

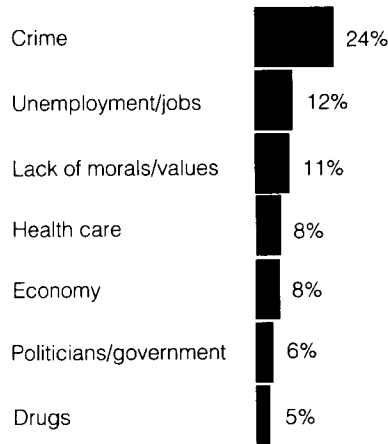
# HEALTH CARE HERE AND ABROAD

U.S. pollsters, unlike those abroad, have asked a staggering number of questions on health care in recent years. The next six pages sample attitudes here and abroad where comparable data exist. In the three countries shown below, health care is not the top issue. Satisfaction with available health care is generally high.

Question: **What do you think is the main problem facing the country today?**

## United States

### Main problem facing the country

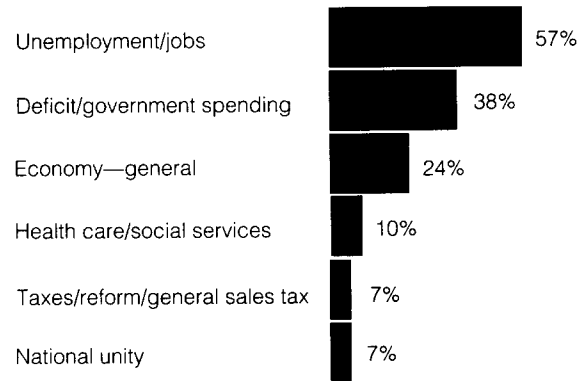


Source: Survey by Yankelovich Partners for *Time* and CNN, April 6-7, 1994.

Question: **Thinking of the issues presently confronting Canada, I'd like to know which one you feel requires the greatest attention from the country's leaders? What other issues do you think are important for Canada right now?**

## Canada

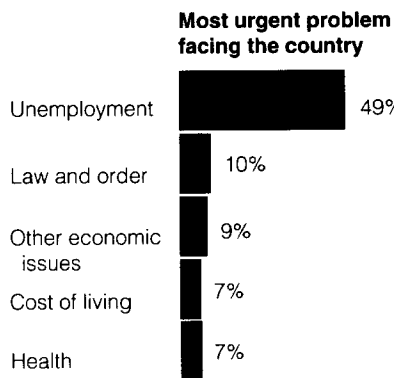
### Issues facing Canada that require greatest attention from the country's leaders



Note: Responses getting five percent or more in combined mentions (up to two) are shown. Source: Survey by the Angus Reid Group, January 1994.

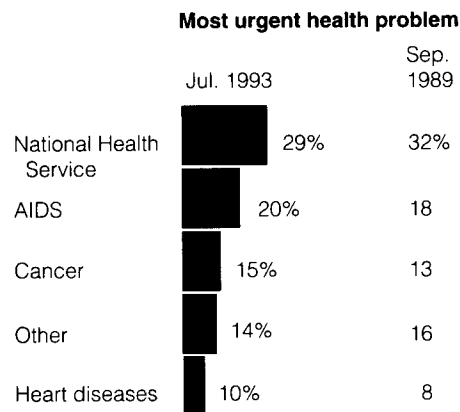
Question: **What would you say is the most urgent problem facing the country at the present time?**

## Great Britain



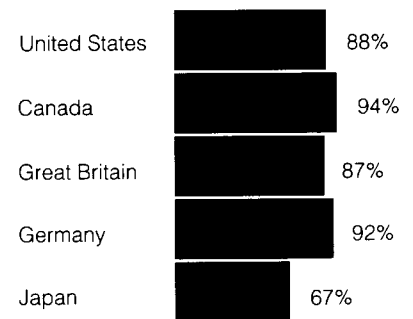
Question: **What would you say is the most urgent health problem facing this country at the present time?**

## Great Britain



Question: **Overall, how satisfied would you say you are with the health care available to you and members of your household—very satisfied, somewhat satisfied, not very satisfied, or not satisfied at all?**

### Satisfied with the health care available to you and members of your household



Source: Surveys by Social Surveys (Gallup Poll), Ltd., latest that of January 26-31, 1994.

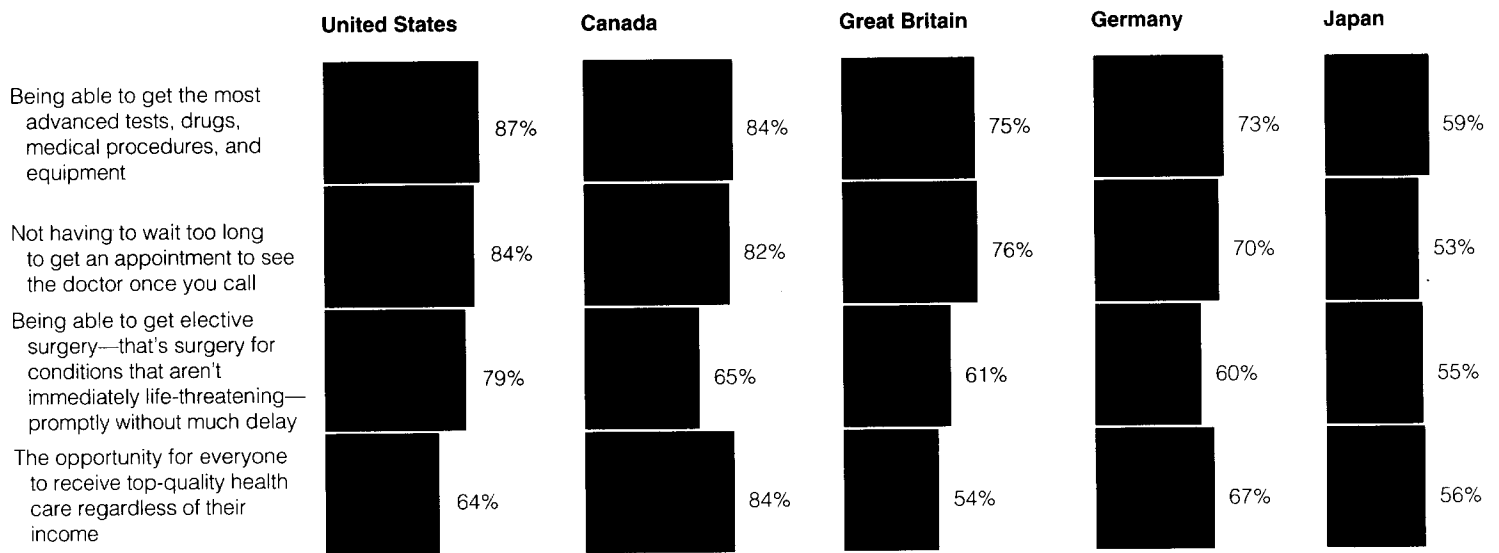
Source: Survey by Louis Harris and Associates for the Harvard Community Health Plan, September 23-October 24, 1990.

# Satisfaction

Satisfaction with the availability of health care services, including advanced and elective procedures, is higher here than in other countries. Canadian satisfaction with the opportunity for everyone to receive top quality care surpasses that expressed elsewhere.

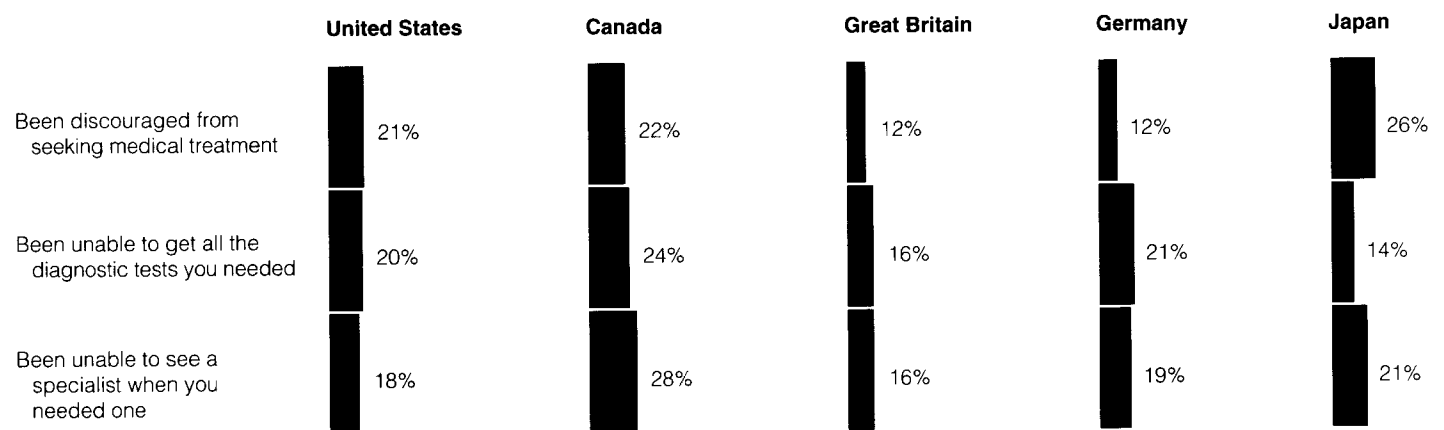
Question: **And with respect to the health care you and members of your household currently receive, how satisfied are you when it comes to...? Would you say you are very satisfied, somewhat satisfied, not very satisfied, or not satisfied at all?**

## Satisfied with...



Question: **Have you or has a member of your household ever felt like you weren't getting enough care—have you or they ever..., or haven't you?**

## Have...



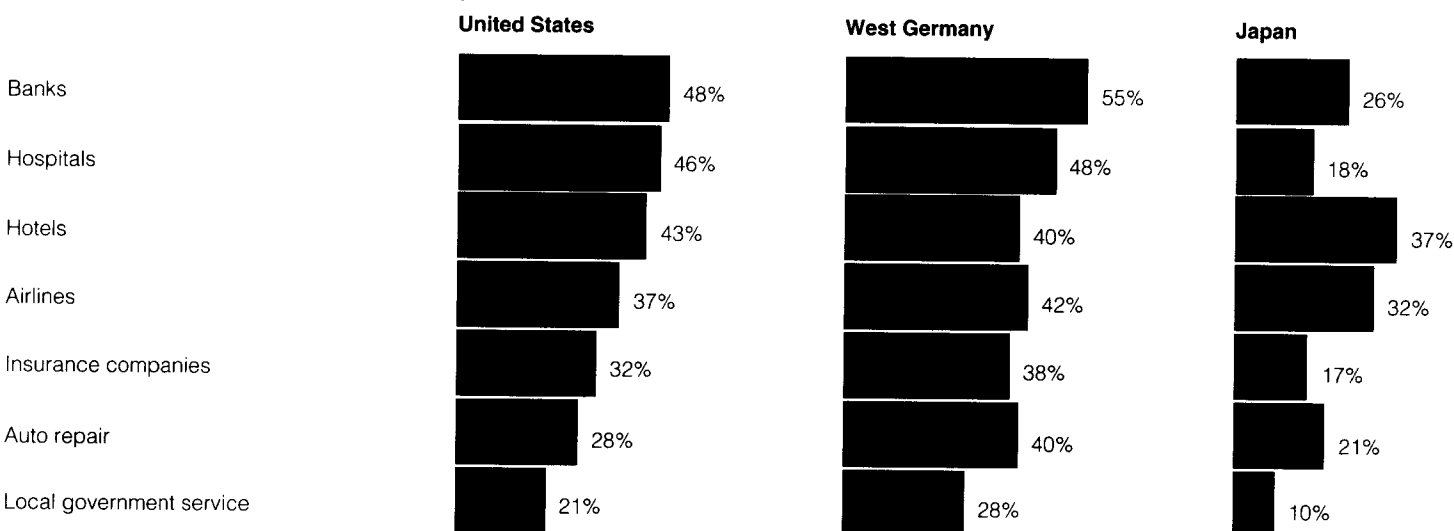
Source: Survey by Louis Harris and Associates for the Harvard Community Health Plan, September 23–October 24, 1990

# Hospitals

Nearly half of respondents in the United States and Germany give hospital service high marks. Four in ten in Canada have a great deal of confidence in the people who run hospitals in their area, and in France, a majority say hospitals function well.

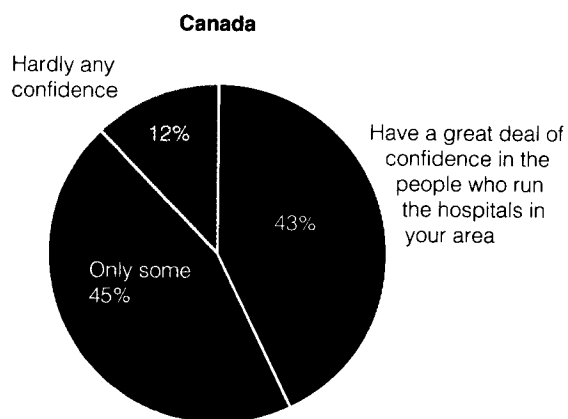
Question: We would like to learn a little more about people's impressions concerning the services they receive. Using a 10-point scale in which "1" means the quality of service is very poor and "10" means the quality of service is very high, how would you rate...?

Give high rating (8-10) of service provided by...



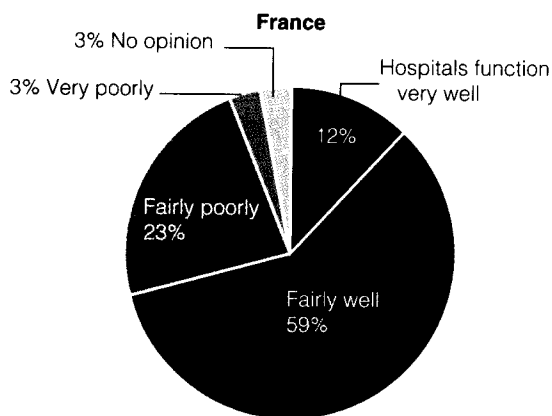
Source: Survey by the Gallup Organization for the American Society for Quality Control, June 6-16, 1991 (U.S.), June 17-21, 1991 (West Germany), and June 6-12, 1991 (Japan).

Question: How about the people who run the hospitals in your area? Would you say you have a great deal of confidence in them, only some confidence in them, or hardly any confidence in them?



Source: Survey by Decima Research, Spring 1990.

Question: For each of the following public services, can you tell me whether they function very well, fairly well, fairly poorly, or very poorly?

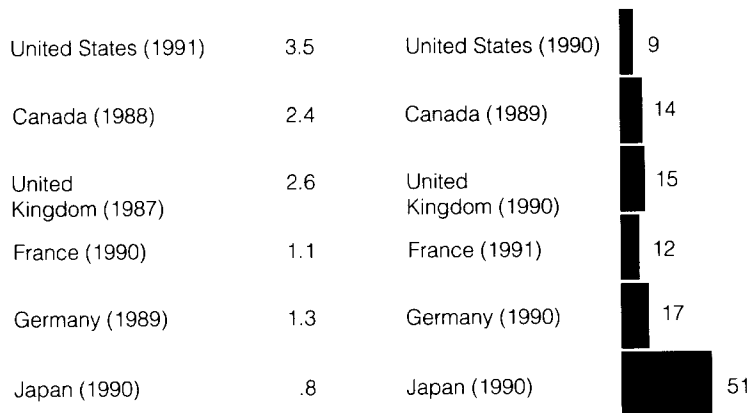


Source: Survey by Brulé Ville Associés, April 15-20, 1993.

The hospital staffing ratio is highest in the United States, and the average hospital stay is lowest. The Japanese assess the reasons their stays are so much longer below. Reflecting their preference for a more limited role for government, Americans are not as eager as others to see government spend "much more" on health.

**Hospital staffing ratio**  
(personnel per available bed)

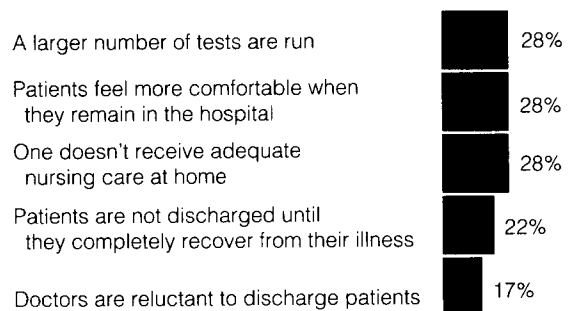
**Average patient days per admission in...**



Question: **The period of hospitalization in Japan is exceedingly long, with an average stay of about 50 days. This is roughly three times as long as the average stay in France and West Germany. Why do you think this is so?**

**Japan**

**Average hospital stay in Japan is exceedingly long because...**

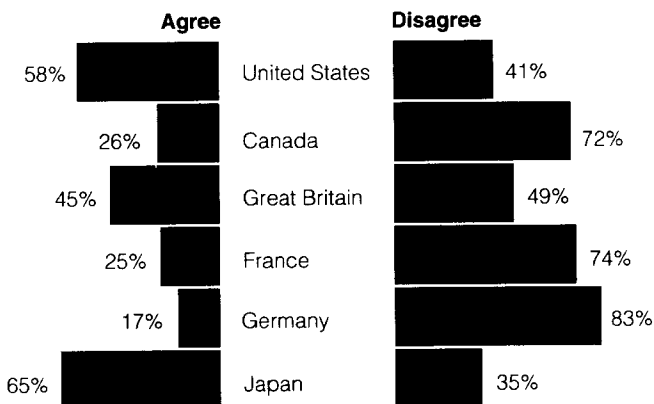


**Note:** Latest figures available for each country shown.  
**Source:** Organization for Economic Cooperation and Development.

**Note:** Top five responses shown.  
**Source:** Survey by the Japanese Prime Minister's office, July 1987.

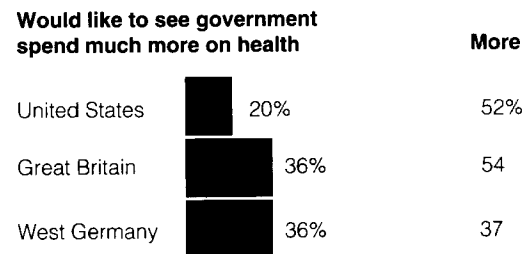
Question: **I'm going to read you a number of statements about life here in (name of country). Please tell me if you agree or disagree with each statement.**

**If a member of the family required surgery, I would worry about how to pay for it**



**Note:** Surveys conducted in the United States and Canada were national. In the other countries shown, the samples were drawn from cities.  
**Source:** Surveys by Angus Reid Group for CNN, March 1992.

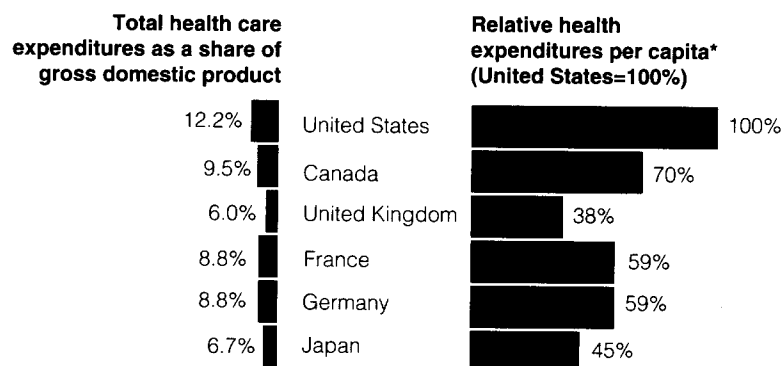
Question: **Listed below are various areas of government spending. Please show whether you would like to see more or less government spending in each area. Remember that if you say "much more" it might require a tax increase to pay for it.**



**Note:** "Spend the same," "Less," and "Much less" responses not shown.  
**Source:** Surveys for the International Social Survey Program by the National Opinion Research Center, February-April, 1990 (U.S.); Zentrum für Umfragen, Methoden, und Analysen, March 12-May 25, 1990 (West Germany); and Social and Community Planning Research, March and June 1990 (Great Britain).

# Spending

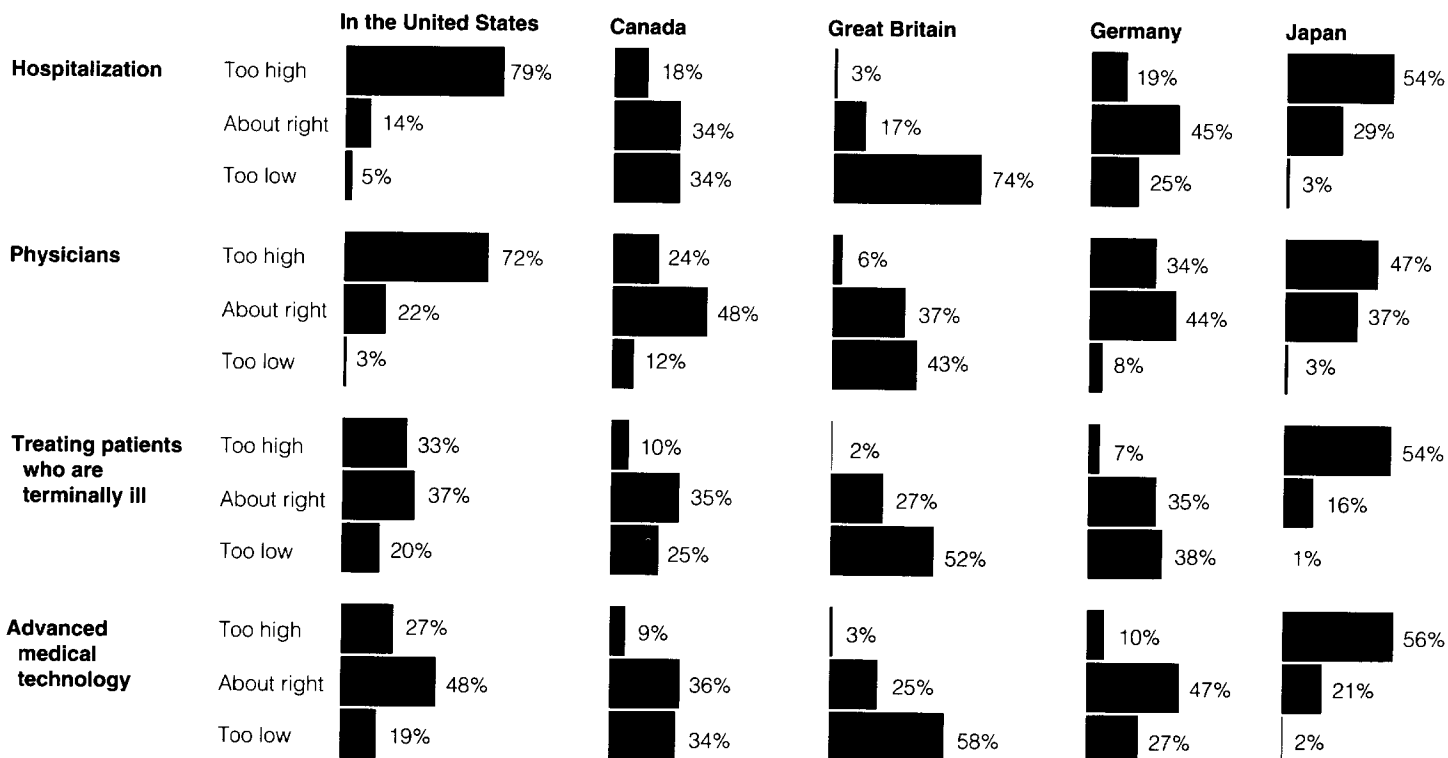
Britons generally find the total amount of money being spent on various elements of health care "too low." In the United States, where the cost of health care has long concerned Americans, spending on hospitals and physicians is thought to be too high.



**Note:** \*Takes into account differences in purchasing power.  
**Source:** Organization for Economic Cooperation and Development, 1990.

Question: **As far as you know, thinking not about what you may spend personally but on the total amount of money being spent on...in (name of country), would you say this amount is too high, too low, or about right?**

## Total amount of money being spent on...is

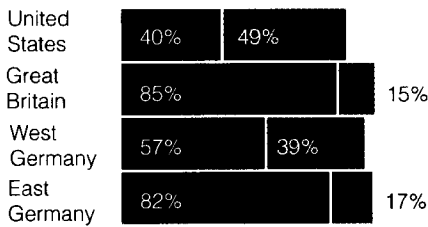


**Source:** Survey by Louis Harris and Associates for the Harvard Community Health Plan, September 23–October 24, 1990.

The United States, a strongly individualistic country, feels less strongly than other nations that providing health care for the sick is "definitely" government's responsibility. Skepticism about privatization exists in France, Canada, and Britain.

Question: **On the whole, do you think it should be or should not be the government's responsibility to provide health care for the sick?**

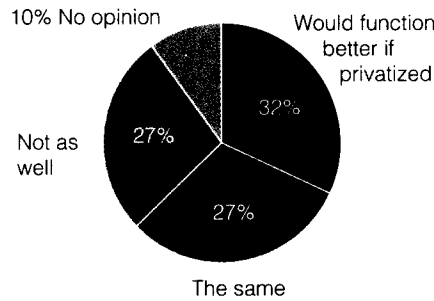
Definitely should be the government's responsibility to provide health care for the sick
  Probably should be



**Source:** Surveys for the International Social Survey Program by the National Opinion Research Center, February-April, 1990 (U.S.); Zentrum für Umfragen, Methoden, und Analysen, March 12-May 25, 1990 (West Germany), and December 3-22, 1990 (East Germany); and Social and Community Planning Research, March and June 1990 (Great Britain).

Question: **For each of the following public services, tell me if it would function better, not as well, or the same if it were privatized?**

**Hospitals in France...**



**Source:** Survey by Brulé Ville Associés, April 15-20, 1993.

Question: **There has been a lot of discussion recently about the costs of our health care system, especially in these tough economic times and with our government deficits. A number of different policy proposals for reducing or controlling health care costs have been put forward recently. For each of the following, please tell me whether you strongly support, moderately support, moderately oppose, or strongly oppose that policy proposal?**

**Canada**

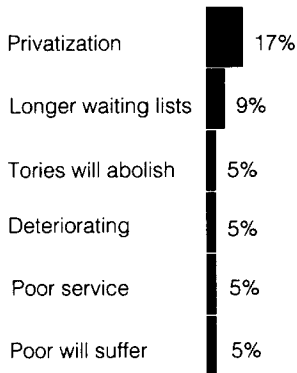


**Source:** Survey by the Angus Reid Group, May 1993

Question: **People are often said to have "fears" about the National Health Service. Do you have any such fears? (If yes) Could you tell me what they are?**

**Great Britain**

**Fears about the National Health Service**

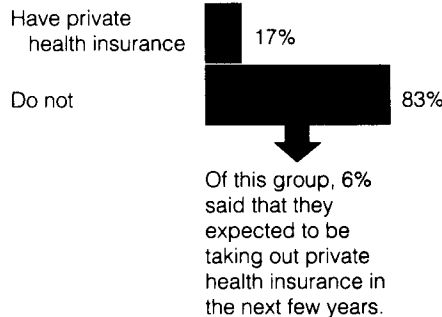


Have no fears about the NHS = 50%

**Source:** Survey by Social Surveys (Gallup Poll) Ltd., October 29-November 4, 1991.

Question: **Do you and your family have private health insurance or not?**

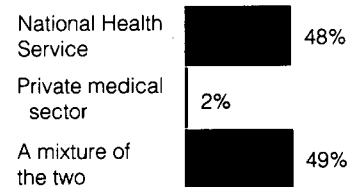
**Great Britain**



Question: **There is a growing demand for health care. How do you think this should be catered for?**

**Great Britain**

**Should provide for the growing demand for health care**



# U.S. Reservations About Reform

A majority believe that the cost of their health care will increase under the Clinton health care plan. Twice as many think the quality of the care available to them will decline as think it will improve, though 4 in 10 think it will stay the same. Concerns about reform are contributing to a "go slow" attitude about its pace.

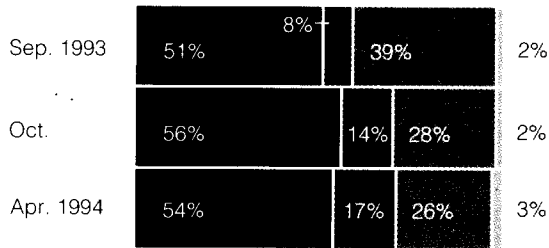
Question: Under Clinton's plan, would you expect the total amount of money you pay for medical care—including health insurance—to increase, decrease, or stay about the same?

Question: Under Clinton's plan, would you expect the quality of medical care available to you to improve, decline, or stay about the same?

Under Clinton's plan, expect the...

Amount you pay for medical care

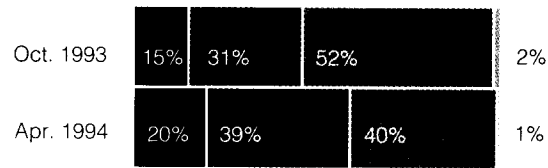
■ To increase ■ Decrease ■ Stay about the same ■ No opinion



Under Clinton's plan, expect the...

Quality of the medical care available to you

■ To improve ■ Decline ■ Stay about the same ■ No opinion

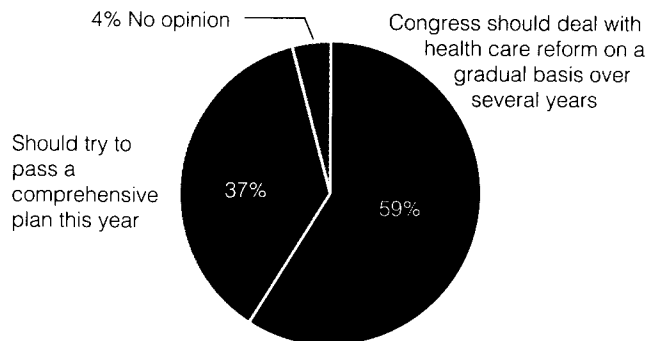
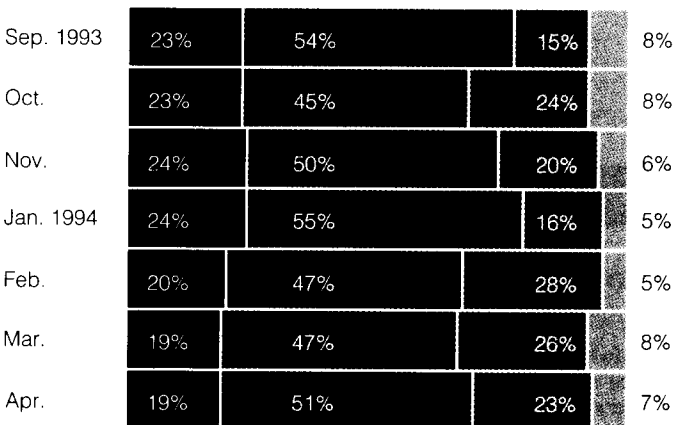


Question: Do you think Congress should pass the health care plan basically as Bill Clinton has proposed it, pass it, but only after making major changes, or reject this plan?

Question: Do you think Congress should deal with health care reform on a gradual basis over several years, or should Congress try to pass a comprehensive health care reform plan this year?

Congress should...

■ Pass the Clinton plan unchanged ■ Pass it after making major changes ■ Reject it ■ No opinion



Source: Surveys by Gallup Organization for USA Today and CNN, latest that of April 16-18, 1994.