

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. Additionally, there are thin grey lines forming a partial frame: a vertical line on the left, a horizontal line at the top, and a vertical line on the right. Small yellow squares are placed at the intersections of these lines: one at the top-left and one at the bottom-right.

2009 Wyoming Health Information Survey of Residents Age 50 and Older

January 2010



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Report Prepared by Joanne Binette

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The views expressed herein are for information, debate, and discussion, and do not necessarily represent official policies of AARP.

The University of Wyoming is the state's only provider of baccalaureate and graduate education, research, and outreach services. University of Wyoming has more than 180 programs of study, world-class research facilities and faculty, and is located in Southeastern Wyoming's rugged mountains and high plains. The main campus is located in Laramie, approximately two hours north of Denver. The university also maintains the University of Wyoming/Casper College Center, nine outreach education centers across Wyoming, and Cooperative Extension Service centers in each of the state's 23 counties and on the Wind River Indian Reservation.

The University of Wyoming's Geriatric Education Center (WyGEC), established in 2007 through a Health Resources Services Administration (HRSA) grant, is working to improve the health care of Wyoming's aging population. Through the HRSA grant (given to the University of Wyoming College of Health Sciences School of Pharmacy), and use of funds from the Ellbogen Foundation Endowment, WyGEC provides collaborative, inter-disciplinary training to health care professionals across the state. The WyGEC mission is to establish a solid foundation for quality geriatric education programs by training health professions faculty, students, and providers to meet the health care needs of older adults in Wyoming. Education is provided in the classroom, at on-site trainings, and on-line. The five WyGEC initiatives include: Mental Health; End of Life; Healthy Aging; Chronic Disease; and Care Transitions. An interdisciplinary project, WyGEC involves all UW College of Health Sciences Departments/Divisions/Institutes; UW Family and Consumer Sciences, UW Clinical Psychology; and UW Libraries. WyGEC also collaborates with many agencies on local, state and regional levels. To learn more, visit www.uwyo.edu/geriatrics; or contact Deborah Fleming, PhD, Director at (307) 766-2719.

WyGEC has an on-going commitment to the challenge of improving the health literacy of Wyoming's adult population. Through a collaboration with the Stanford University Geriatric Education Center, University of Wyoming College of Health Sciences faculty members are trained annually in issues of health literacy, ethnogeriatrics and cultural competency. Improvement of patient-health provider communication is another emphasis area for WyGEC, and is taught at the University level and in continuing education offerings for health professionals. Health literacy information on a variety of topics is disseminated at community workshops, conferences and at WyGEC clinical training sites.



Acknowledgements

Staff and consultants from the University of Wyoming Geriatric Education Center (WyGEC) and staff from the AARP Wyoming State office, AARP Government Relations and Advocacy (GRA), and AARP Knowledge Management (KM) contributed to the design and implementation of the study. Thanks go to WyGEC staff Angela Lavery Benson, Jenny Garcia, Christine McKibbin and Deb Fleming and to WyGEC consultant Beverly Morrow; Joanne Bowlby, AARP Wyoming; Van Ellet, AARP GRA; Rachelle Cummins, Darlene Matthews, Cheryl Barnes, Erica Dinger and Jennifer Sauer, AARP KM. Joanne Binette managed the project and wrote the report. Thanks also are extended to Michael Schuster, Office of General Counsel, for his review of the report. Thanks also go to staff at Questar, who tabulated the survey results. This study was made possible in part by grants from HRSA and the John P. Ellbogen Foundation Excellence Fund for Geriatric Education. For more information about the report, contact Joanne Binette at (202) 434-6303.

Executive Summary

National studies have shown that the amount of time a physician spends with patients is decreasing at a time when the amount of health information available online and through other, often unregulated sources is increasing. The AARP Wyoming State office and the University of Wyoming Geriatric Education Center want to know if Wyoming residents age 50 and older are able to access adequate information to make health care decisions, whether information from outside sources is filling the gap left by reduced face-to-face time with physicians, and how a person's health literacy impacts their health care experience.

In an effort to improve health information systems and exchanges in Wyoming, the AARP Wyoming State office and the University of Wyoming Geriatric Education Center commissioned a survey of Wyoming residents age 50 and older to better understand residents' experiences with the health care system in the state and their preference for receiving information to help them manage their health care more effectively. This survey of 1,518 Wyoming residents age 50 and older has a sampling error of +/- 2.6 percent. This means that if every Wyoming resident age 50 and older were given this survey, the responses to the questions would fall within a range of plus or minus 2.6 percentage points of the responses obtained from this survey sample. The total number of Wyoming residents age 50 and older is 172,715¹ and it is important to note that Wyoming has a small and geographically spread out population given the physical size of the state. This survey finds that:

-  **Wyoming residents age 50 and older are knowledgeable about their personal health but are less knowledgeable about their health plans and health providers.** Nearly 70 percent of respondents are extremely or very knowledgeable about their personal health conditions and the prescription drugs they are taking, but only about half are extremely or very knowledgeable about their health insurance benefits (51%) and the quality (54%) and availability (50%) of health care providers in their area.
-  **Wyoming residents age 50 and older want to be able to talk to their doctor or health care provider while receiving care from a health facility.** Sixty-six percent of respondents say they would find an in-person conversation with their doctor or health care provider about changes to their care plan extremely or very helpful. About half would find printed materials (55%) or a person to help them with transitioning between care facilities (51%) extremely or very helpful.

¹ The U.S. Census Bureau 2008 American Community Survey 1 Year Estimates.
http://factfinder.census.gov/servlet/DTable?_bm=y&-context=dt&-ds_name=ACS_2008_1YR_G00_&-mt_name=ACS_2008_1YR_G2000_B01001&-CONTEXT=dt&-tree_id=308&-geo_id=04000US56&-search_results=01000US&-format=&-lang=en.

- ✚ Wyoming residents age 50 and older want their doctors and health care providers to give them information that will allow residents to make better decisions about their health care.** Three-quarters or more of Wyoming survey respondents say their doctors and health care providers should speak more openly about options for care (79%), inform them about potential complications of side effects and what to do if these occur (76%), and encourage them to ask questions (74%) in order to help them make better decisions about their own health care.
- ✚ Wyoming residents age 50 and older find their primary care doctors to be the most helpful information source on health care.** Seventy-three percent of respondents say that their primary care doctors are extremely or very helpful sources in getting the health information they need. Additionally, 32 percent say they would like to be able to communicate with their doctor or other health care provider via email; however, 42 percent say they would not prefer this method of communication.
- ✚ Wyoming residents age 50 and older view themselves as being healthy; however, many are being treated for on-going health conditions.** Sixty-seven percent of respondents say they are being treated for at least one health condition. Wyoming residents surveyed are most interested in receiving information on arthritis (38%), hearing loss (29%) and heart disease (28%).
- ✚ Some Wyoming residents age 50 and older have not sought out medical care when it was needed.** Seventeen percent of respondents say there was a time in the past two years when they needed to seek out medical care but did not. The most frequently mentioned reason for not doing so was cost.
- ✚ Wyoming residents age 50 and older have had positive experiences after being discharged from a health care facility in the past the three years.** Eighty-four percent of respondents say they understood the instructions provided in the patient care plan upon leaving the health care facility. Sixty-nine percent say they were extremely or very satisfied with the health care provider's follow-up on the patient care plan.
- ✚ A significant number of Wyoming residents age 50 and older have been re-admitted to a health care facility.** About a quarter (24%) of Wyoming residents who have had recent experience with a health care facility and did not receive any patient care plan follow-up after leaving the facility say that they, or a family member or friend, were re-admitted to the hospital or care center within three months to be treated for the same condition.

Wyoming residents age 50 and older are knowledgeable about their own personal health but are less knowledgeable about their health plans and health care providers in their area. Wyoming residents view their primary care doctors as the being their most reliable source of health information and they prefer to discuss their health plans in-person with their doctor. Developing more effective ways for doctors and patients to have personal contact with each other and exchange information can help people to better manage and make good decisions about their own health care.

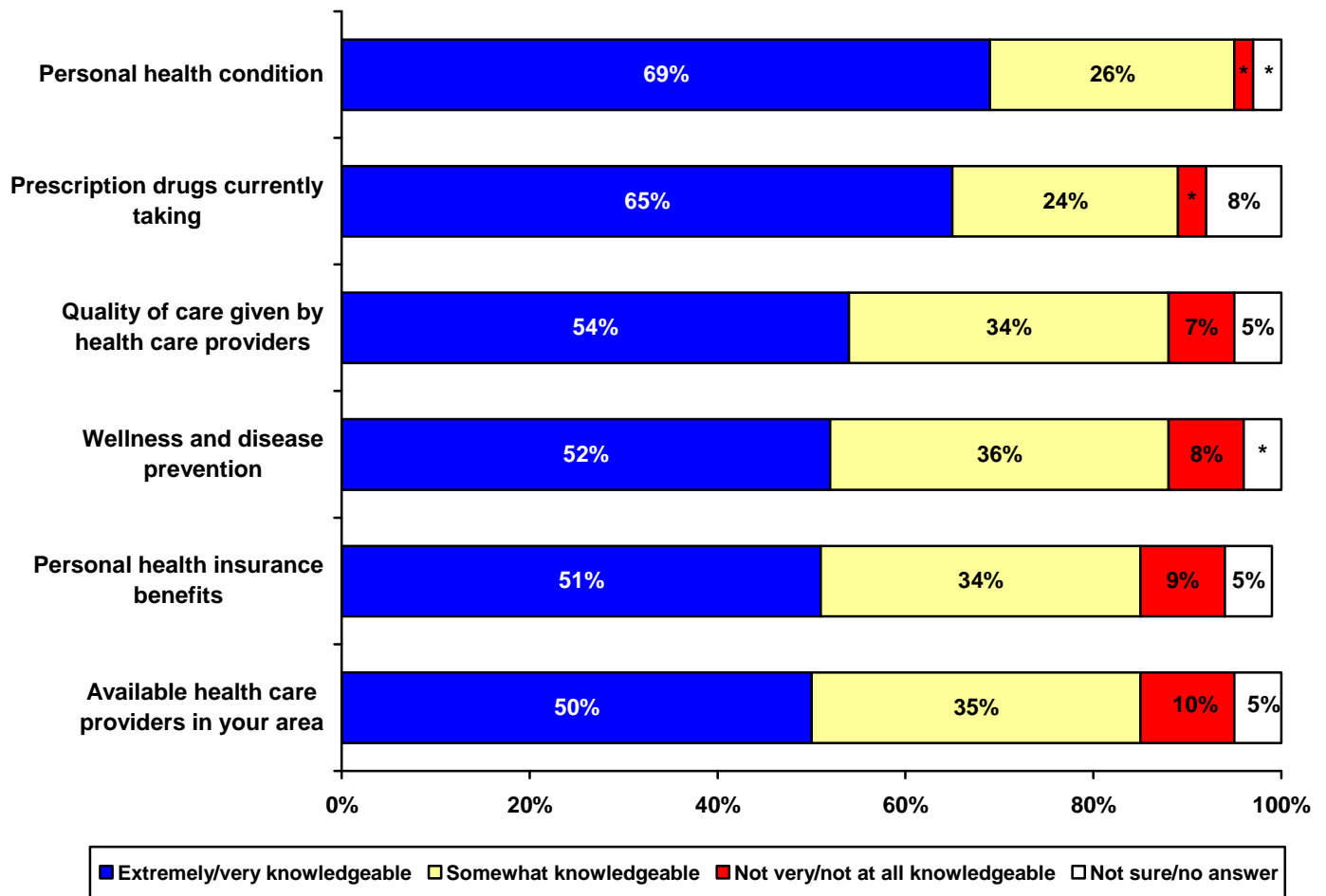
Detailed Findings

Knowledge of Health Care and Health Issues

Wyoming residents age 50 and older are fairly knowledgeable about their own health status but are somewhat less knowledgeable about their health insurance benefits.

About two-thirds of respondents are extremely or very knowledgeable about their personal health conditions and the prescription drugs they are taking, but interestingly only about half say they are extremely or very knowledgeable about their health insurance benefits. Half of respondents say they are extremely or very knowledgeable about the quality of care given by health care providers and the availability of health care providers in their area.

**Knowledge of Health Status and Health Issues
(N=1,427)**

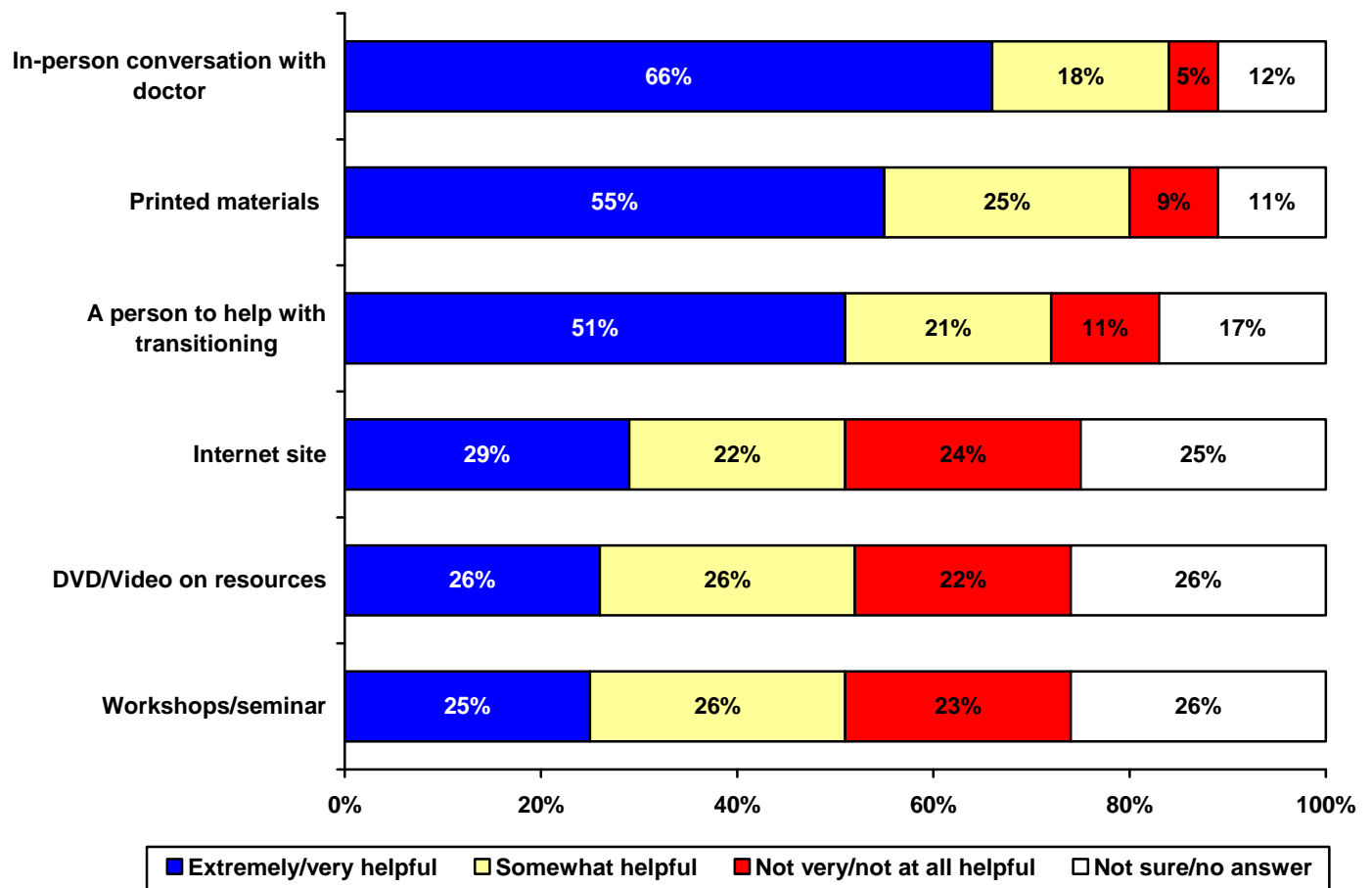


Health Care Information and Resources

Wyoming residents would find an in-person conversation with their doctor the most helpful resource when facing changes to their care plan.

When receiving medical care from a hospital, assisted living facility, nursing home or rehabilitative center, or a home health aide, two-thirds of survey respondents say they would find an in-person conversation with their doctor or health care provider about changes to their care plan extremely or very helpful. More than half say they would find printed materials or a person to help with transitioning between care facilities extremely or very helpful. Fewer respondents say they would find an Internet site, a DVD or video, or workshop seminars helpful.

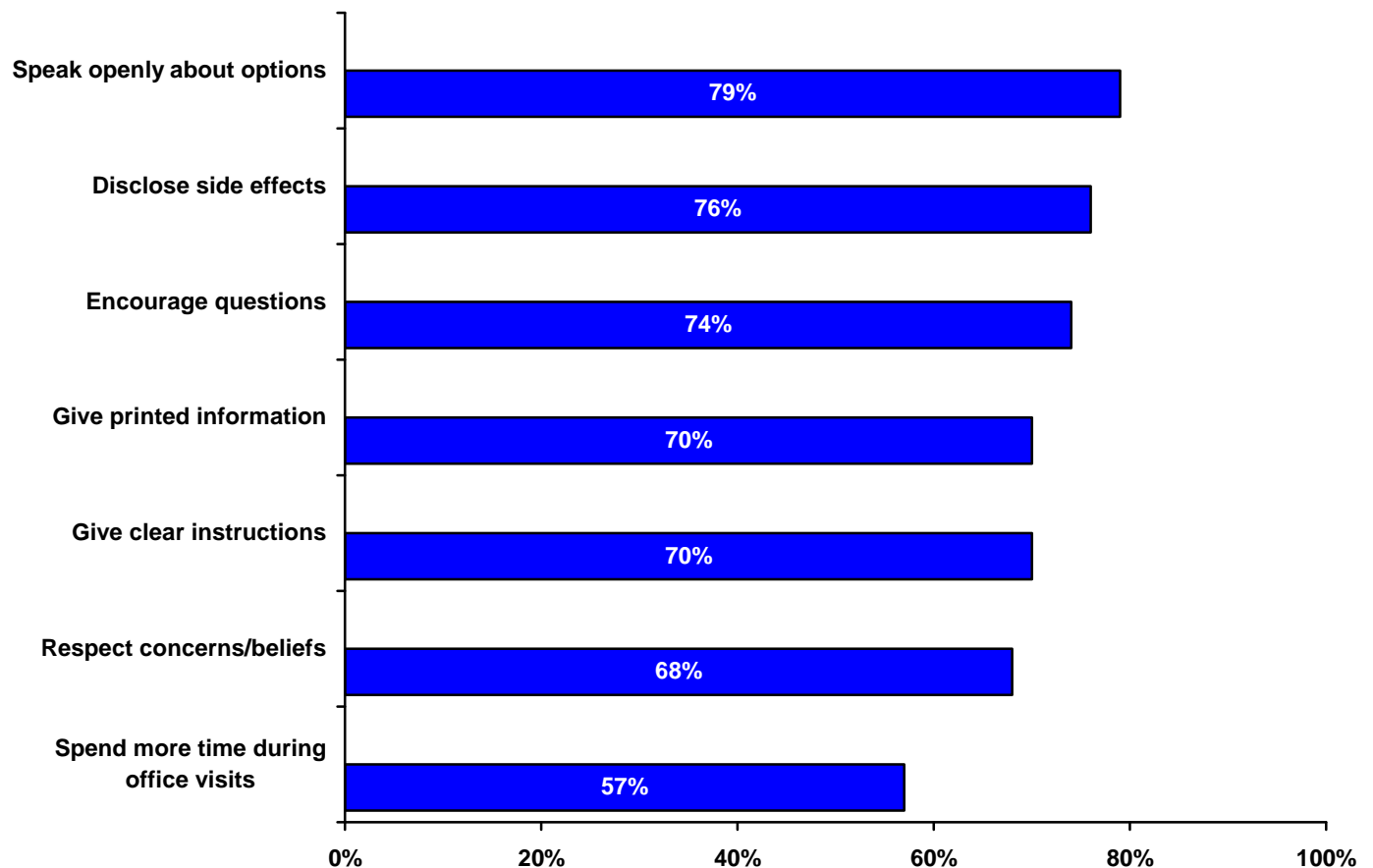
Helpfulness of Health Resources When Receiving Medical Care from a Health Care Facility or Home Health Aide (N=1,427)



Wyoming residents age 50 and older want their health care providers to disclose more information about care options and side effects, as well as encourage more questions from patients.

Survey respondents were asked about what things their doctors and health care providers could do that would help them to make better decisions about their health care. About three-quarters say that their doctors and health care providers could speak more openly about options for care, inform them about potential complications of side effects and what to do if these occur, and encourage questions. Seven in 10 say giving printed information and clear instructions, and respecting their concerns and beliefs would help them make better decisions about their health care. It is interesting to note that respondents ranked having their doctors spend more time with them during office visits lower than any other health care provider action because what they want most from their doctors is for them to speak more about treatment options, possible side effects, and give patients time to ask more questions.

Actions Health Care Providers Could Take to Help Patients Make Better Decisions About Medical Care (N=1,427)

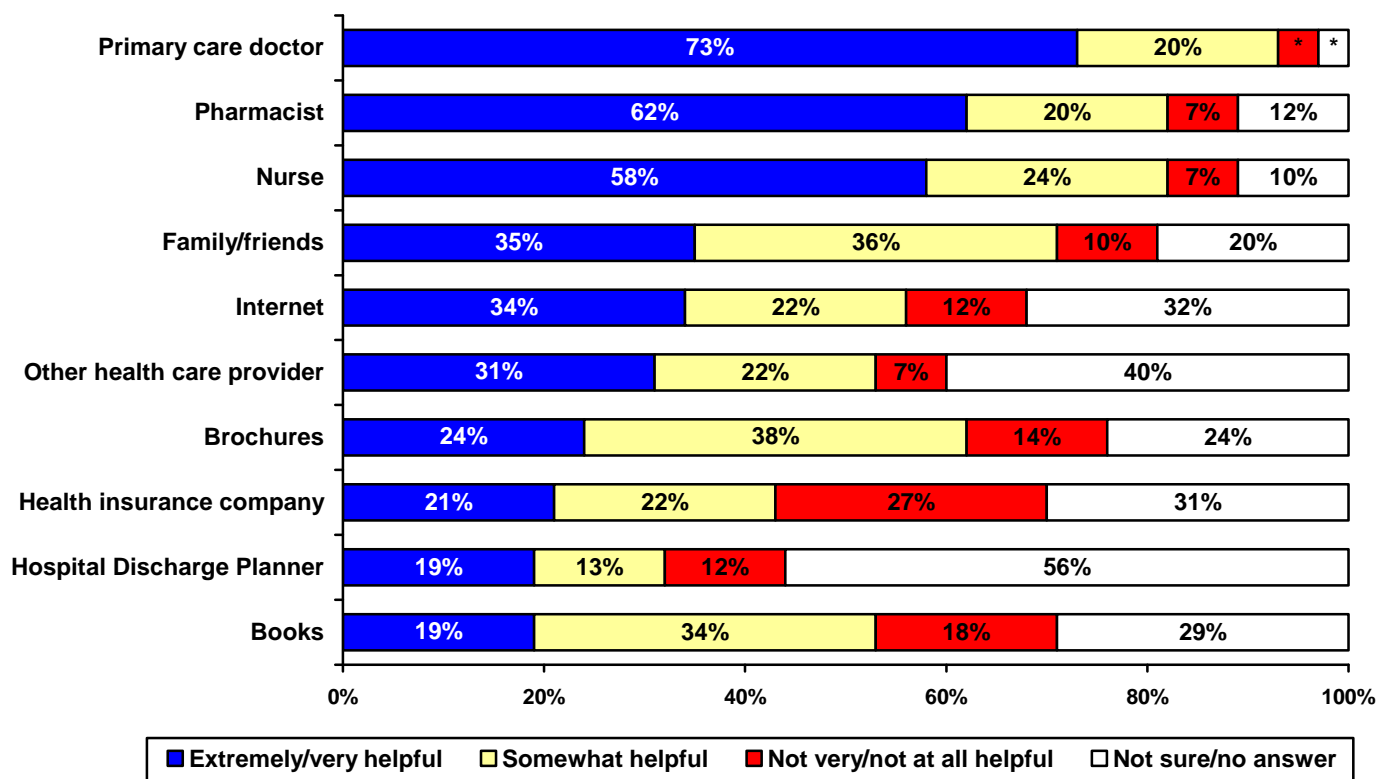


*Graph shows respondents who checked “yes” under each health care provider action.

Wyoming residents age 50 and older say their primary care doctors are the most helpful information source on health care.

Survey respondents were given a list of health information sources and asked to rate how helpful each source is in getting the health information they need. Approximately three-quarters of survey respondents say that their primary care doctors are extremely or very helpful sources. About three in five say pharmacists and nurses are extremely or very helpful. It is important to note that although only a third of respondents say they find the Internet a helpful resource, over three-quarters (77%) have Internet access. About three in five (58%) of those respondents with Internet access get online at least once a day.²

**Top Ten Most Helpful Information Sources on Health Care
(N=1,427)**



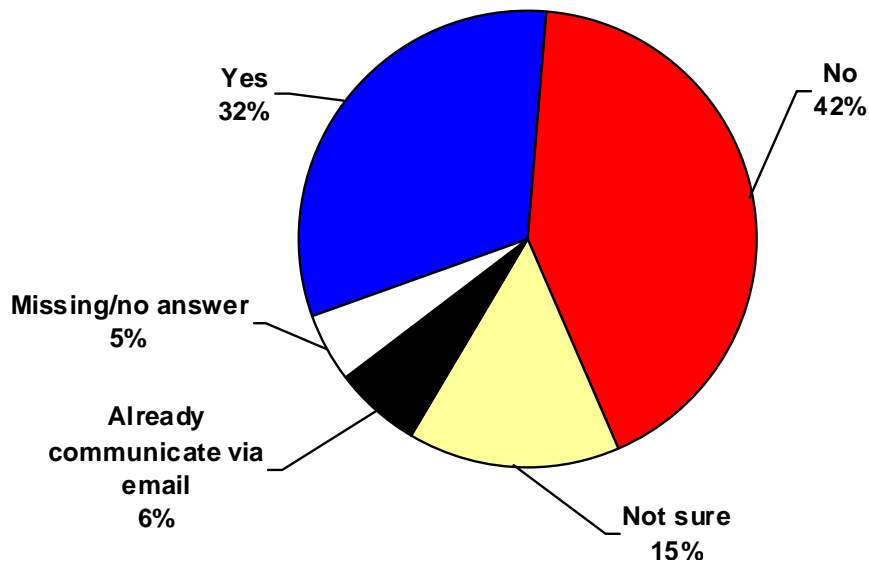
In a separate question, survey respondents were asked how helpful the health information they are currently getting from their doctors and other health care providers is in helping patients to make better decisions about their health care. More than three in five (61%) respondents say the information they currently receive is extremely or very helpful in enabling them to make decisions about their health care, while about a quarter (27%) say they find this information only somewhat helpful.

² See question 20 in the annotated questionnaire for a complete list of ratings on all 19 health information sources asked on the survey.

Wyoming residents age 50 and older vary in their desire to communicate with their health providers through email.

About a third of Wyoming residents surveyed say they would like to be able to communicate with their doctor or other health care provider via email; however, more than two in five say they would not prefer this method of communication.

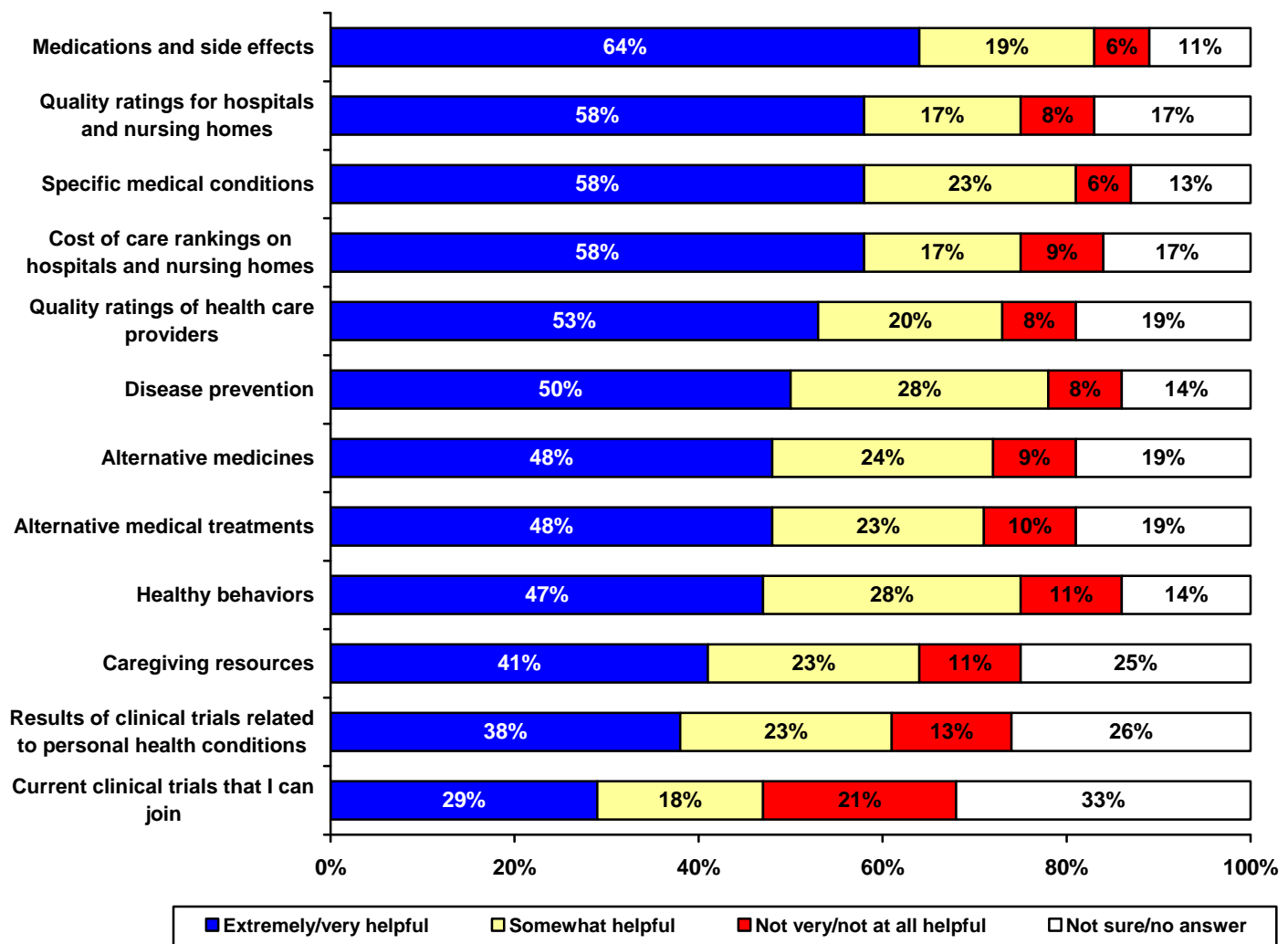
**Desire to Communicate with Doctor or Health Care Provider via Email
(N=1,427)**



Wyoming residents age 50 and older want information on medications, medical conditions, and cost and quality of hospitals and nursing homes.

Survey respondents were given a list of health topics and asked how helpful it would be to have more information on these topics. About three in five survey respondents say that it would be helpful for them to have more information on medications and their side effects, quality ratings and cost rankings for hospitals and nursing homes, and specific medical conditions. About half would find more information on quality ratings of health care providers, disease prevention, alternative medicines and medical treatments, and healthy behaviors extremely or very helpful.

**Helpfulness of Information on Health Care Topics
(N=1,427)**

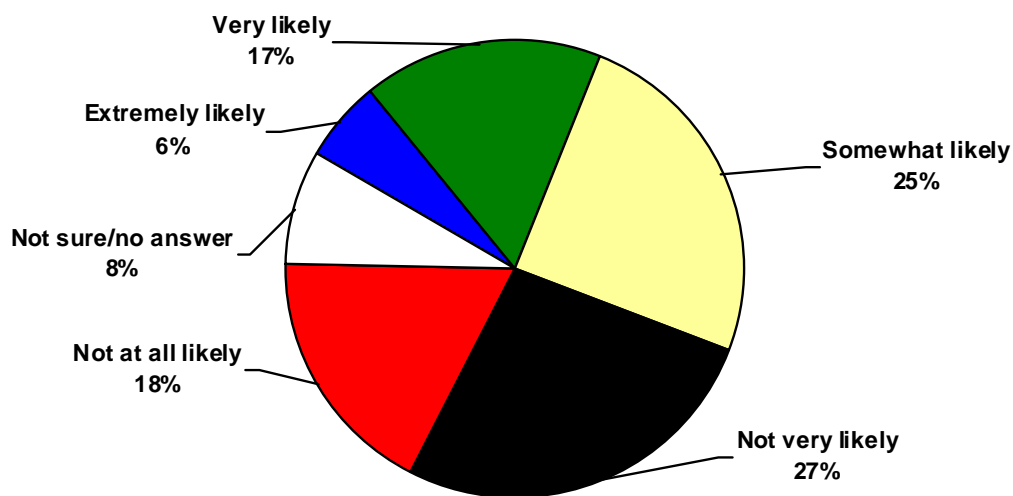


About three in ten (31%) survey respondents say it is very easy to get the health information they need to make decisions about their health care and about a third (37%) say it is somewhat easy. On the other hand, one in five (20%) says it is neither easy nor difficult and another one in ten (8%) says it is somewhat or very difficult to get the health information they need.

Wyoming residents age 50 and older vary in their likelihood of using a resource counselor to help them navigate through the health care system.

About a quarter of survey respondents say they would be extremely or very likely to use a resource counselor who is trained to assist them with getting health information and services they need, including assistance filling out paperwork, at no cost. Another quarter say they are somewhat likely; however, nearly half say they are not very or not at all likely to use this service.

**Likelihood of Using a Resource Counselor
(N=1,427)***

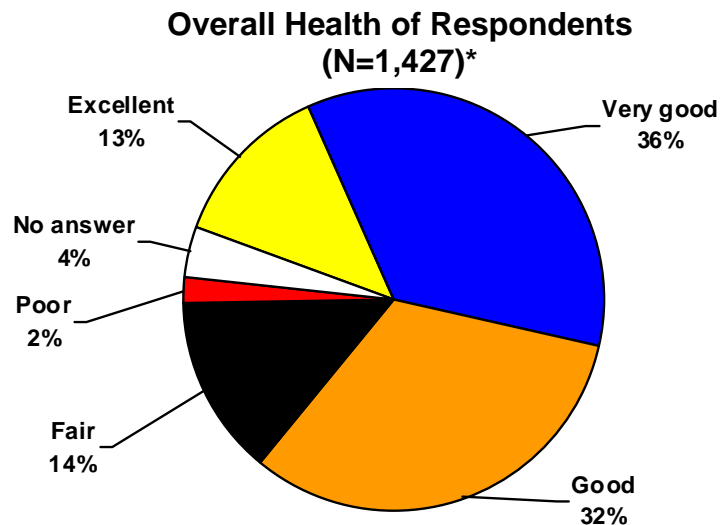


*Percentages do not sum to 100 due to rounding.

Health Status and Conditions

Most Wyoming residents age 50 and older report that they are in excellent, very good, or good health.

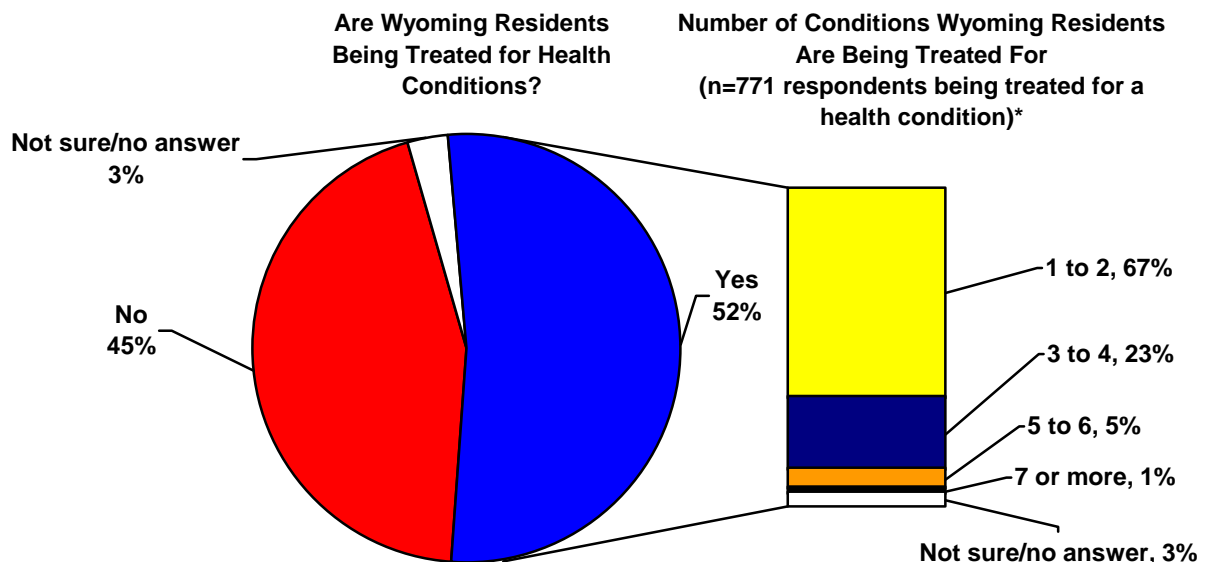
Nearly four in five (82%) of respondents say they are in excellent, very good, or good health while only one in six views themselves as being in fair or poor health.



*Percentages do not sum to 100 due to rounding.

Although most Wyoming residents age 50 and older believe they are in good health; many say they are being treated for various on-going health conditions.

Approximately four in five (82%) of the Wyoming residents surveyed say they are in excellent, very good, or good health. However, more than half of all respondents report that they are currently being treated for a health condition. Of those respondents being treated for a health condition, two-thirds say they are being treated for one or two conditions and another quarter are being treated for three or four health conditions.

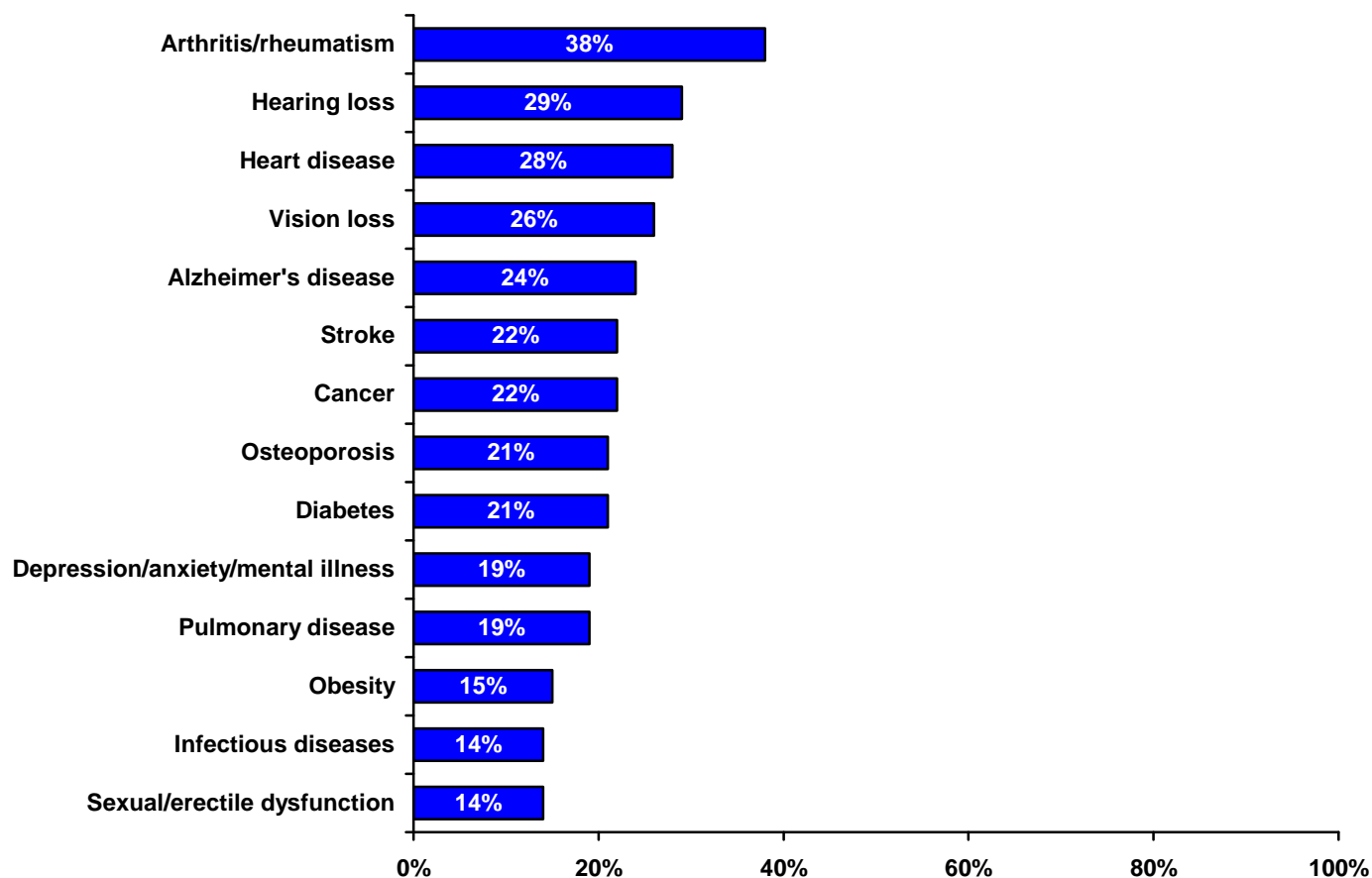


*Percentages do not sum to 100 due to rounding.

Wyoming residents age 50 and older are most interested in receiving information about arthritis, hearing and vision loss, heart disease, and Alzheimer’s disease.

Wyoming residents surveyed seek information related to their health conditions. Nearly two in five survey respondents say they would like to receive more information about arthritis/rheumatism, while about a quarter would like information on hearing and vision loss, heart disease, and Alzheimer’s disease. One in five is interested in information on stroke, cancer, osteoporosis, diabetes, depression, and pulmonary disease. Fewer respondents want to know more about obesity, infectious diseases, and sexual/erectile dysfunction.

Health Conditions Wyoming Residents Want More Information About (N=1,427)*



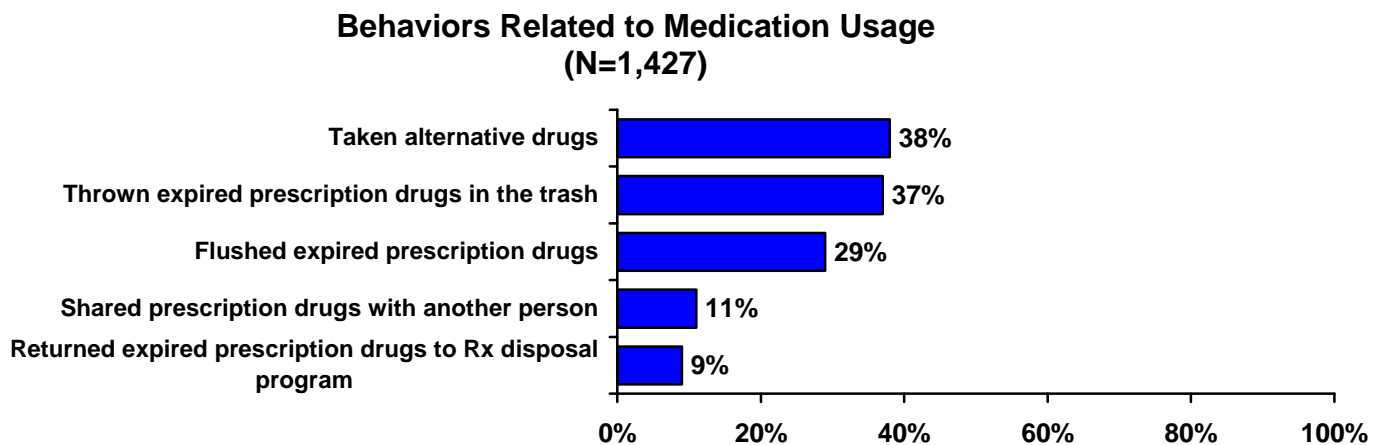
*Graph shows percentage of respondents who checked “yes” under each health condition.

Health Care Experience

Some Wyoming residents age 50 and older have not sought out medical care in the past two years when care was needed.

Nearly one in five (17%) Wyoming residents surveyed says that there was a time in the past two years when they needed to see a doctor or seek out other medical care but did not. When these respondents (n=287) were asked why they did not seek out medical care when it was needed, about one in ten indicates that it was because their health plan deductibles were too high (13%) or they simply could not get an appointment with a health care provider (10%). Fewer than one in ten says they were too busy (8%), could not take time off of work (7%), used alternative treatments (6%), could not afford to purchase health insurance (5%), or lost their job and health benefits (4%). About a third (31%) of respondents who did not seek out medical care did not answer the question. Interestingly, there were no differences between those respondents who currently have health insurance and those who do not.

Many people who take prescription drugs often seek out alternatives to these drugs and improperly dispose of expired medications. Nearly two in five survey respondents report they have taken alternative drugs, such as herbal supplements, folk remedies, homeopathic treatments, acupuncture, or other non-traditional medicines as a substitute for prescription drugs. About one in ten says they have shared their prescription medications with family members or friends. Many respondents indicate that they have disposed of expired prescription drugs by putting them in the trash or flushing them down the toilet, while few have attempted to dispose of these drugs through an Rx disposal program. It is important to note that in 2005 the Wyoming State Legislature passed the Drug Donation Program Act which allows unused non-expired medications to be donated to participating donation sites in the state in order to be dispensed to individuals who cannot afford their medications. Although survey respondents were asked how they dispose of their expired prescription drugs, the fact that few Wyoming residents are using an Rx disposal program suggests the need for more education and outreach about prescription drug disposal options in the state.



*Graph shows percentage of respondents who checked "yes" under each action.

Many Wyoming residents age 50 and older and their families have recently received medical care in a health care facility or from a home health aide. Most of these residents understood the patient care plans upon leaving the care facility.

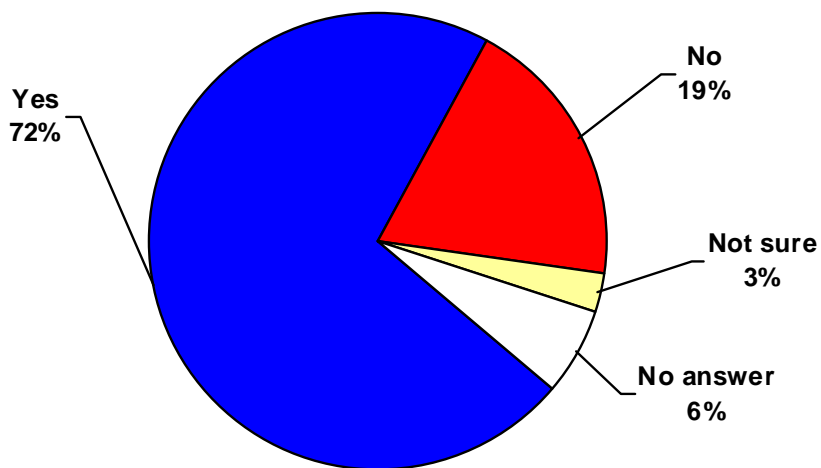
Nearly seven in ten (68%) survey respondents say they or a family member or friend have received medical care from a hospital, assisted living facility, nursing home or rehabilitative care center, or a home health aide in the last three years.

Survey respondents who have had recent experience with a health care facility were asked if they understood the patient care plan, if their health care provider followed-up on the care plan, and how satisfied they were with follow-up after being discharged from a care facility or from the home health aide's care. More than four in five (84%) of these respondents say they understood the instructions that were provided in the patient care plan, regarding such things as medications, treatments, diet, physical therapy, and follow-up check-ups.

Nearly three-quarters (72%) of respondents say the doctor or primary health care provider followed up with them and/or the patient who received care. Sixty-nine percent of these survey respondents say they were extremely or very satisfied with the follow-up. Twenty-one percent were only somewhat satisfied and four percent were not very or not at all satisfied with the follow-up that was provided.

About one in five (19%) respondents reports that no follow-up was provided after leaving the health care facility or receiving care from a home health aide. One-quarter (24%) of these respondents also report that they or a family member or friend was re-admitted to the hospital or care center within three months to be treated for the same condition.

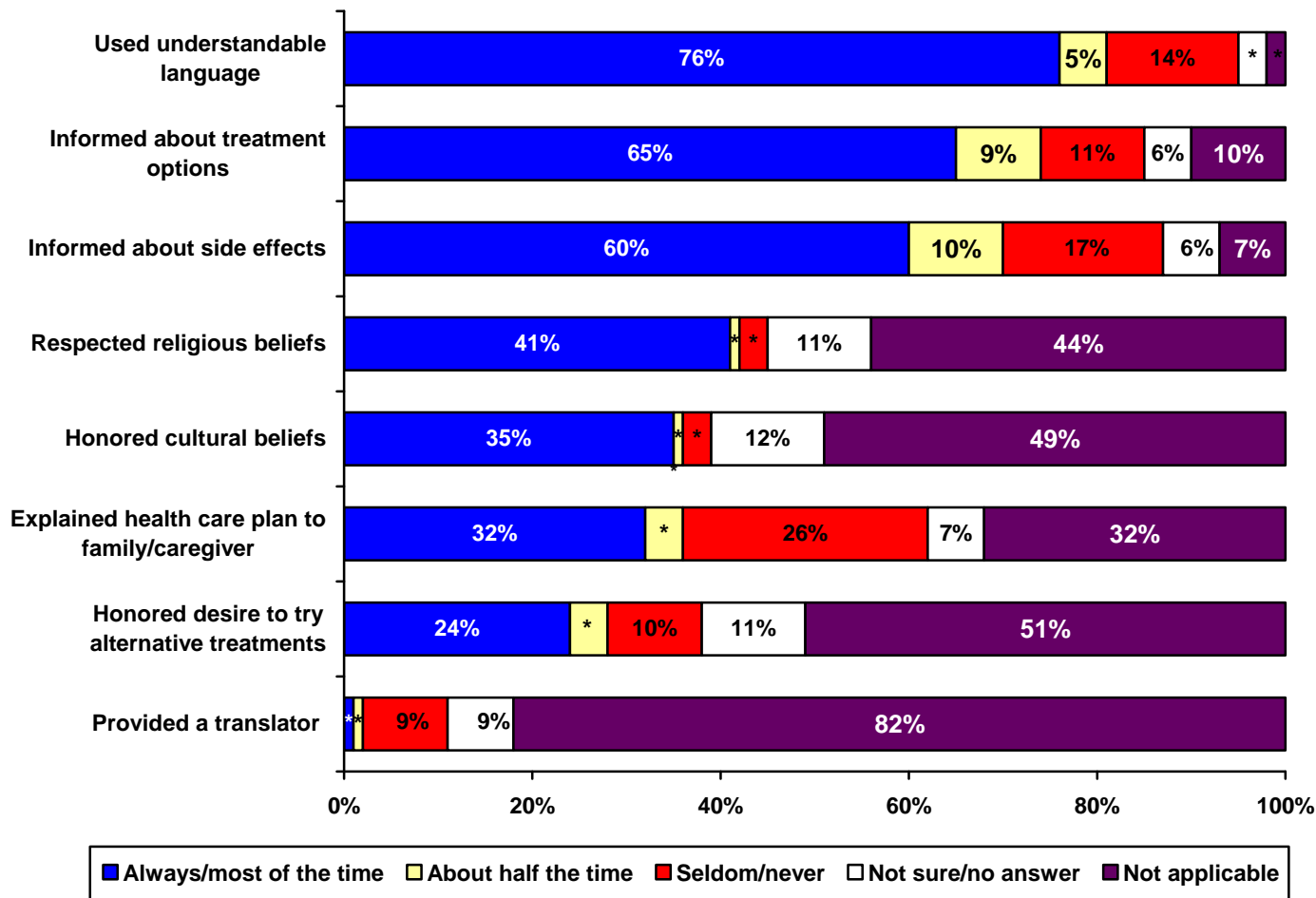
Follow-Up by Doctor or Health Care Provider on the Patient Care Plan
(n=932 respondents with health care facility experience in last 3 years and who were eligible to receive a patient care plan)



Wyoming residents age 50 and older are able to effectively communicate with their doctors and feel informed about their treatment options and medications.

Three-quarters of Wyoming survey respondents say that their doctor used words they could understand during their recent office visits. About three in five respondents say their doctor informed them about their treatment options and about potential side effects of medications. About two in five say their doctor respected their religious beliefs.

**Occurrence of Health Care Provider Behaviors
(N=1,427)**



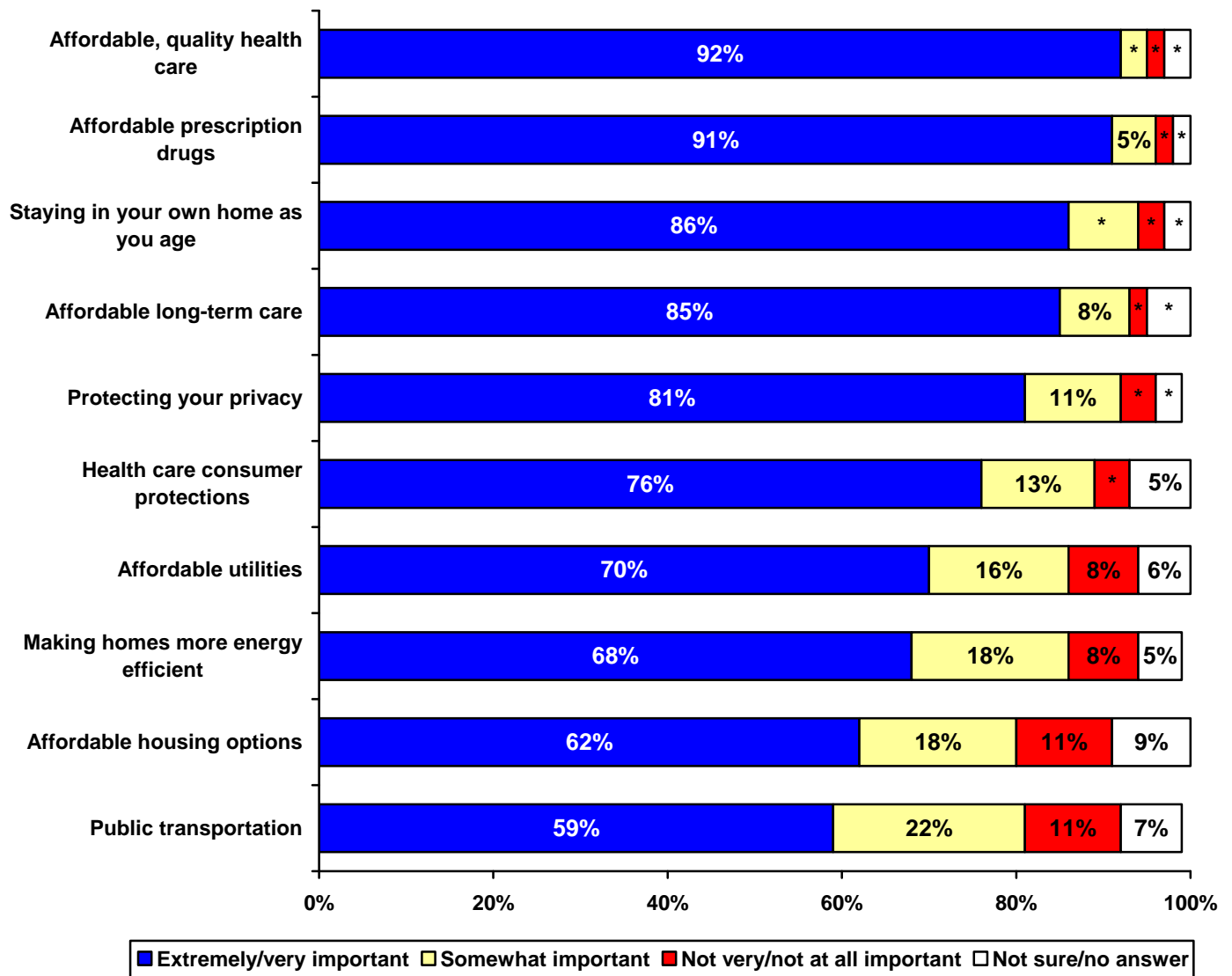
*Denotes a value less than 5%.

Personal Concerns

Issues of quality health and long-term care top older Wyoming residents' personal concerns.

Over nine in ten respondents believe it is extremely or very important for legislators in Wyoming to work on ensuring affordable, quality health care and affordable prescription drugs. About four in five indicate it is extremely or very important for legislators to work on options that allow people to stay in their own home as they age, ensure access to affordable long-term care, and protect people's privacy. Three-quarters say it is extremely or very important to work on health care consumer protections and about seven in 10 say working on ensuring affordable utilities and making homes more energy efficient is extremely or very important.

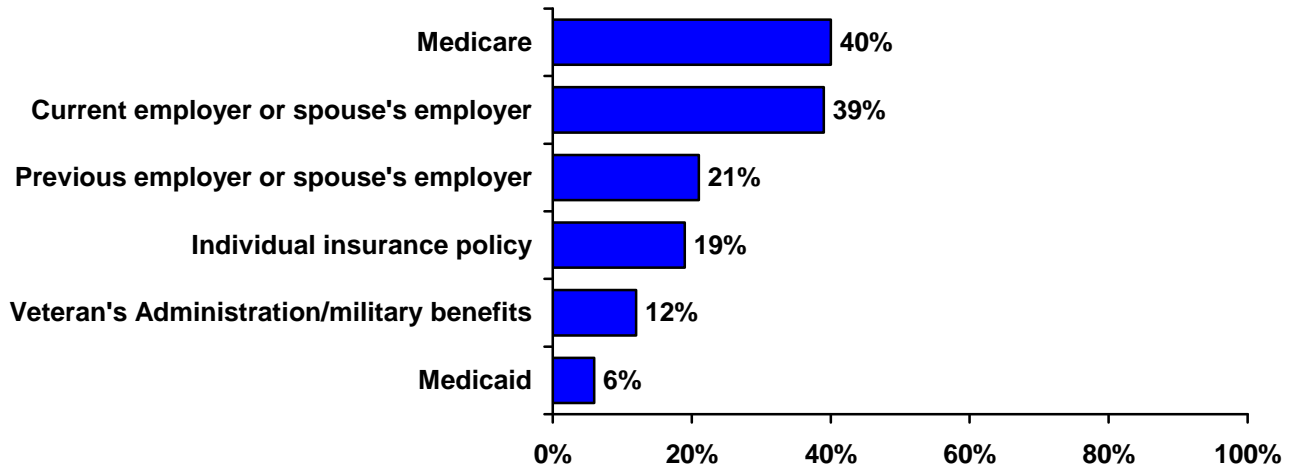
Personal Concerns About Issues that Affect People Age 50 and Older (N=1,427)



Respondent Profile

Nearly nine in ten (88%) Wyoming respondents have some type of health care coverage, while six percent do not have any kind of health care coverage. Most of those without health care coverage are employed (71%). Of those with coverage, most maintain such coverage through Medicare or employer-sponsored coverage. It is important to note that nearly one in five respondents has purchased an individual health insurance policy.

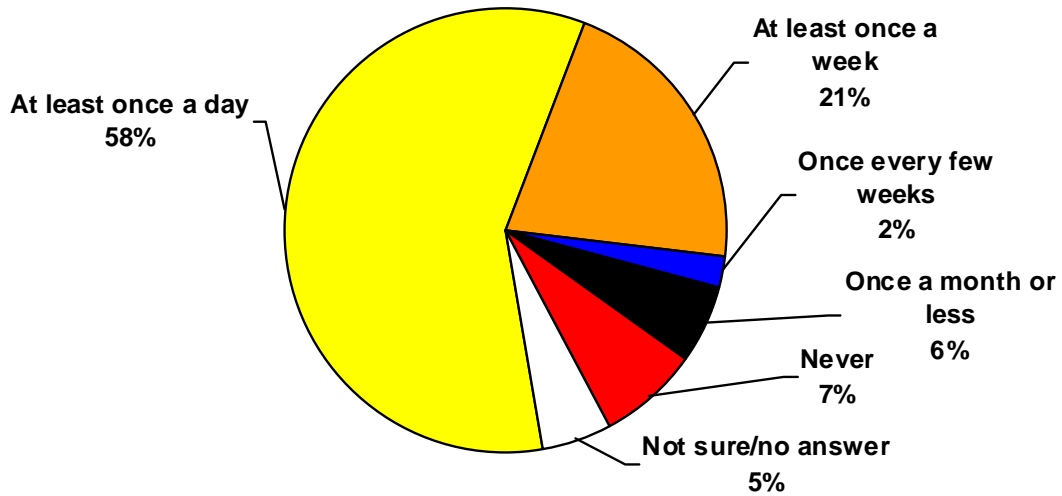
Health Care Coverage
(n=1,342 respondents with health care coverage)*



*Percentages do not sum to 100 due to multiple responses.

More than three-quarters of respondents (77%) have access to the Internet from home, work, or some other source. Most respondents use the internet at least once a day.

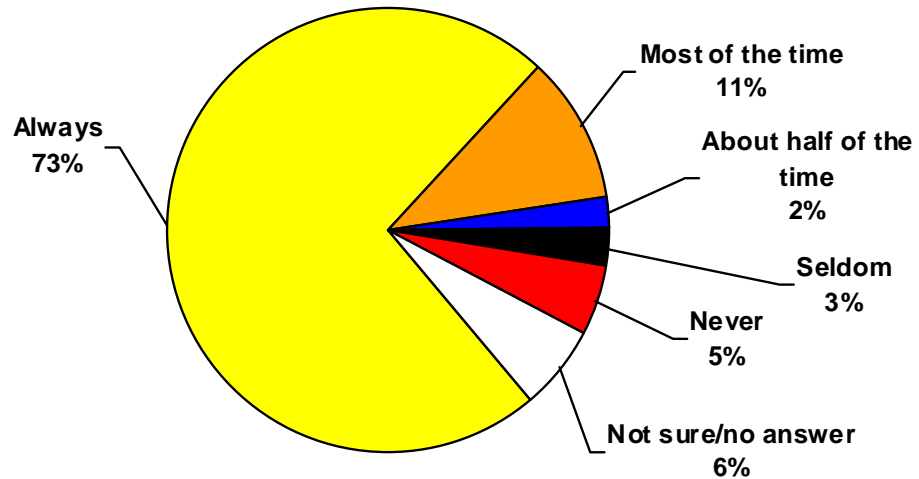
Respondent Internet Use*
(n=1,121 respondents with Internet access)



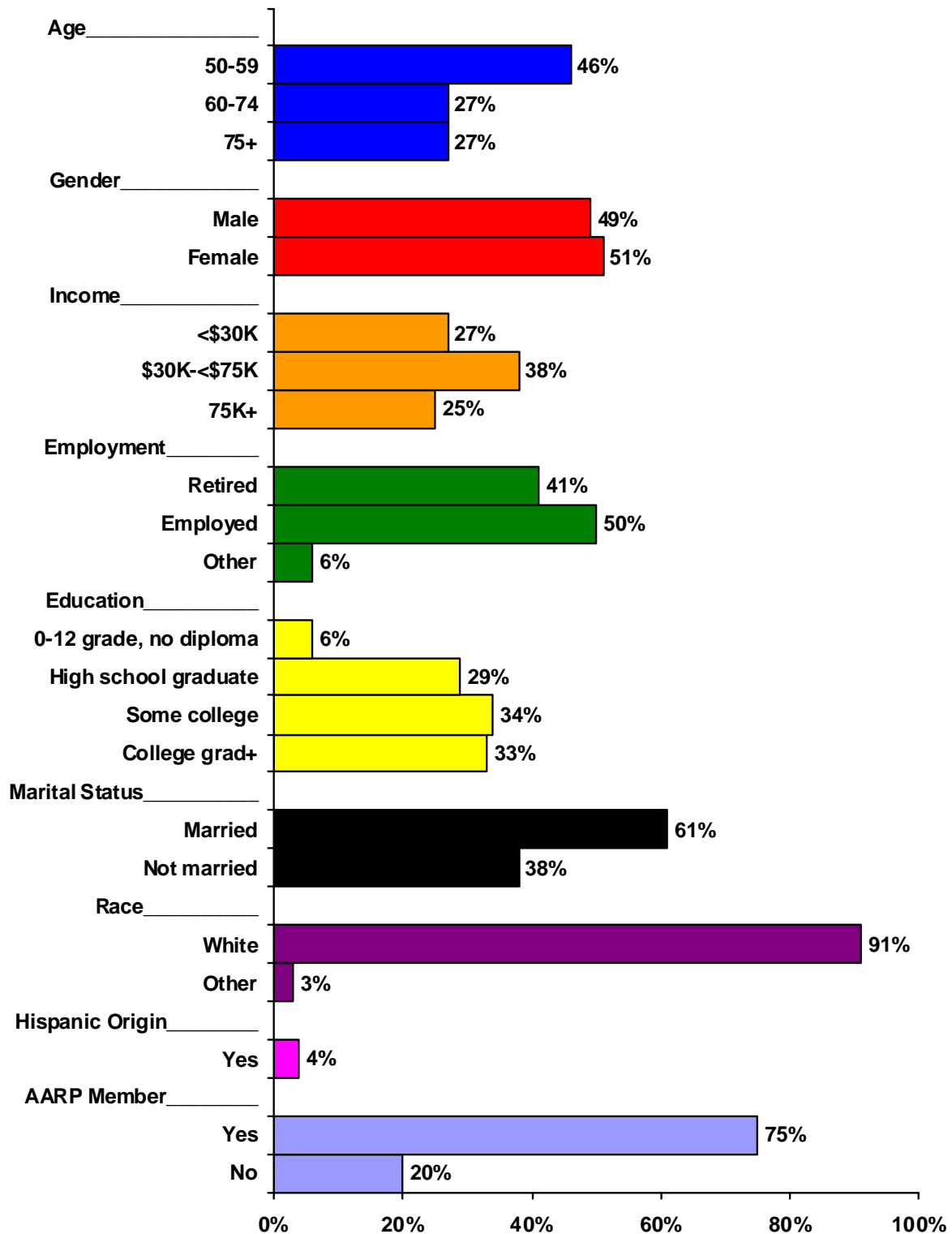
*Percentages do not sum to 100 due to rounding.

Over four in five respondents say they vote *always* or *most of the time* in state elections.

Respondent Voting Frequency
(N=1,427)



Demographics (N=1,427 Wyoming Residents Age 50+)



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

Methodology

The present report is based on data from a mail survey of 4,000 Wyoming residents age 50 and older. The sample was drawn by Survey Sampling, Inc. using existing lists and Census data. Because such lists are not completely accurate, a few residents below age 50 responded to the survey. Residents were contacted four times. They received a pre-notification postcard, a survey, a reminder postcard, and a second survey.

The survey was fielded from September 25th through October 30th and exactly 1,518 surveys were returned by the cut-off date, for a response rate of 38 percent. The survey has a sampling error of +/- 2.6 percent. This means that if 95 out of 100 samples of this same size and population were given this same survey, the responses to the questions would fall within a range of plus or minus 2.6 percentage points of what would have been obtained if every Wyoming resident age 50 and older were asked these same questions. The sample was weighted by age to represent the actual composition of Wyoming residents age 50 and older and the weighted number of respondents is 1,427. The total number of Wyoming residents age 50 and older is 172,715³ and it is important to note that Wyoming has a small and geographically spread out population given the physical size of the state. An annotated questionnaire for the entire sample is contained in the appendices of this report. Percents may not add to 100 percent due to rounding. Also due to rounding, the percents reported in the text may vary slightly from those in the annotation or in graphs.

³ The U.S. Census Bureau 2008 American Community Survey 1 Year Estimates.
http://factfinder.census.gov/servlet/DTable?_bm=y&-context=dt&-ds_name=ACS_2008_1YR_G00_&-mt_name=ACS_2008_1YR_G2000_B01001&-CONTEXT=dt&-tree_id=308&-geo_id=04000US56&-search_results=01000US&-format=&-lang=en.

APPENDIX
ANNOTATED QUESTIONNAIRE

Wyoming Health Information Survey
Survey Sample N=1518 Wyoming Residents Age 50+
(Weighted N=1427; sampling error=+/- 2.6%)

Health Conditions

1. In general, how would you rate your own health right now?

- 13% Excellent
- 36% Very good
- 33% Good
- 14% Fair
- 2% Poor
- 3% Missing/No Answer

2. Which of the following health conditions would you like more information about?

(Please check a “yes” or “no” box for each health condition)	Yes	No	Missing
	▼	▼	▼
a. Heart disease	28%	53%	19%
b. Diabetes.....	21%	57%	22%
c. Arthritis/rheumatism	38%	43%	19%
d. Vision loss.....	26%	53%	21%
e. Hearing loss.....	29%	51%	20%
f. Alzheimer’s disease/dementia.....	24%	53%	22%
g. Obesity	15%	60%	24%
h. Cancer.....	22%	55%	23%
i. Stroke	22%	55%	23%
j. Pulmonary (lung) disease.....	19%	59%	22%
k. Infectious diseases.....	14%	60%	26%
l. Osteoporosis.....	21%	56%	23%
m. Sexual/erectile dysfunction	14%	61%	25%
n. Depression/anxiety or other mental health issues	19%	56%	25%
o. Other, please specify:_____	9%	91%	0%

3. Are you currently being treated for any of the conditions listed in question 2?

- 52% Yes
- 45% No → **SKIP TO QUESTION 5**
- 1% Not sure → **SKIP TO QUESTION 5**
- 3% Missing/No Answer

4. How many of the conditions listed in question 2 are you currently being treated for?

N=771

67%	One or two
23%	Three or four
5%	Five or six
1%	More than six
1%	Not sure
3%	Missing/No Answer

Health Care Experience and Information

5. Was there a time in the past 2 years when you needed to see a doctor or seek out medical care but did not?

17%	Yes
79%	No → SKIP TO QUESTION 7
1%	Not sure → SKIP TO QUESTION 7
3%	Missing/No Answer

6. What was the main reason you did not seek out medical care?
(Please check only one answer) N=288

10%	I could not get an appointment
2%	I didn't have transportation
8%	I was too busy
7%	I couldn't take time off of work
6%	I used an alternative treatment such as acupuncture, herbal supplements, folk remedies
4%	I lost my job and health benefits
1%	Health benefits were not offered through my employer
1%	Health benefits were offered through my employer but I could not afford the premiums
5%	I could not afford to buy health insurance on my own
3%	No health insurance was available because of a pre-existing medical condition
13%	My health plan deductible was too high
10%	Not sure
31%	Missing/No Answer

7. Thinking about prescription drugs that you are currently taking or have taken in the past, have you ever done any of the following?

	Yes ▼	No ▼	Not Sure ▼	Missing ▼
a. Shared your prescription drugs with a family member or friend.....	11%	86%	<.5%	3%
b. Thrown expired prescription drugs in the trash.....	37%	57%	2%	4%
c. Flushed expired prescription drugs down the toilet	29%	66%	1%	4%
d. Returned expired prescription drugs to a Rx disposal program	9%	85%	1%	6%
e. Taken or used any alternative drugs, such as herbal supplements, folk remedies, homeopathic treatments, acupuncture, or other non-traditional medicines.....	38%	59%	1%	3%

8. A resource counselor is someone who is trained to assist you with getting health information and services you need, including assistance filling out paperwork, at no cost to you. How likely are you to use a resource counselor if one were available in your community?

6%	Extremely likely
17%	Very likely
25%	Somewhat likely
27%	Not very likely
18%	Not at all likely
6%	Not sure
2%	Missing/No Answer

9. In the past 3 years, have you or a family member or close friend received medical care from a hospital, assisted living facility, nursing home or rehabilitative care center, or home health agency?

68%	Yes
29%	No → SKIP TO QUESTION 14
1%	Not sure → SKIP TO QUESTION 14
3%	Missing/No Answer

For questions 10 through 13, please answer based on the most recent hospital or other care center experience over the past three years that you are the most familiar with, whether the patient during that experience was you or a family member or close friend.

10. When you or your family member or friend left the hospital or other care center did you understand the instructions provided in the patient care plan, regarding such things as needed medications, treatments, diet, physical therapy and checkups in order to be able to take care of yourself or your family member or friend? N=1003

- 84% Yes
- 3% No
- 3% Did not receive a patient care plan → *SKIP TO QUESTION 13*
- 1% Patient is still receiving care in or from the care facility → *SKIP TO QUESTION 14*
- 2% Patient passed away while in the care facility → *SKIP TO QUESTION 14*
- 1% Not sure → *SKIP TO QUESTION 13*
- 6% Missing/No Answer

11. Did the doctor or primary health care provider follow up with you or your family member or friend on the patient care plan? N=932

- 72% Yes
- 19% No → *SKIP TO QUESTION 13*
- 3% Not sure → *SKIP TO QUESTION 13*
- 6% Missing/No Answer

12. How satisfied were you or your family member or friend with the doctor's or primary health care provider's follow up on the patient care plan? N=729

- 21% Extremely satisfied
- 47% Very satisfied
- 21% Somewhat satisfied
- 3% Not very satisfied
- 1% Not at all satisfied
- 1% Not sure
- 6% Missing/No Answer

13. Did you or your family member or friend return to the hospital or other care center within 3 months to be treated for the same condition? N=972

- 19% Yes
- 73% No
- 3% Not sure
- 4% Missing/No Answer

14. How helpful would you find each of the following sources when receiving medical care from a hospital, assisted living facility, nursing home or rehabilitative care center, or home health agency?

	Extremely Helpful	Very Helpful	Somewhat Helpful	Not Very Helpful	Not At All Helpful	Not Sure	Missing/No Answer
a. In-person conversation about changes to your care plan with your doctor or other health care professionals	28%	38%	18%	3%	2%	7%	5%
b. A person assigned to help you transition between care facilities or return home	19%	32%	21%	7%	5%	10%	7%
c. Printed materials explaining available services and resources	20%	35%	25%	6%	3%	5%	6%
d. A DVD or video explaining available services and resources	8%	18%	26%	12%	10%	15%	10%
e. An Internet site explaining available services and resources	10%	19%	22%	12%	13%	15%	11%
f. Workshops/seminars for family and caregivers.....	8%	18%	26%	13%	10%	16%	10%

15. How knowledgeable would you say you are about each of the following items?

	Extremely Knowledgeable	Very Knowledgeable	Somewhat Knowledgeable	Not Very Knowledgeable	Not At All Knowledgeable	Not Sure	Missing/ No Answer
	▼	▼	▼	▼	▼	▼	▼
a. Your personal health condition including any potential health risks.....	17%	52%	26%	2%	1%	1%	2%
b. Your health insurance plan benefits	11%	40%	34%	7%	2%	2%	3%
c. Prescription drugs you are currently taking	18%	47%	24%	3%	1%	2%	6%
d. Quality of care provided by doctors or other health care providers	11%	43%	34%	6%	1%	2%	3%
e. Availability of health care providers in your	12%	38%	35%	9%	2%	2%	3%
f. Wellness and disease prevention.....	12%	40%	36%	7%	1%	2%	3%

16. How easy or difficult is it for you to get the health information that you need to make decisions about your health care?

31%	Very easy
37%	Somewhat easy
20%	Neither easy nor difficult
7%	Somewhat difficult
2%	Very difficult
3%	Not sure
1%	Missing/No Answer

17. How helpful is the health information you currently receive from your doctors or other health care providers in helping you to make decisions about your health care?

17%	Extremely helpful
45%	Very helpful
27%	Somewhat helpful
5%	Not very helpful
1%	Not at all helpful
3%	Not sure
2%	Missing/No Answer

18. Thinking about your past few visits with your doctor or primary health care provider, how often did the following occur?

	Always ▼	Most of the time ▼	About half of the time ▼	Seldom ▼	Never ▼	Not Sure ▼	Not Applicable ▼	Missing/ No Answer ▼
a. My doctor used words I could understand.....	38%	38%	5%	9%	5%	1%	2%	3%
b. My doctor explained my health care plan to my family or caregiver.....	15%	17%	4%	11%	15%	2%	32%	5%
c. My doctor respected my religious or spiritual beliefs.....	30%	12%	1%	2%	1%	6%	44%	5%
d. My doctor honored my cultural beliefs.....	25%	10%	1%	1%	1%	6%	49%	6%
e. A translator was provided for me	<.5%	<.5%	<.5%	<.5%	8%	<.5%	82%	8%
f. My doctor honored my desire to try alternative treatments first	11%	12%	4%	5%	5%	5%	51%	6%
g. My doctor informed me about potential side effects of medications.....	29%	31%	10%	11%	6%	2%	7%	4%
h. My doctor informed me about my treatment options.....	34%	32%	9%	7%	4%	2%	10%	4%

19. What could your doctors or other health care providers do to help you understand and make better decisions about your health care? (Please check a “yes” or “no” box for each item)

	Yes ▼	No ▼	Missing ▼
a. Spend more time with me during my office visit.....	57%	37%	5%
b. Give me clear instructions in words that I understand.....	70%	25%	6%
c. Give me printed information.....	70%	24%	6%
d. Encourage me to ask questions	74%	20%	6%
e. Speak openly about my options	79%	16%	6%
f. Respect my concerns and beliefs	68%	25%	8%
g. Inform me about potential complications or side effects and what to do if they occur.....	76%	15%	9%
h. Other, please specify:_____	10%	90%	0%

20. In your experience, how helpful are each of the following sources in getting the health information that you need?

	Extremely Helpful	Very Helpful	Somewhat Helpful	Not Very Helpful	Not At All Helpful	Not Sure	Missing/ No Answer
	▼	▼	▼	▼	▼	▼	▼
a. Your primary care doctor.....	32%	40%	20%	3%	1%	2%	3%
b. Nurse.....	19%	39%	24%	5%	3%	5%	5%
c. Other health care provider.....	10%	21%	22%	4%	3%	26%	14%
d. Pharmacist.....	22%	39%	20%	5%	2%	5%	7%
e. Social worker.....	2%	4%	7%	5%	9%	54%	20%
f. Hospital discharge planner.....	6%	14%	13%	6%	6%	40%	17%
g. Public health office.....	5%	10%	12%	4%	8%	43%	19%
h. Senior center.....	4%	9%	11%	3%	7%	48%	18%
i. Health insurance company.....	7%	15%	22%	14%	13%	20%	11%
j. Family/friends.....	10%	25%	36%	6%	4%	10%	10%
k. Television.....	3%	9%	26%	20%	14%	18%	11%
l. Radio.....	1%	4%	15%	20%	20%	26%	15%
m. Newspapers, magazines.....	3%	10%	34%	14%	11%	16%	11%
n. Books.....	5%	15%	34%	10%	8%	17%	12%
o. Brochures.....	5%	20%	38%	8%	6%	13%	11%
p. Library.....	3%	11%	21%	8%	9%	32%	16%
q. Workshops/Seminars.....	2%	10%	14%	8%	10%	38%	18%
r. Community groups or associations.....	2%	7%	15%	8%	11%	40%	17%
s. Internet.....	11%	23%	22%	4%	8%	18%	14%

21. Would you like to have the ability to communicate with your doctor or other health care providers by email?

32%	Yes
42%	No
6%	I already have the ability to communicate with my doctor or other health care providers by email
15%	Not sure
5%	Missing/No Answer

22. How helpful would it be to have more information on each of the following health topics?

	Extremely Helpful	Very Helpful	Somewhat Helpful	Not Very Helpful	Not At All Helpful	Not Sure	Missing/No Answer
	▼	▼	▼	▼	▼	▼	▼
a. Disease prevention.....	15%	35%	28%	5%	3%	6%	7%
b. Healthy behaviors such as weight loss or exercise	13%	34%	28%	7%	4%	6%	7%
c. Specific medical conditions.....	17%	42%	23%	4%	3%	5%	7%
d. Medications and their side effects	20%	44%	19%	4%	2%	4%	7%
e. Current clinical trials that I can join	11%	18%	18%	12%	9%	23%	10%
f. Results of clinical trials related to my condition	14%	24%	23%	7%	6%	16%	10%
g. Quality of care ratings for health care providers	22%	32%	20%	4%	4%	11%	8%
h. Quality of care ratings for hospitals and nursing homes.....	26%	32%	17%	5%	3%	9%	8%
i. Cost of care rankings on hospitals and nursing homes.....	25%	33%	17%	5%	4%	9%	8%
j. Alternative medical treatments	18%	31%	23%	5%	5%	11%	8%
k. Alternative medicines	18%	31%	24%	5%	4%	11%	8%
l. Caregiving resources	16%	25%	23%	7%	4%	15%	9%

Personal Concerns

23. Below is a list of issues that could affect people age 50 and older. How important do you think it is for state legislators in Wyoming to work on each of the following issues?

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not At All Important	Not Sure	Missing/No Answer
	▼	▼	▼	▼	▼	▼	▼
a. Affordable prescription drugs.....	66%	25%	5%	1%	1%	1%	2%
b. Affordable, quality health care	67%	25%	3%	1%	1%	1%	2%
c. Staying in your home as you age.....	58%	28%	8%	1%	2%	1%	2%
d. Protecting your privacy	56%	26%	11%	3%	2%	1%	3%
e. Health care consumer protections.....	47%	29%	13%	3%	1%	2%	5%
f. Affordable long-term care	57%	28%	8%	1%	1%	1%	4%
g. Public transportation.....	31%	29%	22%	8%	3%	3%	4%
h. Affordable housing options	34%	28%	18%	7%	4%	4%	5%
i. Affordable utility and telecommunications services	41%	29%	16%	5%	3%	3%	4%
j. Making homes more energy efficient.....	39%	29%	18%	5%	3%	2%	3%

About You

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

D1. Are you male or female?

49% Male
51% Female
0% Missing/ No Answer

D2. What is your age as of your last birthday? _____ (AGE IN YEARS)

24% Late Boomers (46-55)
32% Early Boomers (56-64)
28% Silent Generation (65-79)
15% Greatest Generation (80+)
0% Missing/ No Answer

D3. What is your current marital status?

61% Married
2% Not married, living with partner
1% Separated
14% Divorced
18% Widowed
4% Never married
1% Missing/ No Answer

D4. Are you or your spouse currently a member of AARP?

75% Yes
20% No
6% Missing/ No Answer

D5. Besides you, who else now lives in your household? (Please check a “yes” or “no” box for each category)

	Yes ▼	No ▼	Missing ▼
a. Spouse or partner	60%	26%	15%
b. Child/children under 18	6%	68%	26%
c. Child/children 18 or older	10%	66%	24%
d. Grandchildren under 18	3%	71%	26%
e. Grandchildren 18 or older	1%	71%	27%
f. Parents/parents-in-law	2%	71%	27%
g. Other relatives	3%	70%	27%
h. Others not related to you or your spouse or partner	1%	72%	28%
i. No other people in household	35%	44%	21%

D6. Which of the following best describes your current employment status?

- 4% Self-employed, part-time
- 5% Self-employed, full-time
- 9% Employed, part-time
- 33% Employed, full-time
- 41% Retired, not working at all
- 4% Not in labor force for other reasons
- 2% Unemployed but looking for work

D7. What is the highest level of education you have completed?

- 6% K-12th grade (no diploma)
- 29% High school graduate, GED or equivalent
- 22% Post-high school education/training (no degree)
- 12% 2-year college degree
- 12% 4-year college degree
- 6% Post-graduate study (no degree)
- 15% Graduate or professional degree(s)

D8. Are you of Spanish, Hispanic or Latino origin or descent?

- 4% Yes
- 91% No
- 6% Missing/ No Answer

D9. What is your race?

- 91% White or Caucasian
- 1% Black or African-American
- 1% American Indian or Alaska Native
- <.5% Asian
- 0% Native Hawaiian or other Pacific Islander
- 2% Other

D10. 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?

- 88% Yes
- 6% No → *SKIP TO QUESTION D12*
- <.5% Not sure → *SKIP TO QUESTION D12*
- 6% Missing/ No Answer

D11. Do you have health care coverage through the following sources? N=1342

	Yes ▼	No ▼	Missing ▼
a. Current employer or spouse’s current employer	39%	33%	28%
b. Past employer or spouse’s past employer (may be a retirement benefit)	21%	44%	35%
c. On your own through an individual insurance policy	19%	43%	38%
d. Medicare.....	40%	31%	28%
e. Medicaid.....	6%	48%	45%
f. Veteran’s Administration (VA) or military benefits	12%	48%	41%

D12. Thinking about state elections for Wyoming Governor and Legislators in the last ten years, how often would you say you vote?

73% Always
11% Most of the time
2% About half of the time
3% Seldom
5% Never
6% Missing/ No Answer

D13. Do you currently have access to the Internet from your home, work, or from some other source such as your local library?

77% Yes
22% No → *SKIP TO QUESTION D15*
2% Missing/ No Answer

**D14. In general, how often do you go online to access the Internet to send and receive email?
N=1121**

34% Several times a day
24% About once a day
13% Several times a week
8% About once a week
2% About every other week
6% About once a month
7% Never go online to use the Internet or World Wide Web
5% Missing/ No Answer

D15. What is your 5-digit Wyoming ZIP Code? _____

27%	820xx
5%	822xx
2%	823xx
12%	824xx
7%	825xx
17%	826xx
8%	827xx
9%	828xx
10%	829xx
1%	83xxx
3%	Missing/ No Answer

D16. What was your annual household income before taxes in 2008?

3%	Less than \$10,000
12%	\$10,000 to \$19,999
12%	\$20,000 to \$29,999
22%	\$30,000 to \$49,999
17%	\$50,000 to \$74,999
11%	\$75,000 to \$99,999
9%	\$100,000 to \$149,999
4%	\$150,000 or more
4%	Not sure
5%	Missing/ No Answer

**Thank you very much for completing this survey.
Please return your completed survey by October 30, 2009
in the enclosed postage-paid envelope to:
AARP State Research
601 E Street, NW
Washington, DC 20049**



AARP

Knowledge Management

For more information, please contact Joanne Binette at:

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