

Market Insights

Care Setting Selection Survey

This document outlines the Care Setting Selection question set that appears on the Core Survey on a rotational basis, fielding nationally the second month of each quarter — February, May, August, and November. These questions first appeared on the Market Insights Core Survey in a testing capacity in October 2014 and began fielding quarterly in May 2015. Results collected can be accessed in the online portal from any monthly time period representing the second month of a calendar quarter.

When selecting a doctor, which of the following would be most important to you? (Please select all that apply):

- previous experience with doctor
- Reputation
- Approach to care
- Explains things well
- Listens to me
- Creates a personal connection
- Personality
- Gender
- Age
- Provides high-quality care
- Other—please specify

When selecting a doctor's office, which of the following would be most important to you? (Please select all that apply):

- Covered by my insurance
- Office location(s)
- Cost
- Appealing office environment
- Provides relevant education and information
- Provides access to my patient records
- Part of a hospital or healthcare system
- Appointment availability
- Flexible hours
- Useful website
- Short in-office wait times
- Friendly office staff
- Its values align with my own
- Other—please specify

When searching for a doctor, which sources of information would you use? (Please select all that apply):

- Doctor's office website
- Consumer reviews (e.g., HealthGrades, Yelp, Angie's List)
- Social Media (e.g., Facebook, LinkedIn, Twitter)
- State Medical Association or Medical Licensing Board
- Referral from another doctor
- Recommendations from family or friends
- My insurance provider's website
- Other—please specify

When selecting a long-term care facility, which of the following qualities would be most important in long-term care staff (including doctors)? (Please select all that apply):

- Previous experience with staff
- Reputation Approach to care
- Explains things well
- Listens to me
- Creates a personal connection with me
- Provides high-quality care
- Other—please specify

When selecting a long-term care facility, which of the following would be most important to you? (Please select all that apply):

- Covered by my insurance
- Location
- Cost
- Comfortable environment
- Provides mental-health services
- Provides rehab services
- Part of a hospital or healthcare system
- Availability
- I feel I am part of a community there
- Allows pets
- Amenities (food, laundry, transportation)
- Fits my lifestyle
- Coordinated social activities
- Its values align with my own
- Other—please specify

When searching for a long-term care facility, which sources of information would you use to help you decide where to go? (Please select all that apply):

- Facility website
- Consumer reviews (e.g., HealthGrades, Yelp, Angie's List)
- Social Media (e.g., Facebook, LinkedIn, Twitter)
- State Medical Association or Medical Licensing Board
- Referral from a hospital
- Referral from my doctor
- Recommendations from family or friends
- Facility tour
- My insurance provider's website Other—please specify

When selecting a children's hospital, which of the following qualities of the caregivers themselves would be most important to you? (Please select all that apply):

- Previous experience with caregiver(s)
- Reputation
- Approach to care
- Explain things well to me
- Doctors listen to me
- Good with children
- Explain things well to my child
- Doctors listen to my child
- Provide high-quality care
- Other—please specify

When selecting a children's hospital, which of the following would be most important to you? (Please select all that apply):

- Covered by my insurance
- Location
- Cost
- Child-friendly environment
- Provides relevant education and information
- Provides access to my patient records
- Part of a hospital or healthcare system
- Provides family services
- Its values align with my own
- Affiliated with a charity
- Conducts exploratory research
- Specializes in treatment of a specific disease
- Provides comprehensive treatment of many diseases
- Other—please specify

When selecting a children's hospital, which sources of information would you use? (Please select all that apply):

- Hospital website
- Consumer reviews (e.g., HealthGrades, Yelp, Angie's List)
- Social Media (e.g., Facebook, LinkedIn, Twitter)
- State Medical Association or Medical Licensing Board
- Referral from another doctor
- Recommendations from family or friends
- Facility tour
- My insurance provider's website
- Other—please specify