



**A COMPILATION OF FINDINGS FROM KAISER FAMILY FOUNDATION SURVEYS ON
KNOWLEDGE AND ATTITUDES ABOUT MANAGED CARE
1996-1997**

Knowledge of Managed Care

- How familiar are you with the term "MANAGED CARE PLAN?" Do you know what this term means OR have you heard of it, but are not sure what it means, OR have you never heard the term "managed care plan" before this interview?

Americans

| | |
|-----|------------------------------------|
| 27% | Know what it means |
| 36 | Heard of, not sure what it means |
| 37 | Never heard of a managed care plan |

[Kaiser Family Foundation/ Harvard University/ Princeton Survey Research Associates Health Policy Survey, June 20-July 9, 1996. Sample size of 1011 American adults; the margin of error is ± 3 percent.]

- I am going to read a list of some stories covered by news organizations recently. As I read them, tell me if you happened to follow this news story very closely, fairly closely, not too closely, or not at all closely.

New recommendations by HMO's about length of hospital stays for women who have had mastectomies to treat breast cancer

Americans

| | |
|-----|----------------------------------|
| 24% | Followed this story very closely |
| 25 | Fairly closely |
| 19 | Not too closely |
| 30 | Not at all closely |
| 2 | Don't know |

New plan for the federal government to examine medical insurance "gag rules" that prohibit doctors from explaining all possible treatments to their patients.

Americans

| | |
|-----|----------------------------------|
| 23% | Followed this story very closely |
| 21 | Fairly closely |
| 19 | Not too closely |
| 34 | Not at all closely |
| 3 | Don't know |

[Kaiser Family Foundation/Harvard University Health News Index, December 13-17, 1996. Sample size of 1000 American adults; the margin of error is ± 3 percent.]

- A national association of managed care plans and HMO's recently made a recommendation about the length of time that a woman should stay in the hospital after mastectomies. As far as you know, did the HMO's recommend that women should...

Americans

| | |
|-----|------------------------------------------------------|
| 18% | Go home the day of surgery without an overnight stay |
| 26 | Stay in the hospital for at least one night |
| 23 | Stay in the hospital for 2 to 3 nights |
| 32 | Don't know |

[Kaiser Family Foundation/Harvard University Health News Index, December 13-17, 1996. Sample size of 1000 American adults; the margin of error is ± 3 percent.]

Attitudes about Managed Care

- Next, I'm going to read you some words and phrases and ask you to describe your overall feelings towards each one. If I name something you're not familiar with, please say so.

How would you describe your feelings toward...

MANAGED CARE?

HEALTH MAINTENANCE
ORGANIZATION?

Americans

| | |
|----|------------------------|
| 8% | Very positive |
| 16 | Somewhat positive |
| 26 | Neutral |
| 14 | Somewhat negative |
| 7 | Very negative |
| 25 | Not familiar with term |
| 4 | Don't know/refused |

Americans

| |
|-----|
| 12% |
| 25 |
| 23 |
| 19 |
| 9 |
| 9 |
| 3 |

[Kaiser Family Foundation/ Harvard University/ Princeton Survey Research Associates Health Policy Survey, June 20-July 9, 1996. Sample size of 1011 American adults; the margin of error is ± 3 percent.]

- If in the future you and your family received your health care through a managed care plan, do you think this would be a good thing, a bad thing, or would not make much difference either way?

Americans

| | |
|-----|------------------------------------|
| 11% | Good thing |
| 19 | Bad thing |
| 20 | Not much difference |
| 37 | Never heard of a managed care plan |
| 13 | Don't know |

Of Those Americans Who Have
Heard of Managed Care (n = 506)

| |
|-----|
| 17% |
| 30 |
| 32 |
| NA |
| 21 |

What is the main reason you feel this way? Is it your own experience with a managed care plan; what you've learned from friends and family; or what you've seen, heard, or read on television, in newspapers or other media? *Note: Based on those who think managed care would be a bad thing (n = 211)*

| | |
|-----|--------------------------------|
| 33% | Own experience |
| 25 | From friends and family |
| 36 | TV, newspapers and other media |
| 5 | Other (SPECIFY) |
| 1 | Don't know |

[Kaiser Family Foundation/ Harvard University/ Princeton Survey Research Associates Health Policy Survey, June 20-July 9, 1996. Sample size of 1011 American adults; the margin of error is ± 3 percent.]

- As a way to reduce health care costs, the current trend in California is moving away from traditional fee-for-service type health insurance that allows plan members to go to almost any doctor or hospital toward more managed care plans like HMO's that direct plan members to a list of doctors and hospitals that are on the plan. Generally speaking, do you think this is a good thing, bad thing or doesn't make much difference

Californians

| | |
|-----|---------------|
| 31% | Good thing |
| 33 | Bad thing |
| 24 | No difference |
| 13 | No opinion |

[Kaiser Family Foundation/Field Institute Surveys of Californians on Health Care Initiatives, August 14-21, 1996. Sample of 1001 Californian adults; the margin of error is ± 3 percent.]

- How much confidence do you have in managed care organizations like HMO's to provide the right kind of incentives to doctors so that they put the interests of their patients first? Do you have a great deal of confidence, some confidence, only a little confidence or none at all?

Californians

| | |
|-----|--------------------------|
| 12% | Great deal of confidence |
| 34 | Some confidence |
| 27 | Only a little confidence |
| 19 | None at all |
| 8 | No opinion |

[Kaiser Family Foundation/Field Institute Survey of Californians on Health Care Initiatives, August 14-21, 1996. Sample of 1001 Californian adults; the margin of error is ± 3 percent.]

- As you may know, some health plans require their doctors to follow certain guidelines in treating patients. Some people think this is a good thing because all patients will benefit from proven techniques. Others think its a bad thing because decisions about treatment should be entirely up to the doctor. Which comes closer to your view?

Americans

| | |
|-----|------------|
| 39% | Good thing |
| 56 | Bad thing |
| 5 | Don't know |

[Kaiser Family Foundation/Agency for Health Care Policy Research Survey on Americans as Health Care Consumers: The Role of Quality Information, July 26-September 5, 1996. Sample of 2006 American adults; the margin of error is ± 3 percent.]

- The number of Americans who rely on HMO's and other managed care health plans for heir health coverage continues to grow. Some people say that the government needs to protect consumers from being treated unfairly and not getting the care they should from managed care plans. Others say that this additional government regulation would raise the cost of health insurance too much for everyone. Which position comes CLOSER to your own view?

Voters

| | |
|-----|---------------------------------------|
| 54% | Government needs to protect consumers |
| 38 | Additional regulation too costly |
| 8 | Don't know |

Americans

| |
|-----|
| 56% |
| 37 |
| 7 |

[Kaiser Family Foundation/ Harvard University/ Princeton Survey Research Survey on Americans' Knowledge and Attitudes about the Health Care Agenda for the Next Congress, November 6-10, 1996. Sample of 1000 voters; the margin of error is ± 3 percent.]

Kaiser Family Foundation Survey on Americans' Perceptions of For-Profit and Not-for-Profit Health Care, March 21-23, 1997. Sample of 1006 American adults; margin of error is ± 3 percent.]

- In recent months, different groups have said that something needs to be done to regulate the operations of HMO's and other managed care plans. Would you MOST like to see these managed care plans regulated by...

Voters

| | |
|-----|----------------------------------------------------------|
| 20% | The federal government |
| 33 | State governments |
| 19 | Voluntary organizations |
| | OR |
| 14 | Should these managed care plans not be regulated at all? |
| 5 | Regulated by an other group - (VOL.) |
| 9 | Don't know |

[Kaiser Family Foundation/ Harvard University/ Princeton Survey Research Survey on Americans' Knowledge and Attitudes about the Health Care Agenda for the Next Congress, November 6-10, 1996. Sample of 1000 voters; the margin of error is ± 3 percent.]

- Do you think the government rules that regulate managed care health plans like HMO's are too strict, about right or not strict enough?

Californians

| | |
|-----|-------------------|
| 17% | Too strict |
| 21 | About right |
| 27 | Not strict enough |
| 35 | No opinion |

[Kaiser Family Foundation/Field Institute Surveys of Californians on Health Care Initiatives, August 14-21, 1996. Sample of 1001 Californian adults; the margin of error is ± 3 percent.]

* NOTE: Totals may not always equal to exactly 100% due to rounding.

The Kaiser Family Foundation, based in Menlo Park, California, is a nonprofit, independent national health care philanthropy and is not associated with Kaiser Permanente or Kaiser Industries. The Foundation's work is focused on four main areas: health policy, reproductive health, and HIV/AIDS in the United States, and health and development in South Africa.

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