

Community Meeting Data - Charlotte, N.C. Feb. 18, 2006
Citizens' Health Care Working Group

A	Percent	Total
Are you male or female?		
1	27.0%	27 Male
2	73.0%	73 Female

B	Percent	Total
How old are you?		
1	4.5%	4 Under 25
2	27.0%	24 25 to 44
3	52.8%	47 45 to 64
4	15.7%	14 Over 65

C	Percent	Total
Are you Hispanic or Latino?		
1	6.7%	6 Yes
2	87.8%	79 No
3	5.6%	5 No Response

D	Percent	Total
Which of these groups best represents your race?		
1	59.1%	55 White
2	31.2%	29 Black or African American
3	2.2%	2 Asian
4	0.0%	0 Native Hawaiian or Pacific Islander
5	1.1%	1 American Indian or Alaska Native
6	4.3%	4 Other
7	2.2%	2 Decline to answer

E	Percent	Total
What is the highest grade or year of school you completed?		
1	1.1%	1 Elementary (grades 1 to 8)
2	3.3%	3 Some high school
3	8.7%	8 High school graduate or GED
4	16.3%	15 Some college
5	3.3%	3 Associate Degree
6	29.3%	27 Bachelor's Degree
7	37.0%	34 Graduate or professional degree
8	1.1%	1 Decline to answer

F	Percent	Total
What is your primary source of health care coverage?		
1	62.4%	58 Employer-based insurance
2	10.8%	10 Self-purchased insurance
3	0.0%	0 Veterans'
4	11.8%	11 Medicare
5	0.0%	0 Medicaid
6	1.1%	1 Other
7	12.9%	12 None
8	1.1%	1 Not sure

G	Percent	Total
What is your employment status?		
1	18.9%	17 Self-employed
2	50.0%	45 Employed - working full time
3	2.2%	2 Employed - working part-time
4	8.9%	8 Not employed / currently looking for work
5	2.2%	2 Homemaker
6	17.8%	16 Other

H	Percent	Total
Which one of these statements do you think best describes the U.S. health care system today?		
1	58.8%	57 It is in a state of crisis
2	37.1%	36 It has major problems
3	4.1%	4 It has minor problems
4	0.0%	0 It does not have any problems
5	0.0%	0 No opinion

I	Percent	Total
Which one of the following do you think is the MOST important reason to have health insurance?		
1	28.6%	24 To pay for everyday medical expenses
2	70.2%	59 To protect against high medical costs
3	1.2%	1 No opinion

J	Percent	Total
As we consider ways to improve our health care system, what values and/or principles do you believe are fundamental? And which of the following values/principles is most important to you?		
1	10.8%	9 Access to preventative health care
2	0.0%	0 Independence
3	6.0%	5 Self-responsibility
4	4.8%	4 All should contribute (shared responsibility)
5	1.2%	1 Transparent health system
6	8.4%	7 Health education
7	22.9%	19 Equal access
8	2.4%	2 Ethical decision-making
9	9.6%	8 Holistic (mind and spirit)
10	33.7%	28 Affordability

K	Percent	Total
Should it be public policy that all Americans have affordable health care coverage? [By public policy we mean that the stated public goal is set out in federal or state law.]		
1	92.0%	81 Yes
2	8.0%	7 No

L	Percent	Total
Which of the following statements most accurately represents your views?		
		Providing coverage based on who you are (for example, people who have coverage through their employers or people who qualify for public programs because of age or because they are poor) as is the case
1	18.9%	14 currently

		Defining a level of services for everyone, regardless of their status, but
2	81.1%	60 with coverage assured only for that defined set of services
3	0.0%	0 Unsure

M-x **Intro** **Intro**
It would be difficult to define a level of services for everyone. A health plan that many people view as “typical” now covers these types of benefits, many of which are subject to copayments and deductibles:

- Preventive Care—screenings, routine physicals, influenza and pneumonia immunizations, well child care, limited dental care
- Physicians’ Care—inpatient services, outpatient surgery, related tests, home and office visits, medical emergency care
- Chiropractic Care
- Maternity Care
- Prescription Drugs
- Hospital/Facility Care—inpatient and outpatient services
- Physical, Occupational, and Speech Therapy
- Mental Health and Substance Abuse—inpatient and outpatient facility and professional care

M-1 **Percent** **Total**
How would a basic package compare to this “typical” plan?

Of the most frequent answers the group gave, what would you add?

		Non-traditional modes of health care (alternative and complimenting traditional coverage)
1	22.5%	18
2	13.8%	11 Vision
3	11.3%	9 Health care education (including diet and nutrition)
4	11.3%	9 Home care and support for caregivers
5	3.8%	3 Women's health care (OBGYN)
6	8.8%	7 Enabling services to encourage healthy lifestyles
7	8.8%	7 Comprehensive dental (including preventive)
8	2.5%	2 Behavioral health care
9	11.3%	9 Nurse practitioners, midwives, licensed health care professionals
10	6.3%	5 Necessary medical equipment and appliances

M-2 **Percent** **Total**
Of the most frequent answers the group gave, what would you take out?

1	1.3%	1 Preventive healthcare
2	10.0%	8 Limit prescription drugs to generics when available
3	70.0%	56 Cosmetic surgery (non medically necessary)
4	10.0%	8 ER visits that are not emergency
5	8.8%	7 Chiropractic

N **Percent** **Total**
Who ought to decide what is in a basic benefits package?

1	1.2%	1 Government
2	3.7%	3 Medical professionals
3	1.2%	1 Insurance companies
4	1.2%	1 Employers
5	23.5%	19 Consumers
6	69.1%	56 A combination of above

O-1 **Percent** **Total**
What kinds of difficulties have you had in getting access to health care services? And which of these kinds of difficulties is the most important to address?

1	--	n/a	Pre-existing conditions excluded from policy
2	--	n/a	Rural areas being underserved
3	--	n/a	Up-front cost requirements (limits access)
4	--	n/a	Maximum benefit caps
5	--	n/a	Timeliness of getting appointments
6	--	n/a	Physical barriers and transportation
7	--	n/a	Lack of specialized providers
8	--	n/a	Limit of insurance approval
9	--	n/a	Not being able to be classified
10	--	n/a	Limited access to other health care professionals

O-2 **Percent** **Total**
What kinds of difficulties have you had in getting access to health care services? And which of these kinds of difficulties is the most important to address?

1	--	n/a	Cultural barriers and language
2	--	n/a	Lack of culturally competent and sensitive health care workforce
3	--	n/a	Difficulty in finding providers accepting Medicare patients
4	--	n/a	Patient-physician determination of care
5	--	n/a	Professionals leaving the practice due to malpractice
6	--	n/a	Conflict between private insurance and Medicaid
7	--	n/a	Lack of cohesive relationships between providers
8	--	n/a	Have to see too many doctors

O-3 **Percent** **Total**
In getting health care, what is most important to you?

1	--	n/a	Well-child screening
2	--	n/a	Getting what you need, when you need it at a reasonable cost
3	--	n/a	Keep doctors when changing insurance
4	--	n/a	Time-intensive care (more time with providers)
5	--	n/a	Culturally competent care (e.g. more training for non-minority providers)
6	--	n/a	Senior care
7	--	n/a	Consumer choice of care providers
8	--	n/a	Accurate diagnosis of treatment
9	--	n/a	Consistency
10	--	n/a	Confidentiality of medical treatment history

O-4 **Percent** **Total**
In getting health care, what is most important to you?

1	--	n/a	Chronic illness
2	--	n/a	Health care for all (provide for each other)
3	--	n/a	System for patient advocacy
4	--	n/a	Automate the health care system as much as possible (e.g. electronic medical records)

P **Percent** **Total**
Should everyone be required to enroll in basic health care coverage - either private or public?

1	80.4%	82	Yes
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2 19.6% 20 No

Q **Percent** **Total**
Should some people be responsible for paying more than others?

1 72.4% 55 Yes
 2 27.6% 21 No

R
What criteria should be used for making some people pay more?

1 11.9% 10 Everyone should pay the same
 2 1.2% 1 Family size
 3 27.4% 23 Health behaviors
 4 32.1% 27 Income
 5 27.4% 23 Other

S **Percent** **Total**

Should public policy continue to use tax rules to encourage employer-based health insurance?

1 61.8% 55 Yes
 2 38.2% 34 No

T **Percent** **Total**

Do you think government resources should be used to continue current programs that cover some people who can't otherwise afford it?

1 90.7% 78 Yes
 2 9.3% 8 No

U-x **Rank** **Avg.**

On a scale from 1 (strongly disagree) to 4 (strongly agree), please rate your agreement with the following responsibilities of individuals and families in paying for health care.

U-1 **2nd** 3.314 Maintain healthy behaviors (incentives and disincentives)
U-2 **7th** 3.036 Pay based on ability to pay
 Community service as a form of payment for those who cannot afford to pay
U-3 **4th** 3.187
U-4 **3rd** 3.194 Purchase insurance (tax credits to individuals instead of businesses)
 Everyone has to pay something based on how they are utilizing services
U-5 **5th** 3.123 (based on lifestyles)
U-6 **8th** 1.968 Create neighborhood health watch group (model health citizens)
 Employees whose employers offer insurance required to enroll in at
U-7 **6th** 3.101 least a basic plan
U-8 **9th** 1.421 We are already doing what we can
U-9 **1st** 3.580 Ask to see the bills (more transparency of cost)

V-1

Which of these steps is the most important to take in order to slow the growth of health care costs in America?

1 -- n/a Drug companies stop advertising drugs
 2 -- n/a Research on what is causing us to get sicker
 3 -- n/a Cap on medical malpractice lawsuits

4	--	n/a	A single plan (co-op) that covers all residents, provides for early intervention and preventive care is an investment that will save money in long run
5	--	n/a	Percentage of ticket sales to sporting events and all entertainment venues into a national health fund
6	--	n/a	Legalize and open purchasing of prescription drugs on global market
7	--	n/a	Minimize duplication of paperwork and admin costs
8	--	n/a	More utilization of health information technology
9	--	n/a	Every family should go to a health care center and learn about what it means to be healthy
10	--	n/a	Cap the amount of care and tie to provider payments

V-2

Which of these steps is the most important to take in order to slow the growth of health care costs in America?

1	--	n/a	Tax people who are engaging in unhealthy lifestyles
2	--	n/a	Use cost-accounting systems like other businesses to determine true cost
3	--	n/a	Consumer-driven cost control
4	--	n/a	Realistic limits on end-of-life care
5	--	n/a	Get private insurance out of the system
6	--	n/a	Make healthy lifestyles more affordable
7	--	n/a	Incentives or other tax deductions for healthy lifestyles
8	--	n/a	Controls on medical malpractice
9	--	n/a	Limit tax deductions for employer-provided coverage to a basic package
10	--	n/a	Require doctors to post prices in lobbies

W

Percent Total

How much more would you personally be willing to pay in a year (in premiums, taxes, or through other means) to support efforts that would result in every American having access to affordable, high quality health care coverage and services?

1	44.6%	33	\$0
2	8.1%	6	\$1 - \$100
3	10.8%	8	\$100 - \$299
4	9.5%	7	\$300 - \$999
5	16.2%	12	\$1000 or more
6	10.8%	8	Don't know

X-x

Percent Total

On a scale from 1 (low) to 10 (high), please rate each of the following public spending priorities to reach the goal of health care that works for all Americans.

X-1	5th	6.597	Guaranteeing that there are enough health care providers, especially in areas such as inner cities & rural areas
X-2	1st	8.227	Investing in public health programs to prevent disease, promote healthy lifestyles, and protect the public in the event of epidemics or disasters
X-3	4th	7.345	Guaranteeing that all Americans have health insurance

X-4	8th	6.250	Funding the development of computerized health information to improve the quality & efficiency of health care
X-5	7th	6.306	Funding programs that help eliminate problems in access to or quality of care for minorities
X-6	6th	6.475	Funding biomedical & technological research that can lead to advancements in the treatment & prevention of disease
X-7	2nd	7.753	Guaranteeing that all Americans get health care when they need it, through public safety net" programs (if they can not afford it)."
X-8	3rd	7.366	Preserving Medicare & Medicaid

Y

Percent Total

Some believe that fixing the health care system will require tradeoffs from everyone – e.g. hospitals, employers, insurers, consumers, government agencies. What could be done -- and by whom? And which of these trade-offs do you support the most?

1	--	n/a	Less profit for businesses benefiting from unhealthy lifestyles
2	--	n/a	Less corporate profit to benefit consumer
3	--	n/a	Give up information from drug companies in exchange for doctors making decisions
4	--	n/a	Give up some convenience for quality
5	--	n/a	Pay higher deductible for more choice
6	--	n/a	Tie health benefits to those received by Congress
7	--	n/a	Defense spending as a fixed percentage of health cost
8	--	n/a	Seeing physicians less in exchange for other health care professionals more
9	--	n/a	Willing to trade off full-ride athletic scholarships for medical scholarships
10	--	n/a	Willing to give blood and test cholesterol in exchange for tax breaks

Z-x

Rank Avg.

If you believe it is important to ensure access to affordable, high quality health care coverage and services for all Americans, which of these proposals would you suggest for doing this? Please rate each of the following proposals on a scale from 1 (low) to 10 (high).

Z-1	6th	6.039	Offer uninsured Americans income tax deductions, credits, or other financial assistance to help them purchase of private health insurance on their own.
Z-2	10th	4.311	Expand state government programs for low-income people (eg. Medicaid & S-CHIP) to provide coverage for more people without health insurance.
Z-3	9th	4.658	Rely on free-market competition among doctors, hospitals, other health care providers and insurance companies rather than having government define benefits and set prices.
Z-4	3rd	7.152	Open up enrollment in national federal programs like Medicare or the federal employees' health benefit program
Z-5	4th	6.776	Expand current tax incentives available to employers & their employees to encourage employers to offer insurance to more workers & families
Z-6	8th	5.697	Require businesses to offer health insurance to their employees
Z-7	2nd	7.298	Expand neighborhood health clinics
Z-8	5th	6.704	Create a national health insurance program, financed by taxpayers, in which all Americans would get their insurance
Z-9	1st	7.618	Require that all Americans enroll in basic health care coverage, either private or public

Z-10 **7th** Increase flexibility afforded states in how they use federal funds for state
5.905 programs (such as Medicaid and S-CHIP) to maximize coverage