



a project of the
PewResearchCenter



**CALIFORNIA
HEALTHCARE
FOUNDATION**

JULY 12, 2012

Family Caregivers Online

Thirty percent of U.S. adults provide support to a loved one. The internet is a key information and communications resource for this front-line labor force.

Susannah Fox

Associate Director, Pew Internet

Joanna Brenner

Web Coordinator, Pew Internet

Pew Research Center's Internet & American Life Project
1615 L St., NW – Suite 700
Washington, D.C. 20036
Phone: 202-419-4500

<http://pewinternet.org/Reports/2012/Caregivers-online.aspx>

Summary of Findings

The internet is an integral part of the lives of people who care for loved ones.

Thirty percent of U.S. adults help a loved one with personal needs or household chores, managing finances, arranging for outside services, or visiting regularly to see how they are doing. Most are caring for an adult, such as a parent or spouse, but a small group cares for a child living with a disability or long-term health issue.

Eight in ten caregivers (79%) have access to the internet. Of those, 88% look online for health information, outpacing other internet users on every health topic included in our survey, from looking up certain treatments to hospital ratings to end-of-life decisions.

Caregivers are significantly more likely than other internet users to say that their last search for health information was on behalf of someone else: 67% vs. 54%. Just 29% of online caregivers say their last search was solely focused on their own health or medical situation, compared with 40% of non-caregivers who go online for health information.

Caregiving is associated with being online and with online e-health behaviors.

Caregivers are somewhat better educated and more likely to be middle-aged (ages 50-64) than are non-caregivers. However, statistical analysis shows that when comparing people of similar age, education and other demographic characteristics, being a caregiver in and of itself is associated with a greater likelihood of using the internet, particularly to get and share health information.

Caregivers are highly social, both online and offline.

Caregivers are more likely than other internet users to take advantage of social tools related to health:

- 44% of online caregivers have read someone else's personal health story online, compared with 29% of non-caregivers.
- 28% of online caregivers who use sites like Facebook have followed their friends' personal health experiences or health updates, compared with 21% of non-caregivers who use such sites.
- 26% of online caregivers have looked online for someone with similar health concerns, compared with 15% of non-caregivers.

Caregivers are also more likely than other people to tap into their offline social networks when they need health information, care, or support. The last time they had a health issue:

- 70% of caregivers say they turned to friends and family members for information, care, or support, compared with 47% of non-caregivers who did the same.
- 28% of caregivers say they turned to others who have the same health condition, compared with 17% of non-caregivers who did so, either online or offline.

Caregivers are active health care consumers.

Caregivers are more likely than other internet users to read online reviews of drugs, clinicians, and medical facilities:

- 38% of online caregivers have consulted online reviews of particular drugs or medical treatments, compared with 18% of non-caregivers.
- 21% of online caregivers have consulted online rankings or reviews of doctors or other providers, compared with 13% of non-caregivers.
- 20% of online caregivers have consulted online rankings or reviews of hospitals or other medical facilities, compared with 12% of non-caregivers.

Statistical analysis shows that being a caregiver has a significant association with an internet user's likelihood to consult such reviews. It is not just that caregivers are more likely to be older, more highly educated, and living with chronic conditions (groups likely to do this type of research). Being a caregiver is independently associated with higher levels of a variety of health information-seeking behaviors.

The Demographics of Caregivers and Non-caregivers

30% of U.S. adults are caregivers; 70% of U.S. adults are non-caregivers. This chart shows the proportion of caregivers who fall into each demographic group.

	Caregivers	Non-caregivers
Gender		
Male	45%	50%
Female	55	50
Race		
White, non-Hispanic	72*	65
Black, non-Hispanic	12	12
Hispanic	11	15*
Age		
18-29	22	23
30-49	35	34
50-64	31*	23
65+	12	18*
Education		
Less than/some high school	10	15
High school	28	34*
Some college/trade school	29	24
College graduate or more	32*	26
Household income		
< \$30,000	30	32
\$30,000 - \$49,999	20	16
\$50,000 - \$74,999	14	13
\$75,000+	24	19
Household adults		
1 adult	16	22*
2 adults	55	53
3 or more adults	28	24
Parent of a minor child		
Yes	31	29
No	68	70
Student		
Yes	15	16
No	85	84

* Denotes statistically significant difference

Source: Pew Research Center's Internet & American Life Project, August 9-September 13, 2010 Survey. N=3001 adults for the full sample. N=860 caregivers. N=2141 non-caregivers. Margin of error is +/- 3.2 percentage points when comparing the two groups.

Acknowledgements

This report is the result of collaboration between the Pew Internet Project and the California HealthCare Foundation.

The Pew Internet & American Life Project is an initiative of the Pew Research Center, a nonprofit “fact tank” that provides information on the issues, attitudes and trends shaping America and the world. The Project is nonpartisan and takes no position on policy issues. Support is provided by The Pew Charitable Trusts.

The California HealthCare Foundation is an independent philanthropy committed to improving the way health care is delivered and financed in California.

All quantitative, numerical data is based on national telephone surveys conducted by Princeton Survey Research Associates International (PSRAI).

PSRAI is an independent firm dedicated to high-quality research providing reliable, valid results for clients in the United States and around the world.

All quotes from caregivers were collected from members of the National Organization of Rare Disorders (NORD).

NORD is a nonprofit organization dedicated to improving the lives of all patients and families affected by rare diseases through advocacy, education, research, and patient services. NORD sent invitations to a sample of their membership and many caregivers responded by writing essays about how they help their loved ones live with rare conditions.

Additional thanks to our peer reviewers.

Kristen Purcell, associate director for research at the Pew Internet Project, provided statistical analysis related to the strength of the “caregiver difference” on online behavior.

MaryAnne Sterling, healthcare consultant, reviewed the draft report and provided insights based on her expertise as a policy expert and the sole caregiver for her elderly parents.

Main Report

Caregivers in the U.S.

Thirty percent of U.S. adults say they help a loved one with personal needs or household chores, managing finances, arranging for outside services, or visiting regularly to see how they are doing.

The majority of caregivers say they care for an adult, but about one in five caregivers has a child with significant disabilities or health issues. The population breaks down as follows:

- 24% of U.S. adults care for an adult
- 3% of U.S. adults care for a child with significant health issues
- 3% of U.S. adults care for both an adult and a child
- 70% of U.S. adults do not currently provide care to a loved one

While we did not ask caregivers directly about the impact of the internet on their delivery of care to their loved ones, there are patterns in the data indicating that the impact is significant. Caregivers make extensive use of the internet for health information, over and above what they may do for their own health situation.

The report is primarily based on a national telephone survey conducted in September 2010. Although the data set is two years old, we believe it is still relevant since many of the trends we describe change very slowly, such as the percentage of adults who care for loved ones and the use of the internet to gather health information, neither of which have changed appreciably since the Pew Internet Project began tracking those activities in 2002. In addition, the demographic data we collected matches the findings of a more recent survey by the AARP Public Policy Institute.¹ Where possible, we have used 2012 survey data by the Pew Internet Project to update more fast-moving trends, such as the use of social networking sites.

Who are the caregivers?

Women are slightly more likely than men to be caring for a loved one, as are adults ages 50-64, compared with other age groups. Caregivers are more likely than other people to report that they themselves are living with a disability, 34% compared with 24%.

The call to aid a loved one cuts across all other boundaries: those who work full-time and those who are retired; those who have children at home and those who do not; those who are married and those who are single; those who enjoy a high income and those who do not. All of these groups are equally likely to say they are caring for an adult or a child who needs their help.

¹ "Valuing the Invaluable: The Growing Contributions and Costs of Family Caregiving," by Lynn Feinberg, Susan C. Reinhard, Ari Houser, and Rita Choula. (AARP Public Policy Institute: 2011).

The Demographics of Caregivers and Non-caregivers

30% of U.S. adults are caregivers; 70% of U.S. adults are non-caregivers. This chart shows the proportion of caregivers who fall into each demographic group.

	Caregivers	Non-caregivers
Gender		
Male	45%	50%
Female	55	50
Race		
White, non-Hispanic	72*	65
Black, non-Hispanic	12	12
Hispanic	11	15*
Age		
18-29	22	23
30-49	35	34
50-64	31*	23
65+	12	18*
Education		
Less than/some high school	10	15
High school	28	34*
Some college/trade school	29	24
College graduate or more	32*	26
Household income		
< \$30,000	30	32
\$30,000 - \$49,999	20	16
\$50,000 - \$74,999	14	13
\$75,000+	24	19
Household adults		
1 adult	16	22*
2 adults	55	53
3 or more adults	28	24
Parent of a minor child		
Yes	31	29
No	68	70
Student		
Yes	15	16
No	85	84

* Denotes statistically significant difference

Source: Pew Research Center's Internet & American Life Project, August 9-September 13, 2010 Survey. N=3001 adults for the full sample. N=860 caregivers. N=2141 non-caregivers. Margin of error is +/- 3.2 percentage points when comparing the two groups.

Marital Status

	Caregivers	Non-caregivers
Married	51%	46%
Living with a partner	10*	6
Divorced	10	11
Separated	2	3
Widowed	3	8*
Never been married	21	23
Single (volunteered)	3	2

* Denotes statistically significant difference

Source: Pew Research Center's Internet & American Life Project, August 9-September 13, 2010 Survey. N=3001 adults for the full sample. N=860 caregivers. N=2141 non-caregivers. Margin of error is +/- 3.2 percentage points when comparing the two groups.

Employment Status

	Caregivers	Non-caregivers
Full time	47%	42%
Part time	13	12
Retired	14	19*
Not employed for pay	18	19
Self employed/own business	2	2
Disabled	4	3
Student	1	1

* Denotes statistically significant difference

Source: Pew Research Center's Internet & American Life Project, August 9-September 13, 2010 Survey. N=3001 adults for the full sample. N=860 caregivers. N=2141 non-caregivers. Margin of error is +/- 3.2 percentage points when comparing the two groups.

Personal Health Status

	Caregivers	Non-caregivers
Are you now living with any of the following health problems or conditions?		
High blood pressure	27%	23%
Asthma, bronchitis, emphysema, or other lung conditions	15*	11
Diabetes or sugar diabetes	9	11
Heart disease, heart failure or heart attack	7	6
Cancer	3	2
Any other chronic health problem or condition not already mentioned	21*	15
In the last 12 months, have you ...		
Personally faced a serious medical emergency or crisis?	18*	9
Experienced any other significant change in your physical health, such as gaining or losing a lot of weight, becoming pregnant, or quitting smoking?	24*	13
Do you have difficulty or serious difficulty ...		
Walking or climbing stairs?	17	14
Concentrating, remembering, or making decisions because of a physical, mental, or emotional condition?	15*	9
Hearing?	12*	8
Doing errands alone such as visiting a doctor's office or shopping (because of a physical, mental, or emotional condition)?	9	8
Seeing even when wearing glasses, or are you blind?	8	6
Dressing or bathing?	3	3

* Denotes statistically significant difference

Source: Pew Research Center's Internet & American Life Project, August 9-September 13, 2010 Survey. N=3001 adults for the full sample. N=860 caregivers. N=2141 non-caregivers. Margin of error is +/- 3.2 percentage points when comparing the two groups.

In addition to being likely to have recently experienced a personal medical emergency, caregivers are more likely than other people to report that someone close to them has faced a serious medical crisis in the last 12 months: 44%, compared with 21% of non-caregivers. Based on this data, caregivers seem likely to be people who are familiar with the route to their local emergency room.

Caregivers are also likely to know their way around technology:

Technology Profile

	Caregivers	Non-caregivers
Have a cell phone or other device that is also a cell phone	90%*	82%
Use the internet or email	79*	71
Have dial-up connection at home	8	7
Have high-speed connection at home	87	86
Have desktop computer	64*	58
Have laptop computer or netbook	55	51

* Denotes statistically significant difference

Source: Pew Research Center's Internet & American Life Project, August 9-September 13, 2010 Survey. N=3001 adults for the full sample. N=860 caregivers. N=2141 non-caregivers. Margin of error is +/- 3.2 percentage points when comparing the two groups.

Statistical analysis shows that when all other demographic factors are controlled, being a caregiver in and of itself is independently associated with someone's likelihood to use the internet.

Caregivers are voracious health information consumers

Fully 79% of caregivers have access to the internet. Of those, 88% look online for health information. They outpace other internet users when it comes to researching every health topic included in Pew Internet's surveys, often by double-digit margins, as seen in the table below.

In testing the statistical significance of the relationship among demographic factors and various topics, we found that being a caregiver, having attended college, living with a chronic condition, and having experienced a recent health change or health crisis oneself are all associated with a greater likelihood of researching health information online.

When other demographic factors are held constant, including one's own health status, being a caregiver is correlated with an internet user's likelihood to say they have looked online for information related to memory loss, dementia, or Alzheimer's disease as well as information about long-term care for an elderly or disabled person. Other categories with similar, but somewhat weaker correlations include

research about information about a specific disease or medical problem, a certain treatment or procedure, and drug safety.

Health Topics

The % of online caregivers vs. other internet users who have looked online for information about each of the following topics

Have you ever looked online for information about ...	Caregivers	Non-caregivers
A specific disease or medical problem	76%*	61%
A certain medical treatment or procedure	69*	50
Doctors or other health professionals	51*	40
Hospitals or other medical facilities	44*	31
Health insurance, including private insurance, Medicare or Medicaid	39*	30
Food safety or recalls	35*	27
Drug safety or recalls	32*	20
Environmental health hazards	30*	19
Medical test results	27*	12
Memory loss, dementia, or Alzheimer's	26*	12
Pregnancy and childbirth	23*	16
Long-term care for an elderly or disabled person	20*	7
How to manage chronic pain	20*	11
End-of-life decisions	11*	5
Any other health issue	40*	22
Yes to any of the above topics	88*	76

* Denotes statistically significant difference

Source: Pew Research Center's Internet & American Life Project, August 9-September 13, 2010 Survey. N=2065 internet users. N=656 caregivers online. N=1409 non-caregivers online. Margin of error is +/- 3.7 percentage points when comparing the two groups.

Caregivers provide second-degree access to health information

Older adults and people living with disability are among the least likely groups to have internet access, yet among the most likely to need up-to-date health information. About half of adults who are senior citizens and half who live with disabilities use the internet, compared with 82% of all adults.²

However, a group of people is poised to act: their loved ones.

Caregivers are significantly more likely than other internet users to say that their last search for health information was on behalf of someone else: 67% vs. 54%. Just 29% of online caregivers say their last search was solely focused on their own health or medical situation, compared with 40% of non-caregivers who go online for health information.

Illness has a significant impact on families

In the caregiver definition Pew Internet uses in our national surveys, we include unpaid care to a child for an ongoing or serious short-term condition, emotional or behavioral problems, or developmental problems.

As part of this research, we asked members of the National Organization for Rare Disorders (NORD) to write short essays about their use of the internet in caring for themselves or for their loved ones. One mother described how she stepped up to the challenge:

When my child was diagnosed, I left everything and turned to research this disease. I promised myself that my life would be driven by efforts to make my child's life normal and to give my child tools for handling these handicaps in a positive way. So far, so good. He has the tools, he lives life to the fullest. He is married and totally independent of me. Though he lives hundreds of miles away, he knows I am standing behind him, and when he needs help, I am there in a nano-second.

This same mom wrote about finding untapped resources within herself and within her family:

We had to keep a façade of strength those first years and became self-sufficient and found happiness around us. In fact the fortress we had erected around us regarding our son's disease helped us and, more importantly, him, lead a normal life. The façade of well-being seeped into us.

It is a drama that was reflected in many of the other essays: people surround an ill loved one with support—physical, emotional, and now virtual.

Unfortunately many caregivers' stories are not so happy. As one caregiver wrote, "I have spent many lonely desperate nights online looking for more information that might create a change for us." Caregiving can be a long and unforgiving journey, sometimes ending only with the loved one's death.

² Internet access data on older adults and the general population are based on an April 2012 survey; disability data is based on a September 2010 survey.

Caregivers like me

Our national phone survey found that 26% of internet users caring for a loved one say they have looked online for someone with health concerns similar to theirs. By comparison, 15% of internet users who are not currently caring for a loved one have looked online for someone like themselves.

A woman who is the primary caregiver for her husband explained that she used this strategy to try to gain access to facts, insights, and advice that sometimes don't come from doctors or her immediate circle of contacts. She had gone through breast cancer treatment with the help of an online community and expected to find similar resources about her husband's disease, even though it is a less common ailment. She wrote, "I was looking for the same support that I found on Breastcancer.Org for [his condition]. It is a more difficult reach for information and contact with other individuals dealing with the disease. I hope to see it improve."

The social life of health information

Caregivers are more likely than other internet users to take advantage of social tools related to health. Fully 68% of online caregivers have done at least one of the activities listed in the table below, compared with 50% of non-caregivers:

The Social Life of Health Information

Have you ever...	Caregivers	Non-caregivers
Read someone else's commentary or experience about health or medical issues on an online news group, website or blog	44%*	29%
Watched an online video about health or medical issues	34*	21
Gone online to find others who might have health concerns similar to yours	26*	15
Tracked your weight, diet or exercise routine online	18	14
Tracked any other health indicators or symptoms online	24*	13
Signed up to receive email updates or alerts about health or medical issues	18*	12
Have used the internet to do any of these	68*	50

* Denotes statistically significant difference

Source: Pew Research Center's Internet & American Life Project, August 9-September 13, 2010 Survey. N=2065 internet users. N=656 caregivers online. N=1409 non-caregivers online. Margin of error is +/- 3.7 percentage points when comparing the two groups.

Social networking sites like Facebook continue to grow in popularity, fast becoming a meeting place for a wide range of communities, including health-related ones. A February 2012 Pew Internet survey found that 66% of adult internet users have a profile on sites like Facebook, LinkedIn, or Google+. Caregivers are more likely than other internet users to say they follow their friends' personal health experiences and to get health information on these sites.

Social Networking Site Use

Have you ever used social networking sites like Facebook and MySpace to...	Caregivers	Non-caregivers
Follow your friends' personal health experiences or health updates	28%*	21%
Remember or memorialize others who suffered from a certain health condition	21	16
Get health information	20*	12
Raise money or draw attention to a health-related issue or cause	17	13
Start or join a health-related group	9	8

* Denotes statistically significant difference

Source: Pew Research Center's Internet & American Life Project, August 9-September 13, 2010 Survey. N=2065 internet users. N=656 caregivers online. N=1409 non-caregivers online. Margin of error is +/- 3.7 percentage points when comparing the two groups.

Caregivers are active health care consumers

Caregivers are more likely than other internet users to have consulted—and written—reviews of clinicians, medical facilities, and drugs online. Indeed, statistical analysis shows that when other demographic factors are controlled, being a caregiver in and of itself is independently associated with an internet user's likelihood to consult all three types of online reviews. Other factors contributing to an internet user's likelihood to do this type of research include: having attended college, living with a chronic condition, being white, having an annual household income of \$50,000 or higher, or having recently gone through a personal health change.

Health Care Reviews Online

Have you ever...	Caregivers	Non-caregivers
Consulted online reviews of particular drugs or medical treatments	38%*	18%
Consulted online rankings or reviews of doctors or other providers	21*	13
Consulted online rankings or reviews of hospitals or other medical facilities	20*	12
Posted your experiences with a particular drug or medical treatment online	7*	2
Posted a review online of a doctor	6*	4
Posted a review online of a hospital	5	3
Have used the internet to do any of these	47*	28

* Denotes statistically significant difference

Source: Pew Research Center's Internet & American Life Project, August 9-September 13, 2010 Survey. N=2065 internet users. N=656 caregivers online. N=1409 non-caregivers online. Margin of error is +/- 3.7 percentage points when comparing the two groups.

In the moment of need

Most people say that the last time they had a health issue, they got information, care, or support from a doctor or other health professional, either online or offline. Fully 78% of caregivers say that, compared with 66% of non-caregivers.

What is more striking is how caregivers tap into their personal networks: 70% of caregivers say that they turned to their friends and family members, either online or offline. By contrast, 47% of non-caregivers did so.

Twenty-eight percent of caregivers say they turned to others who have the same health condition the last time they had an issue, compared with 17% of non-caregivers who did so, either online or offline.

Different sources for different kinds of health information

When asked who is more helpful when they need an accurate medical diagnosis or information about prescription drugs, the overwhelming majority of U.S. adults answer "health professionals like doctors and nurses," rather than fellow patients, family, and friends. Caregivers echo these sentiments.

However, when it comes to emotional support in dealing with a health issue, 59% of adults say that their friends, family members, and peers are more helpful than clinicians. Caregivers are especially likely to say this—67% agree.

This split view—that clinicians are more helpful on technical or medical issues while other sources are more helpful on practical or emotional issues—is particularly pronounced among caregivers. In fact, the one question which divided the general population evenly between professionals and peers—practical advice for coping with day-to-day health situations— elicits a decisive response from caregivers. Fully 53% of caregivers say fellow patients, friends, and family members are more helpful when it comes to practical tips, compared with 46% of all adults.

Sources of Health Information for Caregivers

Who is more helpful when you need...	Professional sources like doctors and nurses	Fellow patients, friends, and family
Times when professionals matter most		
An accurate medical diagnosis	91%	5%
Information about prescription drugs	84	10
Information about alternative treatments	56	31
A recommendation for a doctor or specialist	58	32
A recommendation for a hospital or other medical facility	58	32
Times when non-professionals matter most		
Emotional support in dealing with a health issue	23	67
A quick remedy for an everyday health issue	35	57
Practical advice for coping with day-to-day health situations	35	53

Source: Pew Research Center's Internet & American Life Project, August 9-September 13, 2010 Survey. N=3001 adults for the full sample. N=860 caregivers. Margin of error is +/- 3.9 percentage points.

Help vs. harm online

Most people are more likely to report that the internet has been helpful, rather than harmful, when it comes to their health or the health of people they know. Caregivers are no exception.

Have you or anyone you know been helped by following medical advice or health information found on the internet?

	Caregivers	Total helped
Yes, major help	9%	44%
Yes, moderate help	22	
Yes, minor help	13	
No/don't know/refused	56	-

Source: Pew Research Center's Internet & American Life Project, August 9-September 13, 2010 Survey. N=3001 adults for the full sample. N=860 caregivers. Margin of error is +/- 3.9 percentage points.

Have you or anyone you know been harmed by following medical advice or health information found on the internet?

	Caregivers	Total harmed
No/don't know/refused	95%	-
Yes, minor harm	1	4%
Yes, moderate harm	2	
Yes, serious harm	1	

Source: Pew Research Center's Internet & American Life Project, August 9-September 13, 2010 Survey. N=3001 adults for the full sample. N=860 caregivers. Margin of error is +/- 3.9 percentage points.

By comparison, 30% of all adults report that they or someone they know has been helped by following medical advice or health information found online. And just 3% report harm coming to them or someone they know because of online advice.

Statistical analysis shows that when other demographic factors are controlled, being a caregiver in and of itself has an independent association with the likelihood that someone will say that the internet was helpful. Other factors associated with finding the internet helpful include: having recently gone through a personal health crisis, having attended college, having someone close to you go through a recent health crisis, a recent change in one's personal health status, being white, and living in a household with an annual income of \$50,000 or more.

Methodology

All numerical results in this report are based on data from telephone interviews conducted by Princeton Survey Research Associates International between August 9 and September 13, 2010, among a sample of 3,001 adults, age 18 and older. Interviews were conducted in English and Spanish. For results based on the total sample, one can say with 95% confidence that the error attributable to sampling is plus or minus 2.5 percentage points. For results based on internet users (n=2,065), the margin of sampling error is plus or minus 2.9 percentage points. For results based on caregivers (n=860), the margin of sampling error is plus or minus 3.9 percentage points. In addition to sampling error, question wording and practical difficulties in conducting telephone surveys may introduce some error or bias into the findings of opinion polls.

A combination of landline and cellular random digit dial (RDD) samples was used to represent all adults in the continental United States who have access to either a landline or cellular telephone. Both samples were provided by Survey Sampling International, LLC (SSI) according to PSRAI specifications. The landline sample for this survey was designed to generalize to the U.S. adult population and to oversample African Americans and Hispanics. To achieve these objectives in a cost effective manner, the design uses standard *list-assisted random digit dialing* (RDD) methodology, but telephone numbers are drawn disproportionately from telephone exchanges with higher than average density of African American and/or Hispanic households. The cellular sample was not list-assisted, but was drawn through a systematic sampling from dedicated wireless 100-blocks and shared service 100-blocks with no directory-listed landline numbers.

New sample was released daily and was kept in the field for at least five days. The sample was released in replicates, which are representative subsamples of the larger population. This ensures that complete call procedures were followed for the entire sample. At least 7 attempts were made to complete an interview at a sampled telephone number. The calls were staggered over times of day and days of the week to maximize the chances of making contact with a potential respondent. Each number received at least one daytime call in an attempt to find someone available. For the landline sample, half of the time interviewers first asked to speak with the youngest adult male currently at home. If no male was at home at the time of the call, interviewers asked to speak with the youngest adult female. For the other half of the contacts interviewers first asked to speak with the youngest adult female currently at home. If no female was available, interviewers asked to speak with the youngest adult male at home. For the cellular sample, interviews were conducted with the person who answered the phone. Interviewers verified that the person was an adult and in a safe place before administering the survey. Cellular sample respondents were offered a post-paid cash incentive for their participation. All interviews completed on any given day were considered to be the final sample for that day.

Disproportionate sampling and non-response in telephone interviews can produce biases in survey-derived estimates. The dataset was weighted in two stages. The first stage of weighting corrected for the disproportionate landline sample design and also accounted for the overlapping landline and cellular sample frames as well as different probabilities of selection associated with the number of adults in the household. The second stage of weighting matched overall sample demographics to population parameters. The demographic weighting parameters are derived from a special analysis of the most recently available Census Bureau's March 2009 Annual Social and Economic Supplement. This analysis produces population parameters for the demographic characteristics of adults age 18 or older. These parameters are then compared with the sample characteristics to construct sample weights. The

weights are derived using an iterative technique that simultaneously balances the distribution of all weighting parameters. Following is the full disposition of all sampled telephone numbers:

Table 1: Sample Disposition

Landline	Cell	
53,160	17,075	Total Numbers Dialed
2,613	441	Non-residential
2,430	32	Computer/Fax
21	---	Cell phone
27,936	6,428	Other not working
4,308	311	Additional projected not working
15,852	9,863	Working numbers
29.8%	57.8%	Working Rate
1,436	104	No Answer / Busy
2,734	2,370	Voice Mail
84	17	Other Non-Contact
11,598	7,372	Contacted numbers
73.2%	74.7%	Contact Rate
1,020	1,027	Callback
8,303	4,597	Refusal
2,275	1,748	Cooperating numbers
19.6%	23.7%	Cooperation Rate
158	60	Language Barrier
---	646	Child's cell phone
2,117	1,042	Eligible numbers
93.1%	59.6%	Eligibility Rate
116	42	Break-off
2,001	1,000	Completes
94.5%	96.0%	Completion Rate
13.6%	17.0%	Response Rate

The disposition reports all of the sampled telephone numbers ever dialed from the original telephone number samples. The response rate estimates the fraction of all eligible respondents in the sample that were ultimately interviewed. At PSRAI it is calculated by taking the product of three component rates:

- Contact rate – the proportion of working numbers where a request for interview was made
- Cooperation rate – the proportion of contacted numbers where a consent for interview was at least initially obtained, versus those refused

- Completion rate – the proportion of initially cooperating and eligible interviews that were completed

Thus the response rate for the landline sample was 13.6 percent. The response rate for the cellular sample was 17.0 percent.

Questions

Note: These survey results reflect responses from the general population, not the caregiver population. We include them as an overall guide to the findings.

August Health Tracking Survey 2010

Final Topline

9/17/10

Data for August 9 – September 13, 2010

Princeton Survey Research Associates International
for the Pew Research Center’s Internet & American Life Project

Sample: n= 3,001 national adults, age 18 and older, including 1,000 cell phone interviews
Interviewing dates: 08.09.10 – 09.13.10

Margin of error is plus or minus 3 percentage points for results based on Total [n=3,001]

Margin of error is plus or minus 3 percentage points for results based on internet users [n=2,065]

Margin of error is plus or minus 3 percentage points for results based on cell phone users [n=2,485]

Margin of error is plus or minus 3 percentage points for results based on online health seekers [n=1,655]

Q1 Overall, how would you rate the quality of life for you and your family today? Would you say it is... excellent, very good, good, fair or poor?

	<u>CURRENT</u>	
%	17	Excellent
	26	Very good
	34	Good
	16	Fair
	6	Poor
	*	Don’t know
	*	Refused

Q6a Do you use the internet, at least occasionally?

Q6b Do you send or receive email, at least occasionally?

	<u>USES INTERNET</u>	<u>DOES NOT USE INTERNET</u>
Current	74	26

Q7 Did you happen to use the internet YESTERDAY?

Based on all internet users [N=2,065]

	YES, USED INTERNET YESTERDAY	NO, DID NOT USE INTERNET YESTERDAY	DON'T KNOW	REFUSED
Current	76	24	*	0

Q8 About how often do you use the internet or email from ... [INSERT IN ORDER] – several times a day, about once a day, 3-5 days a week, 1-2 days a week, every few weeks, less often or never?

Based on all internet users [N=2,065]

	SEVERAL TIMES A DAY	ABOUT ONCE A DAY	3-5 DAYS A WEEK	1-2 DAYS A WEEK	EVERY FEW WEEKS	LESS OFTEN	NEVER	DON'T KNOW	REFUSED
a. Home									
Current	43	21	13	12	3	3	5	*	*
b. Work									
Current	34	7	4	4	1	2	48	*	1

There is no Question Q9.

Q10 As I read the following list of items, please tell me if you happen to have each one, or not. Do you have... [INSERT ITEMS IN ORDER]?

	YES	NO	DON'T KNOW	REFUSED
a. A desktop computer				
Current	59	40	*	*
b. A laptop computer or netbook				
Current	52	48	*	*
c. A cell phone or a Blackberry or iPhone or other device that is also a cell phone				
Current	85	15	*	*
d. An electronic book device or e-Book reader, such as a Kindle or Sony Digital Book				
Current	5	95	*	*
e. An iPod or other MP3 player				
Current	47	53	*	*
f. A game console like Xbox or PlayStation				
Current	42	57	*	*
g. A tablet computer like an iPad				
Current	4	96	*	*

Q11 Does anyone in your household have a working cell phone?

Based on non-cell phone users

	CURRENT	
%	33	Yes
	67	No
	*	Don't know
	*	Refused

[n=516]

Q12 On your laptop computer or netbook, do you ever use a wireless connection such as WIFI or mobile wireless broadband to access the internet?

Based on internet users who have a laptop or netbook

	YES	NO	DON'T KNOW	REFUSED
Current [N=1,327]	84	16	1	*

Q13 Thinking now just about your cell phone... Please tell me if you ever use your cell phone to do any of the following things. Do you ever use your cell phone to [INSERT ITEMS; ALWAYS ASK a-b FIRST in order; RANDOMIZE c-e]?

Based on cell phone users

	YES	NO	DON'T KNOW	REFUSED
a. Send or receive email				
Current [N=2,485]	34	66	*	0
b. Send or receive text messages				
Current	74	26	*	0
c. Send or receive Instant Messages				
Current	30	70	*	*
d. Access the internet				
Current	39	61	*	0
e. Participate in a video call, video chat or teleconference				
Current	7	93	*	*

WIRELESS Wireless internet use³

	WIRELESS INTERNET USER	INTERNET USER BUT NOT WIRELESS	ALL OTHERS
Current	57	20	23

Q14 On your cell phone, do you happen to have any software applications or “apps” that help you track or manage your health, or not?

Based on cell phone users [N=2,485]

	CURRENT	
%	9	Yes
	90	No
	1	Don’t know
	*	Refused

Q15 Do you ever use your cell phone to look up health or medical information?

Based on cell phone users [N=2,485]

	CURRENT	
%	17	Yes, do this
	83	No, do not do this
	*	Don’t know
	0	Refused

WEB1 Next... Please tell me if you ever use the internet to do any of the following things. Do you ever use the internet to...? / Did you happen to do this **yesterday**, or not?

Based on all internet users [N=2,065]

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
Send or read e-mail					
Current	91	61	9	*	*
Get news online					
Current	72	39	28	*	0
Research a product or service online					
Current	78	28	22	*	*
Take part in chat rooms or online discussions with other people					

³ Definitions for wireless internet use may vary from survey to survey.

Current	22	7	78	*	0
Play online games					
Current	36	13	64	0	*
Search online for a map or driving directions					
Current	82	14	18	*	*
PAY to access or download digital content online, such as music, video, or newspaper articles					
Current	43	10	56	*	0
Pay bills online					
Current	57	15	43	*	*
Use a social networking site like MySpace, Facebook or LinkedIn.com					
Current	62	39	38	*	0
Categorize or tag online content like a photo, news story or blog post					
Current	33	11	66	1	*
Post a comment or review online about a product you bought or a service you received					
Current	32	4	67	*	*
Use Twitter or another service to share updates about yourself or to see updates about others					
Current	24	13	76	*	0
Participate in a video call, video chat or teleconference					
Current	23	4	77	*	0
Use a service such as Foursquare or Gowalla that allows you to share your location with friends and to find others who are near you					
Current	4	1	96	*	0

Q16 In general, how would you rate your own health — excellent, good, only fair, or poor?

	<u>CURRENT</u>	
%	30	Excellent
	49	Good
	16	Only fair
	5	Poor
	*	Don't know
	*	Refused

Q17 Are you now living with any of the following health problems or conditions — [INSERT; RANDOMIZE a-e; ASK f LAST]?

	YES	NO	DON'T KNOW	REFUSED
a. Diabetes or sugar diabetes				
Current	11	89	*	*
b. High blood pressure				
Current	24	75	1	*
c. Asthma, bronchitis, emphysema, or other lung conditions				
Current	12	88	*	*
d. Heart disease, heart failure or heart attack				
Current	6	94	*	*
e. Cancer				
Current	2	97	*	*
f. Any other chronic health problem or condition I haven't already mentioned				
Current	17	82	*	1

Q18 In the last 12 months, have you personally faced a serious medical emergency or crisis?

	CURRENT	
%	12	Yes
	88	No
	*	Don't know
	*	Refused

Q19 And in the last 12 months, have you experienced any other significant change in your physical health, such as gaining or losing a lot of weight, becoming pregnant, or quitting smoking?

	CURRENT	
%	17	Yes
	83	No
	*	Don't know
	*	Refused

Q20 Is there anyone close to you who has a CHRONIC medical condition, such as asthma, diabetes, heart disease, high blood pressure, cancer, or another chronic condition?

	CURRENT	
%	47	Yes
	53	No
	*	Don't know
	*	Refused

Q21 In the last 12 months, has anyone close to you faced a serious medical emergency or crisis?⁴

	<u>CURRENT</u>		<u>DEC 2008</u>	<u>AUGUST 2006</u>
%	27	Yes	31	34
	72	No	69	65
	*	Don't know	*	1
	*	Refused	*	--

⁴ Trend question wording was "And in the last 12 months, have you or has someone close to you faced a serious medical emergency or crisis?"

22 Now, we'd like to ask if you've looked for information ONLINE about certain health or medical issues. Specifically, have you ever looked online for... [INSERT ITEM; ASK a-d IN ORDER; RANDOMIZE e-n; ASK o LAST]?

Based on all internet users [N=2,065]

	YES, HAVE DONE THIS	NO, HAVE NOT DONE THIS	DON'T KNOW	REFUSED
a. Information about a specific disease or medical problem				
Current	66	34	*	*
December 2008	66	34	*	0
August 2006	64	36	*	--
November 23-30, 2004	66	34	*	--
December 2002	63	37	*	--
b. Information about a certain medical treatment or procedure				
Current	56	44	*	*
December 2008	55	45	*	*
August 2006	51	48	1	--
November 23-30, 2004	51	48	*	--
December 2002	47	53	0	--
c. Information about doctors or other health professionals				
Current	44	56	*	*
December 2008	47	53	*	*
d. Information about hospitals or other medical facilities				
Current	36	64	*	*
December 2008	38	62	*	*
e. Information related to health insurance, including private insurance, Medicare or Medicaid				
Current	33	67	*	*
December 2008	37	63	0	*
August 2006 ⁵	33	67	*	--

Q22 continued...

⁵ August 2006 trend was recalculated to reflect combined responses for two separate items: "Information related to health insurance" and "Information about Medicare or Medicaid"

Q22 continued...

	YES, HAVE DONE THIS	NO, HAVE NOT DONE THIS	DON'T KNOW	REFUSED
f. Information about environmental health hazards				
Current	22	77	*	*
August 2006	22	78	*	--
November 23-30, 2004	18	82	0	--
December 2002	17	83	*	--
g. Information about pregnancy and childbirth				
Current	19	81	*	*
h. Information about end-of-life decisions				
Current	7	93	*	*
i. Information about long-term care for an elderly or disabled person				
Current	12	88	*	*
j. Information about food safety or recalls				
Current	29	70	*	*
k. Information about drug safety or recalls				
Current	24	76	*	*
l. Information about how to manage chronic pain				
Current	14	86	*	*
m. Information about medical test results				
Current	16	83	*	*
n. Information about memory loss, dementia, or Alzheimer's				
Current	17	83	*	*
o. Information about any other health issue				
Current	28	72	*	*
December 2008	26	73	1	*
Total yes to any item above	80			
Total no to all items	20			

Q23 Thinking about the LAST time you went online for health or medical information... Did you go online to look for information related to YOUR OWN health or medical situation or SOMEONE ELSE'S health or medical situation?

Based on online health seekers

	<u>CURRENT</u>		<u>DECEMBER 2008</u>	<u>AUGUST 2006</u>	<u>DECEMBER 2002</u>
%	36	Own	41	36	37
	48	Someone else's	43	48	49
	11	Both (VOL.)	9	8	8
	4	Don't know	4	8	7
	2	Refused	2	--	--
	[1,655]		[1,356]	[1,594]	[1,017]

Q24 Apart from looking for information online, there are many different activities related to health and medical issues a person might do on the internet. I'm going to read a list of online health-related activities you may or may not have done. Just tell me if you happen to do each one, or not. (First,/Next,) have you... [INSERT ITEM; RANDOMIZE; ALWAYS ASK e-f TOGETHER, IN ORDER]?⁶

	YES	NO	DON'T KNOW	REFUSED
a. Signed up to receive email updates or alerts about health or medical issues ⁷				
Current internet users [N=2,065]	14	86	*	*
Current online health seekers [N=1,655]	17	82	*	*
Dec 2008 online health seekers [N=1,356]	19	81	*	*
b. Read someone else's commentary or experience about health or medical issues on an online news group, website or blog				
Current internet users	34	66	*	*
Current online health seekers	41	58	*	*
Dec 2008 online health seekers	41	59	0	*
c. Watched an online video about health or medical issues				
Current internet users	25	75	*	*
Current online health seekers	31	69	*	*
d. Gone online to find others who might have health concerns similar to yours				
Current internet users	18	82	0	*
Current online health seekers	23	77	0	*
e. Tracked your weight, diet or exercise routine online				
Current internet users	15	84	0	*
Current online health seekers	19	81	0	*
f. Tracked any other health indicators or symptoms online				
Current internet users	17	83	*	*
Current online health seekers	21	79	*	*

⁶ Current question was asked of all internet users [N=2,065]. December 2008 trend question wording was "There are many different activities related to health and medical issues a person might do on the internet. I'm going to read a list of things you may or may not have ever done online related to health and medical issues. Just tell me if you happened to do each one, or not. Have you... [INSERT ITEM; ROTATE]?" Question was asked of online health seekers [N=1,356].

⁷ December 2008 trend item wording was "Signed up to receive updates about health or medical issues"

Q25 We're also interested in any health-related material you may have posted online. Have you posted comments, questions or information about health or medical issues... [INSERT; RANDOMIZE; ALWAYS ASK e LAST]?

Based on all internet users

	YES	NO	DON'T KNOW	REFUSED
a. In an online discussion, a listserv, or other online group forum				
Current [N=2,065]	5	95	0	*
Dec 2008 [N=1,650]	5	94	*	*
b. On a blog				
Current	4	96	*	*
Dec 2008	4	96	*	*
<i>Item C: Based on SNS users</i>				
c. On a social networking site such as Facebook, MySpace or LinkedIn				
Current [N=1,202]	11	89	0	*
Dec 2008 [N=459]	15	85	*	0
<i>Item D: Based on Twitter users</i>				
d. On Twitter or another status update site ⁸				
Current [N=433]	8	92	0	*
Dec 2008 [N=128]	11	89	0	0
e. On a website of any kind, such as a health site or news site that allows comments and discussion				
Current	6	94	*	*
Dec 2008	6	94	*	*

⁸ December 2008 trend item wording was "On Twitter or other status updates"

Q26 Thinking specifically about what you have done on social networking sites like Facebook and MySpace... Have you ever used these sites to... [INSERT ITEM; RANDOMIZE]? (Next,) have you ever used a social networking site to...[INSERT ITEM]?⁹

Based on SNS users

	YES	NO	DON'T KNOW	REFUSED
a. Get health information ¹⁰				
Current [N=1,202]	15	85	*	*
Dec 2008 [N=459]	11	89	0	0
b. Start or join a health-related group ¹¹				
Current	9	91	0	*
Dec 2008	6	94	0	0
c. Follow your friends' personal health experiences or health updates ¹²				
Current	23	77	0	*
Dec 2008	20	80	*	0
d. Raise money or draw attention to a health-related issue or cause				
Current	14	86	0	*
e. Remember or memorialize others who suffered from a certain health condition				
Current	17	82	*	*

⁹ December 2008 trend question wording was "Thinking about what you have done on social networking sites like Facebook and MySpace, have you... [INSERT ITEM; ROTATE]?"

¹⁰ December 2008 trend item wording was "Gotten any health information on the sites"

¹¹ December 2008 trend item wording was "Started or joined a health-related group on a social networking site"

¹² December 2008 trend item wording was "Followed your friends' personal health experiences or updates on the site"

[ROTATE Q27-Q28]

Q27 Have you or has anyone you know been HELPED by following medical advice or health information found on the internet? [IF YES: Would you say the information provided MAJOR help, MODERATE help or MINOR help?]

	CURRENT		DECEMBER 2008
%	6	Yes, major help	10
	15	Yes, moderate help	20
	9	Yes, minor help	11
	65	No	50
	4	Don't know	8
	*	Refused	1

Q28 Have you or has anyone you know been HARMED by following medical advice or health information found on the internet? [IF YES: Would you say the information caused SERIOUS harm, MODERATE harm or MINOR harm?]

	CURRENT		DECEMBER 2008
%	1	Yes, serious harm	1
	1	Yes, moderate harm	1
	1	Yes, minor harm	1
	95	No	94
	2	Don't know	3
	*	Refused	*

Q29 Thinking again about health-related activities you may or may not do online, have you... [INSERT ITEM; ROTATE]?¹³

	YES	NO	DON'T KNOW	REFUSED
a. Consulted online rankings or reviews of doctors or other providers ¹⁴				
Current internet users [N=2,065]	16	84	0	*
Current online health seekers [N=1,655]	19	81	0	*
Dec 2008 online health seekers [N=1,356]	24	76	*	*
b. Consulted online rankings or reviews of hospitals or other medical facilities ¹⁵				
Current internet users	15	85	0	*
Current online health seekers	18	82	0	*
Dec 2008 online health seekers	24	76	*	0
c. Consulted online reviews of particular drugs or medical treatments				
Current internet users	24	76	*	*
Current online health seekers	30	70	*	*
d. Posted a review online of a doctor				
Current internet users	4	95	0	*
Current online health seekers	6	94	0	0
Dec 2008 online health seekers	5	95	0	0
e. Posted a review online of a hospital				
Current internet users	3	97	0	*
Current online health seekers	4	96	0	0
Dec 2008 online health seekers	4	96	*	0
f. Posted your experiences with a particular drug or medical treatment online				
Current internet users	4	96	0	*
Current online health seekers	4	96	0	0

¹³ Current question was asked of all internet users [N=2,065]. December 2008 trend question wording was “There are many different activities related to health and medical issues a person might do on the internet. I’m going to read a list of things you may or may not have ever done online related to health and medical issues. Just tell me if you happened to do each one, or not. Have you... [INSERT ITEM; ROTATE]?” Question was asked of online health seekers [N=1,356].

¹⁴ December 2008 trend item wording was “Consulted rankings or reviews online of doctors or other providers”

¹⁵ December 2008 trend item wording was “Consulted rankings or reviews online of hospitals or other medical facilities”

Q30 Thinking about the LAST time you had a health issue, did you get information, care or support from... [INSERT; RANDOMIZE]? [IF YES AND INTERNET USER: Did you interact with them ONLINE through the internet or email, OFFLINE by visiting them in person or talking on the phone, or BOTH online and offline?]

	YES, ONLINE	YES, OFFLINE	YES, BOTH	NO, NOT A SOURCE	DON'T KNOW	REFUSED
a. A doctor or other health care professional	1	65	4	29	*	*
b. Friends and family	1	41	12	44	1	*
c. Others who have the same health condition	1	15	4	77	2	*

DOC Do you have a personal or family doctor, or other health care professional such as a nurse that you usually rely on if you need medical care?

	CURRENT	
%	74	Yes
	25	No
	*	Yes, more than one (VOL.)
	*	Don't know
	*	Refused

HHS1 [IF HAVE MORE THAN ONE REGULAR DOCTOR, READ: Thinking about the doctor or health care professional you get MOST of your medical care from...] Has this person ever provided you with personalized health information about a condition or health issue you were facing, or have they not done this?

Based on those who have a regular doctor [N=2,272]

	CURRENT	
%	69	Yes, they did this
	29	No, they did not
	1	Don't know
	*	Refused

Q31 [IF HAVE MORE THAN ONE REGULAR DOCTOR, READ: Still thinking about the doctor or health care professional you get MOST of your medical care from...] How helpful is your doctor in... [INSERT; RANDOMIZE] – very helpful, somewhat helpful, or not helpful at all?

Based on those who have a regular doctor [N=2,272]

	VERY	SOME- WHAT	NOT AT ALL	(VOL.) DOES NOT APPLY	DON'T KNOW	REFUSED
a. Giving you an accurate medical diagnosis	78	18	2	1	1	*
b. Providing emotional support	57	26	9	5	1	1
c. Providing the medical or health information you need	76	19	2	1	*	1
d. Finding effective treatment strategies for you	72	20	3	3	1	1
e. Coordinating your overall health care	71	24	3	1	1	*

Q32 Overall, who do you think is more helpful when you need... [INSERT FIRST ITEM] – health professionals like doctors and nurses, OR other sources, such as fellow patients, friends and family? And who is more helpful when you need... [INSERT NEXT ITEM; RANDOMIZE]? READ AS NECESSARY: Professional sources like doctors and nurses, OR other sources, such as fellow patients, friends and family?

	PRO- FESSIONALS	OTHER SOURCES	(VOL.) BOTH EQUALLY	DON'T KNOW	REFUSED
a. An accurate medical diagnosis	91	5	2	2	*
b. Emotional support in dealing with a health issue	30	59	5	4	2
c. Practical advice for coping with day-to-day health situations	43	46	6	3	1
d. Information about alternative treatments	63	24	5	6	1
e. Information about prescription drugs	85	9	3	3	1
f. A quick remedy for an everyday health issue	41	51	4	3	1
g. A recommendation for a doctor or specialist	62	27	6	4	1
h. A recommendation for a hospital or other medical facility	62	27	6	4	1

MODEMA At home, do you connect to the internet through a dial-up telephone line, or do you have some other type of connection, such as a DSL-enabled phone line, a cable TV modem, a wireless connection, a fiber optic connection such as FIOS or a T-1?

Based on those who use the internet from home

	DIAL-UP	TOTAL HIGH SPEED	----- DSL	----- CABLE MODEM	----- WIRELESS	----- FIBER OPTIC	----- T-1	OTHER	DK	REF.
Current [N=1,947]	7	86	29	31	20	6	1	2	4	1

Q33 Thinking about your high-speed internet service at home, do you subscribe to a basic broadband service, or do you pay extra for a premium service that promises faster speed?

Based on internet users who have high-speed internet at home

	CURRENT	
%	49	Subscribe to basic service
	37	Subscribe to premium service at higher price
	13	Don't know
	2	Refused

[n=1,657]

A few last questions for statistical purposes only...

VET1 Have you ever served on active duty in the United States Armed Forces, either in the regular military or in a National Guard or military reserve unit? Active duty does not include training for the Reserves or National Guard, but DOES include activation, for example, for the Persian Gulf War.

	CURRENT	
%	13	Yes
	87	No
	*	Don't know
	*	Refused

VET2 In the past 12 months, have you received some or all of your health care from a V-A hospital or clinic?

Based on veterans [N=354]

	CURRENT	
%	14	Yes, all of my healthcare
	9	Yes, some of my healthcare
	77	No, no VA healthcare received
	0	Don't know
	1	Refused

INS1 Now I would like to ask you about any health insurance you CURRENTLY have that helps pay for the cost of health care. I'm going to read a list of a few types of health insurance, and I'd like you to tell me which of these you have, if any. (First,) are you now PERSONALLY covered by [INSERT IN ORDER]?

[IF RESPONDENT NOT SURE WHICH INSURANCE IS INCLUDED: Please think about insurance plans that cover the costs of doctor and hospital bills IN GENERAL, and NOT those that cover ONLY dental or eye care or the costs of caring for specific diseases.]

[IF RESPONDENTS TRY TO TELL TYPE THEY HAVE INSTEAD OF GOING THROUGH THE LIST: I'm sorry but I have to ask about each type of insurance for the survey. Just tell me 'no' if you don't have this type.]

	YES	NO	DON'T KNOW	REFUSED
a. Private health insurance offered through an employer or union? [IF "NO": This could be insurance through a current job, a former job, your job or someone else's job.]	52	46	1	1
b. A private health insurance plan that you bought yourself	18	81	*	1
c. Medicaid, [IF STATE CALIFORNIA: Medi-Cal], or some other type of state medical assistance for low-income people	15	84	1	*
d. Medicare, the government program that pays health care bills for people over age 65 and for some disabled people	21	78	1	*
<i>Item E based on those who are not insured through private health insurance, Medicaid, or Medicare [N=513]</i>				
e. Health insurance through ANY other source, including military or veteran's coverage	10	87	1	2

INS2 Medicare is health insurance coverage most people receive when they turn 65 and are eligible for Social Security. This includes different kinds of health plans offered THROUGH the Medicare program — like the plans called H-M-Os. Are you now covered by Medicare or by ANY Medicare plan?

Based on those age 65 and older who are not covered by Medicare [N=91]

	<u>CURRENT</u>	
%	42	Yes, covered
	48	No, not covered
	8	Don't know
	1	Refused

INS3 Does this mean you personally have NO health insurance now that would cover your doctor or hospital bills?

Based on those who are not covered by any health insurance or are undesignated [N=446]

	<u>CURRENT</u>	
%	89	I do NOT have health insurance
	8	I HAVE some kind of health insurance
	1	Don't know
	2	Refused

DIS001 Thinking again about your own health... Do you have serious difficulty hearing?

	<u>CURRENT</u>	
%	9	Yes
	90	No
	*	Don't know
	*	Refused

DIS002 Are you blind or do you have serious difficulty seeing even when wearing glasses?

	<u>CURRENT</u>	
%	7	Yes
	93	No
	*	Don't know
	*	Refused

DIS003 Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?

	CURRENT	
%	11	Yes
	89	No
	*	Don't know
	*	Refused

DIS004 Do you have serious difficulty walking or climbing stairs?

	CURRENT	
%	15	Yes
	84	No
	*	Don't know
	*	Refused

DIS005 Do you have difficulty dressing or bathing?

	CURRENT	
%	3	Yes
	97	No
	*	Don't know
	*	Refused

DIS006 Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?

	CURRENT	
%	8	Yes
	92	No
	*	Don't know
	*	Refused

DIS4 Do you have any disability or illness that makes it harder or impossible for you to use the Internet, or not?

	CURRENT	
%	2	Yes
	97	No
	1	Don't know
	*	Refused

CARE2 In the past 12 months, have you provided UNPAID care to an adult relative or friend 18 years or older to help them take care of themselves? Unpaid care may include help with personal needs or household chores. It might be managing a person’s finances, arranging for outside services, or visiting regularly to see how they are doing. This person need not live with you. [IF RESPONDENT ASKS DOES GIVING MONEY COUNT:] Aside from giving money, do you provide any other type of unpaid care to help them take care of themselves, such as help with personal needs, household chores, arranging for outside services, or other things?

	CURRENT	
%	27	Yes
	72	No
	*	Don’t know
	*	Refused

CARE3 Do you provide this type of care to just one adult, or do you care for more than one adult?

Based on those who provide unpaid care to adults [N=790]

	CURRENT	
%	66	One adult only
	33	Provide care to multiple adults
	*	Don’t know
	*	Refused

CARE4 Is this person a parent of yours, or not?

CARE5 Are any of the adults you care for a parent of yours, or not?

Based on those who provide unpaid care to adults [N=790]

	CURRENT	
%	38	Yes, parent
	62	No, not a parent
	*	Don’t know
	*	Refused

CARE6 In the past 12 months, have you provided UNPAID care to any CHILD under the age of 18 because of a medical, behavioral, or other condition or disability? This could include care for ongoing medical conditions or serious short-term conditions, emotional or behavioral problems, or developmental problems, including mental retardation.

	CURRENT	
%	5	Yes
	94	No
	*	Don’t know