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# ***Patient Experience March 2009***



## *Method*

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- Telephone surveys utilizing a random probability sample of telephone households were conducted among 2,005 adults to assess their behaviors, attitudes, and experience with several healthcare issues.
- Interviewing took place over March 12-16, 2009.
- The questionnaire was fielded via Opinion Research Corporation's Caravan twice-weekly national telephone omnibus survey.
  - ▣ ORC used a probability sample of telephone households to achieve a nationally representative probability sample and weighted completed interviews by age, sex, geographic region and race.
- The results of this study are intended for external communications. Methodology statement for public release:
  - ▣ The Consumer Reports National Research Center conducted a telephone survey of a nationally representative probability sample of telephone households. 2,005 interviews were completed among adults aged 18+. Interviewing took place over March 12-16, 2009.
    - ⇒ The margin of error is +/- 2.2% points at a 95% confidence level.



## Summary

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- Overall, 18% of respondents reported that they or an immediate family member had acquired an infection as a result of a surgical or non-surgical overnight stay in a hospital or as the result of a medical procedure performed in or out of a hospital.
  - ▣ Compared to other procedures performed in or out of the hospital with 9% reporting an acquired infection, the reported infections as a result of an overnight stay in the hospital were at least 45% higher:
    - ⇒ Stayed overnight in the hospital as a result of surgery (14%)
    - ⇒ Stayed overnight in the hospital for non surgical reasons (13%)
- Respondents reported that these infections were severe (61%) and 35% characterized them as life-threatening.
- These acquired infections resulted in additional out of pocket expenses for 53% and more than two-thirds (69%) had to be admitted to a hospital or extend their stay.
- Surprisingly, 59% felt that hospitals and healthcare professionals were doing enough to prevent patients from acquiring an infection as the result of a hospital stay or medical procedure. Among those that reported that they or an immediate family member had acquired an infection as the result of a hospital stay or other medical procedure, 49% said that hospitals and medical professionals were doing enough to prevent infections.



## Summary

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- Inaccurate, inconsistent, and absent medical records present potential hazards to providing, timely, safe and effective care –
  - ▢ 40% of respondents have had to fill out a medical history more than once for the same doctor or hospital.
  - ▢ 13% have had their medical records lost or misplaced.
  - ▢ 13% of respondents said that incorrect information had been entered into their medical record.
- Accurate and complete information is essential for patient safety –
  - ▢ 9% of respondents reported that they have been given the wrong medicine by the pharmacists when they filled their doctor's prescription.
  - ▢ 7% reported that they have taken a prescription drug that gave them a severe reaction in combination with another drug they were taking.
- More than one-third (37%) said they felt that errors were very common or somewhat common in conducting diagnostic procedures like lab work, CAT scans or blood work. When errors do occur in conducting or interpreting diagnostic procedures, 39% said there was serious risk of harm to the patient and 43% said there was some risk of harm.



## Summary

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- More than one-in-ten respondents reported a diagnostic mishap—
  - ▣ 7% have had diagnostic procedures done over because the first one was lost.
  - ▣ 12% reported that they have had diagnostic procedures that were not done properly.
  - ▣ 11% reported they have had a medical professional misinterpret a diagnostic procedure.
- Respondent also claimed that they felt that some of the diagnostic procedures like lab work, CAT scans or blood work were not needed. Nearly one-in-five respondents (18%) reported that they feel they have received a diagnostic test that was unnecessary.
- Virtually all (94%) personally felt it was very important or important to have routine diagnostic tests for the early detection of disease.
  - ▣ More than half (59%) of respondents have discussed testing for the early detection of disease with their doctors. The likelihood of having this discussion increases sharply with age. Among those 65 or older, 74% have had this discussion with their doctors versus 38% of those under 35 years of age.
  - ▣ 55% of respondents reported having taken action – visiting their doctors for routine testing for early detection. This too scales sharply with age:
    - ⇒ 18-34 (30%)
    - ⇒ 35-64 (64%)
    - ⇒ 65+ (73%)



# Incidence of Care

- Nearly nine-in-ten respondents or one of their immediate family members have either been hospitalized or have had some other procedure not involving an overnight stay in a hospital.

QA1AS01S - Have you or an immediate family member EVER... -

	<u>Gender</u>			<u>Age</u>		
	<u>Total</u>	<u>Male</u>	<u>Female</u>	<u>18-34</u>	<u>35-64</u>	<u>65+</u>
	%	%	%	%	%	%
<b><u>Any Hospital Stay/Procedure</u></b>	<b><u>86</u></b>	<b><u>83</u></b>	<b><u>89</u></b>	<b><u>81</u></b>	<b><u>88</u></b>	<b><u>91</u></b>
Stayed overnight in the hospital for non surgical reasons	48	42	54	45	50	54
Stayed overnight in the hospital as a result of surgery	64	58	70	54	67	74
Had some other medical procedure in or out of a hospital	67	63	70	59	70	70
None of these apply to you or an immediate family member	14	17	11	19	12	9
Don't know	0	0	0	-	0	0



# Incidence of Infection

- And among respondents that reported that they or an immediate have been hospitalized or had a procedure outside of the hospital, nearly one-in-five (18%) reported that they or a family member contracted an infection –
  - ▣ 14% among those reporting a surgical stay in the hospital.
  - ▣ 13% among those reporting a non surgical stay in the hospital.
  - ▣ 9% among those that reported a procedure outside of a hospital.

## Reported rate of infection among those who...

	<u>Gender</u>			<u>Age</u>		
	<u>Total</u>	<u>Male</u>	<u>Female</u>	<u>18-34</u>	<u>35-64</u>	<u>65+</u>
	%	%	%	%	%	%
<b><u>Any Infection</u></b>	<b><u>18</u></b>	<b><u>16</u></b>	<b><u>20</u></b>	<b><u>18</u></b>	<b><u>19</u></b>	<b><u>19</u></b>
Stayed overnight in the hospital for non surgical reasons	13	11	15	8	17	13
Stayed overnight in the hospital as a result of surgery	14	13	16	15	14	15
Had some other medical procedure in or out of a hospital	9	8	10	8	10	9



# Severity of Infection

- And among those reporting an infection, nearly two-thirds (61%) said it was life-threatening or severe, and a third (35%) characterized it as life-threatening.
  - ▣ The reported severity of the infection was greatest among those aged 35-64 years versus younger or older adults.

QA2 - And how would you characterize this infection? Would you say it was....  
 (Base: Reported Infection)

	<u>Gender</u>			<u>Age</u>		
	<u>Total</u>	<u>Male</u>	<u>Female</u>	<u>18-34</u>	<u>35-64</u>	<u>65+</u>
	%	%	%	%	%	%
<u>Life threatening/Severe (Net)</u>	<u>61</u>	<u>58</u>	<u>62</u>	<u>50</u>	<u>66</u>	<u>57</u>
Life threatening	35	34	36	30	39	29
Severe, but not life threatening	25	24	26	20	26	27
Moderate	20	20	19	22	19	20
Or, minor	18	21	16	28	13	18
Don't know	2	1	3	-	2	6





# Cost of Infection

- More than half (53%) of those reporting an infection said that treating the infection cost them extra beyond what was covered by insurance. Those most likely to claim additional out-of-pocket costs were under 35 years of age (68%).

**QA3 - And did treating this infection require spending additional money out-of-pocket in addition to what was paid by insurance?  
(Base: Reported Infection)**

	<u>Gender</u>			<u>Age</u>		
	<u>Total</u>	<u>Male</u>	<u>Female</u>	<u>18-34</u>	<u>35-64</u>	<u>65+</u>
	%	%	%	%	%	%
Yes	53	55	52	68	50	45
No	42	41	42	30	44	47
Don't know	5	4	6	1	6	7



# Infection and Hospitalization

- And as the result of the acquired infection, more than two-thirds required an extension of a hospital stay or admission to the hospital.

**QA4 - And did this infection result in the person having to extend their stay in the hospital or did they have to be admitted?**

**(Base: Reported Infection)**

	<u>Gender</u>			<u>Age</u>		
	<u>Total</u>	<u>Male</u>	<u>Female</u>	<u>18-34</u>	<u>35-64</u>	<u>65+</u>
	%	%	%	%	%	%
<b><u>Admitted/Extended Stay (Net)</u></b>	<b><u>69</u></b>	<b><u>76</u></b>	<b><u>64</u></b>	<b><u>75</u></b>	<b><u>69</u></b>	<b><u>57</u></b>
Yes, extended their stay	35	37	33	24	41	34
Yes, were admitted to hospital	34	38	30	51	28	23
No	30	24	34	25	30	40
Don't know	1	-	2	-	1	3



# Adequacy of Efforts to Prevent Infections

- Surprisingly, 59% of respondents felt that hospitals and healthcare professionals do enough to prevent infection. Only one-third (34%) felt they do not do enough to prevent infections.

**QA5 - Do you feel that hospitals and health care professionals do enough to prevent patients from acquiring secondary infections as a result of a hospital stay or other medical procedures?**

	<u>Gender</u>			<u>Age</u>		
	<u>Total</u>	<u>Male</u>	<u>Female</u>	<u>18-34</u>	<u>35-64</u>	<u>65+</u>
	%	%	%	%	%	%
<b>Yes</b>	<b>59</b>	<b>62</b>	<b>56</b>	<b>71</b>	<b>55</b>	<b>49</b>
<b>No</b>	<b>34</b>	<b>31</b>	<b>37</b>	<b>24</b>	<b>37</b>	<b>41</b>
<b>Don't know</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>4</b>	<b>7</b>	<b>10</b>

**Among Those  
That Reported  
an Infection**

	<u>%</u>
<b>Yes</b>	<b>49</b>
<b>No</b>	<b>47</b>
<b>Don't know</b>	<b>4</b>



# Lost Medical Records

- About one-in-eight respondents (13%) reported that they have had their medical records lost or misplaced by a healthcare provider. This was more common among those under 65 years of age (14%) than among respondents 65 or older (7%).

**QA6 - Have you ever had your medical records lost or misplaced by a health care provider?**

	<u>Gender</u>			<u>Age</u>		
	<u>Total</u>	<u>Male</u>	<u>Female</u>	<u>18-34</u>	<u>35-64</u>	<u>65+</u>
	%	%	%	%	%	%
Yes	13	12	13	14	14	7
No	86	87	86	86	85	91
Don't know	1	1	1	0	1	1



# *Incorrect Information in Medical Record*

- Having had incorrect information entered into their medical records was reported by 13% of respondents.

QA7 - Has incorrect information ever been put in your medical records?

	Total	Gender		Age		
		Male	Female	18-34	35-64	65+
	%	%	%	%	%	%
Yes	13	12	14	10	16	10
No	83	83	83	89	80	85
Don't know	4	4	3	2	4	4



# Medical History

- Two-fifths (40%) of respondents reported that they have had to fill out their medical history more than once for the same doctor or hospital.

**QA8 - Have you ever had to fill in a medical history form -- your history of illnesses, any possible reactions, etc., more than once for the same doctor or hospital?**

	<u>Gender</u>		<u>Age</u>			
	<u>Total</u>	<u>Male</u>	<u>Female</u>	<u>18-34</u>	<u>35-64</u>	<u>65+</u>
	%	%	%	%	%	%
Yes	40	33	46	33	46	36
No	59	65	53	67	54	62
Don't know	1	1	1	0	1	2



# Wrong Prescription

- Nearly one-in-ten (9%) respondents reported that they received the wrong medicine on occasion when they filled their doctor's prescription.

QA9 - Have you ever gotten the wrong medicine from the pharmacist when you filled your doctor's prescription?

	Gender		Age			
	Total	Male	Female	18-34	35-64	65+
	%	%	%	%	%	%
Yes	9	7	10	7	10	9
No	91	93	89	93	90	91
Don't know	0	0	0	-	0	0



# Drug Interactions

- Severe drug interactions were reported by 7% of respondents, with a slightly higher incidence among those 65 or older (9%).

**QA10 - Have you ever taken a prescription drug which gave you a severe reaction to another drug you were taking?**

	<u>Total</u>	<u>Gender</u>		<u>Age</u>		
		<u>Male</u>	<u>Female</u>	<u>18-34</u>	<u>35-64</u>	<u>65+</u>
	%	%	%	%	%	%
Yes	7	6	8	6	7	9
No	92	93	91	93	91	90
Don't know	1	1	1	1	1	1





# Unnecessary Testing

- Nearly one-in-five respondents reported that they feel they have received a diagnostic test that was unnecessary.

QA11 - Have you ever felt that you received a diagnostic medical procedure, like lab work, an X-ray, or a CAT scan that was unnecessary?

	<u>Gender</u>			<u>Age</u>		
	<u>Total</u>	<u>Male</u>	<u>Female</u>	<u>18-34</u>	<u>35-64</u>	<u>65+</u>
	%	%	%	%	%	%
Yes	18	18	19	20	18	19
No	81	81	81	80	82	81
Don't know	1	1	0	-	0	1



# Diagnostic Mishaps

- 7% have had diagnostic procedures repeated because the first one was lost.
- 12% reported that they have had diagnostic procedures that were not done properly.
- 11% reported they have had a medical professional misinterpret a diagnostic procedure.

QA12 - Have you ever had a diagnostic medical procedure, like lab work, an X-ray, or a CAT scan, done over because the first one was lost?

	<u>Total</u>
	%
Yes	7
No	93
Don't know	0

QA13 - Have you ever had a diagnostic medical procedure, like lab work, an X-ray, or a CAT scan that was not done properly or there was an error?

	<u>Total</u>
	%
Yes	12
No	87
Don't know	1

QA14 - Have you ever had a health care professional misinterpret a diagnostic procedure like lab work, CAT scans, or blood tests?

	<u>Total</u>
	%
Yes	11
No	87
Don't know	2



# Perceived Prevalence of Errors in Conducting Diagnostic Procedures

- More than one-third (37%) of respondents felt that it was very common or somewhat common for errors to be made in conducting a diagnostic procedure.

QA15 - How common do you feel it is that an error is made in conducting a diagnostic procedure like lab work, CAT scans, or blood tests? Would you say...

	Gender			Age		
	Total	Male	Female	18-34	35-64	65+
	%	%	%	%	%	%
<b><u>Very/Somewhat Common (NET)</u></b>	<b><u>37</u></b>	<b><u>33</u></b>	<b><u>41</u></b>	<b><u>36</u></b>	<b><u>39</u></b>	<b><u>35</u></b>
Very common	6	6	7	7	6	7
Somewhat common	31	27	34	29	33	28
Rarely	42	43	42	46	41	41
Or, very rarely	17	21	14	19	17	18
Don't know	3	3	3	-	4	6



# Perceived Risk of Diagnostic Errors

- When errors are made in conducting a diagnostic procedure, 39% felt it presented a serious risk of harm to the patient and 43% felt it presented some risk of harm. Few (3%) felt there was no risk of harm.

QA16 - When errors are made in conducting or interpreting a diagnostic test by a health care professional do you feel that...

	Total	Gender		Age			
		Male	Female	18-34	35-64	65+	
	%	%	%	%	%	%	
There is serious risk of harm to the patient	39	34	44	40	40	34	
There is some risk of harm to the patient	43	45	41	39	46	41	
There is little risk of harm to the patient	12	13	10	15	9	15	
There is no risk of harm to the patient	3	4	3	4	2	5	
Don't know	3	3	3	1	3	5	20



# Discussing Early Detection

- More than half of respondents have discussed testing for the early detection of disease with their doctors. The likelihood of having this discussion increased sharply with age.

QA17 - Have you and a doctor discussed testing for early detection and prevention of diseases like cancer, diabetes, or heart disease?

	<u>Gender</u>			<u>Age</u>		
	<u>Total</u>	<u>Male</u>	<u>Female</u>	<u>18-34</u>	<u>35-64</u>	<u>65+</u>
Yes	59	56	62	38	66	74
No	41	44	37	62	34	26
Don't know	0	0	0	-	0	0



# Early Detection

- More than half (55%) of respondents have visited their doctors for routine diagnostic tests for the early detection of disease. This behavior increased sharply with age – 75% among those 65 or older versus 30% among those under 35.

**QA18 - Have you visited a doctor for routine diagnostic tests for the early detection of conditions like cancer, diabetes, or heart disease?**

	<u>Gender</u>		<u>Age</u>			
	<u>Total</u>	<u>Male</u>	<u>Female</u>	<u>18-34</u>	<u>35-64</u>	<u>65+</u>
	%	%	%	%	%	%
Yes	55	51	60	30	64	73
No	44	49	40	70	35	26
Don't know	1	0	1	-	1	1



# The Importance of Testing for Early Detection

- Virtual all (94%) personally felt it was very important or important to have routine diagnostic tests for the early detection of disease.

QA19 - How important personally do you feel it is to have routine diagnostic tests for the early detection of conditions like cancer, diabetes, or heart disease? Would you say...

	<u>Gender</u>		<u>Age</u>			
	<u>Total</u>	<u>Male</u>	<u>Female</u>	<u>18-34</u>	<u>35-64</u>	<u>65+</u>
	%	%	%	%	%	%
<b><u>Very Important/Important (NET)</u></b>	<b><u>94</u></b>	<b><u>92</u></b>	<b><u>96</u></b>	<b><u>92</u></b>	<b><u>96</u></b>	<b><u>93</u></b>
Very important	64	58	69	56	67	68
Important	31	34	27	36	29	25
Unimportant	4	6	2	5	3	4
Very unimportant	1	2	1	3	0	1
Don't know	1	1	1	-	0	2