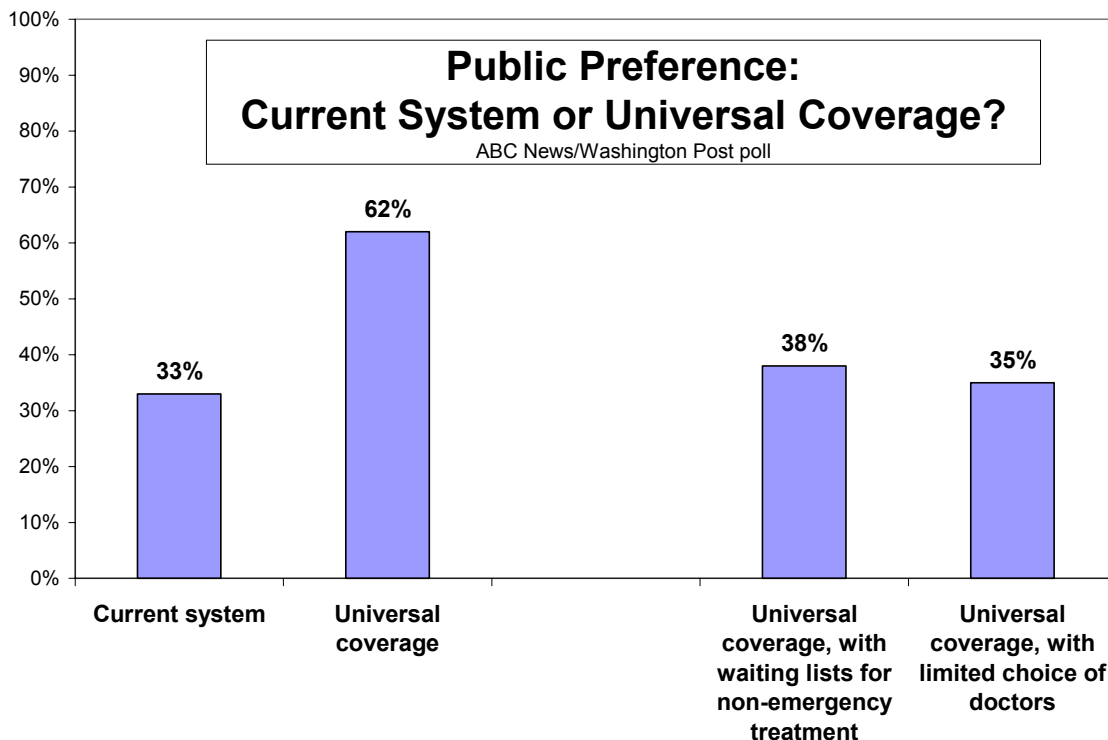


Growing Health Care Concerns Fuel Cautious Support for Change

Americans express broad and in some cases growing discontent with the U.S. health care system, based on its costs, structure and direction alike – fueling cautious support for a government-run, taxpayer-funded universal health system modeled on Medicare.

In an extensive ABC News/Washington Post poll, Americans by nearly a 2-1 margin, 62-33 percent, prefer a universal health insurance program over the current employer-based system. That support, however, is conditional: It falls to fewer than four in 10 if it means a limited choice of doctors, or waiting lists for non-emergency treatments.

Support for change is based largely on unease with the current system's costs. Seventy-eight percent are dissatisfied with the cost of the nation's health care system, including 55 percent "very" dissatisfied. Indeed most Americans, 54 percent, are now dissatisfied with the overall quality of health care in the United States – the first majority in three polls since 1993, and up 10 points since 2000.



COUNTERBALANCE – Yet apprehension about the system is counterbalanced by broad satisfaction among insured Americans with their own current quality of care, coverage and costs – a situation that tends to encourage a cautious approach to change.

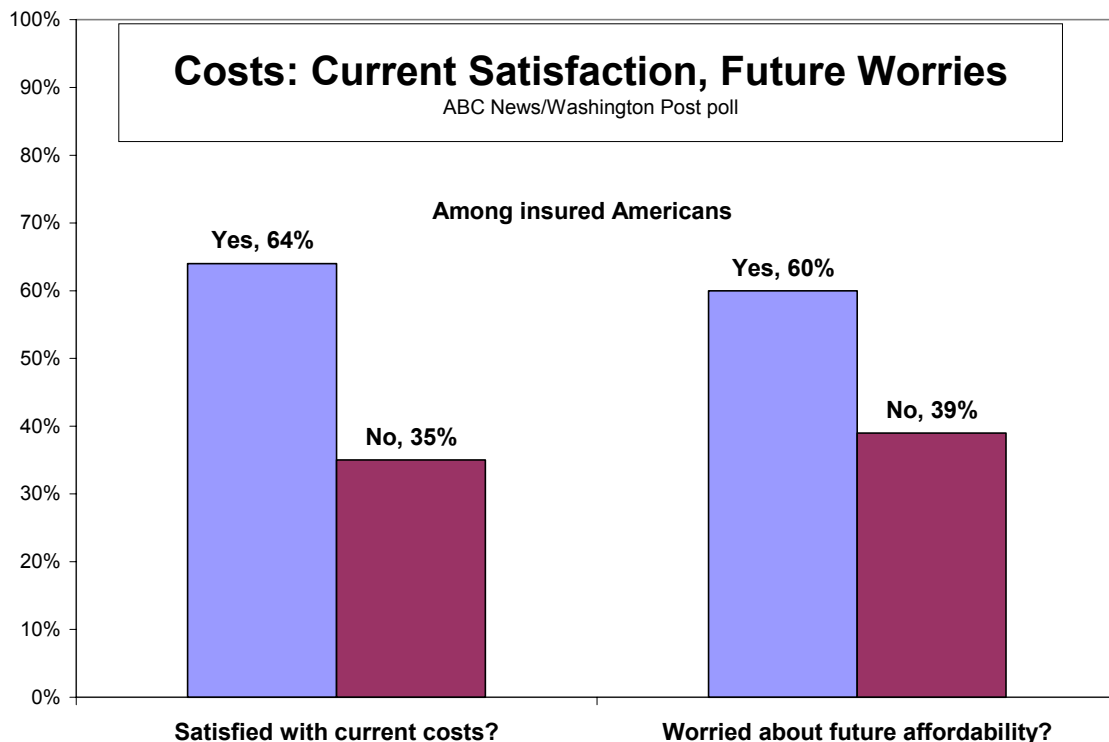
While the system is seen to have gaps, flaws and an uncertain future, it's also seen to work for most people. Among insured Americans, 82 percent rate their health coverage positively. Among insured people who've experienced a serious or chronic illness or injury in their family in the last year, an enormous 92 percent are satisfied with their care, and 87 percent are satisfied with their coverage.

Still, cost concerns are prompting some evasive action: Nearly one in four Americans, 24 percent, say they or someone in their family put off medical treatment in the last year because of the cost. (Among uninsured people, this soars to 48 percent.) And 12 percent say they or someone in their household bought prescription drugs from a foreign country – a violation of federal law.

In addition to universal coverage, there are other areas in which the public favors change. Nearly seven in 10 say it should be legal to buy prescription drugs from foreign countries, despite the FDA's safety qualms. Three-quarters favor the \$400 billion plan to cover prescription drugs in Medicare; most would pay higher taxes to fund it. Most also favor the creation of HMO-based Medicare options that cover prescription drugs but limit the choice of doctors.

This poll coincides with "Critical Condition: Healthcare in America," a full week of special ABC News coverage of the U.S. health care system, starting Sunday, Oct. 19.

DISSATISFACTION – There's long been a schism in concern about health care costs: Most Americans are dissatisfied with the costs of the system overall, and apprehensive about their future expenses – but satisfied with their own current costs.



That continues, but the gap may be narrowing. In this poll 64 percent of insured people remain satisfied with their own health care costs – a sizable majority, but down from a high of 75 percent in a 1995 ABC News poll. (And among uninsured people, far fewer – 27 percent – are satisfied with their costs.)

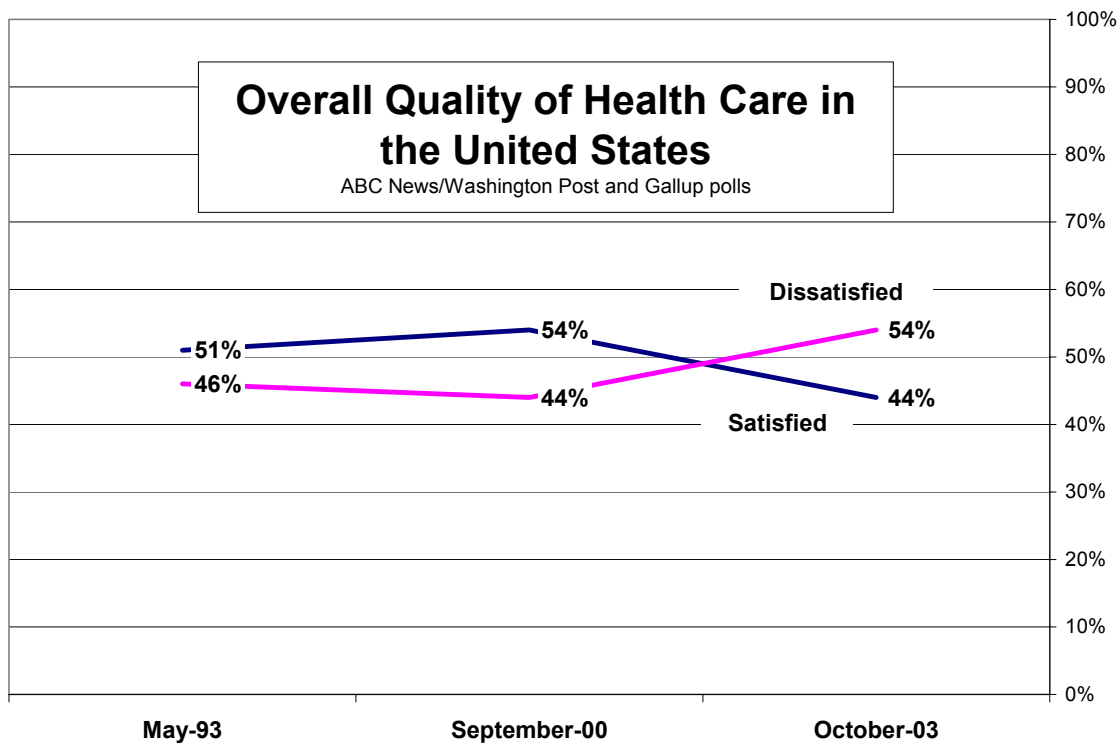
Moreover:

– Sixty percent of insured Americans are worried about being able to continue to afford health insurance in the future (a quarter are “very” worried). This doesn’t include those who currently lack health coverage – 17 percent of adults in this survey.

– Two-thirds of insured Americans say their health insurance premiums have been going up lately; a third say they’ve been rising sharply. Fewer but still a sizable number, 45 percent, say their deductibles and co-pays have been rising.

Most people don’t blame their employer: Among those who have employer-supported plans, just about a quarter say their employer is paying less of the cost of their coverage. About as many say their employer is paying more.

As noted above, 54 percent of Americans are now dissatisfied with the overall quality of health care in this country, up from 44 percent in 2000. Notably, that includes 52 percent of insured Americans, as well as 67 percent of those who lack insurance.

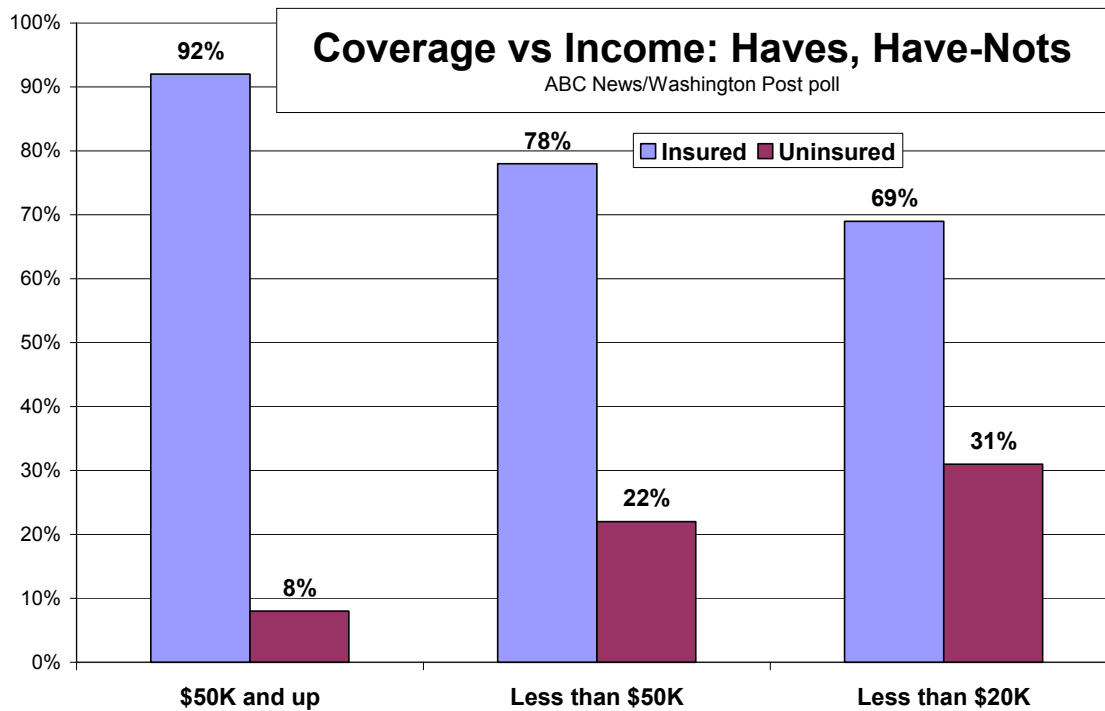


DIRECTION – The structure, fairness and direction of the current system raise concerns as well. Fifty-four percent of privately insured Americans are worried about losing their insurance because of the loss of a job (three in 10, “very” worried).

And the ranks of the uninsured – up last year, according to the Census Bureau – prompt some alarm: Seventy-nine percent (up from 71 percent in 1999) say it’s more important to provide health care coverage for all Americans, even if it means raising taxes, than to hold down taxes but leave some people uncovered.

In terms of the future, 64 percent of Americans think the country is headed toward a system of rationed health care, in which an increasing number of treatments won’t be covered because they’re too costly, not essential or have too little chance of success. And eight in 10 oppose those kinds of restrictions.

INCOME GAP – As to be expected in a primarily employer-based program, there is a huge income gap in insurance haves vs. have-nots. Among Americans with household incomes of \$50,000 a year or more, just eight percent are uninsured. Among those with incomes under \$50,000, the number of uninsured swells to just over one in five. Among just those with incomes under \$20,000, it grows to nearly one in three.



Similarly, lower-income Americans are much less apt to have private insurance. Among those with incomes under \$20,000, just 29 percent have private insurance; the rest have government-based coverage (Medicare or Medicaid), or none. Among people in \$50,000-plus households, by contrast, 84 percent are privately insured.

	Type of health insurance			
	Private	Medicare	Medicaid	None
Income \$50K and up	84%	8	*	8
Income less than \$50K	52	19	6	22
Income less than \$20K	29	25	11	31

UNIVERSAL – All the concerns cited above underlie the public’s interest in universal care. This poll asks people what they’d prefer – a “universal health insurance program, in which everyone is covered under a program like Medicare that’s run by the government and financed by taxpayers,” or “the current system, in which most people get their health insurance from private employers, but some people have no insurance.”

Previous polls have asked this differently; one last year asked if people would support or oppose “a national health plan, financed by taxpayers, in which all Americans would get their insurance from a single government plan,” and found 40 percent support. The wording in this ABC/Post poll weighs the proposal against the current system, and adds the Medicare model to the description. Context also can play a role; this poll asks about universal health after a long and probing series of questions on the current system.

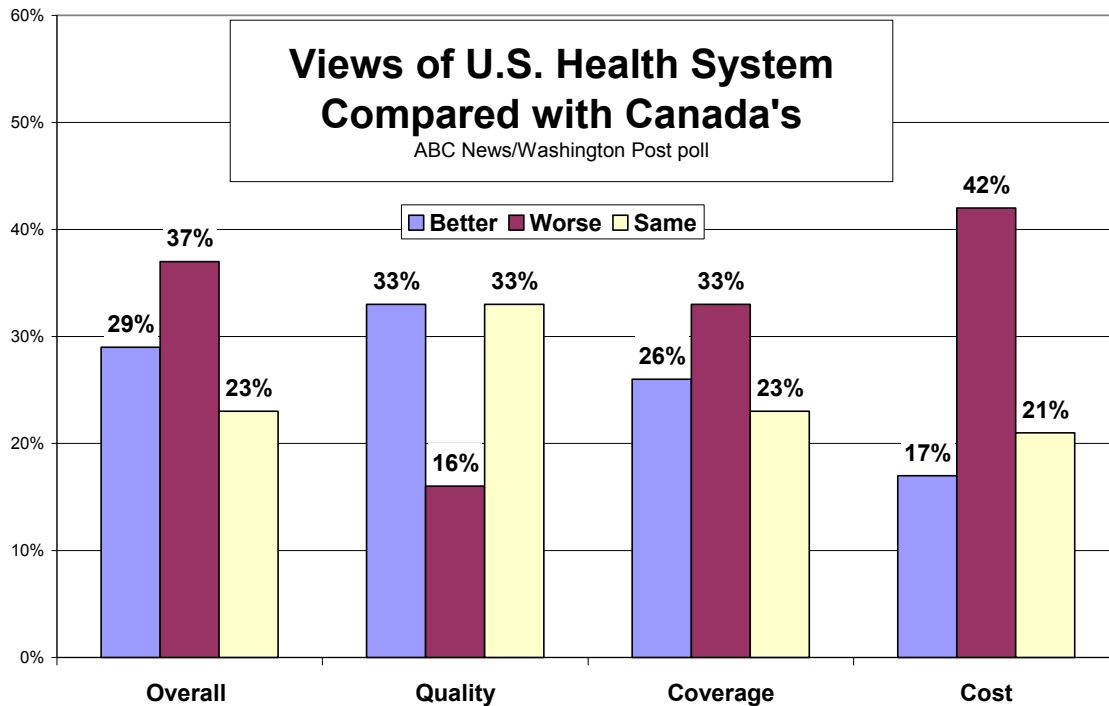
As noted, support for this universal system is conditional. If it limited Americans’ choice of doctors, support drops sharply, from 62 percent to 35 percent. Likewise, if it meant waiting lists for some non-emergency treatments, support falls to 38 percent.

Concerns about future costs and coverage help fuel interest in universal coverage. Support ranges from 45 percent among people who're entirely unworried about paying their future health bills to 73 percent among those who are "very" worried. It ranges from 53 percent among those who aren't worried about losing coverage through job loss to 67 percent of those who are. And it's 49 percent among who think the country is not headed toward a system of rationed care - but 68 percent among those who think it is.

There also are political and ideological aspects to views on universal coverage. Democrats favor it by more than 3-1, and liberals by more than 5-1, while Republicans and conservatives divide evenly.

CANADA – Views of the government-run universal health system in Canada also show the public’s interest in such a system. Suspending customary chauvinism, just 29 percent of Americans think the overall U.S. health care system is better than Canada’s; more, 37 percent, think it’s worse than Canada’s.

There are distinctions on particular aspects of the two systems. Americans by 33-16 percent are more apt to say the U.S. system offers better quality of care. But by 17-42 percent they say the U.S. system is worse when it comes to cost; and by a narrower 26-33 percent they see the U.S. system as worse in terms of availability of coverage.



SATISFACTION – As noted, personal experience with the current system is positive, which serves to temper all these concerns. Among all Americans – even those who lack coverage – large majorities express satisfaction with their quality of health care (85 percent), ability to see a doctor (82 percent), ability to see good specialists (77 percent) and ability to get the most sophisticated treatments (76 percent).

Among uninsured Americans these ratings are lower – but, perhaps surprisingly, still mostly positive: Sixty-six percent rate the quality of their health care positively; 70 percent, their ability to see a doctor; 51 percent, their ability to see top-quality specialists; 55 percent, their ability to get the latest treatments.

COMPLEXITY – There are areas in which public views do not support some criticisms of the current system; one is the suggestion that it’s too complex to understand. Instead, 84 percent of insured Americans say they are familiar with the terms and conditions of their plan (although fewer, 36 percent, are “very” familiar with these).

Similarly, among those who have a choice of plans (56 percent), eight in 10 again say they are familiar with the options available to them.

In another area, most insured people don’t report persistent problems collecting on their claims. Eighty-one percent say their plan “tends to pay your medical expenses without much problem,” essentially unchanged since 1997.

Twenty-nine percent say their insurer has refused to pay all or part of a treatment that they thought should have been covered. Of those who fought it, just over a quarter did win better coverage.

PLANS – These data help show the changing face of the insurance system. In a 1995 ABC News poll, 27 percent of Americans were enrolled in traditional fee-for-service plans; today that’s down to 14 percent. The greatest growth has been in preferred-provider organizations, or PPOs – 18 percent in 1995, 27 percent now. HMOs have gone from 16 percent to 21 percent.

HMOs still have an image problem, but less of one than previously: Forty percent of Americans view them favorably, 47 percent unfavorably. It was a more negative 30-52 percent in 1998. The biggest change is among HMO enrollees themselves – in 1998 they were split evenly in their view of HMOs. Today participants view HMOs favorably by 60-31 percent.

There is some variation in satisfaction depending on plan type. While nearly all insured Americans are satisfied with the quality of their care, the number who are “very” satisfied ranges from a low of 43 percent of people in HMOs to a high of 60 percent of people in PPOs. There’s an even larger gap in the number “very” satisfied with their ability to see top-quality medical specialists – a low of 33 percent in HMOs, a high of 58 percent among people in PPOs.

METHODOLOGY – This ABC News/Washington Post poll was conducted by telephone Oct. 9-13, 2003, among a random national sample of 1,000 adults. The results have a three-point error margin. Sampling, data collection and tabulation by TNS Intersearch of Horsham, Pa. Please note: The original release of these data included a slight weighting error. This is the corrected version.

Analysis by Gary Langer.

ABC News polls can be found at ABCNEWS.com on the Internet at:
<http://abcnews.go.com/sections/us/PollVault/PollVault.html>.

Media contacts: Cathie Levine, (212) 456-4934 or Lisa Finkel, (212) 456-6190.

Full results follow. *=less than 0.5 percent.

Key:

Gen Pop = General population
All Cov = All with health insurance
Med/Med = Medicare/Medicaid
All Pri = All with private insurance
Trad = Traditional fee-for-service coverage
PPO = All with PPO coverage
HMO = All with HMO coverage

12. Thinking about health care in the country as a whole, are you generally satisfied or dissatisfied with the quality of health care in this country? Would you say you are very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

	-----Satisfied-----			-----Dissatisfied-----			No opinion
	NET	Very	Smwt.	NET	Smwt.	Very	
10/13/03	44	20	24	54	21	34	1
9/13/00*	54	NA	NA	44	NA	NA	2
5/12/93	51	NA	NA	46	NA	NA	3

*9/13/00 and previous: Gallup.

13. And are you generally satisfied or dissatisfied with the total cost of health care in this country? Would you say you are very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

	-----Satisfied-----			-----Dissatisfied-----			No opinion
	NET	Very	Smwt.	NET	Smwt.	Very	
10/13/03	20	7	14	78	23	55	1
11/14/02*	22	NA	NA	75	NA	NA	3
11/11/01	28	NA	NA	71	NA	NA	1
5/12/93	8	NA	NA	90	NA	NA	2

*11/14/02 and previous: Gallup.

14. Do you have some form of health insurance or health care coverage, or not?

	Yes	No	No Opinion
10/13/03	83	17	0
7/12/98	86	14	*
8/27/97	81	19	*
11/13/95	85	15	0
7/17/94	86	14	*
11/14/93	87	13	0
10/10/93	87	13	*

15. (IF INSURED) Are you mainly covered by Medicare, Medicaid, or do you have private medical insurance? (IF NEEDED: Medicare is the government health insurance program for people 65 and over. Medicaid is the government health insurance program for low-income families.)

	-----Have health insurance-----					No insurance	No opin.	
	NET	M'care	M'caid	Private	Oth.(v.)			
10/13/03	Gen Pop	83	16	4	63	NA	17	0
	All Cov	100	19	4	76	NA	NA	1
7/12/98	Gen Pop	86	15	4	65	NA	14	*
	All Cov	100	18	5	76	NA	NA	1
8/27/97	Gen Pop	81	13	3	64	NA	19	1
	All Cov	100	16	3	79	NA	NA	1
11/13/95	Gen Pop	85	15	3	63	4	15	*
	All Cov	100	18	3	74	5	NA	*

16. (IF PRIVATELY INSURED) There are three main types of private health insurance. There are traditional fee-for-service plans where you go to any doctor you want and the insurance company pays part of the cost. There are Preferred Provider Organizations that pay higher reimbursement if you go to a

doctor on the insurance company's list. And there are Health Maintenance Organizations, or HMOs, where you can only go to HMO doctors, and nearly all costs are covered. Which type of plan do you have - traditional insurance, preferred provider, or HMO?

		----Have health insurance-----				No	No
		NET	Traditional	PPO	HMO	insurance	opin.
10/13/03	Gen Pop	83	14	27	21	17	0
	All Cov	100	17	32	25	NA	x
	All Pri	100	23	42	33	NA	2
7/12/98	Gen Pop	86	16	24	23	14	*
	All Cov	100	19	28	27	NA	2
	All Pri	100	25	37	36	NA	2
8/27/97	Gen Pop	81	20	22	21	19	1
	All Cov	100	24	27	26	NA	2
	All Pri	100	30	34	33	NA	2
11/13/95	Gen Pop	85	27	18	16	15	2
	All Cov	100	32	21	19	NA	2
	All Pri	100	43	29	26	NA	2

14/15/16 NET

		-----Insured-----							No	
		NET	M'care	M'caid	-----Private-----			Not	opin	
					NET	Trad	PPO	HMO	Insured	
10/13/03		83	16	4	63	14	27	21	17	0
7/12/98		86	15	4	65	16	24	23	14	*
8/27/97		81	13	3	64	20	22	21	19	*
11/13/95		85	15	3	63	27	18	16	15	*

17. (IF INSURED) How would you rate your overall health insurance coverage - excellent, good, not so good or poor?

		-----Positive-----			-----Negative-----			No
		NET	Excellent	Good	NET	Not so good	Poor	Opin.
10/13/03	ALL COV	82	30	52	17	13	4	*
	ALL PRI	82	30	52	17	14	3	1
	TRAD	89	34	54	11	8	3	*
	PPO	86	33	52	13	11	3	1
	HMO	75	23	52	25	22	3	0
	MED/MED	81	28	52	19	11	9	0
8/27/97	All Cov	85	27	58	14	9	4	1
	All Pri	86	28	58	13	9	4	1
	Trad	88	25	63	11	8	4	1
	PPO	85	30	56	15	10	5	*
	HMO	87	30	56	12	8	4	1
	Med/Med	82	21	61	16	11	4	3
11/13/95	All Cov	88	33	55	11	6	4	1
	All Pri	87	35	52	12	7	5	1
	Trad	85	34	51	14	6	8	1
	PPO	88	34	53	11	6	5	1
	HMO	89	39	50	11	9	2	1
	Med/Med	91	26	65	8	6	2	*
8/7/94	All Cov	84	32	52	14	10	4	2
7/28/91	All Pri	79	25	54	19	15	5	5
	Med/Med	71	19	52	25	18	8	4

18. For each specific item I name, please tell me whether you are very satisfied with it, somewhat satisfied, somewhat dissatisfied or very dissatisfied.

10/13/03 - Summary Table

		---Satisfied--			-Dissatisfied-			No op.
		NET	Very	Smwt.	NET	Smwt.	Very	
a. The quality of the health care you receive	All	85	51	34	14	9	5	1
	All Cov	88	53	35	11	7	3	1
b. Your health care costs, including both uninsured expenses and the cost of your insurance, if any	All	57	21	36	40	18	22	2
	All Cov	64	23	41	35	19	17	1
c. Your ability to get a doctor's appointment when you want one	All	82	52	30	18	9	9	1
	All Cov	84	53	31	15	8	7	*
d. Your ability to see top-quality medical specialists, if you ever need one	All	77	44	33	19	10	9	4
	All Cov	82	48	34	14	8	6	4
e. Your ability to get the latest, most sophisticated medical treatments	All	76	40	36	19	12	7	4
	All Cov	81	42	38	15	11	5	4

Trend:

a. The quality of the health care you receive

		----Satisfied----			---Dissatisfied---			No Opin.
		NET	Very	Smwt.	NET	Smwt.	Very	
10/13/03	All	85	51	34	14	9	5	1
	All Cov	88	53	35	11	7	3	1
	All Pri	90	54	36	10	8	2	*
	Trad	91	57	34	9	7	1	1
	PPO	94	60	34	6	3	2	0
	HMO	84	43	41	15	14	2	1
	Med/Med	84	50	33	13	6	7	3
7/12/98	Gen Pop	NA	NA	NA	NA	NA	NA	NA
	All Cov	83	47	36	15	10	5	2
	All Pri	83	48	35	15	11	4	2
	Trad	87	58	29	11	9	3	2
	PPO	86	49	37	13	10	3	1
	HMO	80	40	40	19	13	6	1
	Med/Med	81	45	36	14	7	7	4
8/27/97	Gen Pop	NA	NA	NA	NA	NA	NA	NA
	All Cov	90	52	38	9	7	2	1
	All Pri	90	53	37	9	7	2	*
	Trad	92	55	37	8	6	2	1
	PPO	92	53	38	7	7	*	1
	HMO	88	52	36	12	8	3	0
	Med/Med	88	47	41	10	6	4	2
11/13/95	Gen Pop	NA	NA	NA	NA	NA	NA	NA

	All Cov	93	65	29	6	4	2	*
	All Pri	93	64	29	7	5	2	*
	Trad	97	65	32	3	2	2	0
	PPO	93	64	29	7	5	1	0
	HMO	86	63	24	14	10	4	1
	Med/Med	95	66	29	4	2	2	*
7/17/94	Gen Pop	NA	NA	NA	NA	NA	NA	NA
	All Cov	85	55	30	14	9	5	1
2/8/94	Gen Pop	NA	NA	NA	NA	NA	NA	NA
	All Cov	82	46	36	16	8	8	2

b. Your health care costs, including both uninsured expenses and the cost of your insurance, if any

		-----Satisfied-----			-----Dissatisfied-----			No
		NET	Very	Somewhat	NET	Somewhat	Very	Opinion
10/13/03	ALL	57	21	36	40	18	22	2
	ALL COV	64	23	41	35	19	17	1
	ALL PRI	63	20	42	36	20	16	1
	TRAD	65	24	41	34	19	14	1
	PPO	64	18	46	35	19	16	1
	HMO	59	19	40	41	22	19	*
	MED/MED	66	29	37	32	15	17	2
8/27/97	Gen Pop	NA	NA	NA	NA	NA	NA	NA
	All Cov	73	31	41	26	14	12	1
	All Pri	72	31	41	27	15	12	1
	Trad	65	23	42	35	17	18	*
	PPO	71	28	43	28	17	11	*
	HMO	79	40	39	20	13	8	1
	Med/Med	75	32	43	23	11	12	2
11/13/95	Gen Pop	NA	NA	NA	NA	NA	NA	NA
	All Cov	75	35	40	24	15	9	1
	All Pri	73	32	41	26	16	11	1
	Trad	67	26	41	32	19	13	1
	PPO	74	32	41	27	15	12	0
	HMO	81	40	41	18	11	7	2
	Med/Med	80	42	38	19	13	6	1
7/17/94*	Gen Pop	NA	NA	NA	NA	NA	NA	NA
	All Cov	68	37	30	31	16	15	1
2/8/94*	Gen Pop	NA	NA	NA	NA	NA	NA	NA
	All Cov	61	29	32	36	16	20	3

* "Your health care costs, including insurance"

c. Your ability to get a doctor's appointment when you want one

		-----Satisfied-----			-----Dissatisfied-----			No
		NET	Very	Somewhat	NET	Somewhat	Very	Opinion
10/13/03	ALL	82	52	30	18	9	9	1
	ALL COV	84	53	31	15	8	7	*
	ALL PRI	85	54	31	15	8	7	*
	TRAD	90	61	30	9	4	4	1
	PPO	86	53	33	14	8	6	0
	HMO	79	49	30	20	10	10	1
	MED/MED	83	50	33	16	9	7	1
8/27/97	Gen Pop	NA	NA	NA	NA	NA	NA	NA
	All Cov	85	55	31	14	9	5	1
	All Pri	85	52	33	15	10	5	*
	Trad	87	53	34	13	8	5	0
	PPO	85	53	32	14	10	4	*
	HMO	83	50	33	17	11	6	0

	Med/Med	86	65	21	12	6	5	2
11/13/95	Gen Pop	NA	NA	NA	NA	NA	NA	NA
	All Cov	89	62	27	11	6	5	*
	All Pri	88	59	30	12	7	5	*
	Trad	91	58	33	9	4	5	0
	PPO	89	63	26	10	7	3	*
	HMO	82	53	29	18	11	7	1
	Med/Med	92	74	17	7	4	4	1

d. Your ability to see top-quality medical specialists, if you ever need one

		-----Satisfied-----			-----Dissatisfied-----			No
		NET	Very	Somewhat	NET	Somewhat	Very	Opinion
10/13/03	ALL	77	44	33	19	10	9	4
	ALL COV	82	48	34	14	8	6	4
	ALL PRI	84	49	35	13	8	5	3
	TRAD	89	57	32	9	4	5	3
	PPO	88	58	30	10	6	4	3
	HMO	78	33	45	18	13	5	4
	MED/MED	76	42	33	20	9	10	5
8/27/97	Gen Pop	NA	NA	NA	NA	NA	NA	NA
	All Cov	85	47	38	12	7	5	3
	All Pri	86	47	38	12	7	5	2
	Trad	90	51	39	8	4	4	2
	PPO	88	50	38	9	6	3	3
	HMO	81	42	39	17	10	8	2
	Med/Med	81	46	34	14	9	5	5
11/13/95	Gen Pop	NA	NA	NA	NA	NA	NA	NA
	All Cov	87	60	27	10	6	4	3
	All Pri	87	57	30	11	7	4	3
	Trad	92	61	31	6	3	2	2
	PPO	86	60	26	11	6	4	4
	HMO	78	48	30	20	14	6	2
	Med/Med	90	72	18	6	3	3	4

e. Your ability to get the latest, most sophisticated medical treatments

		-----Satisfied-----			-----Dissatisfied-----			No
		NET	Very	Somewhat	NET	Somewhat	Very	Opinion
10/13/03	ALL	76	40	36	19	12	7	4
	ALL COV	81	42	38	15	11	5	4
	ALL PRI	82	44	38	14	10	4	4
	TRAD	82	43	38	15	12	3	3
	PPO	87	48	39	8	6	2	5
	HMO	76	37	39	21	15	6	3
	MED/MED	75	37	38	19	12	7	6
8/27/97	Gen Pop	NA	NA	NA	NA	NA	NA	NA
	All Cov	86	43	43	12	8	4	3
	All Pri	87	42	45	11	8	3	2
	Trad	87	44	43	11	8	3	2
	PPO	90	43	47	8	6	2	3
	HMO	84	41	43	16	11	5	*
	Med/Med	83	45	38	12	8	5	4
11/13/95	Gen Pop	NA	NA	NA	NA	NA	NA	NA
	All Cov	89	55	34	8	6	2	3
	All Pri	89	52	37	8	7	1	3
	Trad	92	53	39	6	5	1	2
	PPO	87	55	32	9	8	1	4
	HMO	86	49	37	10	9	1	4
	Med/Med	90	64	26	7	2	4	3

19. (IF INSURED) How familiar are you with the terms and conditions of your health insurance plan, including costs and limitations on coverage, if any - very familiar, somewhat familiar, not too familiar, or not familiar at all?

	-----Familiar-----			-----Not familiar-----			No
	NET	Very	Smwt.	NET	Not too	At all	opinion
10/13/03	84	36	48	16	11	5	*

20. (IF INSURED) Do you have a variety of choices for health insurance - that is, different plans and options to choose from - or only one choice?

	Variety	One choice	No opinion
10/13/03	56	42	2

21. (IF CHOICES, Q20) How familiar are you with different health care plans and options that are available for you to choose from - very familiar, somewhat familiar, not too familiar, or not familiar at all?

	-----Familiar-----			-----Not familiar-----			No
	NET	Very	Smwt.	NET	Not too	At all	opinion
10/13/03	82	34	48	18	14	4	*

22. (IF INSURED) Have you or has anyone in your immediate family had a serious illness or injury under your current health insurance plan?

		Yes	No	No opinion
10/13/03	ALL COV	33	67	*
	ALL PRI	29	71	*
	TRAD	32	68	0
	PPO	30	70	0
	HMO	22	78	*
	MED/MED	48	52	0
8/27/97	All Cov	33	67	*
	All Pri	30	70	*
	Trad	34	66	*
	PPO	28	72	0
	HMO	27	73	*
	Med/Med	48	51	1
11/13/95	All Cov	35	65	*
	All Pri	32	68	*
	Trad	31	69	0
	PPO	39	61	0
	HMO	28	71	1
	Med/Med	48	52	0

23. (IF INSURED) Have you or has anyone in your immediate family had a chronic, ongoing illness that requires medical care under your current health insurance plan?

		Yes	No	No opinion
10/13/03	ALL COV	20	80	*
	ALL PRI	19	81	*
	TRAD*			
	PPO	21	79	*
	HMO	20	80	0
	MED/MED*			

*Insufficient n.

24. (IF SERIOUS ILLNESS, INJURY, OR CHRONIC ILLNESS) How satisfied are you with the medical care that you or your family member received during that time - very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

		-----Satisfied-----			-----Dissatisfied-----			No
		NET	Very	Somewhat	NET	Somewhat	Very	opin.
10/13/03	ALL COV	92	68	24	8	5	4	0
	ALL PRI	92	67	25	8	5	3	0
	TRAD*							
	PPO	93	64	30	7	4	3	0
	HMO*							
	MED/MED	91	66	24	9	3	6	0
8/27/97	All Cov	89	65	24	11	5	6	0
	All Pri	90	64	26	10	5	5	0
	Trad	93	68	25	7	3	4	0
	PPO	89	62	27	11	8	3	0
	HMO	88	65	22	12	5	7	0
	Med/Med	88	67	21	13	5	8	0

*Insufficient n.

25. (IF SERIOUS ILLNESS, INJURY, OR CHRONIC ILLNESS) And how satisfied are you with your insurance coverage during that time - very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

		-----Satisfied-----			-----Dissatisfied-----			No
		NET	Very	Somewhat	NET	Somewhat	Very	opin.
10/13/03	ALL COV	87	59	28	12	8	4	1
	ALL PRI	87	62	25	13	8	5	*
	TRAD*							
	PPO	86	61	25	14	9	5	0
	HMO*							
	MED/MED	89	53	36	10	8	2	2
8/27/97	All Cov	86	59	26	14	10	4	*
	All Pri	86	58	29	14	10	4	0
	Trad	86	59	28	14	12	2	0
	PPO	89	54	34	11	6	5	0
	HMO	84	62	22	16	9	6	0
	Med/Med	87	65	22	12	9	3	1

*Insufficient n.

26. Within the last 12 months, have you or a member of your family put off any sort of medical treatment because of the cost you would have to pay?

	Yes	No	No opinion
10/13/03	24	76	*
11/14/02*	25	75	*
11/11/01	19	81	*
1/6/91	22	77	1

*11/14/02 and previous: Gallup

27. (IF PUT OFF MEDICAL TREATMENT, Q26) When this medical treatment was delayed, was it for a condition or illness that was very serious, somewhat serious, not very serious, or not at all serious?

		-----Serious-----			----- Not Serious-----			No opin.
		NET	Very	Somewhat	NET	Not very	Not at all	No opin.
10/13/03		68	19	49	31	25	6	1
11/14/02*		59	16	43	40	31	9	1

11/11/01	62	15	47	36	23	13	2
1/6/91	52	15	37	47	37	10	1

*11/14/02 and previous: Gallup

26/27 NET:

	-----Put Off Treatment-----						Did not	No	
	NET	Serious	NET	Very	serious	Somewhat	Not NET	treatment	op.
10/13/03	24	16		5		12	7	76	*
11/14/02*	25	15		4		11	10	75	*
11/11/01	19	12		3		9	7	82	*
1/6/91	22	11		3		8	10	77	1

*11/14/02 and previous: Gallup

28. (IF INSURED) Does it seem to you that your costs for health insurance premiums have been going up lately, holding steady or going down? IF UP: Have they been going up a lot, or somewhat?

	-----Up-----					No
	NET	A lot	Smwt.	Steady	Down	opin.
10/13/03	67	32	35	29	2	3

29. (IF PRIVATELY INSURED) Do you or does someone in your family have an employer who helps you pay for your health insurance coverage, or not?

	Yes	No	No opinion
10/13/03	77	23	*

30. (IF EMPLOYER HELPS PAY, Q29) Thinking about the past few years, would you say that your employer is paying more of the cost of your health insurance coverage, paying less of the cost of your coverage, or paying about the same amount? IF LESS: Is that MUCH less or SOMEWHAT less?

		-----Less-----				No
	More	NET	Much	Smwt.	Same	opin.
10/13/03	27	24	6	17	45	4

31. (IF INSURED) How about your deductible and co-pay - that is, the amount you have to pay for medical services above and beyond what insurance covers. Does it seem to you that your deductible and co-pay expenses have been going up lately, holding steady or going down? IF UP: Have they been going up a lot, or somewhat?

	-----Up-----					No
	NET	A lot	Smwt.	Steady	Down	opin.
10/13/03	45	16	29	49	2	4

32. (IF PRIVATELY INSURED) What do you think about the possibility that you might lose your health insurance because of the loss of a job - is that something you're very worried about, somewhat worried, not so worried or not worried about at all?

	-----Worried-----			-----Not worried-----			No
	NET	Very	Smwt.	NET	Not so	At all	opinion
10/13/03	54	31	23	46	17	29	*

33. (IF INSURED) What do you think about being able to afford the cost of your health care insurance over the next few years - is that something you're very worried about, somewhat worried, not so worried or not worried about at all?

	-----Worried-----			-----Not worried-----			No opinion
	NET	Very	Smwt.	NET	Not so	At all	
10/13/03	60	27	33	39	20	19	*

34. (IF INSURED) Would you say your health insurance plan tends to (pay your medical expenses without much problem), or would you say your health insurance plan tends to (give you a difficult time about paying for medical expenses)?

		Without problem	Difficult Time	No opinion
10/13/03	ALL COV	81	18	2
	ALL PRI	80	18	1
	TRAD	85	12	3
	PPO	81	18	1
	HMO	77	21	1
	MED/MED	82	16	3
8/27/97	All Cov	82	14	3
	All Pri	81	15	3
	Trad	79	18	3
	PPO	80	16	3
	HMO	85	12	2
	Med/Med	86	10	4

35. (IF INSURED) Has your health insurance plan ever refused to pay for all or part of a medical treatment that you believe should have been fully covered, or not?

		Yes	No	No opinion
10/13/03	All Cov	29	69	2
	All Pri	31	68	2
	Trad	24	75	1
	PPO	31	68	2
	HMO	35	63	2
	Med/Med	24	74	3
7/12/98	All Cov	28	69	3
	All Pri	30	68	2
	Trad	26	74	1
	PPO	33	66	1
	HMO	29	67	3
	Med/Med	22	72	6
8/27/97	All Cov	23	75	2
	All Pri	24	74	2
	Trad	28	70	2
	PPO	27	71	2
	HMO	18	81	2
	Med/Med	19	78	3

36. (IF REFUSED TO PAY, Q35) Has that happened often, occasionally, rarely or almost never?

		Often	Occasionally	Rarely	Almost Never	No opin.
10/13/03	ALL COV	14	39	34	13	0
	ALL PRI	11	39	37	13	0
	TRAD*					
	PPO*					
	HMO*					

	MED/MED*					
8/27/97	All Cov	17	32	30	20	1
	All Pri	17	32	32	18	1
	Trad	16	30	32	21	1
	PPO	20	35	32	12	1
	HMO	14	31	34	19	1
	Med/Med	19	31	19	28	2

*Insufficient n.

37. (IF REFUSED TO PAY, Q35) When it's happened, have you tried to fight it or not?

		Tried	Did not try	No opinion
10/13/03	ALL COV	58	42	0
	ALL PRI	64	36	0
	TRAD*			
	PPO*			
	HMO*			
	MED/MED*			
8/27/97	All Cov	58	41	*
	All Pri	60	39	*
	Trad	56	43	1
	PPO	65	35	0
	HMO	56	44	0
	Med/Med	46	54	0

*Insufficient n.

38. (IF FOUGHT IT, Q37) After fighting it did you get better coverage or not?

		Got better coverage	Did not get better coverage	No opinion
10/13/03	ALL COV	27	72	*
	ALL PRI	27	72	1
	TRAD*			
	PPO*			
	HMO*			
	MED/MED*			
8/27/97	All Cov	34	57	8
	All Pri	37	55	9
	Trad	34	55	10
	PPO	39	52	8
	HMO	30	65	8
	Med/Med	20	68	8

*Insufficient n.

39. Do you think the health care system in this country is or is not heading toward rationing, in which an increasing number of medical treatments that currently are covered by insurance will no longer be covered because they are too costly, not essential or have too little chance of success?

	Yes	No	No opinion
10/13/03	64	25	10

40. Would you personally support or oppose the rationing of health care in this way?

	Support	Oppose	No opinion
10/13/03	15	80	6

41. Canada has a universal health care system run by the government that covers all people. Compared to Canada, do you think the overall health care system in the United States is better, worse or about the same?

	Better	Worse	Same	No opinion
10/13/03	29	37	23	11

42. How about in terms of (READ ITEM) - in that area, compared to Canada, do you think the health care system in the United States is better, worse or about the same?

10/13/03 - Summary Table

	Better	Worse	Same	No opinion
a. The quality of medical care that most people get	33	16	33	17
b. The cost of medical care and coverage	17	42	21	20
c. The availability of health coverage	26	33	23	17

43. Medicare is the government health insurance program for people 65 and over. What kind of Medicare program would you prefer - (the main Medicare program now, which lets you use any doctor but does not pay for prescription drugs); or (an HMO Medicare plan, which limits your choice of doctors but does pay for prescription drugs)?

	Main Medicare	HMO Medicare	No opinion
10/13/03	39	57	4

44. Would you support or oppose a new federal program that would help pay prescription drug expenses for senior citizens, at a cost of 400 billion dollars over the next 10 years?

	Support	Oppose	No opinion
10/13/03	75	19	6
7/27/03	76	18	6

45. (IF SUPPORT, Q44) Would you be willing or unwilling to pay higher taxes to fund that program?

	Willing	Not willing	No opinion
10/13/03	79	21	*
7/27/03	71	27	2

44/45 NET:

	-----Support-----					
	NET	Would pay higher taxes	Wouldn't pay higher taxes	DK	Oppose	No op.
10/13/03	75	59	16	1	19	6
7/27/03	76	54	20	2	18	6

46. Have you or has anyone in your household ever bought prescription drugs from Canada or from another foreign country in order to get a better price, or not?

	Yes	No	No opinion
10/13/03	12	88	*

47. Some people say it should be legal for Americans to buy prescription drugs from Canada, Europe, and other industrialized countries because they're less expensive. The U.S. Food and Drug Administration says it should be illegal because imported drugs may be less safe and effective. What do you think - should it be legal or illegal for Americans to buy prescription drugs from Canada, Europe, and other industrialized countries?

	Legal	Illegal	No opinion
10/13/03	69	28	2

48. Which of these do you think is more important: (providing health care coverage for all Americans, even if it means raising taxes) or (holding down taxes, even if it means some Americans do not have health care coverage)?

	Providing healthcare for all Americans	Holding down taxes	No opinion
10/13/03	79	17	4
12/15/99	71	26	3

49. Which would you prefer - (the current health insurance system in the United States, in which most people get their health insurance from private employers, but some people have no insurance); or (a universal health insurance program, in which everyone is covered under a program like Medicare that's run by the government and financed by taxpayers?)

	Current	Universal	No opinion
10/13/03	33	62	6

50. (IF UNIVERSAL, Q49) Would you support or oppose a universal health insurance program if it limited your own choice of doctors?

	Support	Oppose	No opinion
10/13/03	57	41	2

Q49/50 NET:

	Current	NET	Support	Oppose	DK/REF	No opinion
10/13/03	33	62	35	25	1	6

51. (IF UNIVERSAL, Q49) Would you support or oppose a universal health insurance program if it meant there were waiting lists for some non-emergency treatments?

	Support	Oppose	No opinion
10/13/03	62	33	5

Q49/51 NET:

-----Universal-----

	Current	NET	-----IF WAITING LISTS-----			No opinion
			Support	Oppose	DK/REF	
10/13/03	33	62	38	21	3	6

52. Finally on this subject, do you have a favorable or unfavorable opinion of the health care plans known as Health Maintenance Organizations, or HMOs?

		Favorable	Unfavorable	No opinion
10/13/03	Gen Pop	40	47	13
	All Cov	41	46	13
	All Pri	42	46	11
	Trad	36	54	10
	PPO	32	55	12
	HMO	60	31	9
	Med/Med	39	45	16
7/12/98	Gen Pop	30	52	18
	All Cov	31	53	16
	All Pri	32	55	13
	Trad	24	61	14
	PPO	27	60	13
	HMO	45	47	8
	Med/Med	28	47	24

END