

WE CAN DO BETTER:

New York State Residents Weigh In
on Health Care Quality



Representative survey of 800 adults in New York State.

- What do people think quality means?
- What kinds of information about quality do they want?
- How should the state hold providers accountable for quality?



1

New York State residents worry about health care quality nearly as much as they worry about affordability and insurance coverage.



Figure 1.
Percent of New York State residents who say how much they worry about the following when they need care.

Base:
All respondents, N=800.
*Base: those who have health insurance, N=752.

Numbers may not add up to 100 percent owing to rounding and the less than 1 percent of respondents who refused the question and are not represented in the figure.

2

High-quality health care from a doctor is characterized by a variety of attributes, including correct diagnoses, effective treatments, clear communication and respect.

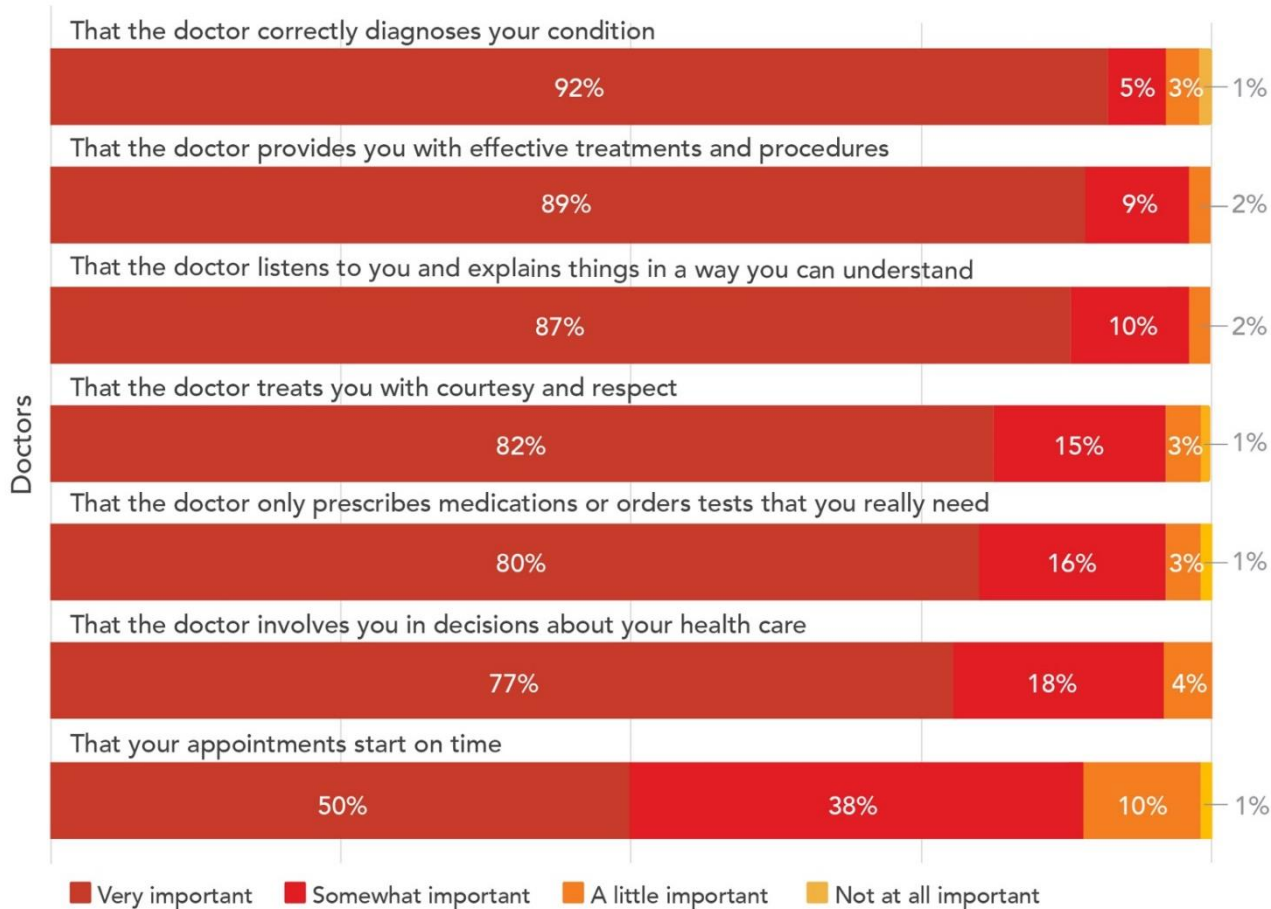


Figure 2. Percent of New York State residents who say how important each of the following is when thinking about what they consider to be high-quality health care from a doctor.

Base: All respondents, N=800.

Numbers may not add up to 100 percent owing to rounding and the less than 1 percent of respondents who answered “Don’t know” and are not represented in the figure.

3

High-quality health care from a hospital is characterized by a variety of attributes, including effective treatments, clear communication and few complications or errors.

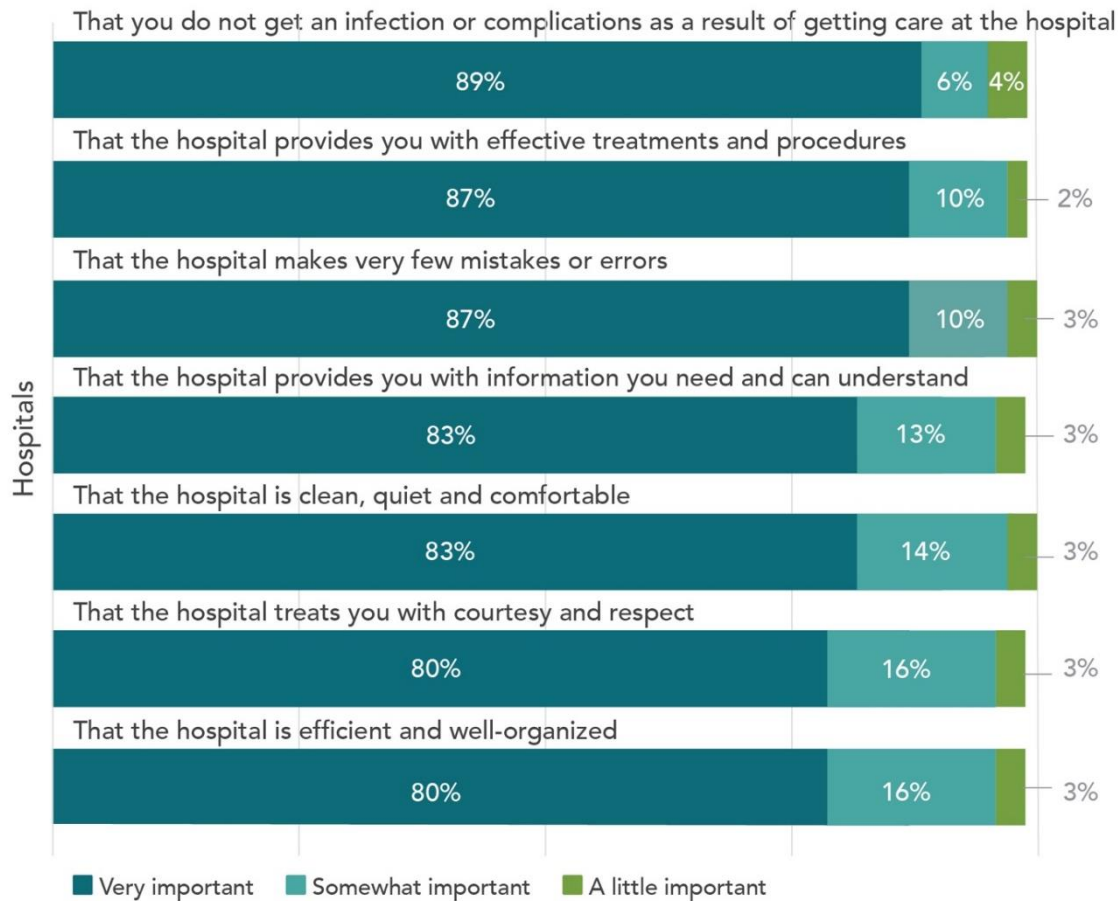


Figure 3.

Percent of New York State residents who say how important each of the following is when thinking about what they consider to be high-quality health care from a hospital.

Base:

All respondents, N=800.

Numbers may not add up to 100 percent owing to rounding and the less than 1 percent of respondents who answered “Not at all important” or “Don’t know” and are not represented in the figure.

4

Only about one-third of New York State residents think there is enough publicly available information about the quality of doctors' or hospitals' care.

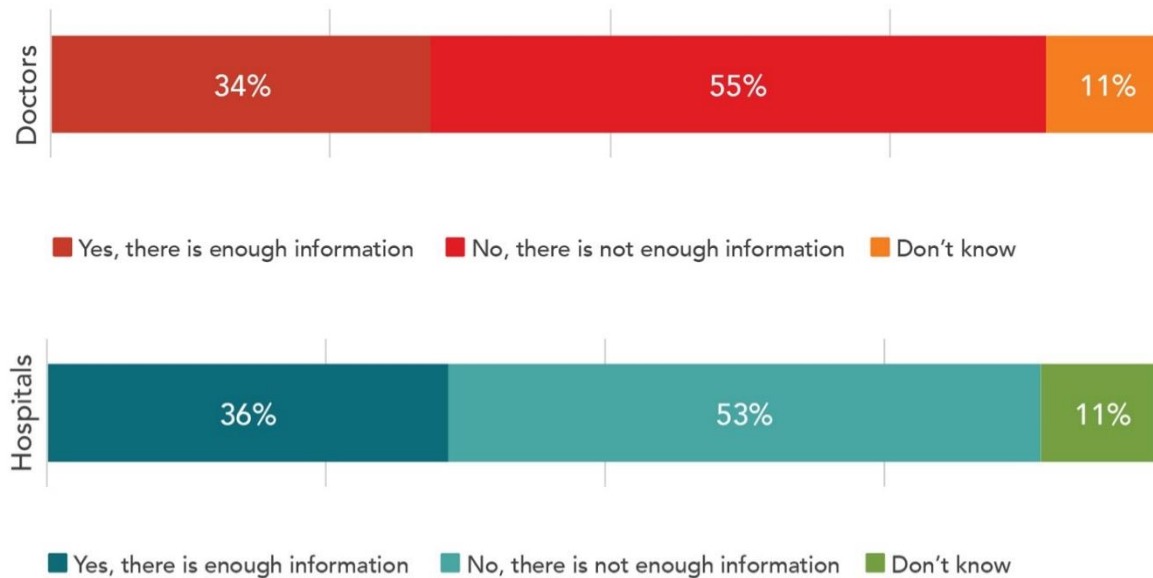


Figure 6.

Percent of New York State residents who say there is or is not enough publicly available information about the quality of care that different doctors provide.

Base:

All respondents, N=800.

Figure 7.

Percent of New York State residents who say there is or is not enough publicly available information about the quality of care that different hospitals provide.

Base:

All respondents, N=800.

5

Most state residents believe that both the state government and health insurers should provide the public with information about the quality of every doctor and hospital.

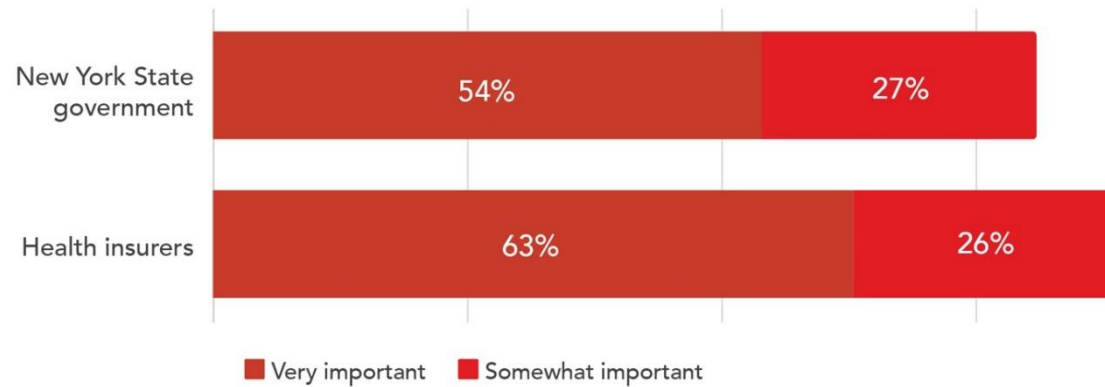


Figure 15.

Percent of New York State residents who say it is very or somewhat important for New York State government to provide people with information about the quality of care that each hospital in the state provides and for health insurers to provide information about the quality of care that each hospital in their network provides.

Base:

All respondents, N=800.

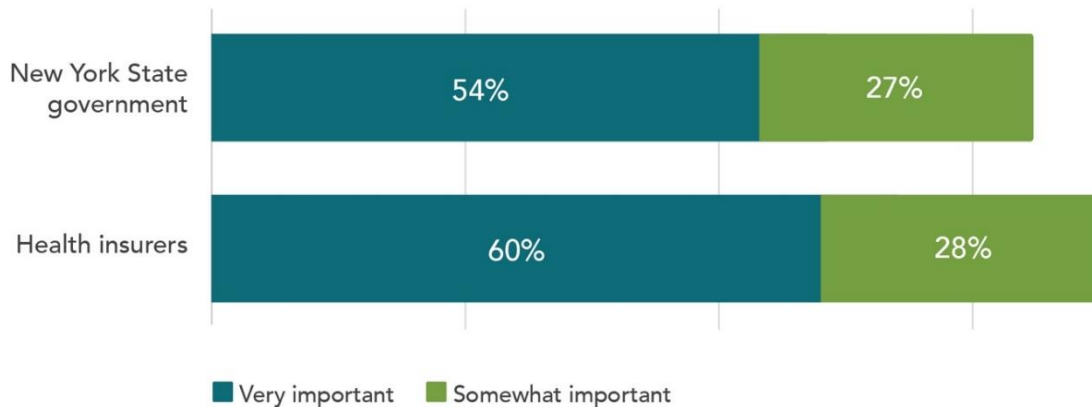


Figure 16.

Percent of New York State residents who say how good or bad an idea it is for New York State government to do each of the following.

Base:

All respondents, N=800.

Numbers may not add up to 100 percent owing to rounding and the less than 1 percent of respondents who refused the question and are not represented in the figure

6

Information about doctors' effectiveness and error rates would be very helpful to most state residents.

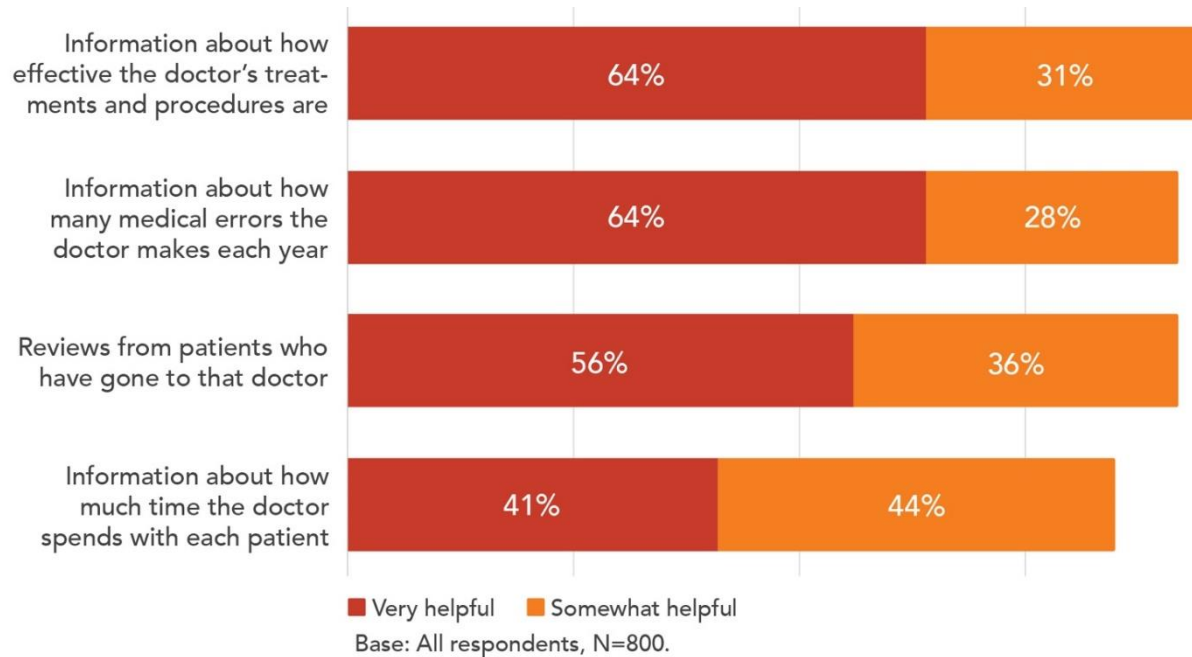


Figure 8. Percent of New York State residents who say the following would be very or somewhat helpful to them if they wanted to find out whether a doctor provides high-quality health care.

Base: All respondents, N=800.

7

Information about hospitals' effectiveness and error rates would be very helpful to most state residents.

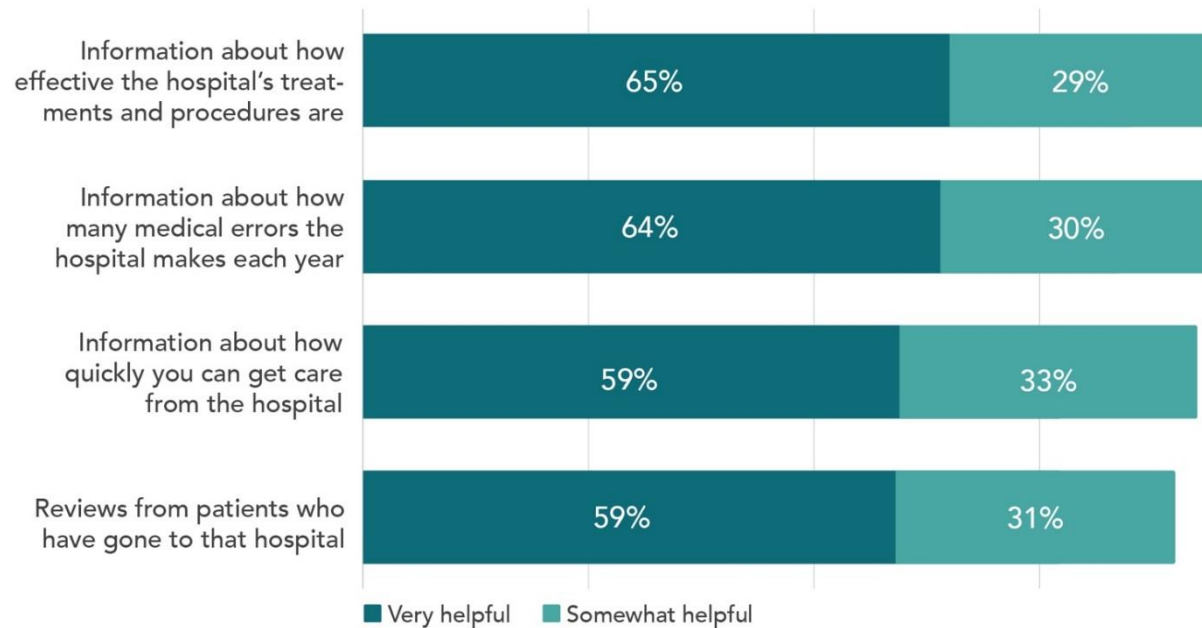


Figure 9. Percent of New York State residents who say the following would be very or somewhat helpful to them if they wanted to find out whether a hospital provides high-quality health care.

Base: All respondents, N=800.

8

New York State government should monitor doctors' quality and hold them financially accountable for quality, most state residents believe.

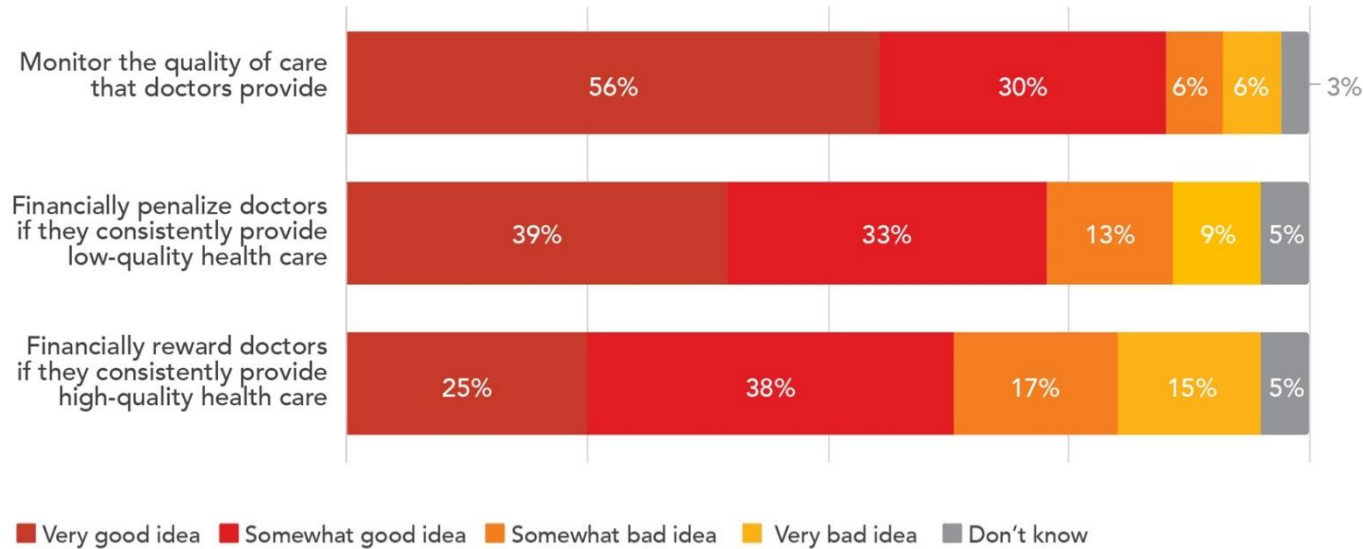


Figure 17. Percent of New York State residents who say how good or bad an idea it is for New York State government to do each of the following.

Base: All respondents, N=800.

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9

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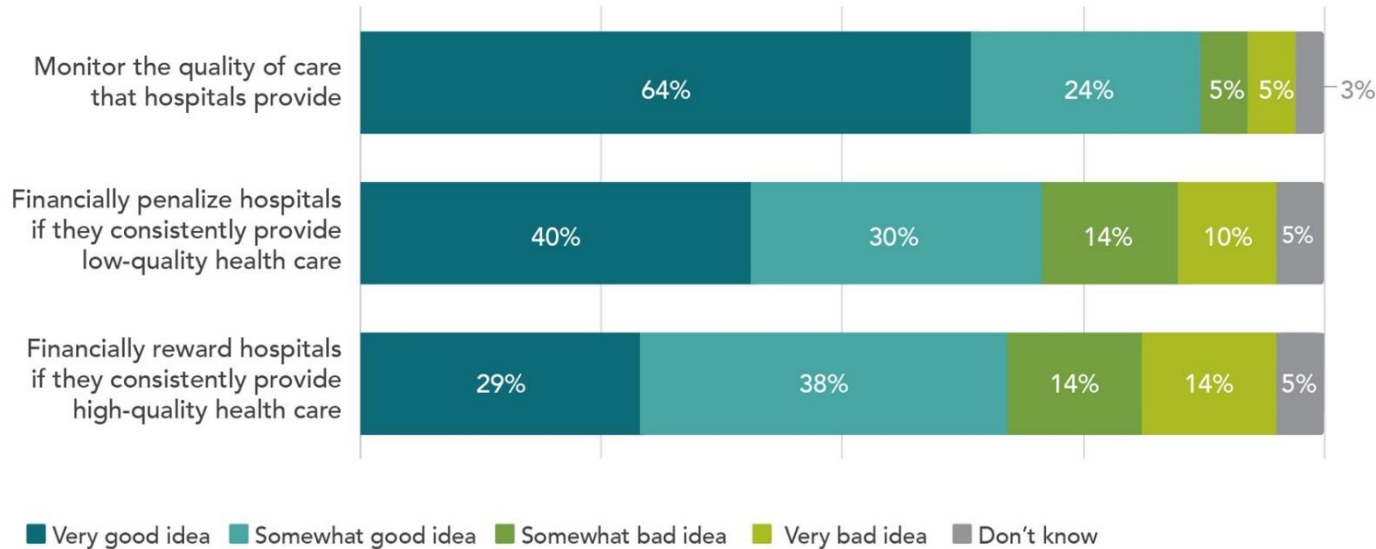


Figure 18. Percent of New York State residents who say how good or bad an idea it is for New York State government to do each of the following.

Base: All respondents, N=800.

Numbers may not add up to 100 percent owing to rounding and the less than 1 percent of respondents who refused the question and are not represented in the figure

RECOMMENDATIONS

- **New York State** government could build public trust by providing people with information about health care quality that is relevant to them in ways they can understand.
- **Insurers should** provide people with information about quality and help them figure out how to use it.
- **Provide people** with information about the quality of individual doctors' and hospitals' care—and do so in a way that productively engages health care providers.
- **Develop ways** to measure and disclose information about doctors' and hospitals' communication skills, courtesy and respect.

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David Schleifer, PhD

Vice President, Director of Research
dschleifer@publicagenda.org

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