

METHODOLOGY AND FINAL TOPLINE

We Can Do Better: New York State Residents Weigh In on Health Care Quality

April 11 through May 11,
2019, New York Statewide
Survey

Data Collected by Wiese
Research Group, Inc.

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new-york-state-residents-
weigh-in-on-healthcare-
quality](http://www.publicagenda.org/reports/we-can-do-better-new-york-state-residents-weigh-in-on-healthcare-quality)

The survey results below appear in the Public Agenda research report “We Can Do Better: New York State Residents Weigh In on Health Care Quality.” The data are based on a representative statewide survey of 800 adult New York State residents 18 years and older. All interviews were conducted from April 11 through May 11, 2019. All 800 interviews were included in the analysis. The survey was conducted by telephone, including cellphones, and online. Respondents completed the surveys in English.

The survey was fielded by Wiese Research Group. WRG was responsible for data collection only. Public Agenda designed the survey instrument and analyzed the data. The New York State Health Foundation (NYSHealth) provided funding for this research. When using the data, please cite Public Agenda.

The survey

This study used a multimodal design. Data were collected via telephone interviews, including cellphone interviews, and online. A total of 320 interviews were conducted by phone and 480 were completed online. Using the questionnaire designed by Public Agenda, WRG programmed the survey for both computer-assisted telephone interviewing (CATI) and online administration.

In order to survey a representative sample of adults in New York State, quota sampling was employed. Target quotas were established based on population statistics for New York State by county, age and gender. Residents of rural areas in New York State were intentionally oversampled: 150 of the 800 completes came from the 777 New York zip codes that are identified as rural according to the Federal Office of Rural Health Policy.¹

¹ Federal Office of Rural Health Policy, “Federal Office of Rural Health Policy (FORHP) Data Files: FORHP Eligible Zip Codes,” Rockville, Md.: Health Resources and Services Administration, 2018. <https://www.hrsa.gov/rural-health/about-us/definition/datafiles.html>.

Phone sample

Phone samples were drawn from a variety of list types obtained from Marketing Systems Group. These list types included listed household landline, enhanced cell, age-targeted landline and age-targeted cell samples. About 40 percent of the phone interviews were completed with respondents reached by cellphone and 60 percent were completed with respondents reached by landline.

Web sample

An opt-in, nonprobability online panel was used after the phone sampling was completed to meet demographic quotas that were established based on census benchmarks. Dynata provided the panel members for the online phase. Dynata's panel is managed to allow the selection of samples to reflect the target population. Participants were contacted via notifications, including emails directly from Dynata. Invitations included an opt-out link. Once in Dynata's system, participants were randomly matched with the survey. Security checks and quality verifications were used before panelists could start the survey, including digital fingerprinting to prevent duplication, spot-checking via third-party verification to prove identity, reward redemption quality procedures and benchmarking against known external data points.

Fielding

The survey was designed to be compatible with web and phone interviews. Respondents to both could refuse to answer any question. Questions that allowed the telephone respondent to volunteer "Don't know" as a response included "Don't know" as an explicit response category in the web version.

Before the fielding period, the survey was programmed using CATI software. This software was used to produce both a web and a CATI (phone) version of the survey. As part of quality control, WRG and members of Public Agenda's research team checked the programs extensively to ensure skip patterns followed the design of the questionnaire. Telephone interviewers received both written materials on the survey and formal training. These included information about the goals of the study, detailed explanations of why questions were being asked, the meaning and pronunciations of key terms and pointers or strategies for how to address potential obstacles or problems in an attempt to obtain complete and accurate responses in a consistent manner.

At the outset of fielding, a Public Agenda staff member reviewed a set of recorded interviews. Interviewers were monitored throughout the fielding period and were given feedback, when appropriate, to improve their interview technique and to clarify survey questions.

Within each landline household, a single respondent was selected based on gender/age quotas still open for that county, with callbacks scheduled if the desired adult was not available. However, cellphones were treated as individual devices, so each cellphone interview was conducted with the person answering the phone.

The phone survey response rate was 3.4 percent overall, using the American Association for Public Opinion Research Response Rate 4 formula. The response rate was 2.2 percent for the landline sample and 5.6 percent for the cell sample.

Multiple studies by the Pew Research Center and other researchers show that response rates are an unreliable metric of accuracy.² Even in cases when the attitudes measured by the survey may be related to people's decisions to take the survey, any risk of error can typically be corrected through weighting. In 2018, typical phone survey response rates were 6 percent and, according to Pew, have declined because of factors including a surge in automated telemarketing calls or robocalls, particularly to cellphones. Since public opinion surveys typically appear as unknown phone numbers, they are easily mistaken for robocalls or spam and may be automatically blocked.³

Once the telephone survey phase was underway, invitations to complete the web survey were sent directly to panel members by Dynata, who accessed the survey via email and text message invitations as well as in-app alerts. Online survey responses included the following: 127 clicked on the invite but did not start the survey, 1,667 screened out of the survey (100 did not qualify and 1,557 fell outside of the needed demographic and geographic quotas), another 100 started but did not complete the survey, 116 completed the survey but were omitted because they finished in less than four minutes. Ultimately, 480 usable completed surveys were obtained online.

Weighting

The final data were weighted to balance the sample to known New York State population parameters based on census data and to correct for systematic under-/overrepresentation of age demographics and to adjust for the intentional oversampling of rural zip codes.

The maximum standard error range (margin of error) for the total weighted sample is +/-3.5 percentage points at the 95 percent confidence level. It is higher, however, for questions that were not asked of all respondents and for subgroup results.

Pre-survey focus group

Before developing the survey instrument, Public Agenda conducted one demographically diverse focus group in October 2018 with adults in New Rochelle, New York. In total, nine people participated in the focus group. Participants were recruited to Public Agenda's specifications to represent a diversity of New York State residents in terms of race and ethnicity, age, educational attainment, insurance status, political affiliation, frequency of contact with the health care system and health status. Participants were recruited by a professional focus group facility and were paid for their time. The facility hosted the group, which lasted two hours.

Public Agenda staff designed the focus group moderator guide and moderated the group. The group was video recorded and professionally transcribed. The transcript was analyzed thematically, following a grounded theory methodology. Themes derived from the focus group and language used by focus group participants informed the development of the survey instrument, including the decision to ask about doctors separately from hospitals in the survey.

In addition to the focus group conducted by Public Agenda for this research, background research included reviewing reports from previous focus group research with New York State residents regarding health care quality, costs and access.⁴

2 Courtney Kennedy and Hannah Hartig, "Response Rates in Telephone Surveys Have Resumed Their Decline," Washington, D.C.: Pew Research Center, 2019. <https://www.pewresearch.org/fact-tank/2019/02/27/response-rates-in-telephone-surveys-have-resumed-their-decline>.

3 Kennedy and Hartig, "Response Rates in Telephone Surveys Have Resumed Their Decline," <https://www.pewresearch.org/fact-tank/2019/02/27/response-rates-in-telephone-surveys-have-resumed-their-decline>.

4 Linda Weiss, Maya Scherer and Anthony Shih, "Consumer Perspectives on Health Care Decision-Making Quality, Cost and Access to Information," New York: New York Academy of Medicine, 2016. <https://www.nyam.org/publications/publication/consumer-perspectives-health-care-decision-making-quality-cost-and-access-information>. Ricky Leung, Erting Sa and Xuemei Cao, "Understanding Medicaid Managed Care Enrollees' Knowledge, Experiences and Needs in Health Care Services," Albany: Medicaid Matters, 2018.

FULL SURVEY RESULTS

FULL SURVEY RESULTS

This topline indicates total and subgroup sample sizes for each question. A survey result of less than 0.5 percent is signified by an asterisk, and a result of zero is signified by a dash.

Unless otherwise stated, "Don't know" and "Refused" are responses volunteered by participants that were not explicitly offered to them. Responses may not always total 100 percent owing to rounding.

S1. Do you currently reside in the state of New York or not?	
Yes	800
No	-
	N=800
S2. What is your age?	
18 to 24	13%
25 to 34	18%
35 to 44	16%
45 to 54	17%
55 to 64	16%
65 to 74	15%
75 or above	5%
Refused	-
	N=800
S3A. What is your zip code?	
(New York State zip codes)	100%
	N=800
S3B. Would you call the area where you live...	
Urban	38%
Suburban	44%
Rural	14%
Don't know	3%
Refused	*
	N=800

S4A. Do you currently have any form of health insurance?	
Yes	94%
No	5%
Don't know	*
Refused	1%
	N=800
S4B. Is this health insurance...	
Medicare	27%
Medicaid	21%
Insurance through an employer	50%
Insurance that you buy on your own	10%
Some other type	6%
Don't know	1%
Refused	*
	N=752
Q1A. When you need health care, how much do you worry about whether it will be affordable?	
A great deal	38%
Some	20%
A little	20%
Not at all	22%
Don't know	1%
Refused	*
	N=800
Q1B. When you need health care, how much do you worry about whether it will be high quality?	
A great deal	36%
Some	23%
A little	16%
Not at all	23%
Don't know	1%
Refused	*
	N=800

Q1C. When you need health care, how much do you worry about whether you have enough health care providers to choose from?	
A great deal	20%
Some	25%
A little	16%
Not at all	37%
Don't know	2%
Refused	-
	N=800
Q1D. When you need health care, how much do you worry about whether your insurance will cover it?	
A great deal	36%
Some	24%
A little	18%
Not at all	21%
Don't know	*
Refused	-
	N=800
D1. In the last 12 months, how many times did you go to a doctor to get health care for yourself, not including a dentist or emergency room visit?	
Never	10%
Once or twice	40%
Three to five times	28%
More than five times	19%
Don't know	2%
Refused	*
	N=800
D2A. Thinking about what you consider to be high-quality health care from a doctor, how important is it that the doctor listens to you and explains things in a way you can understand?	
Very important	87%
Somewhat important	10%
A little important	2%
Not at all important	1%
Don't know	-
Refused	-
	N=800

D2B. Thinking about what you consider to be high-quality health care from a doctor, how important is it that the doctor treats you with courtesy and respect?

Very important	82%
Somewhat important	15%
A little important	3%
Not at all important	1%
Don't know	-
Refused	-
	N=800

D2C. Thinking about what you consider to be high-quality health care from a doctor, how important is it that the doctor involves you in decisions about your health care?

Very important	77%
Somewhat important	18%
A little important	4%
Not at all important	-
Don't know	*
Refused	-
	N=800

D2D. Thinking about what you consider to be high-quality health care from a doctor, how important is it that your appointments start on time?

Very important	50%
Somewhat important	38%
A little important	11%
Not at all important	1%
Don't know	*
Refused	-
	N=800

D2E. Thinking about what you consider to be high-quality health care from a doctor, how important is it that the doctor only prescribes medications or orders tests that you really need?

Very important	80%
Somewhat important	16%
A little important	3%
Not at all important	1%
Don't know	*
Refused	-
	N=800

D2F. Thinking about what you consider to be high-quality health care from a doctor, how important is it that the doctor correctly diagnoses your medical condition?

Very important	92%
Somewhat important	5%
A little important	3%
Not at all important	1%
Don't know	-
Refused	-
	N=800

D2G. Thinking about what you consider to be high-quality health care from a doctor, how important is it that the doctor provides you with effective treatments and procedures?

Very important	89%
Somewhat important	9%
A little important	2%
Not at all important	*
Don't know	*
Refused	-
	N=800

D3. Thinking about doctors in your area, would you say...

They provide pretty much the same quality of care	28%
Some provide better quality of care than others	62%
Don't know	10%
Refused	*
	N=800

D4. Before going to a doctor, how easy or difficult would it be for you to find out whether that doctor provides high-quality health care?

Very difficult	10%
Somewhat difficult	29%
Somewhat easy	39%
Very easy	16%
Don't know	6%
Refused	*
	N=800

D5A. If you wanted to find out whether a doctor provides high-quality health care, would you trust the doctor him- or herself?

Trust a great deal	25%
Some	45%
A little	19%
Not at all	10%
Don't know	1%
Refused	*
	N=800

D5B. If you wanted to find out whether a doctor provides high-quality health care, would you trust another doctor?

Trust a great deal	22%
Some	54%
A little	17%
Not at all	3%
Don't know	3%
Refused	*
	N=800

D5C. If you wanted to find out whether a doctor provides high-quality health care, would you trust New York State government?

Trust a great deal	9%
Some	31%
A little	25%
Not at all	32%
Don't know	3%
Refused	-
	N=800

D5D. If you wanted to find out whether a doctor provides high-quality health care, would you trust the federal government?

Trust a great deal	8%
Some	27%
A little	26%
Not at all	34%
Don't know	5%
Refused	*
	N=800

D5E. If you wanted to find out whether a doctor provides high-quality health care, would you trust your health insurer?

Trust a great deal	18%
Some	40%
A little	24%
Not at all	15%
Don't know	3%
Refused	*
	N=800

D5F. If you wanted to find out whether a doctor provides high-quality health care, would you trust nonprofit organizations?

Trust a great deal	13%
Some	41%
A little	24%
Not at all	14%
Don't know	8%
Refused	*
	N=800

D5G. If you wanted to find out whether a doctor provides high-quality health care, would you trust online directories such as Zocdoc or Yelp?

Trust a great deal	91%
Some	35%
A little	25%
Not at all	20%
Don't know	8%
Refused	*
	N=800

D5H. If you wanted to find out whether a doctor provides high-quality health care, would you trust patients who have gone to that doctor?

Trust a great deal	49%
Some	36%
A little	10%
Not at all	2%
Don't know	2%
Refused	-
	N=800

D6A. If you wanted to find out whether a doctor provides high-quality health care, would the following be very helpful, somewhat helpful, not too helpful or not helpful at all: Reviews from patients who have gone to that doctor?

Very helpful	56%
Somewhat helpful	35%
Not too helpful	5%
Not helpful at all	2%
Don't know	1%
Refused	-
	N=800

D6B. If you wanted to find out whether a doctor provides high-quality health care, would the following be very helpful, somewhat helpful, not too helpful or not helpful at all: Information about how effective the doctor's treatments and procedures are?

Very helpful	64%
Somewhat helpful	31%
Not too helpful	4%
Not helpful at all	1%
Don't know	1%
Refused	-
	N=800

D6C. If you wanted to find out whether a doctor provides high-quality health care, would the following be very helpful, somewhat helpful, not too helpful or not helpful at all: Information about how many medical errors the doctor makes each year?

Very helpful	63%
Somewhat helpful	28%
Not too helpful	5%
Not helpful at all	2%
Don't know	2%
Refused	-
	N=800

D6D. If you wanted to find out whether a doctor provides high-quality health care, would the following be very helpful, somewhat helpful, not too helpful or not helpful at all: Information about how much time the doctor spends with each patient?

Very helpful	41%
Somewhat helpful	44%
Not too helpful	11%
Not helpful at all	3%
Don't know	1%
Refused	-
	N=800

D7. Would you say there is enough publicly available information about the quality of care that different doctors provide, or not?

Yes, there is enough information	3400%
No, there is not enough information	55%
Don't know	11%
Refused	*
	N=800

D8. How important is it for New York State government to provide people with information about the quality of care that each doctor in the state provides?

Very important	54%
Somewhat important	27%
A little important	8%
Not at all important	7%
Don't know	3%
Refused	-
	N=800

D9. How important is it for health insurers to provide people with information about the quality of care that each doctor in the state provides?

Very important	63%
Somewhat important	26%
A little important	7%
Not at all important	2%
Don't know	2%
Refused	-
	N=800

D10. When a doctor refers a patient to a specialist, how important is it for the doctor to talk with the patient about the quality of care that the specialist provides?

Very important	71%
Somewhat important	23%
A little important	4%
Not at all important	1%
Don't know	1%
Refused	-
	N=800

D11A. How good or bad an idea is it for New York State government to financially reward doctors if they consistently provide high-quality health care?

Very good idea	25%
Somewhat good idea	38%
Somewhat bad idea	17%
Very bad idea	15%
Don't know	5%
Refused	1
	N=800

D11B. How good or bad an idea is it for New York State government to financially penalize doctors if they consistently provide low-quality health care?

Very good idea	39%
Somewhat good idea	33%
Somewhat bad idea	13%
Very bad idea	9%
Don't know	5%
Refused	1%
	N=800

D11C. How good or bad an idea is it for New York State government to monitor the quality of care that doctors provide?

Very good idea	56%
Somewhat good idea	30%
Somewhat bad idea	6%
Very bad idea	6%
Don't know	3%
Refused	*
	N=800

H2A. Thinking about what you consider to be high-quality health care from a hospital, how important is it that the hospital listens to you and explains things in a way you can understand?

Very important	83%
Somewhat important	13%
A little important	3%
Not at all important	*
Don't know	*
Refused	*
	N=800

H2B. Thinking about what you consider to be high-quality health care from a hospital, how important is it that the hospital treats you with courtesy and respect?

Very important	80%
Somewhat important	16%
A little important	3%
Not at all important	1%
Don't know	1%
Refused	-
	N=800

H2C. Thinking about what you consider to be high-quality health care from a hospital, how important is it that the hospital is clean, quiet and comfortable?

Very important	82%
Somewhat important	14%
A little important	3%
Not at all important	*
Don't know	*
Refused	-
	N=800

H2D. Thinking about what you consider to be high-quality health care from a hospital, how important is it that the hospital is efficient and well-organized?

Very important	80%
Somewhat important	16%
A little important	3%
Not at all important	*
Don't know	*
Refused	-
	N=800

H2E. Thinking about what you consider to be high-quality health care from a hospital, how important is it that you do not get an infection or complications as a result of getting care at the hospital?

Very important	89%
Somewhat important	7%
A little important	4%
Not at all important	*
Don't know	*
Refused	-
	N=800

H2F. Thinking about what you consider to be high-quality health care from a hospital, how important is it that the hospital makes very few mistakes or errors?

Very important	87%
Somewhat important	9%
A little important	3%
Not at all important	1%
Don't know	*
Refused	-
	N=800

H2G. Thinking about what you consider to be high-quality health care from a hospital, how important is it that the hospital provides you with effective treatments and procedures?

Very important	87%
Somewhat important	10%
A little important	2%
Not at all important	1%
Don't know	1%
Refused	-
	N=800

H3. Thinking about hospitals in your area, would you say...

They provide pretty much the same quality of care	25%
Some provide better quality of care than others	65%
Don't know	9%
Refused	*
	N=800

H4. Before a hospital visit, how easy or difficult would it be for you to find out whether that hospital provides high-quality health care?

Very difficult	7%
Somewhat difficult	33%
Somewhat easy	36%
Very easy	19%
Don't know	6%
Refused	-
	N=800

H5A. If you wanted to find out whether a hospital provides high-quality health care, would you trust the hospital itself?	
Trust a great deal	17%
Some	46%
A little	23%
Not at all	12%
Don't know	3%
Refused	-
	N=800
H5B. If you wanted to find out whether a hospital provides high-quality health care, would you trust a doctor?	
Trust a great deal	31%
Some	50%
A little	14%
Not at all	3%
Don't know	2%
Refused	*
	N=800
H5C. If you wanted to find out whether a hospital provides high-quality health care, would you trust New York State government?	
Trust a great deal	11%
Some	36%
A little	22%
Not at all	27%
Don't know	3%
Refused	-
	N=800
H5D. If you wanted to find out whether a hospital provides high-quality health care, would you trust the federal government?	
Trust a great deal	9%
Some	32%
A little	25%
Not at all	30%
Don't know	5%
Refused	-
	N=800

H5E. If you wanted to find out whether a hospital provides high-quality health care, would you trust your health insurer?	
Trust a great deal	19%
Some	42%
A little	24%
Not at all	12%
Don't know	2%
Refused	-
	N=800
H5F. If you wanted to find out whether a hospital provides high-quality health care, would you trust nonprofit organizations?	
Trust a great deal	14%
Some	43%
A little	22%
Not at all	14%
Don't know	6%
Refused	*
	N=800
H5G. If you wanted to find out whether a hospital provides high-quality health care, would you trust online directories such as Zocdoc or Yelp?	
Trust a great deal	13%
Some	36%
A little	23%
Not at all	19%
Don't know	9%
Refused	*
	N=800
H5H. If you wanted to find out whether a hospital provides high-quality health care, would you trust patients who have gone to that hospital?	
Trust a great deal	49%
Some	40%
A little	8%
Not at all	1%
Don't know	2%
Refused	-
	N=800

H6A. If you wanted to find out whether a hospital provides high-quality health care, would the following be very helpful, somewhat helpful, not too helpful or not helpful at all: Reviews from patients who have gone to that hospital?

Very helpful	59%
Somewhat helpful	31%
Not too helpful	7%
Not helpful at all	2%
Don't know	1%
Refused	-
	N=800

H6B. If you wanted to find out whether a hospital provides high-quality health care, would the following be very helpful, somewhat helpful, not too helpful or not helpful at all: Information about how effective the hospital's treatments and procedures are?

Very helpful	64%
Somewhat helpful	31%
Not too helpful	3%
Not helpful at all	1%
Don't know	1%
Refused	-
	N=800

H6C. If you wanted to find out whether a hospital provides high-quality health care, would the following be very helpful, somewhat helpful, not too helpful or not helpful at all: Information about how many medical errors the hospital makes each year?

Very helpful	65%
Somewhat helpful	29%
Not too helpful	3%
Not helpful at all	2%
Don't know	1%
Refused	-
	N=800

H6D. If you wanted to find out whether a hospital provides high quality health care, would the following be very helpful, somewhat helpful, not too helpful or not helpful at all: Information about how quickly you can get care from the hospital?

Very helpful	59%
Somewhat helpful	33%
Not too helpful	5%
Not helpful at all	1%
Don't know	1%
Refused	*
	N=800

H7. Would you say there is enough publicly available information about the quality of care that different hospitals provide, or not?

Yes, there is enough information	36%
No, there is not enough information	53%
Don't know	11%
Refused	*
	N=800

H8. How important is it for New York State government to provide people with information about the quality of care that each hospital in the state provides?

Very important	54%
Somewhat important	27%
A little important	10%
Not at all important	7%
Don't know	2%
Refused	-
	N=800

H9. How important is it for health insurers to provide people with information about the quality of care that each hospital in their network provides?

Very important	60%
Somewhat important	28%
A little important	8%
Not at all important	2%
Don't know	2%
Refused	-
	N=800

H10. When a doctor refers a patient to a hospital, how important is it for the doctor to talk with the patient about the quality of care that the hospital provides?

Very important	70%
Somewhat important	24%
A little important	4%
Not at all important	1%
Don't know	1%
Refused	-
	N=800

H11A. How good or bad an idea is it for New York State government to financially reward hospitals if they consistently provide high-quality health care?

Very good idea	29%
Somewhat good idea	38%
Somewhat bad idea	14%
Very bad idea	14%
Don't know	5%
Refused	-
	N=800

H11B. How good or bad an idea is it for New York State government to financially penalize doctors if they consistently provide low-quality health care?

Very good idea	40%
Somewhat good idea	30%
Somewhat bad idea	14%
Very bad idea	10%
Don't know	5%
Refused	*
	N=800

H11C. How good or bad an idea is it for New York State government to monitor the quality of care that hospitals provide?

Very good idea	64%
Somewhat good idea	25%
Somewhat bad idea	5%
Very bad idea	5%
Don't know	3%
Refused	*
	N=800

P1. Do you have a chronic health condition that requires ongoing medical treatment?

Yes	35%
No	60%
Don't know	3%
Refused	2%
	N=800

H1. In the past two years, how many times have you been in the hospital as an inpatient – that is, overnight or longer?

Never	70%
Once	20%
Three to five times	6%
More than five times	2%
Don't know	1%
Refused	1%
	N=800

P4. For this next question, you may select all that apply. Do you consider yourself to be...

White	70%
Black or African-American	11%
Hispanic or Latino/a	10%
Asian	4%
Other	1%
Multiple (Non-Hispanic or Non-Latino/a)	2%
Refused	1%
	N=800

P6. What is the highest level of education you completed?

Less than high school	3%
High school diploma or GED	17%
Some college but no degree	17%
Certificate from technical or vocational school	3%
Associate or two-year college degree	11%
Bachelor's or four-year college degree	28%
Postgraduate degree	19%
Refused	1%
	N=800

P7. What was your total family income in 2018, from all sources and before taxes?

Less than \$20,000	13%
\$20,000 to under \$40,000	11%
\$40,000 to under \$60,000	14%
\$60,000 to under \$80,000	13%
\$80,000 to under \$100,000	12%
\$100,000 to under \$120,000	9%
\$120,000 or more	18%
Don't know	3%
Refused	8%
	N=800