# System Module

## QUESTIONS

1. When you think of health/hospital systems in your area, which one comes to mind first? *Core Survey Question
   - Type Assist

2. Based on anything you have read, heard, or know from personal experience, what factors, if any, stand out in your mind as things that the system you just mentioned does especially well that sets it apart from other systems in the area? *Core Survey Question (Select all that apply) [multi-select, rotate responses]
   - Comprehensive services
   - Higher Quality Care
   - Use of Electronic Medical Records
   - Community responsibility
   - Lower cost/Affordability
   - Convenient locations/Easy access/Proximity
   - Caring and compassionate doctors and nurses
   - Strong Image/Reputation
   - New and advanced technology and equipment
   - Better doctors and nurses
   - Participates in my health plan
   - Faster emergency room service/treatment
   - Award Winning

3. Which of the following statements best describes how you feel about using a hospital that is part of a healthcare system? *Core Survey Question [single-select]
   - Much more likely to choose a hospital
   - Somewhat more likely to choose a hospital
   - It makes no difference
   - Somewhat less likely to choose a hospital
   - Less likely to choose a hospital

4. A health/hospital system is a coordinated group of facilities which provide medical care to persons who are sick or injured. In many cases, a group of separate facilities, physician offices, and clinics may be owned by one entity, thereby constituting a "health system."

   Before today were you aware of what a health system was? [single-select]
   - Yes
   - No

5. How familiar are you with health systems? (e.g. what they do, what they are) [single-select]
   - 1 - Not at all familiar
   - 2

- 3
- 4
- 5 – Very familiar

6. Name a hospital that is part of a health system in your area.
    - Type-Assist

7. What health system is the hospital named on the previous question a part of?
    - Open-End

8. If you needed to select a doctor to receive healthcare services from, which statement best describes your preference? [flip polarity, single select]
    - Strongly prefer a doctor affiliated with a health system
    - Somewhat prefer a doctor affiliated with a health system
    - No preference between these two options
    - Somewhat prefer an independent doctor, who is not part of a health system
    - Strongly prefer an independent doctor, who is not part of a health system

9. If you needed to select a doctor who is affiliated with a health system, which option best describes you? [single select]
    - I will only select doctors affiliated with a certain/my preferred health system
    - I would like to select doctors affiliated with a certain/my preferred health system, but will consider others
    - I would like to avoid doctors affiliated with a certain health system, but will consider all options
    - I will never select doctors affiliated with a certain health system
    - Doesn't matter to me

10. What are the advantages of using a hospital that belongs to a health system? (Select all that apply) [multi-select, rotate responses]
    - Easier access to care
    - Many locations to choose from when seeking care
    - The opportunity for doctors to share expertise
    - Getting a referral to a specialist is easier
    - Provides care for all health needs in one place
    - Lower cost for patients
    - Higher quality care from more caregivers/resources
    - Medical records accessible to all caregivers in system
    - Other, please specify: [anchor, open end]

11. What are the disadvantages of using a hospital that belongs to a health system? (Select all that apply) [multi-select, rotate responses]
    - Easy for a patient to "get lost" in a big system
    - Care isn't as personalized
    - I have to travel to multiple locations for care
    - Only provide care for the very sick
    - Services/specialties not offered at all locations

- Insurance for multiple facilities/doctors is confusing
- Harder to manage my own care with more than one doctor
- Harder to establish a relationship with my preferred doctor
- Other, please specify: [anchor, open end]

12. Imagine you needed to schedule follow-up care after a hospital stay. How likely would you be to stay within the same health system for care (i.e., select a provider for follow-up care that is affiliated with the same health system as the hospital)? [single-select]
    - Very likely
    - Likely
    - Unlikely
    - Very Unlikely

13. If a health system offered a health insurance plan, how likely would you be to enroll? [single-select]
    - Very likely
    - Likely
    - Unlikely
    - Very unlikely

14. If a health system offered a health insurance plan, would you be willing to pay a higher monthly rate than you do to enroll in it? [single-select]
    - Yes, I would be willing to spend more
    - No, I would not be willing to spend more

15. [If "yes" selected in Q14] How much more would you be willing to spend a month for health insurance through a health system?
    (Please enter a dollar amount) [numerical open end]

16. If a health system shared the prices of their services with you before you sought care, what is the likelihood you would choose them over a provider which does not share their prices beforehand? [single-select]
    - Very likely
    - Likely
    - Unlikely
    - Very unlikely

17. What type of health system would you prefer to receive care from? (Religious, Private For-Profit, Not-for-Profit, Makes no difference) [single-select, rotate responses]
    - For-profit
    - Non-profit
    - Religious affiliated
    - Academic affiliated
    - Makes no difference [anchor]

18. If your preferred physician were to work for a different health system, what would you do? [single-select]
    - I would follow my physician to the new health system

- I would select a new physician in the same health system
- Unsure/Don't have any preferred physicians