

A decorative graphic is present on the page, featuring a large, thin, light-brown arc that starts near the top right and curves down towards the bottom right. A vertical grey line and a horizontal grey line intersect at the end of this arc, with a small yellow square at the intersection point. Another small yellow square is located at the bottom right corner of a green rectangular area in the top left corner of the page.

# **Does It Make You Sick? Public Opinion on Health Care Quality in New Jersey**

March 2008



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**Prepared by Katherine Bridges**

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## **Acknowledgements**

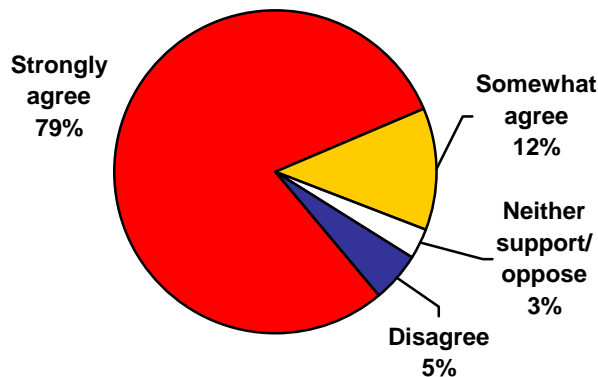
AARP staff contributed to the design and implementation of this study. Special thanks go to AARP staff including Douglas Johnston, Jim Dieterle, and Patricia Kelmar, New Jersey State Office; Ed Dale and Brian Elms, Government Relations and Advocacy; Michael Schuster, Office of General Counsel; and Rachelle Cummins, Joanne Binette, John Fries, Crystal Glover, and Darlene Matthews, Knowledge Management. FGI conducted the survey for AARP. Katherine Bridges managed all aspects of the study, including report preparation with assistance from Jennifer Leslie and Darlene Matthews. For more information, contact Katherine Bridges at (207) 899-2094.

# Health Care Quality Survey Highlights

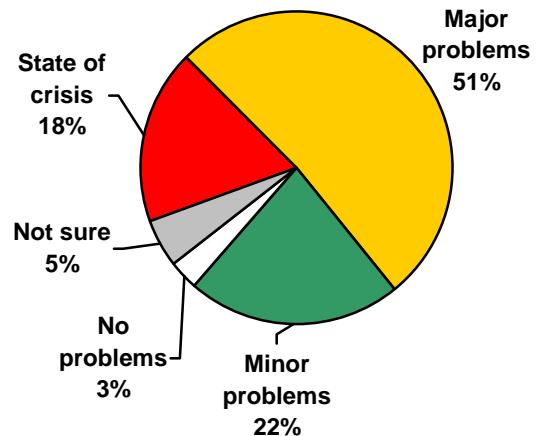
Health care quality is increasingly on the minds of Americans as more reports of preventable deaths and illnesses show up in the media. Since 1999, when the Institute of Medicine released a study showing that between 44,000 and 98,000 deaths occur each year in U.S. hospitals as a result of preventable medical errors,<sup>1</sup> greater attention has been paid to this issue by health care providers and policy makers across the country. However, Americans' continue to be skeptical about quality improvements and show dissatisfaction with the overall quality of care in the U.S. In 2004, a Kaiser Family Foundation report showed that "nearly half (48%) of U.S. residents say they are concerned about the safety of the medical care that they and their families receive, and more than half (55%) say they are dissatisfied with the quality of health care in this country."<sup>2</sup>

In New Jersey, the dissatisfaction with health care quality seems to be pervasive as well. Eight in ten registered voters age 18+ strongly agree that all New Jersey residents should have access to affordable, quality health care; yet, one in five describe health care in New Jersey as being in a state of crisis, and another half believe it has major problems.

**NJ Residents Should Have Access to Affordable, Quality Health Care (n=805)**



**State of Health Care in NJ (n=805)**

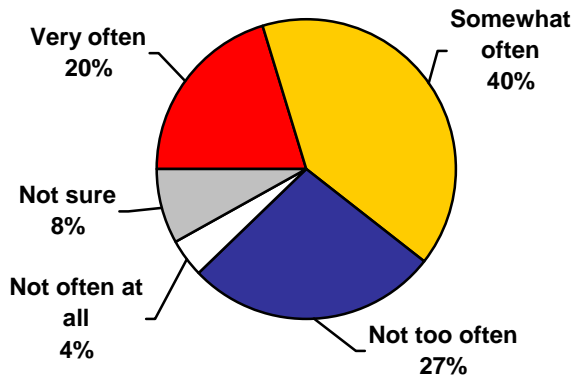


<sup>1</sup> To Err is Human: Building a Safer Health System. Institute of Medicine of the National Academies. Retrieved February 25, 2008, from <http://www.iom.edu/Object.File/Master/4/117/ToErr-8pager.pdf>

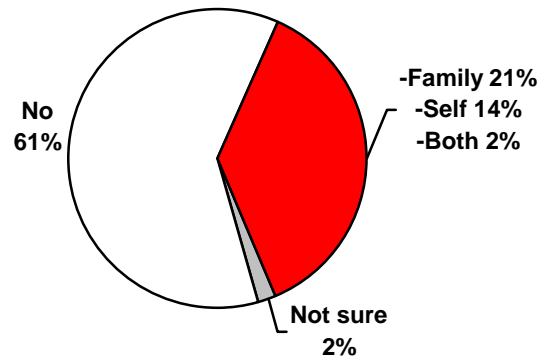
<sup>2</sup> National Survey on Consumers' Experiences With Patient Safety and Quality Information (2004). Kaiser Family Foundation, Washington DC. Retrieved February 25, 2008, from <http://www.kff.org/kaiserpolls/pomr111704nr.cfm>

When asked about preventable medical errors, two out of three respondents think these types of errors are happening very or somewhat often. To bring this problem to light, more than a third of respondents in this survey report that they have allegedly been involved in a situation where a preventable medical error was made in their own medical care, or that of a family member.

**Frequency of Preventable Medical Errors (n=805)**



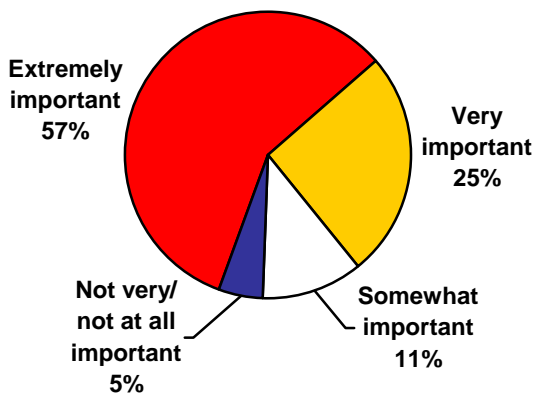
**Experienced Preventable Medical Error (n=805)**



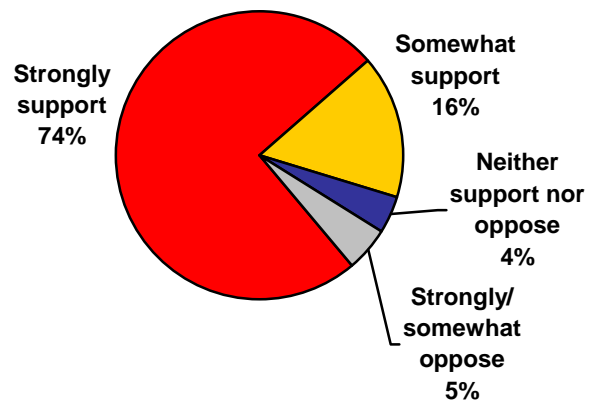
Given the perception of frequency and experience with preventable medical errors, it is not surprising that respondents want mechanisms in place to help ensure quality:

- Four out of five residents surveyed feel it is important for the State of New Jersey to work to prevent medical errors in hospitals, clinics, and other health care facilities.
- Three-quarters of respondents strongly support making health care providers' reports of serious medical errors available to the public so individuals can compare quality among providers.
- Three out of five strongly (42%) or somewhat (16%) support prohibiting health care providers from billing patients and insurers for preventable medical errors.

**Importance of the State Working to Prevent Medical Errors In Health Care Facilities (n=805)**



**Support for Making Publicly Available the Number of Medical Errors at Individual Health Care Facilities (n=805)**



## About This Survey

AARP commissioned FGI Research, Inc. to conduct this survey to assess the opinions of self-identified registered voters age 18 and older in New Jersey on issues related to health care in the state. This report highlights the questions related to quality. Additional health care questions related to consumer concerns, experiences, and opinions on system reforms and financing were also included in the survey and are reported elsewhere. The survey was conducted between December 19, 2007 through January 19, 2008, and a total of 805 interviews were completed.<sup>3</sup> A sample of this size has a sampling error of plus or minus 3.5 percent.<sup>4</sup> Survey responses were weighted to reflect the actual distribution of age and gender for the population of registered voters age 18 and older in New Jersey. Weighted responses to all survey questions are in the attached annotated questionnaire. Throughout the report, statistics representing responses are reported in percentages. Percentages may not add up to 100 due to rounding effects.

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<sup>3</sup> The response rate is 15 percent and the cooperation rate is 29 percent using AAPOR Response Rate 3 and Cooperation Rate 3 (AAPOR, 2007).

<sup>4</sup> This means that in 95 out of 100 samples of this size, the results obtained in the sample would be within  $\pm 3.5$  percentage points of the results obtained had everyone in the 18 and older registered voter population in New Jersey been interviewed.

# 2007 AARP New Jersey Health Care Survey

Interviews with 805 18+ Self-Identified Registered Voters

Sampling Error =  $\pm 3.5\%$

## INTRODUCTION/SCREENER

Hello, my name is \_\_\_\_\_ from FGI, a national research firm. This is not a sales call and you will not be asked to buy anything now or later. We would really like to include your opinions on an important issue facing New Jersey residents. [USE AS NECESSARY: "I assure you that all of your answers will remain completely confidential. The survey should take about 15 minutes to complete.

### Respondent Selection

S1. RECORD GENDER OF PERSON WHO ANSWERED PHONE:

- 1) Male
- 2) Female

S2. In order to save time and ensure I only ask you questions relevant to someone in your age group, could you tell me whether you are age 18 to 44, 45 to 64, or are you 65 or older?

- 1) 18 – 44
- 2) 45 – 64
- 3) 65+
- 4) DON'T KNOW / NOT SURE
- 5) REFUSED

S3. And just to confirm, are you a resident of New Jersey?

- 1) Yes
- 2) No → [ASK TO SPEAK TO SOMEONE IN HH WHO IS A NEW JERSEY RESIDENT AGE 18+. IF NONE IN HH, TERMINATE]

S4. Are you registered to vote in New Jersey?

- 1) Yes
- 2) No → [ASK TO SPEAK TO SOMEONE IN HH WHO IS A REGISTERED TO VOTE IN NEW JERSEY. IF NONE IN HH, TERMINATE]

## Main Questionnaire

### 1. Which of these statements do you think best describes the state of health care in New Jersey today? Would you say...

18%	It is in a state of crisis
51%	It has major problems
22%	It has minor problems
3%	It does not have any problems
5%	Not sure [DO NOT READ]
1%	Refused [DO NOT READ]

### 2. Do you have any kind of health care coverage, including health insurance or government plans such as Medicare, Medicaid, or military benefits?

85%	Yes
15%	No → [SKIP TO Q4]
0%	Not sure [DO NOT READ] → [SKIP TO Q4]
<0.5%	Refused [DO NOT READ] → [SKIP TO Q4]

### 3. [ASK ONLY IF Q2=YES]

[INTERVIEWERS: IF RESPONDENT GIVES NAME OF INSURER, SUCH AS A SPECIFIC COMPANY, ASK WHETHER

- 1) THEY PAY FOR THE POLICY ON THEIR OWN,
- 2) IT IS PAID FOR BY AN EMPLOYER OR PREVIOUS EMPLOYER, OR
- 3) IF IT IS A GOVERNMENT PROGRAM SUCH AS MEDICARE.]

[INTERVIEWERS: IF RESPONDENT DOES NOT KNOW ANYTHING BUT THE NAME OF THE COMPANY PROVIDING THE INSURANCE, PROCEED THROUGH THE QUESTIONS ANYWAY. RECORD COMPANY NAME IN "OTHER" WHICH IS THE LAST ITEM IN LIST.]

[IF NECESSARY: EXPLAIN TO RESPONDENT THAT YOU ARE REQUIRED TO GO THROUGH THE LIST BECAUSE WE HAVE FOUND THAT SOMETIMES PEOPLE FORGET THEY HAVE AN ADDITIONAL SOURCE OF COVERAGE AND WE WANT TO BE SURE OUR DATA IS AS ACCURATE AS POSSIBLE.]

#### *Do you have...*

[INTERVIEWERS: IF RESPONDENT INSISTS THEY ONLY KNOW THE NAME OF THEIR HEALTHCARE PLAN AND DON'T KNOW WHO PROVIDES IT OR IF IT IS A GOVERNMENT PLAN, SELECT THE "NAME ONLY" RESPONSE FOR WHATEVER ITEM YOU ARE ON. THIS WILL SKIP YOU TO ITEM 'g' WHICH IS 'OTHER' WHERE YOU CAN RECORD THE NAME. PLEASE USE THIS ONLY IF THE RESPONDENT IS ADAMANT THAT ALL THEY KNOW ABOUT THEIR PLAN IS THE NAME.]

[PROGRAMMERS: PROVIDE THE 'NAME ONLY' RESPONSE FOR ALL ITEMS AND HAVE THIS RESPONSE AUTOMATICALLY SKIP OUT OF SERIES TO ITEM 'g'.]

3. (continued) Do you have...

	<b>n = 678, Respondents with health care coverage</b>	<b>Yes</b>	<b>No</b>	<b>Name Only</b>	<b>Not Sure</b>
<b>a.</b>	<b>A health care plan sponsored by a current employer?.....</b> IF YES ASK: "Do you have any other type of coverage?" [IF NO, SKIP OUT OF SERIES TO NEXT QUESTION, OTHERWISE CONTINUE TO NEXT ITEM] (n = 428)	50%	48%	1%	1%
		14%	86%	<0.5%	0%
<b>b.</b>	<b>A health care plan sponsored by your spouse's current employer?.....</b> IF YES ASK: "Do you have any other type of coverage?" [IF NO, SKIP OUT OF SERIES TO NEXT QUESTION, OTHERWISE CONTINUE TO NEXT ITEM] (n = 62)	10%	88%	0%	2%
		24%	76%	0%	0%
<b>c.</b>	<b>A health care plan sponsored by a previous employer (or spouse's previous employer), such as a retirement benefit or COBRA? .....</b>	9%	90%	<0.5%	1%
<b>d1.</b>	<b>Medicare, the program that provides health insurance primarily to people age 65 and older? .....</b>	24%	76%	0%	<0.5%
<b>d2.</b>	<i>[ASK ONLY IF d1 = 'YES']</i> <b>Do you also have a Medicare supplement plan, such as one that pays the co-payments and deductibles of Medicare? (n = 160) .....</b>	62%	37%	0%	2%
<b>d3.</b>	<i>[ASK ONLY IF d1 = 'YES']</i> <b>Do you also have a Medicare Part D plan that covers prescription drugs? (n = 160).....</b>	48%	50%	0%	2%
<b>d4.</b>	<b>"Do you have any other type of coverage?" .....</b> [IF NO, SKIP OUT OF SERIES TO NEXT QUESTION, OTHERWISE CONTINUE TO NEXT ITEM] (n = 158)	42%	56%	2%	<0.5%
<b>e.</b>	<b>Veterans Administration or military benefits? .....</b>	3%	97%	0%	1%
<b>f.</b>	<b>Medicaid, the program that provides health insurance and long-term care to certain low-income individuals?.....</b>	3%	96%	0%	1%
<b>g.</b>	<b>An individually purchased health care policy on your own? .....</b> <b>IF YES: "Do you have any other type of coverage?"</b> [IF NO SKIP OUT OF SERIES TO NEXT QUESTION, OTHERWISE CONTINUE TO NEXT ITEM]	9%	91%	0%	1%
		2%	97%	<0.5%	1%
<b>h.</b>	<b>Any other insurance coverage or policy?.....</b> [RECORD] [SKIP OUT OF SERIES TO NEXT QUESTION] (n = 15)	2%	98%	0%	0%

**4. How satisfied are you with the level of coverage you receive through your current health care plan? By coverage we mean the medical benefits and health care services you receive through your plan. Are you...[READ EACH ANSWER CATEGORY]?**

17%	Completely satisfied
36%	Very satisfied
34%	Somewhat satisfied
9%	Not very satisfied
4%	Not at all satisfied
1%	Not sure [DO NOT READ]
<0.5%	Refused [DO NOT READ]

**5. Thinking about what you currently pay in out-of-pocket medical expenses, including insurance premiums, prescription drug costs, and co-pays, would you say this amount has...**

80%	Increased over the past five years
2%	Decreased over the past five years
16%	Stayed about the same
2%	Not sure [DO NOT READ]
<0.5%	Refused [DO NOT READ]

**6. Looking ahead to the next five years, how concerned are you about each of the following?**

RANDOMIZE AND READ EACH ITEM THEN: “Are you extremely concerned, very concerned, somewhat concerned, not very concerned, or not at all concerned?”

	Extremely concerned	Very concerned	Somewhat concerned	Not very concerned	Not at all concerned	Not sure [DO NOT READ]	Refused/ NA [DO NOT READ]
a. Having to pay more for your health care .....	36%	33%	18%	8%	4%	<0.5%	1%
b. Not being able to afford the health care services you think you need .....	30%	28%	22%	14%	7%	0%	<0.5%
c. Not being able to afford the prescription drugs you need. ....	27%	24%	21%	18%	9%	<0.5%	1%
d. Not having health care providers that are conveniently located .....	20%	23%	22%	22%	13%	<0.5%	<0.5%
e. Not having health care providers that accepts your health insurance .....	25%	30%	22%	13%	8%	<0.5%	1%
f. Not being able to pay for the costs associated with a major illness or injury .....	35%	30%	18%	11%	6%	<0.5%	<0.5%
g. Having adequate health coverage at a cost you can afford.....	32%	34%	19%	10%	6%	<0.5%	1%
h. Having fewer health care services being covered .....	30%	31%	23%	8%	6%	1%	1%
i. Having to stay in your current job in order to maintain insurance coverage ..	21%	22%	16%	10%	12%	1%	18%

**8. How important do you think it is for New Jersey to reduce the number of residents without health care coverage? Would you say it is...**

45%	Extremely important
35%	Very important
11%	Somewhat important
3%	Not very important
3%	Not at all important
3%	Not sure [DO NOT READ]
<0.5%	Refused [DO NOT READ]

**9. How strongly do you agree or disagree that all New Jersey residents should have access to affordable, quality health care? Would you say you...**

79%	Strongly agree
12%	Somewhat agree
3%	Neither agree nor disagree
3%	Somewhat disagree
2%	Strongly disagree
1%	Not sure [DO NOT READ]
<0.5%	Refused [DO NOT READ]

**10. How strongly do you agree or disagree that the Governor should make it a priority for his administration to provide affordable, quality health care for all New Jersey residents?**

64%	Strongly agree
23%	Somewhat agree
4%	Neither agree nor disagree
3%	Somewhat disagree
5%	Strongly disagree
1%	Not sure [DO NOT READ]
1%	Refused [DO NOT READ]

**11. If a candidate for state office supported a plan that would provide affordable, quality health care for all New Jersey residents, would that make you more likely to vote for that candidate, less likely to vote that candidate, or would it not make a difference?**

68%	More likely
7%	Less likely
20%	Would not make a difference
5%	Not sure [DO NOT READ]
<0.5%	Refused [DO NOT READ]

**12. How strongly do you agree or disagree that [INTERVIEWER INSERT AND RANDOMIZE EACH ITEM BELOW] should contribute so that everyone can have access to quality, affordable health care coverage? Do you....?**

		<b>Strongly agree</b>	<b>Somewhat agree</b>	<b>Neither agree nor disagree</b>	<b>Somewhat disagree</b>	<b>Strongly disagree</b>	<b>Not sure</b> [Do Not Read]	<b>Refused</b> [Do Not Read]
a.	Employers .....	62%	24%	4%	4%	5%	1%	1%
b.	Individuals.....	34%	38%	7%	8%	10%	3%	1%
c.	Federal Government....	63%	21%	5%	4%	7%	1%	1%
d.	State Government.....	57%	27%	5%	4%	6%	2%	1%

**13. How strongly do you support or oppose requiring New Jersey employers who do not offer health insurance coverage to their workers to pay a fee so the State can help these uninsured employees buy health insurance at an affordable cost? Do you....**

- 48% Strongly support
- 25% Somewhat support
- 9% Neither support nor oppose
- 6% Somewhat oppose
- 9% Strongly oppose
- 2% Not sure [DO NOT READ]
- <0.5% Refused [DO NOT READ]

**14. How strongly do you support or oppose requiring that all New Jersey residents who do not have health insurance coverage, either through an employer or through a public program, purchase coverage on their own, assuming there would be assistance for those who needed help paying for it? Do you...**

- 37% Strongly support
- 40% Somewhat support
- 11% Neither support nor oppose
- 5% Somewhat oppose
- 4% Strongly oppose
- 2% Not sure [DO NOT READ]
- 1% Refused [DO NOT READ]

**15. How strongly would you support or oppose using each of the following funding sources to help provide health insurance coverage for the uninsured? (RANDOMIZE A-I) READ IF NECESSARY: “Do you strongly support, somewhat support, somewhat oppose, or strongly oppose this?”]**

	<b>Strongly support</b>	<b>Somewhat support</b>	<b>Neither support nor oppose</b>	<b>Somewhat oppose</b>	<b>Strongly oppose</b>	<b>Not sure [DO NOT READ]</b>	<b>Refused [DO NOT READ]</b>
a. An additional \$500 a year in income taxes.....	10%	15%	6%	14%	50%	4%	1%
b. An increase in the sales tax by one-half percent .....	13%	21%	7%	13%	45%	1%	<0.5%
c. Taxing services that are not currently taxed such as accounting services, lawyers, and dry cleaning services.....	12%	19%	12%	16%	38%	2%	<0.5%
d. An increase in the alcohol sales tax .....	40%	23%	9%	9%	17%	1%	<0.5%
e. An increase in the tobacco tax .....	55%	14%	7%	5%	17%	1%	1%
f. A tax on private health insurance premiums.....	5%	13%	9%	18%	52%	3%	1%
g. A tax on hospitals and other medical providers.....	10%	17%	10%	18%	43%	2%	<0.5%
h. A tax on foods containing unhealthy trans-fats.....	23%	22%	11%	13%	29%	2%	<0.5%

**16. Sometimes when people are ill and receive medical care, mistakes are made that result in serious harm, such as death, disability, or additional or prolonged treatment. These are called medical errors. Some of these errors are preventable, while other may not be. In your opinion, how often do you think preventable medical errors are made? Would you say....**

20%	Very often
40%	Somewhat often
27%	Not too often
4%	Not often at all
8%	Not sure [DO NOT READ]
1%	Refused [DO NOT READ]

**17. Have you ever been involved in a situation where a preventable medical error was made in your own medical care or that of a family member? IF YES: Was it you or a family member?**

14%	Yes, respondent
21%	Yes, family member
2%	Both (VOLUNTEERED)
61%	No
2%	Not sure [DO NOT READ]
<0.5%	Refused [DO NOT READ]

**18. How important do you think it is for the State of New Jersey to work to prevent medical errors in hospitals, clinics, and other health care facilities? Do you think it is...**

57%	Extremely important
25%	Very important
11%	Somewhat important
3%	Not very important
2%	Not at all important
1%	Not sure [DO NOT READ]
1%	Refused [DO NOT READ]

**19. Health care providers are currently required to report serious medical errors to the State. However, data on the number of serious medical errors at individual healthcare facilities is not available to the public. How strongly do you support or oppose making this information available to the public so individuals can compare quality among health care providers? Do you...**

74%	Strongly support
16%	Somewhat support
4%	Neither support nor oppose
2%	Somewhat oppose
3%	Strongly oppose
<0.5%	Not sure [DO NOT READ]
<0.5%	Refused [DO NOT READ]

**20. How strongly do you support or oppose prohibiting health care providers from billing patients and insurers for preventable medical errors? Do you...**

42%	Strongly support
16%	Somewhat support
10%	Neither support nor oppose
7%	Somewhat oppose
21%	Strongly oppose
3%	Not sure [DO NOT READ]
1%	Refused [DO NOT READ]

## DEMOGRAPHICS

*The following questions are for classification purposes only and will be kept entirely confidential.*

**D1. RECORD RESPONDENT'S GENDER. ASK ONLY IF ABSOLUTELY NECESSARY:**

**“To ensure it is recorded accurately, could you please state your gender?”**

44% Male  
56% Female

**D2. Would you say that in general your health today is...?**

25% Excellent  
38% Very good  
25% Good  
9% Fair  
3% Poor  
0% Not sure [DO NOT READ]  
1% Refused [DO NOT READ]

**D3. Do you currently have any chronic medical conditions, such as diabetes, high blood pressure, or osteoporosis?**

31% Yes  
68% No  
0% Not sure [DO NOT READ]  
1% Refused [DO NOT READ]

**D4. What is your age as of your last birthday? [IN YEARS] \_\_\_\_\_**

3% 18 - 24  
11% 25 - 34  
25% 35 - 44  
23% 45 - 54  
15% 55 - 64  
11% 65 - 74  
8% 75+  
4% Refused

**D5. What is your current marital status? Are you....[READ OPTIONS]**

60% Married  
2% Not married, living with your partner or significant other  
2% Separated  
8% Divorced  
9% Widowed Or are you....  
18% Currently single and never Married  
0% Not Sure  
1% Refused [DO NOT READ]

**D6. [IF D5 = 1 ASK: “Are you or your spouse currently a member of A-A-R-P?”  
IF D5 = 2 ASK: “Are you or your partner currently a member of AARP?” OTHERWISE ASK  
“Are you currently a member of AARP?”]**

29%	Yes
69%	No
1%	Not sure [DO NOT READ]
<0.5%	Refused [DO NOT READ]

**D7. What is the highest level of education that you completed? [READ OPTIONS]**

4%	0 to 12 <sup>th</sup> grade, but with no diploma
19%	High school graduate or equivalent
12%	Post high school education, but with no degree
11%	2 year degree
25%	4 year degree
6%	Post graduate study, but with no degree
22%	Graduate or professional degree
<0.5%	Not sure [DO NOT READ]
1%	Refused [DO NOT READ]

**D8. Which of the following best describes your current employment status?  
[READ OPTIONS]**

8%	Self-employed full-time
2%	Self-employed part-time
49%	Employed full-time
10%	Employed part-time
20%	Retired and not working at all
5%	Unemployed and looking for work
	Or are you....
6%	Not in the labor force for other reasons
<0.5%	Not sure [DO NOT READ]
1%	Refused [DO NOT READ]

**D9. Are you of Hispanic, Spanish, or Latino origin or descent?**

8%	Yes
91%	No
<0.5%	Not sure [DO NOT READ]
1%	Refused [DO NOT READ]

**D10. What is your race?**

73%	White or Caucasian
12%	Black or African American
<0.5%	Native American or Alaskan Native
3%	Asian
0%	Native Hawaiian or other Pacific Islander
8%	Or are you some other race? [Please Specify: _____]
3%	Refused [DO NOT READ]

**D11. Thinking about your state elections for New Jersey Governor and Legislators in the last ten years, which of the following best describes your voting behavior? Would you say you vote always, most of the time, about half of the time, seldom, or would you say you never vote?**

49%	Always
32%	Most of the time
9%	About half of the time
6%	Seldom
3%	Never
1%	Not sure [DO NOT READ]
<0.5%	Refused [DO NOT READ]

**D12. Do you consider yourself to be a Democrat, a Republican, an Independent, or something else?**

41%	Democrat
18%	Republican
26%	Independent
11%	Other
1%	Not sure [DO NOT READ]
3%	Refused [DO NOT READ]

**D13. How would you characterize your political views?**

27%	Conservative
42%	Moderate
23%	Liberal
2%	None of the above
4%	Not sure [DO NOT READ]
2%	Refused [DO NOT READ]

**D14. What is your 5-digit zip code? \_\_\_\_ \_**

**D15. In general, how often do you go online to access the Internet or World Wide Web or to send and receive email? Would you say several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, less often than every few weeks, or do you never go online to use the Internet or check email?**

43%	Several times a day
18%	About once a day
9%	3-5 days a week
6%	1-2 days a week
2%	Once every few weeks
2%	Once a month or less
18%	Or do you never go online to use the Internet or World Wide Web?
<0.5%	Not sure [DO NOT READ]
1%	Refused [DO NOT READ]

**D16. We realize income is a private matter and so rather than ask you anything specific about your income, I'd like to ask you to please stop me when I get to the category that your includes your household's income before taxes in 2006. Was it....[READ OPTIONS]**

3%	Less than \$10,000
5%	\$10,000 to less than \$20,000
8%	\$20,000 to less than \$35,000
11%	\$35,000 to less than \$50,000
10%	\$50,000 to less than \$60,000
8%	\$60,000 to less than \$75,000
13%	\$75,000 to less \$100,000
27%	\$100,000 or more
3%	Not sure [DO NOT READ]
13%	Refused [DO NOT READ]

**That was our last question for tonight.  
Thank you very much for taking the time to help us out. Have a great day/night!**



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