

Created for: ACEP

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Interviewing: June 3-7, 2009
 Respondents: 1012 U.S. adults aged 18 and older
 Margin of Error: 3.1%

Note

A (*) means less than one-half percent responding; and a (-) means non-response or zero percent
 Percentages may not add up to 100 percent due to rounding

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Q1.....In the last year, have you visited a hospital emergency room either for yourself or with a member of your family?

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Q2.....For the next couple questions, please consider your most recent visit to the emergency room. How satisfied were you with the overall treatment and care provided?

Q3.....How would you characterize the length of time you had to wait to receive care at the hospital emergency room? Would you say it was...

Q4.....Approximately how long did you have to wait before care was provided at the hospital emergency room?

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Q5.....Even if you haven't visited an emergency room recently, please tell me if you are very concerned, somewhat concerned, not very concerned, or not at all concerned about the following as it relates to the hospital emergency room in your community.

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Q6.....Please tell me if you agree or disagree with the following statements. Do you agree or disagree? And is that strongly or just somewhat [agree/disagree]?

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BASE: ALL RESPONDENTS

Q1 In the last year, have you visited a hospital emergency room either for yourself or with a member of your family?

Base	N=1012
Yes	49%
No	51%
Don't know/Refused	-

BASE: BEEN TO ER IN THE PAST YEAR

Q2 For the next couple questions, please consider your most recent visit to the emergency room. How satisfied were you with the overall treatment and care provided? Were you...

Base	N=459
Very satisfied/Somewhat satisfied	80%
Very satisfied	48%
Somewhat satisfied	32%
Neither satisfied nor unsatisfied	3%
Somewhat dissatisfied/Very dissatisfied	16%
Somewhat dissatisfied	10%
Very dissatisfied	7%
Don't know/Refused	-

BASE: BEEN TO ER IN THE PAST YEAR

Q3 How would you characterize the length of time you had to wait to receive care at the hospital emergency room? Would you say it was...

Base	N=459
Longer than you expected	29%
About what you expected	39%
Shorter than you expected	30%
Don't know/Refused	2%

BASE: BEEN TO ER IN THE PAST YEAR

Q4 Approximately how long did you have to wait before care was provided at the hospital emergency room?

Base	N=459
Less than 1 hour	61%
1 to less than 3 hours	25%
3 to less than 5 hours	7%
5 to less than 7 hours	5%
More than 7 hours	1%
Don't know/Refused	1%

BASE: ALL RESPONDENTS

Q5 Even if you haven't visited an emergency room recently, please tell me if you are very concerned, somewhat concerned, not very concerned, or not at all concerned about the following as it relates to the hospital emergency room in your community. The first/next item is...

SUMMARY TABLE A1 - VERY CONCERNED/SOMEWHAT CONCERNED

Base	N=1012
The length of time you would have to wait to see a doctor	67%
The availability of specialists you may need	57%
General overcrowding	55%
The availability of staff and resources in the emergency department such as nurses, doctors, and laboratory equipment.	55%
The length of time to get a bed after you are admitted	52%
The age and condition of equipment and facilities	39%

SUMMARY TABLE A2 - NOT VERY CONCERNED/NOT AT ALL CONCERNED

Base	N=1012
The age and condition of equipment and facilities	57%
General overcrowding	43%
The availability of staff and resources in the emergency department such as nurses, doctors, and laboratory equipment	43%
The availability of specialists you may need	41%
The length of time to get a bed after you are admitted	40%
The length of time you would have to wait to see a doctor	30%

TABLE B - LENGTH OF TIME YOU WOULD HAVE TO WAIT TO SEE A DOCTOR

Base	N=1012
Very concerned/Somewhat concerned	67%
Very concerned	41%
Somewhat concerned	26%
Not very concerned/Not at all concerned	30%
Not very concerned	15%
Not at all concerned	16%
Don't know/Refused	3%

TABLE C - AVAILABILITY OF SPECIALISTS YOU MAY NEED

Base	N=1012
Very concerned/Somewhat concerned	57%
Very concerned	31%
Somewhat concerned	26%
Not very concerned/Not at all concerned	41%
Not very concerned	18%
Not at all concerned	23%
Don't know/Refused	3%

TABLE D - GENERAL OVERCROWDING

Base	N=1012
Very concerned/Somewhat concerned	55%
Very concerned	25%
Somewhat concerned	30%
Not very concerned/Not at all concerned	43%
Not very concerned	19%
Not at all concerned	24%
Don't know/Refused	2%

TABLE E - AGE AND CONDITION OF EQUIPMENT AND FACILITIES

Base	N=1012
Very concerned/Somewhat concerned	39%
Very concerned	23%
Somewhat concerned	17%
Not very concerned/Not at all concerned	57%
Not very concerned	26%
Not at all concerned	30%
Don't know/Refused	4%

TABLE F - AVAILABILITY OF STAFF AND RESOURCES IN THE EMERGENCY DEPARTMENT SUCH AS NURSES, DOCTORS, AND LABORATORY EQUIPMENT

Base	N=1012
Very concerned/Somewhat concerned	55%
Very concerned	29%
Somewhat concerned	26%
Not very concerned/Not at all concerned	43%
Not very concerned	20%
Not at all concerned	24%
Don't know/Refused	2%

TABLE G - LENGTH OF TIME TO GET A BED AFTER YOU ARE ADMITTED

Base	N=1012
Very concerned/Somewhat concerned	52%
Very concerned	25%
Somewhat concerned	27%
Not very concerned/Not at all concerned	40%
Not very concerned	17%
Not at all concerned	23%
Don't know/Refused	8%

BASE: ALL RESPONDENTS

Q6 Please tell me if you agree or disagree with the following statements. The first/next statement is ... Do you agree or disagree? And is that strongly or just somewhat [agree/disagree]?

SUMMARY TABLE A1 - STRONGLY AGREE/SOMEWHAT AGREE

Base	N=1012
Emergency care benefits should be included as part of any government sponsored health insurance plan.	81%
You are confident in the care you receive from emergency room doctors.	80%
Emergency room doctors are medical specialists and receive extensive residency training	80%
Most emergency room doctors are board certified in emergency medicine, train in an approved emergency medical specialty program and pass emergency specialty exams.	79%
The federal government should increase funding to emergency rooms to increase the number of doctors and services available	67%
If everyone had a primary care doctor, the demand for emergency room services would decrease.	66%
Emergency rooms are adequately staffed with doctors and nurses	66%
Universal health coverage would reduce the number of people using hospital emergency rooms.	54%
Emergency room doctors provide lower quality care than primary care physicians	35%

SUMMARY TABLE A2 - SOMEWHAT DISAGREE/STRONGLY DISAGREE

Base	N=1012
Emergency room doctors provide lower quality care than primary care physicians	60%
Universal health coverage would reduce the number of people using hospital emergency rooms	36%
Emergency rooms are adequately staffed with doctors and nurses	31%
If everyone had a primary care doctor, the demand for emergency room services would decrease	30%
The federal government should increase funding to emergency rooms to increase the number of doctors and services available	28%
You are confident in the care you receive from emergency room doctors	16%
Emergency care benefits should be included as part of any government sponsored health insurance plan	16%
Most emergency room doctors are board certified in emergency medicine, train in an approved emergency medical specialty program and pass emergency specialty exams	11%
Emergency room doctors are medical specialists and receive extensive residency training	10%

TABLE B - EMERGENCY ROOM DOCTORS ARE MEDICAL SPECIALISTS AND RECEIVE EXTENSIVE RESIDENCY TRAINING

Base	N=1012
Strongly agree/Somewhat agree	80%
Strongly agree	43%
Somewhat agree	37%
Somewhat disagree/Strongly disagree	10%
Somewhat disagree	7%
Strongly disagree	3%
Don't know/Refused	10%

TABLE C - MOST EMERGENCY ROOM DOCTORS ARE BOARD CERTIFIED IN EMERGENCY MEDICINE, TRAIN IN AN APPROVED EMERGENCY MEDICAL SPECIALTY PROGRAM AND PASS EMERGENCY SPECIALTY EXAMS

Base	N=1012
Strongly agree/Somewhat agree	79%
Strongly agree	44%
Somewhat agree	35%
Somewhat disagree/Strongly disagree	11%
Somewhat disagree	8%
Strongly disagree	3%
Don't know/Refused	10%

TABLE D - YOU ARE CONFIDENT IN THE CARE YOU RECEIVE FROM EMERGENCY ROOM DOCTORS

Base	N=1012
Strongly agree/Somewhat agree	80%
Strongly agree	46%
Somewhat agree	35%
Somewhat disagree/Strongly disagree	16%
Somewhat disagree	9%
Strongly disagree	7%
Don't know/Refused	4%

TABLE E - EMERGENCY ROOMS ARE ADEQUATELY STAFFED WITH DOCTORS AND NURSES

Base	N=1012
Strongly agree/Somewhat agree	66%
Strongly agree	29%
Somewhat agree	37%
Somewhat disagree/Strongly disagree	31%
Somewhat disagree	17%
Strongly disagree	13%
Don't know/Refused	4%

TABLE F - THE FEDERAL GOVERNMENT SHOULD INCREASE FUNDING TO EMERGENCY ROOMS TO INCREASE THE NUMBER OF DOCTORS AND SERVICES AVAILABLE

Base	N=1012
Strongly agree/Somewhat agree	67%
Strongly agree	43%
Somewhat agree	24%
Somewhat disagree/Strongly disagree	28%
Somewhat disagree	12%
Strongly disagree	16%
Don't know/Refused	4%

TABLE G - UNIVERSAL HEALTH COVERAGE WOULD REDUCE THE NUMBER OF PEOPLE USING HOSPITAL EMERGENCY ROOMS

Base	N=1012
Strongly agree/Somewhat agree	54%
Strongly agree	31%
Somewhat agree	24%
Somewhat disagree/Strongly disagree	36%
Somewhat disagree	11%
Strongly disagree	25%
Don't know/Refused	10%

TABLE H - IF EVERYONE HAD A PRIMARY CARE DOCTOR, THE DEMAND FOR EMERGENCY ROOM SERVICES WOULD DECREASE

Base	N=1012
Strongly agree/Somewhat agree	66%
Strongly agree	41%
Somewhat agree	25%
Somewhat disagree/Strongly disagree	30%
Somewhat disagree	16%
Strongly disagree	14%
Don't know/Refused	3%

TABLE I - EMERGENCY CARE BENEFITS SHOULD BE INCLUDED AS PART OF ANY GOVERNMENT SPONSORED HEALTH INSURANCE PLAN

Base	N=1012
Strongly agree/Somewhat agree	81%
Strongly agree	56%
Somewhat agree	24%
Somewhat disagree/Strongly disagree	16%
Somewhat disagree	4%
Strongly disagree	12%
Don't know/Refused	3%

TABLE J - EMERGENCY ROOM DOCTORS PROVIDE LOWER QUALITY CARE THAN PRIMARY CARE PHYSICIANS

Base	N=1012
Strongly agree/Somewhat agree	35%
Strongly agree	16%
Somewhat agree	19%
Somewhat disagree/Strongly disagree	60%
Somewhat disagree	31%
Strongly disagree	29%
Don't know/Refused	5%

BASE: ALL RESPONDENTS

Q7 If Congress and the Obama Administration develop a government sponsored health insurance plan, how much of a priority should emergency room care be as part of the benefits package? Would you say it is...

Base	N=1012
The highest priority/One of the top priorities	51%
The highest priority	14%
One of the top priorities	37%
A priority, but not as great as many others/Not a priority at all	46%
A priority, but not as great as many others	37%
Not a priority at all	9%
No opinion	2%
Don't know/Refused	2%