

Telephone Survey of Valley Care Members

Prepared for
Santa Clara Valley Health and Hospital System



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Project Purpose

- ▶ Gain feedback from the Valley Care member population to assess satisfaction with the program, health care and coverage of health care;
- ▶ Profile the characteristics of those who need and use Valley Care in terms of:
 - ▶ Demographics
 - ▶ Reason for being uninsured
 - ▶ General health
- ▶ Provide empirical evidence for the value and necessity of Valley Care

Methodology

- ▶ Telephone Survey of Valley Care members
- ▶ 315 completed interviews
- ▶ Margin of error $\pm 5.5\%$
- ▶ Conducted January 28-February 4, 2009
- ▶ Interviews conducted by trained, professional interviewers
- ▶ Interviews conducted in English, Vietnamese and Spanish

As with any opinion research, the release of selected figures from this report without the analysis that explains their meaning would be damaging to EMC. Therefore, EMC reserves the right to correct any misleading release of this data in any medium through the release of correct data or analysis.

Please note that due to rounding, percentages may not add up to exactly 100%

Valley Care membership profile

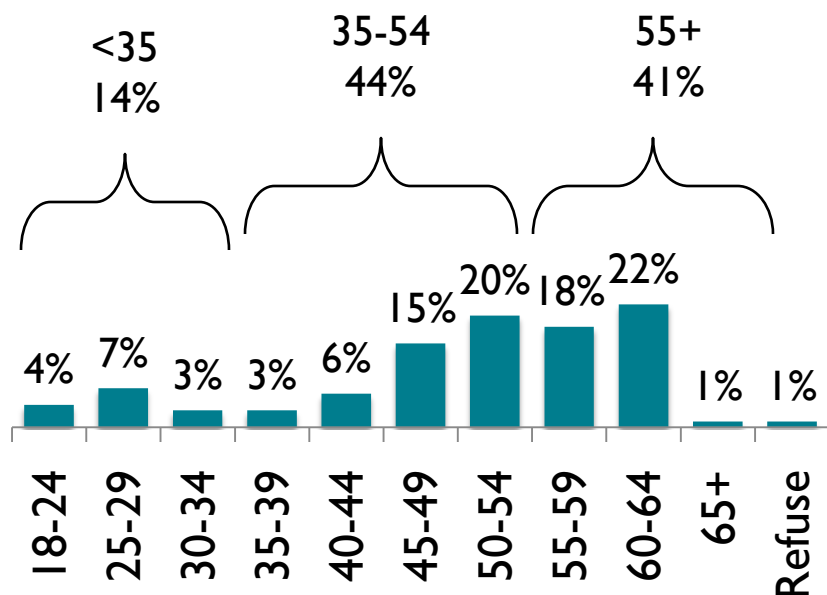
The Valley Care member community is ethnically diverse, including predominantly blue collar workers and unemployed individuals. Many are being treated for chronic health conditions.

The sample of Valley Care members is ethnically diverse

Race: (Q64)

	Weighted Sample %
African-American/Black	4%
White/Caucasian	41%
Hispanic/Latin-American	27%
Asian/Asian-American	23%
Other	3%
(Refuse)	2%

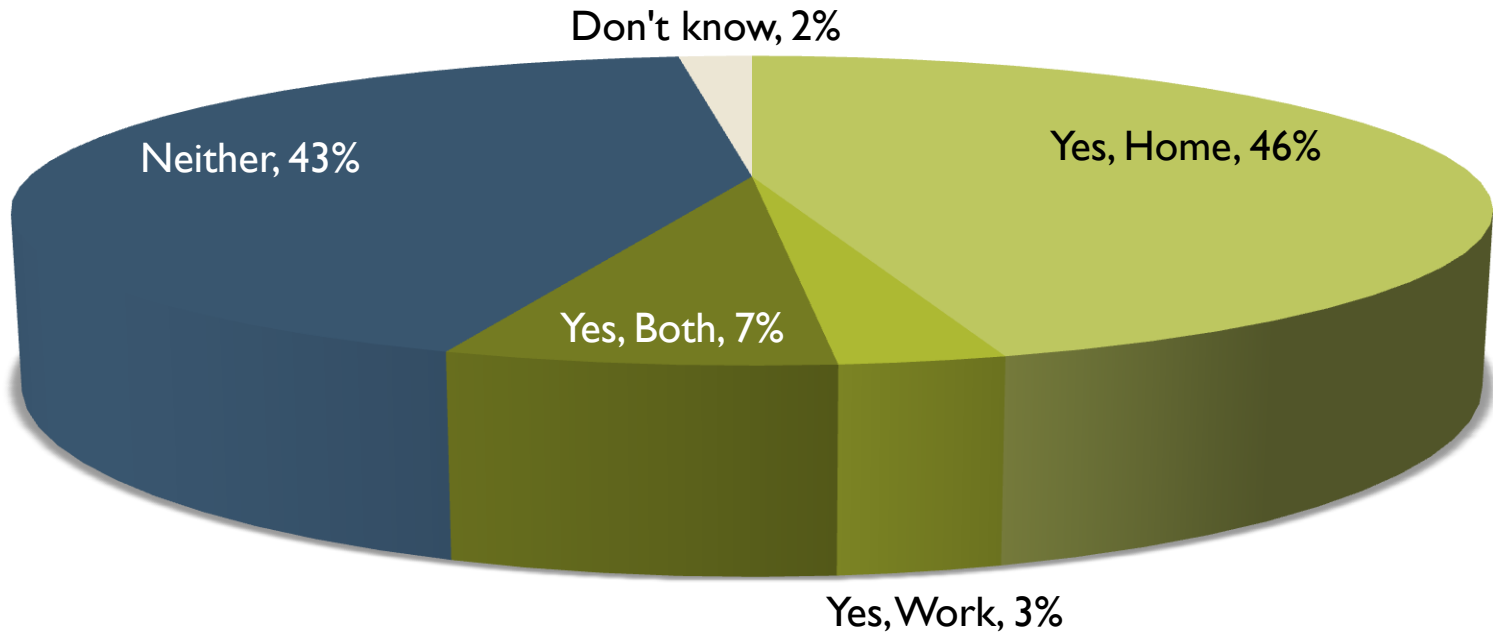
What is your age? (Q62)



*12% of respondents took the survey in a language other than English

Just over half of members have access to the Internet

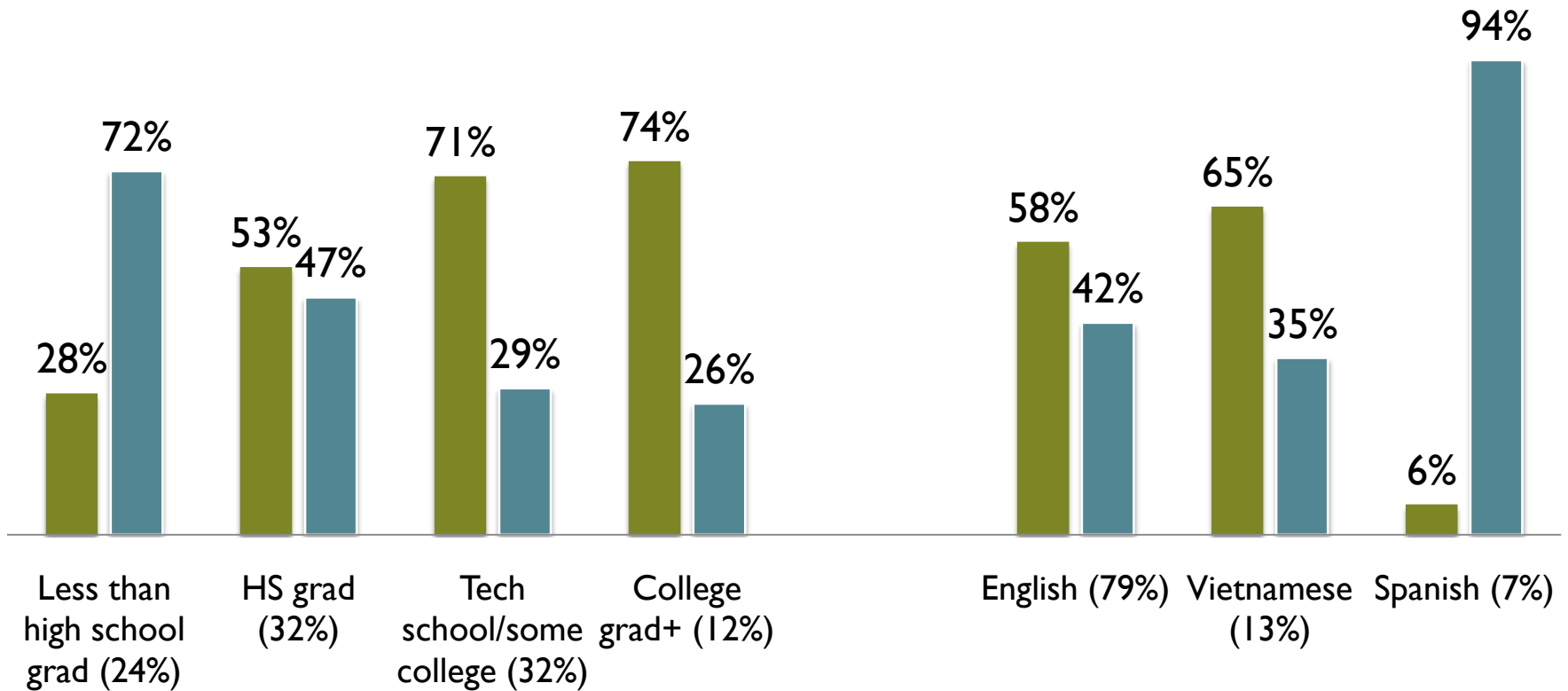
Do you have access to the Internet at home, at work, at both home and work or neither? (Q52)



Internet access varies by education level and language spoken

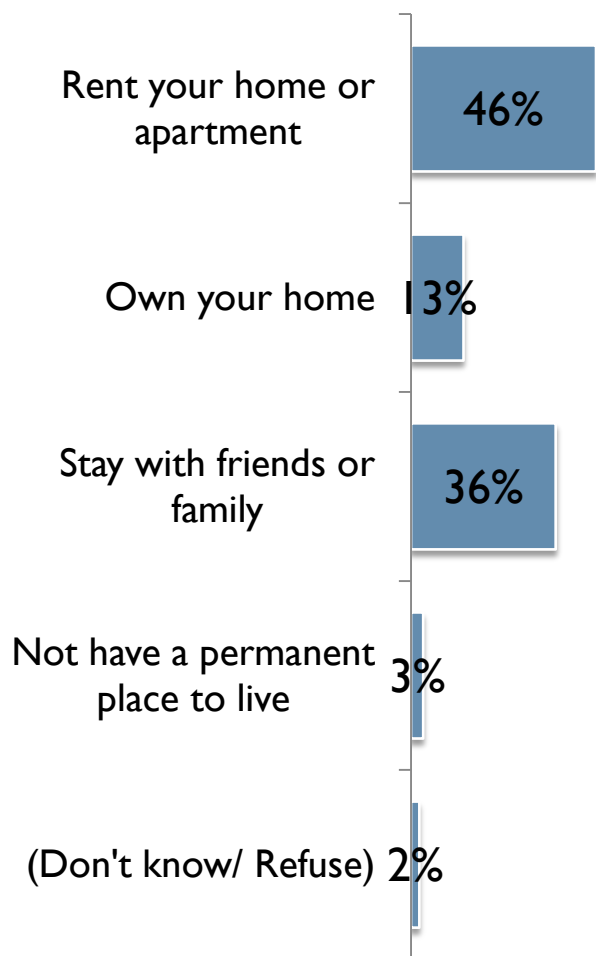
Internet Access?

■ Yes ■ No

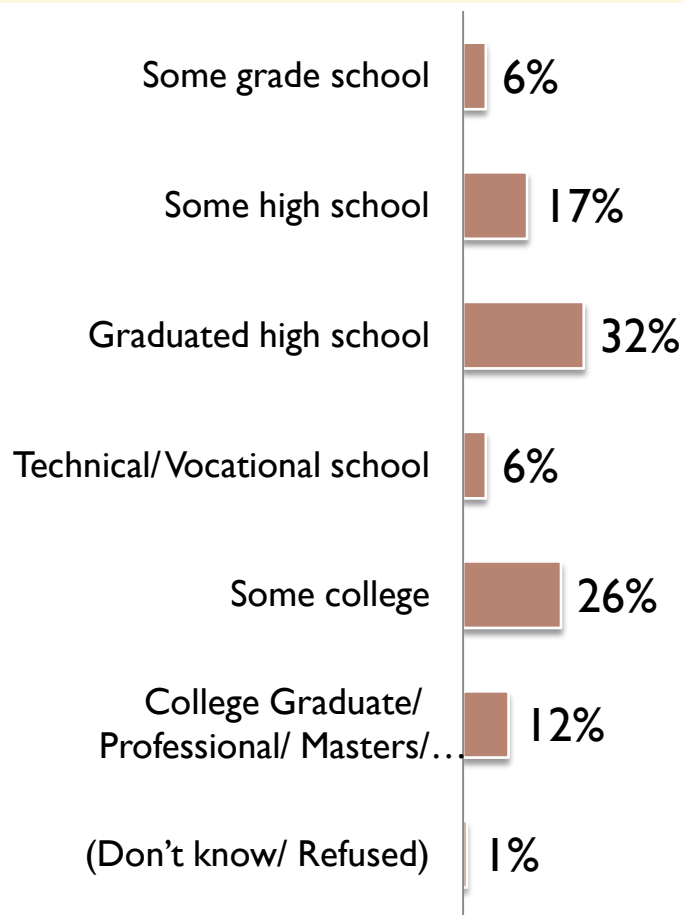


There are few members who are homeowners; most are not college graduates

Do you currently: (Q61)

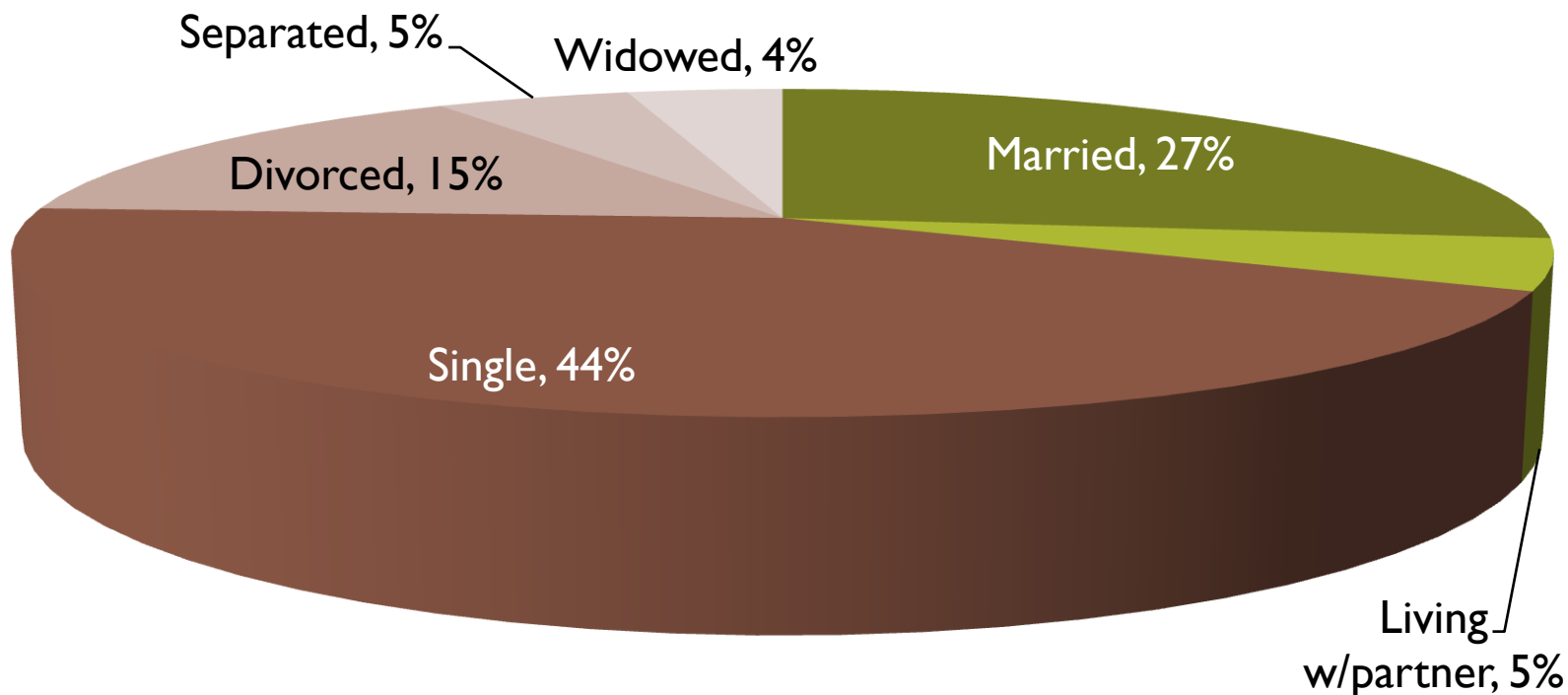


What is the last grade you completed in school? (Q53)



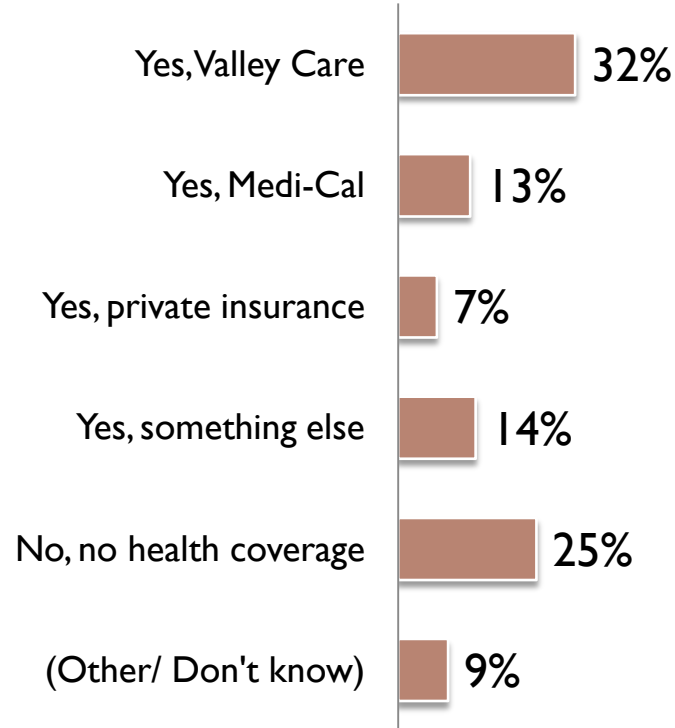
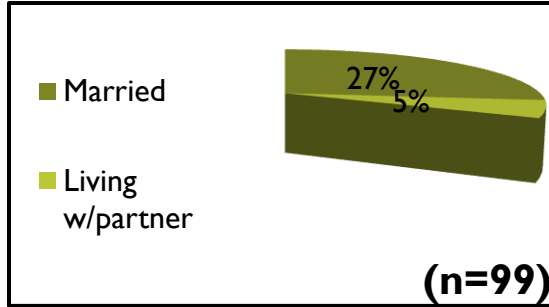
About one in four members is married

What is your marital status? Are you married, living with a partner, single, divorced, separated or widowed? (Q54)



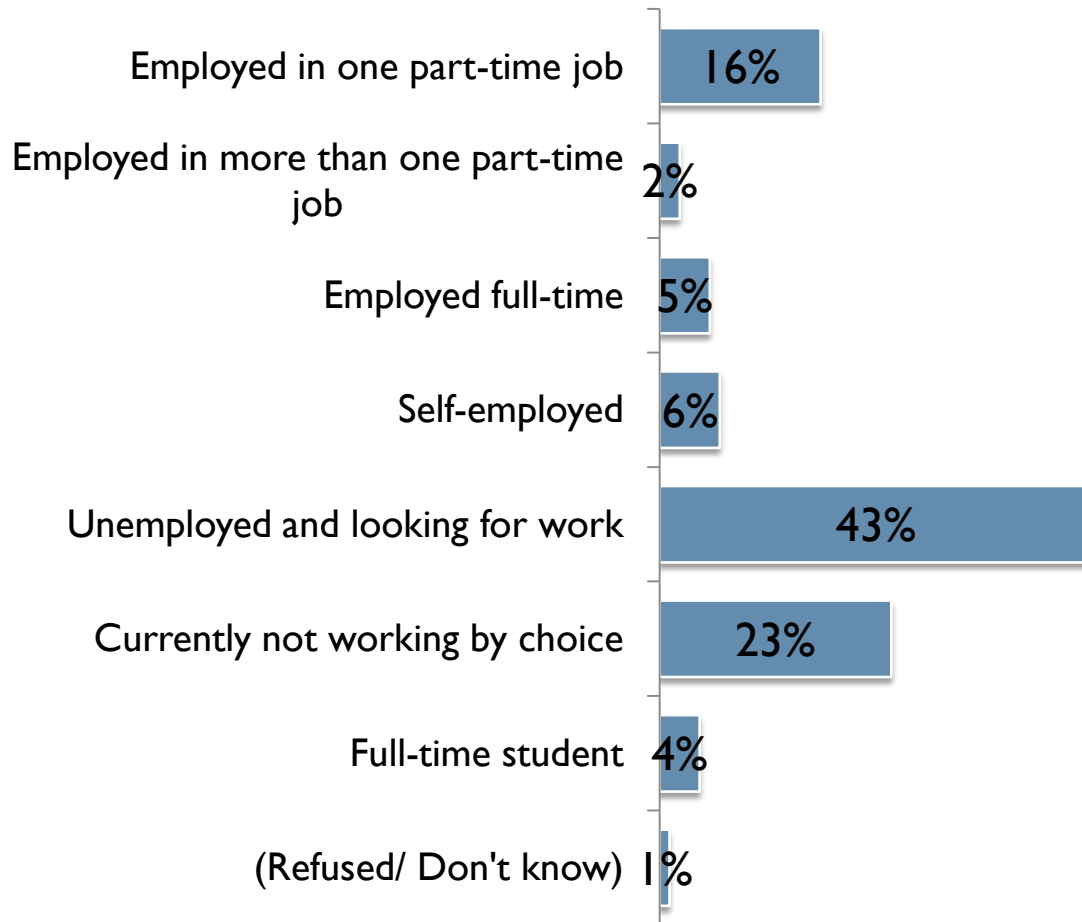
One-third of married Valley Care members' spouses are also members

Does your spouse or partner currently have any kind of health coverage? (IF YES) Does your spouse or partner have Valley Care, Medi-Cal, private insurance like Blue Cross or Kaiser, or something else? (Q55)



Two-thirds of Valley Care members are not currently working

What is your current job status? (Q56)



Members come from many lines of work, but most work or worked at small companies

In what industry are you or were you most recently employed? (Q57) n=234

Construction/ Transportation	11%	Professional services	2%
Computers and electronics	8%	Warehouse	2%
Retail trade	8%	Customer service	2%
Health care/ Medical care	7%	IT services	1%
Restaurant/ Food services	7%	Real estate	1%
Other business services	6%	Telecommunications	1%
Manufacturing	5%	Entertainment	1%
Child care	5%	Other	11%
Janitorial/ Cleaning	4%	Don't know/ Refuse	3%
Banking and finance	3%		
Education	3%		
Multimedia	3%		
Sales	3%		
Automotive repair	3%		
Security	2%		

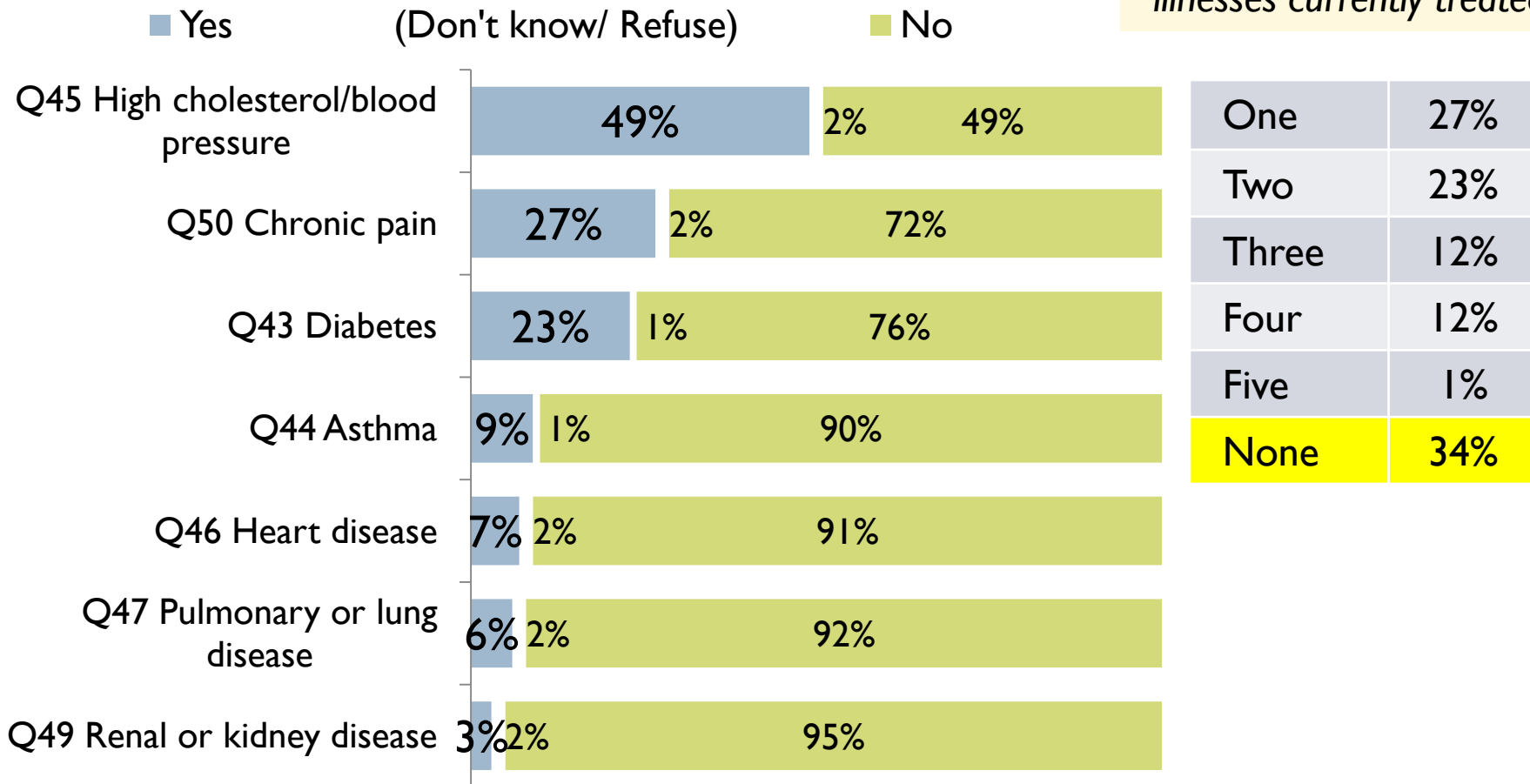
And about how many total employees work at that business? (Q60)

Fewer than 50	54%
50-100	9%
100 or more	23%
Don't know	13%

About one in two members is currently being treated for high cholesterol or blood pressure

Are you currently being treated for any of the following?

Total number of (these) illnesses currently treated



Disease and insurance are Valley Care members' biggest health care concerns

What do you think is the most important health care issue in Santa Clara County today? (Q2)

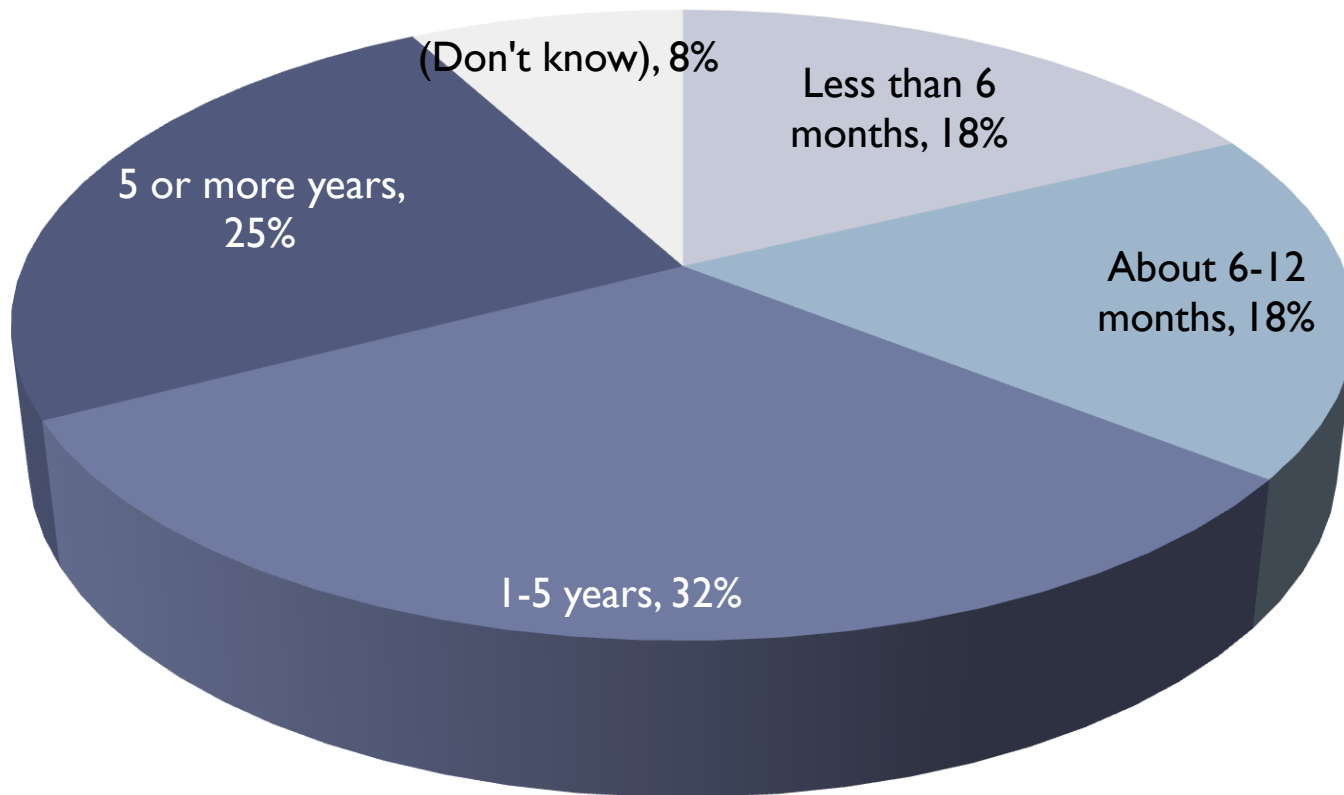
Disease (various)	19%
Lack of health insurance	16%
Cost of care/ insurance	8%
Understaffed/ long waits at clinics/ hospitals	7%
Lack of services	5%
Benefits/ care for jobless/ homeless/ low income	4%
Quality of doctors/ care	4%
Cost of prescriptions	2%
Everything	2%
Staying healthy	2%
Other	10%
Don't know/ refuse	21%

Health Insurance

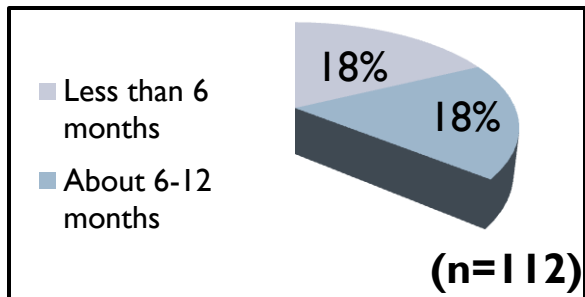
Many members went without health coverage for over a year before joining Valley Care, while others recently lost their insurance when they lost their jobs. For most, private insurance is too expensive or otherwise unattainable

Many Valley Care members previously went without coverage for over a year

*Before you had Valley Care, for about how long did you have no health coverage? Was it:
(Q13)*



Of those members who recently lost coverage, many had Kaiser or Blue Cross/Blue Shield

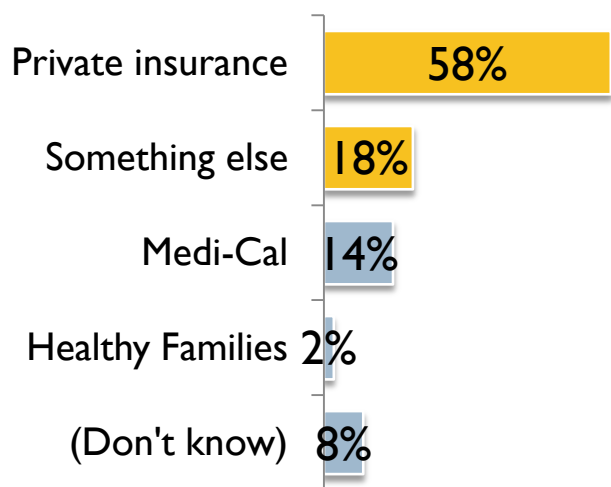


What was the name of your insurance company? (Q15)

(n=84)

Kaiser/ Kaiser Permanente	39%
Blue Cross/Blue Shield	25%
Aetna	8%
Healthnet	5%
United Health Care	3%
PacifiCare	3%
Other	8%
Don't know	10%

Before you had Valley Care, was your most recent health coverage Medi-Cal, Healthy Families, private insurance like Blue Cross or Kaiser or was it something else? (Q14)



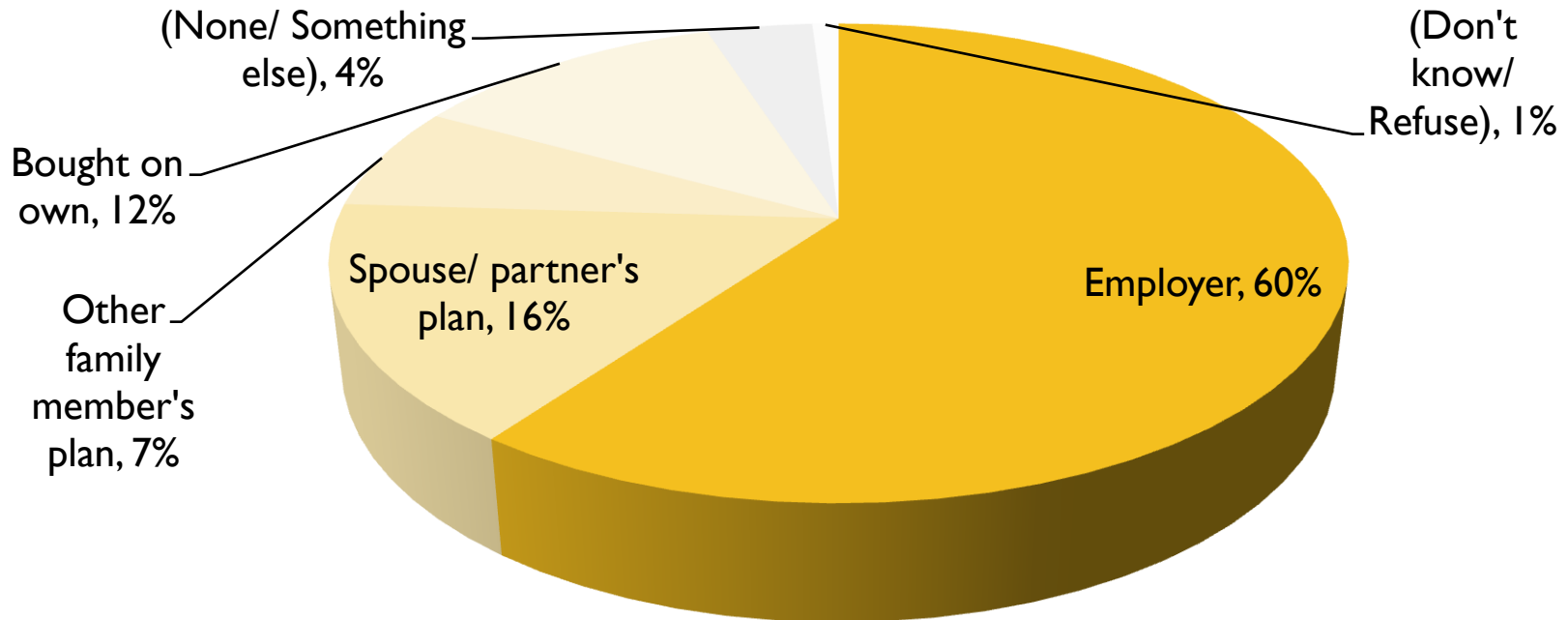
Most Valley Care members who previously had private insurance got it through their employer

Asked only of those:

- Who went without health coverage for less than a year;
- Whose most recent health coverage before Valley Care was through private insurance;

(n=84)

Did you get health insurance through your employer, were you covered by your spouse or partner's health insurance plan, were you covered by another family member's health insurance plan, or did you buy health insurance on your own? (Q16)



Job loss is the most common reason for termination of private insurance coverage

Asked only of those:

- Who went without health coverage for less than a year;
- Whose most recent health coverage before Valley Care was through private insurance;

(n=84)

*Reason why not covered by private insurance:
(Questions 16, 17, 20, 21 combined)*

No longer work for the employer who provided health coverage	45%
Spouse/Family member no longer works for the employer who provided coverage	12%
No longer qualify for coverage/coverage stopped	10%
The cost of health coverage through employer was too high	7%
Something else	26%

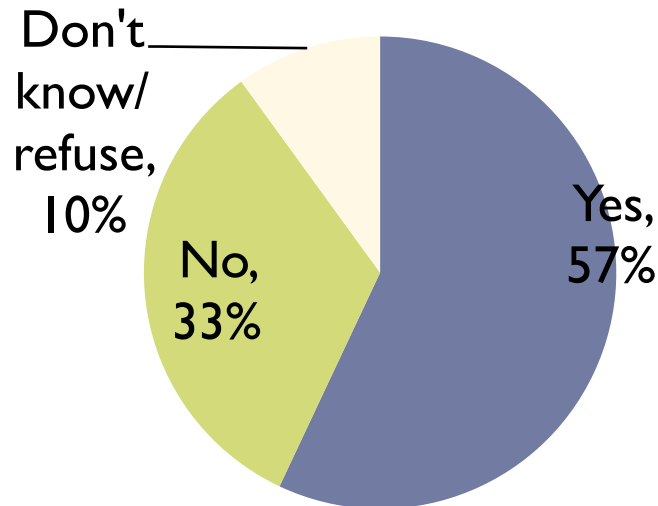
Most of those who had the option for COBRA say it was too expensive

Asked only of those:

- Who no longer work for the employer who provided health coverage;
- Whose employer stopped providing health coverage;
- Who no longer qualify for health coverage through their employer

(n=44)

Were you given the option to continue health coverage through COBRA insurance?
(Q18)



Why didn't you take the COBRA coverage? (Q19)

Can't afford/Too expensive	85%
Did take but discontinued	15%

(n=25)

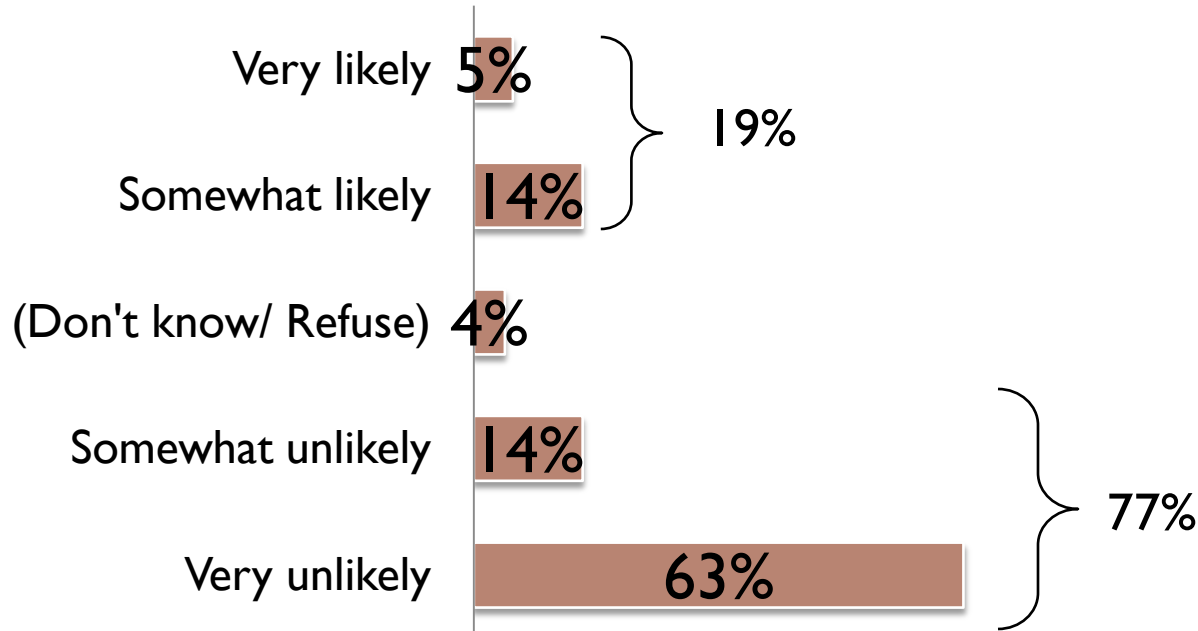
“I did take it. Then my 18 months of coverage ended”

“I'm very poor, and it's very expensive”

“Because the last time I was offered Cobra it was very expensive, almost as expensive as private”

Most Valley Care members don't expect to get private insurance this year

What would you say is the likelihood that you will get private health insurance in 2009? Would you say it is very likely, somewhat likely, somewhat unlikely, or very unlikely that you will get private health insurance in 2009? Private health insurance is something like Kaiser or Blue Cross that is not provided by a government program. (Q36)



Some members hope they will get private insurance through a job but many are unemployed and/or unable to pay for it

Why do you think you WILL get private insurance (n=61)

Will get it through a job	52%
Will qualify for Medi-Cal/Medicare	10%
Will need it	8%
Will get it through a family member	6%
Obama's health plan	4%
Hope to buy it	3%
Economy will improve	2%
Other	8%
Don't know	7%

Why do you think you WON'T get private insurance (n=244)

Can't afford/Too expensive	34%
Because unemployed	26%
Disabled/Sick/Unable to work	9%
Economy/Lack of jobs	6%
Because have Valley Care	5%
Job won't provide it	4%
Wouldn't qualify/Pre-existing condition	4%
Because a student	2%
Will get Medicare	2%
Other	5%
Don't know	3%

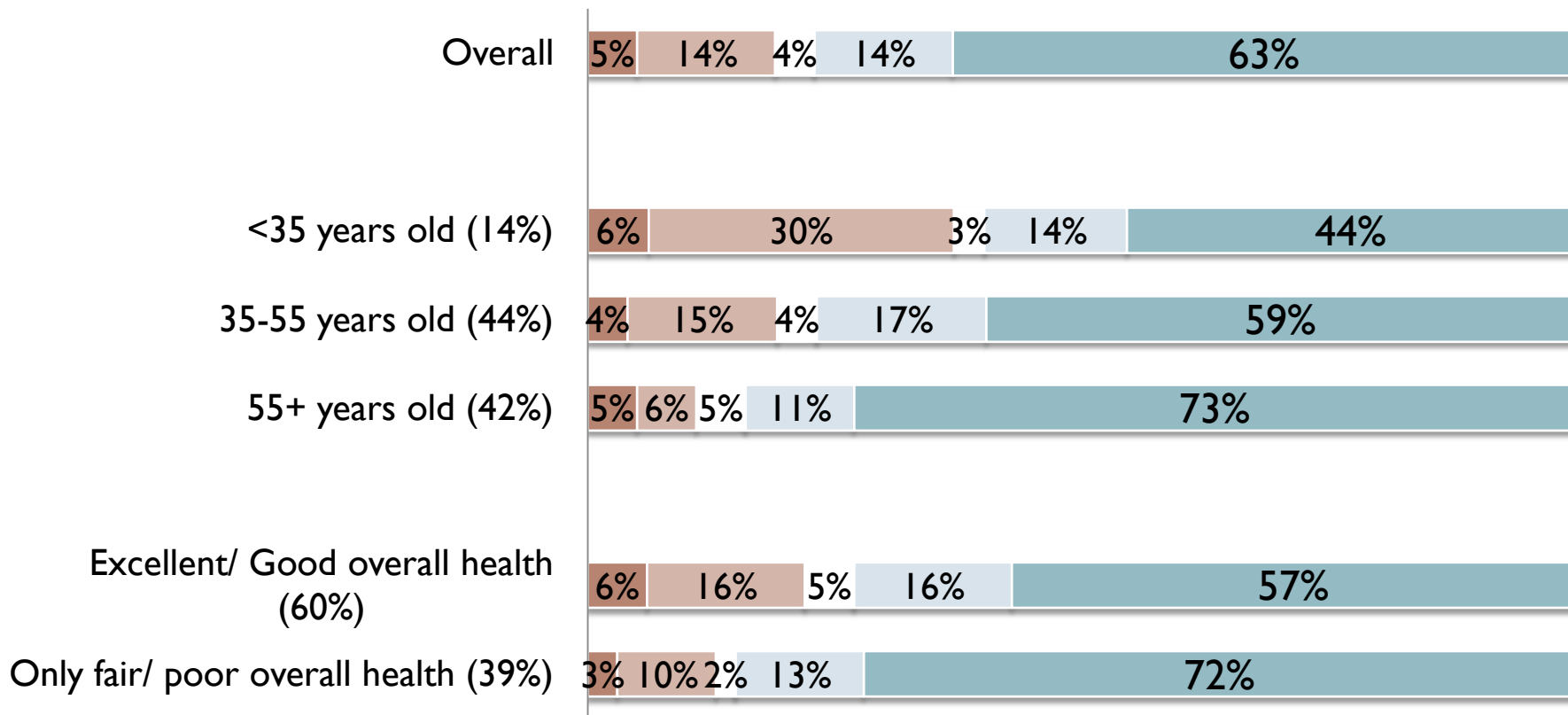
“Because President Obama promised we will get insurance.”

“If I have Valley Care, why do I need private insurance?”

Older, less healthy members say they are least likely to get private insurance this year

What would you say is the likelihood that you will get private health insurance in 2009? (Q36)

■ Very likely ■ Somewhat likely (Don't know/ Refuse) ■ Somewhat unlikely ■ Very unlikely



Satisfaction with Valley Care

Valley Care members are highly satisfied with the application process, services provided, and the care they receive.

Many members became aware of Valley Care after receiving health care at VMC

Why did you decide to apply for health coverage? (Q38)

“I wanted a primary care physician, which I did not have. It was available and it seemed like an easy thing to navigate.”

“They came to me. I had a hospital stay, and they approached me while I was in the hospital. I was unaware of it until they approached me.”

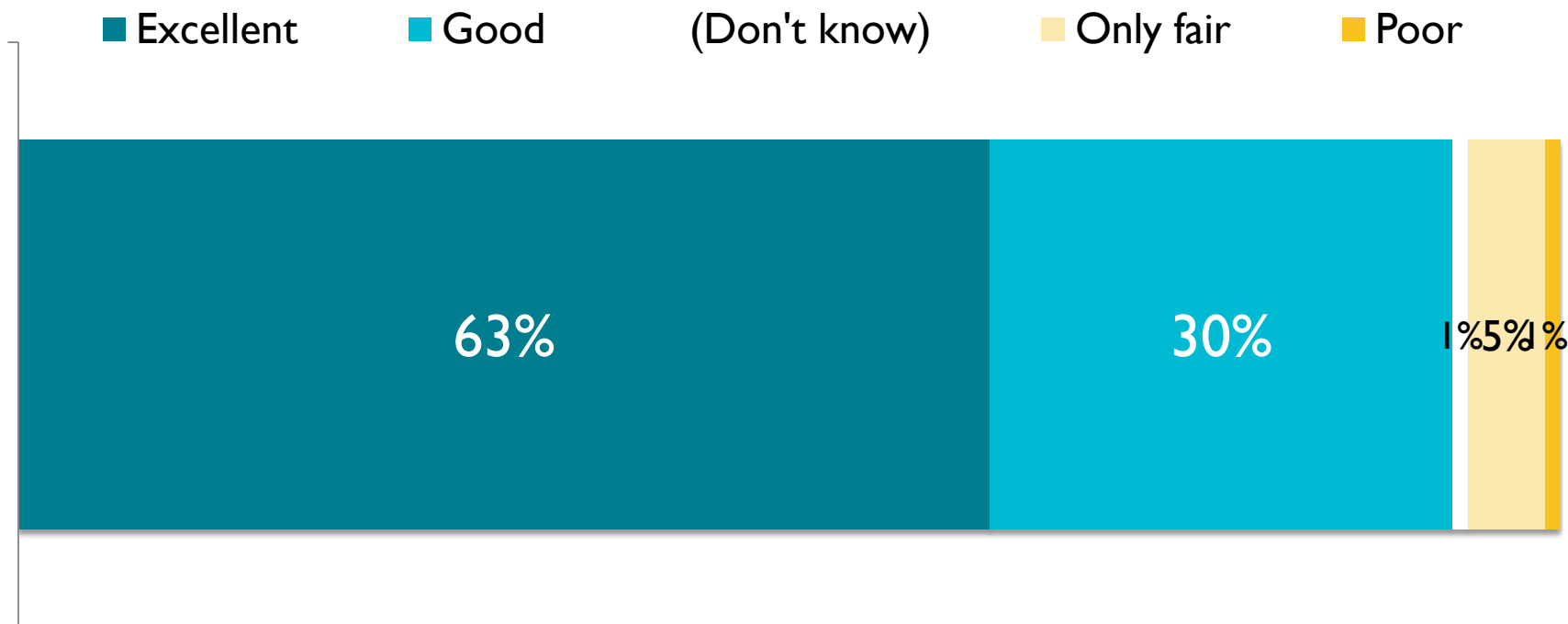
“Because without health insurance our life will be miserable. Because I don't want to be sick. A healthy person is a lovely person.”

“I had surgery and couldn't pay the bills.”

“Because something is better than nothing”

Most members are satisfied with the overall Valley Care qualification process

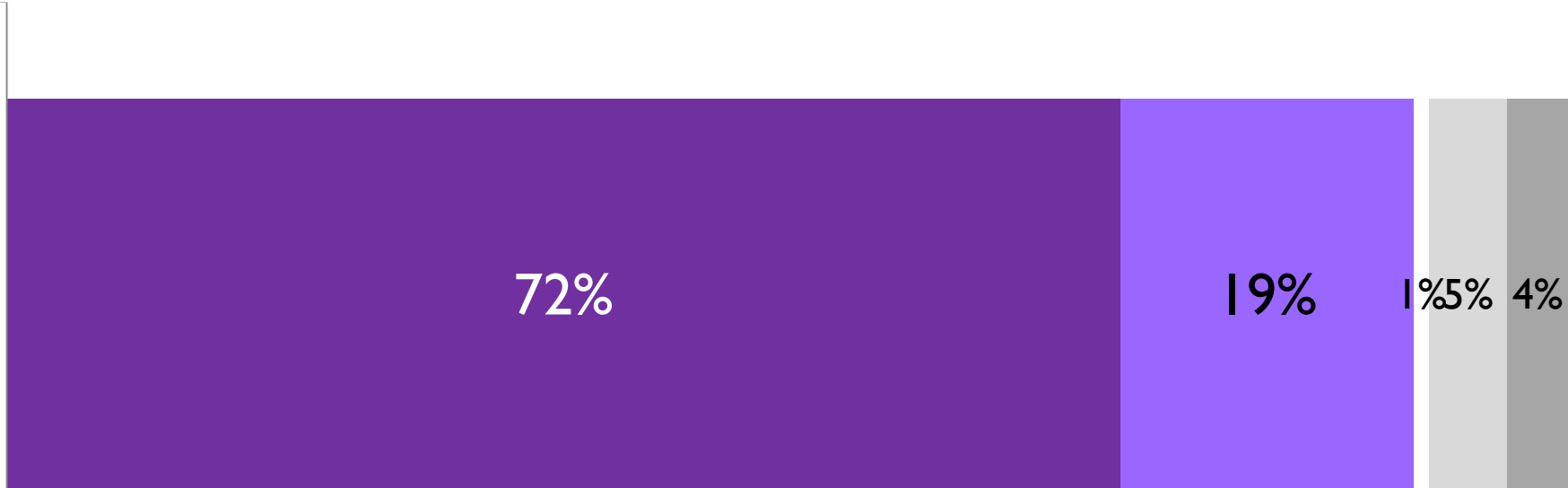
How would you rate the overall experience getting qualified for Valley Care? (Q39)



Members are highly satisfied with their current health care

Would you say you are very satisfied, somewhat satisfied, somewhat unsatisfied, or very unsatisfied with the health care that you, yourself, receive now? (Q3)

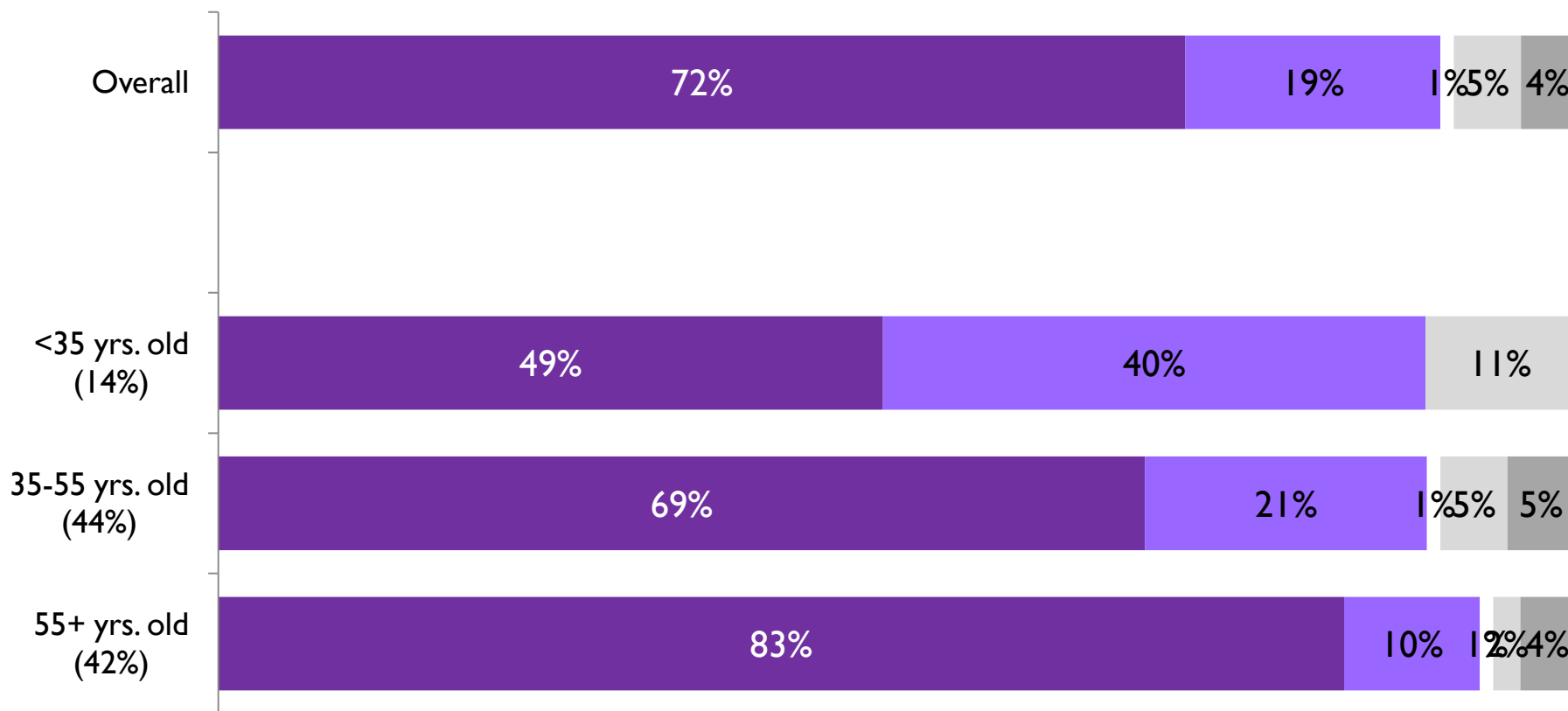
■ Very satisfied ■ Somewhat satisfied (Don't know/ Refuse) ■ Somewhat unsatisfied ■ Very unsatisfied



Older members are the most satisfied with their current health care

Would you say you are very satisfied, somewhat satisfied, somewhat unsatisfied, or very unsatisfied with the health care that you, yourself, receive now? (Q3)

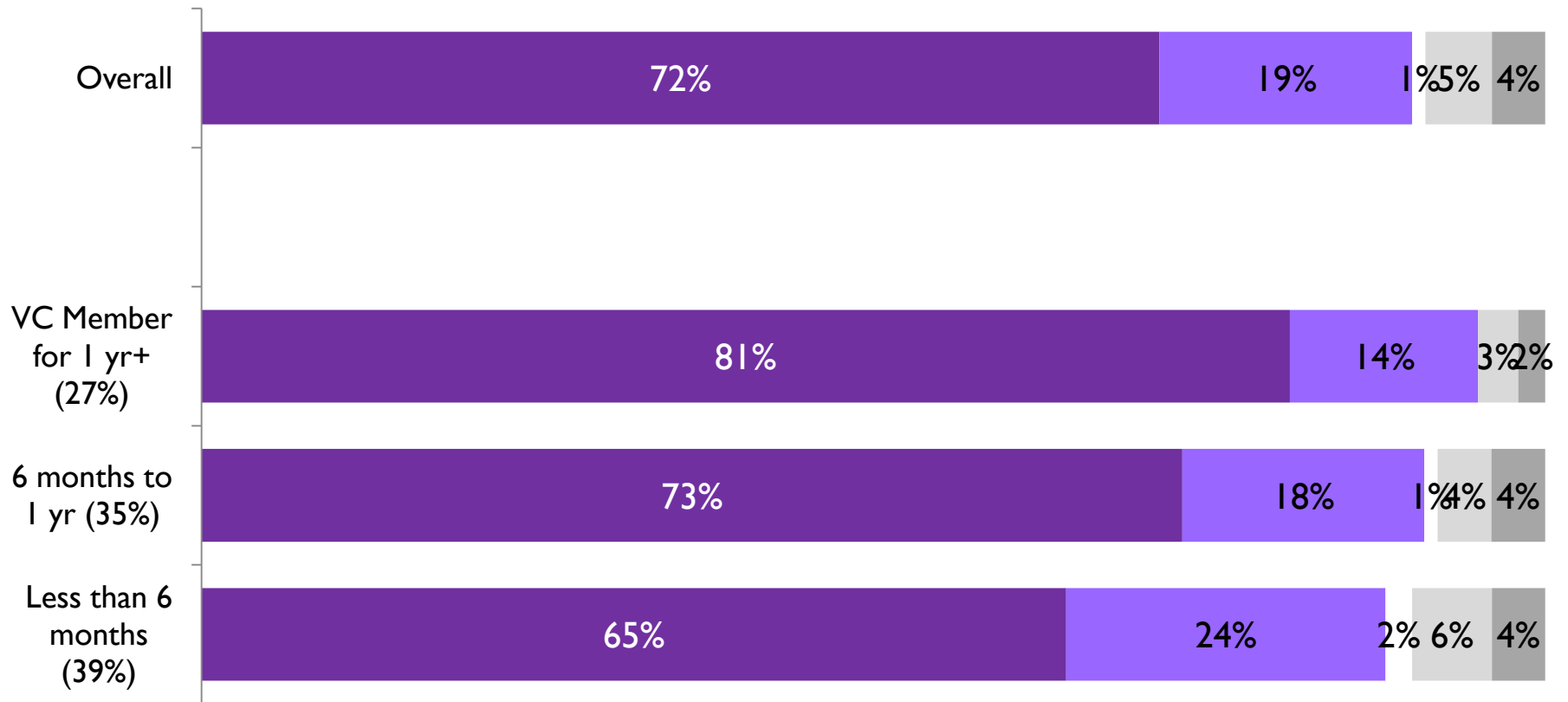
■ Very satisfied ■ Somewhat satisfied (Don't know/ Refuse) ■ Somewhat unsatisfied ■ Very unsatisfied



Length of membership is positively correlated with satisfaction with health care received

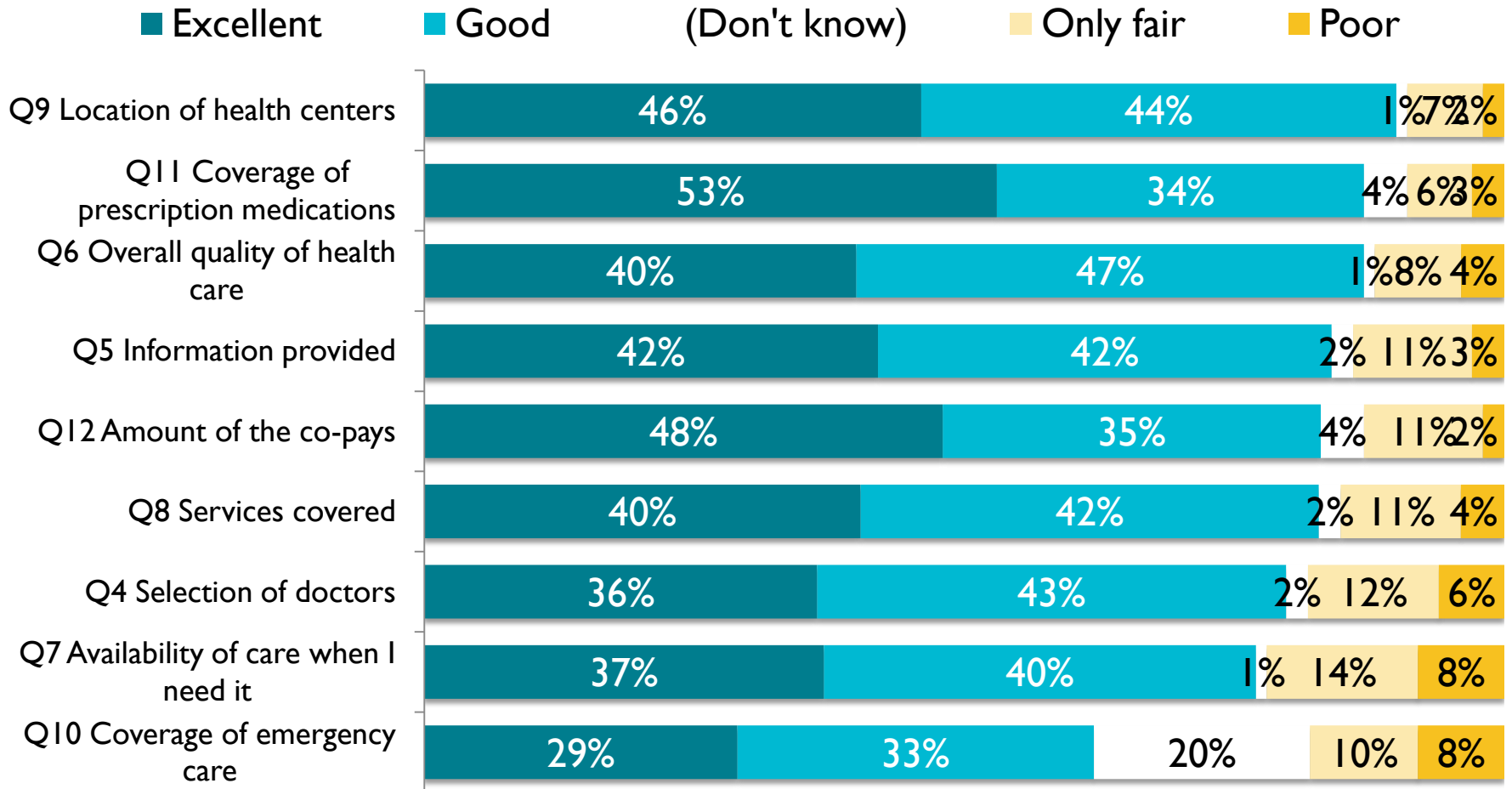
Would you say you are very satisfied, somewhat satisfied, somewhat unsatisfied, or very unsatisfied with the health care that you, yourself, receive now? (Q3)

■ Very satisfied ■ Somewhat satisfied (Don't know/ Refuse) ■ Somewhat unsatisfied ■ Very unsatisfied



Few members rate Valley Care negatively on any issue; conveniences are rated most highly

Using a scale of excellent, good, only fair, or poor, please rate the following aspects of Valley Care:

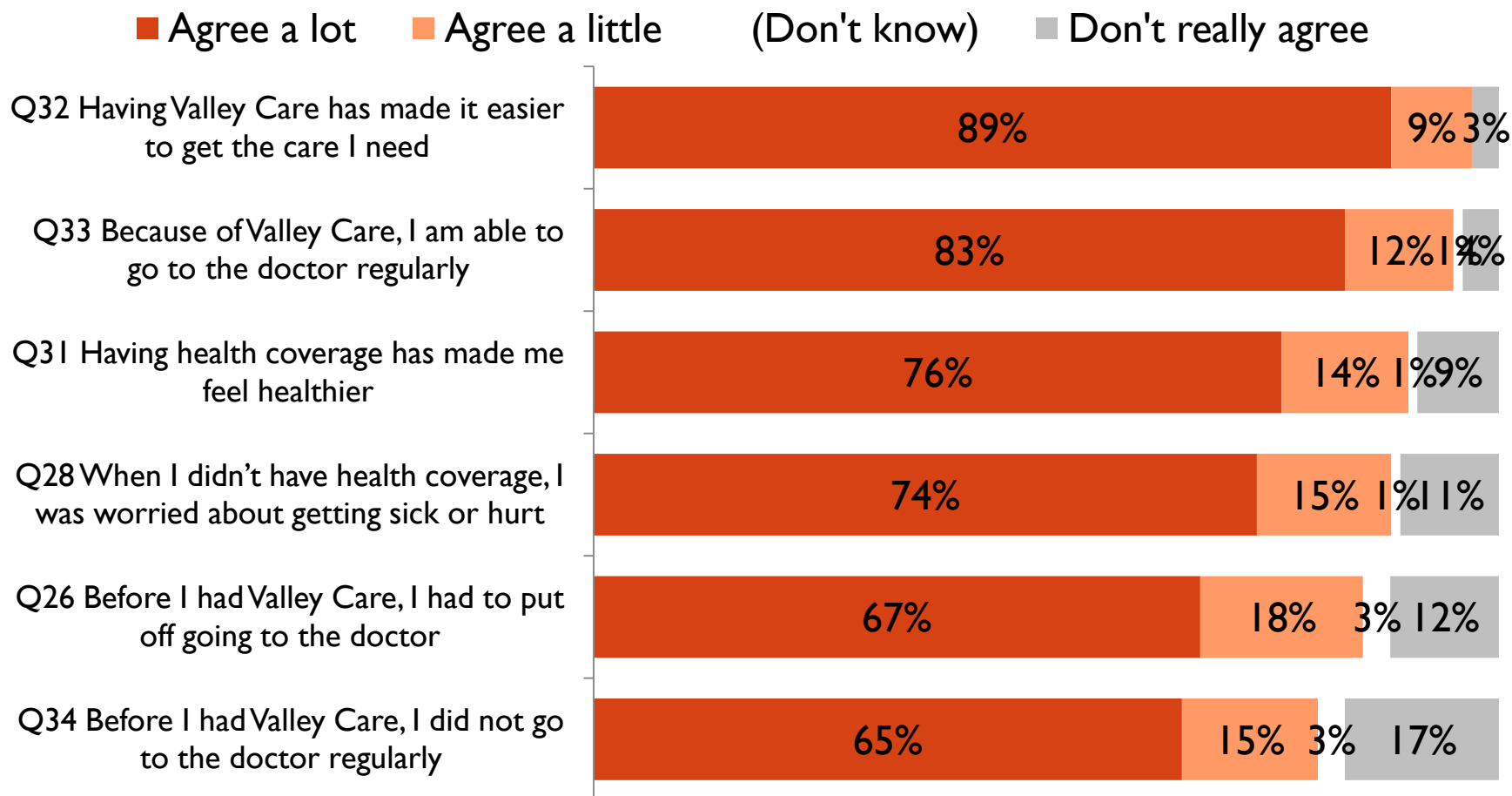


Impact of Valley Care on patient care, health

Before Valley Care, many members had to forego treatment for an illness or doctor visits altogether; Valley Care has made its members feel healthier and allows them to obtain care regularly.

Most members agree that they get better health care with Valley Care

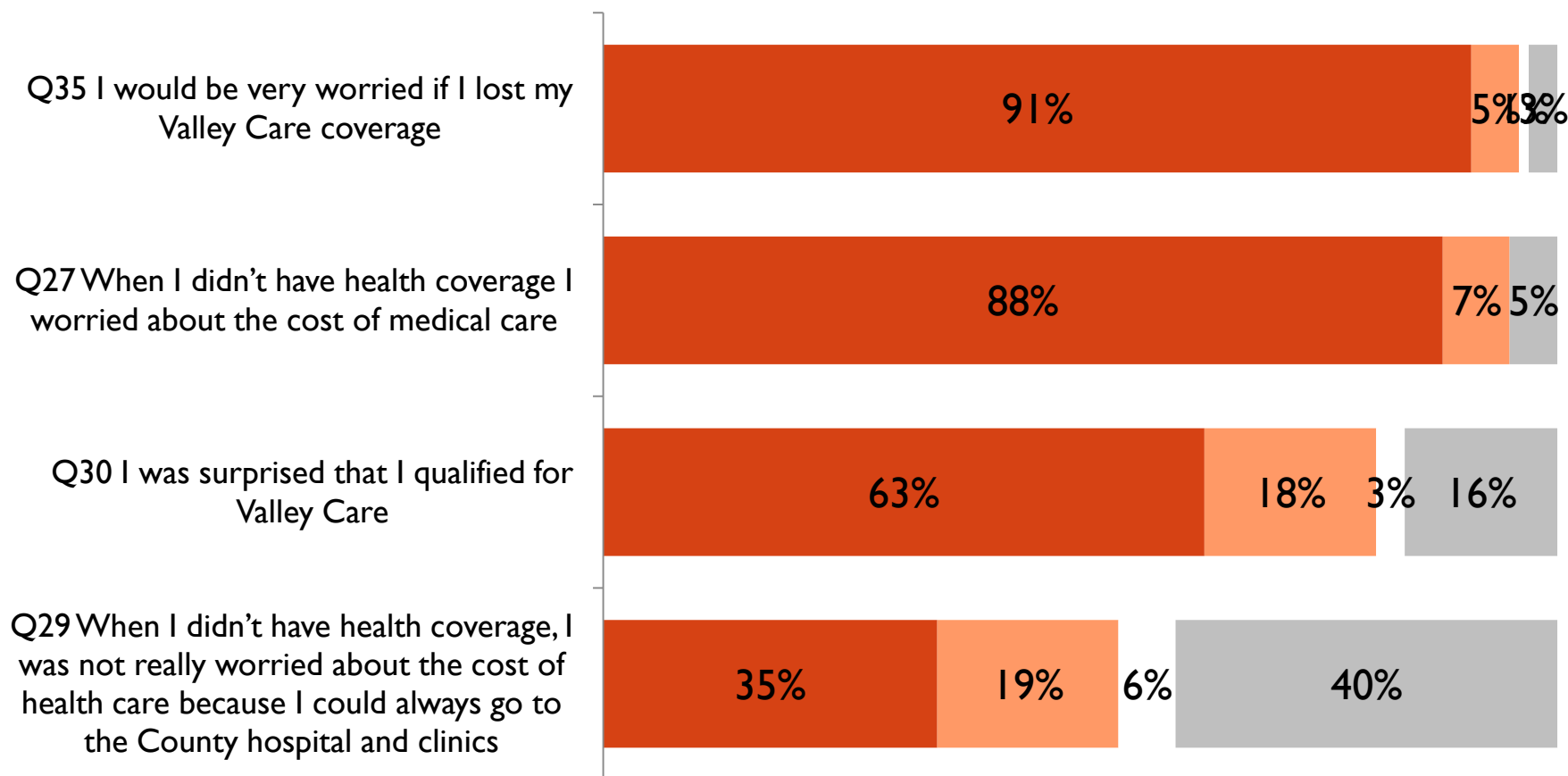
...please tell me if you agree a lot, agree a little or if you don't really agree with the statement.



Cost is a major concern for most Valley Care members

...please tell me if you agree a lot, agree a little or if you don't really agree with the statement.

■ Agree a lot
 ■ Agree a little
 (Don't know)
 ■ Don't really agree

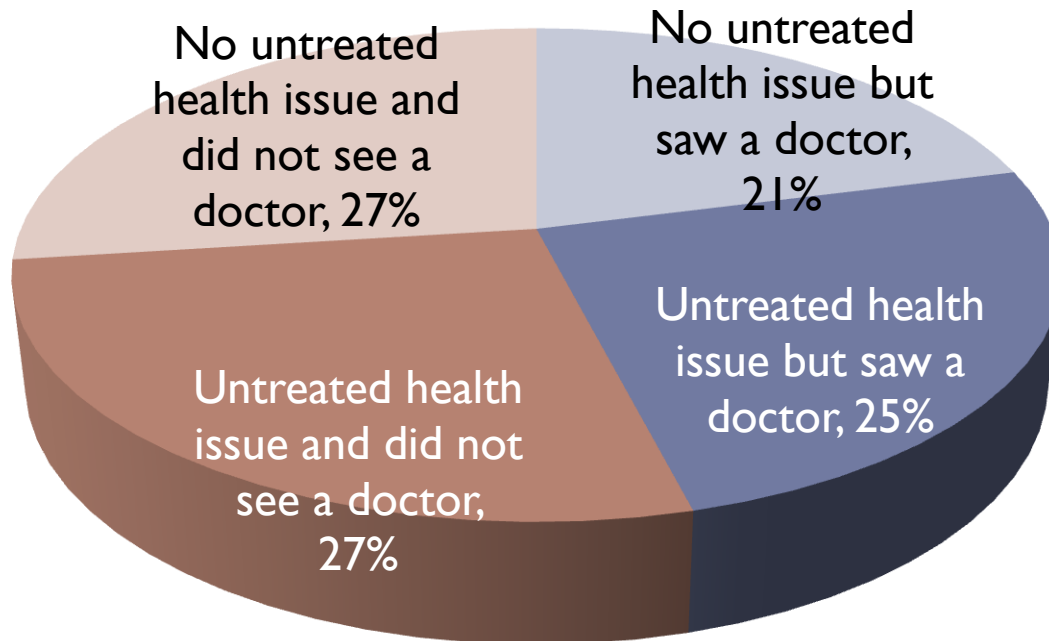


Half of members had an untreated health issue before joining, and half did not see a doctor

Thinking about the time when you had no health coverage before you joined Valley Care, did you have any health issue that you should have seen a doctor about but didn't? In other words, did you put off getting health care? (Q22)

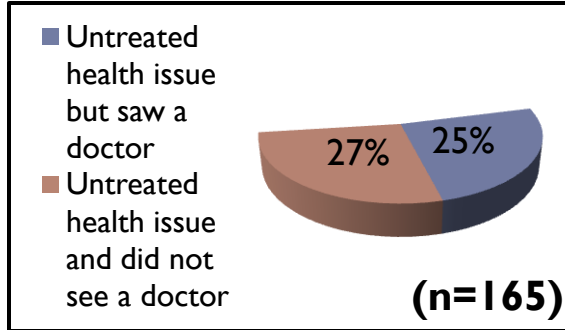
...did you see a doctor or other health care professional at all? (Q24)

Total did not see a doctor=54%



Total with untreated health issue =52%

Of the members who had an untreated health issue before joining, many had high cholesterol



What was your untreated health issue? (Q23)

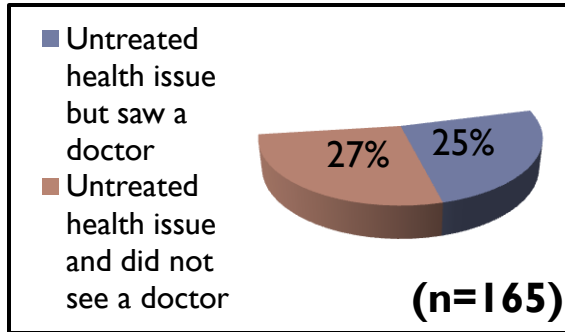
Multiple responses accepted

High cholesterol/ blood pressure	28%
Diabetes	20%
Chronic pain	14%
Asthma	6%
Heart disease	3%
Cancer	3%
Mental health issue	3%
Pulmonary/ Lung disease	2%
Renal/ Kidney disease	2%
Hepatitis	2%
Other	25%
Don't know/ Refuse	7%

Number of untreated health issues before joining Valley Care

One	82%
Two	7%
Three	4%
Five	1%
(Don't remember/ Refuse)	7%

Many of the members who had an untreated issue before joining are now being treated for a common illness

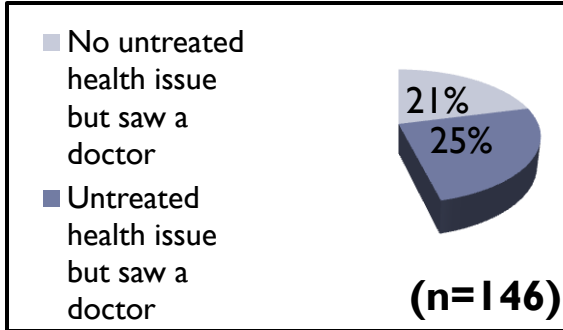


*Are you currently being treated for any of the following?
(Q43-50)*

Number of health issues currently treated	
One	30%
Two	21%
Three	15%
Four	4%
Five	1%
None	30%

High cholesterol/ blood pressure	50%
Diabetes	26%
Chronic pain	31%
Asthma	10%
Heart disease	8%
Cancer	1%
Pulmonary/ Lung disease	7%
Renal/ Kidney disease	5%
Hepatitis	2%

Of those who saw a doctor before joining, many went to Valley Medical Center or a VMC clinic

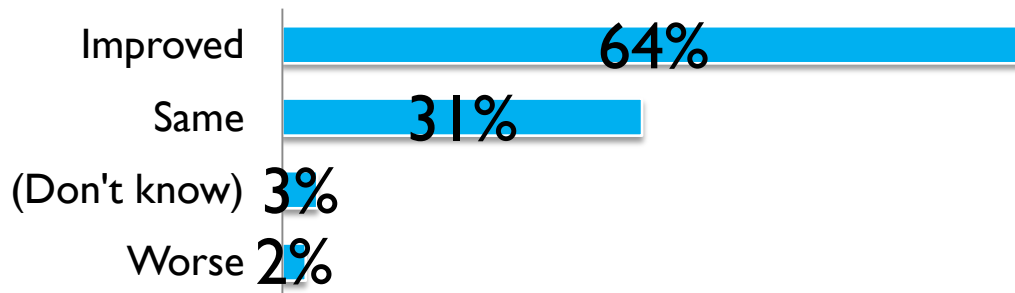


Where did you receive care? Was it at a private doctor's office, at Kaiser, at Valley Medical Center or one of the Valley clinics or was it somewhere else? (Q25)

VMC or VMC clinic	36%
Private doctor	32%
Kaiser	7%
(Other out of County)	7%
(Other local)	4%
(Other generic hospital/ clinic)	3%
(Other)	5%
More than one/ multiple places	3%
Don't know/ Refuse	5%

Most members say having Valley Care has improved the quality of care they get

Do you think your health care has improved, stayed the same or gotten worse since you joined Valley Care? (Q40) Why? (Q41)



“I'm taking better care of myself and not worrying about the cost.”

“I know I have somewhere to go. I felt like the coverage was top notch.”

“I don't have to worry. If I get sick, I can go.”

“The doctors listen. They schedule for anything that I need done. I feel my quality of life has improved.”

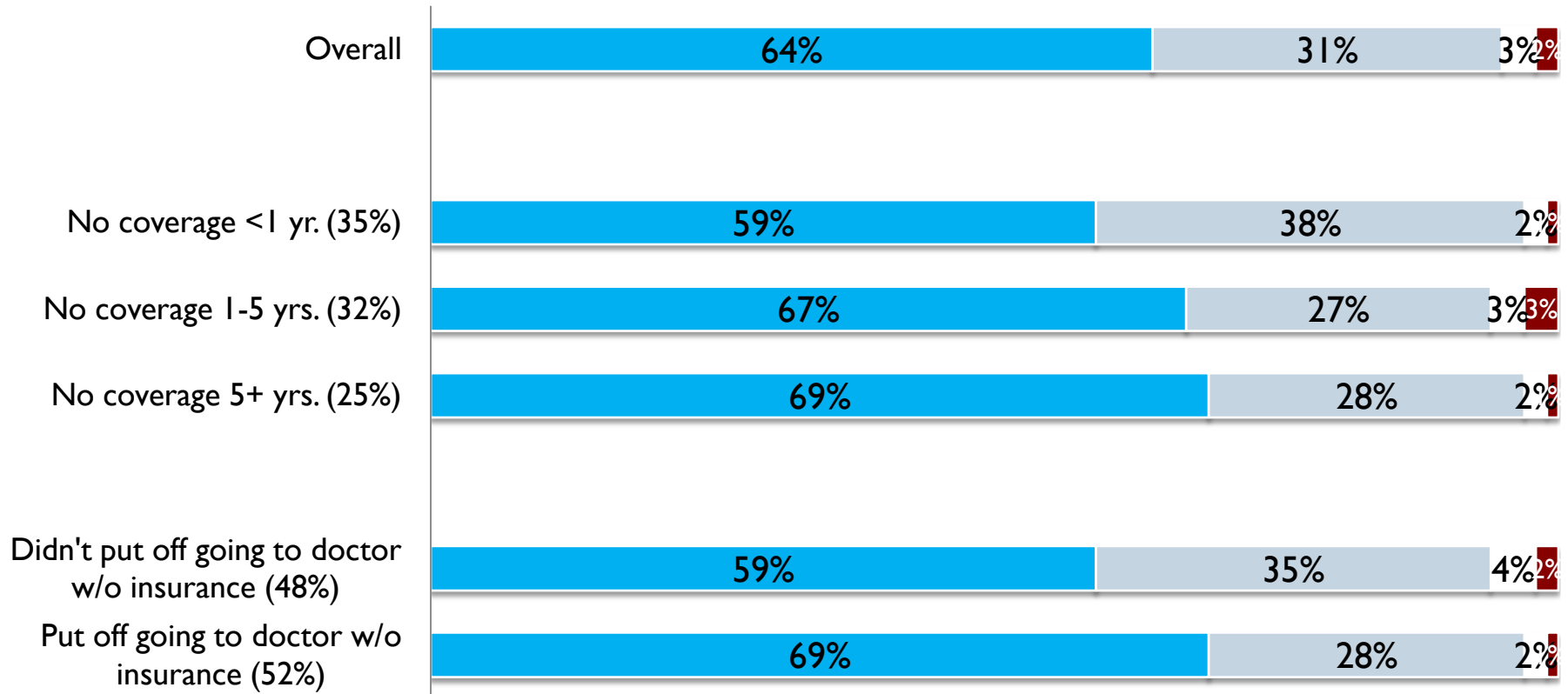
“I couldn't even get a doctor to see me before Valley Care. If you say you have no insurance they hang up the phone. I can see a doctor now.”

“I will be able to get the medication I need.”

Members who have gone the longest without coverage say their care has improved the most

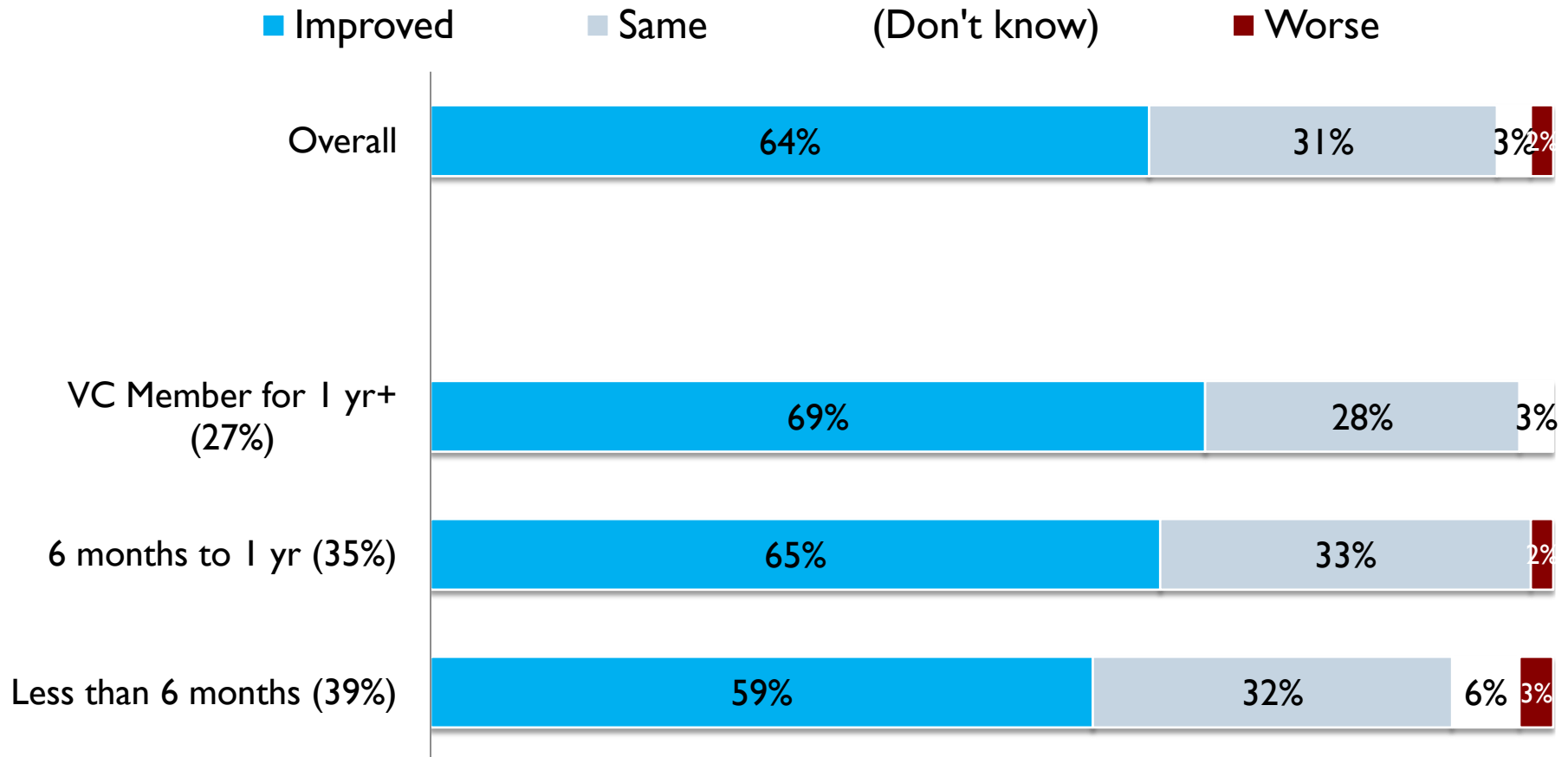
Do you think your health care has improved, stayed the same or gotten worse since you joined Valley Care? (Q40)

■ Improved ■ Same (Don't know) ■ Worse



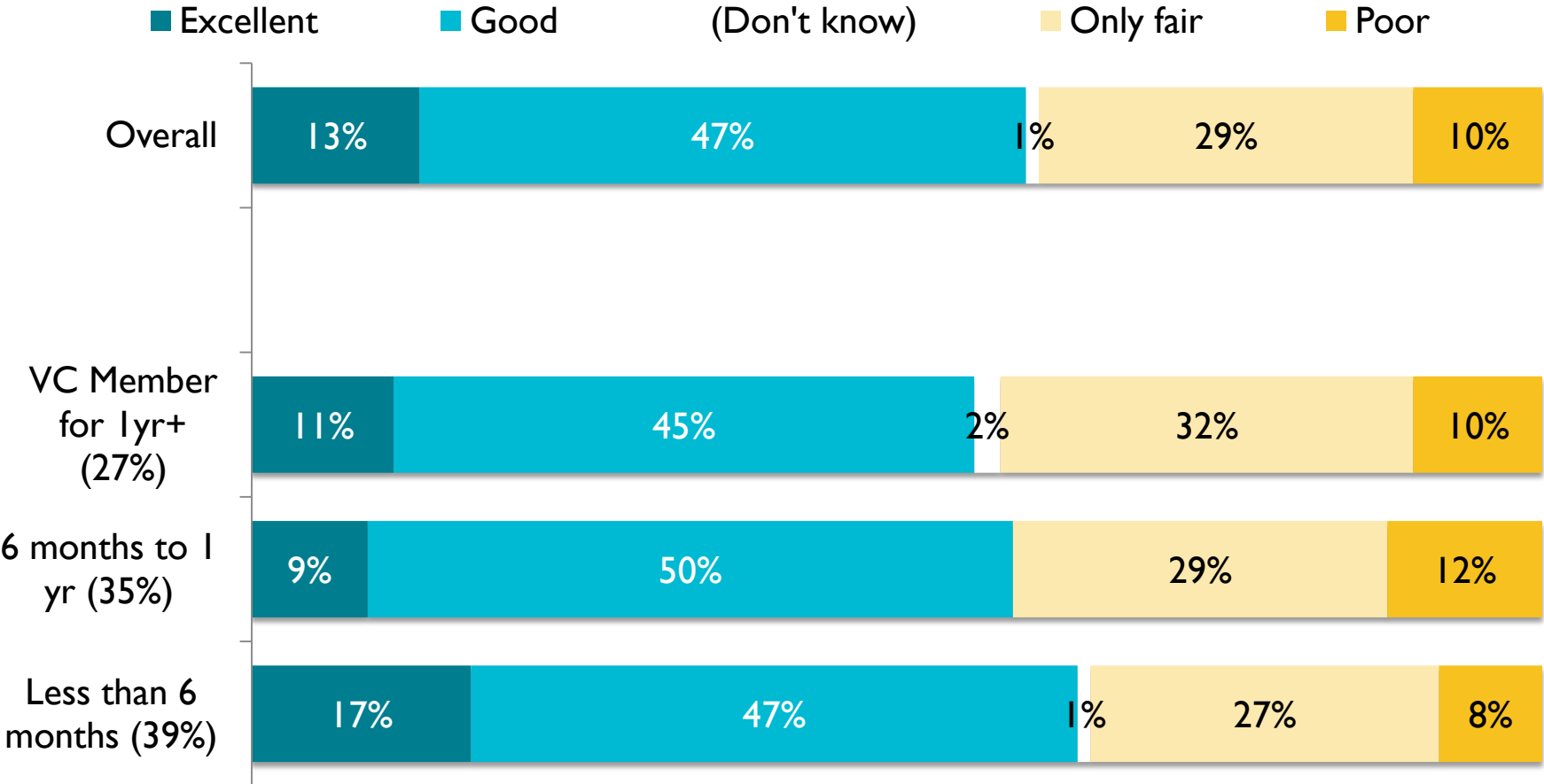
Those who have been members of Valley Care for the longest are more likely to say their care has improved

Do you think your health care has improved, stayed the same or gotten worse since you joined Valley Care? (Q40)



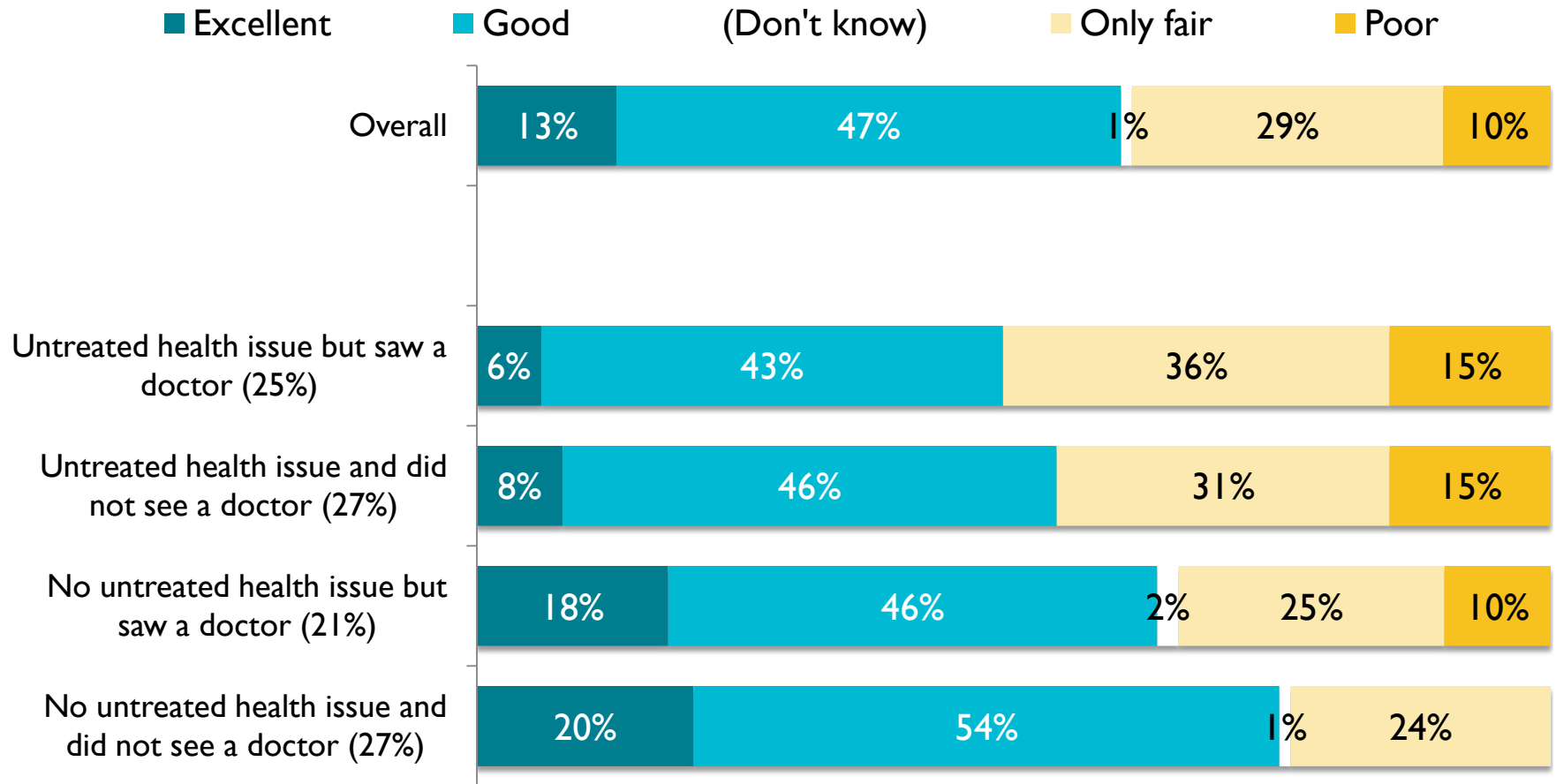
Members who joined Valley Care more recently are more likely to say they are healthy

Would you consider your overall health to be excellent, good, only fair, or poor? (Q42)



Members who did not have an untreated issue before joining say they are the healthiest now

Would you consider your overall health to be excellent, good, only fair, or poor? (Q42)



Key Findings

- ▶ Many Valley Care members are being treated for chronic health conditions;
- ▶ Before Valley Care, many members went without health coverage, doctor visits, and care for serious conditions;
- ▶ While some members have been uninsured for a long time, others recently lost private health insurance;
 - ▶ Job loss is a common reason for loss of insurance
- ▶ For most members, private insurance is too expensive or otherwise unattainable;
- ▶ Valley Care members are highly satisfied with the application process, services provided, and the care they receive;
- ▶ Members say Valley Care has made them feel healthier and allows them to obtain care regularly