

# Appendix: Health Care Access Survey of South Sacramento

Developed by Texas Health Institute  
Supported by Sierra Health Foundation

SURVEYOR ID# \_\_\_\_\_  
RESPONDENT ID # \_\_\_\_\_  
DATE \_\_\_\_\_  
LOCATION \_\_\_\_\_

## QUESTIONNAIRE

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Hi, my name is [SAY YOUR NAME], and I am with [SAY YOUR ORGANIZATION'S NAME]. I am working with La Familia Counseling Center to conduct a survey to learn more about the health care experiences of residents in South Sacramento. We are interested in learning about where you go for health care, how difficult it is for you to get health care when you need it, and where you get information on health care and health insurance. The results of this survey will help health care organizations better plan for health care in the community.

Your participation is voluntary. Your identity and the answers you provide will remain anonymous and confidential. It will not affect your ability to access services in any way. We will not ask your name, where you live (aside from ZIP code), or about your citizenship/residency status. If you have questions about this survey, I am happy to provide you with a name and contact information. [READ ONLY IF RESPONDENT ASKS FOR FOLLOW-UP NAME AND CONTACT: INSERT NAME AND CONTACT INFORMATION]

### Are you willing to take this survey?

- Yes [GO TO SCREENER QUESTIONS.]  
 No [THANK AND TERMINATE. SAY "Thank you for your time."]

#### **INTERVIEWER KEY:**

NOTE ANY TEXT IN CAPS AND/OR IN BRACKETS [ ] IS ONLY MEANT TO SERVE AS A REFERENCE FOR THE SURVEYOR, AND IS NOT TO BE READ ALOUD. QUESTIONS TARGETING UNINSURED INDIVIDUALS ARE CLEARLY MARKED "**ASK ONLY IF UNINSURED**," WITH AN ASTERISK, (\*) AND WITH A "U" FOLLOWING THE QUESTION NUMBER. QUESTIONS FOR INSURED INDIVIDUALS ARE ALSO CLEARLY MARKED AS "**ASK ONLY IF INSURED**."

## SCREENER QUESTIONS

- 1) **Let me start by asking what ZIP code you live in? [PROBE IF NEEDED: What zip code do you spend most nights in?]**

[DO NOT READ RESPONSE OPTIONS. MARK ONE RESPONSE ONLY.]

- 95817 – North Oak Park [GO TO #2]
- 95820 – Elmhurst, Tahoe Park, Oak Park [GO TO #2]
- 95822 – Land Park [GO TO #2]
- 95823 – Parkway, Valley Hi/North Laguna [GO TO #2]
- 95824 – City Farms, Fruitridge Manor [GO TO #2]
- 95828 – Florin [GO TO #2]
- 95832 – Meadowview [GO TO #2]
- Other [THANK AND TERMINATE. READ: “Thank you. We are only interviewing people who live in these 7 zip codes in South Sacramento.”]

- 2) **Do you have any kind of health insurance?**

Yes [GO TO #3]     No [GO TO #5]

- 3) **Would you say you are newly insured? That is, did you obtain insurance coverage for the first time within the past two years?**

Yes [GO TO #4]

No [THANK AND TERMINATE. READ: “Thank you. We are only interviewing newly insured individuals.”]

- 4) **From what source did you obtain your health insurance?**

Employer or spouse’s employer

Covered California

Medi-Cal

Other, please specify: \_\_\_\_\_

## DEMOGRAPHIC QUESTIONS

Now I am going to ask you a few questions about your background – like your ethnic origin and your English language proficiency.

5) **Would you say you are...**

- Male?
- Female?
- Other?

6) **Would you say you are Hispanic, Latino/a, or of Spanish origin?**

- Yes [GO TO #7]
- No [GO TO #8]

7) **Would you say you are ...**

- Mexican, Mexican-American, or Chicano/a?
- Puerto Rican?
- Cuban?
- Another Hispanic, Latino/a, or Spanish origin?

8) **Which one or more of the following would you say is your race?**

- White
- Black or African American
- American Indian or Alaska Native
- Asian

[ASK ONLY IF ASIAN: Which of the following best describes you?]

- Asian Indian    Chinese    Filipino    Japanese
- Korean    Hmong    Vietnamese    Other Asian
- Pacific Islander

[ASK ONLY IF PACIFIC ISLANDER: Which of the following best describes you?]

- Native Hawaiian    Guamanian or Chamorro
- Samoan    Other Pacific Islander
- Other [Specify] \_\_\_\_\_
- Don't know/Not sure

9) **Do you speak a language other than English at home?**

- Yes [GO TO #10]    No [GO TO #12]

10) **What is this language?**

\_\_\_\_\_

11) **How well would you say you speak English?**

- Very Well    Well    Not Well    Not at all

12) **How many children under the age of 18 are currently living with you?**

\_\_\_\_\_

## CURRENT HEALTH

In the next set of questions, I am going to ask you about your health.

**13) In general, would you say your health is...**

- Excellent?
- Very Good?
- Good?
- Fair?
- Poor?

**14) I would like to know if you have ever been told by a doctor or health care provider that you had a medical condition. As I read each medical condition, please respond with Yes, if you've been told you have the condition; No, if you haven't been told you have it; or Don't Know/Unsure:**

	YES	NO	DON'T KNOW/UNSURE
A heart condition such as angina, coronary heart disease, heart attack, etc.			
Asthma or other respiratory condition			
Cancer			
Some form of arthritis, rheumatoid arthritis, lupus, gout, or fibromyalgia			
Depression or anxiety			
Kidney problems			
Diabetes			

## HEALTH CARE ACCESS AND UTILIZATION

Now I am going to ask you questions about where and how often you go for health care and whether you have had problems in getting to or using health care.

### Usual Source of Care

**15) Do you have one person you think of as your personal doctor or health care provider?**

- Yes
- No
- Don't know/Unsure

**16) What type of place do you usually go to when you are sick? Please provide the name of this place.**

- Clinic or Health Center
- Doctor's Office
- Emergency Room
- Hospital (Outpatient Department)
- Some other place

**Please specify NAME OF CLINIC/CENTER/HOSPITAL:**

\_\_\_\_\_

**17) About how long has it been since you last visited a doctor for a routine checkup? A routine checkup is a general physical exam, not an exam for a specific injury or illness.**

[DO NOT READ RESPONSE OPTIONS. CLASSIFY RESPONSE INTO THE ONE CATEGORY THAT BEST MATCHES RESPONSE.]

- Within the past year (less than 12 months ago)
- Within the past 2 years (greater than 1 year but less than 2 years ago)
- Within the past 5 years (greater than 2 years but less than 5 years ago)
- 5 or more years ago
- Never
- Don't know/Unsure

**18) Thinking about when you last needed to see a doctor or other health care provider, how many days did you have to wait for an appointment?**

[DO NOT READ RESPONSE OPTIONS. CLASSIFY RESPONSE INTO THE ONE CATEGORY THAT BEST MATCHES RESPONSE.]

- Same day
- 1 day
- 2 to 3 days
- 4 to 7 days
- More than 7 days
- Didn't try to make an appointment

**19) When you have a medical or health-related concern, what kind of health care provider do you feel most comfortable consulting?**

- A medical doctor
- A nurse or physician’s assistant
- A pharmacist
- A homeopathic provider
- An acupuncturist
- A spiritual healer
- Other, please specify: \_\_\_\_\_

**Unmet Health Care Needs**

**20) Was there a time in the last 12 months when you needed to see a doctor or health care provider but could not?**

- Yes [GO TO #21]
- No [GO TO #22]

**21) [ASK ONLY IF INSURED] There are many reasons for not being able to visit a doctor or health care provider when needed. I will read some of these reasons to you. Can you tell me on a scale from 1 to 5, with 5 being the “most important reason”, which of the following were reasons you were not able to visit a doctor or health care provider when you needed:**

	1 LEAST IMPORTANT	2	3	4	5 MOST IMPORTANT
Too expensive/couldn’t afford it					
Couldn’t find a doctor or health care provider nearby					
Couldn’t find a doctor or health care provider who accepts my health insurance					
Difficulty or delay in getting an appointment					
Was unable to get time off of work					
Doctor’s office/clinic was not open nights or weekends					
Difficulty getting to doctor’s office/clinic because of transportation issues					
No child/adult care					
Did not want to go given past experience with doctor/health care provider					
Difficulty understanding doctor/health care provider due to language					
Other, specify: _____					

**\*21U) [ASK ONLY IF UNINSURED]** There are many reasons for not being able to visit a doctor or health care provider when needed. I will read some of these reasons to you. Can you tell me on a scale from 1 to 5, with 5 being the most important reason, which of the following were reasons you were not able to visit a doctor or health care provider when you needed:

	1 LEAST IMPORTANT	2	3	4	5 MOST IMPORTANT
Too expensive/couldn't afford it					
Couldn't find a doctor or health care provider nearby					
No doctor/health care provider would see me without insurance					
Difficulty or delay in getting an appointment					
Was unable to get time off of work					
Doctor's office/clinic was not open nights or weekends.					
Difficulty getting to doctor's office/clinic because of transportation issues					
No child/adult care					
Did not want to go given past experience with doctor/health care provider					
Difficulty understanding doctor/health care provider due to language					
Other, specify: _____					

**22) [ASK ONLY IF INSURED]:** Since becoming insured, is getting the health care you need becoming...

- Harder? [GO TO #22a]
- Easier? [GO TO #22b]
- Stayed the same?

**22a. [ASK ONLY IF RESPONDENT SAID "HARDER" TO QUESTION 21.]**  
 Since becoming insured, can you explain why it has gotten harder for you to get the health care you need?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**22b. [ASK ONLY IF RESPONDENT SAID "EASIER" TO QUESTION 21.]**  
 Since becoming insured, can you explain why it has gotten easier for you to get the health care you need?  
 \_\_\_\_\_  
 \_\_\_\_\_

**\*22U) [ASK ONLY IF UNINSURED]:** In past the 12 months, has getting the health care you need become...

- Harder? [GO TO #22Ua]
- Easier? [GO TO #22Ub]
- Stayed the same?

**22Ua. [ASK ONLY IF RESPONDENT SAID “HARDER” TO QUESTION 21.]** Can you explain why it has gotten harder for you to get the health care you need?

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**22Ub. [ASK ONLY IF RESPONDENT SAID “EASIER” TO QUESTION 21.]** Can you explain why it has gotten easier for you to get the health care you need?

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**23) [ASK ONLY IF INSURED]:** I want to know what would make it easier for you to get the health care you need from a clinic, health center, or other health care setting other than the emergency room. As I read each option, please tell me on a scale from 1 to 5, with 5 being “most helpful,” which would help you the most in getting the care you need?

	I NOT HELPFUL	2	3	4	5 MOST HELPFUL
Being able to afford out-of-pocket expenses, such as copays and deductibles					
Learning about how to use my health insurance					
Being able to find a doctor in my health insurance plan					
Having a doctor located near where I live or work who accepts my health insurance					
Having convenient access to public transportation					
Having more clinics or community health centers nearby					
Being able to get care on nights and weekends					
Having easier access to child care					
Having more health care providers who look like me or speak my language					
Having written medical forms, instructions, and information in my language					
Other, please specify:					

**\*23U) [ASK ONLY IF UNINSURED]:** I want to know what would make it easier for you to get the health care you need from a clinic, health center, or other health care setting other than the emergency room. As I read each option, please tell me on a scale from 1 to 5, with 5 being “most helpful”, which would help you the most in getting the care you need?

	1 NOT HELPFUL	2	3	4	5 MOST HELPFUL
Being able to afford health insurance					
Having information on how to get health insurance					
Having convenient access to public transportation					
Having more clinics or community health centers nearby					
Being able to get care on nights and weekends					
Having easier access to child care					
Having more health care providers who look like me or speak my language					
Having written medical forms, instructions, and information in my language					
Other, please specify:					

## Specialty Care

**24) Specialists are doctors like surgeons, heart doctors, psychiatrists, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you need to see a specialist for a particular health problem?**

- Yes [GO TO #25]  
 No [GO TO #28]

**25) When you last needed to see a specialist, how much of a problem was it for you to access one? Was it a big problem, small problem, or no problem?**

- Big problem [GO TO #26]  
 Small problem [GO TO #26]  
 No problem [GO TO #27]

**26) [ASK ONLY IF INSURED]: If it was a problem, can you please tell me why it was a problem?**

[DO NOT READ RESPONSE OPTIONS UNLESS THE RESPONDENT NEEDS TO BE PROBED. MARK ALL THAT APPLY. IF NO OPTION MATCHES, THEN SPECIFY RESPONSE.]

- No specialist nearby
- No specialist nearby accepts my health insurance
- Too expensive/can't afford
- Insurance plan restrictions/rules
- Difficulty or delay in getting an appointment
- Was unable to get time off work
- Office/clinic was not open nights or weekends
- Difficulty getting to office/clinic (Too far away, no transportation)
- No one at specialist's office speaks my language
- Child/adult care problem
- Other, specify: \_\_\_\_\_

**\*26U) [ASK ONLY IF UNINSURED]: If it was a problem, can you please tell me why it was a problem?**

[DO NOT READ RESPONSE OPTIONS UNLESS THE RESPONDENT NEEDS TO BE PROBED. MARK ALL THAT APPLY. IF NO OPTION MATCHES, THEN SPECIFY RESPONSE.]

- No specialist nearby
- No specialist nearby would accept me
- Too expensive/can't afford
- Difficulty or delay in getting an appointment
- Was unable to get time off work
- Office/clinic was not open nights or weekends
- Difficulty getting to office/clinic (Too far away, no transportation)
- No one at specialist's office speaks my language
- Child/adult care problem
- Other, specify: \_\_\_\_\_

**27) In the last 12 months, how many days did you usually have to wait for an appointment when you needed to see a specialist?**

[INDICATE THE LENGTH OF WAIT AS A NUMBER AND CIRCLE THE UNIT OF TIME SPECIFIED BY THE RESPONDENT.]

\_\_\_\_\_ DAYS / WEEKS / MONTHS

## Emergency Room

**28) During the past 12 months, how many times would you say you visited the emergency room for your health care? [DO NOT READ RESPONSE OPTIONS. MARK THE ONE RESPONSE THAT MATCHES MOST CLOSELY WITH THE OPTIONS BELOW.]**

- Not at all [GO TO #31]
- 1
- 2
- 3 or more times

**29) [ASK ONLY IF INSURED]: I would like to know, in addition to serious illness or injury, what are reasons why you visited the emergency room instead of a doctor's office or clinic. For each reason that I list, please tell me on a scale from 1 to 5, 5 being the "most important," how important it was to your decision to go to the emergency room instead of a doctor's office or clinic.**

	I NOT IMPORTANT	2	3	4	5 VERY IMPORTANT
Can't afford to go elsewhere					
No doctor's office or clinic is nearby					
No doctor's office or clinic accepts my health insurance					
They don't turn anybody away					
Don't know where else to go					
Convenience/Don't need an appointment					
Best place to get care for condition					
Prefer/like this as usual source of care					
Easy to communicate/They have staff who speak my language					
They connect me to social services I need, such as housing or food					

**29U) [ASK ONLY IF UNINSURED]: I would like to know, in addition to serious illness or injury, what are reasons why you visited the emergency room instead of a doctor's office or clinic. For each reason that I list, please tell me on a scale from 1 to 5, 5 being the "most important," how important it was to your decision to go to the emergency room instead of a doctor's office or clinic.**

	I NOT IMPORTANT	2	3	4	5 VERY IMPORTANT
Can't afford to go elsewhere					
No doctor's office or clinic is nearby					
No doctor's office or clinic would accept me					
They don't turn anybody away					
Don't know where else to go					

Convenience/Don't need an appointment					
Best place to get care for condition					
Prefer/like this as usual source of care					
Easy to communicate/They have staff who speak my language					
No regular doctor/nurse					
They connect me to social services I need, such as housing or food					

**30) [ASK ONLY IF INSURED]: How has your use of the emergency room changed since you got insurance?**

- I use it more
- I use it less
- Stayed the same

**\*30U) [ASK ONLY IF UNINSURED]: How has your use of the emergency room changed in the past 12 months?**

- I use it more
- I use it less
- Stayed the same

## Health Care Quality

**31) Thinking about the last place you went to receive health care services in the past 12 months, how much did you trust the doctor or other health care provider in understanding your health needs?**

- Not at all
- A little
- Somewhat
- Very much

**32) To what extent does your doctor or other health care provider understand and respect your cultural beliefs and preferences?**

- Not at all
- A little
- Somewhat
- Very much
- Don't know/Not Sure

**33) How difficult has it been for you to manage your care or your family's care when you have to see more than one health care provider for an illness or health care condition (for example, seeing a primary care provider and a specialist who both are helping you manage your health condition)?**

- Not at all difficult [GO TO #35]
- Slightly difficult [GO TO #34]
- Difficult [GO TO #34]
- Very difficult [GO TO #34]
- Not applicable [GO TO #35]

**34) What would make it easier for you to coordinate or manage care across multiple doctors/providers for you or your family? [MARK ALL THAT APPLY]**

- Education about seeing multiple providers.
- Help to understand scheduling and visiting another provider.
- Sharing my medical histories between providers.
- Someone to help manage and navigate my care between providers.
- Knowing my eligibility to get care.
- Other, please specify: \_\_\_\_\_

## **Cost of Care**

**35) Was there a time in the past 12 months when you needed to see a doctor or other health care provider but could not because of cost?**

- Yes [GO TO #36]
- No [GO TO #37]

**36) What cost prevented you from seeking care? [MARK ALL THAT APPLY]**

- Deductible (or the amount I have to pay in out-of-pocket expenses each year before my insurance starts paying for care. This often ranges from \$1,000 to \$6,000).
- Co-pay/Coinsurance (or the money that I have to pay out-of-pocket for each service, something like \$20 or \$25 each time I see a doctor.)
- Prescription medications
- Other, please specify: \_\_\_\_\_
- Don't have health insurance

**37) In the past 12 months, did you have any problems paying or were you unable to pay your medical bills?**

- Yes [GO TO #38]     No [GO TO #39]

**38) Did owing money to a health care provider affect your decision to use health care services? [IF RESPONDENT SAYS 'YES', THEN ASK WHETHER THEY SOUGHT TO AVOID THE PROVIDER THEY OWED MONEY OR HEALTH CARE PROVIDERS IN GENERAL.]**

- Yes, I did not want to use health care services from the provider that I owed.
- Yes, I did not want to use health care services from any provider.
- No

## EXTERNAL BARRIERS AND FACILITATORS TO CARE

39) I want to learn more about the neighborhood where you live. I will share some statements about your neighborhood with which you may or may not agree. As I read each one, please respond with **Strongly Disagree**, **Somewhat Disagree**, **Somewhat Agree**, or **Strongly Agree**.

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE
I feel safe walking in my neighborhood.				
It is easy to walk to a transit stop (such as bus or train stop) from my home.				
My neighborhood has many sidewalks for me to walk regularly.				
My neighborhood has parks and green areas where children can play.				
My neighborhood has at least one grocery store near me where I can buy fresh fruits and vegetables.				
My neighborhood has a high crime rate.				
The high crime rate in my neighborhood prevents me from accessing health care when I need it.				

40) I'm going to list different types of service organizations in your community. For each, please tell me if it would be easier to access care if doctors and health care providers worked with these types of organizations.

	Yes-Would Make it Easier	No – Would Make No Difference
Behavioral health/substance abuse counseling		
Mental health counseling		
Family planning		
Child care/day care centers		
Schools (K-12)		
Adult education/job training		
Housing Support (subsidized, emergency, transitional)		
Food banks or pantries		
Legal aid/criminal justice		
Places of worship (e.g., churches, temples, etc)		
Other, please specify:		

## UNDERSTANDING AND NAVIGATING THE HEALTH CARE SYSTEM

Now I will ask you questions about where and how you get information on accessing health care.

**41) What source do you trust most in your community to provide information about where to go to get health care? [DO NOT READ RESPONSE OPTIONS. MARK THE ONE RESPONSE THAT MATCHES MOST CLOSELY WITH OPTIONS BELOW. IF NO OPTION MATCHES, THEN SPECIFY RESPONSE.]**

- News and other media (e.g., radio, ads, etc.)
- Website/online searches/social media (Twitter, Facebook, etc.)
- Health care providers (doctors, clinics, hospitals)
- Friends and family
- Community-based organizations
- Faith-based organizations (churches, mosques, synagogues, temples, etc.)
- Covered California
- An insurance agent or company
- An accountant
- My employer
- Other, please specify \_\_\_\_\_
- None

**42) [ASK ONLY IF INSURED]: How well would you say you understand how to use your health insurance?**

- Not at all     A little     Some     Very much

**43) [ASK ONLY IF INSURED]: What is one thing that you would like to learn that would help you the most in using your health insurance?**

\_\_\_\_\_

**44) Do you know places you can go to in your community to get a person to help you enroll in Medi-Cal or a plan offered by Covered California?**

Yes [ASK THEM TO SPECIFY WHERE OR WHO]:

\_\_\_\_\_

- No
- I'm not sure

**45) Who has been most helpful to you in providing information about health insurance options available through Medi-Cal and Covered California? [DO NOT READ RESPONSE OPTIONS. MARK THE ONE RESPONSE THAT MATCHES MOST CLOSELY WITH OPTIONS BELOW. IF NO OPTION MATCHES, THEN SPECIFY RESPONSE.]**

- News and other media (e.g., radio, ads, etc.)
- Website/online searches/social media (Twitter, Facebook, etc.)
- Health care providers (Doctors, clinics, hospitals)
- Friends and family
- Community sources (Community events, places of worship, local community organizations)
- Help from people at health fairs
- Covered California
- An insurance agent or company
- An accountant

- My employer
- Other, please specify \_\_\_\_\_
- None

**46) [ASK ONLY IF INSURED]:** Now I’m going to list a few possible topics for an educational/informational event to help you better understand and use your health insurance. For each statement, please tell me on a scale from 1 to 5 with 5 being “Very Helpful”, how helpful would an event on that topic be for you?

	I NOT HELPFUL	2	3	4	5 VERY HELPFUL
Understand the basics of health insurance (such as knowing what are premiums, copayments, and deductibles)					
Find a provider of your choice					
Use health insurance at health care settings					
Communicate with your provider					

**\*46U) [ASK ONLY IF UNINSURED]:** Now I’m going to list a few possible topics for an educational/informational event to help you better understand your health insurance options. For each statement, please tell me on a scale from 1 to 5 with 5 being “Very Helpful”, how helpful would an event on that topic be for you?

	I NOT HELPFUL	2	3	4	5 VERY HELPFUL
How to determine insurance eligibility					
How to buy health insurance					
How to find a provider of choice					
How to use health insurance at health care settings					
How to communicate with providers					

**47) In the last 12 months, how often did you have difficulty understanding medical advice or instructions provided by a doctor or health care provider?**

- Never       Sometimes       Usually       Always

**FOR ENGLISH SPEAKERS - END OF SURVEY. Thank you for your time and participation. Please feel free to contact [INSERT NAME AND CONTACT INFORMATION] if you have any further questions.**

**[ASK QUESTIONS 48-50 ONLY IF RESPONSE TO QUESTION #9 WAS “YES,” INDICATING RESPONDENT SPEAKS A LANGUAGE OTHER THAN ENGLISH AT HOME]**

**48) An interpreter is someone who helps you talk with others who do not speak your language. Interpreters can include staff from the provider’s office or telephone interpreters. In the last 12 months, was there a time when you needed an interpreter at a health care setting?**

Yes [GO TO #50]     No [END OF SURVEY. Thank you for your time and participation. Please feel free to contact [INSERT NAME AND CONTACT INFORMATION] if you have any further questions.]

**49) When you needed an interpreter, did anyone at the health care setting let you know that an interpreter was available free of charge?**

Yes                       No

**50) In the last 12 months, how often were you provided with interpreter services when you needed one?**

Always                       Usually                       Sometimes                       Never

**END OF SURVEY. We have reached the end of the survey. Thank you for your time and participation. Please feel free to contact [INSERT NAME AND CONTACT INFORMATION] if you have any further questions.**

Translated versions of the Health Care Access Survey of South Sacramento are available in Spanish, Hmong, and Vietnamese.  
Data entry guides also available upon request.

For more information, please contact:

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