



# Healthcare issues related to cost most frustrate Americans

Ipsos survey on behalf of GSG/CQC shows that three-quarters of Americans find hospital fees and unexpected bills the most frustrating aspect of health insurance

1. In the upcoming midterm elections, how likely do you think you are to vote?

	<b>Total (n=1730)</b>	<b>White (n=811)</b>	<b>African American (n=401)</b>	<b>Hispanic (n=482)</b>
Very Likely	64%	69%	65%	55%
Somewhat Likely	13%	12%	14%	15%
Somewhat unlikely	5%	4%	6%	6%
Very unlikely	14%	11%	10%	19%
Don't know	4%	3%	4%	6%
<i>Likely</i>	<i>77%</i>	<i>81%</i>	<i>79%</i>	<i>70%</i>
<i>Unlikely</i>	<i>19%</i>	<i>15%</i>	<i>17%</i>	<i>25</i>

2. Thinking about the upcoming election, which of the following issues is most important to you?

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Healthcare	28%	31%	37%	16%
The economy	23%	22%	23%	22%
Immigration	17%	18%	8%	21%
Jobs/Unemployment	9%	6%	14%	14%
Education	8%	7%	8%	12%
The environment	7%	9%	5%	7%
Don't know	7%	7%	4%	8%

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## Topline – continued –

3. And from the same list, which issue is the second most important to you?

	<b>Total (n=1614)</b>	<b>White (n=754)</b>	<b>African American (n=384)</b>	<b>Hispanic (n=444)</b>
The economy	27%	28%	22%	25%
Healthcare	22%	24%	22%	17%
Jobs/Unemployment	15%	12%	23%	13%
Immigration	14%	15%	9%	18%
Education	10%	9%	13%	16%
The environment	10%	10%	12%	9%
Don't know	1%	2%	1%	2%

4. Which of the following types of documents is the hardest to understand?

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Health insurance bills	41%	39%	38%	39%
Hospital bills	31%	35%	28%	20%
Credit card statements	7%	4%	11%	18%
Cell phone bills	6%	6%	6%	9%
Don't know	15%	15%	18%	14%

5. Looking ahead, would you say you are more optimistic or pessimistic about the following in the United States?

a. Total optimistic

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Technological advancement	78%	80%	73%	70%
The national economy	54%	56%	49%	55%
Healthcare	40%	37%	38%	50%
Politics and government	30%	27%	27%	39%

b. The national economy

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Very optimistic	22%	21%	15%	23%
Somewhat optimistic	33%	35%	34%	33%
Somewhat pessimistic	25%	25%	23%	25%
Very pessimistic	13%	13%	19%	13%
Don't know	8%	7%	10%	7%
<i>Optimistic</i>	<i>54%</i>	<i>56%</i>	<i>49%</i>	<i>55%</i>
<i>Pessimistic</i>	<i>38%</i>	<i>38%</i>	<i>41%</i>	<i>38%</i>

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## Topline – continued –

### c. Technological advancement

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Very optimistic	39%	35%	40%	42%
Somewhat optimistic	39%	45%	33%	28%
Somewhat pessimistic	9%	8%	9%	14%
Very pessimistic	6%	4%	11%	10%
Don't know	7%	8%	7%	7%
<i>Optimistic</i>	<i>78%</i>	<i>80%</i>	<i>73%</i>	<i>70%</i>
<i>Pessimistic</i>	<i>15%</i>	<i>12%</i>	<i>20%</i>	<i>24%</i>

### d. Politics and government

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Very optimistic	11%	9%	10%	16%
Somewhat optimistic	19%	19%	17%	22%
Somewhat pessimistic	25%	25%	22%	32%
Very pessimistic	38%	41%	43%	22%
Don't know	8%	6%	9%	7%
<i>Optimistic</i>	<i>30%</i>	<i>27%</i>	<i>27%</i>	<i>39%</i>
<i>Pessimistic</i>	<i>63%</i>	<i>66%</i>	<i>64%</i>	<i>54%</i>

### e. Healthcare

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Very optimistic	12%	9%	11%	19%
Somewhat optimistic	28%	28%	27%	31%
Somewhat pessimistic	34%	37%	30%	26%
Very pessimistic	19%	20%	22%	18%
Don't know	7%	7%	9%	6%
<i>Optimistic</i>	<i>40%</i>	<i>37%</i>	<i>38%</i>	<i>50%</i>
<i>Pessimistic</i>	<i>53%</i>	<i>56%</i>	<i>52%</i>	<i>44%</i>

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## Topline – continued –

### 7. Do you agree or disagree with the following statements?

#### a. Total agree

	Total	White	African American	Hispanic
Politicians in Washington are focused on the wrong things when it comes to fixing health care	77%	81%	79%	68%
I am confident that my family and I can get the health care we need, when we need it	68%	67%	62%	65%
I worry about my family's financial situation if someone were to have an unexpected medical issue	65%	67%	71%	65%
It is too difficult to know how much I'm going to have to pay for health care	62%	64%	59%	61%
I never feel like I know enough to make informed health care decisions	46%	43%	48%	56%
I don't understand what my health insurance covers	41%	39%	43%	54%
It is too difficult to schedule appointments with health care providers	38%	36%	31%	53%

#### b. I am confident that my family and I can get the healthcare we need, when we need it

	Total	White	African American	Hispanic
Strongly agree	24%	23%	24%	26%
Somewhat agree	44%	44%	38%	39%
Somewhat disagree	17%	17%	22%	18%
Strongly disagree	10%	10%	10%	11%
Don't know	6%	6%	6%	6%
<i>Agree (net)</i>	<i>68%</i>	<i>67%</i>	<i>62%</i>	<i>65%</i>
<i>Disagree (net)</i>	<i>26%</i>	<i>27%</i>	<i>31%</i>	<i>28%</i>

#### c. I worry about my family's financial situation if someone were to have an unexpected medical issue

	Total	White	African American	Hispanic
Strongly agree	34%	35%	41%	32%
Somewhat agree	30%	32%	30%	33%
Somewhat disagree	18%	19%	12%	18%
Strongly disagree	11%	9%	12%	10%
Don't know	7%	5%	5%	7%
<i>Agree (net)</i>	<i>65%</i>	<i>67%</i>	<i>71%</i>	<i>65%</i>
<i>Disagree (net)</i>	<i>29%</i>	<i>28%</i>	<i>24%</i>	<i>28%</i>

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## Topline – continued –

d. It is too difficult to know how much I'm going to have to pay for health care

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Strongly agree	26%	27%	26%	25%
Somewhat agree	36%	38%	33%	36%
Somewhat disagree	20%	20%	16%	22%
Strongly disagree	12%	11%	19%	9%
Don't know	5%	5%	7%	8%
<i>Agree (net)</i>	<i>62%</i>	<i>64%</i>	<i>59%</i>	<i>61%</i>
<i>Disagree (net)</i>	<i>32%</i>	<i>31%</i>	<i>34%</i>	<i>31%</i>

e. I don't understand what my health insurance covers

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Strongly agree	12%	10%	15%	17%
Somewhat agree	29%	29%	28%	36%
Somewhat disagree	30%	34%	23%	27%
Strongly disagree	23%	23%	29%	11%
Don't know	5%	5%	5%	8%
<i>Agree (net)</i>	<i>41%</i>	<i>39%</i>	<i>43%</i>	<i>54%</i>
<i>Disagree (net)</i>	<i>54%</i>	<i>56%</i>	<i>52%</i>	<i>38%</i>

f. I never feel like I know enough to make informed health care decisions

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Strongly agree	16%	11%	17%	23%
Somewhat agree	30%	32%	30%	33%
Somewhat disagree	28%	32%	22%	24%
Strongly disagree	21%	20%	24%	12%
Don't know	6%	5%	6%	8%
<i>Agree (net)</i>	<i>46%</i>	<i>43%</i>	<i>48%</i>	<i>56%</i>
<i>Disagree (net)</i>	<i>48%</i>	<i>52%</i>	<i>46%</i>	<i>36%</i>

g. It is too difficult to schedule appointments with health care providers

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Strongly agree	10%	10%	11%	16%
Somewhat agree	28%	26%	20%	36%
Somewhat disagree	30%	32%	30%	27%
Strongly disagree	27%	28%	33%	13%
Don't know	5%	4%	6%	8%
<i>Agree (net)</i>	<i>38%</i>	<i>36%</i>	<i>31%</i>	<i>53%</i>
<i>Disagree (net)</i>	<i>57%</i>	<i>60%</i>	<i>63%</i>	<i>40%</i>

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## Topline – continued –

h. Politicians in Washington are focused on the wrong things when it comes to fixing health care

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Strongly agree	49%	53%	56%	35%
Somewhat agree	28%	27%	24%	34%
Somewhat disagree	9%	7%	6%	16%
Strongly disagree	5%	3%	4%	7%
Don't know	9%	9%	10%	9%
<i>Agree (net)</i>	<i>77%</i>	<i>81%</i>	<i>79%</i>	<i>68%</i>
<i>Disagree (net)</i>	<i>14%</i>	<i>10%</i>	<i>11%</i>	<i>23%</i>

8. When using health care, do you find each of the following frustrating or not?

a. Total frustrating

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Hospital fees and unexpected hospital bills	74%	73%	73%	72%
Insurance costs, like premiums, copays and deductibles	71%	72%	68%	69%
Out-of-pocket costs for prescription drugs	64%	63%	64%	67%
Out-of-pockets costs for routine visits to a doctor	63%	59%	63%	68%
Insurance networks are too narrow, covering too few doctors and specialists	62%	60%	63%	63%
Insurance does not cover emergency room or urgent care visits	58%	54%	65%	66%
Not being able to get an appointment with your physician or specialist	56%	51%	55%	60%
Not being able to get an appointment with specialists	55%	52%	52%	61%
Not knowing what kind of health care provider you need to see	51%	47%	51%	60%
Obtaining health insurance	48%	45%	48%	58%

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## Topline – continued –

### b. Insurance costs, like premiums, copays and deductibles

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Very frustrating	38%	38%	36%	33%
Somewhat frustrating	33%	33%	32%	35%
Not very frustrating	14%	13%	16%	16%
Not at all frustrating	10%	11%	11%	8%
Don't know	5%	5%	6%	7%
<i>Frustrating (net)</i>	<i>71%</i>	<i>72%</i>	<i>68%</i>	<i>69%</i>
<i>Not frustrating (net)</i>	<i>24%</i>	<i>24%</i>	<i>27%</i>	<i>24%</i>

### c. Out-of-pocket costs for prescription drugs

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Very frustrating	34%	33%	34%	35%
Somewhat frustrating	30%	30%	30%	32%
Not very frustrating	18%	19%	15%	20%
Not at all frustrating	12%	13%	15%	8%
Don't know	6%	5%	6%	6%
<i>Frustrating (net)</i>	<i>64%</i>	<i>63%</i>	<i>64%</i>	<i>67%</i>
<i>Not frustrating (net)</i>	<i>30%</i>	<i>32%</i>	<i>30%</i>	<i>27%</i>

### d. Out-of-pocket costs for routine visits to a doctor

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Very frustrating	32%	32%	36%	33%
Somewhat frustrating	32%	28%	27%	35%
Not very frustrating	19%	21%	18%	19%
Not at all frustrating	13%	16%	15%	6%
Don't know	5%	4%	5%	7%
<i>Frustrating (net)</i>	<i>63%</i>	<i>59%</i>	<i>63%</i>	<i>68%</i>
<i>Not frustrating (net)</i>	<i>32%</i>	<i>36%</i>	<i>32%</i>	<i>25%</i>

### e. Hospital fees and unexpected hospital bills

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Very frustrating	46%	44%	49%	39%
Somewhat frustrating	28%	29%	24%	32%
Not very frustrating	11%	12%	11%	14%
Not at all frustrating	8%	8%	11%	7%
Don't know	7%	7%	6%	7%
<i>Frustrating (net)</i>	<i>74%</i>	<i>73%</i>	<i>73%</i>	<i>72%</i>
<i>Not frustrating (net)</i>	<i>19%</i>	<i>20%</i>	<i>22%</i>	<i>21%</i>

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## Topline – continued –

f. Insurance networks are too narrow, covering too few doctors and specialists

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Very frustrating	29%	30%	30%	29%
Somewhat frustrating	33%	30%	33%	35%
Not very frustrating	18%	20%	12%	21%
Not at all frustrating	11%	12%	14%	8%
Don't know	10%	9%	11%	8%
<i>Frustrating (net)</i>	<i>62%</i>	<i>60%</i>	<i>63%</i>	<i>63%</i>
<i>Not frustrating (net)</i>	<i>28%</i>	<i>31%</i>	<i>26%</i>	<i>28%</i>

g. Insurance does not cover emergency room or urgent care visits

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Very frustrating	34%	32%	38%	34%
Somewhat frustrating	24%	23%	27%	32%
Not very frustrating	16%	18%	15%	17%
Not at all frustrating	16%	18%	13%	9%
Don't know	10%	11%	6%	8%
<i>Frustrating (net)</i>	<i>58%</i>	<i>54%</i>	<i>65%</i>	<i>66%</i>
<i>Not frustrating (net)</i>	<i>32%</i>	<i>35%</i>	<i>29%</i>	<i>26%</i>

h. Not knowing what kind of health care provider you need to see

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Very frustrating	20%	18%	26%	25%
Somewhat frustrating	31%	29%	25%	35%
Not very frustrating	23%	27%	21%	20%
Not at all frustrating	18%	19%	21%	11%
Don't know	8%	7%	7%	8%
<i>Frustrating (net)</i>	<i>51%</i>	<i>47%</i>	<i>51%</i>	<i>60%</i>
<i>Not frustrating (net)</i>	<i>42%</i>	<i>46%</i>	<i>42%</i>	<i>31%</i>

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## Topline – continued –

### i. Not being able to get an appointment with your physician or specialist

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Very frustrating	25%	21%	28%	28%
Somewhat frustrating	30%	30%	27%	32%
Not very frustrating	23%	26%	19%	21%
Not at all frustrating	16%	17%	21%	11%
Don't know	6%	6%	5%	8%
<i>Frustrating (net)</i>	<i>56%</i>	<i>51%</i>	<i>55%</i>	<i>60%</i>
<i>Not frustrating (net)</i>	<i>38%</i>	<i>43%</i>	<i>40%</i>	<i>32%</i>

### j. Obtaining health insurance

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Very frustrating	22%	20%	22%	27%
Somewhat frustrating	27%	25%	25%	31%
Not very frustrating	25%	28%	24%	22%
Not at all frustrating	21%	21%	23%	12%
Don't know	6%	5%	6%	8%
<i>Frustrating (net)</i>	<i>48%</i>	<i>45%</i>	<i>48%</i>	<i>58%</i>
<i>Not frustrating (net)</i>	<i>46%</i>	<i>49%</i>	<i>46%</i>	<i>34%</i>

### k. Not being able to get an appointment with specialists

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Very frustrating	27%	24%	29%	29%
Somewhat frustrating	28%	27%	24%	33%
Not very frustrating	23%	26%	23%	18%
Not at all frustrating	14%	15%	19%	12%
Don't know	8%	8%	6%	9%
<i>Frustrating (net)</i>	<i>55%</i>	<i>52%</i>	<i>52%</i>	<i>61%</i>
<i>Not frustrating (net)</i>	<i>37%</i>	<i>41%</i>	<i>41%</i>	<i>30%</i>

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## Topline – continued –

9. Would having more information about the following parts of health care help you make decisions about your care or would it not matter much?

a. Total help

	Total	White	African American	Hispanic
Clarity on what health care providers and medicines are covered by your insurance	77%	77%	77%	69%
Clarity on your out of pocket costs at hospitals	76%	77%	77%	65%
Clarity on your out of pocket costs for prescriptions	74%	74%	76%	66%
How often and why payments for specific health treatments prescribed by your doctor are denied by insurers	73%	74%	70%	64%
What health services providers charge you, versus what those services cost providers	66%	66%	72%	60%
Financial assistance plans offered by pharmaceutical companies to consumers	65%	63%	70%	62%
How much health providers or insurers pay for drugs compared to the cost to you	62%	63%	64%	58%
How much it costs pharmaceutical companies to research and make new drugs	46%	45%	50%	51%
How much pharmaceutical companies spend advertising drugs	45%	45%	42%	51%

b. Clarity on what health care providers and medicines are covered by your insurance

	Total	White	African American	Hispanic
Would help	77%	77%	77%	69%
Would not matter	15%	16%	14%	19%
Don't know	8%	7%	9%	12%

c. Clarity on your out of pocket costs at hospitals

	Total	White	African American	Hispanic
Would help	76%	77%	77%	65%
Would not matter	16%	16%	14%	21%
Don't know	8%	7%	9%	14%

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## Topline – continued –

d. Clarity on your out of pocket costs for prescriptions

	Total	White	African American	Hispanic
Would help	74%	74%	76%	66%
Would not matter	18%	19%	16%	21%
Don't know	8%	8%	9%	13%

e. How much it costs pharmaceutical companies to research and make new drugs

	Total	White	African American	Hispanic
Would help	46%	45%	50%	51%
Would not matter	40%	42%	36%	32%
Don't know	14%	13%	15%	17%

f. How much pharmaceutical companies spend advertising drugs

	Total	White	African American	Hispanic
Would help	45%	45%	42%	51%
Would not matter	42%	42%	43%	32%
Don't know	13%	13%	16%	17%

g. How much health providers or insurers pay for drugs compared to the cost to you

	Total	White	African American	Hispanic
Would help	62%	63%	64%	58%
Would not matter	27%	26%	24%	27%
Don't know	11%	10%	12%	15%

h. How often and why payments for specific health treatments prescribed by your doctor are denied by insurers

	Total	White	African American	Hispanic
Would help	73%	74%	70%	64%
Would not matter	17%	17%	19%	20%
Don't know	10%	10%	11%	16%

i. Financial assistance plans offered by pharmaceutical companies to consumers

	Total	White	African American	Hispanic
Would help	65%	63%	70%	62%
Would not matter	23%	26	18	24
Don't know	11%	11	12	14

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## Topline – continued –

j. What health services providers charge you, versus what those services cost providers

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Would help	66%	66%	72%	60%
Would not matter	23%	24%	18%	24%
Don't know	11%	10%	10%	17%

10. From the following list, what do you think should be the priority to make healthcare better in the next 5 years?

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Make healthcare more affordable and reduce costs to consumers	53%	56%	50%	36%
Make sure people have more options and choices for care that works for them	13%	13%	14%	15%
Give people more predictability in the cost of their care	7%	6%	7%	12%
Empower people to make more informed choices about their healthcare	6%	6%	7%	10%
Give people better information about the quality of their healthcare coverage and provider	6%	5%	10%	9%
Promote new technology and innovation in health care, like expanding access to telehealth and new disease treatments	6%	4%	4%	7%
Other	3%	4%	2%	1%
Don't know	6%	6%	6%	9%

11. In your opinion, how much of a priority is improving the US healthcare system to your elected representatives at this time?

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
A top priority	24%	23%	31%	25%
A major priority	32%	30%	31%	36%
A minor priority	23%	24%	16%	22%
Not a priority	12%	13%	13%	8%
Don't know	9%	10%	8%	10%
<i>A priority (net)</i>	<i>56%</i>	<i>53%</i>	<i>62%</i>	<i>61%</i>
<i>Not a priority (net)</i>	<i>34%</i>	<i>38%</i>	<i>29%</i>	<i>29%</i>

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## Topline – continued –

12. In your opinion, how much should the elected officials representing you prioritize improving the U.S. health care system?

	Total	White	African American	Hispanic
A top priority	38%	38%	47%	37%
A major priority	46%	48%	41%	39%
A minor priority	9%	8%	6%	14%
Not a priority	2%	1%	1%	3%
Don't know	5%	5%	6%	7%
<i>A priority (net)</i>	<i>84%</i>	<i>85%</i>	<i>88%</i>	<i>75%</i>
<i>Not a priority (net)</i>	<i>10%</i>	<i>10%</i>	<i>7%</i>	<i>17%</i>

13. Do you think the following have a significant role in improving U.S. healthcare?

a. Total significant role

	Total	White	African American	Hispanic
Hospitals	75%	76%	77%	69%
Insurance and pharmaceutical companies	72%	74%	76%	61%
Medical professionals	72%	70%	76%	68%
Congress	69%	70%	74%	67%
State policymakers	67%	66%	74%	63%
Patient advocacy groups	60%	58%	63%	54%
The American public	59%	57%	63%	59%
President Trump	57%	58%	60%	49%
Patients	53%	50%	56%	52%
Employers	51%	49%	59%	54%

b. President Trump

	Total	White	African American	Hispanic
Yes	57%	58%	60%	49%
No	30%	30%	30%	36%
Don't know	14%	12%	10%	14%

c. Congress

	Total	White	African American	Hispanic
Yes	69%	70%	74%	67%
No	20%	21%	17%	22%
Don't know	11%	9%	9%	11%

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## Topline – continued –

### d. State policymakers

	Total	White	African American	Hispanic
Yes	67%	66%	74%	63%
No	22%	23%	16%	24%
Don't know	11%	12%	10%	13%

### e. Medical professionals

	Total	White	African American	Hispanic
Yes	72%	70%	76%	68%
No	20%	21%	17%	20%
Don't know	8%	9%	7%	12%

### f. Insurance and pharmaceutical companies

	Total	White	African American	Hispanic
Yes	72%	74%	76%	61%
No	20%	18%	17%	26%
Don't know	8%	7%	7%	13%

### g. Patients

	Total	White	African American	Hispanic
Yes	53%	50%	56%	52%
No	33%	37%	32%	32%
Don't know	14%	13%	12%	16%

### h. Patient advocacy groups

	Total	White	African American	Hispanic
Yes	60%	58%	63%	54%
No	25%	26%	23%	29%
Don't know	15%	16%	14%	17%

### i. Employers

	Total	White	African American	Hispanic
Yes	51%	49%	59%	54%
No	34%	36%	29%	29%
Don't know	15%	15%	12%	17%

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## Topline – continued –

j. The American public

	Total	White	African American	Hispanic
Yes	59%	57%	63%	59%
No	27%	30%	23%	26%
Don't know	13%	13%	13%	15%

k. Hospitals

	Total	White	African American	Hispanic
Yes	75%	76%	77%	69%
No	16%	15%	15%	19%
Don't know	9%	9%	8%	12%

14. Do you agree or disagree with the following statements?

a. Total agree

	Total	White	African American	Hispanic
Lawmakers need to set aside partisan politics and find ways to improve health care.	88%	90%	87%	76%
The next U.S. Congress should focus on improving the U.S. health care system.	87%	89%	88%	74%
We need new ideas and more out-of-the-box thinking about the future of health care.	85%	87%	87%	75%
When it comes to American health care, lawmakers don't have to be medical experts to be part of the solution.	80%	82%	78%	68%
I often feel like no one in power is looking out for me when it comes to health care.	78%	79%	82%	72%
The best ideas for health care might come from local solutions, and small successes.	76%	78%	78%	69%
Congress should stop trying to repeal Obamacare.	58%	52%	78%	68%
Congress should stop trying to repeal the Affordable Care Act.	58%	54%	77%	63%

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## Topline – continued –

b. When it comes to American health care, lawmakers don't have to be medical experts to be part of the solution.

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Strongly agree	43%	49%	46%	32%
Somewhat agree	37%	33%	32%	36%
Somewhat disagree	9%	8%	9%	18%
Strongly disagree	4%	4%	5%	7%
Don't know	7%	7%	9%	8%
<i>Agree (net)</i>	<b>80%</b>	<b>82%</b>	<b>78%</b>	<b>68%</b>
<i>Disagree (net)</i>	<b>14%</b>	<b>12%</b>	<b>14%</b>	<b>25%</b>

c. The next U.S. Congress should focus on improving the U.S. health care system.

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Strongly agree	59%	60%	61%	43%
Somewhat agree	28%	29%	27%	31%
Somewhat disagree	5%	4%	4%	13%
Strongly disagree	3%	2%	2%	5%
Don't know	6%	5%	6%	8%
<i>Agree (net)</i>	<b>87%</b>	<b>89%</b>	<b>88%</b>	<b>74%</b>
<i>Disagree (net)</i>	<b>8%</b>	<b>6%</b>	<b>5%</b>	<b>18%</b>

d. Congress should stop trying to repeal the Affordable Care Act. *\*This question was split sampled with Q14e*

	<b>Total (n = 841)</b>	<b>White (n = 393)</b>	<b>African American (n = 199)</b>	<b>Hispanic (n = 231)</b>
Strongly agree	34%	34%	59%	31%
Somewhat agree	23%	20%	18%	33%
Somewhat disagree	10%	11%	6%	15%
Strongly disagree	19%	25%	6%	7%
Don't know	13%	11%	11%	14%
<i>Agree (net)</i>	<b>58%</b>	<b>54%</b>	<b>77%</b>	<b>63%</b>
<i>Disagree (net)</i>	<b>29%</b>	<b>35%</b>	<b>12%</b>	<b>23%</b>

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## Topline – continued –

e. Congress should stop trying to repeal Obamacare. *\*This question was split sampled with Q14d*

	<b>Total (n = 889)</b>	<b>White (n = 418)</b>	<b>African American (202)</b>	<b>Hispanic (n = 251)</b>
Strongly agree	38%	35%	59%	35%
Somewhat agree	20%	17%	18%	33%
Somewhat disagree	10%	11%	6%	12%
Strongly disagree	18%	24%	4%	9%
Don't know	14%	14%	12%	10%
<i>Agree (net)</i>	<i>58%</i>	<i>52%</i>	<i>78%</i>	<i>68%</i>
<i>Disagree (net)</i>	<i>28%</i>	<i>35%</i>	<i>10%</i>	<i>22%</i>

f. I often feel like no one in power is looking out for me when it comes to health care.

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Strongly agree	44%	48%	52%	35%
Somewhat agree	34%	32%	30%	37%
Somewhat disagree	11%	11%	9%	13%
Strongly disagree	4%	2%	2%	7%
Don't know	7%	7%	7%	8%
<i>Agree (net)</i>	<i>78%</i>	<i>79%</i>	<i>82%</i>	<i>72%</i>
<i>Disagree (net)</i>	<i>15%</i>	<i>14%</i>	<i>11%</i>	<i>20%</i>

g. We need new ideas and more out-of-the-box thinking about the future of health care.

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Strongly agree	53%	54%	53%	40%
Somewhat agree	32%	32%	34%	35%
Somewhat disagree	6%	5%	4%	13%
Strongly disagree	2%	1%	2%	4%
Don't know	7%	7%	7%	8%
<i>Agree (net)</i>	<i>85%</i>	<i>87%</i>	<i>87%</i>	<i>75%</i>
<i>Disagree (net)</i>	<i>8%</i>	<i>7%</i>	<i>6%</i>	<i>17%</i>

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## Topline – continued –

h. Lawmakers need to set aside partisan politics and find ways to improve health care.

	Total	White	African American	Hispanic
Strongly agree	67%	70%	66%	42%
Somewhat agree	21%	20%	21%	34%
Somewhat disagree	4%	3%	5%	12%
Strongly disagree	2%	1%	1%	4%
Don't know	6%	6%	7%	7%
<i>Agree (net)</i>	<i>88%</i>	<i>90%</i>	<i>87%</i>	<i>76%</i>
<i>Disagree (net)</i>	<i>6%</i>	<i>4%</i>	<i>6%</i>	<i>16%</i>

i. The best ideas for health care might come from local solutions, and small successes.

	Total	White	African American	Hispanic
Strongly agree	34%	33%	36%	27%
Somewhat agree	42%	45%	42%	42%
Somewhat disagree	9%	7%	7%	15%
Strongly disagree	2%	2%	3%	4%
Don't know	13%	13%	12%	11%
<i>Agree (net)</i>	<i>76%</i>	<i>78%</i>	<i>78%</i>	<i>69%</i>
<i>Disagree (net)</i>	<i>11%</i>	<i>9%</i>	<i>10%</i>	<i>20%</i>

15. Here are some proposals the healthcare system. For each of these, would you favor or oppose this policy?

a. Total favor

	Total	White	African American	Hispanic
Pharmacists should be able to inform customers at the point-of-sale if there's a way to save money on a prescription	80%	85%	74%	56%
Pharmaceutical companies, hospitals, and health insurers should be more transparent about the cost and access to health care	77%	82%	73%	57%
Pharmaceutical companies should have to provide more information about drug costs and financial assistance that may be available to patients	75%	79%	75%	55%
Hospitals and clinics should be required to show how much they are marking up the costs for standard treatments	69%	73%	64%	54%
Hospitals should be required to use the discounts they receive on prescription medicines in exchange for helping patients in	68%	71%	67%	52%

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## Topline – continued –

need, instead of using those discounts for other purposes				
Insurance companies should not be able to prevent patients from reaching their insurance deductible	68%	72%	63%	51%
Hospitals should be paid based on how well treatment works for patients, not just on the amount of tests and procedures patients are given	51%	49%	50%	44%
We should pay people and organizations in healthcare based on the value and outcomes they provide to patients and the system, not based on the volume of products and services they sell	49%	49%	50%	48%

- b. Hospitals should be paid based on how well treatment works for patients, not just on the amount of tests and procedures patients are given.

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Favor	51%	49%	50%	44%
Oppose	15%	14%	16%	18%
Both/mix	23%	24%	24%	27%
Don't know	11%	12%	10%	11%

- c. We should pay people and organizations in health care based on the value and outcomes they provide to patients and the system, not based on the volume of products and services they sell

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Favor	49%	49%	50%	48%
Oppose	8%	8%	8%	8%
Both/mix	25%	25%	22%	28%
Don't know	19%	19%	20%	16%

- d. Hospitals and clinics should be required to show how much they are marking up the costs for standard treatments.

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Favor	69%	73%	64%	54%
Oppose	9%	7%	10%	16%
Both/mix	14%	11%	18%	20%
Don't know	8%	8%	9%	10%

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## Topline – continued –

- e. Pharmacists should be able to inform customers at the point-of-sale if there's a way to save money on a prescription.

	Total	White	African American	Hispanic
Favor	80%	85%	74%	56%
Oppose	5%	4%	7%	14%
Both/mix	9%	6%	14%	20%
Don't know	6%	5%	6%	10%

- f. Pharmaceutical companies should have to provide more information about drug costs and financial assistance that may be available to patients.

	Total	White	African American	Hispanic
Favor	75%	79%	75%	55%
Oppose	6%	5%	5%	16%
Both/mix	12%	11%	13%	19%
Don't know	7%	6%	7%	10%

- g. Hospitals should be required to use the discounts they receive on prescription medicines in exchange for helping patients in need, instead of using those discounts for other purposes

	Total	White	African American	Hispanic
Favor	68%	71%	67%	52%
Oppose	8%	6%	9%	17%
Both/mix	15%	14%	14%	19%
Don't know	10%	10%	11%	12%

- h. Pharmaceutical companies, hospitals, and health insurers should be more transparent about the cost and access to health care

	Total	White	African American	Hispanic
Favor	77%	82%	73%	57%
Oppose	6%	4%	8%	14%
Both/mix	11%	9%	11%	20%
Don't know	6%	5%	8%	9%

- i. Insurance companies should not be able to prevent patients from reaching their insurance deductible

	Total	White	African American	Hispanic
Favor	68%	72%	63%	51%
Oppose	7%	5%	10%	15%
Both/mix	10%	9%	12%	17%
Don't know	14%	14%	15%	16%



## Topline – continued –

16. Are you currently covered by any of the following types of health insurance or health coverage plans?

	Total	White	African American	Hispanic
Insurance through a current or former employer or union	38%	42%	35%	30%
Medicare	20%	22%	20%	13%
Insurance purchased directly from an insurance company	16%	14%	12%	17%
Medicaid, Medical Assistance, or any kind of government-assistance plan for those with low income or a disability	10%	9%	19%	14%
Veterans Administration (VA)	2%	2%	2%	1%
TRICARE or other military healthcare	2%	2%	2%	3%
Indian Health Service	1%	0%	1%	2%
Uninsured	6%	5%	7%	10%
Don't know	5%	4%	2%	11%

17. How would you rate your health overall?

	Total	White	African American	Hispanic
Very good	27%	27%	22%	27%
Good	44%	46%	48%	38%
Fair	21%	20%	26%	23%
Poor	5%	4%	3%	5%
Very Poor	2%	2%	0%	3%
Don't know	1%	1%	1%	4%

18. In the last 12 months, have you visited a doctor or received care 3 or more times for the same condition or problem?

	Total	White	African American	Hispanic
Yes	47%	46%	52%	45%
No	53%	54%	48%	55%

19. Is this a condition or problem that has lasted for at least 3 months? Not including pregnancy or menopause.

	Total	White	African American	Hispanic
Yes	78%	81%	71%	61%
No	22%	19%	29%	39%

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## Topline – continued –

20. Do you have children under 18?

	Total	White	African American	Hispanic
Yes	26%	21%	28%	46%
No	73%	79%	72%	52%
Don't know	1%	0%	0%	2%

21. In the last year, have you done any of the following...

a. Total yes

	Total	White	African American	Hispanic
Donated money to a charitable organization	56%	58%	46%	43%
Donated money to an advocacy or political organization	19%	15%	16%	22%
Attended a government meeting or town hall	15%	12%	15%	24%
Volunteered for a civic or political organization	13%	12%	14%	23%
Attended a political rally, march or protest	12%	9%	11%	25%
Written a letter to the editor of your local news outlet	9%	7%	6%	19%

b. Attended a political rally, march or protest

	Total	White	African American	Hispanic
Yes	12%	9%	11%	25%
No	85%	90%	86%	69%
Don't know	2%	2%	3%	6%

c. Attended a government meeting or town hall

	Total	White	African American	Hispanic
Yes	15%	12%	15%	24%
No	83%	86%	82%	70%
Don't know	2%	1%	3%	5%

d. Written a letter to the editor of your local news outlet

	Total	White	African American	Hispanic
Yes	9%	7%	6%	19%
No	89%	91%	91%	75%
Don't know	2%	1%	2%	6%

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## Topline – continued –

e. Volunteered for a civic or political organization

	Total	White	African American	Hispanic
Yes	13%	12%	14%	23%
No	84%	86%	83%	72%
Don't know	2%	1%	2%	6%

f. Donated money to a charitable organization

	Total	White	African American	Hispanic
Yes	56%	58%	46%	43%
No	42%	41%	52%	51%
Don't know	2%	1%	3%	6%

g. Donated money to an advocacy or political organization

	Total	White	African American	Hispanic
Yes	19%	15%	16%	22%
No	79%	83%	81%	71%
Don't know	2%	2%	3%	7%

22. Are you currently registered to vote?

	Total	White	African American	Hispanic
Yes	85%	89%	88%	70%
No	12%	10%	10%	24%
Don't know	2%	1%	2%	7%

23. Do you consider yourself a Republican, Democrat or Independent?

	Total	White	African American	Hispanic
Democrat	38%	30%	69%	50%
Republican	30%	36%	6%	21%
Independent	24%	26%	19%	20%
Other	5%	4%	3%	6%
Don't know	3%	3%	3%	4%

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## Topline – continued –

24. In the upcoming 2018 elections, do you plan to vote for the Democratic or Republican candidate for Congress in your district?

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Republican candidate	32%	39%	7%	24%
Democratic candidate	42%	35%	70%	52%
Not voting	11%	10%	10%	9%
Other	3%	4%	2%	2%
Don't know	12%	13%	11%	13%

25. How would you describe the area in which you live?

	<b>Total</b>	<b>White</b>	<b>African American</b>	<b>Hispanic</b>
Rural	21%	23%	16%	13%
Suburban	46%	51%	36%	39%
Urban	33%	25%	48%	48%

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## Topline – continued –

### About the Study

These are findings from an Ipsos poll conducted October 4-11, 2018 on behalf of GSG and CQC. For the survey, a sample of roughly 1,730 adults 18+ from the continental U.S., Alaska and Hawaii were interviewed online in English. The sample includes 811 Whites, 401 African Americans, and 482 Hispanics.

The sample for this study was randomly drawn from Ipsos' online panel (see link below for more info on "Access Panels and Recruitment"), partner online panel sources, and "river" sampling (see link below for more info on the Ipsos "Ampario Overview" sample method) and does not rely on a population frame in the traditional sense. Ipsos uses fixed sample targets, unique to each study, in drawing a sample. After a sample has been obtained from the Ipsos panel, Ipsos calibrates respondent characteristics to be representative of the U.S. Population using standard procedures such as raking-ratio adjustments. The source of these population targets is U.S. Census 2013 American Community Survey data. The sample drawn for this study reflects fixed sample targets on demographics. Post-hoc weights were made to the population characteristics on gender, age, race/ethnicity, region, and education.

Statistical margins of error are not applicable to online polls. All sample surveys and polls may be subject to other sources of error, including, but not limited to coverage error and measurement error. Where figures do not sum to 100, this is due to the effects of rounding. The precision of Ipsos online polls is measured using a credibility interval. In this case, the poll has a credibility interval of plus or minus 2.7 percentage points for all respondents. Ipsos calculates a design effect (DEFF) for each study based on the variation of the weights, following the formula of Kish (1965). This study had a credibility interval adjusted for design effect of the following (n=1,730, DEFF=1.5, adjusted Confidence Interval=+/- 4.2 percentage points).

The poll also has a credibility interval of plus or minus 3.9 percentage points for Whites, 5.6 percentage points for African Americans, and 5.1 for Hispanics.

For more information about conducting research intended for public release or Ipsos' online polling methodology, please visit our [Public Opinion Polling and Communication](#) page where you can download our brochure, see our public release protocol, or contact us.

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## Topline – continued –

### About Ipsos Public Affairs

Ipsos Public Affairs is a non-partisan, objective, survey-based research practice made up of seasoned professionals. We conduct strategic research initiatives for a diverse number of American and international organizations, based not only on public opinion research, but elite stakeholder, corporate, and media opinion research.

Ipsos has media partnerships with the most prestigious news organizations around the world. Through our media partnerships, Ipsos Public Affairs is a leading source of intelligent information for businesses and professionals in the U.S., Canada, the UK, and internationally. Ipsos Public Affairs is a member of the Ipsos Group, a leading global survey-based market research company. We provide boutique-style customer service and work closely with our clients, while also undertaking global research.

### About Ipsos

Ipsos is an independent market research company controlled and managed by research professionals. Founded in France in 1975, Ipsos has grown into a worldwide research group with a strong presence in all key markets. Ipsos ranks fourth in the global research industry.

With offices in 88 countries, Ipsos delivers insightful expertise across five research specializations: brand, advertising and media; customer loyalty; marketing; public affairs research; and survey management.

Ipsos researchers assess market potential and interpret market trends. They develop and build brands. They help clients build long-term relationships with their customers. They test advertising and study audience responses to various media and they measure public opinion around the globe.

Ipsos has been listed on the Paris Stock Exchange since 1999 and generated global revenues of €1,780.5 million in 2016.

#### GAME CHANGERS

« Game Changers » is the Ipsos signature.

At Ipsos we are passionately curious about people, markets, brands and society.  
We make our changing world easier and faster to navigate and inspire clients to make smarter decisions.  
We deliver with security, speed, simplicity and substance. We are Game Changers.

Ipsos is listed on Eurolist – NYSE-Euronext.  
The company is part of the SBF 120 and the Mid-60 index  
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