

FINAL TOPLINE

Joint replacement group



Qualities That Matter: Public Perceptions of Quality in Diabetes Care, Joint Replacement and Maternity Care

National survey of adults who recently had a joint replacement surgery about their perceptions of and experiences with health care quality

Data Collected by GfK Group from October 5 through 14, 2016

Released July 2017
www.publicagenda.org/pages/qualities-that-matter

The survey results below appear in the Public Agenda report, “Qualities that Matter,” alongside findings from two other nationally representative surveys, one of adults who were recently diagnosed with type 2 diabetes and one of mothers who recently gave birth (for these topline, the full report and its brief, see www.publicagenda.org/pages/qualities-that-matter). The data in this topline are based on a nationally representative survey of 406 U.S. adults ages 18 and older who had a joint replacement surgery between July 2013 and October 2016. Interviews were conducted from October 5 through 14, 2016, across the 50 states and the District of Columbia. The survey was conducted online using samples from GfK Group’s (GfK’s) KnowledgePanel.

The project was funded by a grant to Public Agenda from the Robert Wood Johnson Foundation. The survey was fielded by GfK through their KnowledgePanel. GfK was responsible for data collection only. Public Agenda designed the survey instrument and analyzed the data. When using these data, please cite Public Agenda.

The survey was designed to be compatible with web interviews. The response rate for people who recently had a joint replacement surgery was 5.6 percent using the American Association for Public Opinion Research’s Response Rate Three (RR3) formula. (For full methodology, see page 91 of this topline.)

GfK and members of Public Agenda’s research team checked the programmed survey extensively to ensure skip patterns followed the design of the questionnaire. “Don’t know/Unsure” was included as an explicit response category. Respondents could refuse to answer any question. The survey was offered only in English.

The final data for each of the surveys were weighted to correct for variance in the likelihood of selection for a given case and to balance the sample to known population parameters to correct for systematic under- or overrepresentation of meaningful social categories. The weight-adjusted margin of error for the joint replacement group is +/-6.4 percentage points at the 95 percent confidence level. It is higher, however, for questions that were not asked of all respondents and for subgroup results. This topline indicates total sample sizes for each question. Findings related to subgroups smaller than n=100 should be interpreted with caution.

A survey result of less than 0.5 percent is signified by an asterisk, and a result of zero is signified by a dash. Responses may not always total 100 percent due to rounding. Some data from open-ended questions are not included. Please contact research@publicagenda.org for data for those questions.

For full toplines for the diabetes group and maternity group surveys, see and www.publicagenda.org/media/qualities-that-matter-diabetes-topline and www.publicagenda.org/media/qualities-that-matter-maternity-topline respectively.

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q1-3. No question	
Q4b. Have you had joint replacement surgery since July 2013, that is, in the last three years? [Screening question: Did not have joint replacement surgery, Not sure and Refused were terminated.]	
Yes, I had joint replacement surgery once IN THE LAST THREE YEARS	78%
Yes, I had joint replacement surgery MORE THAN ONCE in the last three years	22%
No, I DID NOT have joint replacement surgery in the last three years	--
Not sure	--
Refused	--
	N=406
Q5. Was that the first time you had joint replacement surgery, or had you had joint replacement surgery before? [Base: Had joint surgery in the last three years]	
It was the first time I had joint replacement surgery	68%
I had had joint replacement surgery before	32%
Refused	--
	n=318
Q5d. When did you have your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery? [Open-ended.]	
[Open-ended]	
	N=406
Q6. After you left the hospital following your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery, where did you go?	
I went directly home, including to a family member's or friend's home	70%
I stayed overnight in a nursing facility or rehabilitation center for one or more nights	30%
Don't know/Unsure	--
Refused	--
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q7. When you had your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery, did you have any form of health insurance, either through your employer, through Medicaid or Medicare or any other type of health insurance, or did you not have health insurance?	
Yes, I had health insurance when I had my [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery	99%
No, I did not have health insurance when I had my [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery	1%
Don't know/Unsure	--
Refused	--
	N=406
Q8. Do you currently have any form of health insurance, either through your employer, through Medicaid or Medicare or any other type of health insurance, or do you not have health insurance?	
Yes, I currently have health insurance	99%
No, I do not currently have health insurance	1%
Don't know/Unsure	--
Refused	--
	N=406
Q9. In general, how likely do you think surgeons who do joint replacement are to perform tests or treatments that are not really necessary?	
Very likely	4%
Somewhat likely	12%
Not very likely	45%
Not likely at all	32%
Don't know/Unsure	6%
Refused	1%
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q10. Thinking about surgeons who do joint replacement [IF CURRENTLY INSURED: and are covered by your insurance plan/ IF UNINSURED: in your area], would you say (they charge pretty much the same prices for the same services), or (some charge more than others for the same services)? [Phrases were rotated.]	
They charge pretty much the same prices for the same services.	30%
Some charge more than others for the same services.	20%
Don't know/Unsure	49%
Refused	--
	N=406
Q11. Which of the following statements comes closest to your view? [Phrases were rotated; Base: Currently insured]	
My health insurance plan includes the best quality joint replacement surgeons.	87%
My health insurance plan prevents me from seeing the best quality joint replacement surgeons.	3%
Don't know/Unsure	10%
Refused	*
	n=402
Q12. Thinking about hospitals that [IF CURRENTLY INSURED: are covered by your insurance plan/IF UNINSURED: are in your area], would you say (they charge pretty much the same prices for the same services), or (some charge more than others for the same services)? [Phrases were rotated.]	
They charge pretty much the same prices for the same services.	24%
Some charge more than others for the same services.	28%
Don't know/Unsure	47%
Refused	1%
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q13. Which of the following statements comes closest to your view? [Phrases were rotated; Base: Currently insured]	
My health insurance plan includes the best quality hospitals.	87%
My health insurance plan prevents me from going to the best quality hospitals.	4%
Don't know/Unsure	9%
Refused	--
	n=402
Q14. How closely does each of the following statements come to describing you?: Before my [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery, I spent a lot of time learning everything I could about the surgery. [Presented on same screen as Q15.]	
Very close	45%
Somewhat close	34%
Not very close	13%
Not close at all	9%
Don't know	--
Refused	--
	N=406
Q15. How closely does each of the following statements come to describing you?: Before my [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery, I spent a lot of time finding out everything I could about different surgeons and hospitals for joint replacement. [Presented on the same screen as Q14.]	
Very close	24%
Somewhat close	33%
Not very close	15%
Not close at all	28%
Don't know/Unsure	--
Refused	*
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q16. Did you ever attend a joint replacement education class or seminar?	
Yes, I attended a joint replacement education class or seminar	61%
No, I did not attend a joint replacement education class or seminar	39%
Don't know/Unsure	--
Refused	--
	N=406
Q17. What kind of doctor performed your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery?	
An orthopedic surgeon who specializes in bones and joints	99%
A surgeon who does not necessarily specialize in bones and joints	1%
Other	--
Don't know/Unsure	--
Refused	--
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q18. How did you first hear about the surgeon who performed your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery? [Items were randomized.]	
From a friend, family member or coworker	33%
From another doctor or medical care provider	39%
From my insurance company, including my insurance company's website	2%
From the hospital where I wanted to have my surgery, including the hospital's website	8%
From a website such as Zocdoc, Vitals, Healthgrades, or another website	1%
By reading online patient reviews	1%
By passing his/her practice	*
Other	14%
Don't know/Unsure	1%
Refused	*
	N=406
Q19. Had you already been a patient of this surgeon before you knew you needed [your MOST RECENT] joint replacement surgery?	
Yes, I had been a patient of this surgeon before	45%
No, I had not been a patient of this surgeon before	55%
Don't know/Unsure	1%
Refused	--
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q20. Which of the following best describes how you decided on a surgeon and a hospital for your joint replacement surgery? [Choices were rotated.]	
I first decided on a surgeon to do my surgery and then chose or was directed to a hospital where my surgeon worked.	69%
I first decided on a hospital for the surgery and then chose or was directed to a surgeon who worked at that hospital.	10%
Neither	19%
Don't know/Unsure	*
Refused	1%
	N=406
Q21. Considering [IF CURRENTLY INSURED: your insurance coverage and] the area where you live, about how many surgeons do you feel you could have chosen from for your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery?	
A lot of surgeons	41%
Some surgeons	29%
Only a few surgeons	18%
Just one surgeon	5%
Don't know/Unsure	8%
Refused	--
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q22. Did the orthopedist or surgeon who told you that you needed joint replacement also perform the surgery or did you change orthopedists or surgeons before you had your surgery?	
I changed orthopedists or surgeons before I had my [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery	17%
The orthopedist or surgeon who told me that I needed joint replacement also performed my [IF MORE THAN ONE SURGERY: most recent] surgery	81%
Don't know/Unsure	1%
Refused	1%
	N=406
Q23. Which of the following describes why you changed your orthopedist or surgeon before your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery? [Check all that apply; Base: Changed orthopedists or surgeons]	
I moved to a different town, city or neighborhood	9%
I changed insurance companies or plans	1%
My original surgeon didn't take my insurance or stopped accepting my insurance	4%
My original surgeon retired or closed his/her practice	9%
My original surgeon left the hospital where I wanted to have my surgery.	--
I was not satisfied with the care I received from my original surgeon	17%
My original surgeon cost met of much out of pocket	--
I wanted to have my surgery where my original surgeon didn't have access	11%
I needed a surgeon with a medical specialty that my original surgeon did not have	21%
Other	32%
Don't know/Unsure	3%
	n=66

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q24. Overall, how do you rate the quality of care that you received from the surgeon who performed your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery?	
Excellent	75%
Very good	17%
Good	5%
Fair	2%
Poor	*
Don't know/Unsure	--
Refused	--
	N=406
Q25. When you chose where to have your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery, how many hospitals did you feel you could choose from?	
Only one hospital	42%
Two or three hospitals	41%
Four or more hospitals	11%
Don't know/Unsure	6%
Refused	*
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q26. Overall, how do you rate the quality of care you received at the hospital where you had your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery?	
Excellent	60%
Very Good	26%
Good	10%
Fair	2%
Poor	2%
Don't know/Unsure	--
Refused	1%
	N=406
Q27. Overall, how do you rate the quality of care you received at the nursing facility or rehabilitation center that you went to after your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery? [Base: Went to a rehab facility]	
Excellent	38%
Very good	20%
Good	20%
Fair	7%
Poor	6%
Don't know/Unsure	7%
Refused	1%
	n=128

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q28. Thinking about what makes for high quality health care for joint replacement surgery, how important do you think each of the following is? [Items were randomized; Presented on the same screen as Q28a.]	
Q28. ID1. That the surgeon has helpful and respectful staff.	
Very important	85%
Somewhat important	13%
Not too important	1%
Not important at all	--
Don't know/Unsure	--
Refused	1%
	N=406
Q28. ID2. That the surgeon makes time for patients' questions and concerns.	
Very important	93%
Somewhat important	7%
Not too important	1%
Not important at all	--
Don't know/Unsure	--
Refused	--
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q28. ID3. That the surgeon asks patients about preferences and expectations for joint replacement surgery.	
Very important	74%
Somewhat important	21%
Not too important	3%
Not important at all	--
Don't know/Unsure	1%
Refused	1%
	N=406
Q28. ID4. That the surgeon responds to patients' calls and emails.	
Very important	77%
Somewhat important	21%
Not too important	2%
Not important at all	--
Don't know/Unsure	1%
Refused	--
	N=406
Q28. ID5. That the surgeon communicates with their patients' other doctors, physical therapists and pharmacists.	
Very important	80%
Somewhat important	16%
Not too important	4%
Not important at all	--
Don't know/Unsure	--
Refused	--
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q28. ID6. That the surgeon understands the needs and values of the communities he/she serves.	
Very important	55%
Somewhat important	26%
Not too important	14%
Not important at all	2%
Don't know/Unsure	3%
Refused	*
	N=406
Q28. ID7. That the surgeon talks to patients about the risks of joint replacement surgery.	
Very important	92%
Somewhat important	7%
Not too important	1%
Not important at all	--
Don't know/Unsure	*
Refused	*
	N=406
Q28. FD8. That the surgeon has a low rate of patients with acute pain right after surgery, compared with other surgeons.	
Very important	64%
Somewhat important	27%
Not too important	5%
Not important at all	*
Don't know/Unsure	4%
Refused	--
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q28. FD9. That the surgeon has a low rate of patients who need additional surgeries to have their joint replacement corrected, compared with other surgeons.	
Very important	87%
Somewhat important	7%
Not too important	1%
Not important at all	1%
Don't know/Unsure	5%
Refused	--
	N=406
Q28. FD10. That the surgeon reviews patients' physical functioning before joint replacement surgery.	
Very important	89%
Somewhat important	10%
Not too important	*
Not important at all	--
Don't know/Unsure	--
Refused	--
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q28. FD11. That the surgeon considers each patient's unique circumstances to decide whether to do the joint replacement surgery at all.	
Very important	93%
Somewhat important	6%
Not too important	1%
Not important at all	--
Don't know/Unsure	*
Refused	--
	N=406
Q28. FH12. That the hospital has a low rate of patients who have to be readmitted to the hospital within 30 days after joint replacement surgery, compared with other hospitals.	
Very important	86%
Somewhat important	8%
Not too important	2%
Not important at all	*
Don't know/Unsure	5%
Refused	*
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q28. FH13. That the hospital has a low rate of patients who get infections after joint replacement surgery, compared with other hospitals.	
Very important	91%
Somewhat important	2%
Not too important	1%
Not important at all	*
Don't know/Unsure	5%
Refused	*
	N=406
Q28. FH14. That the hospital has a low rate of patients who have heart attacks, blood clots or pneumonia after joint replacement surgery, compared with other hospitals.	
Very important	84%
Somewhat important	9%
Not too important	1%
Not important at all	1%
Don't know/Unsure	5%
Refused	*
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q28. FH15. That the hospital's staff make patients move around after their joint replacement surgery.	
Very important	86%
Somewhat important	11%
Not too important	2%
Not important at all	*
Don't know/Unsure	1%
Refused	*
	N=406
Q28. IO16. That the surgeon's appointments start on time.	
Very important	41%
Somewhat important	47%
Not too important	10%
Not important at all	1%
Don't know/Unsure	*
Refused	--
	N=406
Q28. PC17. That the hospital is in good physical condition.	
Very important	87%
Somewhat important	11%
Not too important	2%
Not important at all	--
Don't know/Unsure	*
Refused	*
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q28. ET18. That the hospital has a dedicated joint replacement team.	
Very important	78%
Somewhat important	16%
Not too important	3%
Not important at all	1%
Don't know/Unsure	2%
Refused	*
	N=406
Q28. ET19. That the surgeon was trained at a school with a good reputation.	
Very important	70%
Somewhat important	23%
Not too important	5%
Not important at all	*
Don't know/Unsure	1%
Refused	*
	N=406
Q28a. What else do you think makes for high quality joint replacement surgery that wasn't mentioned in the previous questions? [Open-ended; Presented on the same screen as Q28.]	
[Open-ended]	
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
<p>Q29. ID3. Thinking about the joint replacement surgeons [IF INSURED: who are covered by your insurance plan/ IF UNINSURED: in your area], would you say that (they are all similarly likely to ask patients about preferences and expectations) or (some are more likely than others to ask patients about preferences and expectations)? [Phrases were rotated; Order was randomized with Q29. ID5., Q30. FD9., Q30. FD10., Q31. FH12. and Q31. FH13.]</p>	
They are all similarly likely to ask patients about preferences and expectations	28%
Some are more likely than others to ask patients about preferences and expectations	46%
Don't know/Unsure	24%
Refused	2%
	N=406
<p>Q29. ID5. Thinking about the joint replacement surgeons [IF INSURED: who are covered by your insurance plan/ IF UNINSURED: in your area], would you say that (they are all similarly likely to communicate with their patients' other doctors, physical therapists and pharmacists) or (some are more likely than others to communicate with their patients' other doctors, physical therapists and pharmacists)? [Phrases were rotated; Order was randomized with Q29. ID3., Q30. FD9., Q30. FD10., Q31. FH12. and Q31. FH13.]</p>	
They are all similarly likely to communicate with their patients' other doctors, physical therapists and pharmacists	24%
Some are more likely than others to communicate with their patients' other doctors, physical therapists and pharmacists	52%
Don't know/Unsure	23%
Refused	*
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
<p>Q30. FD9. Thinking about the joint replacement surgeons [IF INSURED: who are covered by your insurance plan/ IF UNINSURED: in your area], would you say that (they all have pretty much the same rates of patients who need additional surgeries to correct their joint replacement) or (some have lower rates than others of patients who need additional surgeries to correct their joint replacement)? [Phrases were rotated; Order was randomized with Q29. ID3., Q30. ID5., Q30. FD10., Q31. FH12. and Q31. FH13.]</p>	
They all have pretty much the same rates of patients who need additional surgeries to correct their joint replacement	14%
Some have lower rates than others of patients who need additional surgeries to correct their joint replacement	45%
Don't know/Unsure	41%
Refused	1%
	N=406
<p>Q30. FD10. Thinking about the joint replacement surgeons [IF INSURED: who are covered by your insurance plan/ IF UNINSURED: in your area], would you say that (they are all similarly likely to review patients' physical functioning) or (some are more likely than others to review patients' physical functioning)? [Phrases were rotated; Order was randomized with Q29. ID3., Q30. ID5., Q30. FD9., Q31. FH12. and Q31. FH13.]</p>	
They are all similarly likely to review patients' physical functioning	38%
Some are more likely than others to review patients' physical functioning	33%
Don't know/Unsure	29%
Refused	--
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
<p>Q31. FH12. Thinking about the hospitals [IF INSURED: that are covered by your insurance plan/ IF UNINSURED: in your area], would you say that (they all have pretty much the same rates of patients who have to be readmitted after joint replacement surgery) or (some have lower rates than others of patients who have to be readmitted after joint replacement surgery)? [Phrases were rotated; Order was randomized with Q29. ID3., Q30. ID5., Q30. FD9., Q31. FD10. and Q31. FH13.]</p>	
They all have pretty much the same rates of patients who have to be readmitted after joint replacement surgery	14%
Some have lower rates than others of patients who have to be readmitted after joint replacement surgery	36%
Don't know/Unsure	49%
Refused	*
	N=406
<p>Q31. FH13. Thinking about the hospitals [IF INSURED: that are covered by your insurance plan/ IF UNINSURED: in your area], would you say that (they all have pretty much the same rates of patients who get infections after joint replacement surgery) or (some have lower rates than others of patients who get infections after joint replacement surgery)? [Phrases were rotated; Order was randomized with Q29. ID3., Q30. ID5., Q30. FD9., Q31. FD10. and Q31. FH12.]</p>	
They all have pretty much the same rates of patients who get infections after joint replacement surgery	16%
Some have lower rates than others of patients who get infections after joint replacement surgery	41%
Don't know/Unsure	42%
Refused	1%
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32. Did you know or try to find out any of the following while you were deciding on a surgeon and hospital for your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery? [Items presented in same random order as in Q28.; Items PV20-CV26 randomized and presented after other items; Base: Respondents who were not already a patient of their provider]	
Q32. ID1. Whether or not the surgeon has helpful and respectful staff. [Base: Said ID1 was somewhat or very important]	
Yes, I knew or tried to find this out	62%
No, I did not know or did not try to find this out	34%
Don't remember/Unsure	4%
Refused	--
	n=202
Q32. ID2. Whether or not the surgeon makes time for patients' questions and concerns. [Base: Said ID2 was somewhat or very important]	
Yes, I knew or tried to find this out	63%
No, I did not know or did not try to find this out	35%
Don't remember/Unsure	3%
Refused	--
	n=207
Q32. ID3. Whether or not the surgeon asks patients about preferences and expectations for their pregnancy and birth. [Base: Said ID3 was somewhat or very important]	
Yes, I knew or tried to find this out	62%
No, I did not know or did not try to find this out	35%
Don't remember/Unsure	3%
Refused	--
	n=199

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32. ID4. Whether or not the surgeon responds to patients' calls and emails. [Base: Said ID4 was somewhat or very important]	
Yes, I knew or tried to find this out	52%
No, I did not know or did not try to find this out	43%
Don't remember/Unsure	4%
Refused	--
	n=201
Q32. ID5. Whether or not the surgeon communicates with their patients' other doctors, physical therapists and pharmacists. [Base: Said ID5 was somewhat or very important]	
Yes, I knew or tried to find this out	57%
No, I did not know or did not try to find this out	39%
Don't remember/Unsure	4%
Refused	--
	n=202
Q32. ID6. Whether or not the surgeon understands the needs and values of the communities he/she serves. [Base: Said ID6 was somewhat or very important]	
Yes, I knew or tried to find this out	44%
No, I did not know or did not try to find this out	49%
Don't remember/Unsure	7%
Refused	--
	n=164

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32. ID7. Whether or not the surgeon talks to patients about the risks of joint replacement surgery. [Base: Said ID7 was somewhat or very important]	
Yes, I knew or tried to find this out	64%
No, I did not know or did not try to find this out	33%
Don't remember/Unsure	3%
Refused	--
	n=205
Q32. FD8. The surgeon's rate of patients with acute pain right after surgery. [Base: Said FD8 was somewhat or very important]	
Yes, I knew or tried to find this out	28%
No, I did not know or did not try to find this out	65%
Don't remember/Unsure	7%
Refused	--
	n=182
Q32. FD9. The surgeon's rate of patients who need additional surgeries to have their joint replacement corrected. [Base: Said FD9 was somewhat or very important]	
Yes, I knew or tried to find this out	38%
No, I did not know or did not try to find this out	55%
Don't remember/Unsure	7%
Refused	*
	n=193

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32. FD10. Whether or not the surgeon reviews patients' physical functioning before joint replacement surgery. [Base: Said FD10 was somewhat or very important]	
Yes, I knew or tried to find this out	66%
No, I did not know or did not try to find this out	32%
Don't remember/Unsure	2%
Refused	*
	n=207
Q32. FD11. Whether or not the surgeon considers each patient's unique circumstances to decide whether to do the joint replacement surgery at all. [Base: Said FD11 was somewhat or very important]	
Yes, I knew or tried to find this out	65%
No, I did not know or did not try to find this out	30%
Don't remember/Unsure	3%
Refused	2%
	n=206
Q32. FH12. The hospital's rate of patients who have to be readmitted to the hospital within 30 days after joint replacement surgery. [Base: Said FH12 was somewhat or very important]	
Yes, I knew or tried to find this out	30%
No, I did not know or did not try to find this out	63%
Don't remember/Unsure	7%
Refused	--
	n=191

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32. FH13. The hospital's rate of patients who get infections after joint replacement surgery. [Base: Said FH13 was somewhat or very important]	
Yes, I knew or tried to find this out	42%
No, I did not know or did not try to find this out	51%
Don't remember/Unsure	7%
Refused	*
	n=194
Q32. FH14. The hospital's rate of patients who have heart attacks, blood clots or pneumonia after joint replacement surgery. [Base: Said FD14 was somewhat or very important]	
Yes, I knew or tried to find this out	30%
No, I did not know or did not try to find this out	63%
Don't remember/Unsure	7%
Refused	*
	n=191
Q32. FH15. Whether or not the hospital's staff makes patients move around after their joint replacement surgery. [Base: Said FH15 was somewhat or very important]	
Yes, I knew or tried to find this out	63%
No, I did not know or did not try to find this out	34%
Don't remember/Unsure	3%
Refused	--
	n=203

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32. IO16. Whether or not the surgeon's appointments start on time. [Base: Said IO16 was somewhat or very important]	
Yes, I knew or tried to find this out	29%
No, I did not know or did not try to find this out	59%
Don't remember/Unsure	8%
Refused	4%
	n=180
Q32. PC17. Whether or not the hospital is in good physical condition. [Base: Said PC17 was somewhat or very important]	
Yes, I knew or tried to find this out	67%
No, I did not know or did not try to find this out	25%
Don't remember/Unsure	7%
Refused	1%
	n=203
Q32. ET18. Whether or not the hospital has a dedicated joint replacement team. [Base: Said ET18 was somewhat or very important]	
Yes, I knew or tried to find this out	62%
No, I did not know or did not try to find this out	35%
Don't remember/Unsure	2%
Refused	--
	n=194

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32. ET19. Whether or not the surgeon was trained at a school with a good reputation. [Base: Said ET19 was somewhat or very important]	
Yes, I knew or tried to find this out	57%
No, I did not know or did not try to find this out	39%
Don't remember/Unsure	4%
Refused	--
	n=186
Q32. PV20. Whether or not the surgeon was covered by your insurance plan.	
Yes, I knew or tried to find this out	89%
No, I did not know or did not try to find this out	8%
Don't remember/Unsure	1%
Refused	2%
	n=208
Q32. PV21. Whether or not the hospital was covered by your insurance plan.	
Yes, I knew or tried to find this out	89%
No, I did not know or did not try to find this out	8%
Don't remember/Unsure	1%
Refused	2%
	n=208

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32. PV23. How much you would have to pay out of pocket for your joint replacement surgery, not including any copay.	
Yes, I knew or tried to find this out	53%
No, I did not know or did not try to find this out	41%
Don't remember/Unsure	4%
Refused	2%
	n=208
Q32. PV24. How much the surgeon would charge your insurance company for your joint replacement surgery—even if it didn't affect your out of pocket costs. [Base: Currently insured]	
Yes, I knew or tried to find this out	21%
No, I did not know or did not try to find this out	72%
Don't remember/Unsure	4%
Refused	2%
	n=205
Q32. PV25. How much the hospital would charge your insurance company for your joint replacement surgery—even if it didn't affect your out of pocket costs. [Base: Currently insured]	
Yes, I knew or tried to find this out	25%
No, I did not know or did not try to find this out	68%
Don't remember/Unsure	4%
Refused	2%
	n=205

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32. CV26. Whether or not the surgeon's office was in a convenient location for you.	
Yes, I knew or tried to find this out	82%
No, I did not know or did not try to find this out	16%
Don't remember/Unsure	1%
Refused	2%
	n=208
Q32. CV27. Whether or not the hospital was in a convenient location for you.	
Yes, I knew or tried to find this out	81%
No, I did not know or did not try to find this out	17%
Don't remember/Unsure	1%
Refused	2%
	n=208
<p>Q32a. Did you know or try to find out any of the following while you were deciding on a hospital and deciding whether or not to stay with your surgeon for your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery? [Items presented in same random order as in Q28.; Items PV20-CV26 randomized and presented after other items; Base: Respondents who were already a patient of their provider]</p>	
Q32a. ID1. Whether or not the surgeon has helpful and respectful staff. [Base: Said ID1 was somewhat or very important]	
Yes, I knew or tried to find this out	84%
No, I did not know or did not try to find this out	15%
Don't remember/Unsure	1%
Refused	--
	n=197

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32a. ID2. Whether or not the surgeon makes time for patients' questions and concerns. [Base: Said ID2 was somewhat or very important]	
Yes, I knew or tried to find this out	82%
No, I did not know or did not try to find this out	17%
Don't remember/Unsure	2%
Refused	--
	n=197
Q32a. ID3. Whether or not the surgeon asks patients about preferences and expectations for their pregnancy and birth. [Base: Said ID3 was somewhat or very important]	
Yes, I knew or tried to find this out	81%
No, I did not know or did not try to find this out	16%
Don't remember/Unsure	3%
Refused	--
	n=189
Q32a. ID4. Whether or not the surgeon responds to patients' calls and emails. [Base: Said ID4 was somewhat or very important]	
Yes, I knew or tried to find this out	74%
No, I did not know or did not try to find this out	22%
Don't remember/Unsure	4%
Refused	--
	n=195

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32a. ID5. Whether or not the surgeon communicates with their patients' other doctors, physical therapists and pharmacists. [Base: Said ID5 was somewhat or very important]	
Yes, I knew or tried to find this out	77%
No, I did not know or did not try to find this out	21%
Don't remember/Unsure	2%
Refused	--
	n=193
Q32a. ID6. Whether or not the surgeon understands the needs and values of the communities he/she serves. [Base: Said ID6 was somewhat or very important]	
Yes, I knew or tried to find this out	47%
No, I did not know or did not try to find this out	48%
Don't remember/Unsure	6%
Refused	--
	n=158
Q32a. ID7. Whether or not the surgeon talks to patients about the risks of joint replacement surgery. [Base: Said ID7 was somewhat or very important]	
Yes, I knew or tried to find this out	86%
No, I did not know or did not try to find this out	13%
Don't remember/Unsure	1%
Refused	--
	n=196

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32a. FD8. The surgeon's rate of patients with acute pain right after surgery. [Base: Said FD8 was somewhat or very important]	
Yes, I knew or tried to find this out	43%
No, I did not know or did not try to find this out	52%
Don't remember/Unsure	5%
Refused	--
	n=180
Q32a. FD9. The surgeon's rate of patients who need additional surgeries to have their joint replacement corrected. [Base: Said FD9 was somewhat or very important]	
Yes, I knew or tried to find this out	44%
No, I did not know or did not try to find this out	47%
Don't remember/Unsure	9%
Refused	--
	n=188
Q32a. FD10. Whether or not the surgeon reviews patients' physical functioning before joint replacement surgery. [Base: Said FD10 was somewhat or very important]	
Yes, I knew or tried to find this out	87%
No, I did not know or did not try to find this out	13%
Don't remember/Unsure	*
Refused	--
	n=197

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32a. FD11. Whether or not the surgeon considers each patient's unique circumstances to decide whether to do the joint replacement surgery at all. [Base: Said FD11 was somewhat or very important]	
Yes, I knew or tried to find this out	85%
No, I did not know or did not try to find this out	15%
Don't remember/Unsure	*
Refused	--
	n=194
Q32a. FH12. The hospital's rate of patients who have to be readmitted to the hospital within 30 days after joint replacement surgery. [Base: Said FH12 was somewhat or very important]	
Yes, I knew or tried to find this out	34%
No, I did not know or did not try to find this out	59%
Don't remember/Unsure	7%
Refused	--
	n=189
Q32a. FH13. The hospital's rate of patients who get infections after joint replacement surgery. [Base: Said FH13 was somewhat or very important]	
Yes, I knew or tried to find this out	37%
No, I did not know or did not try to find this out	50%
Don't remember/Unsure	12%
Refused	*
	n=187

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32a. FH14. The hospital's rate of patients who have heart attacks, blood clots or pneumonia after joint replacement surgery. [Base: Said FD14 was somewhat or very important]	
Yes, I knew or tried to find this out	27%
No, I did not know or did not try to find this out	62%
Don't remember/Unsure	11%
Refused	--
	n=184
Q32a. FH15. Whether or not the hospital's staff makes patients move around after their joint replacement surgery. [Base: Said FH15 was somewhat or very important]	
Yes, I knew or tried to find this out	81%
No, I did not know or did not try to find this out	15%
Don't remember/Unsure	4%
Refused	--
	n=193
Q32a. IO16. Whether or not the surgeon's appointments start on time. [Base: Said IO16 was somewhat or very important]	
Yes, I knew or tried to find this out	65%
No, I did not know or did not try to find this out	32%
Don't remember/Unsure	3%
Refused	--
	n=167

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32a. PC17. Whether or not the hospital is in good physical condition. [Base: Said PC17 was somewhat or very important]	
Yes, I knew or tried to find this out	81%
No, I did not know or did not try to find this out	15%
Don't remember/Unsure	4%
Refused	--
	n=195
Q32a. ET18. Whether or not the hospital has a dedicated joint replacement team. [Base: Said ET18 was somewhat or very important]	
Yes, I knew or tried to find this out	63%
No, I did not know or did not try to find this out	34%
Don't remember/Unsure	3%
Refused	--
	n=188
Q32a. ET19. Whether or not the surgeon was trained at a school with a good reputation. [Base: Said ET19 was somewhat or very important]	
Yes, I knew or tried to find this out	66%
No, I did not know or did not try to find this out	26%
Don't remember/Unsure	7%
Refused	--
	n=187

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32a. PV20. Whether or not the surgeon was covered by your insurance plan.	
Yes, I knew or tried to find this out	97%
No, I did not know or did not try to find this out	3%
Don't remember/Unsure	--
Refused	1%
	n=198
Q32a. PV21. Whether or not the hospital was covered by your insurance plan.	
Yes, I knew or tried to find this out	96%
No, I did not know or did not try to find this out	4%
Don't remember/Unsure	--
Refused	1%
	n=198
Q32a. PV23. How much you would have to pay out of pocket for your joint replacement surgery, not including any copay.	
Yes, I knew or tried to find this out	72%
No, I did not know or did not try to find this out	26%
Don't remember/Unsure	2%
Refused	--
	n=198
Q32a. PV24. How much the surgeon would charge your insurance company for your joint replacement surgery—even if it didn't affect your out of pocket costs. [Base: Currently insured]	
Yes, I knew or tried to find this out	24%
No, I did not know or did not try to find this out	73%
Don't remember/Unsure	2%
Refused	*
	n=197

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q32a. PV25. How much the hospital would charge your insurance company for your joint replacement surgery—even if it didn't affect your out of pocket costs. [Base: Currently insured]	
Yes, I knew or tried to find this out	28%
No, I did not know or did not try to find this out	69%
Don't remember/Unsure	3%
Refused	--
	n=197
Q32a. CV26. Whether or not the surgeon's office was in a convenient location for you.	
Yes, I knew or tried to find this out	95%
No, I did not know or did not try to find this out	5%
Don't remember/Unsure	--
Refused	--
	n=198
Q32a. CV27. Whether or not the hospital was in a convenient location for you.	
Yes, I knew or tried to find this out	95%
No, I did not know or did not try to find this out	5%
Don't remember/Unsure	--
Refused	--
	n=198

JOINT REPLACEMENT GROUP SURVEY RESULTS

Joint
replacement
N=406

- Q33. From which sources did you know or try to find out:
- ID1. Whether or not the surgeon has helpful and respectful staff.
 - ID2. Whether or not the surgeon makes time for patients' questions and concerns.
 - ID3. Whether or not the surgeon asks patients about preferences and expectations for their diabetes care.
 - ID4. Whether or not the surgeon responds to patients' calls and emails.
 - ID5. Whether or not the surgeon communicates with their patients' other doctors and pharmacists.
 - ID6. Whether or not the surgeon understands the needs and values of the communities he/she serves.
 - ID7. Whether or not the surgeon talks to patients about the risks of joint replacement surgery.

[Check all that apply; Item(s) shown only if respondent said they knew or tried to look for that item in Q32. or Q32a.; Response options randomized, with second always after first and with eighth always before ninth; Presented on the same screen as Q34.; Base: Respondents who said they did not know or try to look for at least one item in Q32. or Q32a.]

My surgeon	69%
Another doctor or health care provider	42%
A nurse, nurse practitioner or physician's assistant	28%
A receptionist or other staff in my surgeon's office	19%
A relative, friend or coworker	42%
A hospital website or by calling a hospital	12%
My insurance company's website or by calling my insurance company [Base: Currently insured]	17%
Patient reviews on websites or in newspapers or magazines	18%
Websites, newspapers or magazines that compare hospitals in your area [IF CURRENTLY INSURED: other than your insurance company's website]	8%
Online social media, online forums, online support groups, list serves, blogs or other online communities	7%
A nonprofit organization that provides education and support for people getting joint replacement surgery	3%
A joint replacement education class or seminar	42%
A tour of a hospital	9%
Other	7%
Don't know/Unsure	3%
	n=355

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q34. Did you compare or try to compare two or more surgeons on [IF RESPONDENT KNEW OR TRIED TO FIND OUT ABOUT MORE THAN ONE ID. ITEM: any of] this information? [Presented on the same screen as Q33.; Base: Respondents who said they knew or looked for at least one ID. item in Q32. or Q32a.]	
Yes, I compared or tried to compare	29%
No, I did not compare or did not try to compare	66%
Don't remember/Unsure	1%
Refused	4%
	n=355
Q33a. What are the names of the websites, newspapers or magazines where you looked for this information? [Open-ended; Base: Respondents who said yes to websites as a source]	
[Open-ended]	
	n=38

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
<p>Q35. From which sources did you know or try to find out: FD8. The surgeon's rate of patients with acute pain right after surgery. FD9. The surgeon's rate of patients who need additional surgeries to have their joint replacement corrected. FD10. Whether or not the surgeon reviews patients' physical functioning before joint replacement surgery. FD11. Whether or not the surgeon considers each patient's unique circumstances to decide whether to do the joint replacement surgery at all.</p> <p>[Check all that apply; Item(s) shown only if respondent said they knew or looked for that item in Q32. or Q32a.; Response options randomized, with second always after first and with eighth always before ninth; Presented on the same screen as Q36.; Base: Respondents who said they knew or looked for at least one item in Q32. or Q32a.]</p>	
My surgeon	63%
Another doctor or health care provider	33%
A nurse, nurse practitioner or physician's assistant	22%
A receptionist or other staff in my surgeon's office	10%
A relative, friend or coworker	30%
A hospital website or by calling a hospital	5%
My insurance company's website or by calling my insurance company [Base: Currently insured]	8%
Patient reviews on websites or in newspapers or magazines	13%
Websites, newspapers or magazines that compare hospitals in your area [IF CURRENTLY INSURED: other than your insurance company's website]	9%
Online social media, online forums, online support groups, list serves, blogs or other online communities	5%
A nonprofit organization that provides education and support for people getting joint replacement surgery	3%
A joint replacement education class or seminar	25%
A tour of a hospital	3%
Other	5%
Don't know/Unsure	5%
	n=344

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q36. Did you compare or try to compare two or more surgeons on [IF RESPONDENT KNEW OR TRIED TO FIND OUT ABOUT MORE THAN ONE FD. ITEM: any of] this information? [Presented on the same screen as Q35.; Base: Respondents who said they knew or looked for at least one FD. item in Q32. or Q32a.]	
Yes, I compared or tried to compare	24%
No, I did not compare or did not try to compare	71%
Don't remember/Unsure	2%
Refused	4%
	n=344
Q35a. What are the names of the websites, newspapers or magazines where you looked for this information? [Open-ended; Base: Respondents who said yes to using websites as a source]	
[Open-ended]	
	n=29

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
<p>Q37. From which sources did you know or try to find out: FH12. The hospital's rate of patients who have to be readmitted to the hospital within 30 days after joint replacement surgery. FH13. The hospital's rate of patients who get infections after joint replacement surgery. FH14. The hospital's rate of patients who have heart attacks, blood clots or pneumonia after joint replacement surgery. FH15. Whether or not the hospital's staff makes patients move around after their joint replacement surgery.</p> <p>[Check all that apply; Item(s) shown only if respondent said they knew or looked for that item in Q32. or Q32a.; Response options randomized, with second always after first and with eighth always before ninth; Presented on the same screen as Q38.; Base: Respondents who said they knew or looked for at least one item in Q32. or Q32a.]</p>	
My surgeon	52%
Another doctor or health care provider	20%
A nurse, nurse practitioner or physician's assistant	26%
A receptionist or other staff in my surgeon's office	10%
A relative, friend or coworker	26%
A hospital website or by calling a hospital	8%
My insurance company's website or by calling my insurance company [Base: Currently insured]	3%
Patient reviews on websites or in newspapers or magazines	11%
Websites, newspapers or magazines that compare hospitals in your area [IF CURRENTLY INSURED: other than your insurance company's website]	8%
Online social media, online forums, online support groups, list serves, blogs or other online communities	4%
A nonprofit organization that provides education and support for people getting joint replacement surgery	1%
A joint replacement education class or seminar	36%
A tour of a hospital	8%
Other	3%
Don't know/Unsure	8%
	n=302

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q38. Did you compare or try to compare two or more hospitals on [IF RESPONDENT KNEW OR TRIED TO FIND OUT ABOUT MORE THAN ONE FH. ITEM: any of] this information? [Presented on the same screen as Q37.; Base: Respondents who said they knew or looked for at least one FH. item in Q32. or Q32a.]	
Yes, I compared or tried to compare	21%
No, I did not compare or try to compare	73%
Don't remember/Unsure	2%
Refused	4%
	n=302
Q37a. What are the names of the websites, newspapers or magazines where you looked for this information? [Open-ended; Base: Respondents who said yes to using websites as a source]	
[Open-ended]	
	n=26

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
<p>Q39. From which sources did you know or try to find out: PV23. How much you would have to pay out of pocket for your joint replacement surgery, not including any copay. PV24. How much the surgeon or hospital would charge your insurance company for your joint replacement surgery even if it wouldn't affect your out of pocket costs. [Base: If currently insured]</p> <p>[Check all that apply; Item(s) shown only if respondent said they knew or looked for that item in Q32. or Q32a.; Response options randomized, with second always after first and with eighth always before ninth; Presented on the same screen as Q40.; Base: Respondents who said they knew or looked for item PV23 or PV24 in Q32. or Q32a.]</p>	
My surgeon	17%
Another doctor or health care provider	4%
A nurse, nurse practitioner or physician's assistant	5%
A receptionist or other staff in my surgeon's office	20%
A relative, friend or coworker	5%
A hospital website or by calling a hospital	5%
My insurance company's website or by calling my insurance company [Base: Currently insured]	58%
Patient reviews on websites or in newspapers or magazines	*
Websites, newspapers or magazines that compare hospitals in your area [IF CURRENTLY INSURED: other than your insurance company's website]	1%
Online social media, online forums, online support groups, list serves, blogs or other online communities	3%
A nonprofit organization that provides education and support for people getting joint replacement surgery	2%
A joint replacement education class or seminar	6%
A tour of a hospital	*
Other	7%
Don't know/Unsure	10%
	n=259

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q40. Did you compare or try to compare prices from two or more surgeons? [Presented on the same screen as Q39.; Base: Respondents who said they knew or looked for item PV23 or PV24 in Q32. or Q32a.]	
Yes, I compared or tried to compare	12%
No, I did not compare or try to compare	81%
Don't remember/Unsure	2%
Refused	5%
	n=259
Q39a. What are the names of the websites, newspapers or magazines where you looked for this information? [Open-ended; Base: Respondents who said yes to using websites as a source]	
[Open-ended]	
	n=4

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
<p>Q41. From which of the sources did you know or try to find out:</p> <p>PV25. How much the hospital would charge your insurance company for your joint replacement surgery—even if it wouldn't affect your out of pocket costs.</p> <p>[Check all that apply; Item shown only if respondent said they knew or looked for that item in Q32. or Q32a.; Response options randomized, with second always after first and with eighth always before ninth; Presented on the same screen as Q42.; Base: Respondents who said they knew or looked for item PV25 in Q32. or Q32a.]</p>	
My surgeon	21%
Another doctor or health care provider	4%
A nurse, nurse practitioner or physician's assistant	6%
A receptionist or other staff in my surgeon's office	13%
A relative, friend or coworker	4%
A hospital website or by calling a hospital	16%
My insurance company's website or by calling my insurance company [Base: Currently insured]	36%
Patient reviews on websites or in newspapers or magazines	*
Websites, newspapers or magazines that compare hospitals in your area [IF CURRENTLY INSURED: other than your insurance company's website]	3%
Online social media, online forums, online support groups, list serves, blogs or other online communities	3%
A nonprofit organization that provides education and support for people getting joint replacement surgery	4%
A joint replacement education class or seminar	10%
A tour of a hospital	1%
Other	6%
Don't know/Unsure	23%
	n=104

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q42. Did you compare or try to compare prices from two or more hospitals? [Presented on the same screen as Q39.; Base: Respondents who said they knew or looked for item PV25 in Q32. or Q32a.]	
Yes, I compared or tried to compare	21%
No, I did not compare or try to compare	69%
Don't know/Unsure	2%
Refused	7%
	n=104
Q41a. What are the names of the websites, newspapers or magazines where you looked for this information? [Open-ended; Base: Respondents who said yes to using websites as a source]	
[Open-ended]	
	n=3

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
<p>Q43. You said that did not know or did not try to find out any of the following: ID1. Whether or not the surgeon has helpful and respectful staff. ID2. Whether or not the surgeon makes time for patients' questions and concerns. ID3. Whether or not the surgeon asks patients about preferences and expectations for their diabetes care. ID4. Whether or not the surgeon responds to patients' calls and emails. ID5. Whether or not the surgeon communicates with their patients' other doctors and pharmacists. ID6. Whether or not the surgeon understands the needs and values of the communities he/she serves. ID7. Whether or not the surgeon talks to patients about the risks of joint replacement surgery.</p> <p>For each of the following statements, please select how close it comes to your view:</p> <p>[Check all that apply; Item(s) shown only if respondent said they did not know or try to look for that item in Q32. or Q32a.; Response options randomized; Base: Respondents who said they did not know or try to look for at least one item in Q32. or Q32a.]</p>	
Q43A. I was not sure how to find this information.	
Very close	15%
Somewhat close	23%
Not too close	17%
Not close at all	26%
Don't know/Unsure	11%
Refused	7%
	n=142
Q43B. This information was not important to me.	
Very close	24%
Somewhat close	24%
Not too close	23%
Not close at all	18%
Don't know/Unsure	5%
Refused	6%
	n=142

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q43C. If I had known this information, it would have influenced my decision about a surgeon.	
Very close	11%
Somewhat close	7%
Not too close	29%
Not close at all	40%
Don't know/Unsure	9%
Refused	4%
	n=142
Q43D. It did not occur to me to find out this information.	
Very close	31%
Somewhat close	30%
Not too close	17%
Not close at all	15%
Don't know/Unsure	5%
Refused	2%
	n=142

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
<p>Q44. You said that you did not know or did not try to find out any of the following: FD8. The surgeon's rate of patients with acute pain right after surgery. FD9. The surgeon's rate of patients who need additional surgeries to have their joint replacement corrected. FD10. Whether or not the surgeon reviews patients' physical functioning before joint replacement surgery. FD11. Whether or not the surgeon considers each patient's unique circumstances to decide whether to do the joint replacement surgery at all.</p> <p>For each of the following statements, please select how close it comes to your view:</p> <p>[Check all that apply; Item(s) shown only if respondent said they did not know or try to look for that item in Q32. or Q32a.; Response options randomized; Base: Respondents who said they did not know or try to look for at least one item in Q32. or Q32a.]</p>	
Q44A. I was not sure how to find this information.	
Very close	23%
Somewhat close	19%
Not too close	19%
Not close at all	24%
Don't know/Unsure	10%
Refused	4%
	n=147
Q44B. This information was not important to me.	
Very close	21%
Somewhat close	23%
Not too close	21%
Not close at all	27%
Don't know/Unsure	4%
Refused	4%
	n=147

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q44C. If I had known this information, it would have influenced my decision about a surgeon.	
Very close	17%
Somewhat close	15%
Not too close	14%
Not close at all	42%
Don't know/Unsure	8%
Refused	4%
	n=147
Q44D. It did not occur to me to find out this information.	
Very close	41%
Somewhat close	25%
Not too close	12%
Not close at all	13%
Don't know/Unsure	8%
Refused	1%
	n=147

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
<p>Q45. You said that you did not know or did not try to find out any of the following: FH12. The hospital's rate of patients who have to be readmitted to the hospital within 30 days after joint replacement surgery. FH13. The hospital's rate of patients who get infections after joint replacement surgery. FD14. The hospital's rate of patients who have heart attacks, blood clots or pneumonia after joint replacement surgery. FH15. Whether or not the hospital's staff makes patients move around after their joint replacement surgery.</p> <p>For each of the following statements, please select how close it comes to your view:</p> <p>[Check all that apply; Item(s) shown only if respondent said they did not know or try to look for that item in Q32. or Q32a.; Response options randomized; Base: Respondents who said they did not know or try to look for at least one item in Q32. or Q32a.]</p>	
Q45A. I was not sure how to find this information.	
Very close	15%
Somewhat close	23%
Not too close	24%
Not close at all	23%
Don't know/Unsure	11%
Refused	4%
	n=146
Q45B. This information was not important to me.	
Very close	15%
Somewhat close	20%
Not too close	26%
Not close at all	22%
Don't know/Unsure	12%
Refused	4%
	n=146

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q45C. If I had known this information, it would have influenced my decision about a surgeon.	
Very close	13%
Somewhat close	23%
Not too close	25%
Not close at all	25%
Don't know/Unsure	14%
Refused	1%
	n=146
Q45D. It did not occur to me to find out this information.	
Very close	33%
Somewhat close	29%
Not too close	10%
Not close at all	12%
Don't know/Unsure	13%
Refused	3%
	n=146

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
<p>Q46. You said that you did not know or did not try to find out any of the following: PV23. How much you would have to pay out of pocket for your joint replacement surgery, not including any copay. PV24. How much the surgeon or hospital would charge your insurance company for your joint replacement surgery—even if it wouldn't affect your out of pocket costs.</p> <p>For each of the following statements, please select how close it comes to your view:</p> <p>[Check all that apply; Item(s) shown only if respondent said they did not know or try to look for that item in Q32. or Q32a.; Response options randomized; Base: Respondents who said they did not know or try to look for at least one item in Q32. or Q32a.]</p>	
Q46A. I was not sure how to find this information.	
Very close	11%
Somewhat close	14%
Not too close	16%
Not close at all	36%
Don't know/Unsure	13%
Refused	10%
	n=156
Q46B. This information was not important to me.	
Very close	36%
Somewhat close	26%
Not too close	9%
Not close at all	22%
Don't know/Unsure	6%
Refused	1%
	n=156

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q46C. If I had known this information, it would have influenced my decision about a surgeon.	
Very close	4%
Somewhat close	4%
Not too close	12%
Not close at all	64%
Don't know/Unsure	7%
Refused	10%
	n=156
Q46D. It did not occur to me to find out this information.	
Very close	26%
Somewhat close	17%
Not too close	18%
Not close at all	24%
Don't know/Unsure	7%
Refused	8%
	n=156

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
<p>Q47. You said that you did not know or did not try to find out any of the following: PV25. How much the hospital would charge your insurance company for your joint replacement surgery—even if it wouldn't affect your out of pocket costs.</p> <p>For each of the following statements, please select how close it comes to your view:</p> <p>[Check all that apply; Item shown only if respondent said they did not know or try to look for that item in Q32. or Q32a.; Response options randomized; Base: Respondents who said they did not know or try to look for item in Q32. or Q32a.]</p>	
Q47A. I was not sure how to find this information.	
Very close	13%
Somewhat close	15%
Not too close	15%
Not close at all	38%
Don't know/Unsure	8%
Refused	10%
	n=157
Q47B. This information was not important to me.	
Very close	29%
Somewhat close	24%
Not too close	16%
Not close at all	17%
Don't know/Unsure	8%
Refused	7%
	n=157

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q47C. If I had known this information, it would have influenced my decision about a surgeon.	
Very close	9%
Somewhat close	4%
Not too close	18%
Not close at all	48%
Don't know/Unsure	11%
Refused	10%
	n=157
Q47D. It did not occur to me to find out this information.	
Very close	28%
Somewhat close	23%
Not too close	12%
Not close at all	24%
Don't know/Unsure	8%
Refused	6%
	n=157

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q48. How close does each of the following come to describing your experience during your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery? [Items presented in same random order as in Q28.; Items PV20-CV27 randomized and presented after other items.]	
Q48. ID1. My surgeon had helpful and respectful staff. [Base: Said ID1 was somewhat or very important]	
Very close to my experience	83%
Somewhat close to my experience	12%
Not too close to my experience	2%
Not close at all to my experience	1%
Don't know/Unsure	1%
Refused	*
	n=399
Q48. ID2. My surgeon made time for patients' questions and concerns. [Base: Said ID2 was somewhat or very important]	
Very close to my experience	80%
Somewhat close to my experience	10%
Not too close to my experience	4%
Not close at all to my experience	2%
Don't know/Unsure	2%
Refused	2%
	n=404

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q48. ID3. My surgeon asked patients about preferences and expectations for joint replacement surgery. [Base: Said ID3 was somewhat or very important]	
Very close to my experience	69%
Somewhat close to my experience	14%
Not too close to my experience	7%
Not close at all to my experience	3%
Don't know/Unsure	7%
Refused	*
	n=388
Q48. ID4. My surgeon responded to patients' calls and emails. [Base: Said ID4 was somewhat or very important]	
Very close to my experience	64%
Somewhat close to my experience	16%
Not too close to my experience	7%
Not close at all to my experience	3%
Don't know/Unsure	10%
Refused	1%
	n=396

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q48. ID5. My surgeon communicated with my other doctors, physical therapists and pharmacists. [Base: Said ID5 was somewhat or very important]	
Very close to my experience	67%
Somewhat close to my experience	15%
Not too close to my experience	6%
Not close at all to my experience	2%
Don't know/Unsure	10%
Refused	*
	n=395
Q48. ID6. My surgeon understood the needs and values of the communities he/she serves. [Base: Said ID6 was somewhat or very important]	
Very close to my experience	53%
Somewhat close to my experience	16%
Not too close to my experience	4%
Not close at all to my experience	1%
Don't know/Unsure	26%
Refused	*
	n=322

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q48. ID7. My surgeon talked to patients about the risks of joint replacement surgery. [Base: Said ID7 was somewhat or very important]	
Very close to my experience	76%
Somewhat close to my experience	14%
Not too close to my experience	4%
Not close at all to my experience	2%
Don't know/Unsure	3%
Refused	1%
	n=401
Q48. FD8. My surgeon had a low rate of patients with acute pain right after surgery, compared with other surgeons. [Base: Said FD8 was somewhat or very important]	
Very close to my experience	48%
Somewhat close to my experience	10%
Not too close to my experience	5%
Not close at all to my experience	2%
Don't know/Unsure	35%
Refused	*
	n=362

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q48. FD9. My surgeon had a low rate of patients who need additional surgeries to have their joint replacement corrected, compared with other surgeons. [Base: Said FD9 was somewhat or very important]	
Very close to my experience	55%
Somewhat close to my experience	4%
Not too close to my experience	3%
Not close at all to my experience	3%
Don't know/Unsure	34%
Refused	*
	n=381
Q48. FD10. My surgeon reviewed patients' physical functioning before joint replacement surgery. [Base: Said FD10 was somewhat or very important]	
Very close to my experience	79%
Somewhat close to my experience	12%
Not too close to my experience	4%
Not close at all to my experience	1%
Don't know/Unsure	4%
Refused	1%
	n=404

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q48. FD11. My surgeon considered each patient's unique circumstances to decide whether to do the joint replacement surgery at all. [Base: Said FD11 was somewhat or very important]	
Very close to my experience	72%
Somewhat close to my experience	15%
Not too close to my experience	4%
Not close at all to my experience	1%
Don't know/Unsure	8%
Refused	*
	n=400
Q48. FH12. My hospital had a low rate of patients who have to be readmitted to the hospital within 30 days after joint replacement surgery, compared with other hospitals. [Base: Said FH12 was somewhat or very important]	
Very close to my experience	46%
Somewhat close to my experience	8%
Not too close to my experience	4%
Not close at all to my experience	2%
Don't know/Unsure	40%
Refused	*
	n=380

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q48. FH13. My hospital had a low rate of patients who get infections after joint replacement surgery, compared with other hospitals. [Base: Said FH13 was somewhat or very important]	
Very close to my experience	49%
Somewhat close to my experience	11%
Not too close to my experience	3%
Not close at all to my experience	2%
Don't know/Unsure	36%
Refused	*
	n=381
Q48. FH14. My hospital had a low rate of patients who have heart attacks, blood clots or pneumonia after joint replacement surgery, compared with other hospitals. [Base: Said FH14 was somewhat or very important]	
Very close to my experience	40%
Somewhat close to my experience	12%
Not too close to my experience	4%
Not close at all to my experience	2%
Don't know/Unsure	41%
Refused	*
	n=375

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q48. FH15. My hospital's staff made patients move around after their joint replacement surgery. [Base: Said FH15 was somewhat or very important]	
Very close to my experience	89%
Somewhat close to my experience	7%
Not too close to my experience	1%
Not close at all to my experience	1%
Don't know/Unsure	2%
Refused	*
	n=396
Q48. IO16. My surgeon's appointments started on time. [Base: Said IO16 was somewhat or very important]	
Very close to my experience	55%
Somewhat close to my experience	30%
Not too close to my experience	6%
Not close at all to my experience	5%
Don't know/Unsure	3%
Refused	*
	n=347
Q48. PC17. My hospital was in good physical condition. [Base: Said PC17 was somewhat or very important]	
Very close to my experience	81%
Somewhat close to my experience	12%
Not too close to my experience	3%
Not close at all to my experience	1%
Don't know/Unsure	2%
Refused	1%
	n=398

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q48. ET18. My hospital had a dedicated joint replacement team. [Base: Said ET18 was somewhat or very important]	
Very close to my experience	71%
Somewhat close to my experience	7%
Not too close to my experience	5%
Not close at all to my experience	2%
Don't know/Unsure	13%
Refused	1%
	n=382
Q48. ET19. My surgeon was trained at a school with a good reputation. [Base: Said ET19 was somewhat or very important]	
Very close to my experience	68%
Somewhat close to my experience	9%
Not too close to my experience	4%
Not close at all to my experience	1%
Don't know/Unsure	19%
Refused	*
	n=373
Q48. PV20. My surgeon was covered by my insurance plan.	
Very close to my experience	93%
Somewhat close to my experience	4%
Not too close to my experience	1%
Not close at all to my experience	1%
Don't know/Unsure	1%
Refused	*
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q48. PV21. My hospital was covered by my insurance plan.	
Very close to my experience	91%
Somewhat close to my experience	5%
Not too close to my experience	1%
Not close at all to my experience	1%
Don't know/Unsure	1%
Refused	1%
	N=406
Q48. PV23. The amount I had to pay out of pocket for my joint replacement surgery was reasonable, not including any copay.	
Very close to my experience	72%
Somewhat close to my experience	11%
Not too close to my experience	4%
Not close at all to my experience	9%
Don't know/Unsure	5%
Refused	*
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q48. PV24. The amount the surgeon or hospital charged my insurance company for my joint replacement surgery was reasonable—even if it didn't affect my out of pocket costs. [Base: Currently insured]	
Very close to my experience	50%
Somewhat close to my experience	17%
Not too close to my experience	4%
Not close at all to my experience	2%
Don't know/Unsure	27%
Refused	*
	n=402
Q48. CV26. My surgeon's office was in a convenient location for me.	
Very close to my experience	76%
Somewhat close to my experience	15%
Not too close to my experience	3%
Not close at all to my experience	5%
Don't know/Unsure	*
Refused	1%
	N=406
Q48. CV27. My hospital was in a convenient location for me.	
Very close to my experience	76%
Somewhat close to my experience	15%
Not too close to my experience	4%
Not close at all to my experience	4%
Don't know/Unsure	*
Refused	*
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q49. In order to get the quality of care you wanted for your joint replacement surgery, did you spend more money out of pocket? [Presented on the same screen as Q49bb.; Random order with Q49bb.]	
Yes, I spent more out of pocket	9%
No, I did not spend more out of pocket	84%
Don't Know/Unsure	7%
Refused	--
	N=406
Q49bb. In order to get the quality of care you wanted for your joint replacement surgery, did you choose a surgeon or hospital in a less convenient location? [Presented on the same screen as Q49.; Random order with Q49.]	
Yes, I chose a surgeon or hospital in a less convenient location	18%
No, I did not choose a surgeon or hospital in a less convenient location	80%
Don't know/Unsure	1%
Refused	*
	N=406
Q49a. Have you ever been surprised by how much a doctor or hospital [IF WENT TO REHAB: or your nursing facility or rehabilitation center] charged you [IF INSURED: or your insurance company] for your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery?	
Yes, I have been surprised by how much a doctor or hospital [IF WENT TO REHAB: or my nursing facility or rehabilitation center] charged me [IF INSURED: or my insurance company] for my [IF MORE THAN ONE SURGERY: most recent]	36%
No, I have not surprised by how much a doctor or hospital [IF WENT TO REHAB: or my nursing facility or rehabilitation center] charged me [IF INSURED: or my insurance company] for my [IF MORE THAN ONE SURGERY: most recent]	56%
Don't remember/Unsure	7%
Refused	1%
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q49b. Was the charge: [Base: Have been surprised by a charge]	
Higher than you expected	84%
Lower than you expected	4%
Both happened to you	2%
Don't remember/Unsure	10%
Refused	0%
	n=152
Q50. How much did you worry about your out-of-pocket costs for your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery?	
A great deal	8%
Some	18%
Only a little	19%
Not at all	54%
Don't know/Unsure	1%
Refused	--
	N=406
Q51. Did you ever have a conversation with the surgeon who performed your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery about the costs of your surgery?	
Yes, I did have a conversation with the surgeon about costs	12%
No, I did not have a conversation with the surgeon about costs	86%
Don't know/Unsure	2%
Refused	*
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q52. For each of the following, please indicate whether or not you have done it at the time of your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery.	
Q52A. Postponed a visit to a doctor because of the cost.	
Yes	3%
No	95%
Don't know/Unsure	1%
Refused	1%
	N=406
Q52B. Skipped a recommended medical test or medical service because of the cost.	
Yes	4%
No	96%
Don't know/Unsure	--
Refused	--
	N=406
Q52C. Skipped your recommended rehabilitation or physical therapy because of the cost.	
Yes	7%
No	92%
Don't know/Unsure	1%
Refused	--
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q52D. Did not fill a prescription or did not take a prescription medication as directed because of the cost.	
Yes	7%
No	93%
Don't know/Unsure	*
Refused	1%
	N=406
Q52E. Talked to a doctor about less expensive care options.	
Yes	9%
No	90%
Don't know/Unsure	1%
Refused	*
	N=406
Q52F. Changed either surgeons or hospitals because of the cost.	
Yes	2%
No	97%
Don't know/Unsure	*
Refused	--
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q53. When it comes to joint replacement surgery, (would you say higher prices are typically a sign of better quality care, or not) (would you say lower prices are typically a sign of lower quality care, or not)? [Half of respondents given one phrase and half the other.]	
Yes	7%
No	55%
Don't know/Unsure	38%
Refused	*
	N=406
Q54. Overall, would you say there is enough information available for patients to learn about the quality of different joint replacement surgeons? [Presented on the same screen as Q55., Q56. and Q57; Order of questions was randomized.]	
Yes, there is enough information	53%
No, there is not enough information	26%
Don't know/Unsure	22%
Refused	*
	N=406
Q55. Overall, would you say there is enough information available for patients to learn about the quality of different hospitals that do joint replacement surgery? [Presented on the same screen as Q54., Q56. and Q57; Order of questions was randomized.]	
Yes, there is enough information	46%
No, there is not enough information	25%
Don't know/Unsure	27%
Refused	1%
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q56. Overall, would you say there is enough information available for patients to learn about the prices of different joint replacement surgeons? [Presented on the same screen as Q54., Q55. and Q57; Order of questions was randomized.]	
Yes, there is enough information	26%
No, there is not enough information	35%
Don't know/Unsure	39%
Refused	1%
	N=406
Q57. Overall, would you say there is enough information available for patients to learn about the prices of different hospitals joint replacement surgery? [Presented on the same screen as Q54., Q55. and Q56; Order of questions was randomized.]	
Yes, there is enough information	26%
No, there is not enough information	36%
Don't know/Unsure	38%
Refused	--
	N=406
Q58. When it comes to finding out about the quality of joint replacement surgeons, [IF WENT TO REHAB: of rehabilitation centers or nursing facilities] and of hospitals for joint replacement surgery, how much do you trust each of the following sources? [Items were randomized.]	
Q58A. Federal, state or local government agencies	
A great deal	8%
Some	36%
Only a little	20%
Not at all	22%
Don't know/Unsure	12%
Refused	2%
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q58B. My surgeon	
A great deal	65%
Some	26%
Only a little	4%
Not at all	2%
Don't know/Unsure	2%
Refused	1%
	N=406
Q58C. Friends, relatives and coworkers	
A great deal	40%
Some	39%
Only a little	13%
Not at all	3%
Don't know/Unsure	4%
Refused	1%
	N=406
Q58D. Patient reviews	
A great deal	31%
Some	49%
Only a little	10%
Not at all	3%
Don't know/Unsure	5%
Refused	2%
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q58E. A nurse, nurse practitioner or physician's assistant in my surgeon's office	
A great deal	34%
Some	45%
Only a little	11%
Not at all	4%
Don't know/Unsure	6%
	N=406
Q58F. My insurance company [Base: Currently insured]	
A great deal	23%
Some	34%
Only a little	21%
Not at all	12%
Don't know/Unsure	8%
Refused	1%
	n=402
Q58G. A receptionist or other staff in my surgeon's office	
A great deal	19%
Some	41%
Only a little	22%
Not at all	10%
Don't know/Unsure	7%
Refused	1%
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q58H. Nonprofit organizations that provide education and support for people getting joint replacement surgery	
A great deal	24%
Some	38%
Only a little	17%
Not at all	7%
Don't know/Unsure	13%
Refused	1%
	N=406
Q58I. National associations of orthopedists or surgeons	
A great deal	30%
Some	39%
Only a little	15%
Not at all	6%
Don't know/Unsure	10%
Refused	1%
	N=406
Q58J. Companies and organizations that rate health care providers and hospitals	
A great deal	25%
Some	46%
Only a little	16%
Not at all	4%
Don't know/Unsure	8%
Refused	1%
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q58K. My hospital	
A great deal	35%
Some	39%
Only a little	12%
Not at all	4%
Don't know/Unsure	7%
Refused	2%
	N=406
Q59. Which of the following statements comes closest to your view? [Choices were rotated.]	
Insurance companies should be required to make public how much they pay surgeons and hospitals for joint replacement surgery.	62%
It is not reasonable to require insurance companies to make public how much they pay surgeons and hospitals for joint replacement surgery.	16%
Don't know/Unsure	22%
Refused	1%
	N=406
Q60. Which of the following statements comes closest to your view? [Choices were rotated.]	
Patients should be expected to compare prices and quality ratings across different surgeons and hospitals before getting joint replacement surgery.	33%
It is not reasonable to expect patients to compare prices and quality ratings across different surgeons and hospitals before getting joint replacement surgery.	43%
Don't know/Unsure	21%
Refused	3%
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q61. Which type of joint did you have replaced during your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery? [Response options were randomized.]	
Hip	34%
Knee	53%
Shoulder	7%
Other	5%
Don't know/Unsure	--
None of the above	*
Refused	*
	N=406
Q62. During your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery, did you have a:	
Total joint replacement	92%
Partial joint replacement	7%
Don't know/Unsure	1%
Refused	*
	N=406
Q63. During your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery, did you have:	
One joint replaced	95%
Two joints replaced during the same surgery	4%
More than two joints replaced during the same surgery	*
Don't know/Unsure	1%
Refused	*
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q64. Was your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery:	
Planned in advance	93%
Not planned in advance because it was the result of a broken bone, accident or other emergency	7%
Don't know/Unsure	*
Refused	*
	N=406
Q65. Did you ever have a joint replacement surgery that had to be revised, replaced or that required another surgery?	
Yes, I had a joint replacement surgery that had to be revised, replaced or that required another surgery	17%
No, I did not have a joint replacement surgery that had to be revised, replaced or that required another surgery	82%
Don't know/Unsure	1%
Refused	--
	N=406
Q66. Which of the following, if any, did you experience after your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery and rehabilitation? [Items were randomized.]	
Q66A. I was readmitted to the hospital within 30 days after my joint replacement surgery.	
Yes	5%
No	95%
Don't know/Unsure	*
Refused	--
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q66B. I got an infection as a result of my joint replacement surgery.	
Yes	3%
No	96%
Don't know/Unsure	*
Refused	--
	N=406
Q66C. I had a heart attack, blood clot, or pneumonia as a result of my joint replacement surgery.	
Yes	4%
No	95%
Don't know/Unsure	1%
Refused	--
	N=406
Q66D. I had mechanical complications of the implanted joint or fractures within a few months after my joint replacement surgery.	
Yes	5%
No	93%
Don't know/Unsure	2%
Refused	--
	N=406
Q67. Do you have friends or family members who also have had joint replacement surgery?	
Yes, I have friends or family members who have had joint replacement surgery	84%
No, I do not have friends or family members who have had joint replacement surgery	14%
Don't know/Unsure	1%
Refused	1%
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q68. Did someone make decisions with you about your care during your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery and rehabilitation, such as your spouse, partner, parent, adult child or someone else?	
Yes, someone made decisions with me about my care	51%
No, no one made decisions with me about my care	48%
Don't know/Unsure	*
Refused	--
	N=406
Q69. As far as you know, did that person ever know or try to find out about the price or quality of a surgeon or hospital [IF WENT TO REHAB: rehabilitation center or nursing facility] for your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery? [Base: Had someone who made decisions with them]	
Yes, that person knew or tried to find out about price or quality	24%
No, that person did not know or try to find out about price or quality	69%
Don't know/Unsure	6%
Refused	1%
	n=205
Q70. How many different prescription drugs do you take each day, including any injections or pills? [Number box]	
[Open-ended]	
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q71. Would you say that in general your health is:	
Excellent	6%
Very good	33%
Good	41%
Fair	16%
Poor	4%
Don't know/Unsure	--
Refused	*
	N=406
Q72. What kind of health insurance do you have? [Check all that apply; Base: Currently insured]	
Medicare	66%
Medicaid	6%
Insurance through your parents	--
Insurance through your employer or through your spouse or partner's employer	44%
Insurance that you buy on your own, either directly from a health plan or insurance company or a state or federal marketplace	17%
Some other type	11%
Don't know/Unsure	--
	n=402

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q73. Did you purchase, enroll in or change to a new health insurance plan while you were planning your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery? [Base: Insured when had surgery]	
Yes, I purchased, enrolled in or changed to a new health insurance plan while planning my [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery	4%
No, I did not purchase, enroll in or change to a new health insurance plan while planning my [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery	93%
Don't know/Unsure	*
Refused	2%
	n=403
Q74. Did you consider your need for joint replacement surgery when purchasing, enrolling in or changing to a new health insurance plan before your [IF MORE THAN ONE SURGERY: most recent] joint replacement surgery? [Base: Did change to a new health insurance plan]	
Yes, it was a MAJOR consideration	90%
Yes, but it was a MINOR consideration	4%
No, I did NOT consider it	6%
Don't know/Unsure	--
Refused	--
	n=16
Q75. Are you enrolled in a Medicare Part D Plan? Medicare Part D plans are provided by private health insurance companies to seniors to help them cover their costs for prescription drugs. [Base: 65 years or older]	
Yes, I am enrolled in a Medicare Part D Plan	63%
No, I am not enrolled in a Medicare Part D Plan	32%
Don't know/Unsure	5%
Refused	--
	n=275

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q76. Do you have copays under your current health insurance plan? A copay is a fixed amount of money that you might have to pay when you visit the doctor or get a medical service. [Base: Currently insured]	
Yes, I have copays	62%
No, I do not have copays	37%
Don't know/Unsure	1%
Refused	*
	n=402
Q77. Do you have a deductible for in-network doctors under your current health insurance plan? A deductible is the amount you have to pay before your health insurance starts paying your medical bills. In-network doctors are doctors with whom the insurance company has negotiated a discount. People who have deductibles usually pay less when using an in-network doctor than they do when using an out-of-network doctor. [Base: Currently insured]	
Yes, I have a deductible	51%
No, I do not have a deductible	44%
Don't know/Unsure	4%
Refused	*
	n=402
Q77a. How much is your deductible per year? [Base: Has a deductible]	
Less than \$500	29%
\$500 to \$1,000	22%
\$1,001 to \$3,000	23%
More than \$3,000	9%
Don't know/Unsure	18%
Refused	--
	n=202

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q78. Do you have co-insurance under your current health insurance plan? Co-insurance is a percentage of the costs of a health care service that you might have to pay after you've paid your plan's deductible. [Base: Currently insured]	
Yes, I have co-insurance	39%
No, I do not have co-insurance	50%
Don't know/Unsure	11%
Refused	1%
	n=402
Q79. Are you registered online with your insurer's website? [Base: Currently insured]	
Yes, I am registered online with my insurer's website	49%
No, I am not registered online with my insurer's website	40%
Don't know/Unsure	10%
Refused	*
	n=402
Q80. No question	
Q81. Are you the parent or guardian of a child under the age of 18?	
Yes, I am the parent or guardian of a child under 18	2%
No, I am not the parent or guardian of a child under 18	97%
Refused	*
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q83. Are you currently:	
Employed full time	15%
Employed part time	6%
Self-employed	4%
Not employed	73%
Refused	1%
	N=406
Q84. Are you currently: [Base: Not employed]	
Retired	78%
A homemaker	6%
A student	--
Temporarily unemployed	1%
Disabled/handicapped	14%
Other	*
Refused	1%
	n=305
Q85-88. No questions	
Q89. Generally speaking, do you usually think of yourself as:	
A Republican	35%
A Democrat	33%
An independent	23%
Other	2%
Don't know/Unsure	6%
Refused	2%
	N=406

JOINT REPLACEMENT GROUP SURVEY RESULTS

	Joint replacement N=406
Q90. Do you work or have you ever worked in the health care or health insurance industry?	
Yes, I work or have worked in the health care or health insurance industry	27%
No, I do not work and have not worked in the health care or health insurance industry	73%
Don't know/Unsure	1%
Refused	*
	N=406

METHODOLOGY

Summary

The findings in “Qualities that Matter” are based on three nationally representative surveys: one survey of 407 adults (ages 18+) diagnosed with type 2 diabetes between July 2013 and October 2016; one survey of 406 adults (ages 18+) who had joint replacement surgery between July 2013 and October 2016; and one survey of 413 women ages 18 to 44 who gave birth at a hospital between July 2013 and October 2016.

The diabetes and joint replacement interviews were conducted from October 5 through October 14, 2016, while the maternity interviews were conducted from October 5 through October 21, 2016. Each of the surveys was conducted online using samples from the GfK Group’s (GfK) KnowledgePanel. Respondents completed the surveys in English.

The surveys were designed by Public Agenda and fielded by GfK. The topline, which include full question wording and responses, can be found at www.publicagenda.org/pages/qualities-that-matter.

Public Agenda also conducted six pre-survey focus groups with adults (ages 18+), two with recent mothers, two with people who recently had joint replacement surgery and two with people recently diagnosed with type 2 diabetes.

This work was funded through a grant to Public Agenda from the Robert Wood Johnson Foundation.

The Survey

Data were collected through online interviews. The breakdown for each of the three surveys was as follows:

- For people diagnosed with type 2 diabetes between July 2013 and October 2016, a total of 411 adults (ages 18+) completed the survey.
- For people who had a joint replacement between July 2013 and October 2016, a total of 408 adults (ages 18+) completed the survey.
- For women who gave birth between July 2013 and October 2016, a total of 420 female adults (ages 18 to 44) completed the survey.

To enhance data quality, Public Agenda removed respondents who completed the survey in less than a quarter of the median response time for their respective survey or respondents who refused to answer 33 percent or more of the questions they were asked. The resulting “trimmed” sample sizes were 407 people with type 2 diabetes, 406 people who had a joint replacement and 413 women who gave birth.

Web panel

To collect data online, this survey was conducted using a sample from GfK's Knowledge Panel, an online probability-based web panel that is representative of the U.S. adult population. Panel members are randomly selected by GfK through an Address-Based Sampling (ABS) protocol using the latest delivery sequence file (DSF) of the United States Postal Service for address selection. It provides sampling coverage of 97 percent of the U.S. adult population across all 50 states and the District of Columbia.

Household selection

The DSF-based sampling frame is appended with additional geodemographic data, making it possible for GfK to use a stratified random sampling to target households that are harder to recruit or those that exhibit higher rates of attrition. During the field period for this study, the stratification plan included the following four strata:

- Hispanic households with at least one 18- to 24-year-old;
- Remaining Hispanic households;
- Remaining households with at least one 18- to 24-year-old; and
- All remaining households.

Household samples are drawn quarterly. Adults from sampled households are invited to join KnowledgePanel through a series of mailings, including an initial invitation letter, a reminder postcard and a subsequent follow-up letter. Given that a subset of physical addresses can be matched to a corresponding landline telephone number, about five weeks after the initial mailing, telephone refusal-conversion calls are made to nonresponding households for which a telephone number is matched. Invited households can join the panel by completing and mailing back a paper form in a postage-paid envelope; calling a toll-free hotline phone number maintained by GfK; or going to a designated GfK website and completing the recruitment form online. Once joined, households are provided with access to the Internet and hardware if needed. GfK continually recruits new panel members throughout the year to offset panel attrition as people leave the panel.

Within-household selection

During the initial recruitment of households for the KnowledgePanel, attempts are made to recruit every household member who is at least 13 years of age to become an active panel member. Once panel members are recruited, they are profiled by taking a Core Profile Survey that includes demographics and other questions such as health status.

Sampling from panel

Individual members of the KnowledgePanel can be sampled for no more than one survey per week. Allowing for rare exceptions during some weeks, this limits a member's total assignments per month to four or six surveys. In certain cases, a survey sample calls for prescreening—that is, members are drawn from a subsample of the panel. In such cases, care is taken to ensure that all subsequent survey samples drawn that week are selected in such a way as to result in a sample that remains representative of the panel distributions.

Fielding

The survey was designed to be compatible with web interviews. GfK and members of Public Agenda's research team checked the programmed survey extensively to ensure skip patterns followed the design of the questionnaire. "Don't know/Unsure" was included as an explicit response category. Respondents could refuse to answer any question. The survey was offered only in English.

Based on panelists' responses to Core Profile Survey questions, which is administered annually separate from client surveys, GfK randomly recruited respondents for this survey by sampling from panelists who met any of the three following conditions: adults ages 18 and over with a diagnosis of type 2 diabetes; adults ages 18 and over who had or planned to have a joint replacement; women ages 18 to 44. Panelists received a notification email letting them know there is a new survey available for them to take. Panelists were then asked a series of qualifying questions to determine their eligibility for the survey. Respondents were asked, but not required, to complete the entire survey immediately after completing the eligibility screening questions.

After three days, automatic email reminders were sent to all qualifying nonrespondent panel members in the sample on day three of the field period. Beyond the email reminder on day three of the field period, additional email reminders to nonresponders were sent on day eight of the field period. Participants in the joint replacement survey received a cash equivalent of \$5 for their participation.

The web survey response rates using the American Association for Public Opinion Research (AAPOR) RR3 formula were the following:

- For people diagnosed with type 2 diabetes between July 2013 and October 2016, a random sample of 2,207 panel members with type 2 diabetes was invited to participate. A total of 1,564 responded to the invitation, and 411 adults (ages 18+) qualified and completed the survey, yielding a response to invitation rate of 71 percent and a qualification and completion rate of 26.3 percent. The recruitment rate for this study, reported by GfK, was 14 percent, and the profile rate was 63.6 percent, for a cumulative RR3 response rate of 6.3 percent.
- For people who had a joint replacement between July 2013 and October 2016, a random sample of 1,729 panel members who had or planned to have a joint replacement was invited to participate. A total of 1,095 responded to the invitation, and 408 adults (ages 18+) qualified and completed the survey, yielding a response to invitation rate of 63 percent and a qualification and completion rate of 37 percent. The recruitment rate for this study, reported by GfK, was 13.9 percent, and the profile rate was 63.0 percent, for a cumulative RR3 response rate of 5.6 percent.
- For women who gave birth between July 2013 and October 2016, a random sample of 5,417 women panel members ages 18 to 44 was invited to participate. A total of 2,566 responded to the invitation, and 420 women qualified and completed the survey, yielding a response to invitation rate of a 47 percent and a qualification and completion rate of 16 percent. The recruitment rate for this study, reported by GfK, was 11.7 percent and the profile rate was 65.8 percent, for a cumulative RR3 response rate of 3.7 percent.

Weighting

The final data for each of the surveys were weighted to correct for variance in the likelihood of selection for a given case and to balance the sample to known population parameters to correct for systematic under- or overrepresentation of meaningful social categories. The weighting procedure involved three steps.

The first step consists of the computation of design or base weights to reflect selection probabilities. In the second step, base weights are scaled to known population distributions to compensate for any undercoverage that may have occurred during the sampling phase. Finally, calculated weights are examined to identify and, if necessary, trim outliers at the extreme upper and lower tails of the weight distribution. The resulting weights are then scaled to the sum of the total sample size of all eligible respondents.

Web panel weighting procedures

GfK designs its KnowledgePanel and recruitment procedures to ensure that active panel members are as representative of the adult population of the United States as possible, through both utilizing a broad set of geodemographic indicators and devoting resources to recruiting traditionally hard-to-reach adults—such as those without Internet access or Spanish-language-dominant Hispanics—in proper proportions as well. Consequently, the raw distribution of the KnowledgePanel fairly closely matches the U.S. population aside from disparities that may emerge for certain subgroups owing to differential attrition.

The panel still undergoes weighting before sampling is done for a specific survey. GfK has developed a patented methodology to ensure all samples behave as EPSEM, or equal probability of selection method. This methodology starts by weighting the pool of active members to the geodemographic benchmarks secured from the latest March supplement of the U.S. Census Bureau's Current Population Survey along several dimensions: gender, age, race, education, region, urbanicity, household income and homeownership status.

Survey-specific weighting procedures

Using the weighted full web panel sample as measure of size, a PPS (probability proportional to size) procedure is used to select study specific samples. It is the application of this PPS methodology with the imposed size measures that produces fully self-weighting samples from the KnowledgePanel, for which each sample member can carry a design weight of unity.

Once the study sample has been selected and the survey administered, and all the survey data are edited and made final, design weights are adjusted to account for any differential nonresponse that may have resulted during the field period. Geodemographic distributions for the corresponding population were obtained from the weighted KnowledgePanel profile data and an iterative proportional fitting (raking) procedure was used to produce the final weights. Calculated weights were examined to identify and, if necessary, trim outliers at the extreme upper and lower tails of the weight distribution. The resulting weights were then scaled to aggregate to the total sample size of all eligible respondents.

Specifically, for this study the weighting procedure included the following for each of the three surveys:

- **Diabetes Survey:** Base weights were computed for all members assigned to the diabetes sample. Subsequently, the design weights of all respondents (qualified and not qualified) were adjusted to the distributions of adults with diabetes indexed by gender, race, census region, education and household income. The needed benchmarks were obtained from KnowledgePanel profile survey data. Finally, the resulting weights were trimmed and scaled to sum to the sample size of total respondents and qualified respondents.
- **Joint Replacement Survey:** Base weights were computed for all members assigned to the joints sample. Next, base weights of all respondents (qualified and not qualified) were weighted to the distributions of adults who had a joint replacement in the last three years indexed by gender, race, census region, education and household income. The needed benchmarks were obtained from KnowledgePanel profile survey data. Finally, the resulting weights were trimmed and scaled to sum to the sample size of total respondents and qualified respondents.
- **Maternity Survey:** Base weights were computed for all members assigned to the maternity sample. Subsequently, base weights of all respondents were weighted to the distributions of female adults 18 to 44 indexed by age, race, census region, education and household income. The resulting weights were then trimmed and scaled to sum to the sample size of total respondents and qualified respondents.

The following table provides summary weighting statistics for all and qualified respondents for each of the above three surveys. Included are the corresponding design effect and the overall margin of error.

Survey	Sample Size	Design Effect	Margin of Error (95% level)*
Diabetes	411	1.41	±5.7%
Joint Replacement	408	1.74	±6.4%
Maternity	420	1.38	±5.6%

As in all surveys, question order effects and other nonsampling sources of error could affect the results. Steps were taken to minimize these issues, including pretesting the survey instrument and randomizing order within question wordings as well as the order in which some questions were asked.

* The margin of error for the trimmed samples is ±5.8 percent for the diabetes survey, ±6.4 percent for the joint replacement survey and ±5.7 percent for the maternity survey.

Pre-survey focus groups

Before developing the three survey instruments, we conducted six focus groups designed to be demographically representative of the populations with these conditions:

- One focus group with people diagnosed with diabetes in the last three years in Philadelphia, PA, on December 2, 2015. Nine people participated in this focus group.
- One focus group with people diagnosed with diabetes in the last three years conducted online December 15, 2015, using the InterVu focus group platform with sample supplied by IC International. Eight people participated in this focus group.
- One focus group with people who had a joint replacement in the last three years in Fort Lauderdale, FL, on February 4, 2016. Ten people participated in this focus group.
- One focus group with people who had a joint replacement in the last three years conducted online on February 9, 2016, using the InterVu focus group platform with sample supplied by IC International. Eight people participated in this focus group.
- One focus group with women who gave birth in the last three years in New York, NY, on December 21, 2015. Eight people participated in this focus group.
- One focus group with women who gave birth in the last three years conducted online on January 13, 2016 using the InterVu focus group platform with sample supplied by IC International. Ten people participated in this focus group.

Members of Public Agenda's research team designed the focus group moderator guides and moderated the focus groups. Focus groups were videotaped and professionally transcribed. Members of Public Agenda's research team analyzed the focus group transcripts.

More information about this study can be obtained at www.publicagenda.org/pages/qualities-that-matter or by emailing research@publicagenda.org.