

APPENDIX A TABLE OF SURVEY RESULTS

This table presents the results of the surveys of patients at the four hospitals included in the CAMS project in Cleveland, Ohio. For comparison purposes, it also presents results of surveys of patients at all urban and suburban hospitals that were included in the CAMS project nationally.

Asterisks in the *Intra-site p value* column indicate statistically significant differences among the Cleveland hospitals, although the statistical chi-square test does not specify which of those differences were significant. A single asterisk (*) indicates $p < 0.05$. Two asterisks (**) indicate $p < 0.01$. (An explanation of p-values is provided at the end of the table.)

The letters in the *Inter-site p-value* column indicate statistically significant differences between one or more of the Cleveland hospitals and the average for all urban and suburban hospitals included in the national CAMS project. The letters in the column indicate which of the Cleveland hospitals significantly differed from the overall average. The letter corresponding to each hospital appears under its name in the column headings. (For example, A refers to Metro Health Hospital.)

	Cleveland, Ohio Hospitals				CAMS Sites		
	Intra-site p-value	Metro Health Hospital --A--	University Hospital --B--	Huron Hospital --C--	Cleveland Clinic --D--	All Urban & Suburban Hospitals	Inter-site p-value
Number of survey respondents		196	174	181	129	4522	
		% ^a	% ^a	% ^a	% ^a	% ^a	
RESPONDENT CHARACTERISTICS							
Age	**						A,C,D
Under 18		20%	22%	7%	16%	17%	
18-29 years		12	26	22	17	27	
30-39 years		26	20	26	24	25	
40-49 years		26	20	27	25	19	
50-64 years		15	10	17	15	11	
65 or older		2	2	1	3	1	
Race/Ethnicity	**						A,B,C,D
White		38	4	1	8	11	
Black		40	93	96	81	46	
Hispanic		8	1	2	2	37	
Other ^b		14	4	1	10	7	
Gender	*						A,C
Male		48	38	56	47	40	
Female		52	62	44	54	60	
Language in which survey administered	—						A,B,C,D
English		95	100	100	100	72	
Spanish		5				28	
Answered on behalf of child	**	15	17	6	14	15	C
FACILITY UTILIZATION							
Used hospital emergency room	—	72	86	93	85	77	B,C,D
Admitted to hospital as inpatient	**	22	31	23	30	32	A,B,C
Used outpatient clinic	**	70	46	38	46	45	A,C

	Cleveland, Ohio Hospitals				CAMS Sites		
	Intra-site p-value	Metro Health Hospital --A--	University Hospital --B--	Huron Hospital --C--	Cleveland Clinic --D--	All Urban & Suburban Hospitals	Inter-site p-value
Use of facility in past year	**						A,C
Once		27	47	51	43	38	
2-4 times		43	44	42	43	42	
5-9 times		18	6	4	10	13	
10 or more times		13	3	3	5	7	
Reason for visit(s)	**						A,B
Chronic problem or Mixed (chronic and non-chronic):	—	41	21	26	38	32	A
Other problem (non-chronic)		59	79	74	63	68	
PERCEPTION OF FACILITY							
Experience of facility's openness to uninsured							
Open and accepting even if can't pay	**	48	57	60	31	61	A,D
Reluctant but accepts you even if can't pay		27	22	22	29	19	A,D
Offers some care if can't pay	**	21	8	11	30	12	A,D
Provides no assistance if can't pay	—	2	2	1	5	3	C
Don't know		7	12	9	6	9	
Opinion of facility's reputation for treating uninsured	**						A,B,C,D
Provides a lot of care for those who can't pay		39	34	33	13	44	
Provides some care		38	28	26	28	24	
Provides very little or no care		11	8	5	34	12	
Don't know		12	30	36	25	20	
SATISFACTION WITH PROVIDERS/COURTESY OF STAFF							
Receptionists/ Admitting clerks	*						B,C
Very satisfactory or satisfactory		84	86	94	83	84	
Unsatisfactory or very unsatisfactory		12	9	3	14	14	
Don't know		4	5	3	3	2	
Nurses	—						C
Very satisfactory or satisfactory		87	94	96	85	88	
Unsatisfactory or very unsatisfactory		11	6	3	15	11	
Don't know		2	1		1	1	
Physician assistants	**						B,C,D
Very satisfactory or satisfactory		75	62	64	62	78	
Unsatisfactory or very unsatisfactory		9	5	3	15	9	
Don't know		18	32	33	22	14	
Examining physicians	—						
Very satisfactory or satisfactory		88	92	94	85	90	

	Cleveland, Ohio Hospitals				CAMS Sites		
	Intra-site p-value	Metro Health Hospital --A--	University Hospital --B--	Huron Hospital --C--	Cleveland Clinic --D--	All Urban & Suburban Hospitals	Inter-site p-value
Unsatisfactory or very unsatisfactory		11	5	5	12	8	
Don't know		2	1	1	2	2	
Social worker	**						B,C,D
Very satisfactory or satisfactory		36	24	18	20	36	
Unsatisfactory or very unsatisfactory		8	3	5	7	10	
Don't know		56	74	77	74	54	
Billing Clerks	**						B,C,D
Very satisfactory or satisfactory		44	32	34	24	49	
Unsatisfactory or very unsatisfactory		19	9	6	10	18	
Don't know		37	59	60	65	33	
Pharmacist	**						B,D
Very satisfactory or satisfactory		45	38	37	22	37	
Unsatisfactory or very unsatisfactory		8	1	3	6	6	
Don't know		49	61	60	73	57	
Treated with respect	—						B,C
Always		60	74	72	52	61	
Sometimes		36	18	26	41	32	
Never		2	4	2	6	4	
Don't know		1	5	1	2	3	
ACCESSIBILITY OF SERVICES							
Hours facility open	—						
Never a problem		74	89	91	84	85	A
Sometimes a problem		20	5	4	9	9	
Often/always a problem		3		1	1	2	
Don't know		5	6	4	6	5	
Hours ER open	—						A,B,C
Never a problem		75	92	94	84	84	
Sometimes a problem		12	5	3	4	6	
Often/always a problem		6	3	1	2	2	
Don't know		7	3	3	10	8	
Location	—						A,B,C
Never a problem		61	81	78	70	69	
Sometimes a problem		25	12	13	16	21	
Often/always a problem		13	5	7	12	8	
Don't know		1	2	2	2	2	
Waiting time to get appointment	**						A,B,C
Never a problem		16	31	22	16	23	
Sometimes a problem		39	20	19	20	20	
Often/always a problem		26	8	5	17	16	
Don't know		16	42	54	46	40	
Waiting time to see provider on day of appointment	**						A,B,C,D
Never a problem		23	33	26	24	26	
Sometimes a problem		36	18	18	19	26	
Often/always a problem		28	14	14	19	26	
Don't know		12	35	43	38	22	
Convenient to public transportation	*						A,C,D
Never a problem		51	48	49	39	43	
Sometimes a problem		17	10	12	10	10	

	Cleveland, Ohio Hospitals				CAMS Sites		
	Intra-site p-value	Metro Health Hospital --A--	University Hospital --B--	Huron Hospital --C--	Cleveland Clinic --D--	All Urban & Suburban Hospitals	Inter-site p-value
Often/always a problem		9	7	7	10	13	
Don't know		24	36	32	42	35	
Transportation assistance if needed	**						C,D
Never a problem		22	27	13	12	22	
Sometimes a problem		10	6	7	4	6	
Often/always a problem		11	9	11	15	13	
Don't know		57	58	70	68	59	
MEDICATIONS							
Medication prescribed		79	69	74	78	74	
If yes, how obtained							
Supplied free	**	27	42	46	36	27	B,C
Used a pharmacy card	**	10	9	2	1	8	C,D
Used a drug store and paid		42	41	36	47	57	A,B,C,D
Didn't get /couldn't afford	**	18	6	21	16	8	A,C,D
Got some/couldn't afford all	**	23	5	9	12	9	A
Other		5	6	2	5	6	C
Medication instructions	—						C
Understood instructions		95	97	94	91	92	
No instructions given		1	1	1	4	3	
Did not understand instructions		4	2	1	2	4	
Did not need medicine for home			1	4	3	1	
Difficulty paying for medications	**						A,B,C,D
Very difficult		60	32	49	51	40	
Not so difficult		23	20	18	19	32	
Easy to pay		3	20	7	8	10	
N/A		14	28	26	22	18	
Needed help paying for medications	**	66	43	47	51	47	A
If yes, did staff ask if help was needed?	*						
Always		11	21	22	14	16	
Often		7	7	4	3	7	
Sometimes		17	3	5	5	13	
Never		65	69	68	78	64	
MEDICAL BILLS							
Difficulty paying for medical care	**						A,B,D
Very difficult		73	52	66	70	61	
Not so difficult		19	23	25	15	30	
Easy to pay		7	25	9	15	10	
Needed help paying the medical bill?	**	83	54	69	71	65	A,B
Did staff offer to find out if financial assistance was available?	**						A,C,D

	Cleveland, Ohio Hospitals				CAMS Sites		
	Intra-site p-value	Metro Health Hospital --A--	University Hospital --B--	Huron Hospital --C--	Cleveland Clinic --D--	All Urban & Suburban Hospitals	Inter-site p-value
Always		17	18	32	12	19	
Often		6	3	5	6	6	
Sometimes		27	13	9	11	19	
Never		50	66	53	71	56	
Type of help offered							
Pay in monthly installments		17	14	11	7	23	A,B,C,D
Reduce amount of bill		8	3	7	4	6	
Waive bill	—	6	4	1	2	4	
Find charitable organization to pay	**	16	10	24	9	10	A,C
Other		9	3	7	13	9	B
FUTURE CARE							
Effect of payment experience on seeking future care at facility							
Will not seek care at facility	**	11	6	8	21	13	B,D
Will use another facility		11	9	8	7	10	
Easier to seek care at facility	**	13	7	6	3	17	B,C,D
Makes no difference	*	67	78	77	67	60	A,B,C
Currently owe facility money		71	60	68	72	61	A,C,D
If yes, will make not seek care in future		32	30	33	37	28	D
If had insurance, would use facility in future	**	76	91	85	80	77	B,C
TRAVEL AND WAIT TIMES							
Travel time, mean (minutes)	**	24.58	18.15	16.55	19.74	21.55	A,B,C
Travel time, median (minutes)		20	15	15	20	18.00	
Days to get appointment, mean	**	13.70	7.88	5.76	15.83	13.55	B,C
Days to get appointment, median		7	5	3.5	7	7.00	
Waiting time to see provider, mean (minutes)	**	57.63	41.11	54.32	47.27	63.24	B
Waiting time to see provider, median (minutes)		45	20	30	30	45.00	

Legend

- a Persons with missing values were excluded from analysis.
 - b “Other” includes Asian/Pacific Islander, Native American, and “mixed.”
 - * $p < 0.05$ for overall chi-square test among facilities for each characteristic listed.
 - ** $p < 0.01$ for overall chi-square test among facilities for each characteristic listed.
 - The cell size was insufficient to conduct an overall chi-square test (more than 20 percent of the cells have expected counts less than five).
- A,B,C,D $p < 0.05$ for overall chi-square test between facility and all urban/suburban hospitals for each characteristic listed. Letter denotes facility (as indicated in column heading). Blank cells in the Inter-site p value column indicate that either no significant difference existed or that the cell size was insufficient.

SO WHAT IS A P-VALUE?

Statistics based on samples are always subject to “sampling error,” that is, there is most likely some difference between the value that a sample yields and the *true* value in the population that the sample represents. Statistics are often given with a range (for example, “plus or minus 3%”) for this reason. Because of sampling error, two numbers based on samples, which appear to be different, may not actually be different; their ranges might overlap.

The p-value is a statistical measure to determine if there is a true, significant difference between compared numbers. The value of $p < 0.05$, which is a standard accepted level of significance, says that the likelihood is small - 5% or less - that the comparison between two sample statistics is *not* the same as the population comparison. The difference is said to be “statistically significant.” The lower the p-value (e.g., $p < 0.01$), the more likely that the differences are significant.

APPENDIX B: SURVEYED FACILITIES BY CAMS SPONSORING ORGANIZATION AND BY TYPE

SURVEYED FACILITIES BY CAMS SPONSORING ORGANIZATION

CAMS SPONSORING ORGANIZATION	SURVEYED FACILITIES
Puentes de Amistad/ Bridges in Friendship Somerton, Arizona	Sunset Health Center Yuma Regional Medical Center
Central CA Legal Services Fresno, California	Community Hospital Poverello House/Holy Cross Center for Women Sequoia Health Foundation Clinics United Health Centers-Mendota United Health Centers-Parlier University Medical Center
LifeLong Medical Care Berkeley, California	Berkeley Primary Care Access Clinic The LifeLong Clinic West Berkeley Family Practice
The Volusia County Access Project Volusia County, Florida	Halifax Keech Health Center Halifax Medical Center Memorial Hospital-West Volusia Volusia County Health Department Clinic, DeLand
Human Services Coalition of Dade County, Inc. Miami, Florida	Jefferson Reaves, Jr. Health Center Dr. Rafael A. Peñalver Clinic
Capital Medical Society Foundation, Inc. Tallahassee, Florida	Bond Community Health Center Leon County Health Department Neighborhood Health Services Tallahassee Memorial Healthcare Emergency Room The We Care Network of the Capital Medical Society Foundation
Southwest Georgia Community Health Institute Albany, Georgia	Albany Area Primary Health Care Palmyra Medical Center Phoebe Putney Memorial Hospital's Emergency Center Southwest Georgia Regional Medical Center
Idaho Primary Care Association Boise, Idaho	Family Health Services Magic Valley Regional Medical Center Mercy Medical Center Terry Reilly Health Services
Campaign for Better Health Care Chicago, Illinois	Mile Square Health Center
Westside Health Authority Chicago, Illinois	Austin Cook County Health Center Circle Family Care/R.M. Gunnar Clinic
Lake Cumberland District Health Department Somerset, Kentucky	Clinton County Hospital Russell County Hospital Wayne County Hospital

Department of Family Medicine, Louisiana State University Healthcare Services Division Baton Rouge, Louisiana	Earl K. Long Medical Center
Health Care Centers in Schools, Inc. Baton Rouge, Louisiana	Istrouma School-Based Health Center
Northern Berkshire Community Coalition North Adams, Massachusetts	North Adams Regional Hospital
Progressive Leadership Alliance of Nevada (PLAN) Las Vegas, Nevada	Sunrise Hospital and Medical Center University Medical Center
The Northwest Bronx Community & Clergy Coalition Commission on the Public's Health System in New York City Bronx, New York	North Central Bronx Hospital
North Carolina Fair Share Raleigh, North Carolina	Wake Medical Center
Universal Health Care Action Network of Ohio (UHCAN) Cleveland, Ohio	Cleveland Clinic Huron Hospital MetroHealth Hospital University Hospital
Legal Aid Society of Greater Cincinnati Cincinnati, Ohio	University Hospital
Project Equality/Oregon Health Access Project Lincoln County, Oregon	Pacific Communities Hospital North Lincoln Hospital
Latino Memphis Conexion Memphis, Tennessee	The Memphis Regional Medical Center
Planned Parenthood of Houston and Southeast Texas, Inc. Houston, Texas	Fannin Family Planning Clinic
Texas Institute for Health Policy Research Austin, Texas	CHRISTUS Jasper Memorial Hospital
Tenants' and Workers' Support Committee Alexandria, Virginia	INOVA Alexandria Hospital
West Virginia Community Voices Partnership Charleston, West Virginia	Boone Memorial Hospital Cabin Creek Health Center Clay County Primary Care West Virginia Health Right, Inc. WOMENCARE

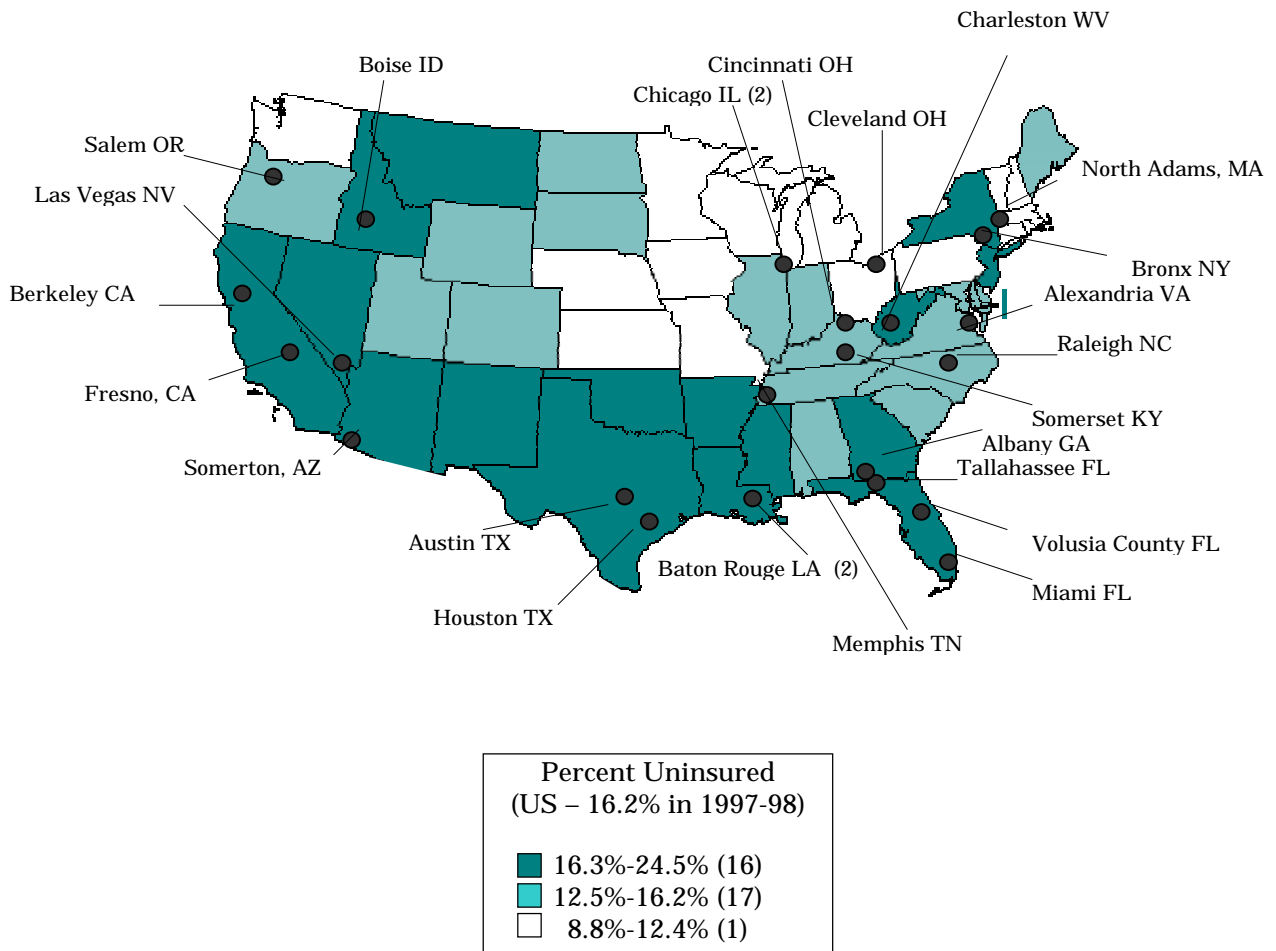
SURVEYED FACILITIES BY TYPE

<i>FACILITIES BY TYPE</i>	<i>LOCATION</i>
Urban/Suburban Hospitals	
Yuma Regional Medical Center	Yuma, AZ
Community Hospital	Fresno, CA
University Medical Center	Fresno County, CA
Halifax Medical Center	Halifax, FL
Tallahassee Memorial Healthcare Emergency Room	Tallahassee, FL
Memorial Hospital	West Volusia County, FL
Palmyra Medical Center	Albany, GA
Phoebe Putney Memorial Hospital's Emergency Center	Albany, GA
Mercy Medical Center	Nampa, ID
Magic Valley Regional Medical Center	Twin Falls, ID
Earl K. Long Medical Center	Baton Rouge, LA
Sunrise Hospital and Medical Center	Las Vegas, NV
University Medical Center	Las Vegas, NV
North Central Bronx Hospital	The Bronx, NY
Wake Medical Center	Raleigh, NC
University Hospital	Cincinnati, OH
Cleveland Clinic	Cleveland, OH
Huron Hospital	Cleveland, OH
Metrohealth Hospital	Cleveland, OH
University Hospital	Cleveland, OH
The Memphis Regional Medical Center	Memphis, TN
INOVA Alexandria Hospital	Alexandria, VA
Rural Hospitals	
Southwest Georgia Regional Medical Center	Cuthbert, GA
Clinton County Hospital	Albany, KY
Wayne County Hospital	Monticello, KY
Russell County Hospital	Russell Springs, KY
North Adams Regional Hospital	North Adams, MA
North Lincoln Hospital	Lincoln City, OR
Pacific Communities Hospital	Newport, OR
CHRISTUS Jasper Memorial Hospital	Jasper County, TX
Boone Memorial Hospital	Madison, WV
Urban/Suburban Clinics	
Berkeley Primary Care Access Clinic	Berkeley, CA
The Lifelong Clinic	Berkeley, CA
West Berkeley Family Practice	Berkeley, CA
Poverello House/Holy Cross Center for Women	Fresno, CA
Sequoia Health Foundation Clinics	Fresno County, CA
Volusia County Health Department Clinic	Deland, FL

Halifax Health Center	Halifax, FL
Bond Community Health Center	Leon County, FL
Leon County Health Department	Leon County, FL
Neighborhood Health Services	Leon County, FL
Dr. Rafael A. Peñalver Clinic	Miami-Dade County, FL
Jefferson Reaves, Jr. Health Center	Miami-Dade County, FL
Terry Reilly Health Services	Boise, ID
Family Health Services	Magic Valley Region, ID
Austin Cook County Health Center	Chicago, IL
Mile Square Health Center	Chicago, IL
Circle Family Care/R.M. Gunnar Clinic	Chicago, IL
Istrouma School-Based Health Center	Baton Rouge, LA
Fannin Family Planning Clinic	Houston, TX
West Virginia Health Right, Inc.	Charleston, WV
WomenCare	Scott Depot, WV
Rural Clinics	
Sunset Health Center	Somerton, AZ
United Health Centers - Mendota	Mendota, CA
United Health Centers - Parlier	Parlier, CA
Albany Area Primary Health Care	Dougherty, Lee, Terrell, and Baker, Calhoun Counties, GA
Clay Primary Care	Clay, WV
Other (Provider Network)	
The We Care Network	Leon County, FL

APPENDIX C: LOCATIONS OF CAMS SPONSORING ORGANIZATIONS AND STATE UNINSURANCE RATES 1997-98

The map below shows the locations of all of the organizations conducting Community Access Monitoring Surveys. It also indicates percentages without health insurance in each state for 1997-98.



APPENDIX D: SURVEY INSTRUMENT

Record time interview begins _____

[If the respondent is answering on behalf of his or her child, mark this box and change the wording in all of the following questions from *you* to *your child*.]

“First, I have a few background questions about your experience at (facility name)

_____:

I. BACKGROUND / DEMOGRAPHICS

1. How many times did you use (facility name) _____ in the past year?

- Once
- 2 - 4 times
- 5 - 9 times
- 10 or more times

Comments: _____

2. Why did you go there? (for what medical problem(s))

3. Did you visit this facility for a problem that bothers you frequently and that you often need care for, or for some other problem?

- For a problem that bothers you frequently like asthma, diabetes or arthritis
Please specify: _____
- Some other problem
- A mix of both

Comments: _____

4a. Did you use the hospital emergency room?

- Yes
- No
- Not applicable

4b. Were you admitted?

- Yes
- No
- Not applicable

4c. Did you visit a clinic as an outpatient?

- Yes
- No
- Not applicable

“Now I would like to ask you a few background questions”

5. Age:

Are you:

- Under 18
- 18-29
- 30-39
- 40-49
- 50-64
- 65 and over

6. Gender:

- Male
- Female

7. Ethnicity/Cultural Heritage:

Do you identify yourself as:

- African American/Black
- Asian/Pacific Islander
- Caucasian
- Hispanic/Latino
- Native American
- Mixed
- Other (Please Specify) _____

8. What is your zip code? _ _ _ _ _

“The next questions are more about (facility name) _____.”

II. PROVIDER HISTORY TOWARD CARING FOR THE UNINSURED

1. In your experience, how open has (facility name) _____ been in offering services to you if you can't pay for medical care? (Choose all that apply)

- Open and accepting even if you can't pay for health care
- Reluctant but accepts you even if you can't pay for health care
- Offers some care if you can't pay
- Provides no care if you can't pay
- Do not know

Comments: _____

2. In your opinion, what is the reputation of (facility name) _____ in providing treatment to people who can't pay for medical care in your community?

- Provides a lot of care in the community for people who can't pay
- Provides some care for people who can't pay
- Provides very little or no care for people who can't pay
- Do not know

Comments: _____

“The next questions ask about the staff at (facility name)

3. In your experience, were the following staff courteous to you when medical care was needed:

Please rate the courtesy and helpfulness overall for (facility name) _____ on a scale from: 1 (Very Satisfactory), 2 (Satisfactory), 3 (Unsatisfactory), 4 (Very Unsatisfactory) or 5 (Don't Know/Not Applicable)

Repeat choices for each question

	<i>Very Satisfactory</i>	<i>Satisfactory</i>	<i>Unsatisfactory</i>	<i>Very Unsatisfactory</i>	<i>Don't Know/Not Applicable</i>
	1	2	3	4	DK/NA
a) Receptionists/ admitting clerks	1	2	3	4	DK/NA
b) Nurses	1	2	3	4	DK/NA
c) Physician's assistants	1	2	3	4	DK/NA
d) Examining physicians	1	2	3	4	DK/NA
e) Social workers	1	2	3	4	DK/NA
f) Billing clerks	1	2	3	4	DK/NA
g) Pharmacy staff	1	2	3	4	DK/NA
h) Others _____	1	2	3	4	DK/NA

4. Are there any special comments you want to make about the way you were treated in the Emergency Room, in any of the clinics, or as an in-patient at (facility name)

_____?

Now I would like to ask you about how easy it was for you to get the services you needed at (facility name) _____ when you were uninsured and trying to get medical care?"

III. ACCESS TO HEALTH SERVICES

1. Please rate the accessibility of services at (facility name) _____ on a scale from: 1 (Never a Problem), 2 (Sometimes a Problem), 3 (Often a Problem), 4 (Always a Problem) or 5 (Don't Know/Not Applicable)

Repeat choices for each question

	<i>Never a Problem</i>	<i>Sometimes a Problem</i>	<i>Often a Problem</i>	<i>Always a Problem</i>	<i>Don't Know/Not Applicable</i>
	1	2	3	4	DK/NA
a) How about the hours that (facility name) _____ is open?	1	2	3	4	DK/NA
b) How about the hours that the hospital emergency department is open?	1	2	3	4	DK/NA
c) How about the convenience of location? How long does it take for you to get there? Time: _____ (in minutes)	1	2	3	4	DK/NA
d) How about the waiting time to get an appointment with a health care provider? Time: _____ (in days)	1	2	3	4	DK/NA
e) How about the waiting time to see the health care provider on the day of your appointment? Time: _____ (in minutes)	1	2	3	4	DK/NA
f) How about getting an interpreter if you need one?	1	2	3	4	DK/NA
g) How about the convenience to public transportation lines?	1	2	3	4	DK/NA
h) How about transportation assistance if needed?	1	2	3	4	DK/NA

Comments: _____

“The next questions are about medications.”

2a. Was medicine prescribed during any of your visits when you were uninsured?

- Yes
- No *(if no, skip to question 4)*

2b. If medication was prescribed, did you get it? (Choose all that apply)

- Yes, supplied free by the staff
- Yes, used a pharmacy card
- Yes, went to pharmacy or drug store and paid
- No, did not get the medication because I could not afford it
- Some, did not get all my medications because I could not afford them
- Other _____

Comments: _____

3. If you needed medicine to take at home, how well did you understand the instructions on how to take the medicine?

- Yes, I understood the instructions
- No instructions were given
- I did not understand the instructions
- I did not need medicine for home

Comments: _____

4. Is there anything else you would like to say about how you were treated, or how easy it was for you to get services or medications at (facility name) _____?

“The next questions relate to language and culture issues at (facility name)

_____.”

IV. LANGUAGE AND CULTURE NEEDS

Note: If the interviewee is fluent in English please check “No” in **Question 1** and go to **Question 6a**

1. When you were treated at (facility name) _____ in the past year was help with translation needed because you spoke little or no English?

- Yes (If yes, please answer the following questions.)
- No (If no, then please go to **Question 6a**)

Comments: _____

2. If you did need help, how available was an interpreter to assist? (Choose one only)

- Very available*—the *doctor* or *nurse* spoke my language and was there for treatment
- Available*— an *interpreter* was there when I was treated
- Not very available*—the wait for someone who spoke my language was a long time
- Unavailable*—someone with me (a friend or family member) had to translate

Comments: _____

3. How good was the health care professional who spoke your language in talking to and understanding your problem? (Choose one only)

- Very good*—the health care person and I understood each other
- Fair*—the health care person and I mostly understood each other, but there was some difficulty in translating questions and in understanding the answers
- Poor*—the health care person and I for the most part could not understand each other

Comments: _____

4. Does (facility name) _____ have any signs in your language in the admitting area or waiting room?

- Yes
- No

Comments: _____

5. Did (facility name) _____ offer you information written in your language to assist in medical care?

- Yes
- No

Comments: _____

6a. Did you feel that the health care professionals treated you with respect?

- Always
- Sometimes
- Never
- Does not apply/Don't Know

Comments: _____

6b. Did the health care professionals who treated you ask you whether you are using traditional methods of healing, like herbs, acupuncture, other?

- Always
- Sometimes
- Never
- Does not apply/Don't Know

Comments: _____

7. Is there anything else you would like to say about language or culture issues at (facility name) _____?

“Finally, I would like to ask you some questions about payment of medical bills.”

V. PAYMENT FOR MEDICAL CARE

1. How difficult was it for you to pay for the cost of medical care at (facility name) _____? (Choose one only)

- Very difficult to pay for medical care
- Not so difficult to pay for medical care
- Easy to pay for medical care

Comments: _____

2. Did you need help in paying the medical bill?

- Yes -- *If yes, go to 2a*
- No -- *If no, go to 3*

2a. If yes, did the staff at (facility name) _____ ask if help was needed?

- Always
- Often
- Sometimes
- Never

Comments: _____

3. Did the staff at (facility name) _____ offer to help you find out if any financial assistance was available?

- Always
- Often
- Sometimes
- Never - *If never, go to 4*

Comments: _____

3a. When they did offer, what kind of financial assistance did they offer? (Choose all that apply)

- Pay some amount every month
- Reduce the amount that had to be paid
- Waived bill altogether
- Help find a charitable organization that would help pay the medical bill (please specify) _____
- Other (please describe) _____

Comments: _____

4. How difficult was it for you to pay for the cost of your medications? (Choose one only)

- Very difficult to pay for medications
- Not so difficult to pay for medications
- Easy to pay for medications
- Not applicable

Comments: _____

5. Did you need help in paying for your medication?

- Yes -- *If yes, go to 5a*
- No -- *If no, go to 6*

5a. If yes, did the staff at (facility name) _____ ask if help was needed?

- Always
- Often
- Sometimes
- Never

Comments: _____

**6. How will the amount of money and the way you had to pay for medical care at (facility name) _____ affect your choosing to seek care there in the future?
(Choose all that apply) (Read the following options to the interviewee)**

- The cost for medical care will make you not seek care at (facility name) _____
- The cost for medical care at (facility name) _____ will make you use another medical care facility
- The cost for medical care will make it easier to seek care at (facility name) _____
- It will not make a difference

Comments: _____

7. Do you currently have unpaid bills or debt owed to (facility name) _____?

- Yes (If yes, go to 7a)
- No (If no, go to 8)

Comments: _____

7a. Would these unpaid bills or debt make you not seek care there in the future?

- Yes
- No

Comments: _____

8. If you had insurance that paid for your medical care, would you use (facility name) _____ in the future?

- Yes
- No

Comments: _____

9. Are there any other comments you would like to make about payment of medical bills or about (facility name) _____ in general?

“Thank you very much for taking the time to complete this survey.”

Time Completed: _____

ACKNOWLEDGEMENTS

The Universal Health Care Action Network of Ohio would like to acknowledge and thank the following staff for their dedication and hard work on the project:

- ◆ Cindy Maxey, Project Coordinator. From the recruitment of surveyors to the completion of the surveys, Cindy provided consistent oversight to ensure that the project was conducted efficiently and produced high quality results.
- ◆ Tim Walters, Survey Coordinator. Tim coordinated the day-to-day management of the project, which included locating survey sites, assigning surveyors, arranging for payments, and addressing any other issues and details as they arose.
- ◆ The Project Surveyors. The surveyors conducted the survey interviews, which often required meeting with respondents at odd times and locations. Particular recognition is due to Larry Griffin, Richard Carr, Greg Balbierz, Doug Reeves, Bonnie Vargo, Linda Miller, Joe Damiano, and the Americorp Project HEAL Corp. Their initiative and tenacity helped ensure the project's success.

UHCAN Ohio would also like to acknowledge and thank the clinics, centers, and churches that allowed us to conduct surveys at their facilities. In particular, recognition is due to Northeastern Neighborhood Health Services, the Free Clinic of Greater Cleveland, Antioch Baptist Church, Calvary Lutheran Church, and University Settlement, whose graciousness in making their sites available was critical in allowing us to complete the project.

The Access Project would especially like to thank the authors, Dennis Andrulis, Christina An, and Carol Pryor for the dedication and energy they devoted to creating not only this report, but the reports for all twenty four sites participating in the CAMS project nationwide.

The Community Access Monitoring Survey project was one that involved our *entire* staff, and we would like to thank all of them for the tremendous amount of time and effort they contributed to making the project a success. Special thanks are due to the following people:

- ◆ Bill Hewett and Meg Baker, who provided invaluable administrative support in the production and coordination of the report

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- ◆ Nancy Kohn, who provided overall coordination of the project and attended to the myriad of details necessary to keep the project on track

In addition, we want to express our appreciation to our colleagues at Community Catalyst Inc., whose participation in the project was essential to its success. In particular, we want to thank Jacquie Anderson who, as site coordinator, consulted with UHCAN throughout the planning and implementation of the project.

We are also grateful to the committed team of trainers from The Medical Foundation's Health Training Innovations program. Laurie Jo Wallace, Moacir (Mo) Barbosa, and Jorge Armesto developed a standard curriculum and conducted interactive one-day training sessions at each site, in a very short period of time, to ensure consistent administration of the survey.