



The Public Forum Institute Meeting Report

Health Care That Works for All
Americans

Kansas City
January 17, 2006

www.citizenhealthcare.org

KAUFFMAN
Foundation

Kansas City

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What Worked

- Approximately 200 participants
- Ran on schedule – started on time & finished 5 minutes early
- Very low attrition in closing hour
- Collected input on all questions
 - Qualitative: eFORUM call out sessions, open plenary discussion, worksheets and audio recording
 - Quantitative: keypad data collection
- Media: 1 radio, 1 reporter, 1 editorial board meeting
- Varied questioning formats kept participants engaged (table talk & call out, simple polling question result discussion, and closed-end multiple choice)
- Smooth production and logistics: registration, technology, meeting materials, table facilitator briefing, etc.



Challenges Ahead

- Participant diversity
 - Age
 - Minority populations
 - Lower education levels
 - Uninsured
- Balance those who can only participant in a shorter meeting and those who want more in-depth discussion
- Advance media & making our mark
- Helping interested citizens stay involved afterwards – moving forward on a more dynamic online interface
- Final approval of discussion guide



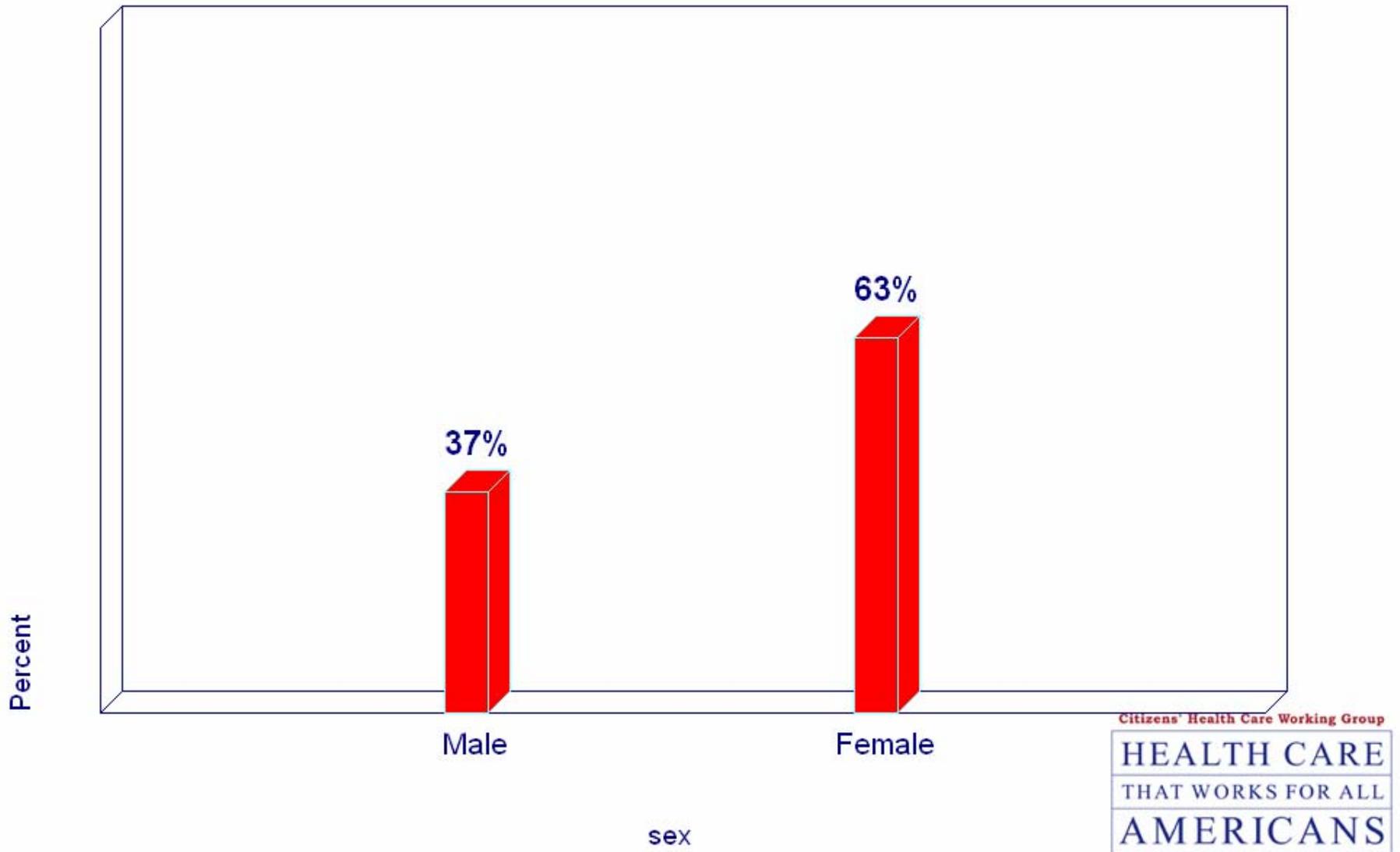
Demographics



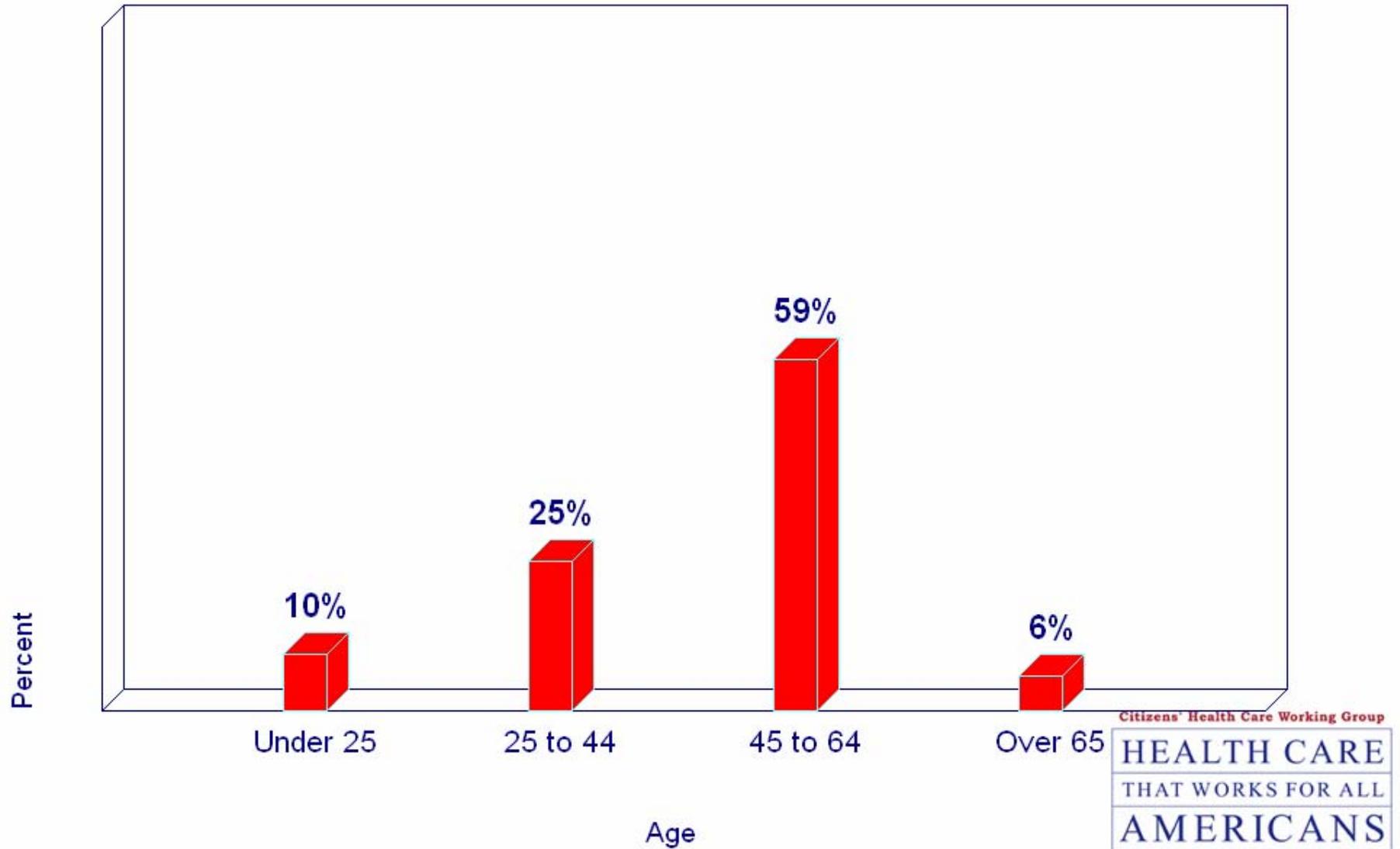
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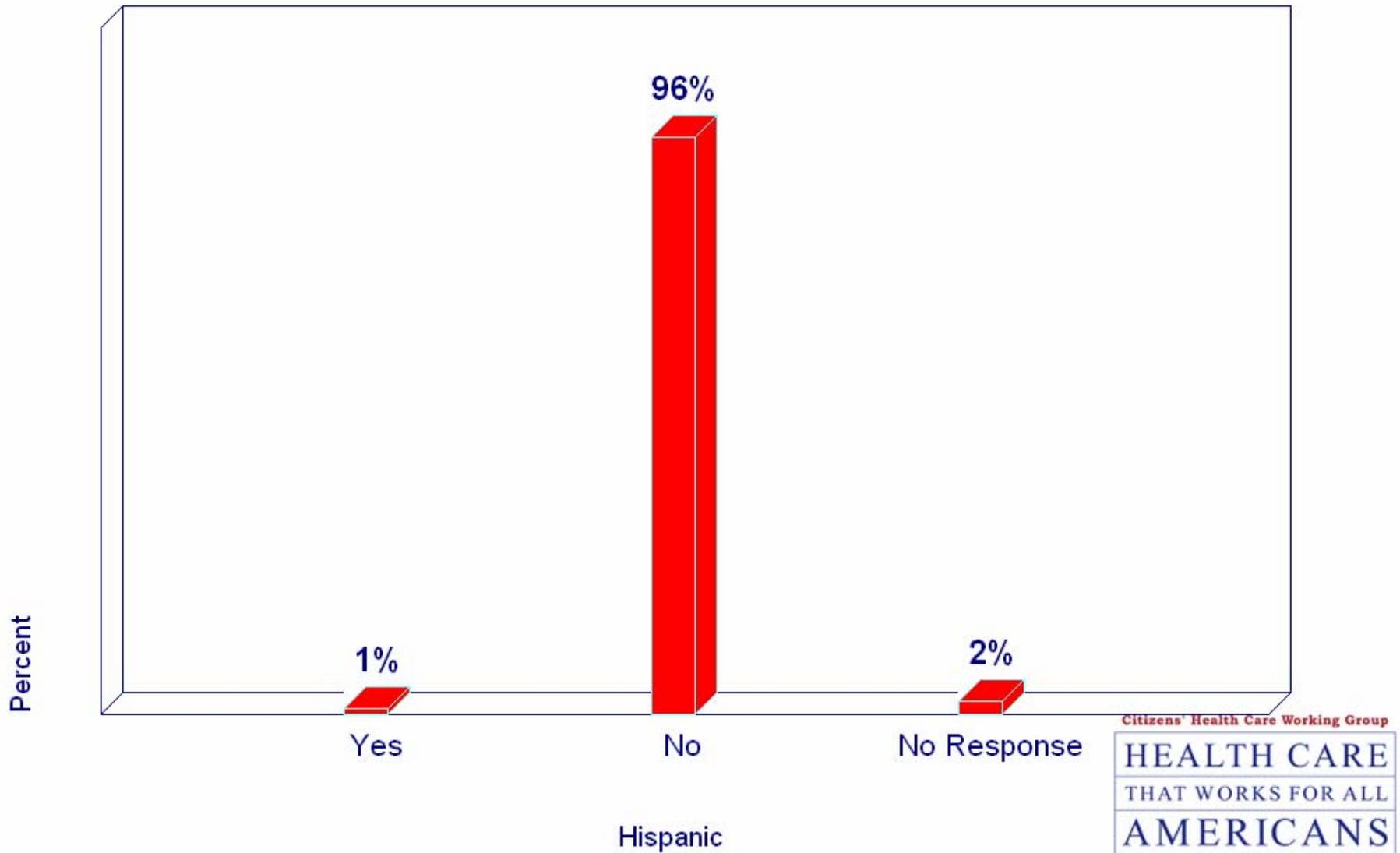
A- Are you male or female?



B- How old are you?



C- Are you Hispanic or Latino?



Which of these groups best represents your race?

1. White	71%
2. Black or African American	20%
3. Asian	2%
4. Native Hawaiian or Pacific Islander	1%
5. American Indian or Alaska Native	0%
6. Other	2%
7. Decline to answer	3%

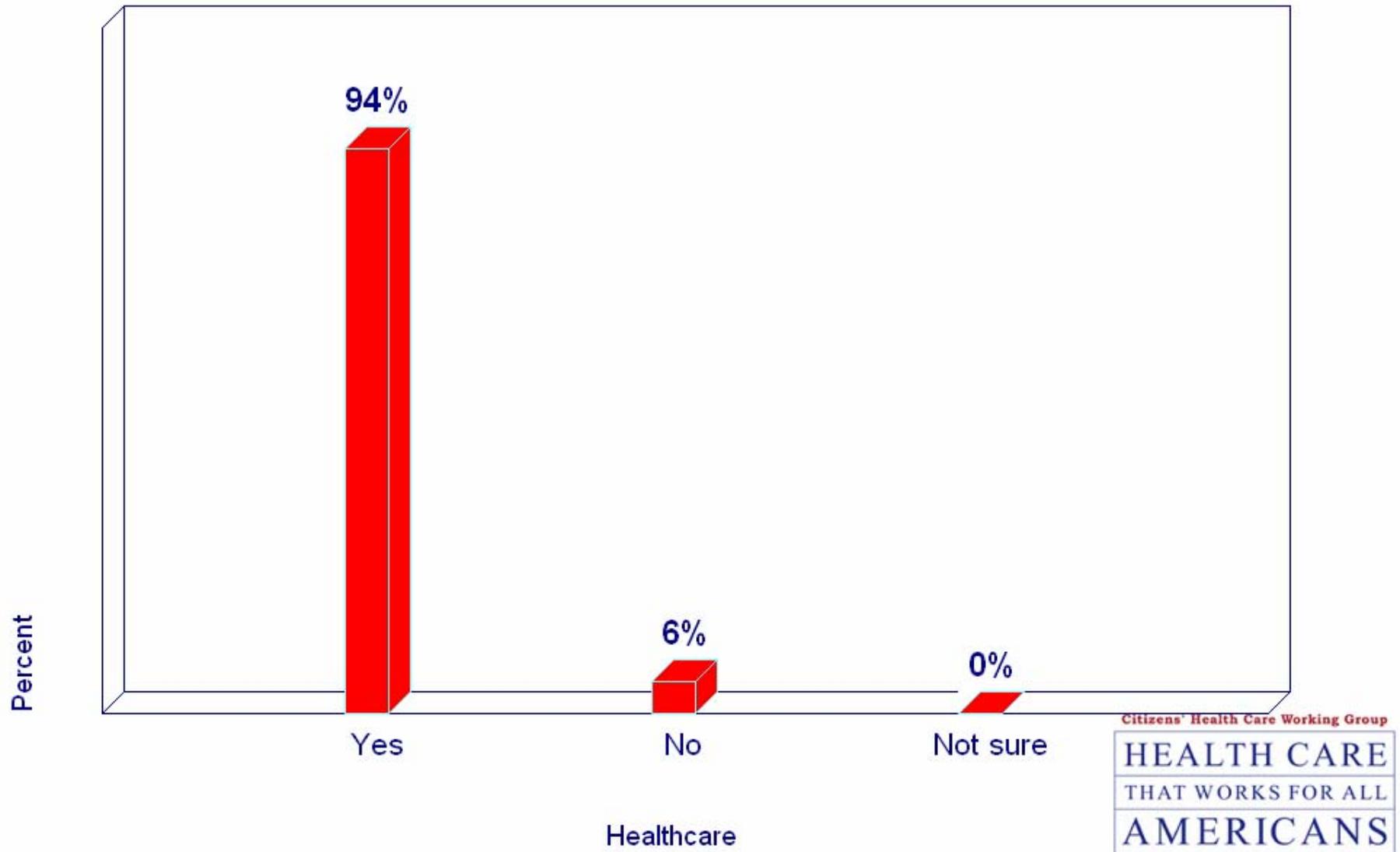
What is the highest grade or year of school you completed?

1. Never attended school	2%
2. Elementary (grades 1 to 8)	1%
3. Some high school	1%
4. High school graduate or GED	2%
5. Some college	7%
6. Associate Degree	5%
7. Bachelor's Degree	20%
8. Graduate or professional degree	62%
9. Decline to answer	0%

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F- Do you have any kind of health care coverage, including health insurance, prepaid plans such as HMOs, or government plans such as Medicare or Medicaid?



Which one of these statements do you think best describes the U.S. health care system today?

- | | |
|----------------------------------|-----|
| 1. It is in a state of crisis | 60% |
| 2. It has major problems | 39% |
| 3. It has minor problems | 1% |
| 4. It does not have any problems | 0% |
| 5. No opinion | 0% |

Which one of the following do you think is the MOST important reason to have health insurance?

- | | |
|--|-----|
| 1. To pay for everyday medical expenses | 32% |
| 2. To protect against high medical costs | 57% |
| 3. No opinion | 11% |

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American Values

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American Values

- Recommendation:
 - Current phrasing: “What does “health care that works for all Americans” mean to you? And as we consider ways to improve our health care system, what values and/or principles do you believe are fundamental?”
 - Recommended phrasing: “We want to talk about changing our health care system so it will serve all of us better than it now does. As we think about this together, what should we really hope for? What should we really worry about?”

Which of the following values/principles is most important to you?

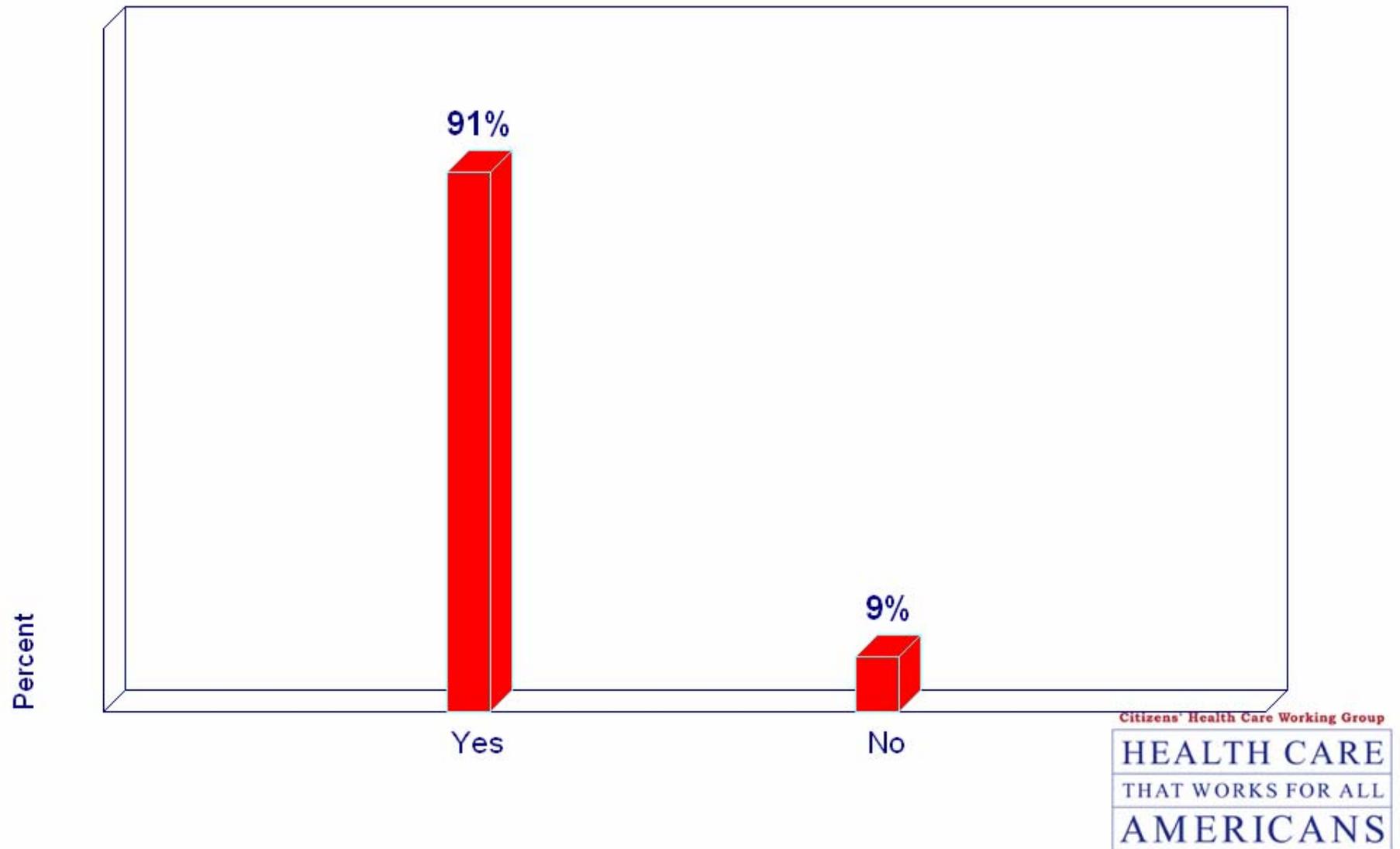
- | | |
|--|-----|
| 1. Comprehensive | 3% |
| 2. Accountability, professional & personal | 11% |
| 3. Human rights and common good | 21% |
| 4. Everyone has access | 27% |
| 5. Shared responsibility | 1% |
| 6. System rewards healthy behaviors | 8% |
| 7. Education on prevention | 5% |
| 8. Public - Private partnerships | 2% |
| 9. Everyone has access to primary care | 21% |



American Values

- Recommendation:
 - Change order to discussion of question before polling: “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.]”

B- 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.]





Deliberation 1: Benefits

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Which of the following statements most accurately represents your views?

1. Health insurance coverage should be provided for groups of people, such as individuals, employees, or people eligible for public programs (such as Medicare or Medicaid) as it is now. **10%**
2. Health insurance coverage should be available for everyone, but would cover basic, important types of services (hospital care, physician visits, etc.), rather than all health care. **81%**
3. Unsure **10%**



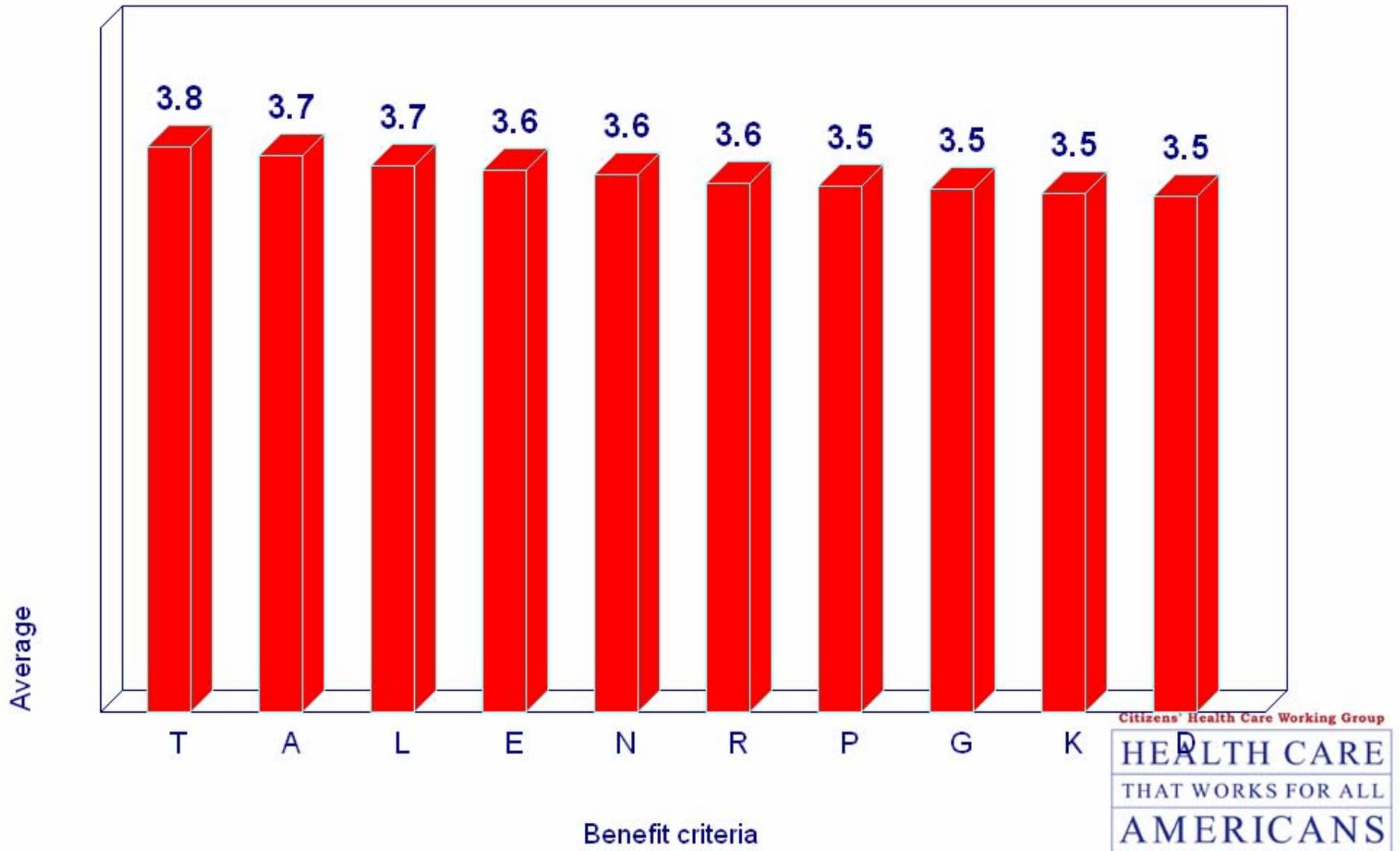
Deliberation 1: Benefits

- Recommendation:
 - Reduce number of options for 'basic benefits package' question.

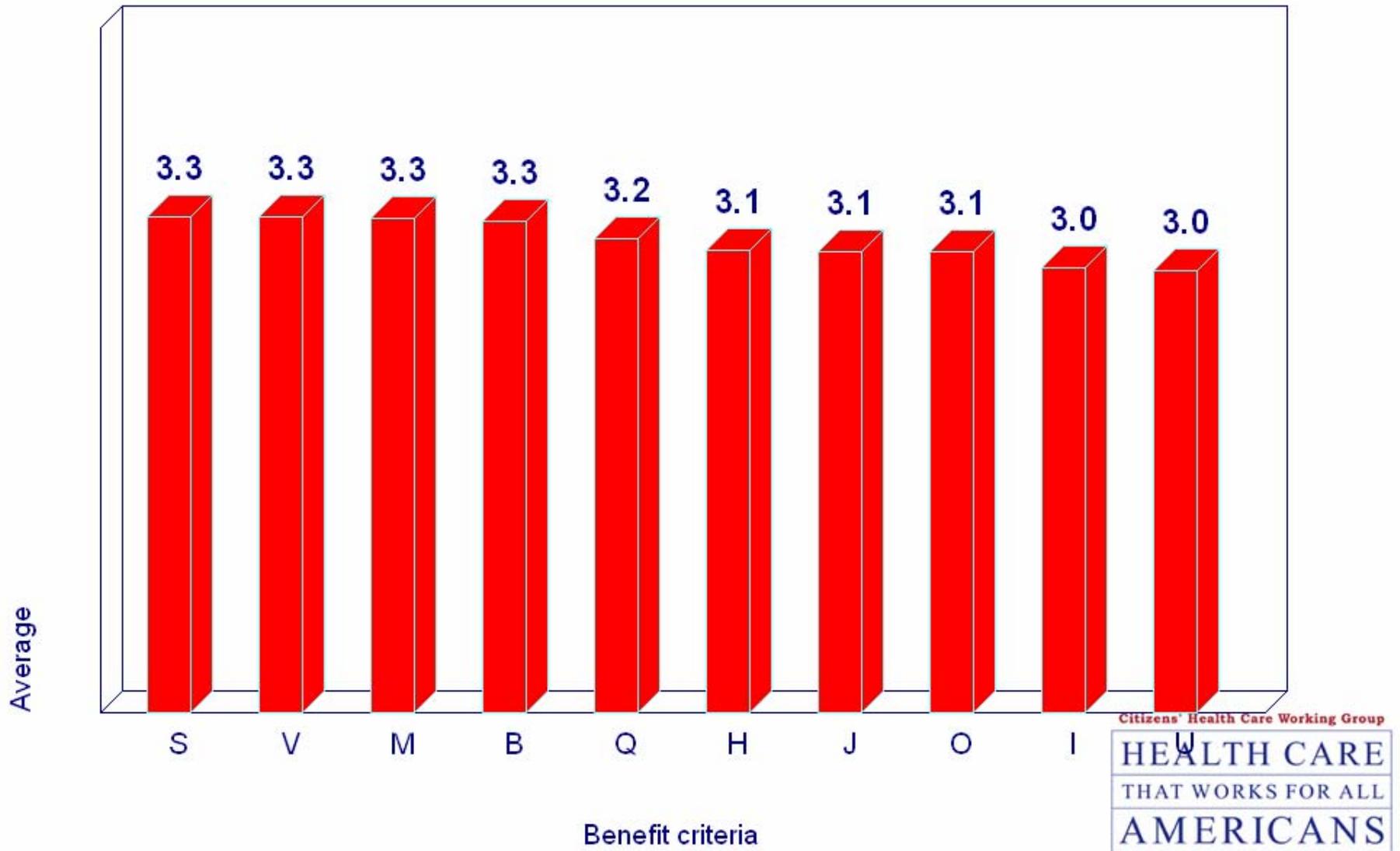
On a scale from 1 (not essential) to 4 (most essential):
How essential would each of the following services be to
include in a basic benefits package?

- **A- Annual physicals & preventive care**
- B- Community-based care services (for people with disabilities)
- C- Complementary and alternative medicine
- D- Dental care
- E- Doctor's office visits
- F- Elective plastic surgery
- G- Emergency room visits
- H- Family planning
- I- Hearing aids
- J- Home health care
- K- Hospice and other palliative care (pain management)
- L- Hospital stays (including surgery)
- M- Imaging tests
- N- Lab tests
- O- Medical equipment
- P- Mental health care
- Q- Nursing home care
- R- Outpatient surgery
- S- Physical therapy
- T- Prescription drugs
- U- Substance abuse care
- V- Vision care

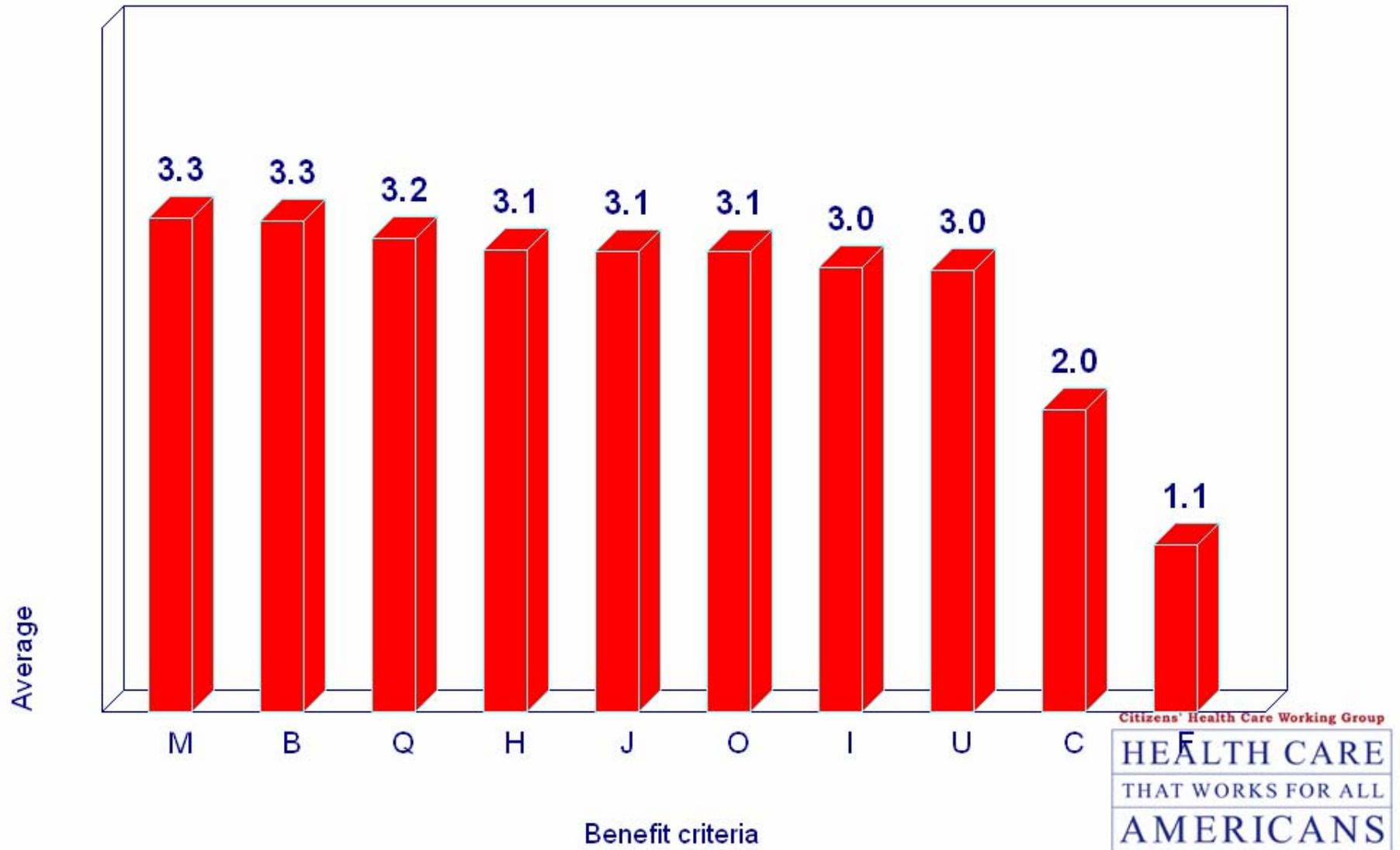
Average Response to all Polls



Average Response to all Polls



Average Response to all Polls





Deliberation 2: Getting Health Care

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Which of these kinds of difficulties is the most important to address?

- | | |
|--|-----|
| 1. Location | 13% |
| 2. Arbitrary limits on mental health services | 6% |
| 3. Pre-existing condition clauses | 11% |
| 4. Access to Education on healthy lifestyles | 6% |
| 5. Rising copays | 11% |
| 6. Linkage between coverage and employment | 33% |
| 7. Lack of understanding of insurance coverage | 12% |
| 8. Gender discrimination | 0% |
| 9. Lack of uniform data collection | 5% |
| 10. Lack of information about providers | 4% |

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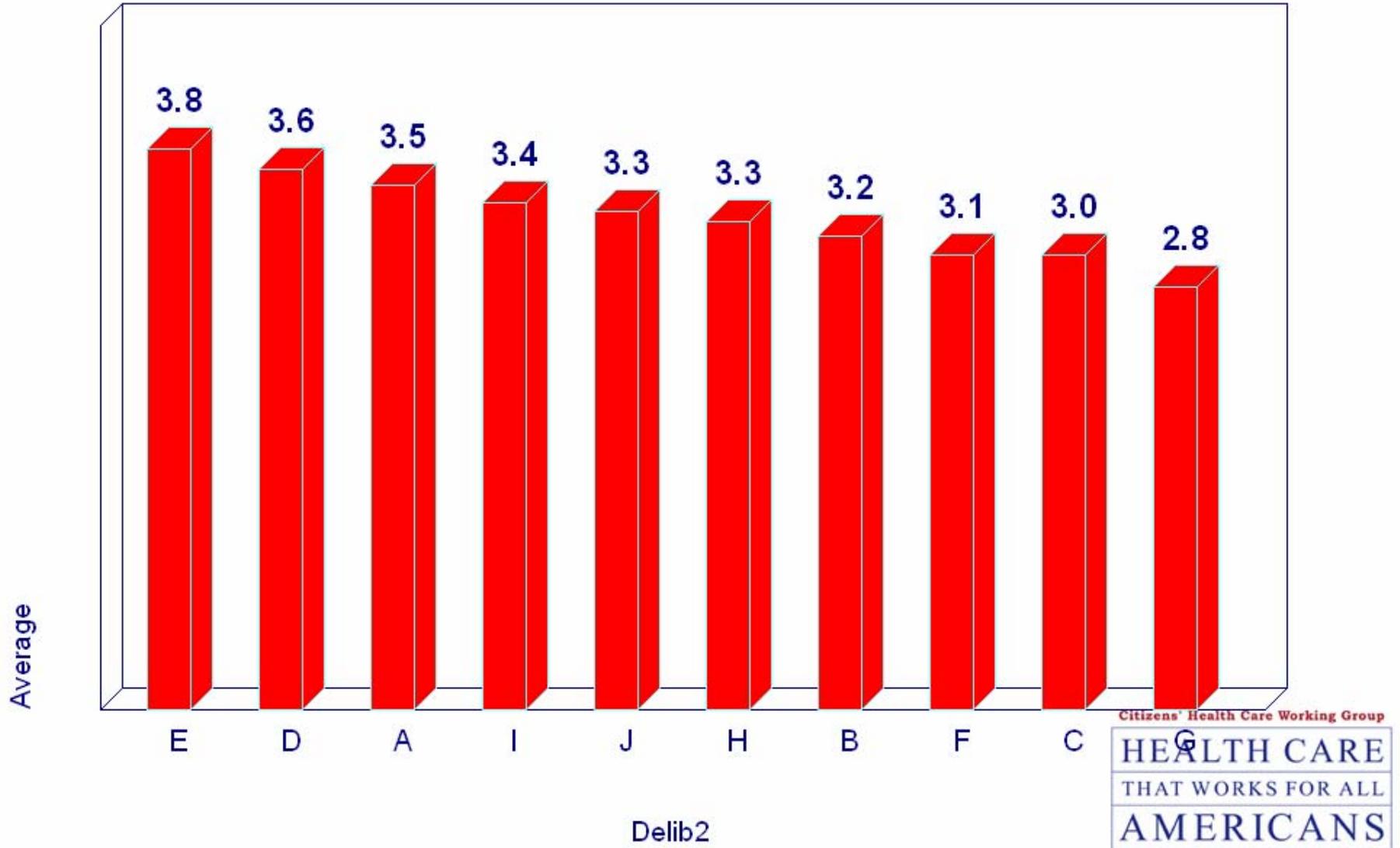
Which of these kinds of difficulties is the most important to address?

- | | |
|---|-----|
| 1. Shortage of providers and speciality providers | 8% |
| 2. Communication between providers | 8% |
| 3. Increased levels of access | 12% |
| 4. Cost | 28% |
| 5. Energy to fight bureaucracy | 6% |
| 6. Adequate staffing | 0% |
| 7. Limited coverage | 5% |
| 8. For-profit insurance industry | 27% |
| 9. Culturally competent care | 2% |
| 10. Special interests | 3% |

On a scale of 1 (not important) to 4 (most important): If you had the opportunity to choose health insurance plans, how important would each of the following be to you?

- **A- Being able to choose my own personal physician**
- B- Being able to choose my own medical specialist
- C- Being able to choose which hospital to go to
- D- Having health care providers who are respectful and communicate well
- E- Being able to get the information I need to make informed decisions about care for my family and me
- F- Convenience and waiting times for appointments and services
- G- Not having to deal with paperwork and bills
- H- Keeping the cost of my insurance premiums down
- I- Keeping the out-of-pocket costs for visits, drugs, or other supplies down
- J- Ensuring the privacy and confidentiality of my medical history and treatment information

Average Response to all Polls



Where do you get most of your information for making choices about health care and/or health insurance?

1. The media (such as radio, TV & newspapers)	2%
2. Your doctor or other health professionals	25%
3. Your friends and family	6%
4. The internet	15%
5. Your workplace / working in the medical field	44%
6. Personal experience	7%
7. Some other source	0%
8. Don't know	1%



Deliberation 3: Financing

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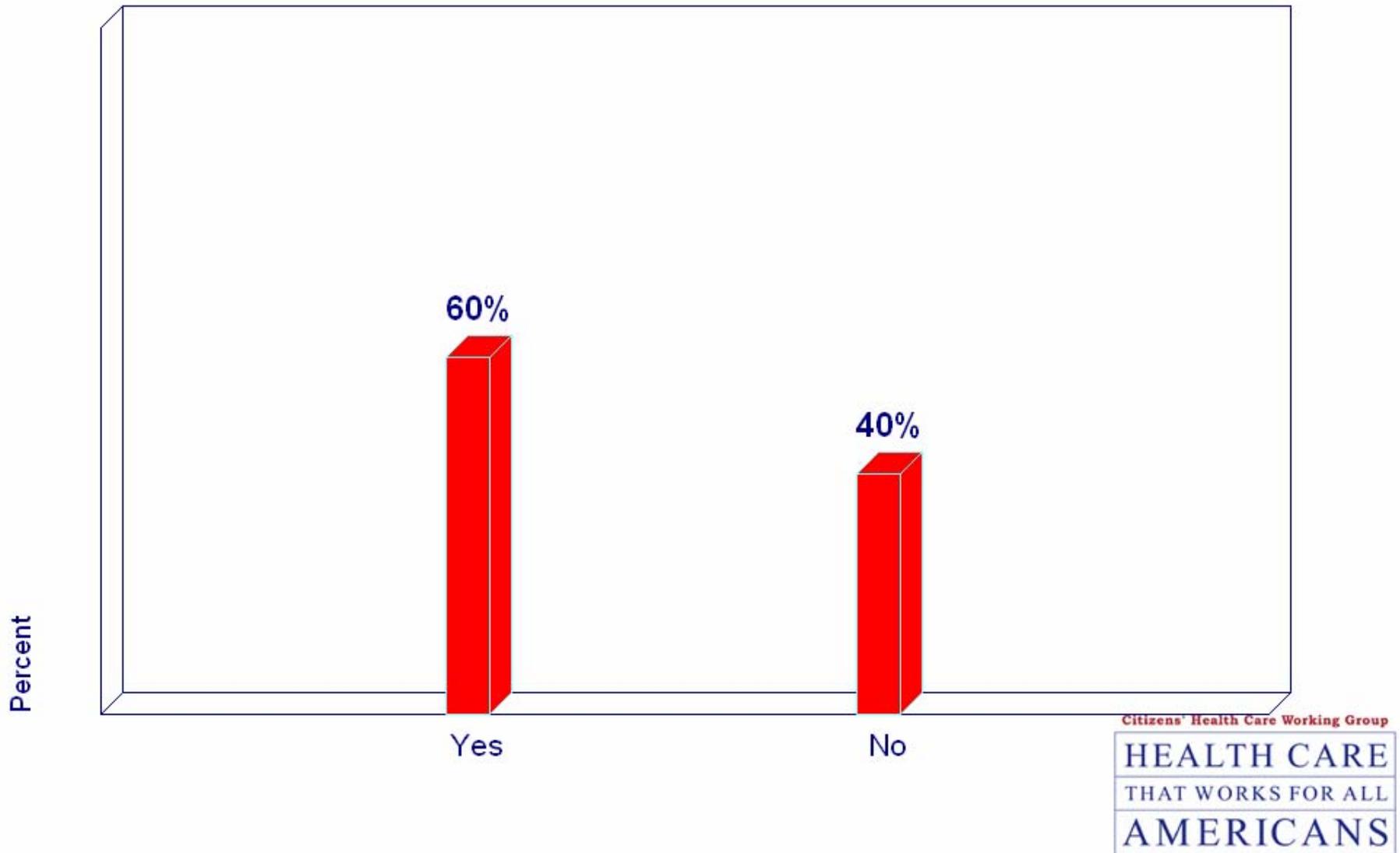




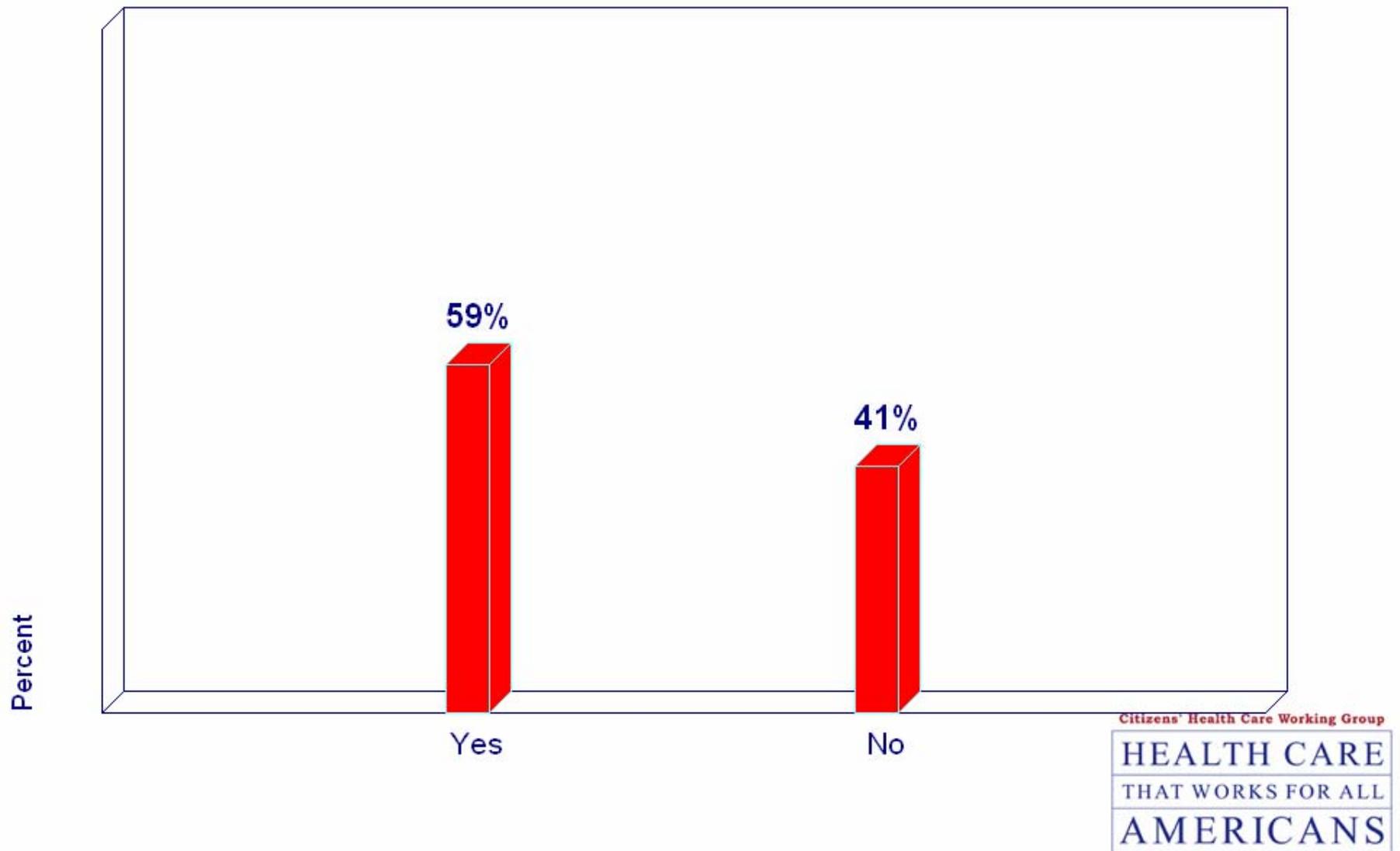
Deliberation 3: Financing

- Recommendation:
 - Current phrasing: Should everyone who can afford to do so be required to obtain basic health insurance?
 - Recommended phrasing: Should everyone be required to participate in the system?

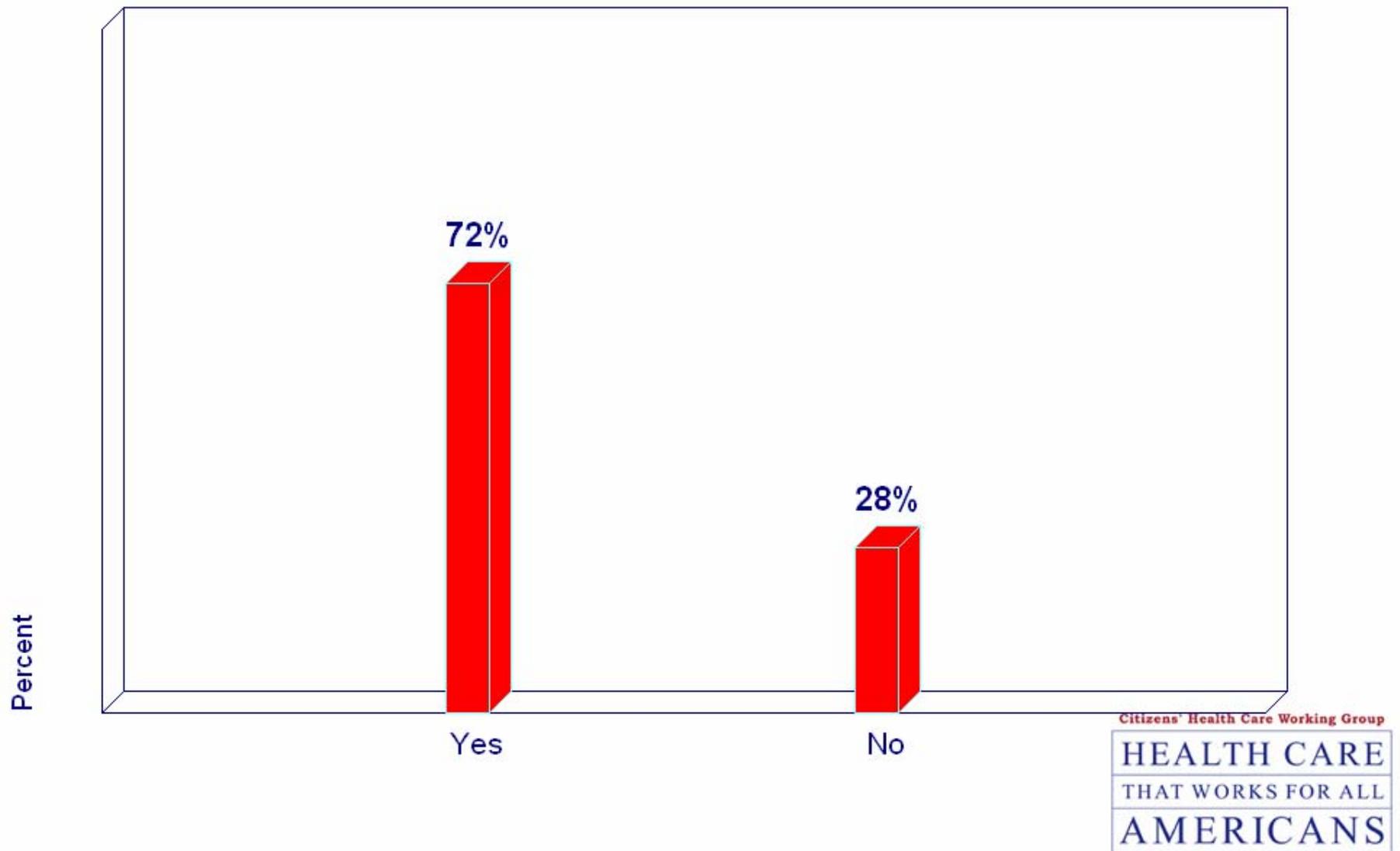
A- Should everyone who can afford to do so be required to obtain basic health insurance?



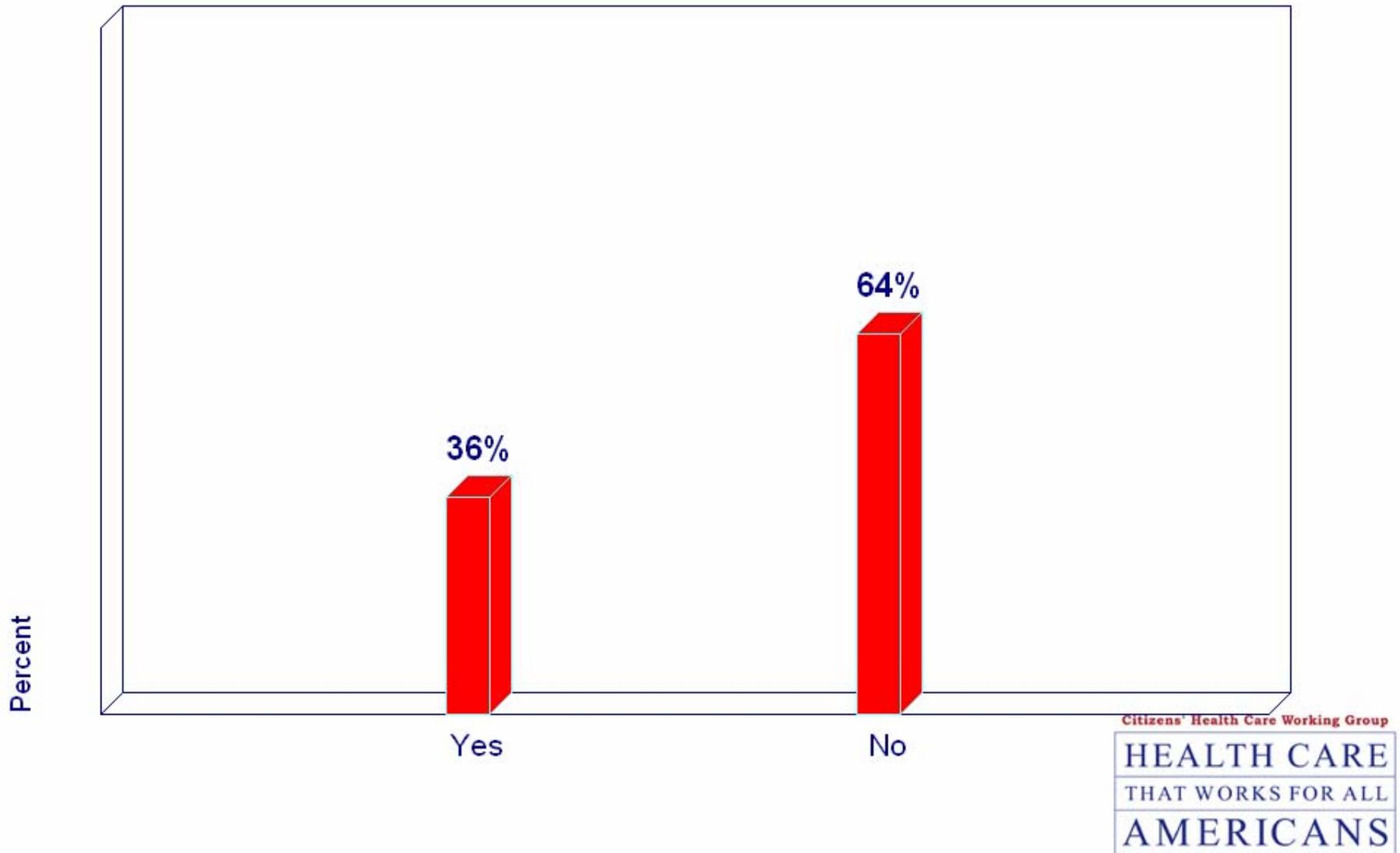
B- Should everyone who can afford to do so be required to obtain basic health insurance?



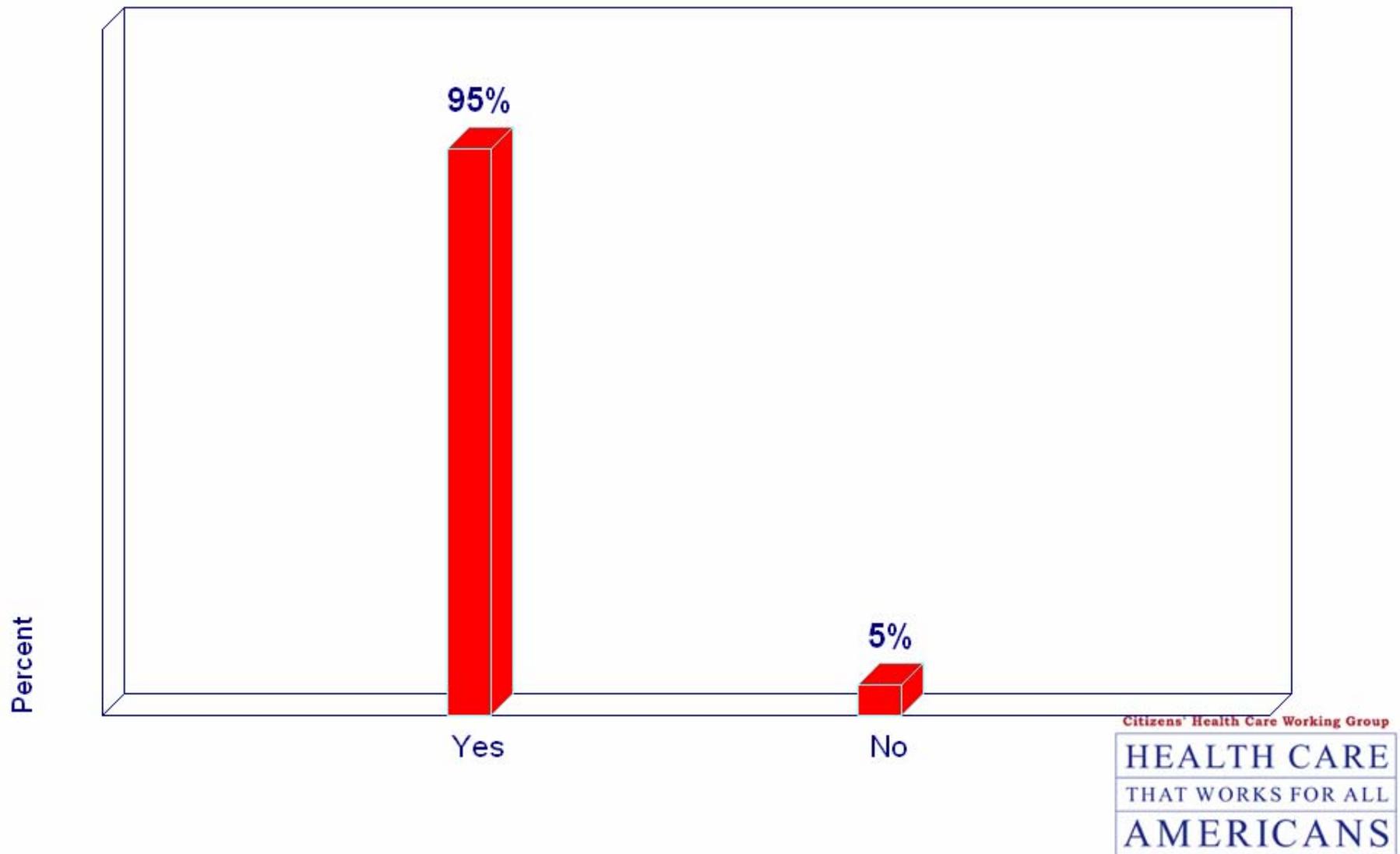
C- Should some people be responsible for paying more than others?



D- Most Americans get their health insurance through their employers. Should public policy continue to encourage employer-based health insurance?



E- Do you think government resources should subsidize health insurance for people who can't otherwise afford it?



What should the responsibilities of individuals and families be in paying for health care?

- **A- Combination of incentives and ability to pay**
- B- Know what provisions of programs are and play by rules
- C- Should pay some kind of financial contribution
- D- Make the tax system more equitable first
- E- Risky lifestyles should pay more
- F- Accessing additional care is a choice
- G- Ability to pay -- everyone required
- H- Consumer has a responsibility to ensure value for dollar spent
- I- Everybody should pay -- important distinction is methodology
- J- Pay higher taxes

Which of these steps is the most important to take?

1. Reward people for being healthy 14%
2. Emphasize home health care, especially at end of life 4%
3. Eliminate disparities in health care 17%
4. Focus on scientific basis for prenatal health 1%
5. Change marketing and other business practices for pharmaceutical companies to reduce cost 13%
6. Incorporate evidence-based incentives 9%
7. Eliminate the advertising/entertainment company lobbying cost 0%
8. Limit profit motive 35%
9. Have organized way of financing health education 4%
10. Manage chronic care disease 2%

Which of these steps is the most important to take?

- | | |
|---|-----|
| 1. Reduce duplication due to defensive medicine | 8% |
| 2. Better support and continuing support for public health | 12% |
| 3. Different form of reimbursement e.g. single payer | 23% |
| 4. Penalize companies which make unhealthy products, e.g. no tax deductions | 7% |
| 5. Reduce overutilization of the system | 9% |
| 6. Decrease frustrating bureaucracy | 3% |
| 7. Raise literacy rate throughout the country | 5% |
| 8. Reduce fraud in health care settings | 11% |
| 9. Incentives for providers to keep people healthy | 12% |
| 10. Invest in emerging new technology to avoid duplication and waste | 9% |

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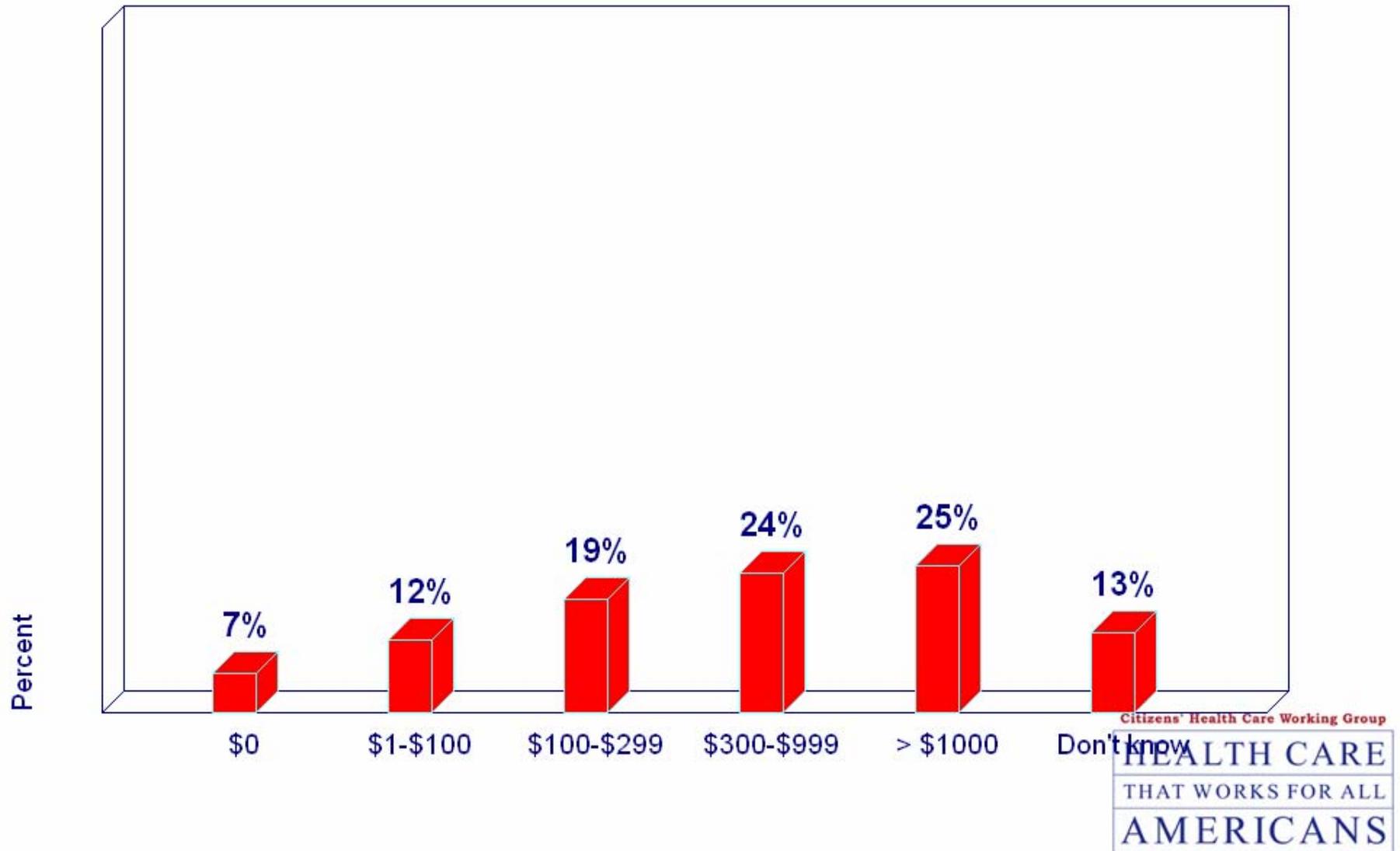


Deliberation 4: Trade-offs

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A- 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?



Considering the current federal budget deficit, the rising cost of health care, and the aging of the "baby boomer" generation, which of the following should be the MOST important priority for public spending on health and health care in America?

1. Guaranteeing that there are enough health care providers, especially in areas such as inner cities and rural areas 3%
2. Investing in public health programs to prevent disease, promote healthy lifestyles, and protect the public in the event of epidemics or disasters 18%
3. Guaranteeing that all Americans have health insurance 41%
4. Funding the development of computerized health information to improve the quality and efficiency of health care 1%
5. Funding medical education to ensure that we have enough high-quality medical professionals and health care workers 0%
6. Funding programs that help eliminate problems in access to or quality of care for minorities 2%
7. Funding biomedical and technological research that can lead to advancements in the treatment and prevention of disease 1%
8. Guaranteeing that all Americans get health care when they need it, through public "safety net" programs (if they can not afford it). 34%

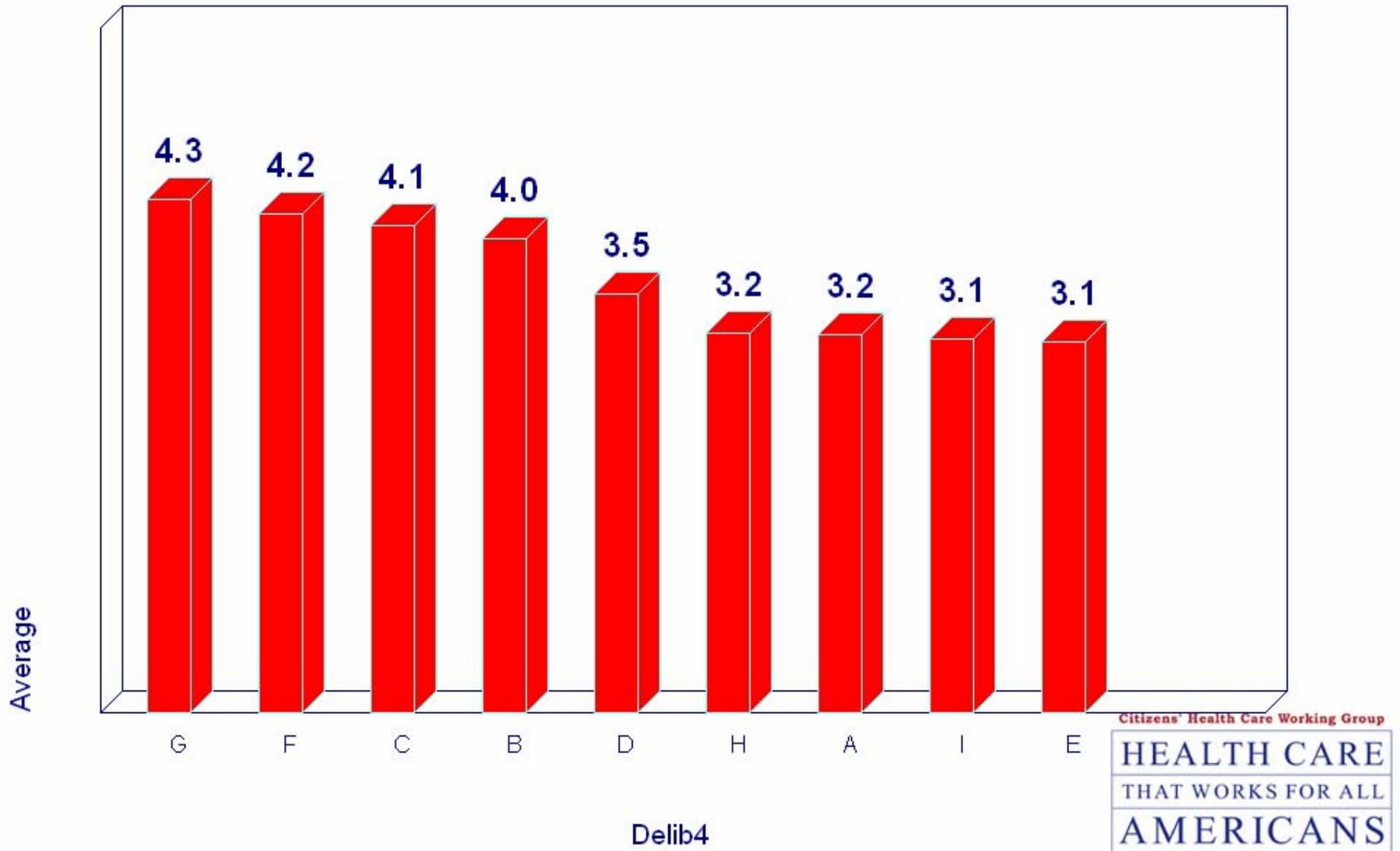
Some believe that fixing the health care system will require tradeoffs from everyone – e.g. hospitals, employers, insurers, consumers, government agencies. What could be done -- and by whom?

- **A- Consumers give up choice, providers give up profit**
- B- Simplified billing and reimbursement process by everyone
- C- Everyone should remove health care from economic model
- D- All stakeholders, eg pharmaceuticals and lawyers should make recommendations
- E- All parties need to be involved in redistributing existing resources
- F- Employers should be required to provide insurance.
- G- Require employees to pay more for unhealthy lifestyles
- H- Private sector should move to single-payer system
- I- Raise taxes on alcohol, tobacco
- J- Reduce salaries of health care providers
- K- Citizens should pressure legislators to fix system
- L- Legislators have to buck influence of lobbyists
- M- Consumers accept higher deductibles to reduce premiums
- N- Consider quick death as part of American health system
- O- Review quality control system

If you believe it is important to ensure access to affordable, high quality health coverage and services for all Americans, what proposals would you suggest for doing this? On a scale from 1 (strongly oppose) to 5 (strongly support), please rate the following proposals.

- A- Offer uninsured Americans income tax deductions, credits, or other financial assistance to help the purchase of private health insurance on their own.
- B- Expand state government programs for low-income people, such as Medicaid and the State Children's Health Insurance Program, to provide coverage for more people without health insurance.
- C- Open up enrollment in national federal programs like Medicare or the federal employees' health benefit program
- D- Expand current tax breaks available to employers and their employees to encourage employers to offer insurance to more workers and families
- E- Require businesses to offer health insurance to their employees
- F- Expand neighborhood health clinics
- G- Create a national health plan, financed by taxpayers, in which all Americans would get their insurance
- H- Require that all Americans obtain coverage, either through their employers, government programs or insurance they purchase on their own
- I- Increase flexibility afforded states in how they use federal funds for state programs -- such as Medicaid and S-CHIP -- to maximize coverage.

Average Response to all Polls



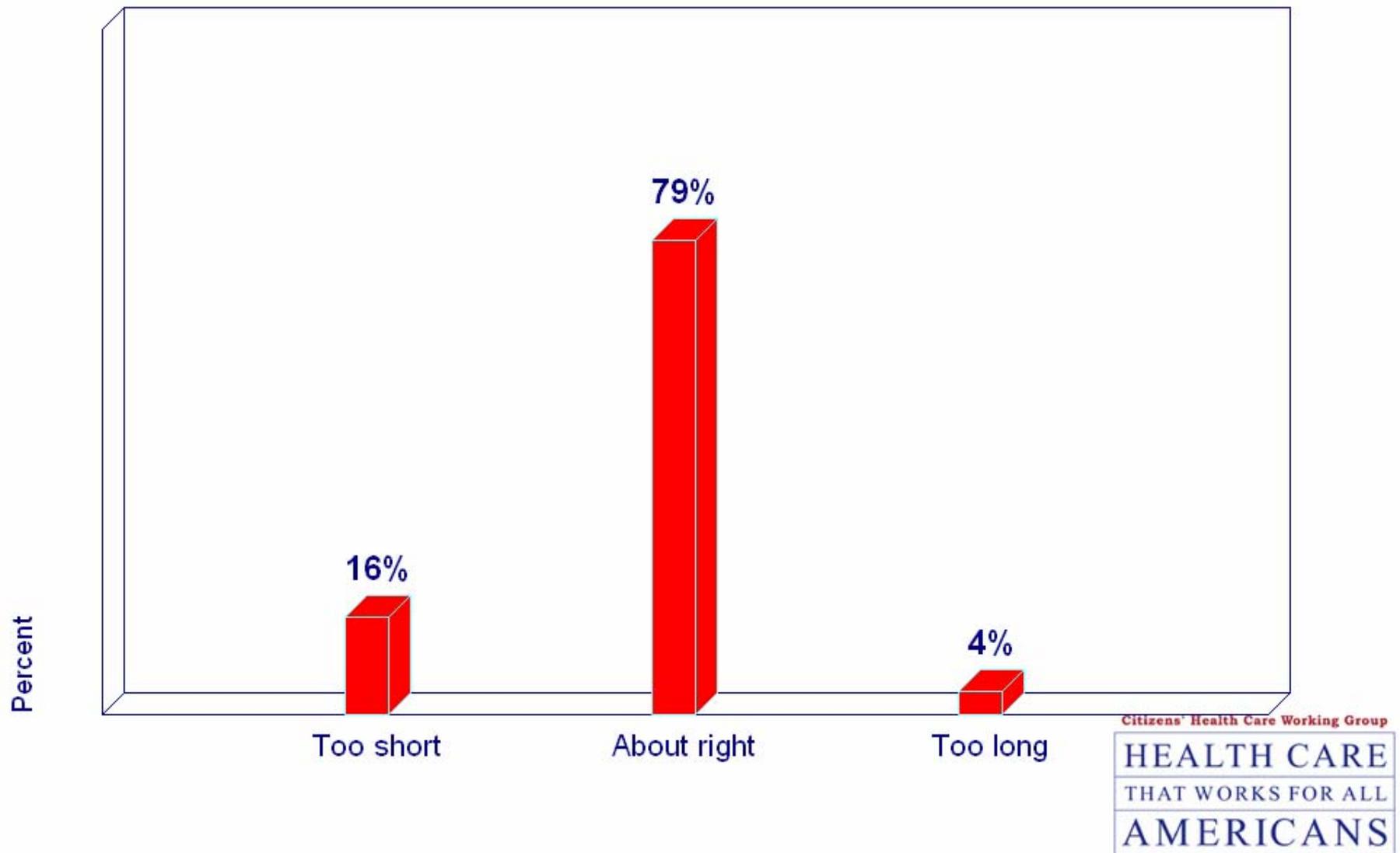


Evaluations

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A- How would you rate the length of time for this meeting?



B- How would you rate the value of this meeting to you?

