

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

Health Care in Florida: A Study of Current Challenges and the Support for State Reform

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Health Care in Florida: A Study of Current Challenges and the Support for State Reform

**Report Prepared by
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AARP Members in Florida: Strong Proponents of State Health Care Reform

Health care reform in Florida is on the forefront of AARP members' minds. Top concerns include quality of care and affordability of health care services and prescription drugs. AARP members in Florida are concerned about the number of uninsured residents and believe it is important to develop affordable, high quality health care. Twenty-six percent of Floridians age 19 to 64 (2.84 million residents) are without health insurance, compared to more than 20 percent uninsured nationally in this age group.¹

AARP's Florida State Office commissioned a mail survey of AARP members to explore their views on health care, their specific concerns about health care-related matters, and their opinions on prospective state reform. The survey was mailed to 6,200 AARP members in Florida in November and December, 2007. The survey included an over-sample of members age 50 to 64 years, of members likely to be African-American, and of members likely to be of Hispanic origin.

- ✚ **Florida members believe that Florida's health care system needs to change.** Four in ten members say that *fundamental changes* are needed, and another two in ten say the system needs to be *completely re-built*.
- ✚ **Florida members are concerned about the affordability of health care.** Three in four members are *extremely* or *very concerned* about being able to afford their health insurance, and three in ten members with insurance are *not very* or *not at all confident* that they will be able to afford their health care costs in the future. Over eight in ten feel that making health care more affordable is *extremely* or *very important* for the state.
- ✚ **Florida members believe that all Floridians should have access to health care.** Although only eight percent of members are without health care coverage, eighty-seven percent *agree* that all Florida residents should have access to basic health care. And three in four believe it is *extremely* or *very important* for Florida to increase the number of residents who have health insurance.
- ✚ **Florida members are concerned about prescription drug costs.** Seventy-seven percent of members are *extremely* or *very concerned* about the cost of prescription drugs. Ninety percent feel that it is *extremely* or *very important* that Florida's Governor and State Legislature work to make prescription drugs more affordable.
- ✚ **Florida members are becoming more self-directing on issues related to health care safety.** About seven in ten had brought a list of their medications to review at doctor appointments, had checked the medications from a pharmacist against doctor prescriptions, and had checked with a doctor or pharmacist about the possible side effects of new medications.

¹ Urban Institute and Kaiser Commission on Medicaid and the Uninsured estimates based on the Census Bureau's March 2007 and 2008 Current Population Survey (CPS: Annual Social and Economic Supplements).

Detailed Findings

Most members believe that change is needed to Florida's health care system.

Four in ten members say that while there are some good things about Florida's health care system, it needs *fundamental changes*, and another two in ten members believe that there is so much wrong with the system that it needs to be *completely re-built*. One in six believes that the system is working and it needs *only minor changes*.

Similar percentages of members with health care coverage through Medicare (45%) and those with health coverage but not through Medicare (46%) agree that fundamental changes are needed. However, members with Medicare coverage are more likely to say that only minor changes are needed (23%), while members without Medicare coverage are more likely to say that the system needs to be completely re-built (24%).

Member Perception of Florida's Health Care System (n=1,693)*



*Percentages do not sum to 100 due to rounding.

Members more likely to believe that the system needs to be completely re-built are:

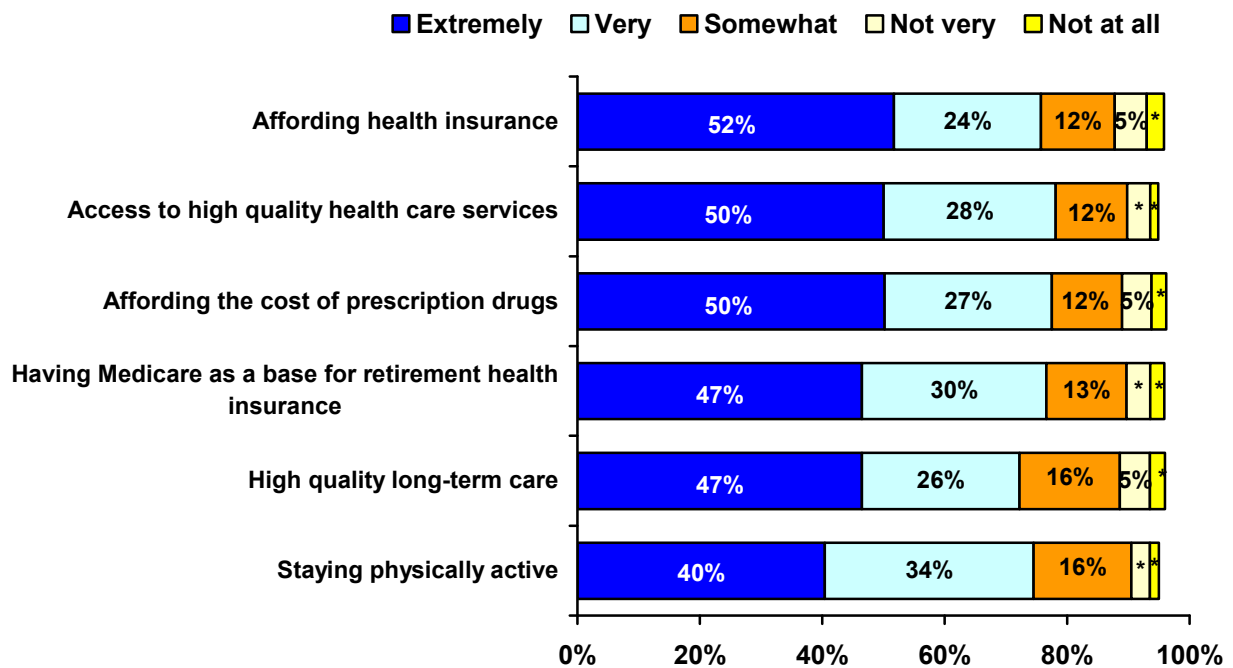
- Younger members (50-64 years)
- Female members
- Members with household incomes under \$75,000
- Members who are employed

Members are concerned primarily with health care *quality* and the overall *cost* of care.

When asked what concerns members most with regard to health care, access to high quality health care services and the cost of prescription drugs top the list. Three in four members also say that they are extremely or very concerned about Medicare, affordability of health insurance, and staying physically active.

Members with health coverage through Medicare are more likely to be concerned about having Medicare as a base for retirement health insurance (81%) than those with health coverage but not through Medicare (75%). Members without Medicare coverage are more likely to be concerned about affording their health insurance (81%) than those with Medicare coverage (73%).

Members' Primary Health Care Concerns
(n=1,693)*,**



*Indicates less than 5 percent.

**Percentages do not sum to 100 due to exclusion of *Missing/No answer* responses.

The health care concerns highlighted here are from a list of 15 concerns expressed by people age 50+.

In addition to having the concerns cited previously, over half of members are also *extremely* and *very* worried about the rising costs of health care, paying for the costs of a major illness, and losing their coverage. Members with health coverage but not through Medicare are more worried than members with Medicare coverage.

Health Care Worries* of Florida AARP Members

	All Members	With Medicare Coverage	Without Medicare Coverage
Rising costs of health care (out of pocket expenses, co-pays, premiums)	75%	71%	77%
Paying for costs associated with a major illness/injury	60%	54%	62%
Losing health care coverage/insurance	55%	49%	57%
Finding a health care provider who accepts your insurance	47%	42%	49%
Finding a health care provider that is convenient	45%	39%	47%

*(Extremely & Very Worried) (n=1,693)

Members without Medicare coverage are also extremely or very worried about reductions in employer-sponsored health care coverage for workers and families (56%).

Members have varying degrees of confidence in their capacity to maintain current health care coverage at an affordable cost over the next five years – three in ten members (29%) with health insurance say they are extremely or very confident; one in three (35%) is somewhat confident; and three in ten (30%) are not very or not at all confident. In fact, over one in three members (36%) without Medicare coverage say they are not very or not at all confident compared to one in four of members with Medicare coverage (25%).

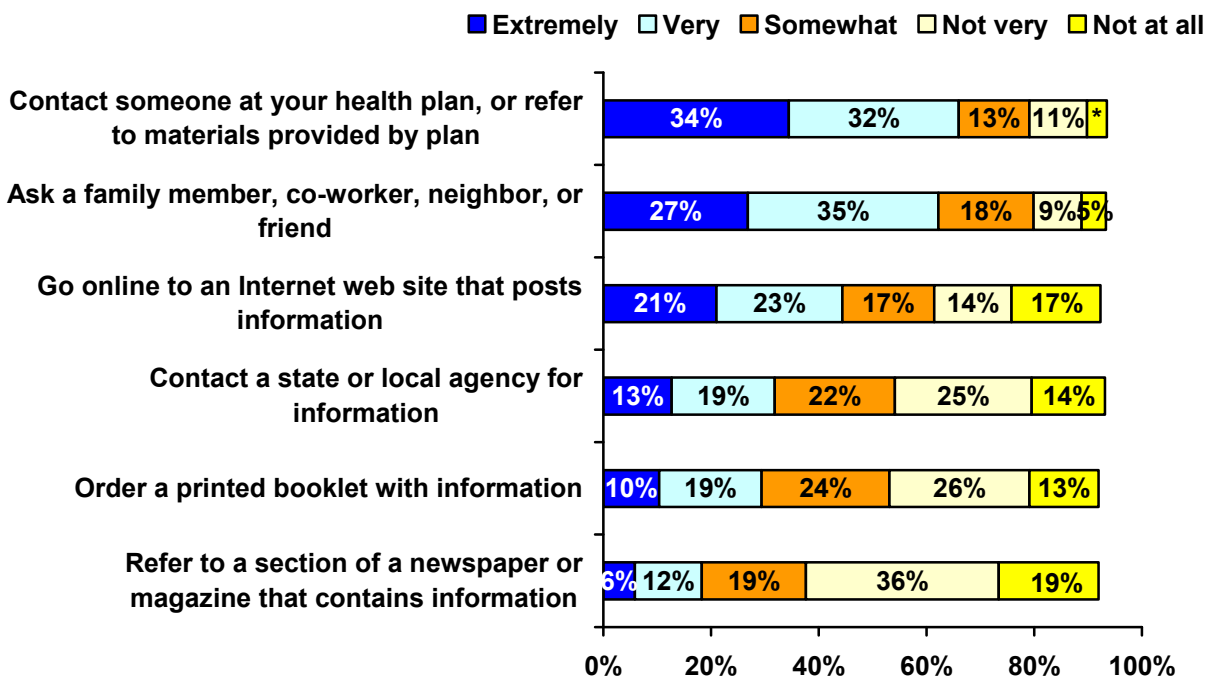
In addition, nearly half of members say that paying for their medical expenses is a major (15%) or a minor (34%) problem. In the past three years, one in four members (24%) say they had to choose between paying for medical expenses or buying something they needed. Again members without Medicare are more likely to say they have had to choose (without Medicare, 24%; with Medicare, 18%).

Members are *most likely* to turn to someone at their health plan or to personal acquaintances for information about doctors, hospitals, or health plans.

About one in eight members (12%) have used the State of Florida website, **Florida Compare Care** (<http://www.floridacomparecare.gov/>), to get information about doctors, hospitals, or health insurance plans.

More members indicated they would be *extremely* or *very* likely to contact someone at their health plan or a family member, co-worker, neighbor, or friend for information on doctors, hospitals, or other health plans. Members were less likely to look online for information, to contact a state agency, to order a booklet, or to refer to a newspaper or magazine.

Likelihood of Members Finding Information About Doctors, Hospitals, and Health Plans
(n=1,693)^{*,**}



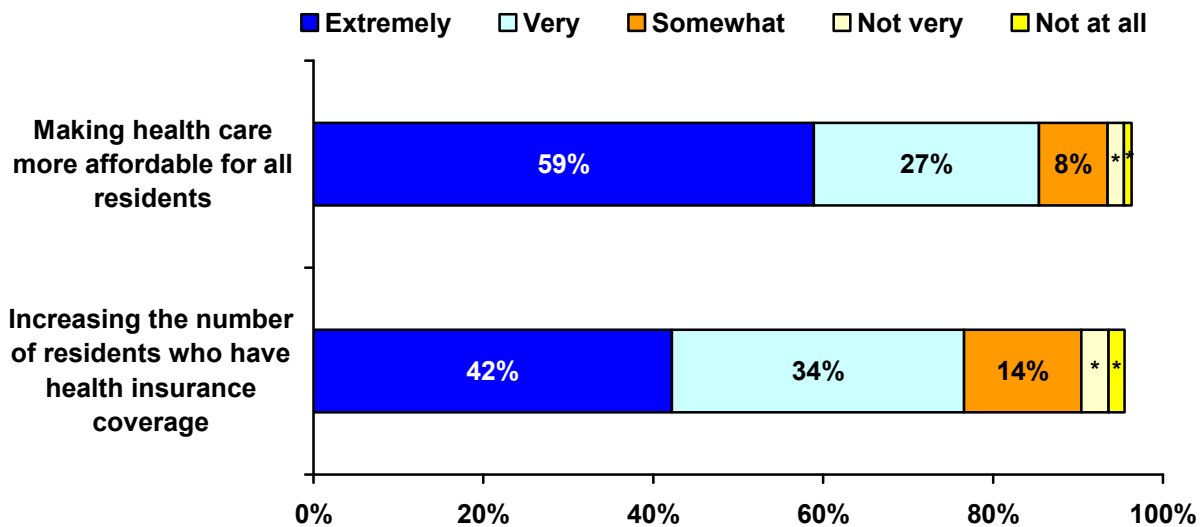
*Indicates less than 5 percent.

**Percentages do not sum to 100 due to exclusion of *Missing/No answer* responses.

Most members say the State of Florida should make health care more affordable and available for its residents.

Over eight in ten members consider it *extremely* or *very* important for the State of Florida to make health care affordable for all residents.

Importance of State Health Care Reform in Florida
(n=1,693)*,**



*Indicates less than 5 percent.

**Percentages do not sum to 100 due to exclusion of *Missing/No answer* responses.

Three in four members also consider it important to increase the number of residents who have health insurance coverage.

Nearly nine in ten members (87%) also *strongly* or *somewhat* agree that all Florida residents should have access to basic health care.

Eight in ten members agree that employers *and* the government should contribute to a health care system so that everyone can have access to basic health care coverage.

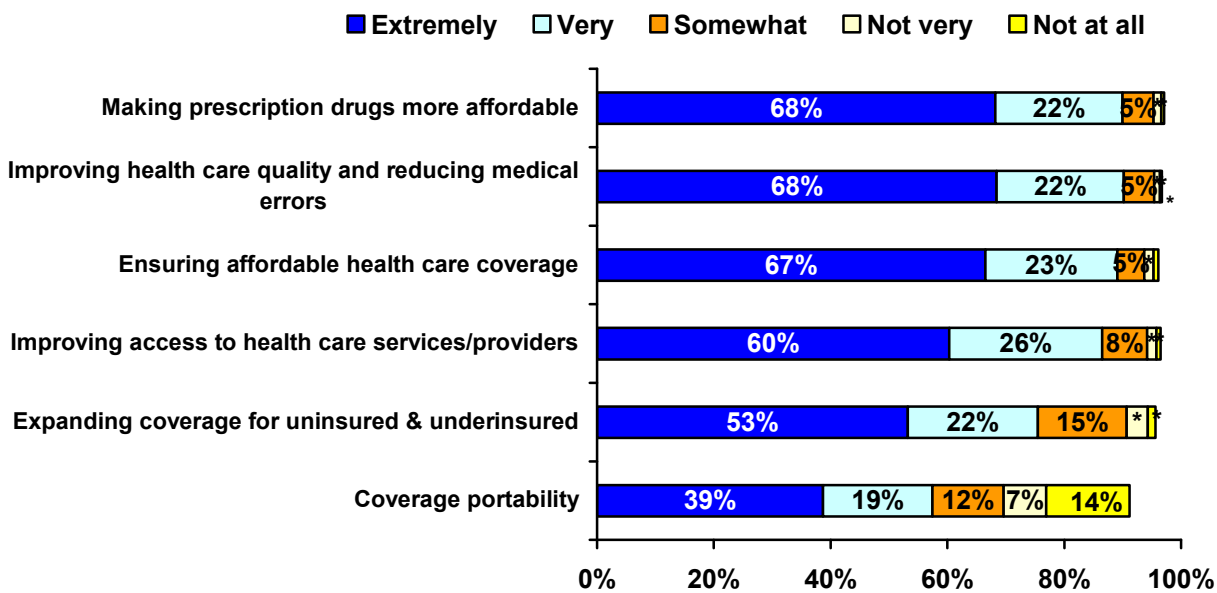
Two in three members also agree that *individuals* should contribute to such a system.

(n=1,693)	Strongly or Somewhat Agree	Neither Agree or Disagree	Strongly or Somewhat Disagree	Missing or No Answer
Employers	79%	6%	3%	12%
Government	79%	7%	7%	8%
Individuals	65%	13%	7%	15%

Nine in ten members believe it is extremely or very important for the State’s elected officials to work on making prescription drugs more affordable, improving health care quality, and ensuring affordable health care coverage for Floridians.

Most members also think it is extremely or very important for state government leaders to improve access to health care services and providers and to expand health care coverage for the uninsured or underinsured.

Importance of the Governor and State Legislature Working on Various Health Care Issues
(n=1,693)^{*,**}



*Indicates less than 5 percent

**Percentages do not sum to 100 due to exclusion of *Missing/No answer* responses.

Twenty-six percent of members say they or a family member have experienced a preventable medical error.

At least seven in ten members say that health care providers, such as doctors (80%), nurses (77%), and pharmacists (71%) are responsible for preventing medical errors that occur in hospitals, clinics, and other health care facilities. Almost half say that individual patients are also responsible (48%).

Members are taking proactive steps to understand their medications and to safeguard their health.

Within the last two years, seven in ten members have brought to their doctors a list of all their prescription and non-prescription medications and checked the medications they receive from pharmacists against their doctors’ written prescriptions. Two in three members have talked to their doctors or pharmacists about the proper use of newly prescribed drugs, including how and when to take the drugs, possible side effects, and other drug interactions. Two in three have also asked for generic medications instead of brand name drugs.

Actions Taken by Members to Safeguard Their Health

(n=1,693)	All Members	With Medicare Coverage	Without Medicare Coverage
Brought a list of current medications, including nonprescription ones, to doctor’s appointment	71%	80%	66%
Checked the medication from pharmacist with the prescription the doctor wrote	69%	73%	69%
Talked to doctor or pharmacist about proper use of new drug (how/when to take, side effects, interactions)	68%	70%	69%
Asked for generic medications instead of brand name drugs	66%	70%	65%
Created own set of medical records	41%	49%	36%
Brought someone to doctor appointments to help ask questions and understand the doctor	29%	31%	27%

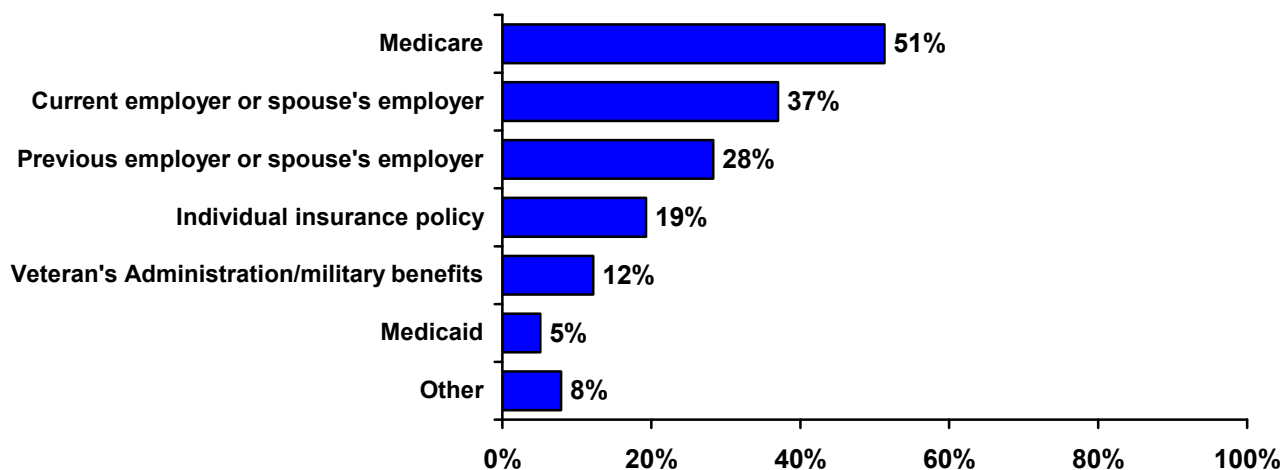
Four in ten say they have created their own set of medical records so that all their health care providers have such information. Three in ten have brought friends or relatives to a doctor’s appointment so they can help ask questions and better understand directions from the doctor.

Members with health coverage through Medicare are much more likely to have brought a list of the medications they are taking to their doctor appointments and created their own set of medical records than have members with health coverage but not through Medicare.

Health Care Coverage & Overall Health of AARP Members in Florida

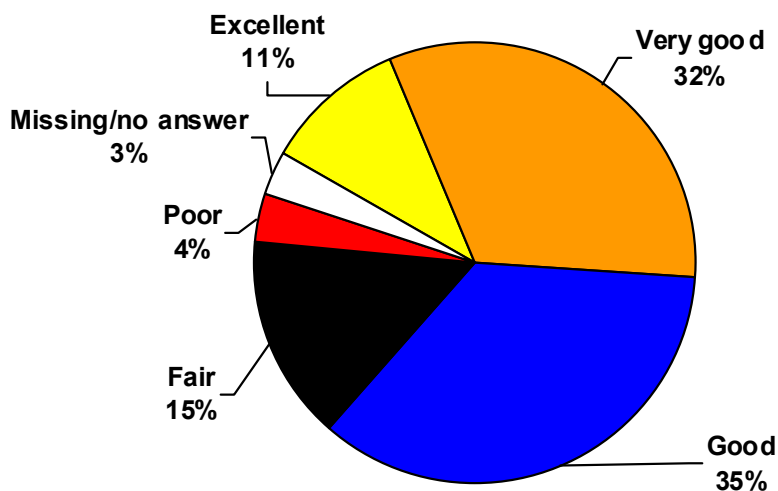
It is important to note that eight percent of AARP members in Florida surveyed do not have any kind of health care coverage. Of those with coverage, most maintain such coverage through Medicare or through employer-sponsored coverage. One in five has health coverage through an individually purchased policy.

Health Care Coverage for AARP Members in Florida
(n=1,439)

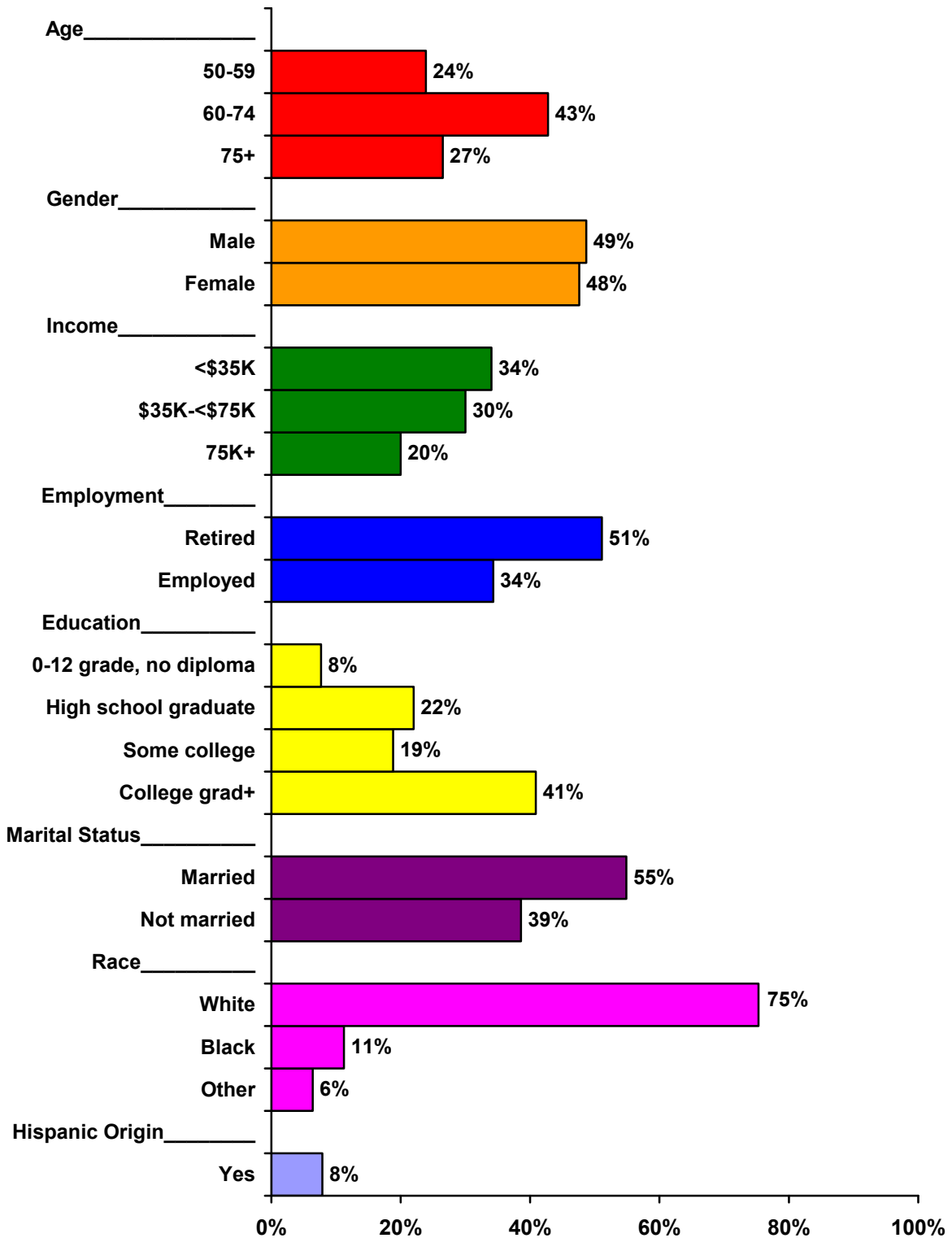


Seventy-eight percent of members say they are in *excellent*, *very good*, or *good* health.

Overall Health of AARP Members in Florida
(n=1,693)



Respondent Demographics (n=1,693)



* Percentages may not sum to 100 due to rounding effects, as well as the exclusion of *Not sure* and *Missing/No answer* responses.

Methodology

This mail survey of AARP members in Florida explores their opinions about health care issues. It examines members' concerns, worries, opinions, and experiences with Florida's health care system.

This survey was conducted in November and December, 2007. A random sample of 2,000 AARP members in Florida, and over-samples of 1,200 members age 50 to 64, 1,500 members likely to be African-American, and 1,500 members likely to be of Hispanic origin were selected from AARP's membership database. Each sample was proportionally stratified by three age segments—50 to 59, 60 to 74, and 75+. Each sampled member was contacted about the survey in three ways: a pre-notification postcard, the survey itself, and a second survey. Twenty-seven percent of sampled Florida members returned surveys by the cut-off date, providing 1,693 useable surveys for analysis. Thus, the survey has a sampling error of ± 2.4 percent. Survey responses were weighted by age and likelihood of being African-American or of Hispanic origin to reflect the distribution of these segments in the membership database of AARP members in Florida. As of December, 2008, the number of AARP members in Florida was 2,976,554. A fully annotated and weighted questionnaire is included in the Appendix.

APPENDIX
ANNOTATED QUESTIONNAIRE

2007 AARP FLORIDA MEMBER SURVEY

Weighted Annotation

n=1,693 Sampling Error =+/-2.4%

Your Concerns

1. Below is a list of concerns that have been expressed by people age 50 and older. Please check the box that most closely matches your level of concern about each item.

a. Having Social Security as a base for retirement income

Extremely concerned	46.7%
Very concerned	26.5%
Somewhat concerned	15.2%
Not very concerned	5.0%
Not at all concerned	2.6%
Missing/No answer	4.1%

b. Affording the cost of prescription drugs

Extremely concerned	50.2%
Very concerned	27.3%
Somewhat concerned	11.5%
Not very concerned	4.8%
Not at all concerned	2.4%
Missing/No answer	3.7%

c. Staying physically active

Extremely concerned	40.4%
Very concerned	34.1%
Somewhat concerned	16.0%
Not very concerned	3.2%
Not at all concerned	1.5%
Missing/No answer	4.9%

d. Facing age discrimination in employment

Extremely concerned	17.1%
Very concerned	15.9%
Somewhat concerned	20.8%
Not very concerned	16.9%
Not at all concerned	24.0%
Missing/No answer	5.3%

e. Affording my housing costs

Extremely concerned	37.9%
Very concerned	21.4%
Somewhat concerned	19.6%
Not very concerned	9.3%
Not at all concerned	7.6%
Missing/No answer	4.1%

f. Having high quality long-term care for myself or a family member

Extremely concerned	46.5%
Very concerned	25.7%
Somewhat concerned	16.4%
Not very concerned	4.9%
Not at all concerned	2.5%
Missing/No answer	4.0%

g. Becoming a victim of identity theft or having my identity stolen

Extremely concerned	39.9%
Very concerned	25.9%
Somewhat concerned	21.5%
Not very concerned	7.6%
Not at all concerned	1.7%
Missing/No answer	3.4%

h. Having Medicare as a base for retirement health insurance

Extremely concerned	46.5%
Very concerned	30.1%
Somewhat concerned	13.1%
Not very concerned	3.9%
Not at all concerned	2.3%
Missing/No answer	4.2%

i. Affording the cost of my utility services

Extremely concerned	32.4%
Very concerned	23.6%
Somewhat concerned	22.6%
Not very concerned	11.8%
Not at all concerned	5.1%
Missing/No answer	4.5%

j. Having long-term care services that would allow me or a family member to stay at home for as long as possible

Extremely concerned	44.7%
Very concerned	29.9%
Somewhat concerned	15.6%
Not very concerned	4.6%
Not at all concerned	1.6%
Missing/No answer	3.6%

k. Affording health insurance

Extremely concerned	51.7%
Very concerned	24.0%
Somewhat concerned	12.1%
Not very concerned	5.2%
Not at all concerned	2.8%
Missing/No answer	4.2%

l. Assuring my pension benefits and retirement savings are safe

Extremely concerned	53.0%
Very concerned	22.3%
Somewhat concerned	12.5%
Not very concerned	4.8%
Not at all concerned	2.6%
Missing/No answer	4.7%

m. Access to high quality health care services

Extremely concerned	50.0%
Very concerned	28.1%
Somewhat concerned	11.7%
Not very concerned	3.8%
Not at all concerned	1.3%
Missing/No answer	5.2%

n. Having good employment opportunities

Extremely concerned	17.1%
Very concerned	16.5%
Somewhat concerned	19.3%
Not very concerned	15.4%
Not at all concerned	25.1%
Missing/No answer	6.6%

o. Having enough money to meet daily living expenses

Extremely concerned	45.9%
Very concerned	19.7%
Somewhat concerned	17.0%
Not very concerned	9.8%
Not at all concerned	4.4%
Missing/No answer	3.3%

Health Care

2. Which of the following three statements comes closest to expressing your overall view of the health care system in Florida? Please check only one.

Overall, our health care system works pretty well and only minor changes are necessary to make it work better.	16.8%
There are some good things in our health care system, but fundamental changes are needed.	42.7%
Our health care system has so much wrong with it that we need to completely rebuild it.	21.6%
Not sure	14.3%
Missing/No answer	4.7%

3. Do you have any kind of health care coverage, including employer-provided health insurance, private health insurance, or government plans such as Medicare or Medicaid?

Yes	85.0%
No SKIP TO QUESTION 6	7.7%
Not sure SKIP TO QUESTION 6	0.4%
Missing/No answer	7.0%

4. Do you have health care coverage through the following sources? (n=1,439)

a. Through current employer

Yes	26.6%
No	54.2%
Not sure	0.2%
Missing/No answer	18.9%

b. Through your spouse's employer

Yes	10.4%
No	66.1%
Not sure	0.7%
Missing/No answer	22.9%

c. Through a previous employer or spouse's employer (may be a retirement benefit)

Yes	28.3%
No	51.6%
Not sure	0.4%
Missing/No answer	19.7%

d. On your own, through an individual insurance policy

Yes	19.3%
No	55.6%
Not sure	1.0%
Missing/No answer	24.1%

e. Through Medicare, the program that provides health insurance primarily to people age 65 and older and people with disabilities

Yes	51.3%
No	32.3%
Not sure	1.2%
Missing/No answer	15.2%

f. Through Medicaid, the program that provides health insurance and long-term care to certain low-income individuals

Yes	5.1%
No	68.0%
Not sure	2.4%
Missing/No answer	24.5%

g. Through Veteran’s Administration or military benefits

Yes	12.2%
No	63.8%
Not sure	1.7%
Missing/No answer	22.3%

h. Through some other program (Please specify: _____)

Yes	7.9%
No	61.4%
Not sure	2.3%
Missing/No answer	28.4%

5. How confident are you that you will be able to maintain your health care coverage at an acceptable cost to you over the next five years? (n=1,439)

Extremely confident	7.8%
Very confident	20.9%
Somewhat confident	35.0%
Not very confident	21.2%
Not at all confident	9.1%
Missing/No answer	6.1%

6. In the past year, how much of a problem has it been paying your medical expenses, including prescription drugs?

A major problem	14.9%
A minor problem	33.6%
Not a problem	47.3%
Not sure	0.9%
Missing/No answer	3.3%

7. In the last three years, have you ever had to forgo buying something you needed because of paying for your medical expenses, including prescription drugs?

Yes	23.6%
No	69.9%
Not sure	3.4%
Missing/No answer	3.1%

8. How important is it for Florida to increase the number of residents who have health care insurance coverage?

Extremely important	42.2%
Very important	34.4%
Somewhat important	13.8%
Not very important	3.2%
Not at all important	1.9%
Missing/No answer	4.6%

9. How important is it for Florida to make health care more affordable for all residents?

Extremely important	58.9%
Very important	26.5%
Somewhat important	8.1%
Not very important	1.9%
Not at all important	0.9%
Missing/No answer	3.7%

10. How strongly do you agree or disagree that all Florida residents should have access to basic health care?

Strongly agree	70.8%
Somewhat agree	16.3%
Neither agree nor disagree	5.5%
Somewhat disagree	2.4%
Strongly disagree	1.2%
Missing/No answer	3.8%

11. How strongly do you agree or disagree that each of the following groups should contribute to a health care system so that everyone can have basic health care?

a. Employers

Strongly agree	59.1%
Somewhat agree	20.2%
Neither agree nor disagree	6.2%
Somewhat disagree	1.5%
Strongly disagree	1.5%
Missing/No answer	11.5%

b. Individuals

Strongly agree	36.9%
Somewhat agree	28.1%
Neither agree nor disagree	12.9%
Somewhat disagree	3.1%
Strongly disagree	3.5%
Missing/No answer	15.4%

c. Government

Strongly agree	60.0%
Somewhat agree	18.5%
Neither agree nor disagree	6.6%
Somewhat disagree	2.8%
Strongly disagree	3.8%
Missing/No answer	8.3%

12. How worried are you about each of the following?

a. Rising costs of health care, including out-of-pocket expenses, co-payments, and insurance premiums

Extremely worried	54.7%
Very worried	20.2%
Somewhat worried	16.7%
Not very worried	3.3%
Not at all worried	0.9%
Not sure	0.2%
Missing/No answer	3.9%

b. Finding a health care provider that is convenient to you

Extremely worried	27.9%
Very worried	17.4%
Somewhat worried	22.1%
Not very worried	18.1%
Not at all worried	7.5%
Not sure	0.8%
Missing/No answer	6.2%

c. Finding a health care provider who accepts your insurance

Extremely worried	29.9%
Very worried	17.5%
Somewhat worried	19.6%
Not very worried	18.0%
Not at all worried	8.3%
Not sure	0.9%
Missing/No answer	5.7%

d. Losing your health care coverage or insurance

Extremely worried	41.7%
Very worried	13.3%
Somewhat worried	14.9%
Not very worried	15.5%
Not at all worried	7.9%
Not sure	1.1%
Missing/No answer	5.5%

e. Switching jobs because you might have to change or lose your current health insurance coverage

Extremely worried	10.9%
Very worried	6.3%
Somewhat worried	7.6%
Not very worried	12.6%
Not at all worried	44.6%
Not sure	6.0%
Missing/No answer	12.1%

f. Paying for costs associated with a major illness or injury

Extremely worried	41.6%
Very worried	18.0%
Somewhat worried	19.9%
Not very worried	9.1%
Not at all worried	6.2%
Not sure	0.9%
Missing/No answer	4.4%

g. Reductions in employer-sponsored health coverage for workers and families

Extremely worried	29.6%
Very worried	17.3%
Somewhat worried	16.5%
Not very worried	7.4%
Not at all worried	16.8%
Not sure	4.3%
Missing/No answer	8.1%

13. In the last two years, have you ever done any of the following?

a. Brought a friend or relative to a doctor's appointment so that they can help ask questions and understand what the doctor was telling you

Yes	29.2%
No	66.6%
Not sure	0.9%
Missing/No answer	3.3%

b. Brought a list of all the medications you were taking, including non-prescription drugs, to a doctor's appointment

Yes	71.1%
No	25.7%
Not sure	0.8%
Missing/No answer	2.4%

c. Checked the medication that a pharmacist gave you with the prescription that your doctor wrote

Yes	69.4%
No	26.5%
Not sure	1.2%
Missing/No answer	2.9%

d. Created your own set of medical records to ensure that you and all of your health care providers have all your medical records

Yes	41.4%
No	52.4%
Not sure	3.0%
Missing/No answer	3.2%

e. Asked your health care provider to prescribe you generic medications instead of name brand drugs

Yes	66.0%
No	29.6%
Not sure	1.6%
Missing/No answer	2.8%

f. Talked to your doctor or pharmacist about the proper use of a new prescription drug, including how and when to take it, possible side effects, or other drug interactions

Yes	68.3%
No	28.4%
Not sure	0.9%
Missing/No answer	2.4%

14. In 2008, how important is it that Florida's Governor and State Legislature work on each of the following health care issues?

a. Improving health care quality and reducing medical errors

Extremely important	68.4%
Very important	21.8%
Somewhat important	5.2%
Not very important	1.0%
Not at all important	0.3%
Missing/No answer	3.1%

b. Improving access to health care services and providers	
Extremely important	60.3%
Very important	26.2%
Somewhat important	7.7%
Not very important	1.6%
Not at all important	0.7%
Missing/No answer	3.5%
c. Expanding coverage for the uninsured and under-insured	
Extremely important	53.2%
Very important	22.3%
Somewhat important	15.2%
Not very important	3.6%
Not at all important	1.3%
Missing/No answer	4.4%
d. Making prescription drugs more affordable	
Extremely important	68.2%
Very important	21.8%
Somewhat important	5.3%
Not very important	1.3%
Not at all important	0.5%
Missing/No answer	2.9%
e. Ensuring affordable health care coverage	
Extremely important	66.5%
Very important	22.6%
Somewhat important	4.6%
Not very important	1.6%
Not at all important	0.8%
Missing/No answer	3.8%
f. Making it easier to take your current health care coverage with you when you change jobs	
Extremely important	38.7%
Very important	18.7%
Somewhat important	12.2%
Not very important	7.3%
Not at all important	14.3%
Missing/No answer	8.7%

Health Care Information

15. Information regarding doctors, hospitals, and health insurance plans is available in different places. The State of Florida operates web sites that provide health care information. Have you ever used the Internet web site – Florida Compare Care (<http://www.floridacomparecare.gov/>) – to get information regarding doctors, hospitals, or health insurance plans?

Yes	11.5%
No	84.4%
Not sure	1.8%
Missing/No answer	2.3%

16. If you want to find information about doctors, hospitals, or health plans, how likely would you be to do each of the following?

a. Contact someone at your health plan, or refer to materials provided by the plan

Extremely likely	34.4%
Very likely	31.6%
Somewhat likely	13.1%
Not very likely	10.7%
Not at all likely	3.7%
Missing/No answer	6.4%

b. Ask a family member, co-worker, neighbor, or friend

Extremely likely	26.8%
Very likely	35.4%
Somewhat likely	17.7%
Not very likely	8.9%
Not at all likely	4.5%
Missing/No answer	6.7%

c. Refer to a section of a newspaper or magazine that contains information

Extremely likely	5.9%
Very likely	12.4%
Somewhat likely	19.3%
Not very likely	35.8%
Not at all likely	18.5%
Missing/No answer	8.1%

d. Order a printed booklet with information

Extremely likely	10.4%
Very likely	19.0%
Somewhat likely	23.7%
Not very likely	26.0%
Not at all likely	12.8%
Missing/No answer	8.1%

e. Go online to an Internet web site that posts information

Extremely likely	21.0%
Very likely	23.4%
Somewhat likely	17.0%
Not very likely	14.4%
Not at all likely	16.5%
Missing/No answer	7.7%

f. Contact a state or local agency for information

Extremely likely	12.7%
Very likely	19.1%
Somewhat likely	22.3%
Not very likely	25.4%
Not at all likely	13.6%
Missing/No answer	6.9%

17. Sometimes when people receive medical care, an error can result in serious harm, such as death, disability, or additional or prolonged treatment. Some of these errors may be preventable. Have you or a family member ever been involved in a situation where a preventable medical error has occurred? Check all that apply.

Yes, in my own care	7.7%
Yes, in a family member's care	15.8%
Yes, in both my own care and a family members' care	2.4%
No	61.2%
Not sure	8.7%
Missing/No answer	4.1%

18. In Florida, are the following groups or individuals responsible for preventing medical errors in hospitals, clinics, and other health care facilities?

a. Doctors

Yes	79.8%
No	1.9%
Not sure	12.7%
Missing/No answer	5.5%

b. Nurses

Yes	76.6%
No	2.5%
Not sure	14.2%
Missing/No answer	6.7%

c. Pharmacists	
Yes	71.1%
No	4.9%
Not sure	16.6%
Missing/No answer	7.3%
d. Other health care providers	
Yes	57.4%
No	7.5%
Not sure	25.8%
Missing/No answer	9.3%
e. Individual patients	
Yes	48.2%
No	19.0%
Not sure	22.4%
Missing/No answer	10.4%
f. Government	
Yes	39.9%
No	22.9%
Not sure	26.6%
Missing/No answer	10.7%
g. Hospitals	
Yes	76.9%
No	2.0%
Not sure	13.5%
Missing/No answer	7.6%
h. Insurance companies	
Yes	38.5%
No	24.1%
Not sure	27.2%
Missing/No answer	10.3%
i. Other (please specify: _____)	
Yes	4.0%
No	7.6%
Not sure	24.4%
Missing/No answer	64.0%

About You

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

19. How would you rate your overall health today?

Excellent	10.6%
Very good	32.2%
Good	35.1%
Fair	15.1%
Poor	3.6%
Missing/No answer	3.3%

20. Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities?

Yes	30.5%
No	65.6%
Missing/No answer	3.9%

21. Are you male or female?

Male	48.7%
Female	47.6%
Missing/No answer	3.7%

22. What is your age as of your last birthday? _____ (in years)

50-59	23.9%
60-74	42.8%
75+	26.5%
Missing/No answer	6.8%

23. What is your 5-digit ZIP Code? (Write in your ZIP CODE): _____

24. Do you own or rent your residence?

Own	81.1%
Rent	11.3%
Not sure	1.4%
Missing/No answer	6.2%

25. Including yourself, how many people live in your household?

One	25.2%
Two	54.0%
Three	9.0%
Four	2.8%
Five	1.3%
Six	0.5%
Seven or more	0.5%
Missing/No answer	6.7%

26. What is your current marital status?

Married	54.9%
Not married, living with partner	3.4%
Separated	1.0%
Divorced	13.9%
Widowed	16.4%
Never married	3.9%
Missing/No answer	6.5%

27. What is the highest level of education that you completed?

0-12 th grade (no diploma)	7.7%
High school graduate (or equivalent)	22.0%
Post-high school education (no degree)	18.8%
2-year college degree	10.5%
4-year college degree	11.5%
Post-graduate study (no degree)	4.4%
Graduate or professional degree	14.5%
Missing/No answer	10.6%

28. Which of the following best describes your current employment status?

Self-employed, part-time	3.1%
Self-employed, full-time	4.3%
Employed, part-time	7.4%
Employed, full-time	19.5%
Retired, not working at all	51.1%
Not in labor force for other reasons	4.4%
Unemployed, but looking for work	2.3%
Missing/No answer	7.9%

29. What is your race?

White or Caucasian	75.3%
Black or African-American	11.2%
American Indian or Alaska Native	0.4%
Asian	0.9%
Native Hawaiian or other Pacific Islander	0.5%
Other	4.6%
Missing/No answer	7.0%

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

Yes	7.9%
No	83.1%
Missing/No answer	8.9%

31. Thinking about your state elections for Florida Governor and Legislators in the last ten years, how often would you say you vote?

Always	61.1%
Most of the time	18.7%
About half of the time	4.0%
Seldom	3.9%
Never	6.5%
Missing/No answer	5.8%

32. How interested are you in state government activities that affect residents age 50 and older?

Extremely interested	42.9%
Very interested	33.3%
Somewhat interested	13.7%
Not very interested	2.4%
Not at all interested	1.1%
Not sure	1.1%
Missing/No answer	5.5%

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

Democrat	42.4%
Republican	26.7%
Independent	19.5%
Something else	3.2%
Not sure	4.5%
Missing/No answer	3.8%

34. In the last 12 months, have you accessed the Internet from your home or work or from some other source such as your local library?

Yes	68.2%
No SKIP TO QUESTION 36	27.1%
Missing/No answer	4.6%

35. In the last 12 months, have you visited any of AARP's Internet/Web sites (aarp.org, AARPmagazine.org, etc.)? (n=1,155)

Yes	40.6%
No	56.6%
Missing/No answer	2.8%

36. What was your annual household income before taxes in 2006?

Less than \$10,000	4.8%
\$10,000 to \$19,999	11.6%
\$20,000 to \$34,999	17.7%
\$35,000 to \$49,999	13.2%
\$50,000 to \$59,999	7.3%
\$60,000 to \$74,999	9.5%
\$75,000 to \$99,999	9.3%
\$100,000 or more	10.4%
Not sure	7.0%
Missing/No answer	9.1%

Thank you for completing this survey. Please use the postage-paid envelope and return it to the State Member Research Surveys, AARP, 601 E Street, NW, Washington, DC 20049, by **December 18, 2007**.



AARP
Knowledge Management
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