes of walking, twice a day, four days a week into your daily life?

Very likely	72%
Somewhat likely	16%
Not very likely	3%
Not at all likely	4%
Already doing it	3%
Don't Know	0%
LIKELY	88%
NOT LIKELY	8%

Q104. What's the number one reason you are not likely to incorporate walking 15 minutes twice a day into your daily life?

Time/too busy	25%
Health issues (bad knees, etc.)	36%
Lazy/haven't taken the time	11%
I'm too old	2%
Bad weather	7%
I get enough exercise already	13%
Would rather do it all at once	3%
Other	2%
Don't know	2%

Q105. Who do you think should play a role in encouraging Americans to walk more often? You may tell me all that apply.

Doctors and nurses who treat patients	76%
Schools and teachers	65%
Employers	54%
Hospitals and hospital administrators	48%
Health insurance companies	48%
The Surgeon General	47%
Mayors and other community leaders	46%
Government officials who can create requirements or invest in solutions	43%
Individuals	5%
All of the above	2%
Family members	1%
Parents	1%
None of the above	0%
Friends/peers	0%
Church/clergy	0%
Local government	0%
Media	0%
Other	0%
Don't Know	3%

Demographics

Q106. Whether or not you are registered to vote, in general do you consider yourself a:

Strong Democrat	21%
Weak Democrat	12%
Weak Republican	7%
Strong Republican	17%
Independent	34%
Other	4%
Don't know	5%
DEMOCRAT	33%
REPUBLICAN	24%
INDEPENDENT	43%

Q107. Which of the following best describes your current health insurance coverage?

Medicare	18%
Medicaid	6%
Health insurance provided by your or your spouse's employer	41%
Health insurance you bought and pay for yourself	16%
No health insurance	16%
Other	0%
Parents' policy	1%
Military	0%
Don't know/refused	1%

Q108. May I ask how old you are?

18 to 24 years	12%
25 to 29 years	8%
30 to 34 years	10%
35 to 39 years	10%
40 to 44 years	9%
45 to 49 years	11%
50 to 54 years	9%
55 to 59 years	8%
60 to 64 years	6%
65 to 69 years	6%
70 to 74 years	3%
75 to 79 years	3%
80 or older	4%
Don't know/Refused	0%

Q109. What is the last grade or level of school you have completed?

Less than high school degree	9%
High school graduate	36%
Some college - but less than two years of college	13%
Some college - two years or more/AA degree	15%
College graduate/bachelors degree/BA/BS	15%
Postgraduate courses	3%
Masters degree	7%
MBA or Law degree	1%
PhD or MD	2%
Don't know/None specified	1%

Q110. Do you have children age 18 or under living with you at home?

Yes	33%
No	66%
Don't know/None specified	0%

Q111. Are you married, separated, divorced, widowed, not married but living with a partner, or have you never been married?

Married	45%
Separated/divorced	17%
Widowed	8%
Not married, living with partner	5%
Never married/single	23%
Don't know/Refused	1%

Q112. Are you - or is anyone in your household - a member of a union or employee association?

Yes, self only	7%
Yes, household member only	5%
Yes, both self and household	2%
Nobody in household	84%
Don't know	1%
TOTAL YES	15%

Q113. Do you live in a city, a suburb just outside a city, or a less developed or rural area that is not near a city?

City	46%
Suburb	28%
More rural, less developed	23%
Don't know	3%

Q114. For statistical purposes only, we need to know your total family income for 2010. Will you please tell me which of the following categories best represents your total family income?

Less than \$15,000	14%
\$15,000 to less than \$25,000	14%
\$25,000 to less than \$35,000	9%
\$35,000 to less than \$50,000	17%
\$50,000 to less than \$75,000	13%
\$75,000 to less than \$100,000	11%
\$100,000 to less than \$150,000	6%
\$150,000 or more	3%
Don't know/refused	12%

Q115. Which of the following ethnic groups describes you? You can stop me when I've read your group.

White or Caucasian	66%
Black or African-American	12%
Latino, Hispanic or Mexican	15%
Asian or Pacific Islander	2%
Native American	1%
Mixed Race	2%
Other	0%
Don't know/refused	1%

Q116. Do you consider yourself to be of Hispanic descent?

Yes	3%
No	96%
Don't know	1%

GENDER

MALE	50%
FEMALE	50%