

Exhibit 1. Majority of Americans Say the Health Care System Needs Fundamental Change or Complete Rebuilding

Percent reporting	Only minor changes needed	Fundamental changes needed	Rebuild completely
Total	22	46	26
Annual income			
<\$35,000	21	42	30
\$35,000–\$49,999	21	43	34
\$50,000–\$74,999	30	41	27
\$75,000 or more	19	57	19
Insurance status			
Insured all year	24	49	23
Uninsured during year	16	40	37
U.S. region			
Northeast	17	46	31
North–Central	20	49	25
South	24	45	24
West	27	44	27

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2011.

Exhibit 2. Access Problems: More Than Two of Three Adults Have Difficulty Getting Timely Access to Their Doctor

Percent reporting that it is very difficult/difficult:

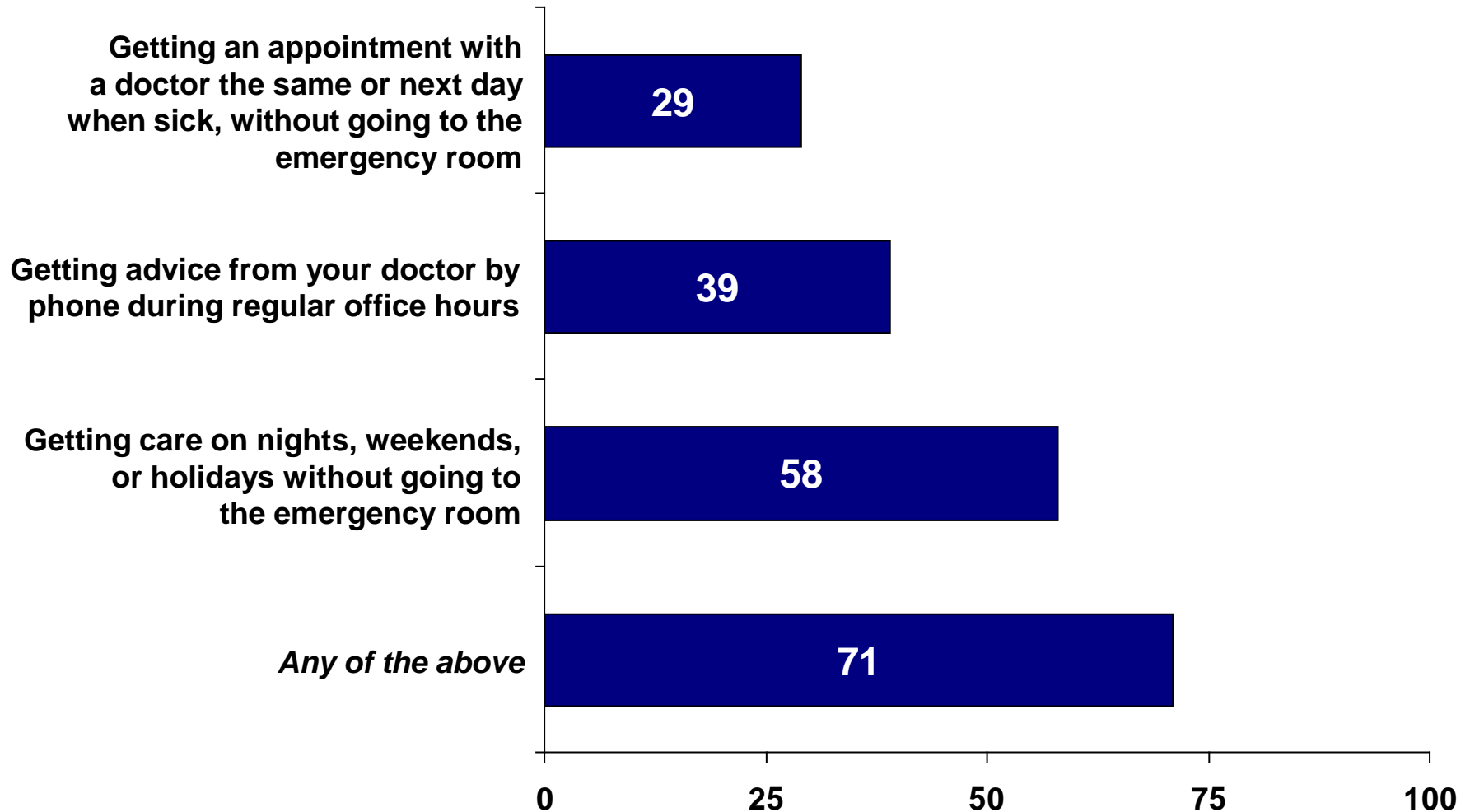


Exhibit 3. Poor Coordination of Care Is Common, Especially If Multiple Doctors Are Involved

Percent reporting in past two years:	Number of doctors seen		
	Any	1 to 2	3+
After medical test, no one called or wrote you about results, or you had to call repeatedly to get results	27	21	36
Doctors failed to provide important information about your medical history or test results to other doctors or nurses you think should have it	23	22	26
Test results or medical records were not available at the time of scheduled appointment	18	14	29
Your primary care physician did not receive a report back from a specialist you saw	15	11	24
Your specialist did not receive basic medical information from your primary care doctor	12	9	18
<i>Any of the above</i>	47	42	55

Exhibit 4. Medical Errors Are Common

Percent reporting in past two years:

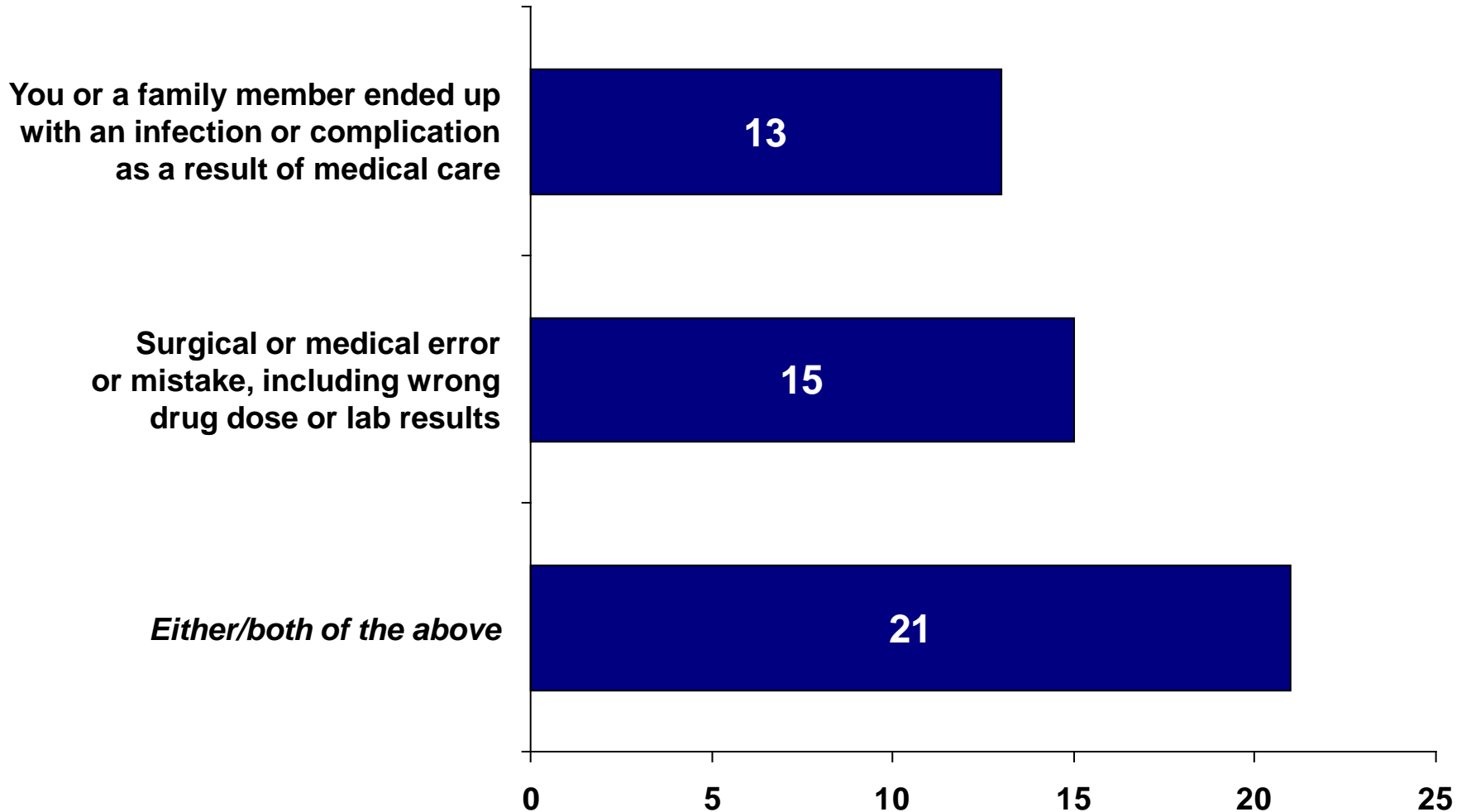


Exhibit 5. Potential Waste and Inefficiency: More Than Half of Adults Experience Wasteful and Poorly Organized Care

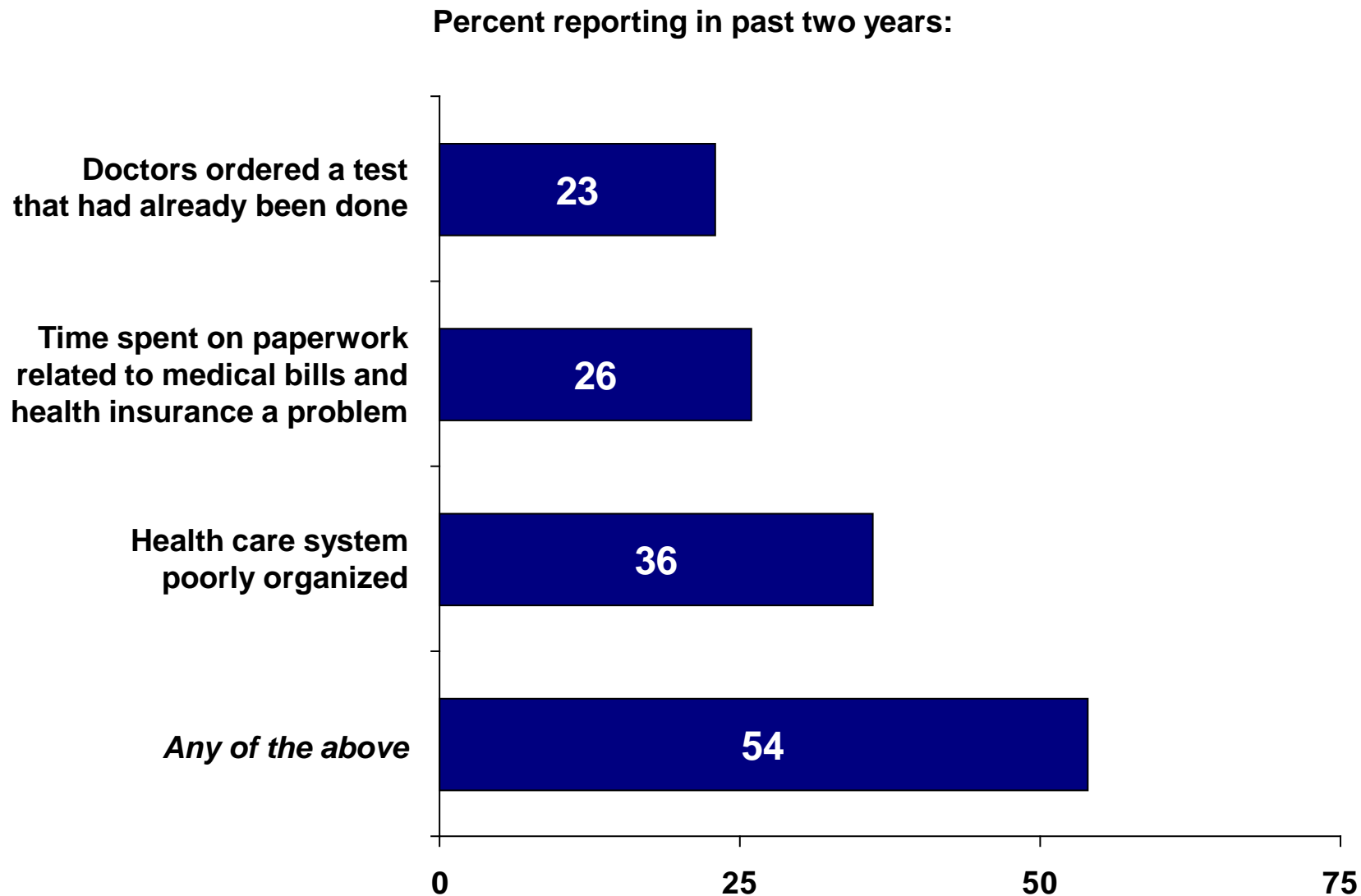


Exhibit 6. Administrative Hassles Related to Medical Bills and Insurance Are Serious Problems for More Than a Quarter of Adults

Percent reporting serious problems spending time on paperwork or disputes related to medical bills and health insurance in past two years

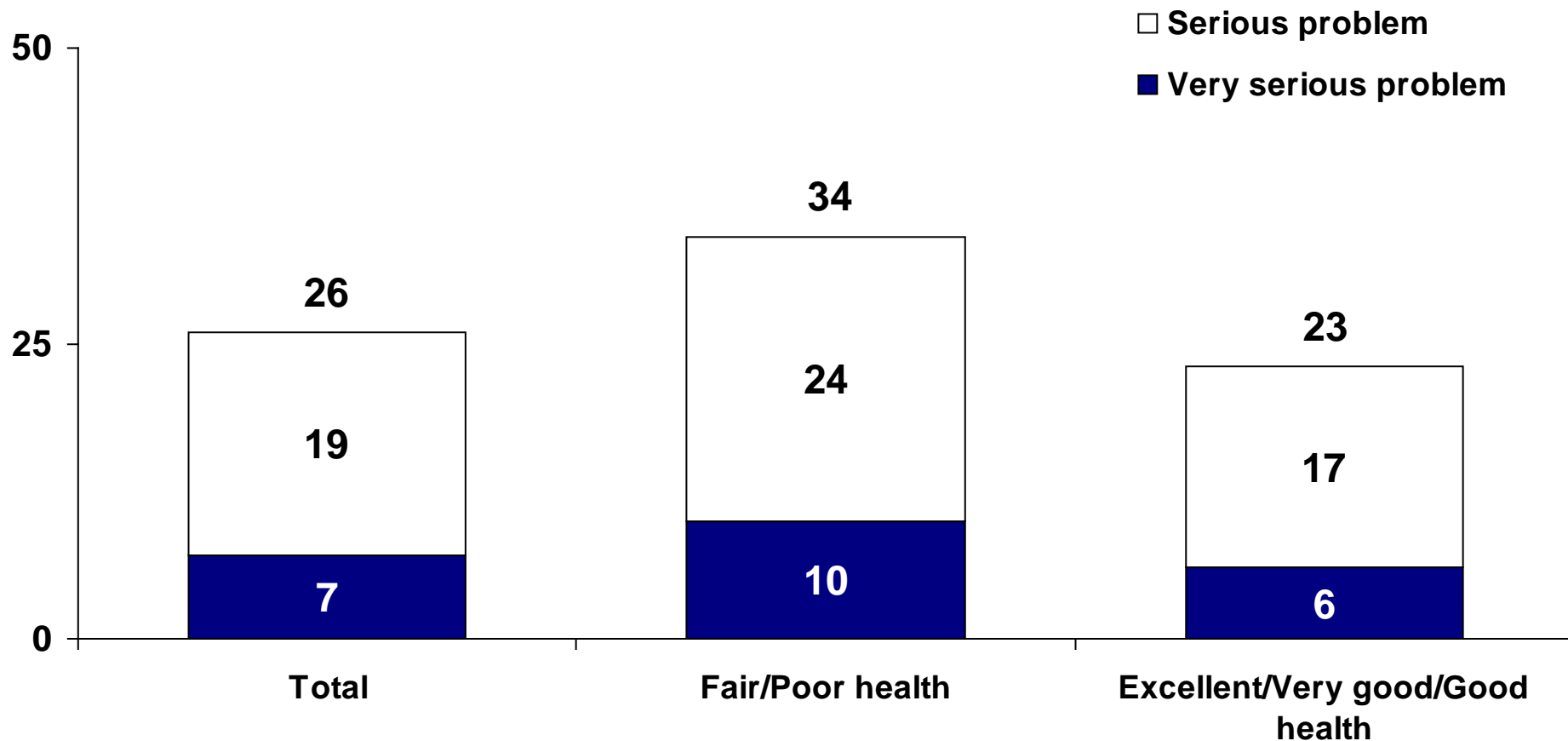
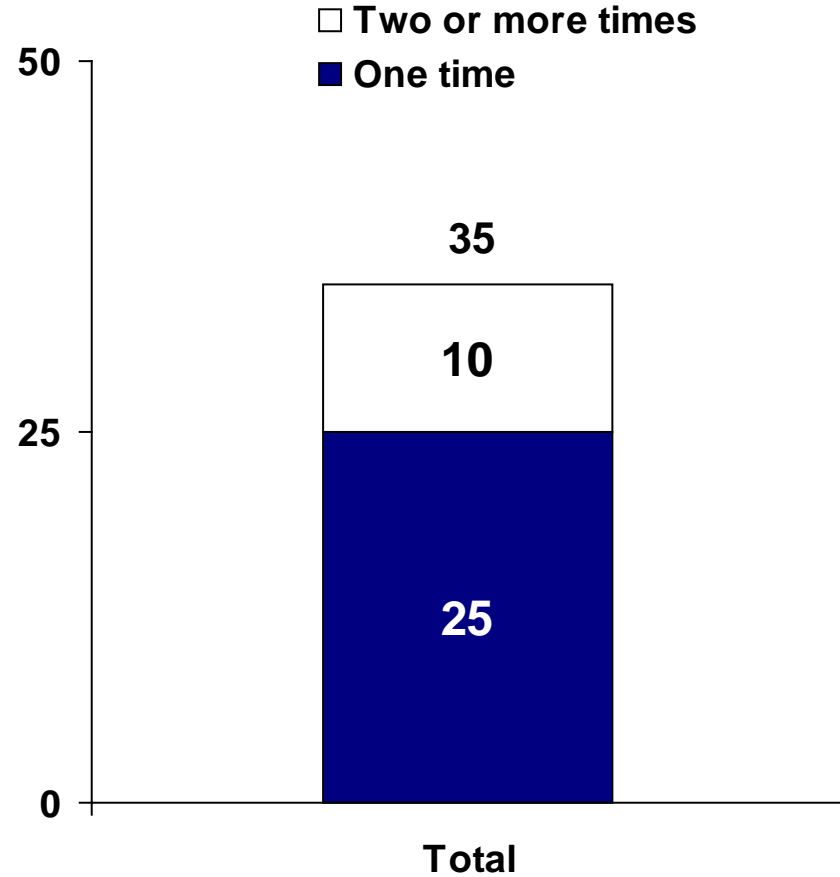


Exhibit 7. More Than One-Third of Adults Changed Their Health Insurance Plan Within the Past Three Years

Percent reporting number of times health insurance plan changed in past three years



Of those with health plan change in past three years, percent reporting:

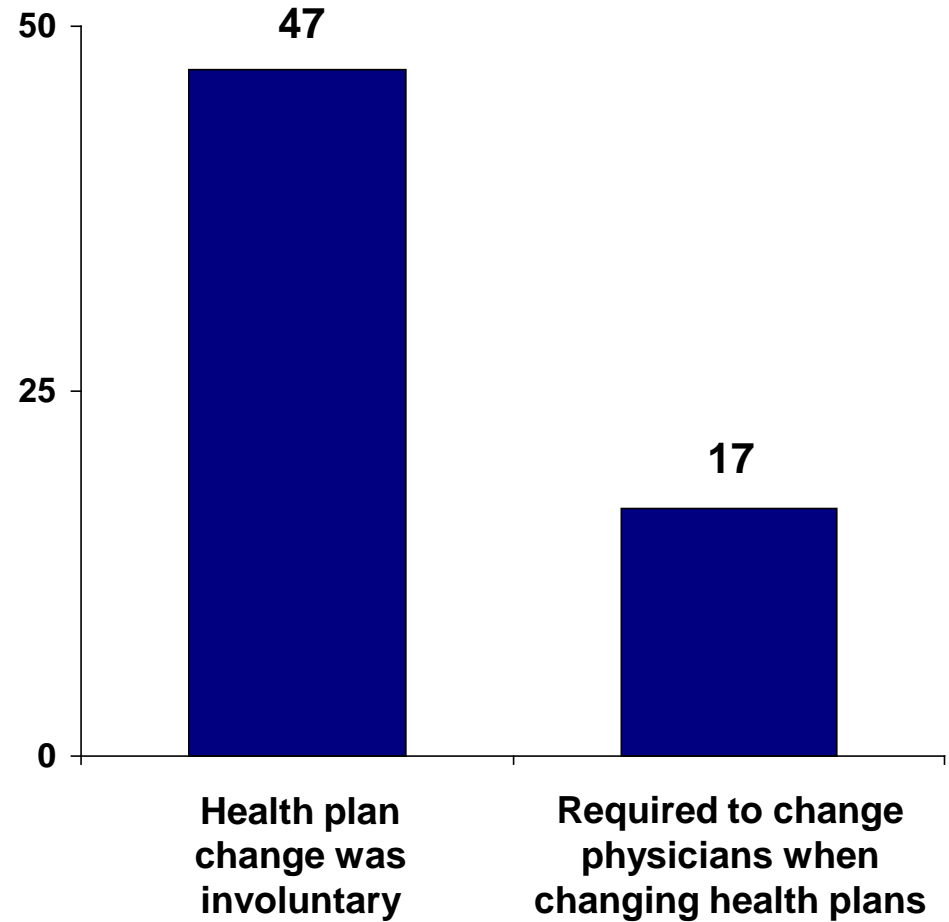
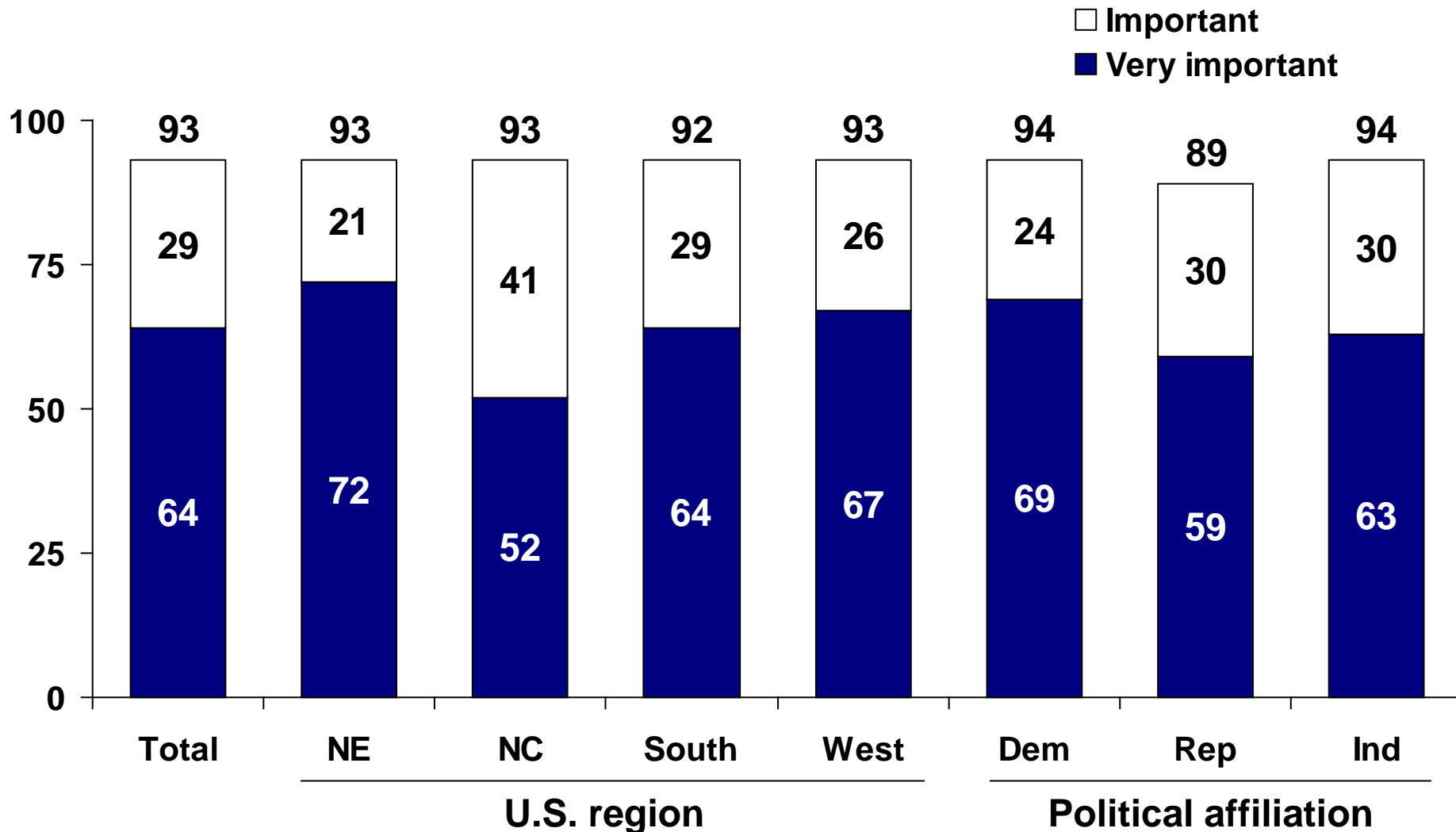


Exhibit 8. Majority Support More Accessible, Coordinated, and Well-Informed Care

Percent reporting it is very important/important that:	Total: Very important or important	Very important	Important
You have one place/doctor responsible for primary care and coordinating care	93	64	29
On nights and weekends, you have a place to go other than the emergency room	85	54	31
All your doctors have easy access to your medical records	96	70	26
You have information about the quality of care provided by different doctors/hospitals	96	58	38
You have information about the costs to you of care before you actually get care	89	58	31

Exhibit 9. Widespread Support for Medical Homes

Percent reporting importance of having one place/doctor responsible for primary care and coordinating care

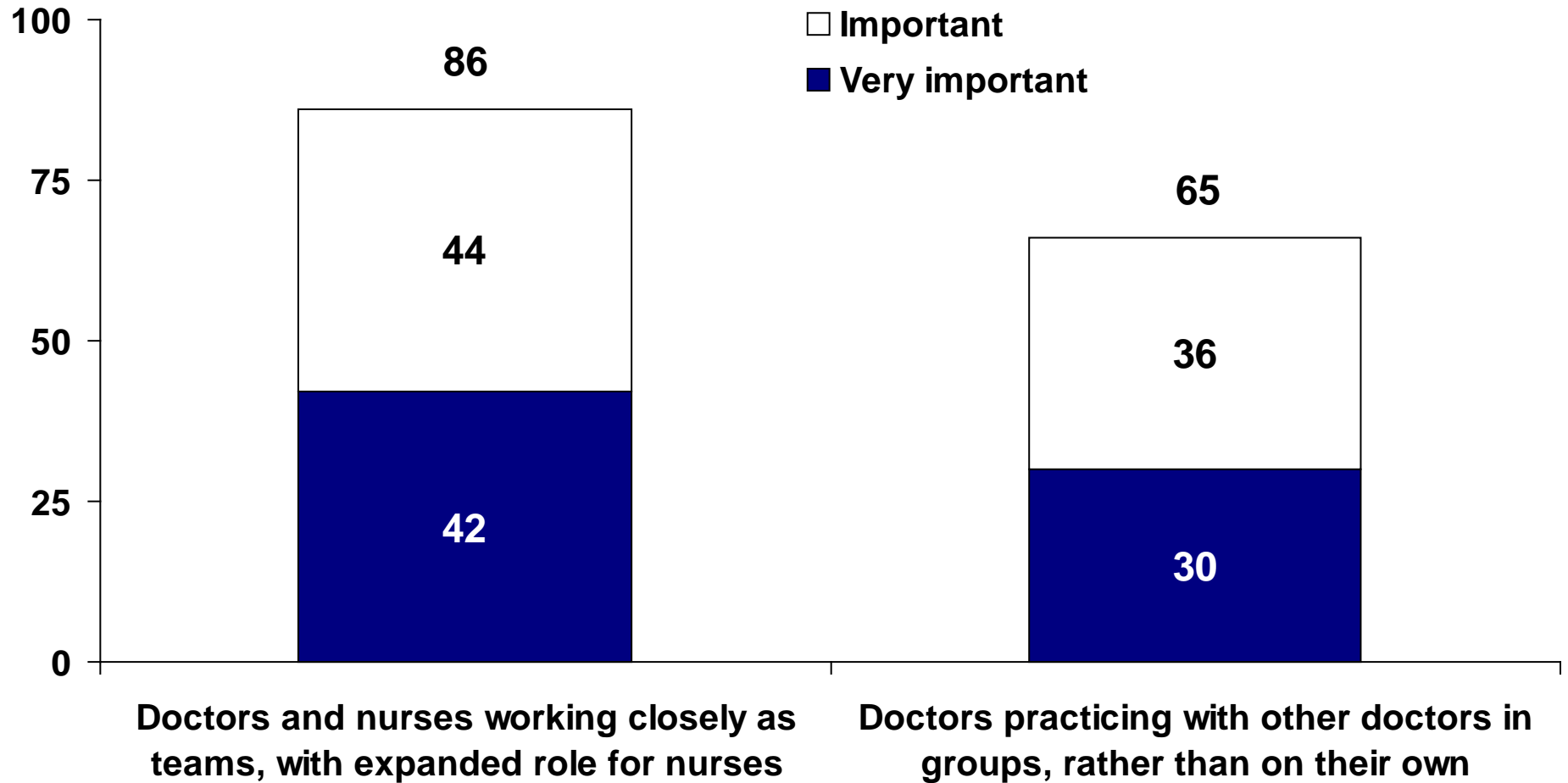


NE=Northeast; NC=North-Central; Dem=Democrat; Rep=Republican; Ind=Independent.

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2011.

Exhibit 10. Support for Doctors Working in Teams and Groups to Improve Patient Care

Percent reporting it is very important/important for improving patient care

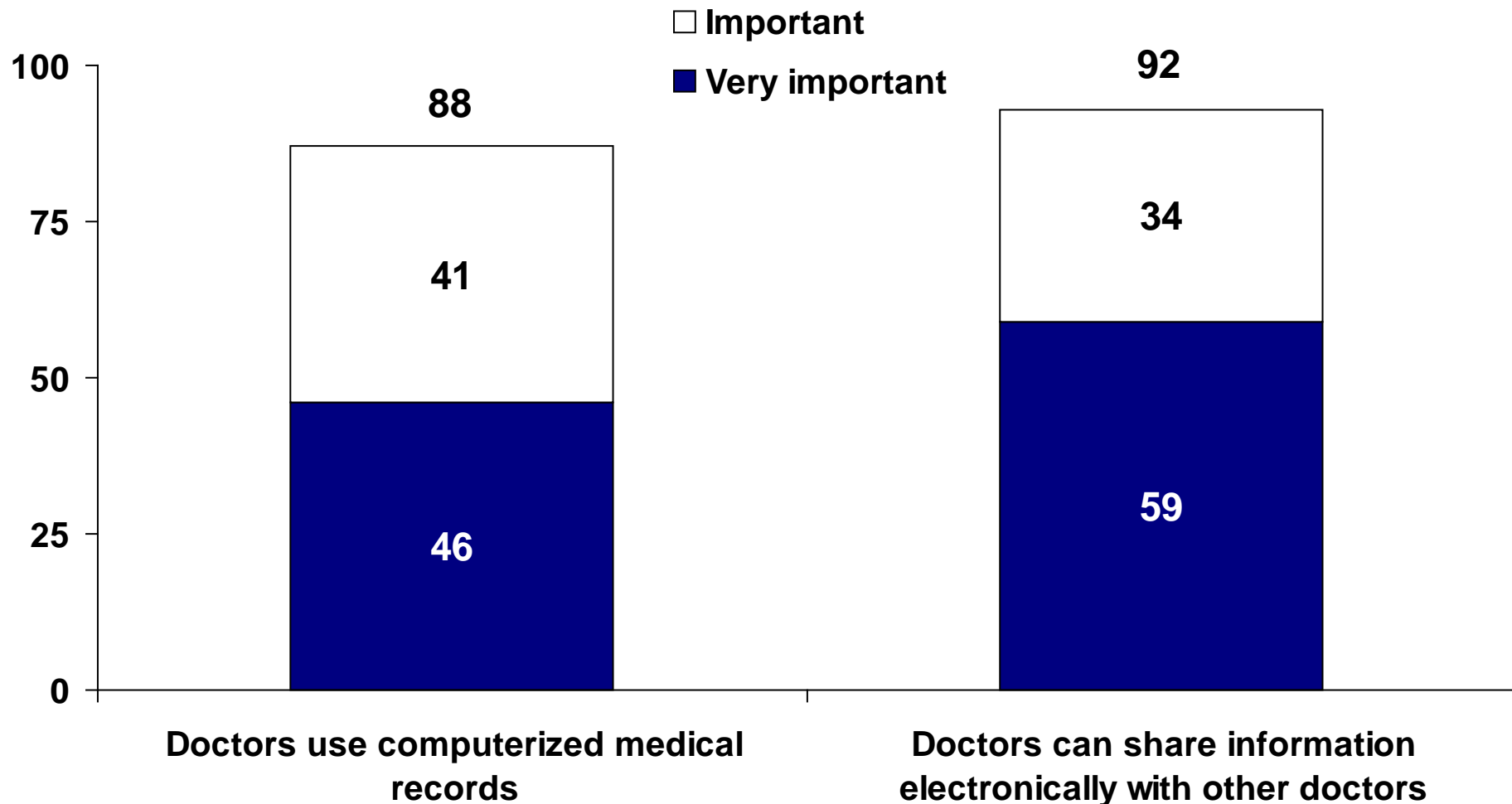


Note: Subgroups may not sum to total because of rounding.

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2011.

Exhibit 11. Strong Support for Use of Health Information Technology to Improve Patient Care

Percent reporting it is very important/important for improving patient care



Note: Subgroups may not sum to total because of rounding.

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2011.

Exhibit 12. Few Adults Have Internet/E-Mail Access to Their Records or Doctors; Many Would Like It

Among those with Internet access, percent reporting ability to:	Access your medical records via the Internet	Schedule appointments via e-mail or Internet	Communicate with your doctors via e-mail	Order or refill a prescription using the Internet
Yes	14	22	21	34
Among those who cannot do any of the above:				
Would like to be able to	50	56	57	55
Would not like to be able to	48	42	41	43

Exhibit 13. Difficulty Paying Medical Costs

Percent reporting in past two years:

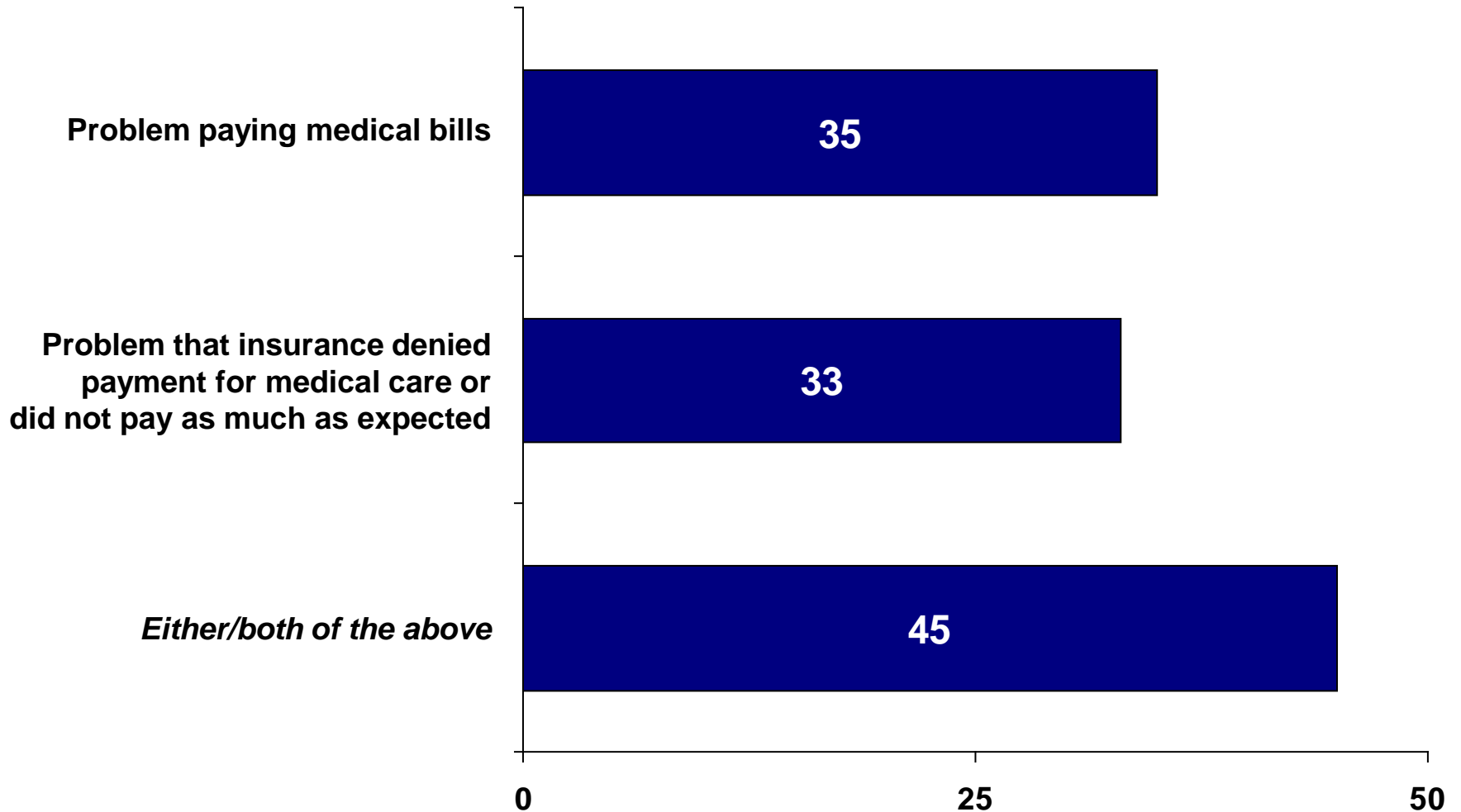


Exhibit 14. Three of Four Adults Are Worried About the Future

Percent very or somewhat worried when looking into the future:

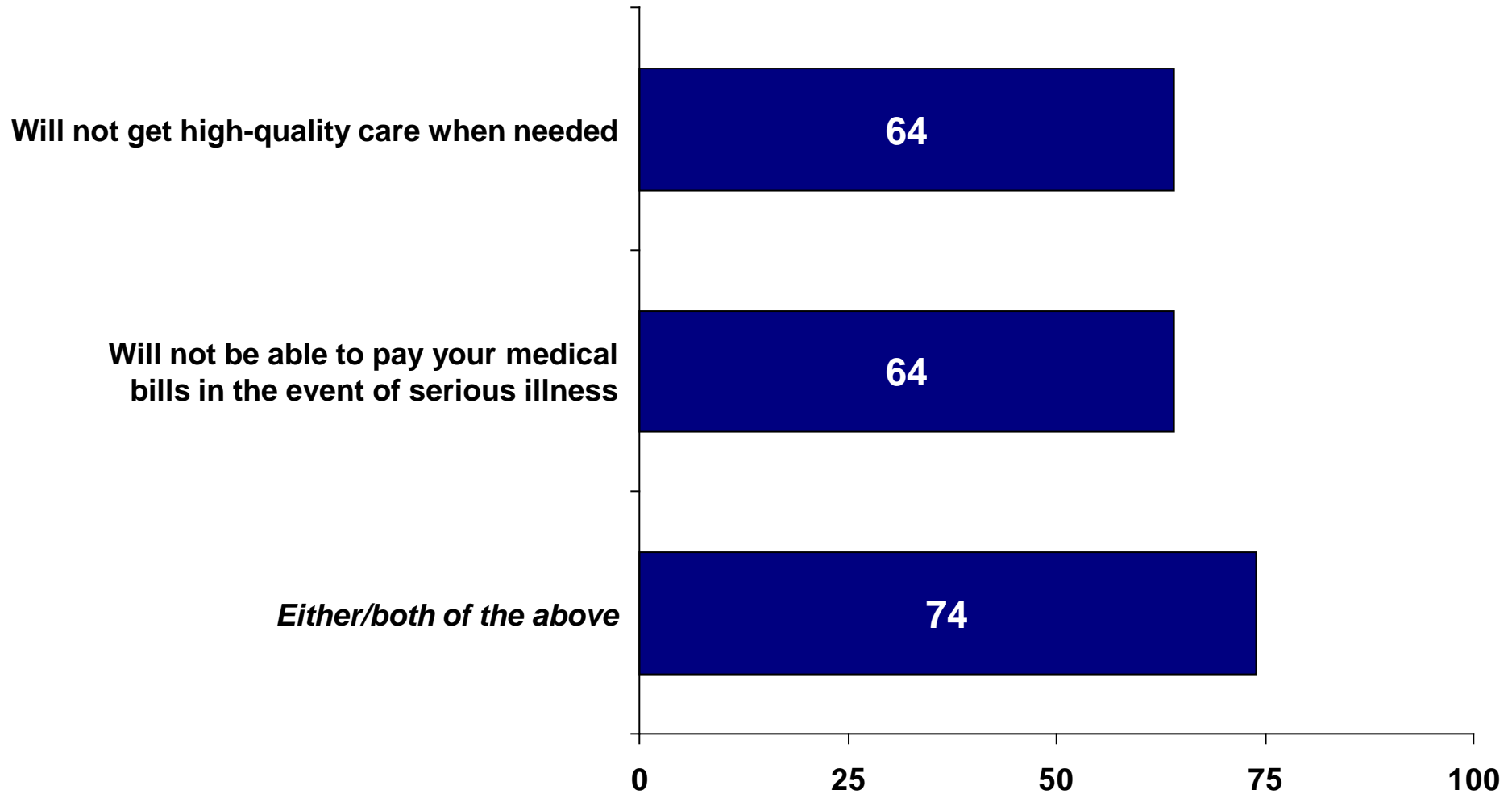


Exhibit 15. Majority Think Private Insurers and Public Payers Should Work Together to Negotiate Pricing and Improve Quality

Percent reporting it is very important/important that private insurers and public payers such as Medicare:	Negotiate prices together with hospitals and doctors	Negotiate prices together with pharmaceutical, medical device, and imaging companies	Identify and reward doctors and hospitals who excel in delivering high-quality care
Total	86	87	85
Annual income			
Less than \$35,000	90	88	93
\$35,000–\$49,999	89	86	85
\$50,000–\$74,999	89	91	88
\$75,000 or more	82	87	88
U.S. region			
Northeast	86	90	93
North–Central	83	89	89
South	90	86	89
West	85	85	82
Political affiliation			
Democrat	93	88	90
Independent	85	85	90
Republican	82	85	81

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2011.