

# FINAL TOPLINE

## Maternity group



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

National survey of women ages 18 to 44 who recently gave birth about their perceptions of and experiences with health care quality

Data Collected by GfK Group from October 5 through 21, 2016

Released July 2017  
[www.publicagenda.org/pages/qualities-that-matter](http://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 adults who recently had a joint replacement surgery (for these topline, the full report and its brief, see [www.publicagenda.org/pages/qualities-that-matter](http://www.publicagenda.org/pages/qualities-that-matter)). The data in this topline are based on a nationally representative survey of 413 U.S. women ages 18 to 44 who gave birth between July 2013 and October 2016. Interviews were conducted from October 5 through 21, 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 women who recently gave birth was 3.7 percent using the American Association for Public Opinion Research’s Response Rate Three (RR3) formula. (For full methodology, see page 90 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 maternity group is +/-5.7 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](mailto:research@publicagenda.org) for data for those questions.

For full toplines for the diabetes group and joint replacement group surveys, see [www.publicagenda.org/media/qualities-that-matter-diabetes-topline](http://www.publicagenda.org/media/qualities-that-matter-diabetes-topline) and [www.publicagenda.org/media/qualities-that-matter-joint-replacement-topline](http://www.publicagenda.org/media/qualities-that-matter-joint-replacement-topline) respectively.

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q1-3. No question</b>	
<b>Q4a. Have you given birth to a baby since July 2013, that is, in the last three years?</b> [Screening question: Did not give birth, Not sure and Refused were terminated.]	
Yes, I gave birth <b>IN THE LAST THREE YEARS</b>	86%
Yes, I gave birth <b>MORE THAN ONCE</b> in the last three years	14%
No, I <b>DID NOT</b> give birth in the last three years	--
Not sure	--
Refused	--
	N=413
<b>Q5a. Was this the first time you gave birth, or had you given birth before?</b> [Base: Had given birth in last three years]	
It was the first time I gave birth	36%
I had given birth before	63%
Refused	*
	n=357
<b>Q5d. When did you deliver your [IF MORE THAN ONE CHILD: most recent] baby?</b> [Open-ended.]	
[Open-ended]	
	N=413
<b>Q6a. Where did you deliver you [IF MORE THAN ONE CHILD: most recent] baby?</b> [Screening question: A birthing center, At home, Other and Refused were terminated.]	
A hospital	100%
A birthing center	--
At home	--
Other	--
Refused	--
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q7a. Are you currently pregnant?</b>	
Yes, I am currently pregnant	7%
No, I am not currently pregnant	91%
Don't know/Unsure	2%
Refused	--
	N=413
<b>Q7. During your [IF MORE THAN ONE CHILD: most recent] pregnancy and birth, did you have any form of health insurance, either through your employer, through Medicaid or Medicare or any other type of health insurance?</b>	
I had health insurance during ALL of my [IF MORE THAN ONE CHILD: most recent] pregnancy and birth	92%
I had health insurance during MOST of my [IF MORE THAN ONE CHILD: most recent] pregnancy and birth	5%
I had health insurance during ONLY SOME of my [IF MORE THAN ONE CHILD: most recent] pregnancy and birth	2%
No, I DID NOT have health insurance at all during my [IF MORE THAN ONE CHILD: most recent] pregnancy and birth	1%
Don't know/Unsure	--
Refused	--
	N=413
<b>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?</b>	
Yes, I currently have health insurance	89%
No, I do not currently have health insurance	11%
Don't know/Unsure	*
Refused	--
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q9. In general, how likely do you think OB-GYNs are to perform tests or treatments during pregnancy that are not really necessary? [Presented on the same screen as Q9a. and order of questions randomized.]</b>	
Very likely	18%
Somewhat likely	31%
Not very likely	30%
Not likely at all	14%
Don't know/Unsure	7%
Refused	--
	N=413
<b>Q9a. In general, how likely do you think midwives are to perform tests or treatments during pregnancy that are not really necessary? [Presented on the same screen as Q9. and order of questions randomized.]</b>	
Very likely	5%
Somewhat likely	13%
Not very likely	31%
Not likely at all	19%
Don't know/Unsure	31%
Refused	--
	N=413
<b>Q10. Thinking about OB-GYNs [IF CURRENTLY INSURED: who 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; Presented on the same screen as Q10a.]</b>	
They charge pretty much the same prices for the same services.	36%
Some charge more than others for the same services.	33%
Don't know/Unsure	31%
Refused	*
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q10a. Thinking about midwives [IF CURRENTLY INSURED: who 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; Presented on the same screen as Q10.]</b>	
They charge pretty much the same prices for the same services.	17%
Some charge more than others for the same services.	17%
Don't know/Unsure	66%
Refused	1%
	N=413
<b>Q11. Which of the following statements comes closest to your view? [Phrases were rotated; Base: Currently insured]</b>	
My health insurance plan includes the best quality OB-GYNs/midwives.	72%
My health insurance plan prevents me from seeing the best quality OB-GYNs/midwives.	8%
Don't know/Unsure	21%
Refused	--
	n=371
<b>Q12. Thinking about hospitals [IF CURRENTLY INSURED: that 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; Presented on the same screen as Q10.]</b>	
They charge pretty much the same prices for the same childbirth services.	31%
Some charge more than others for the same childbirth services.	38%
Don't know/Unsure	30%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q13. Which of the following statements comes closest to your view? [Phrases were rotated; Base: Currently insured]</b>	
My health insurance plan includes the best quality hospitals.	70%
My health insurance plan prevents me from seeing the best quality hospitals.	10%
Don't know/Unsure	20%
Refused	1%
	n=371
<b>Q14. How closely does each of the following statements come to describing you?: [IF ONE CHILD: When I was pregnant / IF MORE THAN ONE CHILD: During my pregnancies], I spent a lot of time learning everything I could about pregnancy and birth. [Presented on same screen as Q15.]</b>	
Very close	40%
Somewhat close	44%
Not very close	10%
Not close at all	5%
Don't know	1%
Refused	--
	N=413
<b>Q15. How closely does each of the following statements come to describing you?: [IF ONE CHILD: When I was pregnant / IF MORE THAN ONE CHILD: During my pregnancies], I spent a lot of time finding out everything I could about different OB-GYNs/midwives and hospitals. [Presented on the same screen as Q14.]</b>	
Very close	14%
Somewhat close	28%
Not very close	32%
Not close at all	24%
Don't know/Unsure	1%
Refused	--
	N=413

# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<b>Q16. Did you ever attend a childbirth education class?</b>	
Yes, I have attended a childbirth education class	42%
No, I have not attended a childbirth education class	58%
Don't know/Unsure	1%
Refused	*
	N=413
<b>Q17. Who provided the majority of your medical care for your [IF MORE THAN ONE CHILD: most recent] pregnancy and birth? [Items were randomized.]</b>	
A midwife	6%
A group of midwives	4%
An OB-GYN	64%
A group of OB-GYNs	19%
A primary care provider or general practitioner	3%
A group of primary care providers	1%
Other	1%
Not sure	1%
Refused	--
	N=413



# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q18. How did you first hear about this [INSERT TYPE OF PROVIDER FROM Q17: midwife/ group of midwives/ OB-GYN/ group of OB-GYNs/ primary care provider/ group of primary care providers/ primary maternity care provider/ maternity care provider]? [Items were randomized.]</b>	
From a friend, family member or coworker	38%
From another doctor or medical care provider	16%
From my insurance company, including my insurance company's website	15%
From a hospital, including a hospital's website	10%
From a website such as Zocdoc, Vitals, Healthgrades, or another website	3%
By reading online patient reviews	7%
By passing by [his or her/ their] practice	1%
Other	5%
Don't know/Unsure	5%
Refused	--
	N=413
<b>Q19. Had you already been a patient of this [INSERT TYPE OF PROVIDER FROM Q17: midwife/ group of midwives/ OB-GYN/ group of OB-GYNs/ primary care provider/ group of primary care providers/ primary maternity care provider/ maternity care provider] before your most recent pregnancy?</b>	
Yes, I had been a patient of this [INSERT TYPE OF PROVIDER] before	58%
No, I had not been a patient of this [INSERT TYPE OF PROVIDER] before	41%
Don't know/Unsure	1%
Refused	*
	N=413

# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<b>Q20. [IF MORE THAN ONE CHILD: Thinking back to your most recent pregnancy and birth,]</b>	
<b>Which of the following best describes how you decided on a maternity care provider and on a hospital for the birth? [Choices were rotated.]</b>	
I first decided on an OB-GYN, midwife or other maternity care provider and then chose or was directed to a hospital where my OB-GYN /midwife or other maternity care provider worked.	54%
I first decided on a hospital for the birth and then chose or was directed to an OB-GYN, midwife or other maternity care provider who worked at that hospital	28%
Neither	13%
Don't know/Unsure	4%
Refused	--
	N=413
<b>Q21. [IF MORE THAN ONE CHILD: For your most recent pregnancy and birth,]</b>	
<b>Considering [IF CURRENTLY INSURED: your insurance coverage and] the area where you live, about how many [INSERT PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers] do you feel you could have chosen from?</b>	
A lot of [OB-GYNs/midwives OR maternity care providers]	48%
Some [OB-GYNs/midwives OR maternity care providers]	23%
Only a few [OB-GYNs/midwives OR maternity care providers]	16%
Just one [OB-GYN/midwife OR maternity care provider]	4%
Don't know/Unsure	9%
Refused	--
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q22. Did you receive all of your maternity care from the same [INSERT TYPE OF PROVIDER FROM Q17: midwife/ group of midwives/ OB-GYN/ group of OB-GYNs/ primary care provider/ group of primary care providers/ primary maternity care provider/ maternity care provider] or did you change OB-GYNs, midwives or other maternity care providers during your pregnancy?</b>	
I changed OB-GYNs, midwives or other maternity care providers during my [IF MORE THAN ONE CHILD: most recent] pregnancy	13%
I received all my maternity care from the same [INSERT TYPE OF PROVIDER] throughout my [IF MORE THAN ONE CHILD: most recent] pregnancy	84%
Don't know/Unsure	3%
Refused	--
	N=413
<b>Q23. Which of the following describes why you changed your maternity care provider/group of providers during your pregnancy? [Select all that apply; Base: Changed doctors]</b>	
I moved to a different town, city or neighborhood	11%
I changed insurance companies or plans	15%
My original provider/group of providers didn't take my insurance or stopped accepting my insurance	13%
My original provider/group of providers retired or closed his/her practice.	8%
I was not satisfied with the care I received from my original provider/group of providers	21%
The original provider/group of providers cost me too much out of pocket	13%
I wanted to give birth in a hospital where my original provider/group of providers didn't have access	10%
I needed a provider with a medical specialty that my original provider/group of providers did not have	14%
Other	16%
Don't know/Unsure	2%
	n=54

# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<b>Q24. Overall, how do you rate the quality of the care that you received from your [INSERT TYPE OF PROVIDER FROM Q17: midwife/ group of midwives/ OB-GYN/ group of OB-GYNs/ primary care provider/ group of primary care providers/ primary maternity care provider/ maternity care provider] during your [IF MORE THAN ONE CHILD: most recent] pregnancy and birth?</b>	
Excellent	54%
Very good	28%
Good	10%
Fair	4%
Poor	*
Don't know/Unsure	3%
Refused	*
	N=413
<b>Q25. [IF MORE THAN ONE CHILD: For your most recent pregnancy and birth] When you chose where to give birth, how many hospitals did you feel you could choose from?</b>	
Only one hospital	47%
Two or three hospitals	42%
Four or more hospitals	8%
Don't know/Unsure	3%
Refused	*
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q26. Overall, how do you rate the quality of the care that you received at the hospital where you gave birth [IF MORE THAN ONE CHILD: most recently]?</b>	
Excellent	48%
Very good	30%
Good	14%
Fair	4%
Poor	2%
Don't know/Unsure	2%
Refused	*
	N=413
<b>Q27. No question</b>	
<b>Q28. Thinking about what makes for high quality health care during pregnancy and birth, how important do you think each of the following is? [Items were randomized; Presented on the same screen as Q28a.]</b>	
<b>Q28. ID1. That the [INSERT PROVIDER FROM Q17: OB-GYN/midwife OR maternity care provider] has helpful and respectful staff.</b>	
Very important	79%
Somewhat important	16%
Not too important	3%
Not important at all	--
Don't know/Unsure	2%
Refused	*
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q28. ID2. That the [OB-GYN/midwife OR maternity care provider] makes time for patients' questions and concerns.</b>	
Very important	82%
Somewhat important	13%
Not too important	3%
Not important at all	--
Don't know/Unsure	2%
Refused	1%
	N=413
<b>Q28. ID3. That the [OB-GYN/midwife OR maternity care provider] asks patients about preferences and expectations for their pregnancy and birth.</b>	
Very important	69%
Somewhat important	23%
Not too important	4%
Not important at all	*
Don't know/Unsure	3%
Refused	1%
	N=413
<b>Q28. ID4. That the [OB-GYN/midwife OR maternity care provider] responds to patients' calls and emails.</b>	
Very important	74%
Somewhat important	19%
Not too important	3%
Not important at all	--
Don't know/Unsure	2%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q28. ID5. That the [OB-GYN/midwife OR maternity care provider] understands the needs and values of the communities he/she serves.</b>	
Very important	60%
Somewhat important	28%
Not too important	7%
Not important at all	2%
Don't know/Unsure	2%
Refused	1%
	N=413
<b>Q28. ID6. That the [OB-GYN/midwife OR maternity care provider] communicates with their patients' other doctors.</b>	
Very important	66%
Somewhat important	25%
Not too important	5%
Not important at all	1%
Don't know/Unsure	3%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q28. FD8m. That the [OB-GYN/midwife OR maternity care provider] has a low rate of inducing or augmenting birth, that is starting or speeding up women’s labor with medication, compared with other [OB-GYNs/ midwives OR maternity care providers]</b>	
Very important	39%
Somewhat important	31%
Not too important	19%
Not important at all	5%
Don’t know/Unsure	4%
Refused	1%
	N=413
<b>Q28. FD9m. That the [OB-GYN/midwife OR maternity care provider] has a low rate of doing episiotomies, that is making a cut to enlarge the vaginal opening during birth, compared with other [OB-GYNs/midwives OR maternity care providers].</b>	
Very important	43%
Somewhat important	32%
Not too important	16%
Not important at all	4%
Don’t know/Unsure	5%
Refused	1%
	N=413



# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q28. FD10m. That the [OB-GYN/midwife OR maternity care provider] counsels pregnant women about how much weight to gain.</b>	
Very important	33%
Somewhat important	39%
Not too important	20%
Not important at all	3%
Don't know/Unsure	4%
Refused	1%
	N=413
<b>Q28. FD11m. That the [OB-GYN/midwife OR maternity care provider] asks pregnant women about depression, alcohol use and domestic violence.</b>	
Very important	58%
Somewhat important	31%
Not too important	7%
Not important at all	1%
Don't know/Unsure	2%
Refused	--
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q28. FH12m. That the hospital has a low C-section rate, compared with other hospitals.</b>	
Very important	38%
Somewhat important	33%
Not too important	18%
Not important at all	5%
Don't know/Unsure	5%
Refused	1%
	N=413
<b>Q28. FH13. That the hospital has a low rate of bloodstream infections for newborns, compared with other hospitals.</b>	
Very important	73%
Somewhat important	17%
Not too important	5%
Not important at all	*
Don't know/Unsure	4%
Refused	1%
	N=413
<b>Q28. FH14. That the hospital has lactation consultants who help with breastfeeding.</b>	
Very important	65%
Somewhat important	24%
Not too important	6%
Not important at all	1%
Don't know/Unsure	2%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q28. FH15. That the hospital has women's prenatal medical records available when they give birth.</b>	
Very important	66%
Somewhat important	24%
Not too important	5%
Not important at all	2%
Don't know/Unsure	2%
Refused	1%
	N=413
<b>Q28. IO16. That the [OB-GYN/midwife's OR maternity care provider's] appointments start on time.</b>	
Very important	49%
Somewhat important	37%
Not too important	10%
Not important at all	1%
Don't know/Unsure	3%
Refused	--
	N=413
<b>Q28. PC17. That the hospital is in good physical condition.</b>	
Very important	79%
Somewhat important	15%
Not too important	3%
Not important at all	--
Don't know/Unsure	2%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q28. ET18. That the [OB-GYN/midwife OR maternity care provider] has special training in treating high-risk pregnancies.</b>	
Very important	68%
Somewhat important	23%
Not too important	7%
Not important at all	--
Don't know/Unsure	2%
Refused	--
	N=413
<b>Q28. ET19. That the [OB-GYN/midwife OR maternity care provider] was trained at a school with a good reputation.</b>	
Very important	51%
Somewhat important	32%
Not too important	11%
Not important at all	2%
Don't know/Unsure	3%
Refused	1%
	N=413
<b>Q28a. What else do you think makes for high quality care for pregnancy and birth that wasn't mentioned in the previous questions? [Open-ended; Presented on the same screen as Q28.]</b>	
[Open-ended]	
	N=413

# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<p><b>Q29. ID3. Thinking about the [INSERT PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers] [IF CURRENTLY INSURED: who are covered by your insurance plan/ IF UNINSURED: in your area], would you say that (they are all similarly likely to ask women about preferences and expectations) or (some are more likely than others to ask women about preferences and expectations)? [Phrases were rotated; Order was randomized with Q29. ID6., Q30. FD8m., Q30. FD10m., Q31. FH12m. and Q31. FH13.]</b></p>	
They are all similarly likely to ask women about preferences and expectations	33%
Some are more likely than others to ask women about preferences and expectations	38%
Don't know/Unsure	29%
Refused	*
	N=413
<p><b>Q29. ID6. Thinking about the [INSERT PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers] [IF CURRENTLY 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) or (some are more likely than others to communicate with their patients' other doctors)? [Phrases were rotated; Order was randomized with Q29. ID3., Q30. FD8m., Q30. FD10m., Q31. FH12m. and Q31. FH13.]</b></p>	
They are all similarly likely to communicate with their patients' other doctors	32%
Some are more likely than others to communicate with their patients' other doctors	37%
Don't know/Unsure	31%
Refused	1%
	N=413
<p><b>Q30. FD8m. Thinking about the [INSERT PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers] [IF CURRENTLY INSURED: who are covered by your insurance plan/ IF UNINSURED: in your area], would you say that (they have pretty much the same rates of inducing or augmenting birth) or (some have lower rates than others of inducing or augmenting birth)? [Phrases were rotated; Order was randomized with Q29. ID3., Q29. ID6., Q30. FD10m., Q31. FH12m. and Q31. FH13.]</b></p>	
They all have pretty much the same rates of inducing or augmenting birth	24%
Some have lower rates than others of inducing or augmenting birth	29%
Don't know/Unsure	46%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<p><b>Q30. FD10m. Thinking about the [INSERT PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers] [IF CURRENTLY INSURED: who are covered by your insurance plan/ IF UNINSURED: in your area], would you say that (they are similarly likely to counsel about how much weight to gain) or (some are more likely than others to counsel about how much weight to gain)? [Phrases were rotated; Order was randomized with Q29. ID3., Q29. ID6., Q30. FD8m., Q31. FH12m. and Q31. FH13.]</b></p>	
They are all similarly likely to counsel about how much weight to gain	42%
Some are more likely than others to counsel about how much weight to gain	26%
Don't know/Unsure	31%
Refused	1%
	N=413
<p><b>Q31. FH12m. Thinking about the hospitals [IF CURRENTLY INSURED: that are covered by your insurance plan/ IF UNINSURED: in your area], would you say that (they all have pretty much the same C-section rates) or (some have lower C-section rates than others)? [Phrases were rotated; Order was randomized with Q29. ID3., Q29. ID5., Q30. FD8m., Q30. FD10m. and Q31. FH13.]</b></p>	
They all have pretty much the same rates of bloodstream infections for newborns	28%
Some have lower rates than others of bloodstream infections for newborns	26%
Don't know/Unsure	45%
Refused	--
	N=413
<p><b>Q31. FH13. Thinking about the hospitals [IF CURRENTLY 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 bloodstream infections for newborns) or (some have lower rates than others of bloodstream infections for newborns)? [Phrases were rotated; Order was randomized with Q29. ID3., Q29. ID6., Q30. FD8m., Q30. FD10m. and Q31. FH13.]</b></p>	
They all have pretty much the same rates of bloodstream infections for newborns	22%
Some have lower rates than others of bloodstream infections for newborns	24%
Don't know/Unsure	54%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32. Did you know or try to find out any of the following while you were deciding on a(n) [INSERT PROVIDER FROM Q17: OB-GYN/midwife OR maternity care provider] and hospital for your [IF MORE THAN ONE CHILD: most recent] pregnancy and birth? [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]</b>	
<b>Q32. ID1. Whether or not the [OB-GYN/midwife OR maternity care provider] has helpful and respectful staff. [Base: Said ID1 was somewhat or very important]</b>	
Yes, I knew or tried to find this out	55%
No, I did not know or did not try to find this out	33%
Don't remember/Unsure	11%
Refused	1%
	n=163
<b>Q32. ID2. Whether or not the [OB-GYN/midwife OR maternity care provider] makes time for patients' questions and concerns. [Base: Said ID2 was somewhat or very important]</b>	
Yes, I knew or tried to find this out	56%
No, I did not know or did not try to find this out	31%
Don't remember/Unsure	13%
Refused	1%
	n=166
<b>Q32. ID3. Whether or not the [OB-GYN/midwife OR maternity care provider] asks patients about preferences and expectations for their pregnancy and birth. [Base: Said ID3 was somewhat or very important]</b>	
Yes, I knew or tried to find this out	51%
No, I did not know or did not try to find this out	37%
Don't remember/Unsure	12%
Refused	--
	n=164

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32. ID4. Whether or not the [OB-GYN/midwife OR maternity care provider] responds to patients' calls and emails. [Base: Said ID4 was somewhat or very important]</b>	
Yes, I knew or tried to find this out	49%
No, I did not know or did not try to find this out	39%
Don't remember/Unsure	13%
Refused	--
	n=165
<b>Q32. ID5. Whether or not the [OB-GYN/midwife OR maternity care provider] understands the needs and values of the communities he/she serves. [Base: Said ID5 was somewhat or very important]</b>	
Yes, I knew or tried to find this out	33%
No, I did not know or did not try to find this out	54%
Don't remember/Unsure	13%
Refused	--
	n=152
<b>Q32. ID6. Whether or not the [OB-GYN/midwife OR maternity care provider] communicates with their patients' other doctors. [Base: Said ID6 was somewhat or very important]</b>	
Yes, I knew or tried to find this out	43%
No, I did not know or did not try to find this out	43%
Don't remember/Unsure	14%
Refused	--
	n=156



# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32. FD8m. The [OB-GYN/midwife's OR maternity care provider's] rate of inducing or augmenting birth, that is starting or speeding up women's labor with medication. [Base: Said FD8m was somewhat or very important]</b>	
Yes, I knew or tried to find this out	34%
No, I did not know or did not try to find this out	51%
Don't remember/Unsure	15%
Refused	--
	n=125
<b>Q32. FD9m. The [OB-GYN/midwife's OR maternity care provider's] rate of doing episiotomies, that is making a cut to enlarge the vaginal opening during birth. [Base: Said FD9m was somewhat or very important]</b>	
Yes, I knew or tried to find this out	36%
No, I did not know or did not try to find this out	49%
Don't remember/Unsure	14%
Refused	--
	n=139
<b>Q32. FD10m. Whether or not the [OB-GYN/midwife OR maternity care provider] counsels pregnant women about how much weight to gain. [Base: Said FD10m was somewhat or very important]</b>	
Yes, I knew or tried to find this out	34%
No, I did not know or did not try to find this out	49%
Don't remember/Unsure	17%
Refused	--
	n=126

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32. FD11m. Whether or not the [OB-GYN/midwife OR maternity care provider] asks pregnant women about depression, alcohol use and domestic violence. [Base: Said FD11m was somewhat or very important]</b>	
Yes, I knew or tried to find this out	32%
No, I did not know or did not try to find this out	58%
Don't remember/Unsure	10%
Refused	--
	n=154
<b>Q32. FH12m. The hospital's C-section rate. [Base: Said FH12m was somewhat or very important]</b>	
Yes, I knew or tried to find this out	37%
No, I did not know or did not try to find this out	51%
Don't remember/Unsure	12%
Refused	--
	n=126
<b>Q32. FH13. The hospital's rate of bloodstream infections for newborns. [Base: Said FH13 was somewhat or very important]</b>	
Yes, I knew or tried to find this out	21%
No, I did not know or did not try to find this out	62%
Don't remember/Unsure	17%
Refused	--
	n=159

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32. FH14. Whether or not the hospital has lactation consultants who help with breastfeeding.</b> [Base: Said FD14 was somewhat or very important]	
Yes, I knew or tried to find this out	56%
No, I did not know or did not try to find this out	31%
Don't remember/Unsure	13%
Refused	--
	n=158
<b>Q32. FH15. Whether or not the hospital has women's prenatal medical records available when they give birth.</b> [Base: Said FH15 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	13%
Refused	--
	n=158
<b>Q32. IO16. Whether or not the [OB-GYN/midwife's OR maternity care provider's] appointments start on time.</b> [Base: Said IO16 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	47%
Don't remember/Unsure	16%
Refused	--
	n=156

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32. PC17. Whether or not the hospital is in good physical condition.</b> [Base: Said PC17 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	25%
Don't remember/Unsure	9%
Refused	--
	n=164
<b>Q32. ET18. Whether or not the [OB-GYN/midwife OR maternity care provider] has special training in treating high-risk pregnancies.</b> [Base: Said ET18 was somewhat or very important]	
Yes, I knew or tried to find this out	51%
No, I did not know or did not try to find this out	37%
Don't remember/Unsure	12%
Refused	--
	n=157
<b>Q32. ET19. Whether or not the [OB-GYN/midwife OR maternity care provider] was trained at a school with a good reputation.</b> [Base: Said ET19 was somewhat or very important]	
Yes, I knew or tried to find this out	36%
No, I did not know or did not try to find this out	45%
Don't remember/Unsure	17%
Refused	1%
	n=142

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32. PV20. Whether or not the [OB-GYN/midwife OR maternity care provider] was covered by your insurance plan.</b>	
Yes, I knew or tried to find this out	75%
No, I did not know or did not try to find this out	9%
Don't remember/Unsure	16%
Refused	--
	n=174
<b>Q32. PV21. Whether or not the hospital was covered by your insurance plan.</b>	
Yes, I knew or tried to find this out	74%
No, I did not know or did not try to find this out	13%
Don't remember/Unsure	12%
Refused	1%
	n=174
<b>Q32. PV22. How much you would have to pay out of pocket for a routine prenatal checkup, an ultrasound or other prenatal test, not including any copay.</b>	
Yes, I knew or tried to find this out	52%
No, I did not know or did not try to find this out	36%
Don't remember/Unsure	13%
Refused	--
	n=174
<b>Q32. PV23. How much you would have to pay out of pocket for your birth and hospital stay, not including any copay.</b>	
Yes, I knew or tried to find this out	51%
No, I did not know or did not try to find this out	35%
Don't remember/Unsure	14%
Refused	--
	n=174

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32. PV24. How much the [OB-GYN/midwife OR maternity care provider] would charge your insurance company for your prenatal care or birth—even if it didn't affect your out of pocket costs. [Base: Currently insured]</b>	
Yes, I knew or tried to find this out	38%
No, I did not know or did not try to find this out	49%
Don't remember/Unsure	13%
Refused	--
	n=151
<b>Q32. PV25. How much the hospital would charge your insurance company for your prenatal care or birth—even if it didn't affect your out of pocket costs. [Base: Currently insured]</b>	
Yes, I knew or tried to find this out	41%
No, I did not know or did not try to find this out	48%
Don't remember/Unsure	11%
Refused	--
	n=151
<b>Q32. CV26. Whether or not the [OB-GYN/midwife's OR maternity care provider's] office was in a convenient location for you.</b>	
Yes, I knew or tried to find this out	73%
No, I did not know or did not try to find this out	16%
Don't remember/Unsure	11%
Refused	--
	n=174

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32. CV27. Whether or not the hospital was in a convenient location for you.</b>	
Yes, I knew or tried to find this out	74%
No, I did not know or did not try to find this out	12%
Don't remember/Unsure	14%
Refused	--
	n=174
<b>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 [INSERT PROVIDER FROM Q17: OB-GYN/midwife OR maternity care provider] for your [IF MORE THAN ONE CHILD: most recent] pregnancy and birth? [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]</b>	
<b>Q32a. ID1. Whether or not the [OB-GYN/midwife OR maternity care provider] has helpful and respectful staff. [Base: Said ID1 was somewhat or very important]</b>	
Yes, I knew or tried to find this out	65%
No, I did not know or did not try to find this out	28%
Don't remember/Unsure	7%
Refused	--
	n=235
<b>Q32a. ID2. Whether or not the [OB-GYN/midwife OR maternity care provider] makes time for patients' questions and concerns. [Base: Said ID2 was somewhat or very important]</b>	
Yes, I knew or tried to find this out	69%
No, I did not know or did not try to find this out	23%
Don't remember/Unsure	8%
Refused	--
	n=232

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32a. ID3. Whether or not the [OB-GYN/midwife OR maternity care provider] asks patients about preferences and expectations for their pregnancy and birth. [Base: Said ID3 was somewhat or very important]</b>	
Yes, I knew or tried to find this out	59%
No, I did not know or did not try to find this out	31%
Don't remember/Unsure	10%
Refused	--
	n=226
<b>Q32a. ID4. Whether or not the [OB-GYN/midwife OR maternity care provider] responds to patients' calls and emails. [Base: Said ID4 was somewhat or very important]</b>	
Yes, I knew or tried to find this out	58%
No, I did not know or did not try to find this out	35%
Don't remember/Unsure	8%
Refused	--
	n=228
<b>Q32a. ID5. Whether or not the [OB-GYN/midwife OR maternity care provider] understands the needs and values of the communities he/she serves. [Base: Said ID6 was somewhat or very important]</b>	
Yes, I knew or tried to find this out	46%
No, I did not know or did not try to find this out	41%
Don't remember/Unsure	13%
Refused	1%
	n=214



# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32a. ID6. Whether or not the [OB-GYN/midwife OR maternity care provider] communicates with their patients' other doctors. [Base: Said ID5 was somewhat or very important]</b>	
Yes, I knew or tried to find this out	51%
No, I did not know or did not try to find this out	37%
Don't remember/Unsure	12%
Refused	--
	n=220
<b>Q32a. FD8m. The [OB-GYN/midwife's OR maternity care provider's] rate of inducing or augmenting birth, that is starting or speeding up women's labor with medication. [Base: Said FD8m was somewhat or very important]</b>	
Yes, I knew or tried to find this out	44%
No, I did not know or did not try to find this out	42%
Don't remember/Unsure	14%
Refused	--
	n=161
<b>Q32a. FD9m. The [OB-GYN/midwife's OR maternity care provider's] rate of doing episiotomies, that is making a cut to enlarge the vaginal opening during birth. [Base: Said FD9m was somewhat or very important]</b>	
Yes, I knew or tried to find this out	35%
No, I did not know or did not try to find this out	48%
Don't remember/Unsure	17%
Refused	--
	n=167

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32a. FD10m. Whether or not the [OB-GYN/midwife OR maternity care provider] counsels pregnant women about how much weight to gain. [Base: Said FD10m was somewhat or very important]</b>	
Yes, I knew or tried to find this out	46%
No, I did not know or did not try to find this out	43%
Don't remember/Unsure	11%
Refused	--
	n=167
<b>Q32a. FD11m. Whether or not the [OB-GYN/midwife OR maternity care provider] asks pregnant women about depression, alcohol use and domestic violence. [Base: Said FD11m was somewhat or very important]</b>	
Yes, I knew or tried to find this out	35%
No, I did not know or did not try to find this out	53%
Don't remember/Unsure	13%
Refused	--
	n=211
<b>Q32a. FH12m. The hospital's C-section rate. [Base: Said FH12m was somewhat or very important]</b>	
Yes, I knew or tried to find this out	33%
No, I did not know or did not try to find this out	55%
Don't remember/Unsure	11%
Refused	1%
	n=161

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32a. FH13. The hospital's rate of bloodstream infections for newborns.</b> [Base: Said FH13 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	57%
Don't remember/Unsure	16%
Refused	--
	n=217
<b>Q32a. FH14. Whether or not the hospital has lactation consultants who help with breastfeeding.</b> [Base: Said FD14 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	25%
Don't remember/Unsure	9%
Refused	--
	n=215
<b>Q32a. FH15. Whether or not the hospital has women's prenatal medical records available when they give birth.</b> [Base: Said FH15 was somewhat or very important]	
Yes, I knew or tried to find this out	45%
No, I did not know or did not try to find this out	43%
Don't remember/Unsure	12%
Refused	--
	n=217

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32a. IO16. Whether or not the [OB-GYN/midwife's OR maternity care provider's] appointments start on time.</b> [Base: Said IO16 was somewhat or very important]	
Yes, I knew or tried to find this out	51%
No, I did not know or did not try to find this out	42%
Don't remember/Unsure	7%
Refused	--
	n=207
<b>Q32a. PC17. Whether or not the hospital is in good physical condition.</b> [Base: Said PC17 was somewhat or very important]	
Yes, I knew or tried to find this out	75%
No, I did not know or did not try to find this out	18%
Don't remember/Unsure	7%
Refused	*
	n=231
<b>Q32a. ET18. Whether or not the [OB-GYN/midwife OR maternity care provider] has special training in treating high-risk pregnancies.</b> [Base: Said ET18 was somewhat or very important]	
Yes, I knew or tried to find this out	49%
No, I did not know or did not try to find this out	37%
Don't remember/Unsure	14%
Refused	--
	n=223

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32a. ET19. Whether or not the [OB-GYN/midwife OR maternity care provider] was trained at a school with a good reputation. [Base: Said ET19 was somewhat or very important]</b>	
Yes, I knew or tried to find this out	50%
No, I did not know or did not try to find this out	39%
Don't remember/Unsure	10%
Refused	--
	n=201
<b>Q32a. PV20. Whether or not the [OB-GYN/midwife OR maternity care provider] was covered by your insurance plan.</b>	
Yes, I knew or tried to find this out	81%
No, I did not know or did not try to find this out	11%
Don't remember/Unsure	6%
Refused	2%
	n=239
<b>Q32a. PV21. Whether or not the hospital was covered by your insurance plan.</b>	
Yes, I knew or tried to find this out	80%
No, I did not know or did not try to find this out	14%
Don't remember/Unsure	6%
Refused	--
	n=239

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32a. PV22. How much you would have to pay out of pocket for a routine prenatal checkup, an ultrasound or other prenatal test, not including any copay.</b>	
Yes, I knew or tried to find this out	59%
No, I did not know or did not try to find this out	31%
Don't remember/Unsure	10%
Refused	--
	n=239
<b>Q32a. PV23. How much you would have to pay out of pocket for your birth and hospital stay, not including any copay.</b>	
Yes, I knew or tried to find this out	62%
No, I did not know or did not try to find this out	28%
Don't remember/Unsure	10%
Refused	--
	n=239
<b>Q32a. PV24. How much the [OB-GYN/midwife OR maternity care provider] would charge your insurance company for your prenatal care or birth—even if it didn't affect your out of pocket costs. [Base: Currently insured]</b>	
Yes, I knew or tried to find this out	48%
No, I did not know or did not try to find this out	43%
Don't remember/Unsure	9%
Refused	--
	n=220

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q32a. PV25. How much the hospital would charge your insurance company for your prenatal care or birth—even if it didn't affect your out of pocket costs. [Base: Currently insured]</b>	
Yes, I knew or tried to find this out	44%
No, I did not know or did not try to find this out	45%
Don't remember/Unsure	11%
Refused	--
	n=220
<b>Q32a. CV26. Whether or not the [OB-GYN/midwife's OR maternity care provider's] office was in a convenient location for you.</b>	
Yes, I knew or tried to find this out	76%
No, I did not know or did not try to find this out	17%
Don't remember/Unsure	7%
Refused	--
	n=239
<b>Q32a. CV27. Whether or not the hospital was in a convenient location for you.</b>	
Yes, I knew or tried to find this out	79%
No, I did not know or did not try to find this out	12%
Don't remember/Unsure	7%
Refused	2%
	n=239

# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<p><b>Q33. From which sources did you know or try to find out:</b>            ID1. Whether or not the [INSERT PROVIDER FROM Q17: OB-GYN/midwife OR maternity care provider] has helpful and respectful staff.            ID2. Whether or not the [OB-GYN/midwife OR maternity care provider] makes time for patients' questions and concerns.            ID3. Whether or not the [OB-GYN/midwife OR maternity care provider] asks patients about preferences and expectations for pregnancy and birth.            ID4. Whether or not the [OB-GYN/midwife OR maternity care provider] responds to patients' calls and emails.            ID5. Whether or not the [OB-GYN/midwife OR maternity care provider] understands the needs and values of the communities he/she serves.            ID6. Whether or not the [OB-GYN/midwife OR maternity care provider] communicates with their patients' other doctors.</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 Q34.; Base: Respondents who said they knew or looked for at least one item in Q32. or Q32a.]</p>	
My [OB-GYN/midwife OR maternity care provider]	43%
Another doctor or midwife	12%
A nurse, nurse practitioner or physician's assistant	17%
A receptionist or other staff in my [OB-GYN/midwife's OR maternity care provider's] office	22%
A relative, friend or coworker	40%
A hospital website or by calling a hospital	18%
My insurance company's website or by calling my insurance company [Base: Currently insured]	17%
Patient reviews on websites or in newspapers or magazines	23%
Websites, newspapers or magazines that compare [OB-GYNs/midwives OR maternity care providers] 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	18%
A nonprofit organization that provides education and support for pregnant women	1%
A birth education class	9%
A tour of a hospital	22%
Other	6%
Don't know/Unsure	4%
	n=306



# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q34. Did you compare or try to compare two or more [INSERT PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers] on [IF RESPONDENT KNEW OR TRIED TO FOUND 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.]</b>	
Yes, I compared or tried to compare	36%
No, I did not compare or did not try to compare	56%
Don't know/Unsure	6%
Refused	2%
	n=306
<b>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 using websites as a source]</b>	
[Open-ended]	
	n=28

# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<p><b>Q35. From which sources did you know or try to find out:</b>            FD8m. The [INSERT PROVIDER FROM Q17: OB-GYN/midwife's OR maternity care provider's] rate of inducing or augmenting birth, that is starting or speeding up women's labor with medication.            FD9m. The [OB-GYN/midwife's OR maternity care provider's] rate of doing episiotomies, that is making a cut to enlarge the vaginal opening during birth.            FD10m. Whether or not the [OB-GYN/midwife OR maternity care provider] counsels pregnant women about how much weight to gain.            FD11m. Whether or not the [OB-GYN/midwife OR maternity care provider] asks pregnant women about depression, alcohol use and domestic violence.</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 [OB-GYN/midwife OR maternity care provider]	41%
Another doctor or midwife	6%
A nurse, nurse practitioner or physician's assistant	15%
A receptionist or other staff in my [OB-GYN/midwife's OR maternity care provider's] office	6%
A relative, friend or coworker	22%
A hospital website or by calling a hospital	12%
My insurance company's website or by calling my insurance company [Base: Currently insured]	6%
Patient reviews on websites or in newspapers or magazines	14%
Websites, newspapers or magazines that compare [OB-GYNs/midwives OR maternity care providers] in your area [IF CURRENTLY INSURED: other than your insurance company's website]	5%
Online social media, online forums, online support groups, list serves, blogs or other online communities	6%
A nonprofit organization that provides education and support for pregnant women	2%
A birth education class	4%
A tour of a hospital	12%
Other	4%
Don't know/Unsure	14%
	n=204

# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<b>Q36. Did you compare or try to compare two or more [INSERT PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers] on [IF RESPONDENT KNEW OR TRIED TO FOUND 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.]</b>	
Yes, I compared or tried to compare	23%
No, I did not compare or did not try to compare	60%
Don't know/Unsure	12%
Refused	5%
	n=204
<b>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]</b>	
[Open-ended]	
	n=12

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<p><b>Q37. From which sources did you know or try to find out:</b>            FH12m. The hospital's C-section rate.            FH13. The hospital's rate of bloodstream infections for newborns.            FH14. Whether or not the hospital has lactation consultants who help with breastfeeding.            FH15. Whether or not the hospital has women's prenatal medical records available when they give birth.</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 [OB-GYN/midwife OR maternity care provider]	36%
Another doctor or midwife	6%
A nurse, nurse practitioner or physician's assistant	17%
A receptionist or other staff in my [OB-GYN/midwife's OR maternity care provider's] office	7%
A relative, friend or coworker	18%
A hospital website or by calling a hospital	25%
My insurance company's website or by calling my insurance company [Base: Currently insured]	5%
Patient reviews on websites or in newspapers or magazines	10%
Websites, newspapers or magazines that compare [OB-GYNs/midwives OR maternity care providers] 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	6%
A nonprofit organization that provides education and support for pregnant women	3%
A birth education class	12%
A tour of a hospital	22%
Other	5%
Don't know/Unsure	11%
	n=273

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q38. Did you compare or try to compare two or more [INSERT PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers] on [IF RESPONDENT KNEW OR TRIED TO FOUND 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.]</b>	
Yes, I compared or tried to compare	22%
No, I did not compare or did not try to compare	65%
Don't know/Unsure	9%
Refused	4%
	n=273
<b>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]</b>	
[Open-ended]	
	n=18

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<p><b>Q39. From which sources did you know or try to find out:</b>  <b>PV22. How much you would have to pay out of pocket for a routine prenatal checkup, an ultrasound or other prenatal test, not including any copay.</b>  <b>PV24. How much the [INSERT PROVIDER TYPE FROM Q17: OB-GYN/midwife OR maternity care provider] would charge your insurance company for your prenatal care or birth—even if it didn't affect your out of pocket costs.</b></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 at least one item in Q32. or Q32a.]</p>	
My [OB-GYN/midwife OR maternity care provider]	17%
Another doctor or midwife	1%
A nurse, nurse practitioner or physician's assistant	7%
A receptionist or other staff in my [OB-GYN/midwife's OR maternity care provider's] office	35%
A relative, friend or coworker	5%
A hospital website or by calling a hospital	13%
My insurance company's website or by calling my insurance company [Base: Currently insured]	39%
Patient reviews on websites or in newspapers or magazines	2%
Websites, newspapers or magazines that compare [OB-GYNs/midwives OR maternity care providers] in your area [IF CURRENTLY INSURED: other than your insurance company's website]	4%
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 pregnant women	1%
A birth education class	2%
A tour of a hospital	3%
Other	2%
Don't know/Unsure	11%
	n=261

# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<b>Q40. Did you compare or try to compare prices for two or more [INSERT TYPE OF PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers]? [Presented on the same screen as Q39.; Base: Respondents who said they knew or looked for PV22. or PV24. in Q32. or Q32a.]</b>	
Yes, I compared or tried to compare	15%
No, I did not compare or did not try to compare	71%
Don't know/Unsure	8%
Refused	7%
	n=261
<b>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]</b>	
[Open-ended]	
	n=8

# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<p><b>Q41. From which sources did you know or try to find out:</b>  <b>PV23. How much you would pay out of pocket for your birth and hospital stay, not including any copay.</b>  <b>PV25. How much the hospital would charge your insurance company for your prenatal care or birth—even if it didn't affect your out of pocket costs.</b></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 Q41.; Base: Respondents who said they knew or looked for at least one item in Q32. or Q32a.]</p>	
My [OB-GYN/midwife OR maternity care provider]	14%
Another doctor or midwife	1%
A nurse, nurse practitioner or physician's assistant	3%
A receptionist or other staff in my [OB-GYN/midwife's OR maternity care provider's] office	16%
A relative, friend or coworker	9%
A hospital website or by calling a hospital	15%
My insurance company's website or by calling my insurance company [Base: Currently insured]	44%
Patient reviews on websites or in newspapers or magazines	2%
Websites, newspapers or magazines that compare [OB-GYNs/midwives OR maternity care providers] in your area [IF CURRENTLY INSURED: other than your insurance company's website]	4%
Online social media, online forums, online support groups, list serves, blogs or other online communities	2%
A nonprofit organization that provides education and support for pregnant women	2%
A birth education class	4%
A tour of a hospital	5%
Other	4%
Don't know/Unsure	12%
	n=257



# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q42. Did you compare or try to compare prices for two or more hospitals? [Presented on the same screen as Q40.; Base: Respondents who said they knew or looked for PV23. or PV25. in Q32. or Q32a.]</b>	
Yes, I compared or tried to compare	14%
No, I did not compare or did not try to compare	74%
Don't know/Unsure	9%
Refused	3%
	n=257
<b>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]</b>	
[Open-ended]	
	n=8

# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<p><b>Q43. You said that while you were deciding on a(n) [INSERT TYPE OF PROVIDER FROM Q17: OB-GYN/midwife OR maternity care provider], you did not know or did not try to find out any of the following:</b></p> <p><b>ID1. Whether or not the [OB-GYN/midwife OR maternity care provider] has helpful and respectful staff.</b></p> <p><b>ID2. Whether or not the [OB-GYN/midwife OR maternity care provider] makes time for patients' questions and concerns.</b></p> <p><b>ID3. Whether or not the [OB-GYN/midwife OR maternity care provider] asks patients about preferences and expectations for pregnancy and birth.</b></p> <p><b>ID4. Whether or not the [OB-GYN/midwife OR maternity care provider] responds to patients' calls and emails.</b></p> <p><b>ID5. Whether or not the [OB-GYN/midwife OR maternity care provider] understands the needs and values of the communities he/she serves.</b></p> <p><b>ID6. Whether or not the [OB-GYN/midwife OR maternity care provider] communicates with their patients' other doctors.</b></p> <p><b>For each of the following statements, please select how close it comes to your view:</b></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>	
<b>Q43A. I was not sure how to find this information.</b>	
Very close	16%
Somewhat close	30%
Not too close	23%
Not close at all	19%
Don't know/Unsure	12%
Refused	*
	n=159
<b>Q43B. This information was not important to me.</b>	
Very close	21%
Somewhat close	23%
Not too close	23%
Not close at all	23%
Don't know/Unsure	9%
Refused	*
	n=159

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q43C. If I had known this information, it would have influenced my decision about a(n) [OB-GYN/midwife OR maternity care provider].</b>	
Very close	15%
Somewhat close	27%
Not too close	30%
Not close at all	18%
Don't know/Unsure	9%
Refused	*
	n=173
<b>Q43D. It did not occur to me to find out this information.</b>	
Very close	27%
Somewhat close	38%
Not too close	13%
Not close at all	13%
Don't know/Unsure	8%
Refused	*
	n=173

# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<p><b>Q44. You said that while you were deciding on a(n) [INSERT TYPE OF PROVIDER FROM Q17: OB-GYN/midwife OR maternity care provider], you did not know or did not try to find out any of the following:</b></p> <p><b>FD8m. The [OB-GYN/midwife's OR maternity care provider's] rate of inducing or augmenting birth, that is starting or speeding up women's labor with medication.</b></p> <p><b>FD9m. The [OB-GYN/midwife's OR maternity care provider's] rate of doing episiotomies, that is making a cut to enlarge the vaginal opening during birth.</b></p> <p><b>FD10m. Whether or not the [OB-GYN/midwife OR maternity care provider] counsels pregnant women about how much weight to gain.</b></p> <p><b>FD11m. Whether or not the [OB-GYN/midwife OR maternity care provider] asks pregnant women about depression, alcohol use and domestic violence.</b></p> <p><b>For each of the following statements, please select how close it comes to your view:</b></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>	
<b>Q44A. I was not sure how to find this information.</b>	
Very close	15%
Somewhat close	21%
Not too close	23%
Not close at all	28%
Don't know/Unsure	10%
Refused	3%
	n=173
<b>Q44B. This information was not important to me.</b>	
Very close	19%
Somewhat close	27%
Not too close	30%
Not close at all	12%
Don't know/Unsure	12%
Refused	1%
	n=173

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q44C. If I had known this information, it would have influenced my decision about a(n) [OB-GYN/midwife OR maternity care provider].</b>	
Very close	15%
Somewhat close	18%
Not too close	29%
Not close at all	24%
Don't know/Unsure	12%
Refused	2%
	n=159
<b>Q44D. It did not occur to me to find out this information.</b>	
Very close	29%
Somewhat close	32%
Not too close	21%
Not close at all	10%
Don't know/Unsure	8%
Refused	*
	n=159

# MATERNITY GROUP SURVEY RESULTS

		Maternity N=413
<p><b>Q45. You said that while you were deciding on a hospital, you did not know or did not try to find out any of the following:</b></p> <p>FH12m. The hospital's C-section rate.            FH13. The hospital's rate of bloodstream infections for newborns.            FH14. Whether or not the hospital has lactation consultants who help with breastfeeding.            FH15. Whether or not the hospital has women's prenatal medical records available when they give birth.</p> <p><b>For each of the following statements, please select how close it comes to your view:</b></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>		
<b>Q45A. I was not sure how to find this information.</b>		
Very close		17%
Somewhat close		33%
Not too close		16%
Not close at all		19%
Don't know/Unsure		13%
Refused		2%
		n=183
<b>Q45B. This information was not important to me.</b>		
Very close		10%
Somewhat close		29%
Not too close		23%
Not close at all		23%
Don't know/Unsure		14%
Refused		1%
		n=183

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q45C. If I had known this information, it would have influenced my decision about a hospital.</b>	
Very close	13%
Somewhat close	27%
Not too close	21%
Not close at all	23%
Don't know/Unsure	14%
Refused	2%
	n=183
<b>Q45D. It did not occur to me to find out this information.</b>	
Very close	34%
Somewhat close	40%
Not too close	12%
Not close at all	4%
Don't know/Unsure	9%
Refused	*
	n=183

# MATERNITY GROUP SURVEY RESULTS

Maternity  
N=413

Q46. You said that you did not know or did not try to find out any of the following:  
 PV22. How much you would have to pay out of pocket for a routine prenatal checkup, an ultrasound or other prenatal test, not including any copay.  
 PV24. How much the [INSERT PROVIDER FROM Q17: OB-GYN/midwife OR maternity care provider] would charge your insurance company for your prenatal care or birth—even if it wouldn't affect your out of pocket costs.

For each of the following statements, please select how close it comes to your view:

[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.]

### Q46A. I was not sure how to find this information.

Very close	16%
Somewhat close	15%
Not too close	16%
Not close at all	33%
Don't know/Unsure	19%
Refused	2%
	n=99

### Q46B. This information was not important to me.

Very close	22%
Somewhat close	19%
Not too close	23%
Not close at all	15%
Don't know/Unsure	20%
Refused	2%
	n=99



# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q46C. If I had known this information, it would have influenced my decision about a(n) [OB-GYN/midwife OR maternity care provider].</b>	
Very close	5%
Somewhat close	10%
Not too close	22%
Not close at all	39%
Don't know/Unsure	22%
Refused	2%
	n=99
<b>Q46D. It did not occur to me to find out this information.</b>	
Very close	18%
Somewhat close	23%
Not too close	23%
Not close at all	16%
Don't know/Unsure	19%
Refused	1%
	n=99

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<p><b>Q47. You said that when deciding on a hospital, you did not know or did not try to find out any of the following:</b>  <b>PV23. How much you would pay out of pocket for your birth and hospital stay, not including any copay.</b>  <b>PV25. How much the hospital would charge your insurance company for your prenatal care or birth—even if it wouldn't affect your out of pocket costs.</b></p> <p><b>For each of the following statements, please select how close it comes to your view:</b></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>	
<b>Q47A. I was not sure how to find this information.</b>	
Very close	19%
Somewhat close	22%
Not too close	19%
Not close at all	26%
Don't know/Unsure	13%
Refused	2%
	n=123
<b>Q47B. This information was not important to me.</b>	
Very close	25%
Somewhat close	31%
Not too close	17%
Not close at all	12%
Don't know/Unsure	12%
Refused	2%
	n=123

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q47C. If I had known this information, it would have influenced my decision about a hospital.</b>	
Very close	14%
Somewhat close	18%
Not too close	20%
Not close at all	33%
Don't know/Unsure	13%
Refused	2%
	n=123
<b>Q47D. It did not occur to me to find out this information.</b>	
Very close	34%
Somewhat close	19%
Not too close	14%
Not close at all	16%
Don't know/Unsure	12%
Refused	5%
	n=123

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q48. How close does each of the following come to describing your experience during your [IF MORE THAN ONE CHILD: most recent] pregnancy and birth? [Items presented in same random order as in Q28.; Items PV20-CV27 randomized and presented after other items.]</b>	
<b>Q48. ID1. My [INSERT PROVIDER FROM Q17: OB-GYN/midwife OR maternity care provider] had helpful and respectful staff. [Base: Said ID1 was somewhat or very important]</b>	
Very close to my experience	67%
Somewhat close to my experience	21%
Not too close to my experience	7%
Not close at all to my experience	2%
Don't remember/Unsure	4%
Refused	1%
	n=398
<b>Q48. ID2. My [OB-GYN/midwife OR maternity care provider] made time for patients' questions and concerns. [Base: Said ID2 was somewhat or very important]</b>	
Very close to my experience	66%
Somewhat close to my experience	20%
Not too close to my experience	7%
Not close at all to my experience	2%
Don't remember/Unsure	5%
Refused	1%
	n=398

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q48. ID3. My [OB-GYN/midwife OR maternity care provider] asked patients about preferences and expectations for pregnancy and birth. [Base: Said ID3 was somewhat or very important]</b>	
Very close to my experience	57%
Somewhat close to my experience	25%
Not too close to my experience	9%
Not close at all to my experience	4%
Don't remember/Unsure	5%
Refused	*
	n=390
<b>Q48. ID4. My [OB-GYN/midwife OR maternity care provider] responded to patients' calls and emails. [Base: Said ID4 was somewhat or very important]</b>	
Very close to my experience	59%
Somewhat close to my experience	25%
Not too close to my experience	5%
Not close at all to my experience	2%
Don't remember/Unsure	7%
Refused	*
	n=393

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q48. ID5. My [OB-GYN/midwife OR maternity care provider] understood the needs and values of the communities he/she serves. [Base: Said ID5 was somewhat or very important]</b>	
Very close to my experience	51%
Somewhat close to my experience	29%
Not too close to my experience	6%
Not close at all to my experience	1%
Don't remember/Unsure	13%
Refused	*
	n=366
<b>Q48. ID6. My [OB-GYN/midwife OR maternity care provider] communicated with my other doctors. [Base: Said ID6 was somewhat or very important]</b>	
Very close to my experience	46%
Somewhat close to my experience	24%
Not too close to my experience	11%
Not close at all to my experience	3%
Don't remember/Unsure	15%
Refused	1%
	n=376

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q48. FD8m. My [OB-GYN/midwife OR maternity care provider] had a low rate of inducing or augmenting birth, that is starting or speeding up women’s labor with medication, compared with other [OB-GYNs/midwives OR maternity care providers]. [Base: Said FD8m was somewhat or very important]</b>	
Very close to my experience	34%
Somewhat close to my experience	18%
Not too close to my experience	10%
Not close at all to my experience	5%
Don’t remember/Unsure	33%
Refused	1%
	n=286
<b>Q48. FD9m. My [OB-GYN/midwife OR maternity care provider] had a low rate of doing episiotomies, that is making a cut to enlarge the vaginal opening during birth, compared with other [OB-GYNs/midwives OR maternity care providers]. [Base: Said FD9m was somewhat or very important]</b>	
Very close to my experience	37%
Somewhat close to my experience	16%
Not too close to my experience	10%
Not close at all to my experience	4%
Don’t remember/Unsure	33%
Refused	*
	n=306

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q48. FD10m. My [OB-GYN/midwife OR maternity care provider] counseled pregnant women about how much weight to gain. [Base: Said FD10m was somewhat or very important]</b>	
Very close to my experience	47%
Somewhat close to my experience	31%
Not too close to my experience	10%
Not close at all to my experience	4%
Don't remember/Unsure	8%
Refused	*
	n=293
<b>Q48. FD11m. My [OB-GYN/midwife OR maternity care provider] asked pregnant women about depression, alcohol use and domestic violence. [Base: Said FD11m was somewhat or very important]</b>	
Very close to my experience	53%
Somewhat close to my experience	21%
Not too close to my experience	11%
Not close at all to my experience	5%
Don't remember/Unsure	10%
Refused	*
	n=365



# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q48. FH12m. My hospital had a low C-section rate, compared with other hospitals.</b> [Base: Said FH12m was somewhat or very important]	
Very close to my experience	27%
Somewhat close to my experience	20%
Not too close to my experience	9%
Not close at all to my experience	4%
Don't remember/Unsure	40%
Refused	1%
	n=287
<b>Q48. FH13. My hospital had a low rate of bloodstream infections for newborns, compared with other hospitals.</b> [Base: Said FH13 was somewhat or very important]	
Very close to my experience	29%
Somewhat close to my experience	16%
Not too close to my experience	8%
Not close at all to my experience	1%
Don't remember/Unsure	46%
Refused	*
	n=376

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q48. FH14. My hospital had lactation consultants who help with breastfeeding.</b> [Base: Said FH14 was somewhat or very important]	
Very close to my experience	73%
Somewhat close to my experience	15%
Not too close to my experience	6%
Not close at all to my experience	1%
Don't remember/Unsure	5%
Refused	*
	n=373
<b>Q48. FH15. My hospital had women's prenatal medical records available when they give birth.</b> [Base: Said FH15 was somewhat or very important]	
Very close to my experience	54%
Somewhat close to my experience	20%
Not too close to my experience	8%
Not close at all to my experience	1%
Don't remember/Unsure	17%
Refused	1%
	n=375

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q48. IO16. My [OB-GYN/midwife's OR maternity care provider's] appointments started on time. [Base: Said IO16 was somewhat or very important]</b>	
Very close to my experience	41%
Somewhat close to my experience	35%
Not too close to my experience	14%
Not close at all to my experience	5%
Don't remember/Unsure	3%
Refused	2%
	n=363
<b>Q48. PC17. My hospital was in good physical condition. [Base: Said PC17 was somewhat or very important]</b>	
Very close to my experience	71%
Somewhat close to my experience	18%
Not too close to my experience	5%
Not close at all to my experience	1%
Don't remember/Unsure	4%
Refused	1%
	n=395

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q48. ET18. My [OB-GYN/midwife OR maternity care provider] had special training in treating high-risk pregnancies. [Base: Said ET18 was somewhat or very important]</b>	
Very close to my experience	46%
Somewhat close to my experience	19%
Not too close to my experience	11%
Not close at all to my experience	3%
Don't remember/Unsure	20%
Refused	1%
	n=380
<b>Q48. ET19. My doctor was trained at a school with a good reputation. [Base: Said ET19 was somewhat or very important]</b>	
Very close to my experience	51%
Somewhat close to my experience	21%
Not too close to my experience	4%
Not close at all to my experience	1%
Don't remember/Unsure	22%
Refused	1%
	n=343
<b>Q48. PV20. My [OB-GYN/midwife OR maternity care provider] was covered by my insurance plan.</b>	
Very close to my experience	74%
Somewhat close to my experience	11%
Not too close to my experience	4%
Not close at all to my experience	1%
Don't remember/Unsure	9%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q48. PV21. My hospital was covered by my insurance plan.</b>	
Very close to my experience	74%
Somewhat close to my experience	13%
Not too close to my experience	4%
Not close at all to my experience	*
Don't remember/Unsure	7%
Refused	1%
	N=413
<b>Q48. PV22. The amount I had to pay out of pocket for a routine prenatal checkup, an ultrasound or other prenatal test was reasonable, not including any copay.</b>	
Very close to my experience	53%
Somewhat close to my experience	20%
Not too close to my experience	7%
Not close at all to my experience	4%
Don't remember/Unsure	15%
Refused	1%
	N=413
<b>Q48. PV23. The amount I had to pay out of pocket for my birth and hospital stay was reasonable, not including any copay.</b>	
Very close to my experience	50%
Somewhat close to my experience	19%
Not too close to my experience	8%
Not close at all to my experience	6%
Don't remember/Unsure	15%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q48. PV24. The amount my [OB-GYN/midwife OR maternity care provider] or hospital charged my insurance company for my prenatal care or birth was reasonable—even if it didn't affect my out of pocket costs. [Base: Currently insured]</b>	
Very close to my experience	43%
Somewhat close to my experience	20%
Not too close to my experience	8%
Not close at all to my experience	5%
Don't remember/Unsure	24%
Refused	1%
	n=371
<b>Q48. CV26. My [OB-GYN/midwife's OR maternity care provider's] office was in a convenient location for me.</b>	
Very close to my experience	67%
Somewhat close to my experience	19%
Not too close to my experience	5%
Not close at all to my experience	2%
Don't remember/Unsure	7%
Refused	1%
	N=413
<b>Q48. CV27. My hospital was in a convenient location for me.</b>	
Very close to my experience	65%
Somewhat close to my experience	17%
Not too close to my experience	7%
Not close at all to my experience	2%
Don't remember/Unsure	7%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q49. In order to get the quality of care you wanted for your pregnancy and birth, did you spend more money out of pocket? [Presented on the same screen as Q49bb.; Random order with Q49bb.]</b>	
Yes, I spent more out of pocket	13%
No, I did not spend more out of pocket	73%
Don't know/Unsure	13%
Refused	1%
	N=413
<b>Q49bb. In order to get the quality of care you wanted for your pregnancy and birth, did you choose a(n) [INSERT PROVIDER FORM Q17: OB-GYN/midwife OR maternity care provider] or hospital in a less convenient location? [Presented on the same screen as Q49.; Random order with Q49.]</b>	
Yes, I chose a(n) [OB-GYN/midwife OR maternity care provider] or hospital in a less convenient location	25%
No, I did not choose a(n) [OB-GYN/midwife OR maternity care provider] or hospital in a less convenient location	66%
Don't know/Unsure	8%
Refused	1%
	N=413
<b>Q49a. Have you ever been surprised by how much a doctor or hospital charged you [IF CURRENTLY INSURED: or your insurance company] for your [IF MORE THAN ONE CHILD: most recent] pregnancy and birth?</b>	
Yes, I have been surprised by how much a doctor or hospital charged me [IF CURRENTLY INSURED: or my insurance company] for my [IF MORE THAN ONE CHILD: most recent] pregnancy and birth	38%
No, I have not been surprised by how much a doctor or hospital charged me [IF CURRENTLY INSURED: or my insurance company] for my [IF MORE THAN ONE CHILD: most recent] pregnancy and birth	44%
Don't remember/Unsure	17%
Refused	*
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q49b. Was the charge: [Base: Have been surprised by a charge]</b>	
Higher than you expected	89%
Lower than you expected	6%
Both happened to you	4%
Don't remember/Unsure	1%
Refused	--
	n=153
<b>Q50. How much did you worry about your out-of-pocket costs for your [IF MORE THAN ONE CHILD: most recent] pregnancy or birth?</b>	
A great deal	18%
Some	24%
Only a little	18%
Not at all	35%
Don't know/Unsure	5%
Refused	*
	N=413
<b>Q51. Did you ever have a conversation with your [INSERT PROVIDER FROM Q17: OB-GYN/midwife OR maternity care provider] about the costs of your [IF MORE THAN ONE CHILD: most recent] pregnancy and birth?</b>	
Yes, I had a conversation with my [OB-GYN/midwife OR maternity care provider] about the costs of my [IF MORE THAN ONE CHILD: most recent] pregnancy and birth	17%
No, I did not have a conversation with my [OB-GYN/midwife OR maternity care provider] about the costs of my [IF MORE THAN ONE CHILD: most recent] pregnancy and birth	73%
Don't know/Unsure	8%
Refused	1%
	N=413



# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q52. For each of the following, please indicate whether or not you have done it during your [IF MORE THAN ONE CHILD: most recent] pregnancy. [Items were randomized.]</b>	
<b>Q52A. Postponed a visit to a doctor because of the cost.</b>	
Yes	11%
No	81%
Don't know/Unsure	8%
Refused	*
	N=413
<b>Q52B. Skipped a recommended medical test or medical service because of the cost.</b>	
Yes	13%
No	78%
Don't know/Unsure	8%
Refused	1%
	N=413
<b>Q52C. Did not fill a prescription or did not take a prescription medication as directed because of the cost.</b>	
Yes	12%
No	78%
Don't know/Unsure	9%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q52D. Talked to a doctor about less expensive care options because of the cost.</b>	
Yes	14%
No	76%
Don't know/Unsure	9%
Refused	*
	N=413
<b>Q52E. Changed either [INSERT PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers] or hospitals because of the cost.</b>	
Yes	6%
No	85%
Don't know/Unsure	7%
Refused	1%
	N=413
<b>Q53. When it comes to health care for pregnancy and birth, (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.]</b>	
Yes	18%
No	53%
Don't know/Unsure	29%
Refused	*
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q54. Overall, would you say there is enough information available for women to learn about the quality of different [INSERT PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers]? [Presented on the same screen as Q55., Q56. and Q57; Order of questions was randomized.]</b>	
Yes, there is enough information	48%
No, there is not enough information	36%
Don't know/Unsure	16%
Refused	1%
	N=413
<b>Q55. Overall, would you say there is enough information available for women to learn about the quality of different hospitals for birth? [Presented on the same screen as Q54., Q56. and Q57.; Order of questions was randomized.]</b>	
Yes, there is enough information	48%
No, there is not enough information	36%
Don't know/Unsure	15%
Refused	*
	N=413
<b>Q56. Overall, would you say there is enough information available for women to learn about the prices of different [INSERT PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers]? [Presented on the same screen as Q54., Q55. and Q57.; Order of questions was randomized.]</b>	
Yes, there is enough information	29%
No, there is not enough information	53%
Don't know/Unsure	18%
Refused	*
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q57. Overall, would you say there is enough information available for women to learn about the prices of different hospitals for birth? [Presented on the same screen as Q54., Q55. and Q56.; Order of questions was randomized.]</b>	
Yes, there is enough information	29%
No, there is not enough information	53%
Don't know/Unsure	18%
Refused	*
	N=413
<b>Q58. When it comes to finding out about the quality of [INSERT PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers] and of hospitals for giving birth, how much do you trust each of the following sources? [Items were randomized.]</b>	
<b>Q58A. Federal, state or local government agencies</b>	
A great deal	17%
Some	37%
Only a little	23%
Not at all	13%
Don't know/Unsure	9%
Refused	1%
	N=413
<b>Q58B. My [OB-GYN/midwife OR maternity care provider]</b>	
A great deal	45%
Some	37%
Only a little	7%
Not at all	2%
Don't know/Unsure	7%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q58C. Friends, relatives and coworkers</b>	
A great deal	53%
Some	29%
Only a little	8%
Not at all	3%
Don't know/Unsure	6%
Refused	1%
	N=413
<b>Q58D. Patient reviews</b>	
A great deal	37%
Some	43%
Only a little	11%
Not at all	3%
Don't know/Unsure	6%
Refused	1%
	N=413
<b>Q58E. A nurse, nurse practitioner or physician's assistant at my [OB-GYN/midwife's OR maternity care provider's] office</b>	
A great deal	35%
Some	40%
Only a little	16%
Not at all	3%
Don't know/Unsure	5%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q58F. My insurance company [Base: Currently insured]</b>	
A great deal	19%
Some	37%
Only a little	24%
Not at all	11%
Don't know/Unsure	8%
Refused	1%
	n=371
<b>Q58G. A receptionist or other staff in my [OB-GYN/midwife's OR maternity care provider's] office</b>	
A great deal	23%
Some	38%
Only a little	25%
Not at all	5%
Don't know/Unsure	7%
Refused	2%
	N=413
<b>Q58H. Nonprofit organizations that provide education and support for pregnant women</b>	
A great deal	30%
Some	37%
Only a little	16%
Not at all	6%
Don't know/Unsure	10%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q58I. National associations of [OB-GYNs/midwives OR maternity care providers]</b>	
A great deal	31%
Some	36%
Only a little	16%
Not at all	3%
Don't know/Unsure	12%
Refused	1%
	N=413
<b>Q58J. Companies and organizations that rate health care providers and hospitals</b>	
A great deal	22%
Some	47%
Only a little	17%
Not at all	4%
Don't know/Unsure	9%
Refused	1%
	N=413
<b>Q58K. My hospital</b>	
A great deal	30%
Some	43%
Only a little	14%
Not at all	5%
Don't know/Unsure	7%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q59. Which of the following statements comes closest to your view? [Choices were rotated.]</b>	
Insurance companies should be required to make public how much they pay [INSERT PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers] and hospitals for maternity care and birth.	57%
It is not reasonable to require insurance companies to make public how much they pay [OB-GYNs/midwives OR maternity care providers] and hospitals for maternity care and birth.	15%
Don't know/Unsure	27%
Refused	1%
	N=413
<b>Q60. Which of the following statements comes closest to your view? [Choices were rotated.]</b>	
Women should be expected to compare prices and quality ratings across different [INSERT PROVIDER FROM Q17: OB-GYNs/midwives OR maternity care providers] before getting maternity care.	46%
It is not reasonable to expect women to compare prices and quality ratings across different [OB-GYNs/midwives OR maternity care providers] before getting maternity care.	27%
Don't know/Unsure	26%
Refused	1%
	N=413
<b>Q154. Did you receive fertility treatments or other special medical help from a doctor or clinic in order to become pregnant [IF MORE THAN ONE CHILD: the most recent time you were pregnant]?</b>	
Yes, I received fertility treatments or other special medical help to become pregnant [IF MORE THAN ONE CHILD: the most recent time I was pregnant]	6%
No, I did not receive fertility treatments or other special medical help to become pregnant [IF MORE THAN ONE CHILD: the most recent time I was pregnant]	83%
Don't know/Unsure	8%
Refused	3%
	N=413



# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<b>Q155. Did your [INSERT SPECIFIC PROVIDER FROM Q17: midwife/ group of midwives/ OB-GYN/ group of OB-GYNs/ primary care provider/ group of primary care providers/ primary maternity care provider/ maternity care provider] tell you that you had a high-risk pregnancy [IF MORE THAN ONE CHILD: during your most recent pregnancy]?</b>	
Yes, my [INSERT PROVIDER] told me that I had a high-risk pregnancy [IF MORE THAN ONE CHILD: during my most recent pregnancy]	29%
No, my [INSERT PROVIDER] did not tell me that I had a high-risk pregnancy [IF MORE THAN ONE CHILD: during my most recent pregnancy]	60%
Don't know/Unsure	10%
Refused	1%
	N=413
<b>Q61-65. No question</b>	
<b>Q66. Which of the following, if any, did you experience when you gave birth [IF MORE THAN ONE CHILD: the most recent time]? [Items were randomized.]</b>	
<b>Q66A. My baby was born prematurely, such as before 37 weeks.</b>	
Yes	13%
No	81%
Don't know/Unsure	4%
Refused	2%
	N=413
<b>Q66B. I had a C-section.</b>	
Yes	34%
No	62%
Don't know/Unsure	3%
Refused	2%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q66C. I experienced complications such as a breech birth, posterior position birth, the umbilical cord being wrapped around the baby's neck or excessive bleeding or hemorrhage after birth.</b>	
Yes	19%
No	77%
Don't know/Unsure	3%
Refused	1%
	N=413
<b>Q66D. My baby had to spend time in the neonatal intensive care unit (NICU).</b>	
Yes	11%
No	82%
Don't know/Unsure	4%
Refused	2%
	N=413
<b>Q156. When it comes to ultrasound exams, would you say that it is generally better to have:</b>	
As many as possible	48%
As few as absolutely necessary	36%
Don't know/Unsure	16%
Refused	1%
	N=413

# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<b>Q157. When you were deciding on a(n) [INSERT PROVIDER FROM Q17: OB-GYN/midwife OR maternity care provider] for your [IF MORE THAN ONE CHILD: most recent] pregnancy and birth, were you aware that many doctors do not accept patients after a certain number of weeks into their pregnancies?</b>	
Yes, I was aware that many doctors do not accept patients after a certain number of weeks into their pregnancies	30%
No, I was not aware that many doctors do not accept patients after a certain number of weeks into their pregnancies	60%
Don't know/Unsure	10%
Refused	*
	N=413
<b>Q67. No question</b>	
<b>Q68. Did someone make decisions with you about your care during your [IF MORE THAN ONE CHILD: most recent] pregnancy or birth, such as your spouse, partner, parent, adult child or someone else?</b>	
Yes, someone made decisions with me about my care during my [IF MORE THAN ONE CHILD: most recent] pregnancy or birth	58%
No, no one made decisions with me about my care during my [IF MORE THAN ONE CHILD: most recent] pregnancy or birth	35%
Don't know/Unsure	6%
Refused	*
	N=413

# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<b>Q69. As far as you know, did that person ever know or try to find out about the price or quality of a(n) [INSERT PROVIDER FROM Q17: OB-GYN/midwife OR maternity care provider] or hospital for your maternity care or birth? [Base: Has someone who makes decisions with them]</b>	
Yes, that person has known or tried to find out about price or quality	28%
No, that person has not known or has not tried to find out about price or quality	64%
Don't know/Unsure	7%
Refused	*
	N=413
<b>Q70. How many different prescription drugs do you take each day, including any injections or pills? [Open-ended]</b>	
[Open-ended]	
	N=413
<b>Q71. Would you say that in general your health is:</b>	
Excellent	21%
Very good	39%
Good	29%
Fair	5%
Poor	3%
Don't know/Unsure	2%
Refused	*
	N=413

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q72. What kind of health insurance do you have? [Check all that apply; Base: Currently insured]</b>	
Medicare	4%
Medicaid	21%
Insurance through your parents [Base: 32 years old or younger]	2%
Insurance through your employer or through your spouse or partner's employer	66%
Insurance that you buy on your own, either directly from a health plan or insurance company or a state or federal marketplace	5%
Some other type	3%
Don't know/Unsure	3%
	n=371
<b>Q73. [IF MORE THAN ONE CHILD: Thinking back to your most recent pregnancy,] Did you purchase, enroll in or change to a new health insurance plan while you were pregnant or planning to become pregnant? [Base: Insured for at least some period of time during pregnancy and/or birth]</b>	
Yes, I purchased, enrolled in or changed to a new health insurance plan during my [IF MORE THAN ONE CHILD: most recent] pregnancy or while I was planning to become pregnant	17%
No, I did not purchase, enroll in or change to a new health insurance plan during my [IF MORE THAN ONE CHILD: most recent] pregnancy or while I was planning to become pregnant	76%
Don't know/Unsure	7%
Refused	*
	n=406

# MATERNITY GROUP SURVEY RESULTS

Maternity  
N=413

**Q74. Did you consider your need for maternity care when purchasing, enrolling in or changing to a new health insurance plan before your [IF MORE THAN ONE CHILD: most recent] pregnancy or birth? [Base: Did change to a new health insurance plan]**

Yes, it was a MAJOR consideration.	60%
Yes, but it was a MINOR consideration.	12%
No, I did NOT consider it.	21%
Don't know/Unsure	7%
Refused	--
	n=66

Q75. No question

**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	59%
No, I do not have copays	34%
Don't know/Unsure	6%
Refused	1%
	n=371

**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	55%
No, I do not have a deductible	34%
Don't know/Unsure	11%
Refused	*
	n=371

# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q77a. How much is your deductible per year? [Base: Has a deductible]</b>	
Less than \$500	11%
\$500 to \$1,000	24%
\$1,001 to \$3,000	33%
More than \$3,000	15%
Don't know/Unsure	17%
Refused	--
	n=211
<b>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]</b>	
Yes, I have co-insurance	19%
No, I do not have co-insurance	66%
Don't know/Unsure	14%
Refused	1%
	n=371
<b>Q79. Are you registered online with your insurer's website? [Base: Currently insured]</b>	
Yes, I am registered online with my insurer's website	51%
No, I am not registered online with my insurer's website	33%
Don't know/Unsure	15%
Refused	1%
	n=371
<b>Q80-81. No question</b>	

# MATERNITY GROUP SURVEY RESULTS

	Maternity N=413
<b>Q81a. How many biological children do you have? [Open-ended]</b>	
1	32%
2	32%
3	24%
4	6%
5	2%
6	1%
7	1%
8	*
9	*
10	*
Refused	1%
	N=413
<b>Q82. No question</b>	
<b>Q83. Are you currently:</b>	
Employed full time	39%
Employed part time	14%
Self-employed	3%
Not employed	44%
Refused	*
	N=413



# MATERNITY GROUP SURVEY RESULTS

	<b>Maternity N=413</b>
<b>Q84. Are you currently: [Base: Not employed]</b>	
Retired	--
A homemaker	81%
A student	4%
Temporarily unemployed	10%
Disabled/handicapped	4%
Other	1%
Refused	--
	n=186
<b>Q85-88. No question</b>	
<b>Q89. Generally speaking, do you usually think of yourself as:</b>	
A Republican	27%
A Democrat	31%
An independent	19%
Other	2%
Don't Know/Unsure	20%
Refused	1%
	N=413
<b>Q90. Do you work or have you ever worked in the health care or health insurance industry?</b>	
Yes, I work or have worked in the health care or health insurance industry	21%
No, I do not work and have not worked in the health care or health insurance industry	74%
Don't know/Unsure	4%
Refused	2%
	N=413

# 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](http://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](http://www.publicagenda.org/pages/qualities-that-matter) or by emailing [research@publicagenda.org](mailto:research@publicagenda.org).