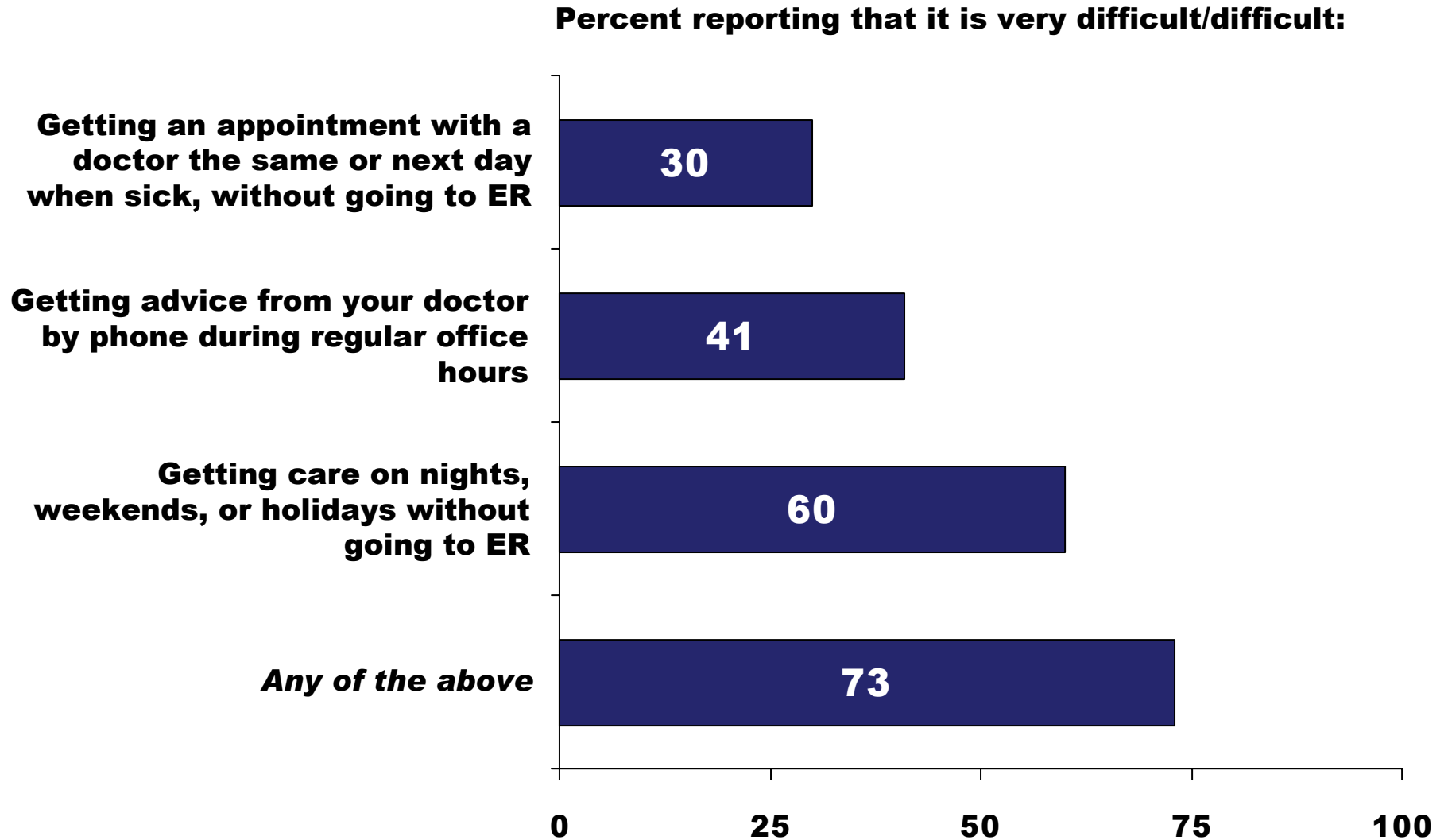


## **Exhibit 1. Majority of Americans Say Health Care System Needs Fundamental Change or Complete Rebuilding**

<b>Percent reporting</b>	<b>Only minor changes needed</b>	<b>Fundamental changes needed</b>	<b>Rebuild completely</b>
<b>Total</b>	<b>16</b>	<b>50</b>	<b>32</b>
<b>Annual income</b>			
<b>&lt;\$35,000</b>	<b>11</b>	<b>51</b>	<b>38</b>
<b>\$35,000–\$49,999</b>	<b>13</b>	<b>50</b>	<b>36</b>
<b>\$50,000–\$74,999</b>	<b>16</b>	<b>51</b>	<b>31</b>
<b>\$75,000 or more</b>	<b>19</b>	<b>52</b>	<b>28</b>
<b>Insurance status</b>			
<b>Insured all year</b>	<b>18</b>	<b>52</b>	<b>29</b>
<b>Uninsured during year</b>	<b>10</b>	<b>44</b>	<b>45</b>
<b>U.S. region</b>			
<b>Northeast</b>	<b>13</b>	<b>51</b>	<b>35</b>
<b>North Central</b>	<b>16</b>	<b>50</b>	<b>32</b>
<b>South</b>	<b>15</b>	<b>51</b>	<b>33</b>
<b>West</b>	<b>21</b>	<b>48</b>	<b>29</b>

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2008.

## Exhibit 2. Access Problems: Three of Four Adults Have Difficulty Getting Timely Access to Their Doctor



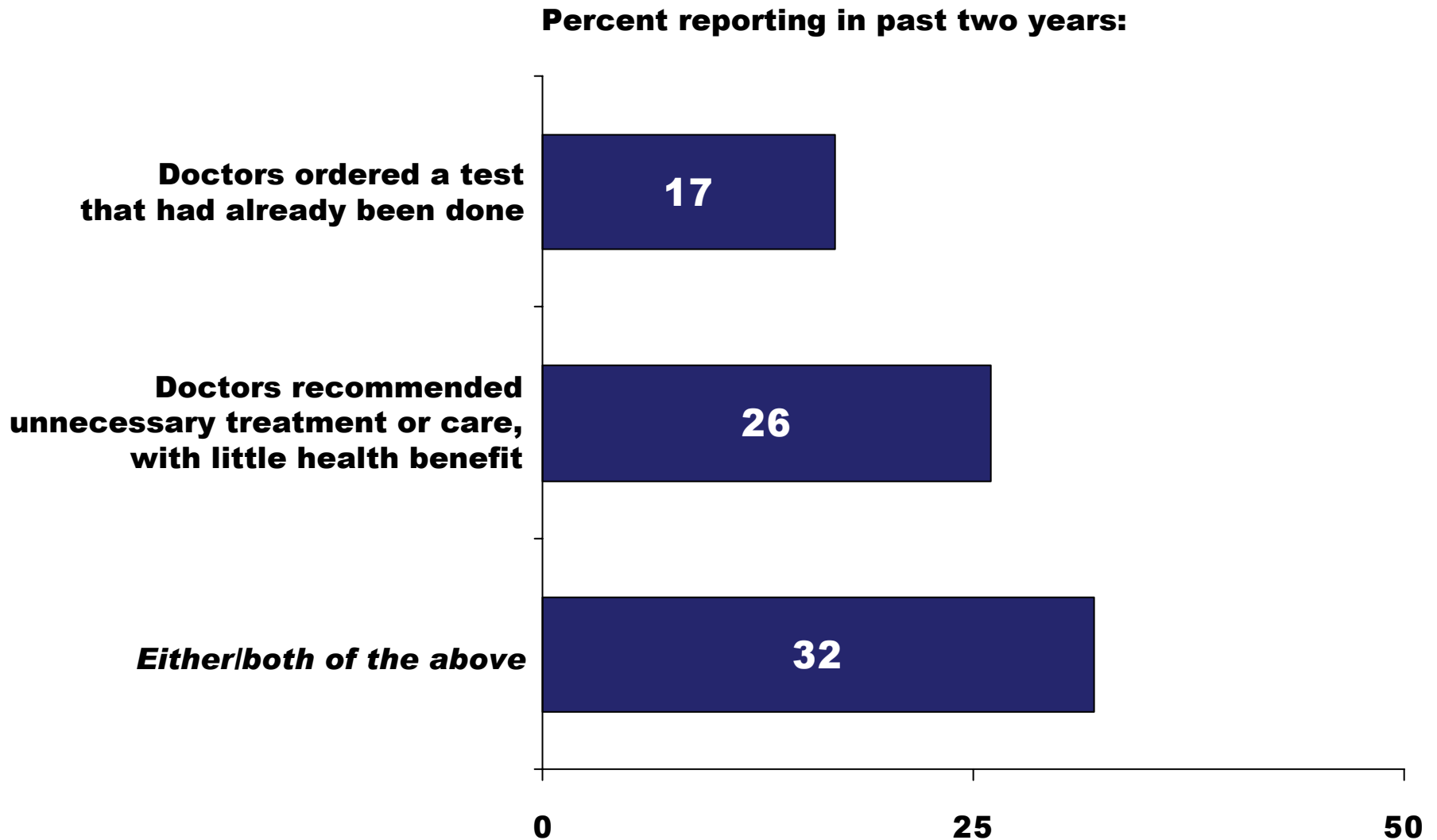
Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2008.

### **Exhibit 3. Poor Coordination of Care Is Common, Especially if Multiple Doctors Are Involved**

<b>Percent reporting in past two years:</b>	<b>Number of Doctors Seen</b>		
	<b>Any</b>	<b>1 to 2</b>	<b>3 +</b>
<b>After medical test, no one called or wrote you about results, or you had to call repeatedly to get results</b>	<b>25</b>	<b>23</b>	<b>27</b>
<b>Doctors failed to provide important information about your medical history or test results to other doctors or nurses you think should have it</b>	<b>21</b>	<b>17</b>	<b>27</b>
<b>Test results or medical records were not available at the time of scheduled appointment</b>	<b>19</b>	<b>15</b>	<b>24</b>
<b>Your primary care physician did not receive a report back from a specialist you saw</b>	<b>15</b>	<b>11</b>	<b>22</b>
<b>Your specialist did not receive basic medical information from your primary care doctor</b>	<b>13</b>	<b>10</b>	<b>17</b>
<b><i>Any of the above</i></b>	<b>47</b>	<b>41</b>	<b>56</b>

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2008.

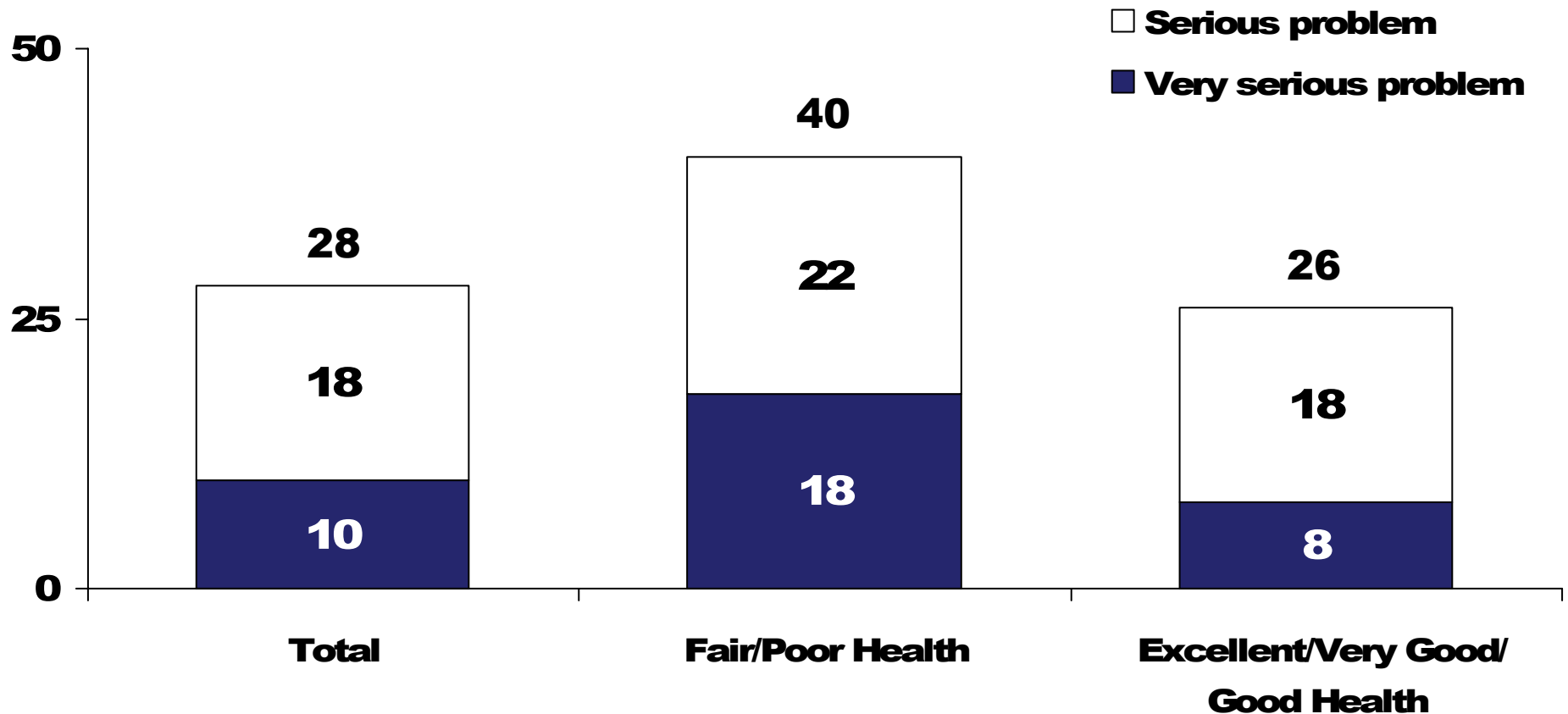
## Exhibit 4. Potential Waste: One-Third of Adults Experience Duplicative or Unnecessary Care



Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2008.

## Exhibit 5. Administrative Hassles Related to Medical Bills and Insurance Are Serious Problems for More Than a Quarter of Adults

Percent reporting serious problems spending time on paperwork or disputes related to medical bills and health insurance in past two years



Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2008.

## **Exhibit 6. Majority Support More Accessible, Coordinated, and Well-Informed Care**

<b>Percent reporting it is very important/important that:</b>	<b>Total: Very important or important</b>	<b>Very important</b>	<b>Important</b>
<b>You have one place/doctor responsible for primary care and coordinating care</b>	<b>91</b>	<b>66</b>	<b>25</b>
<b>On nights and weekends, you have a place to go besides ER</b>	<b>89</b>	<b>58</b>	<b>30</b>
<b>You have easy access to your own medical records</b>	<b>94</b>	<b>68</b>	<b>27</b>
<b>All your doctors have easy access to your medical records</b>	<b>96</b>	<b>72</b>	<b>24</b>
<b>You have information about the quality of care provided by different doctors/hospitals</b>	<b>95</b>	<b>63</b>	<b>32</b>
<b>You have information about the costs of care to you before you actually get care</b>	<b>88</b>	<b>57</b>	<b>31</b>

Note: Subgroups may not sum to total due to rounding.

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2008.

## **Exhibit 7. Strong Support for Use of Information Technology to Improve Patient Care**

<b>Percent reporting very important/important for improving patient care:</b>	<b>Total: Very important or important</b>	<b>Very important</b>	<b>Important</b>
<b>Doctors use computerized medical records</b>	<b>86</b>	<b>41</b>	<b>45</b>
<b>Doctors can access your tests results, such as lab tests or X-rays, electronically</b>	<b>89</b>	<b>53</b>	<b>36</b>
<b>Doctors can share information electronically with other doctors</b>	<b>89</b>	<b>49</b>	<b>41</b>
<b>Doctors prescribe your medications electronically</b>	<b>71</b>	<b>32</b>	<b>39</b>

Note: Subgroups may not sum to total due to rounding.

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2008.

## **Exhibit 8. Few Adults Have Internet/E-Mail Access to Their Records or Doctors; Many Would Like It**

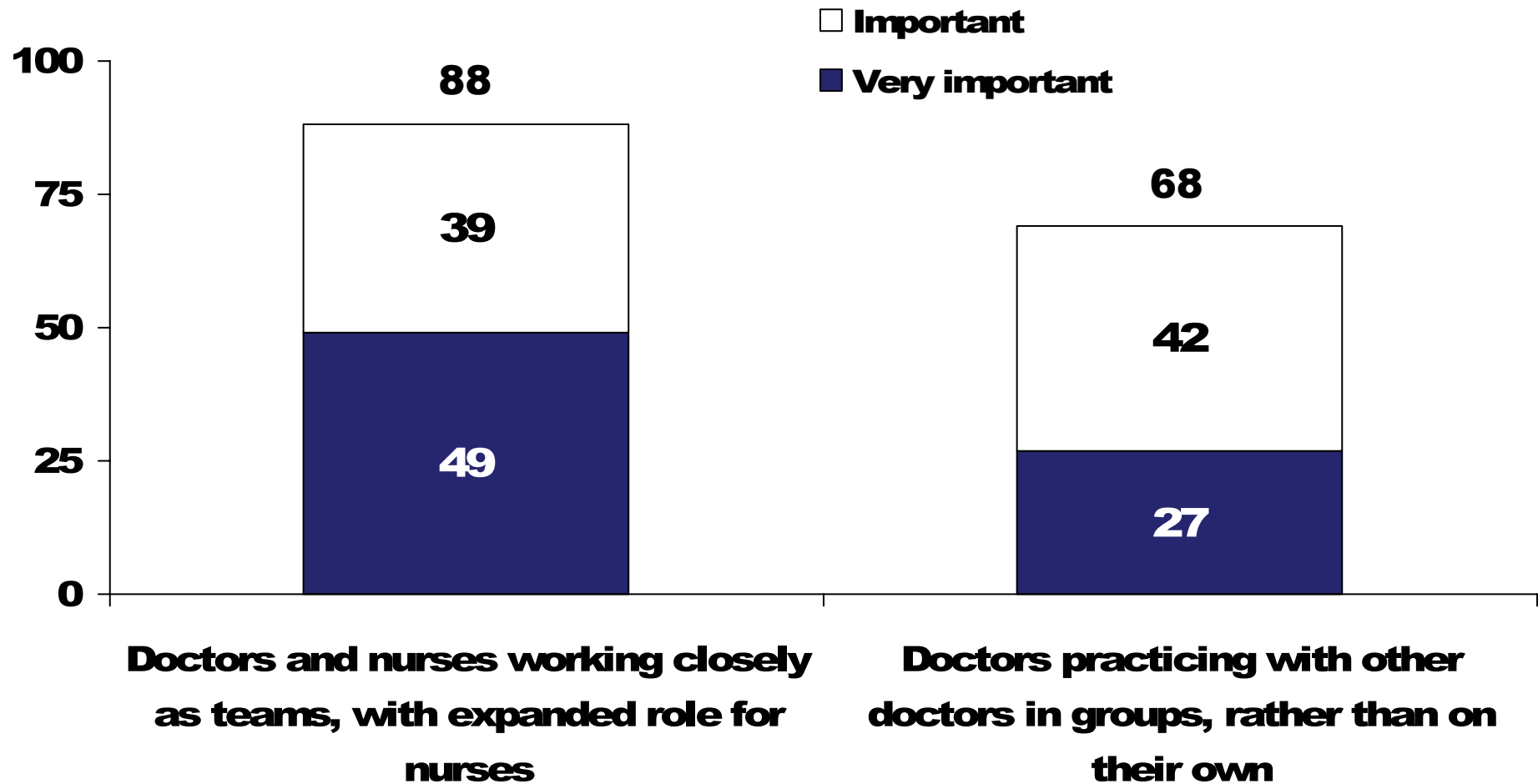
<b>Among those with Internet access, percent reporting ability to:</b>	<b>Access your medical records via the Internet</b>	<b>Schedule appointments via e-mail or Internet</b>	<b>Communicate with your doctors via e-mail</b>
<b>Yes</b>	<b>9</b>	<b>19</b>	<b>21</b>
<b>Among those who cannot do any of the above:</b>			
<b>Would like to be able to</b>	<b>49</b>	<b>57</b>	<b>58</b>
<b>Would not like to be able to</b>	<b>49</b>	<b>43</b>	<b>41</b>

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2008.



## Exhibit 9. Support for Doctors Working in Teams and Groups to Improve Patient Care

Percent reporting very important/important for improving patient care



Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2008.

## **Exhibit 10. Political Support for Change: Majority Think Next President Should Address Health Care Quality, Costs, and Coverage**

<b>Percent reporting very important/ important presidential candidates include measures to:</b>	<b>Improve the quality of health care</b>	<b>Ensure care and insurance are affordable</b>	<b>Decrease the number of uninsured</b>
<b>Total</b>	<b>90</b>	<b>93</b>	<b>88</b>
<b>Annual income</b>			
<b>Less than \$35,000</b>	<b>94</b>	<b>97</b>	<b>95</b>
<b>\$35,000–\$49,999</b>	<b>95</b>	<b>95</b>	<b>90</b>
<b>\$50,000–\$74,999</b>	<b>90</b>	<b>91</b>	<b>90</b>
<b>\$75,000 or more</b>	<b>84</b>	<b>89</b>	<b>80</b>
<b>U.S. region</b>			
<b>Northeast</b>	<b>91</b>	<b>95</b>	<b>90</b>
<b>North Central</b>	<b>89</b>	<b>93</b>	<b>84</b>
<b>South</b>	<b>91</b>	<b>94</b>	<b>90</b>
<b>West</b>	<b>87</b>	<b>91</b>	<b>86</b>
<b>Political affiliation:</b>			
<b>Democrat</b>	<b>96</b>	<b>98</b>	<b>97</b>
<b>Independent</b>	<b>87</b>	<b>91</b>	<b>85</b>
<b>Republican</b>	<b>84</b>	<b>90</b>	<b>76</b>

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2008.