



October 14, 2016

**2016 Commonwealth Fund International Health Policy Survey
FINAL SWITZERLAND ITALIAN**

(P.N.- PLEASE PLACE TIMERS PER SECTION)

SUBJECTS FOR QUESTIONNAIRE:

**Average Time in Minutes
(US English)**

| | |
|--|-----------|
| SECTION 500: COUNTRY LIST ORDER FROM THE 55+ AND PHYSICIANS STUDIES..... | XX |
| SECTION 600: SAMPLE PRELOAD..... | XX |
| SECTION 700: INTRODUCTION & SCREENER..... | XX |
| SECTION 1100: ACCESS & PRIMARY CARE | XX |
| SECTION 1200: USE OF SPECIALISTS | XX |
| SECTION 1300: EXPERIENCES WITH CARE IN THE HOSPITAL & ER..... | XX |
| SECTION 1400: HEALTH CARE COVERAGE | XX |
| SECTION 1500: OUT OF POCKET COSTS & MEDICAL BILLS..... | XX |
| SECTION 1600: PRESCRIPTION DRUG USE..... | XX |
| SECTION 1700: MEDICAL ERRORS..... | XX |
| SECTION 1800: HEALTH STATUS AND CHRONIC ILLNESS CARE | XX |
| SECTION 1850: SOCIAL CONTEXT AND BEHAVIORAL FACTORS AFFECTING HEALTH | XX |
| SECTION 1900: OVERALL SYSTEM VIEWS | XX |
| SECTION 2000: DEMOGRAPHICS | <u>XX</u> |

P.N.- IN THE DATASET, PLEASE CONVERT ALL 'D' RESPONSE VALUES TO CODE '8'; AND ALL 'R' RESPONSE VALUES TO CODE '9'. SIMILARLY, ALL "DD" CODE VALUES EQUAL "98" AND ALL 'RR' CODE VALUES EQUAL '99'. AND SO FORTH, 'DDD=998' 'RRR=999'.

P.N. - 82% of interviews in Quebec to be completed in French. Program will need to be set up in a way that allows terminating according to language/region.



GLOBAL PROGRAMMING INSTRUCTIONS

TEXT

- ANY TEXT RESPONSES COLLECTED SHOULD BE FORWARDED IN A MICROSOFT EXCEL SPREADSHEET MATCHED BY UNIQUE ID (QID.)

WEB VS. PHONE

- The “(DO NOT READ)” response options should be shown in phone only unless otherwise specified
- Questions marked with “(PN: MAKE A GRID)” should be shown in the web survey on one screen in a user friendly grid
- In the WEB program, respondents should be able to “skip” any questions as be coded as “X”. Phone respondents should have a response for every question they are asked (i.e., not skipped due to a skip pattern).
- Interviewer notes and instructions should be shown in the phone program only unless otherwise specified.
- Some interviewer notes/instructions should be modified and shown to all respondents for web. These will be denoted with “(WEB NOTE ONLY:...)” These notes should be placed below the question text in italic font.

NON-RESPONSE CODES

- BLANKS ARE DENOTED BY AN “X” AND CORRESPOND TO SKIPS TO A GIVEN QUESTION IN THE “WEB” MODE
- CODES IN THE “PHONE” MODE MARKED WITH A “V” STANDS FOR “VOLUNTARY” AND SHOULD NOT BE READ TO RESPONDENTS

MULTIPLE - RESPONSE

- We will NET the new ‘Multi-punch’ code with “Not sure” for all cases where “Not Sure” is offered as an option as a separate variable.
- Implement a hierarchy for the few questions where a hierarchy may be warranted. On questions where a hierarchy is implemented, SSRS will create a separate variable in which the multiple-response options will be reassigned according to the hierarchy that is put in place.



GLOBAL WEB PROGRAMMING NOTES:

- **2016 International Health Policy Survey – the title of the survey should be displayed on every screen**
- Respondents should be allowed to skip every question
- Header on every page should contain the client official logo(s)
- The body of the page (question area) should be WHITE
- Please code any skipped/left blank response for a question a respondent saw as an “X” and code all programmatically skipped question as missing or with no code.
- Footer – light grey background for all pages other than landing page – smaller text font – should contain the following information:

For more information please contact --

If in German: Tamara Bonassi, Projektleiterin in der Fachstelle Evaluation und Forschung des Bundesamts für Gesundheit, +41 31 323 92 48

If in French: Tamara Bonassi, chargé de projet du service Evaluation et recherche de l’Office fédéral de la santé publique, +41 31 323 92 48

If in Italian : Tamara Bonassi, Capo progetto del Servizio valutazione e ricerca dell’Ufficio federale della sanità pubblica, +41 31 323 92 48

If in English: Tamara Bonassi, project leader of the Evaluation and Research service of the Federal Office of Public Health, +41 31 323 92 48

- Question text should be in larger font than response options
- Question numbers will be removed before going live.
- Preferred fonts – Arial, Helvetica, or Verdana
- Grids:
 - Html tables should be programmed in a way that column widths are set as proportions of the screen size. This will allow content to adjust to different browser window sizes.
 - If possible, we would like grids NOT to display table lines
 - Columns should be of equal width
 - Rows should be shaded – starting with the first row
 - No vertical shading – i.e. columns
- **EM1: [ERROR MESSAGE]:** (PN: IF A RESPONDENT FAILS TO PROVIDE A RESPONSE TO QUESTIONS SC2, SC2a, SC3a, SC3b, SC4a, CP1 Q710, Q710a, Q1005 EM1 SHOULD BE PRESENTED. THE ERROR MESSAGE SHOULD APPEAR ABOVE THE QUESTION MISSED (ON THE SAME SCREEN) IN BOLD BLACK TEXT.)
- **EM1 “Your answers to these questions are very important to us. Can you please take a moment to respond to the question below?”**

PN – WEB LINK LOGOS

PN – PLEASE CALCULATE THE RESPONDENT’S RESPONSE RATE. THIS WOULD BE CALCULATED BY TAKING: THE TOTAL NUMBER OF QUESTIONS ASKED – THE TOTAL NUMBER OF SKIPPED QUESTIONS (SHOULD HAVE BEEN CODED AS ‘X’) OVER THE TOTAL NUMBER OF QUESTION ASKED.



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(IHP 2015 Q500 / IHP 2014 Q600)

BASE: ALL RESPONDENTS

Q500.PRELOAD - COUNTRY

- 1 Australia
- 2 Canada
- 3 France
- 4 Germany
- 5 Netherlands
- 6 New Zealand
- 7 Norway
- 8 Sweden
- 9 Switzerland
- 10 United Kingdom
- 11 United States

SECTION 600: SAMPLE PRELOAD

(IHP 2013 Q600)

BASE: ALL RESPONDENTS

Q600 COUNTRY CODE

- 1 Australia
- 2 Canada
- 3 New Zealand
- 4 United Kingdom
- 5 United States
- 6 Germany
- 7 Netherlands
- 8 France
- 9 Norway
- 10 Sweden
- 11 Switzerland



(New)

BASE: ALL RESPONDENTS

Q600a. MODE OF COMPLETION

(Mode the interview was completed on per respondent)

- 1 Web
- 3 Phone

(New)

BASE: ALL SWISS RESPONDENTS (Q600=11/Q500=9)

Q600b. PHONE IN REGISTRY PER SAMPLE

- 1 Yes
- 2 No

(IHP 2013 Q601)

BASE: AUSTRALIA (Q.600=1)

Q.601 NEW SOUTH WALES SAMPLE

- 1 New South Wales sample (oversample)
- 2 Not New South Wales sample (main sample including the non-oversampled NSW portion)

(New)

BASE: AUSTRALIA (Q.600=1)

Q.602 VICTORIA SAMPLE

- 1 Victoria (oversample)
- 2 Not Victoria sample (non-oversampled Victoria portion)



(IHP 2014 Q615)

BASE: ALL RESPONDENTS - GERMANY, NORWAY, SWEDEN, SWITZERLAND

ONLY (Q600= 6,9,10,11 Q500=4,7,8,9)

FOR UK, NORWAY, GERMANY SHOULD BE BASED OFF Q2150

Q615. COMMUNITY TYPE

[P.N. - **Code as '7' if data/sample info is unavailable for Germany, Norway, Sweden, Switzerland**

- **Code as 'Missing' if other country**]

- 1 City/large town
- 2 Suburbs of a city/large town
- 3 Small town
- 4 Village or rural location
- 7 Not Available For This Country/These Countries

(New IHP 2016)

BASE: ALL RESPONDENTS -SWEDEN ONLY (Q600= 10 / Q500=8)

FOR UK, NORWAY, GERMANY SHOULD BE BASED OFF Q2150

Q617. COMMUNITY TYPE (Derived via registry-based postal code)

[P.N. - **Code as '97' if data/sample info is unavailable for Sweden**

- **Code as 'Missing' if other country**]

- 01 Metropolitan municipalities
- 02 Suburban municipalities
- 03 Large cities
- 04 Suburban municipalities to large cities
- 05 Commuter municipalities
- 06 Tourism and travel industry municipalities
- 07 Manufacturing municipalities
- 08 Sparsely populated municipalities
- 09 Municipalities in densely populated regions
- 10 Municipalities in sparsely populated regions
- 97 Not Available For This Country/These Countries



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(IHP 2014 Q620)

BASE: ALL RESPONDENTS - CANADA (Q600=2/Q500=2)

Q620. COMMUNITY SIZE

**[P.N. - Code as '97' if sample info is unavailable for Canada
- Code as 'Missing' if other country]**

[P.N. USE CODES 1-4 FOR CANADA]

- 1 Under 5,000
- 2 5,000-99, 999
- 3 100,000-999, 999
- 4 1,000,000 and over
- 97 Not Available For This Country/These Countries



(IHP 2014 Q625)

BASE: ALL RESPONDENTS - US ONLY (Q600=5/Q500=11)

Q625. AREA TYPE

- [P.N. - Code as '97' if data/sample info is unavailable for US
- Code as 'Missing' if other country]

[P.N. USE CODES 4-6 FOR US]

- 4 Urban (MSC=1)
- 5 Suburban (MSC =2-4)
- 6 Rural (MSC=5)
- 97 Not Available For This Country/These Countries

US ONLY (Q600=5) - METRO STATUS (variable name: METRO)

| Code | Description of where the HHs reside |
|------|---|
| 1 | In the Center City if an MSA |
| 2 | Outside the Center City of an MSA, but inside the county containing the Center City |
| 3 | Inside a Suburban County of the MSA |
| 4 | In an MSA that has NO Center City |
| 5 | Not in an MSA |

(IHP 2013 Q630 - MODIFIED regions for France)

BASE: ALL COUNTRIES, EXCEPT SWITZERLAND (Q600=1-10)

Q630. REGION -

[USE CODES 1-8 FOR AUSTRALIA, CODES 9-21 FOR CANADA, CODES 22-25 FOR NEW ZEALAND, CODES 26-37 FOR UK, CODES 38-41 FOR US, CODES 42-57 FOR GERMANY, CODES 58-78 FOR SWEDEN, CODES 79-97 FOR NORWAY, CODES 98-109 FOR THE NETHERLANDS AND CODES 110-131 FOR FRANCE.]

- [P.N. - Code as '997' if data/sample info is unavailable per country
- Code as 'Missing' if other country (ONLY SWITZERLAND SHOULD BE MISSING)]

- 1 NSW
- 2 VIC
- 3 QLD
- 4 WA
- 5 SA
- 6 TS



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- 7 **ACT**
- 8 **NT**
- 9 Newfoundland and Labrador
- 10 Prince Edward Island
- 11 Nova Scotia
- 12 New Brunswick
- 13 Quebec
- 14 Ontario
- 15 Manitoba
- 16 Saskatchewan
- 17 Alberta
- 18 British Columbia
- 19 Yukon Territory
- 20 Northwest Territories
- 21 Nunavut
- 22 **Auckland**
- 23 **North**
- 24 **Central**
- 25 **South**
- 26 North East
- 27 Yorks & Humber
- 28 East Midlands
- 29 Eastern
- 30 London
- 31 South East
- 32 South West
- 33 West Midlands
- 34 North West
- 35 Wales
- 36 Scotland
- 37 Northern Ireland
- 38 **Northeast**
- 39 **South**
- 40 **Midwest**
- 41 **West**
- 42 Schleswig-Holstein
- 43 Hamburg
- 44 Bremen
- 45 Niedersachsen
- 46 Nordrhein-Westfalen
- 47 Rheinland-Pfalz
- 48 Saarland
- 49 Hessen
- 50 Baden-Württemberg
- 51 Bayern
- 52 Berlin



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- 53 Mecklenburg- Vorpommern
- 54 Brandenburg
- 55 Sachsen-Anhalt
- 56 Thüringen
- 57 Sachsen
- 58 Stockholm**
- 59 Uppsala**
- 60 Södermanland**
- 61 Östergötland**
- 62 Jönköping**
- 63 Kronoberg**
- 64 Kalmar**
- 65 Gotland**
- 66 Blekinge**
- 67 Skåne**
- 68 Halland**
- 69 Västra Götaland**
- 70 Värmland**
- 71 Örebro**
- 72 Västmanland**
- 73 Dalarna**
- 74 Gävleborg**
- 75 Västernorrland**
- 76 Jämtland**
- 77 Västerbotten**
- 78 Norrbotten**
- 79 Østfold
- 80 Akershus
- 81 Oslo
- 82 Hedmark
- 83 Oppland
- 84 Buskerud
- 85 Vestfold
- 86 Telemark
- 87 Aust-Agder
- 88 Vest-Agder
- 89 Rogaland
- 90 Hordaland
- 91 Sogn og Fjordane
- 92 Møre og Romsdal
- 93 Sør-Trøndelag
- 94 Nord-Trøndelag
- 95 Nordland
- 96 Troms
- 97 Finnmark
- 98 Drenthe**



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- 99 Flevoland**
- 100 Friesland**
- 101 Gelderland**
- 102 Groningen**
- 103 Limburg**
- 104 Noord-Brabant**
- 105 Noord-Holland**
- 106 Overijssel**
- 107 Utrecht**
- 108 Zeeland**
- 109 Zuid-Holland**
- 110 Alsace, Champagne-Ardenne, Lorraine
- 111 Aquitaine Limousin Poitou-Charentes
- 112 Auvergne-Rhône-Alpes
- 113 Bourgogne, Franche-Comté
- 114 Bretagne
- 115 Centre, Val de Loire
- 116 Corse
- 117 Île-de-France
- 118 Languedoc-Roussillon, Midi-Pyrénées
- 119 Nord-Pas-de-Calais, Picardie
- 120 Normandie
- 121 Pays de la Loire
- 122 Provence-Alpes, Côte-d'Azur
- 997 Not Available For This Country/TheseCountries



FOR FRANCE métropolitaine (Q600=8 / Q500=3)

(IHP 2014)

+ RECODE uda => (To be derived using self-reported postal code at 'QD-ZF' for Landline and Cellphone, if Landline and postal code 'QD-ZF' was refused use sample info)

| |
|--|
| <u>1. IDF</u> |
| <u>2. Bassin Parisien OUEST</u> |
| <u>3. Bassin Parisien EST</u> |
| <u>4. Nord</u> |
| <u>5. Ouest</u> |
| <u>6. Est</u> |
| <u>7. Sud Ouest</u> |
| <u>8. Sud Est</u> |
| <u>9. Méditerranée</u> |

RECODE CC - CITY/TOWN SIZE VARIABLE - REMOVED ON 03/03/16

(IHP 2013 Q635)

BASE: ALL RESPONDENTS - US ONLY (Q600=5/Q500=11)

Q635. STATE

**[P.N. - Code as '97' if data/sample info is unavailable for US
 - Code as 'Missing' if other country]**

- 01 Alabama
- 02 Alaska
- 03 Arizona
- 04 Arkansas
- 05 California
- 06 Colorado
- 07 Connecticut
- 08 Delaware
- 09 District of Columbia
- 10 Florida
- 11 Georgia
- 12 Hawaii
- 13 Idaho
- 14 Illinois
- 15 Indiana
- 16 Iowa
- 17 Kansas
- 18 Kentucky
- 19 Louisiana
- 20 Maine
- 21 Maryland



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- 22 Massachusetts
- 23 Michigan
- 24 Minnesota
- 25 Mississippi
- 26 Missouri
- 27 Montana
- 28 Nebraska
- 29 Nevada
- 30 New Hampshire
- 31 New Jersey
- 32 New Mexico
- 33 New York
- 34 North Carolina
- 35 North Dakota
- 36 Ohio
- 37 Oklahoma
- 38 Oregon
- 39 Pennsylvania
- 40 Rhode Island
- 41 South Carolina
- 42 South Dakota
- 43 Tennessee
- 44 Texas
- 45 Utah
- 46 Vermont
- 47 Virginia
- 48 Washington
- 49 West Virginia
- 50 Wisconsin
- 51 Wyoming
- 97 Not Available For This Country/TheseCountries



(IHP 2013 Q640)

BASE: ALL RESPONDENTS – SWITZERLAND ONLY (Q600=11)

Q640. CANTONS

**[P.N. - Code as '97' if data/sample info is unavailable for Switzerland
- Code as 'Missing' if other country]**

| | | |
|----|----|---|
| 01 | ZH | Zürich |
| 02 | BE | Bern |
| 03 | LU | Luzern |
| 04 | UR | Uri |
| 05 | SZ | Schwyz |
| 06 | OW | Obwalden |
| 07 | NW | Nidwalden |
| 08 | GL | Glarus |
| 09 | ZG | Zug |
| 10 | FR | Fribourg |
| 11 | SO | Solothurn |
| 12 | BS | Basel-Stadt |
| 13 | BL | Basel-Landschaft |
| 14 | SH | Schaffhausen |
| 15 | AR | Appenzell Ausserrhoden |
| 16 | AI | Appenzell Innerrhoden |
| 17 | SG | St. Gallen |
| 18 | GR | Graubünden |
| 19 | AG | Aargau |
| 20 | TG | Thurgau |
| 21 | TI | Ticino |
| 22 | VD | Vaud |
| 23 | VS | Valais |
| 24 | NE | Neuchatel |
| 25 | GE | Geneva |
| 26 | JU | Jura |
| 97 | | Not Available For This Country/TheseCountries |



(IHP 2014 Q642)

BASE: ALL RESPONDENTS - SWITZERLAND ONLY (Q600=11)

Q642. LINGUISTIC REGIONS - PRELOAD

[P.N. - Code as '7' if sample info is unavailable for Switzerland
- Code as 'Missing' if other country]

- 1 German
- 2 French
- 3 Italian
- 4 Rhaeto-Romansch
- 7 Not Available For This Country/TheseCountries

(IHP 2013 Q645)

BASE: ALL RESPONDENTS - UK only (Q600=4)

Q645. PRELOAD

[P.N. - Code as '7' if data/sample info is unavailable for UK
- Code as 'Missing' if other country]

- 1 England
- 2 Scotland
- 3 Wales
- 4 Northern Ireland
- 7 Not Available For This Country/TheseCountries

(IHP 2013 Q650)

BASE: ALL RESPONDENTS

Q650. CELL/LANDLINE - PRELOAD

- 1 Landline
- 2 Cell/Mobile



(IHP 2013 Q655)

BASE: ALL RESPONDENTS - CANADA ONLY (Q600=2)

Q655. Postal code from sample file - PRELOAD

[ALPHANUMERIC; MAX 6 CHARACTERS]

|_|_|_|_|_|_|_|

(IHP 2013 Q660)

BASE: ALL RESPONDENTS - AUSTRALIA ONLY (Q600=1)

Q660. Postal code from sample file - PRELOAD

[ALPHANUMERIC; MAX 4 CHARACTERS]

|_|_|_|_|

(NEW)

BASE: ALL RESPONDENTS - SWEDEN ONLY (Q600= 10 / Q500=8)

Q665. Postal code from sample file - PRELOAD

[ALPHANUMERIC; MAX 5 CHARACTERS]

|_|_|_|_|_|_|

(NEW)

BASE: ALL RESPONDENTS - SWITZERLAND ONLY (Q600= 11 / Q500=9)

Q666. Postal code from sample file - PRELOAD

[ALPHANUMERIC; MAX 4 CHARACTERS]

|_|_|_|_|

(NEW)

BASE: ALL RESPONDENTS - NORWAY ONLY (Q600= 9 / Q500=7)

Q667. Sample-based Age

[NUMERIC; MAX 3 CHARACTERS]

|_|_|_|

999 Age missing in sample



ANY TRANSLATION-SPECIFIC MODIFICATIONS HAVE BEEN ANNOTATED IN THE COUNTRY-SPECIFIC TRANSLATED QUESTIONNAIRES.

SECTION 700: INTRODUCTION AND SCREENER

[PN: PLEASE INCLUDE TIME STAMP FOR EACH SECTION OF SURVEY.]

(PN – PLEASE ADD IN SAME SCREEN AS INTRO1 FOR LANDLINE RESPONDENTS ONLY Q650=1)
(INTERVIEWER NOTE -- Confirm that person on phone is adult (age 18 or older). If child is on phone, ask to speak with adult.)

BASE: ALL NON-SWISS RESPONDENTS (Q600=1-10)

INTRO 1

[IF AUS (Q600=1/Q500=1), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of (**INSERT ONLY IF Q601=1** “the Bureau of Health Information, and”) the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF CAN (Q600=2/Q500=2, **AND** ‘NOT ONTARIO, OR QUEBEC SAMPLE’), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of the Canadian Institutes of Health Research (CIHR), the Canadian Institute for Health Information (CIHI), and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF CAN (Q600=2/Q500=2, **AND** ‘ONTARIO SAMPLE’), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of Health Quality Ontario, other national health organizations, and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF CAN (Q600=2/Q500=2, **AND** ‘QUEBEC SAMPLE’), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of the Quebec Health and Welfare Commissioner, other national health organizations, and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF FR (Q600=8/Q500=3), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of Haute Autorité de Santé and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF GER (Q600=6/Q500=4), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of BQS-Institut and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF NETH (Q600=7/Q500=5), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of IQ healthcare, verbonden aan het Radboudumc te Nijmegen and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]



[IF NZ (Q600=3/Q500=6), Good morning/afternoon/evening, my name is _____. I am calling on behalf of the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything]

[IF NOR (Q600=9/Q500=7), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of Nasjonalt kunnskapssenter for helsetjenesten and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF SWE (Q600=10/Q500=8), Good morning/afternoon/evening, my name is _____. I am calling on behalf of Myndigheten för vårdanalys and an American health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF UK (Q600=4/Q500=10), Good morning/afternoon/evening, my name is _____. I am calling on behalf of the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF US (Q600=5/Q500=11), Good morning/afternoon/evening, my name is _____. I am calling on behalf of the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

(IF NECESSARY: The interview will take approximately 15 minutes, depending on your responses)

(IF NECESSARY: This survey is being conducted to help policy makers in your country understand your experiences with health care. It is also being conducted in 10 other countries. This survey is completely confidential. Your answers will be combined with those of other people and there will be nothing in the results that could identify you.)

(IF NECESSARY: This survey is being conducted by The Commonwealth Fund, a non-profit foundation in the United States that conducts international health research, and a partnership of international policy organizations.)

(IF NECESSARY: The answers you give will be kept strictly confidential and only be used to help understand how well (the) [INSERT Q600]'s health care system works in comparison to other countries.)

(IHP 2014 QSC2 – Modified to be appropriate for all adults rather than only 55+ Adults and to include the US and Canada)

BASE: NON-SWITZERLAND LANDLINE SAMPLE (Q650=1 AND Q600=1-10/ Q500=1-8,10-11)

SC2. And so that I can ask you the right questions, could you please tell me: Including yourself [(IF NZ (Q600=3/Q500=6) ADD: “including boarders”], how many adults, 18 or older, live in your household?



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- _____ (1-5)
- 96 None
 - 6 6 or more adults
 - 98 (DO NOT READ) Not sure
 - 99 (DO NOT READ) Refused

(IF Q.SC2 = '**N None**' THANK AND TERM)



(IHP 2014 SC2a – Modified question text to ask to confirm for the adult in the HH and to include the US and Canada)

BASE: NON-SWITZERLAND AND ONE ADULT IN HH IF (Q.SC2 = 1 AND Q600=1-10/ Q500=1-8,10-11)

SC2a. And just to confirm, am I speaking with an adult age 18 or older who lives in this house or apartment?

- | | | |
|---|--|--|
| 1 | Already on phone | GO TO INTRO3 |
| 2 | Brought to phone | GO TO Q.SC4 |
| 3 | Not at home now | SET UP CALLBACK |
| 7 | (DO NOT READ) Adult infirmed, unable to do interview | THANK & TERM. RECORD AS QSC2a ADULTUnable |
| 9 | (DO NOT READ) Refused | THANK & TERM. RECORD AS RQSC2a |

(IHP 2014 SC3a - Mofidied to be appropriate for all adults rather than only 55+ Adults and to include the US and Canada)

BASE: NON-SWITZERLAND AND TWO ADULTS IN HH IF (Q.SC2 = 2 AND Q600=1-10/ Q500=1-8,10-11)

P.N. – RANDOMLY SELECT YOUNGER OR OLDER

P.N. – SHOW INTERVIEWER NOTE FOR NORWAY ONLY (Q600=9/Q500=7)

SC3a. May I please speak with the (younger/older) of the two adults?

(INTERVIEWER NOTE: If adult asked for is not at home or not available, interviewer can continue with the adult on the.)

- | | | |
|---|--|--|
| 1 | Already on phone | GO TO INTRO3 |
| 2 | Brought to phone | GO TO Q.SC4 |
| 3 | Not at home now | SET UP CALLBACK |
| 7 | (DO NOT READ) Adult infirmed, unable to do interview | THANK & TERM. RECORD AS QSC3a ADULTUnable |
| 9 | (DO NOT READ) Refused | THANK & TERM. RECORD AS RQSC3a |



(IHP 2014 SC3b - Modified to be appropriate for all adults rather than only 55+ Adults and to include the US and Canada)

BASE: NON-SWITZERLAND AND THREE OR MORE ADULTS IN HH OR 98/99 (Q.SC2 = 3+, 98, 99 AND Q600=1-10/ Q500=1-8,10-11)

P.N. – RANDOMLY SELECT CELEBRATED A BIRTHDAY LAST/WILL CELEBRATE A BIRTHDAY NEXT (P.N.: SHOW INTERVIEWER NOTE IF ‘CELEBRATED A BIRTHDAY LAST’ IS SELECTED)

P.N. – SHOW SECOND INTERVIEWER NOTE FOR NORWAY ONLY (Q600=9/Q500=7)

SC3b. May I please speak with the adult who (celebrated a birthday last/will celebrate a birthday next)?

(INTERVIEWER NOTE: If respondent is confused, explain that you are asking for the adult in the household who had the **most recent** birthday.)

(INTERVIEWER NOTE: If adult asked for is not at home or not available, interviewer can continue with the adult on.)

(P.N. SHOW CODE 4 ONLY IF QSC2=98 OR 99)

- | | | |
|---|--|---|
| 1 | Already on phone | GO TO INTRO3 |
| 2 | Brought to phone | GO TO Q.SC4 |
| 3 | Not at home now | SET UP CALLBACK |
| 7 | (DO NOT READ) Adult infirmed, unable to do interview | THANK & TERM. RECORD AS QSC3b ADULTUnable |
| 9 | (DO NOT READ) Refused | THANK & TERM. RECORD AS RQSC3b |



(IHP 2014 SC4)

(Modified for the UK to read “with support from The Health Foundation” rather than on “behalf of The Health Foundation”)

BASE: IF NON-SWITZERLAND/SWEDEN (QSc2a=2 OR Q.SC3a OR Q.SC3b = 2) AND (Q600=1-9/ Q500=1-7, 10-11)

PN: INSERT ‘the’ for US and UK (Q.600= 5,4/ Q500=10,11)

SC4.

[IF AUS (Q600=1/Q500=1), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of (**INSERT ONLY IF Q601=1** “the Bureau of Health Information, and”) the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF CAN (Q600=2/Q500=2, **AND ‘NOT ONTARIO, OR QUEBEC SAMPLE’**), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of the Canadian Institutes of Health Research (CIHR), the Canadian Institute for Health Information (CIHI), and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF CAN (Q600=2/Q500=2, **AND ‘ ONTARIO SAMPLE’**), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of Health Quality Ontario, other national health organizations, and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF CAN (Q600=2/Q500=2, **AND ‘ QUEBEC SAMPLE’**), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of the Quebec Health and Welfare Commissioner, other national health organizations, and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF FR (Q600=8/Q500=3), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of Haute Autorité de Santé and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF GER (Q600=6/Q500=4), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of BQS-Institut and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF NETH (Q600=7/Q500=5), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of IQ healthcare, verbonden aan het Radboudumc te Nijmegen and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]



[IF NZ (Q600=3/Q500=6), Good morning/afternoon/evening, my name is _____. I am calling on behalf of the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything]

[IF NOR (Q600=9/Q500=7), DISPLAY: Good morning/afternoon/evening, my name is _____. I am calling on behalf of Nasjonalt kunnskapssenter for helsetjenesten and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF UK (Q600=4/Q500=10), Good morning/afternoon/evening, my name is _____. I am calling on behalf of the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

[IF US (Q600=5/Q500=11), Good morning/afternoon/evening, my name is _____. I am calling on behalf of the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. We are not selling anything.]

- 1 Agreed to interview
- 9 (DO NOT READ) Refused

GO TO INTRO3
THANK & TERM. RECORD AS RQSC4



(IHP 2014 Sc4)

BASE: IF SWEDEN (Q600=10/Q500=8) ANDQSc2a=2 OR Q.SC3a OR Q.SC3b = 2]

SC4a.

[IF SWE (Q600=10/Q500=8), Good morning/afternoon/evening, my name is _____.
I am calling on behalf of Myndigheten för vårdanalys and an American health care
foundation. We are conducting a worldwide study about healthcare issues. We are not
selling anything.]

*(IHP 2014 SC4 follow up for Sweden-Only where this question must be explicitly asked
of respondents)*

BASE: ALL QUALIFIED RESPONDENTS FROM SWEDEN (Q600=10/Q500=8)

Are you interested in participating?

- | | | |
|---|-----------------------|--------------------------------|
| 1 | Agreed to interview | GO TO INTRO3 |
| 9 | (DO NOT READ) Refused | THANK & TERM. RECORD AS RQSC4a |

INTRO3

(IHP 2014)

BASE: ALL NON-SWITZERLAND QUALIFIED RESPONDENTS (Q600=1-10/ Q500=1-8,10-11)

Thank you. All your responses in this survey will remain confidential and if there is a question
you would rather not answer then we will move on. [IF CANADA, FR, USA
(Q600=2,8,5/Q500=2,3,11), DISPLAY: "This interview may be recorded for training and
quality control purposes."].

BASE: ALL QUALIFIED RESPONDENTS FROM SWEDEN (Q600=10/Q500=8)

To protect your interest and to inform you what you agree on, I must inform you that your
answers in this interview are covered by the "The Public Access to Information and Secrecy Act"
under 24 8. At publication, we present information in such a way that no answer can be traced
back to you. The personal data we save from this interview are only your answers and your
phone number. They are saved to be able to answer the question of the population's experiences
with health care. Myndigheten för vårdanalys is responsible for the investigation and is the data
controller. You can contact them if you have any questions about the survey or information
saved.

BASE: SHOW IF NECESSARY NOTES IF SC4=1

INTERVIEWER: IF RESPONDENT ASKS WHO IS THIS STUDY FOR: This survey is
being conducted by The Commonwealth Fund, a non-profit foundation in the
United States that conducts international health research, and a partnership of
international policy organizations.



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

INTERVIEWER: IF RESPONDENT ASKS, WHY DO YOU NEED TO KNOW THIS INFORMATION:
This survey is being conducted to help policy makers in your country understand your experiences with health care. It is also being conducted in 10 other countries. This survey is completely confidential. Your answers will be combined with those of other people and there will be nothing in the results that could identify you.

IF NECESSARY: The interview will take approximately 15 minutes, depending on your responses.

(P.N.- INSERT “the” for USA and UK only ‘Q600=5,4/ Q500=11,10’)

IF NECESSARY: The answers you give will be kept strictly confidential and only be used to help understand how well (the) **[INSERT Q600]**’s health care system works in comparison to other countries.



(IHP 2013 CP-1 – Modified to include “And so that I can ask you the right questions”)

BASE: NON-SWITZERLAND CELL SAMPLE (Q.650=2 AND Q600=1-10/ Q500=1-8.10-11)

CP-1. And so that I can ask you the right questions, could you please tell me if you are 18 or older?

- | | | |
|---|-----------------------|-------------------------------|
| 1 | Under 18 | THANK & TERM. RECORD AS TCP-1 |
| 2 | 18 or older | GO TO CP_2 |
| 9 | (DO NOT READ) REFUSED | THANK & TERM. RECORD AS RCP-1 |
| X | (WEB BLANK) | THANK & TERM. RECORD AS RCP-1 |

(IHP 2014 CP_2)

(PN: SHOW INTERVIEWER NOTE IF US CELL PHONE SAMPLE; Q600=5/Q500=11 and Q650=2)

BASE: NON-SWITZERLAND CELL SAMPLE AND 18+ (CP-1=2 AND Q600=1-10/ Q500=1-8.10-11)

CP_2:

(INTERVIEWER: ONLY IF RESPONDENT ASKS ABOUT INCENTIVE: At the end of the survey, we would like to send you \$5 in appreciation of your time.)

Before we continue, are you driving (OPTIONAL: and unable to complete the survey)?

- | | | |
|---|--|----------------------------------|
| 1 | Not driving | GO TO Q.CP_3 text and then Q.710 |
| 2 | Driving | SET UP CALL BACK |
| 3 | (DO NOT READ) This is NOT a cell phone | THANK & TERM. RECORD AS TQCP_1 |
| 9 | (DO NOT READ) Refused | THANK & TERM. RECORD AS RQCP_1 |
| X | (WEB BLANK) | THANK & TERM. RECORD AS RQCP_1 |



(IHP 2014 CP_3)

BASE: NON-SWITZERLAND AND NOT DRIVING

(CP 2=1 AND Q600=1-10/ Q500=1-8,10-11)

CP_3 text:

Thank you. All your responses in this survey will remain confidential and if there is a question you would rather not answer then we will move on. [IF CANADA, FR, US (Q600=2,8,5/Q500=2,3,11), DISPLAY: "This interview may be recorded for training and quality control purposes."].

[INTERVIEWER NOTE: IF CELL PHONE SAMPLE AND RESPONDENT THINKS WE HAVE INCORRECTLY DIALED BECAUSE WE HAVE REACHED HER/HIM ON CELL PHONE, READ: We are including cell phone numbers in the survey so we can talk to the widest sample of [INSERT Q600]'s residents]

(IHP 2014 Q710)

BASE: ALL

(P.N. FOR SWITZERLAND GENERATE FROM SAMPLE INFORMATION)

Q710. **Per prima cosa, qual'è la Sua data di nascita?**

(INTERVISTATORE: SE NECESSARIO: Questa informazione ci serve solo x farLe le domande pertinenti secondo la Sua età.)

(INTERVISTATORE: INSERIMENTO numero di quattro cifre, ad esempio, 1953)

INSERIRE ANNO DI NASCITA _____ (INTERVALLO 1908-1998)

9997 (V) Anno di nascita è maggiore di 1998

9998 (V) Non sa/ Non si ricorda l'anno di nascita

9999 (V) Rifiuta di rispondere

X (WEB BLANK)

PN: - If 9997 is selected for both CELL PHONE, Thank & Term GEN-IN AS CODE 6 UNDER Q.730.

PN: PLEASE NOTE THAT IN IHP 2016 ALL LL and CELL RESPONDENTS get terminated if code '9997' is selected at Q710.



(IHP 2014 Q710a Modified – code 996 added)

BASE: ALL AND Q710 = 9998/9999 ‘Respondent cannot remember year of birth or refused to provide year of birth’

(P.N. FOR SWITZERLAND GENERATE FROM SAMPLE INFORMATION)

Q710a. **Qual'è la Sua età?**

| | | |
|---------|---|-------------------------|
| | (REGISTRARE NUMERO 18-108) | |
| 996 | (DO NOT READ) Over 18 but exact age refused | |
| 997 (V) | Sotto i 18 anni | THANK AND TERM AS Q710a |
| 999 (V) | Rifiuto | THANK AND TERM AS Q710a |
| X | (WEB BLANK) | THANK AND TERM AS Q710a |

(IHP 2014 Q715)

BASE: NON-SWITZERLAND (Q600=1-10/ Q500=1-8,10-11) AND Q710 = 1908-1998 OR Q710a=18-108

(P.N. FOR SWITZERLAND GENERATE FROM SAMPLE INFORMATION)

Q715. **[P.N. - HIDDEN COMPUTE FOR AGE.]**

[RANGE 18 -108]

(AGE = 2016 MINUS ‘year provided’ at Q710 IF Non-Switzerland (Q600=1-10))
OR IF (Non-Switzerland (Q600=1-10) AND Q710a=18-108 and Q710=9998) then
AGE=Q710a)
OR IF Switzerland (Q600=11) then **AGE=Q710a)**

(IHP 2013 – Q720 – MODIFIED added code 7)

BASE: ALL

Q720.AGE CATEGORIES (NOT SHOWN ON SCREEN)

| | | |
|---|-------------------------------|----------------------------------|
| 2 | 18-24 | (Q710=1998-1992 OR Q710a =18-24) |
| 3 | 25-34 | (Q710=1991-1982 OR Q710a =25-34) |
| 4 | 35-49 | (Q710=1981-1967 OR Q710a =35-49) |
| 5 | 50-64 | (Q710=1966-1952 OR Q710a =50-64) |
| 6 | 65+ | (Q710=1951-1908 OR Q710a=65-108) |
| 7 | Over 18 but exact age refused | (Q710a=996) |
| 9 | Decline to answer | (q710a=997,999) |

[PN: IF AGE 18 OR OLDER (Q720 = 2-7), ASK Q725. OTHERWISE SKIP TO Q730.]



(IHP 2014 Q725)

BASE: ALL

(P.N. FOR SWITZERLAND GENERATE FROM SAMPLE INFORMATION)

Q725. (SESSO DELLA PERSONA INTERVISTATA) (INTERVISTATORE NOTA: SE IL SESSO È OVVIO, CONFERMARE. SE NON È SICURO, CHIEDERE, "Lei è...?")

- 1 Uomo
- 2 Donna

(IHP 2014 Q726)

BASE: AGE 18+ FROM SWITZERLAND 'Q720 = 2-7' AND Q600=11

Q726. (LINGUA DELL'INTERVISTATO)

(NOTA INTERVISTATORE: SI PREGA DI CONFERMARE LINGUA NELLA QUALE SI SVOLGE IL COLLOQUIO)

- 1 Francese
- 2 Italiano
- 3 Tedesco

(IHP 2014 Q730)

BASE: ALL

Q730.SCREENER QUALIFICATION IDENTIFICATION (P.N.-DOES NOT APPEAR ON SCREEN)

[PN: IF 18+ (Q720=2-7), GET CODE 1. ALL OTHERS GET CODE 6.]

- | | | |
|---|---------------------|----------------|
| 1 | QUALIFIED | ASK Q740 |
| 6 | NOT QUALIFIED (AGE) | THANK AND TERM |



(IHP 2014 Q740)

BASE: ALL QUALIFIED RESPONDENTS (Q730=1)

Q740. QUOTA SET - BEHIND THE SCENES

| | | |
|----|-------------|-----------------------------|
| 1 | AUSTRALIA | (Q600=1/Q500=1 AND Q730=1) |
| 2 | CANADA | (Q600=2/Q500=2 AND Q730=1) |
| 3 | NEW ZEALAND | (Q600=3/Q500= 6 AND Q730=1) |
| 4 | UK | (Q600=4/Q500=10 AND Q730=1) |
| 5 | US | (Q600=5/Q500=11 AND Q730=1) |
| 6 | GERMANY | (Q600=6/Q500=4 AND Q730=1) |
| 7 | NETHERLANDS | (Q600=7/Q500=5 AND Q730=1) |
| 8 | FRANCE | (Q600=8/Q500=3 AND Q730=1) |
| 9 | NORWAY | (Q600=9/Q500=7 AND Q730=1) |
| 10 | SWEDEN | (Q600=10/Q500=8 AND Q730=1) |
| 11 | SWITZERLAND | (Q600=11/Q500=9 AND Q730=1) |

(IHP 2014 Q742)

BASE: ALL QUALIFIED RESPONDENTS (Q730=1)

Q742. QUOTA SET - BEHIND THE SCENES UK & AUSTRALIA

(PN - OTHER COUNTRIES SHOULD BE "MISSING" AT THIS VARIABLE)

| | | |
|---|------------------|-------------------------|
| 1 | ENGLAND | (Q630=26-34 AND Q730=1) |
| 2 | SCOTLAND | (Q630=36 AND Q730=1) |
| 3 | WALES | (Q630=35 AND Q730=1) |
| 4 | NORTHERN IRELAND | (Q630=37 AND Q730=1) |
| 5 | NSW | (Q630=1 AND Q730=1) |
| 6 | NON-NSW | (Q630=2-8 AND Q730=1) |
| 7 | ALL OTHERS | |



(IHP 2014 Q743)

BASE: ALL QUALIFIED RESPONDENTS (Q730=1)

Q743. QUOTA SET – BEHIND THE SCENES - AUSTRALIA (MAJOR CITY/NOT MAJOR CITY)

**[P.N. - Code as '7' if sample info is unavailable for Australia
Code as 'Missing' if other country]**

P.N. SHOULD USE SELF-REPORTED POSTAL CODE, IF MISSING, USE SAMPLE-BASED POSTAL CODE.

- 1 Major cities
- 2 Inner regional
- 3 Outer regional
- 4 Remote
- 5 Very Remote
- 7 Not Available For This Country/These Countries

(IHP 2014 Q750)

BASE: ALL QUALIFIED RESPONDENTS (Q730=1)

Q750. QUOTA SET – BEHIND THE SCENES – CANADA PROVINCES

**[P.N. - Code as '7' if data/sample info is unavailable for Canada
- Code as 'Missing' if other country]**

- 1 Ontario (Q630=14 AND Q730=1)
- 2 Quebec (Q630=13 AND Q730=1)
- 3 Alberta (Q630=17 AND Q730=1)
- 4 All other provinces (Q630=9-12, 15-16, 18-21 AND Q730=1)
- 7 Not Available For This Country/These Countries

(IHP 2014 Q99)

BASE: ALL RESPONDENTS

Q99. P.N.- IF Q.730=1 (QUALIFIED), Q.99=1 (QUALIFIED)



(IHP 2014 -D-Z2)

BASE: ALL QUALIFIED RESPONDENTS IN CANADA (Q99=1 AND Q600 = 2 / Q500=2)

(P.N. POSTAL CODES IN CANADA ARE ALPHA NUMERIC A1A -1A1. 'A' BEING A LETTER FROM ALPHABET AND '0' BEING ANY DIGIT.)

(P.N. THIS SCREEN SHOULD ONLY ALLOW POSTAL CODES THAT ARE 6 CHARACTERS LONG.)

D-Z2. What is your postal code?

____ (DO NOT READ) Refused

(P.N. PLEASE ADD VERIFICATION SCREEN FOR INTERVIEWERS TO CHECK POSTAL CODE ENTERED)

Can I verify that you provided the following postal code?

(INSERT POSTAL CODE)

INTERVIEWER NOTE: PLEASE READ ALOUD THE FULL POSTAL CODE PROVIDED BY THE RESPONDENT. RE-READ EACH CHARACTER/DIGIT. USE THE PHONETIC/PROVINCE LIST PROVIDED (E.G., IS THAT 'V' AS IN 'VICTOR' 'CAN I CONFIRM THAT YOU ARE IN BRITISH COLUMBIA?') IF POSTAL CODE IS INCORRECT, PLEASE RE-TYPE IT AND CONFIRM IT IS CORRECT.

- 1 Yes (CONTINUE)**
- 2 No (RE-ASK D-Z2)**

(P.N. IF INTERVIEWER ENTERED A POSTAL CODE THAT DOES NOT FOLLOW THE REQUIRED FORMAT A1A -1A1 PLEASE SHOW THE FOLLOWING NOTE FOR THE INTERVIEWER, AND RE-ASK QD-Z2:

"INTERVIEWER NOTE: THE POSTAL CODE ENTERED WAS IN A BAD FORMAT. POSTAL CODES MUST BE IN LETTER-NUMBER-LETTER-NUMBER-LETTER-NUMBER FORMAT (i.e. A1A1A1)"

(P.N.- QD-Z2 'postal code for CANADA' – should NOT be included in any "CLIENT" deliverables. We will need it in our "INTERNAL" versions for checking; though this should please be removed from ANY client deliverables. However, variable "QD-Z2truncated", which is outlined below should be included.)

(IHP 2014 QD-Z2truncated)

(P.N. – PLEASE GENERATE "QD-Z2truncated" VARIABLE BASED ON THE FIRST THREE DIGITS PROVIDED AT Q-DZ2)

**QD-Z2truncated.First three digits of postal code for Canada
(GENERATE FROM QD-Z2)**



(IHP 2014 QD-Z3)

BASE: ALL QUALIFIED CANADIAN LANDLINE RESPONDENTS FOR WHOM SAMPLE INFO ON PROVINCES IS MISSING OR CELL PHONE RESPONDENTS WHO REFUSED ZIPCODE (Q99=1 AND Q600=2/Q500=2 AND [(Q650=1 AND D-Z2=RR AND 'no sample info') OR (Q650=2 AND D-Z2=999999)]]

D-Z3. What province is this household located in?

- 1 Newfoundland and Labrador
- 2 Prince Edward Island
- 3 Nova Scotia
- 4 New Brunswick
- 5 Quebec
- 6 Ontario
- 7 Manitoba
- 8 Saskatchewan
- 9 Alberta
- 10 British Columbia
- 11 Yukon Territory
- 12 Northwest Territories
- 13 Nunavut
- 99 (DO NOT READ) Refused

(IHP 2014 D-Z3a)

BASE: ALL QUALIFIED RESPONDENTS IN CANADA (Q99=1 AND Q600 = 2)

D-Z3a. BEHIND THE SCENES – CANADA DATA-BASED PROVINCES

- | | |
|---|-----------|
| IF FIRST LETTER OF POSTAL CODE at D-Z2 IS 'A' = Newfoundland and Labrador | (code 1) |
| IF FIRST LETTER OF POSTAL CODE at D-Z2 IS 'C' = Prince Edward Island | (code 2) |
| IF FIRST LETTER OF POSTAL CODE at D-Z2 IS 'B' = Nova Scotia | (code 3) |
| IF FIRST LETTER OF POSTAL CODE at D-Z2 IS 'E' = New Brunswick | (code 4) |
| IF FIRST LETTER OF POSTAL CODE at D-Z2 IS 'G,H,J' = Quebec | (code 5) |
| IF FIRST LETTER OF POSTAL CODE at D-Z2 IS 'K, L, M, N, P' = Ontario | (code 6) |
| IF FIRST LETTER OF POSTAL CODE at D-Z2 IS 'R' = Manitoba | (code 7) |
| IF FIRST LETTER OF POSTAL CODE at D-Z2 IS 'S' = Saskatchewan | (code 8) |
| IF FIRST LETTER OF POSTAL CODE at D-Z2 IS 'T' = Alberta | (code 9) |
| IF FIRST LETTER OF POSTAL CODE at D-Z2 IS 'V' = British Columbia | (code 10) |
| IF FIRST LETTER OF POSTAL CODE at D-Z2 IS 'Y' = Yukon | (code 11) |
| IF FIRST THREE CHARACTERS OF POSTAL CODE/D-Z2 ARE 'X1A or 'X0E or 'X0G' = Northwest Territories | (code 12) |
| IF FIRST THREE CHARACTERS OF POSTAL CODE/D-Z2 ARE 'XoA' or 'X0B' or 'X0C' =Nunavut | |



****IF LL (Q650=1) AND REFUSED ZIP (D-Z2=RR) AND NO SAMPLE INFO (Q750= 7)
 OR
 IF CELL (Q650=2) AND REFUSED ZIP (D-Z2=RR)**

- IF D-Z3 = 1 PROVINCE = Newfoundland and Labrador (code 1)
- IF D-Z3 = 2 PROVINCE = Prince Edward Island (code 2)
- IF D-Z3 = 3 PROVINCE = Nova Scotia (code 3)
- IF D-Z3 = 4 PROVINCE = New Brunswick (code 4)
- IF D-Z3 = 5 PROVINCE = Quebec (code 5)
- IF D-Z3 = 6 PROVINCE = Ontario (code 6)
- IF D-Z3 = 7 PROVINCE = Manitoba (code 7)
- IF D-Z3 = 8 PROVINCE = Saskatchewan (code 8)
- IF D-Z3 = 9 PROVINCE = Alberta (code 9)
- IF D-Z3 = 10 PROVINCE = British Columbia (code 10)
- IF D-Z3 = 11 PROVINCE = Yukon (code 11)
- IF D-Z3 = 12 PROVINCE = Northwest Territories (code 12)
- IF D-Z3 = 13 PROVINCE = Nunavut (code 13)

*****IF Q650=1 (LL) AND D-Z2=RR AND SAMPLE INFO IS AVAILABLE APPLY CODE
 FROM SAMPLE INFO**

ALL ELSE IN CANADA ARE MISSING Code 14 'missing CANADA' (code 14)

(IHP 2014 QD-ZA)

**BASE: ALL QUALIFIED RESPONDENTS FROM- AUSTRALIA ONLY (Q600=1 AND Q99=1)
 (P.N. 4 digit postal code)**

D-ZA. What is your postal code?

9999 (V) Refused

**(P.N. PLEASE ADD VERIFICATION SCREEN FOR INTERVIEWERS TO CHECK POSTAL
 CODE ENTERED)**

**INTERVIEWER ONLY: Did respondent provide the following 4 digit postal
 code? (INSERT POSTAL CODE)**

- 1 Yes (CONTINUE)**
- 2 No (RE-ASK D-ZA)**

***(P.N.-IF QD-ZA = 'postal code NOT from NSW OR 9999/refusal' ' NOT NSW/REFUSAL AT QD-ZA --
 ASK QD-ZAR)***



(P.N.-IF QD-ZA = 'postal code IS from NSW ' NSW AT QD-ZA -- SKIP TO NSW DATABASSED VARIABLE CREATION AND USE SELF-REPORTED POSTAL CODE at QD-ZA TO MAP INTO EACH PHN AT VARIABLE 'QA-PHNrep')

P.N. PLEASE USE SELF-REPORTED POSTAL CODE at QD-ZA TO MAP INTO EACH PHN AT VARIABLE 'QA-PHNrep' total of 10 PHNs.

QA-PHNrep:

1. *Central and Eastern Sydney*
2. *Hunter New England and Central Coast*
3. *Murrumbidgee*
4. *Nepean Blue Mountains*
5. *North Coast*
6. *Northern Sydney*
7. *South Eastern NSW*
8. *Western NSW*
9. *South Western Sydney*
10. *Western Sydney*

(IHP 2013 D-ZAR)

BASE: ALL QUALIFIED AUSTRALIA RESPONDENTS WHO REFUSED TO PROVIDE ZIP CODE OR DID NOT ENTER A NSW POSTAL CODE [(QD-ZA = 9999 OR QD-ZA ='not NSW postal code') AND Q99=1 AND Q600=1]

D-ZAR. In which region are you living?
(READ LIST IF NECESSARY)

- 01 New South Wales
- 02 Victoria
- 03 Queensland
- 04 Western Australia
- 05 South Australia
- 06 Tasmania
- 07 Australian Capital Territory
- 08 Northern Territory
- 98 (DO NOT READ) Don't know
- 99 (DO NOT READ) Refused
- X (WEB BLANK)

(P.N.- For sample pieces with postal code information please create 'QA-PHNsamp' variable using POSTAL CODE in the SAMPLE to MAP into each PHN using the categories outlined above - SAMPLE INFORMATION WILL ONLY BE USED WHEN SELF-REPORTED INFORMATION IS NOT AVAILABLE- WE WILL PLEASE NEED AN PHN SAMPLE-BASED VARIABLE FOR 'Q650=1' ALL LAND LINE RECORDS CALLED 'QA-PHNsamp'



QA-PHNsamp:

1. Central and Eastern Sydney
2. Hunter New England and Central Coast
3. Murrumbidgee
4. Nepean Blue Mountains
5. North Coast
6. Northern Sydney
7. South Eastern NSW
8. Western NSW
9. South Western Sydney
10. Western Sydney
11. Not an NSW PHN

(P.N.-IF QD-ZAR = NSW (01) and Q650=1 (Land Line) and QA-PHNsamp=1-10 – USE SAMPLE INFORMATION FROM QA-PHNsamp TO ALLOCATE TO 'QPHN-STRATA' -- will result in 'NSWDatabased'=1)

(P.N.-IF QD-ZAR = NSW (01) and Q650=1 (Land Line) and QA-PHNsamp= '11 Not an NSW PHN' – THANK AND TERM)

(P.N.-IF QD-ZAR = NSW (01) and Q650=2 (CELL) – TERMINATE)

(P.N.-IF QD-ZAR 'NOT NSW (02, 03, 04, 05, 06, 07, 08)' and Q650=2 (CELL) – SKIP TO NSW DATABASED VARIABLE CREATION – will result in 'NSWDatabased=0')

(P.N.-IF QD-ZAR 'Refused (98/99)' – and Q650=2(CELL) – TERMINATE)

(P.N.-IF QD-ZAR 'NOT NSW (02, 03, 04, 05, 06, 07, 08)' and Q650=1 (Land Line) – SKIP TO NSW DATABASED VARIABLE CREATION – will result in 'NSWDatabased=0')

(P.N.-IF QD-ZAR 'Refused (98/99)' – and Q650=1 (Land Line) – and QA-PHNsamp=1-10 - USE SAMPLE INFORMATION FROM QA-PHNsamp TO ALLOCATE TO 'QPHN-STRATA' -- will result in 'NSWDatabased=1')

(P.N.-IF QD-ZAR 'Refused (98/99)' – and Q650=1 (Land Line) – and QA-PHNsamp= '11 Not and NSW PHN' – SKIP TO NSW DATABASED VARIABLE CREATION – will result in 'NSWDatabased=0')

P.N. PLEASE CREATE THE FOLLOWING 'QPHN-STRATA' variable total of 10 strata:

QPHN-STRATA:

1. Central and Eastern Sydney
QA-PHNrep (if postcode provided) **OR** QA-PHNsamp (if
postcode refused) =1
2. Hunter New England and Central Coast
QA-PHNrep (if postcode provided) **OR** QA- PHNsamp (if



- | | |
|--------------------------|--|
| 3. Murrumbidgee | postcode refused) =2 QA-PHNrep (if postcode provided) OR QA- PHNsamp (if postcode refused) =3 |
| 4. Nepean Blue Mountains | QA-PHNrep (if postcode provided) OR QA- PHNsamp (if postcode refused) =4 |
| 5. North Coast | QA-PHNrep (if postcode provided) OR QA- PHNsamp (if postcode refused) =5 |
| 6. Northern Sydney | QA-PHNrep (if postcode provided) OR QA- PHNsamp (if postcode refused) =6 |
| 7. South Eastern NSW | QA-PHNrep (if postcode provided) OR QA- PHNsamp (if postcode refused) =7 |
| 8. Western NSW | QA-PHNrep (if postcode provided) OR QA- PHNsamp (if postcode refused) =8 |
| 9. South Western Sydney | QA-PHNrep (if postcode provided) OR QA- PHNsamp (if postcode refused) =9 |
| 10. Western Sydney | QA-PHNrep (if postcode provided) OR QA- PHNsamp (if postcode refused) =10 |

NSW-DATABASED VARIABLE

NSWdatabased = 1 IF QPHN-STRATA = '1-10'

NSWdatabased =0 (Otherwise)

(P.N. CREATE THE NSW AND PHN REGION VARIABLE BASED ON THE STRATIFICATION SPECIFICATIONS)



BASE: ALL QUALIFIED VICTORIA RESPONDENTS (Q630=2)

- QVICTORIAREGIONS. Regions in Victoria
- 01 Loddon Mallee (Rural)
 - 02 Barwon-South Western (Rural)
 - 03 Hume (Rural)
 - 04 Grampians (Rural)
 - 05 Gippsland (Rural)
 - 06 North & West Metropolitan (Urban)
 - 07 Southern Metropolitan (Urban)
 - 08 Eastern Metropolitan (Urban)
 - 09 Duplicate (Postal codes that overlap across regions)
 - 99 Victoria region missing (e.g., due to invalid postal code)

BASE: ALL QUALIFIED VICTORIA RESPONDENTS (Q630=2)

- QCOLLAPSEDVICTORIAREGIONS. Regions in Victoria with Rural Collapsed
- 01 Rural **[QVICTORIAREGIONS=01-05]**
 - 06 North & West Metropolitan (Urban)
 - 07 Southern Metropolitan (Urban)
 - 08 Eastern Metropolitan (Urban)
 - 09 Duplicate (Postal codes that overlap across regions)
 - 99 Victoria region missing (e.g., due to invalid postal code)

(P.N. CREATE THE QVICTORIAREGIONS AND QCOLLAPSEDVICTORIAREGIONS VARIABLES BASED ON THE POSTAL CODE TO REGION SPREADSHEET FOR VICTORIA, THIS SHOULD BE BASED ON SELF-REPORTED POSTAL CODE, BUT IF SELF-REPORTED POSTAL CODE IS NOT FROM VICTORIA OR IS REFUSED OR IS INVALID, THEN USE SAMPLE-BASED POSTAL CODE; IF STILL MISSING/INVALID CODE AS "99 Victoria region missing (e.g., due to invalid postal code"; THIS WOULD ONLY BE DONE TO CASES THAT ARE CATEGORIZED AS BEING FROM "VICTORIA" ACCORDING TO THE Q630 DEFINITION WE HAVE BEEN USING)

BASE: ALL QUALIFIED AUSTRALIA RESPONDENTS (Q600=1)

(P.N.-PLEASE GENERATE USING SAMPLE-BASED POSTAL CODE)

- QSAMPLEVICTORIAREGIONS. Regions in Victoria Sample-based
- 01 Loddon Mallee (Rural)
 - 02 Barwon-South Western (Rural)
 - 03 Hume (Rural)
 - 04 Grampians (Rural)
 - 05 Gippsland (Rural)
 - 06 North & West Metropolitan (Urban)
 - 07 Southern Metropolitan (Urban)
 - 08 Eastern Metropolitan (Urban)
 - 09 Duplicate (Postal codes that overlap across regions)
 - 99 Victoria region missing (e.g., due to invalid postal code)



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SECTION 1100: ACCESS & PRIMARY CARE

Q1106 MOVED TO AFTER Q1115

Q1000 DELETED 1/21/16

(IHP 2013 Q1805)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1005. **In generale, come descriverebbe la Sua salute?**

(INTERVISTATORE: LEGGERE LISTA)

- 1 Eccellente
- 2 Molto buona
- 3 Buona
- 4 Passabile
- 5 Pessima
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(IHP 2013 Q1110 Modified – Code “0” added)

(IHP 2016 Swiss-Italian question and code 7 text modified)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1110. **L'ultima volta che è stato/a malato/a o ha avuto bisogno di un medico, entro quanto ha potuto avere un appuntamento da un medico? Sono esclusi i trattamenti al pronto soccorso di un ospedale, in un centro di pronto soccorso o servizio medico permanente. (PHONE) Ha ottenuto un appuntamento...?**

(INTERVISTATORE: LEGGERE LISTA)

- 1 Lo stesso giorno
- 2 Il giorno dopo
- 3 Dai 2 ai 5 giorni seguenti
- 4 Dai 6 ai 7 giorni seguenti
- 5 Dagli 8 ai 14 giorni seguenti
- 6 Dopo più di due settimane
- 7 (PHONE) 0 non sono mai riuscito a ottenere un appuntamento
- 7 (WEB) Non sono mai riuscito/a a ottenere un appuntamento
- 0 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Non era necessario fissare un appuntamento
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)



(IHP 2013 Q1115 Modified – interviewer note modified in the Dutch-only version of the questionnaire)
(IHP 2016 Swiss-Italian question text modified)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1115. Quanto è facile o difficile ottenere cure mediche di sera, nei fine settimana o durante le vacanze, senza andare al pronto soccorso di un ospedale o in un centro di pronto soccorso o presso un servizio medico permanente? (PHONE) È...?

(INTERVISTATORE: LEGGERE LISTA)

- 1 Molto facile
- 2 Abbastanza facile
- 3 Abbastanza difficile
- 4 Molto difficile
- 6 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Mai avuto bisogno di cure di sera, durante i fine settimana o le vacanze
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(New)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1116. Negli ultimi 12 mesi, quante volte Le ha consigliato il medico di fare un test o di sottoporsi a un trattamento che a Suo parere non era necessario per la Sua salute?

(INTERVISTATORE: LEGGERE LISTA)

- 1 Spesso
- 2 Occasionalmente
- 3 Raramente
- 4 Mai
- 7 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Non stato dal medico negli scorsi 12 mesi
- 8 (DO NOT READ) Non sa
- 9 (DO NOT READ) Rifiuta di rispondere
- X (WEB BLANK)



(IHP 2013 Q1106 items A1-A3/IHP 2013 Q1657 item A4)

(IHP 2016 Swiss-Italian question text modified for web)

WEB ONLY - [PN: MAKE A GRID]

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1120. (PHONE) Negli ultimi 12 mesi, è successo che Lei [INSERIRE ELEMENTO]?
(WEB) Negli ultimi 12 mesi, Le è successo di...?

- 1 Si
- 2 No
- 3 (V) Non si applica
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

[RANDOMIZE ITEMS A1- A4]

(PHONE)

- A1. Aveva un problema medico, ma non ha [IF UK (Q600=4), DISPLAY: "consult with"; ALL OTHERS, DISPLAY: "visitato"] un medico a causa dei costi
- A2. Abbia saltato un test medico, non abbia seguito un trattamento, o una postassistenza che Le erano stati raccomandati da un medico a causa dei costi.
- A3. Non sia andata/o a prendere una ricetta per medicinali, o abbia saltato dosi dei Suoi medicinali a causa dei costi.
- A4. ha saltato le cure dentistiche o visite dentistiche a causa dei costi

(WEB)

- A1. ...avere un problema medico, ma non è andato/ dal medico a causa dei costi?
- A2. ...non fare un test medico, non seguire un trattamento, o una postassistenza che Le erano stati raccomandati da un medico a causa dei costi?
- A3. ... non andare a ritirare un medicamento prescritto o di prenderne meno della dose prescritta a causa dei costi?
- A4. ...interrompere cure dentistiche o visite dentistiche a causa dei costi?

(P.N.- On all questions which have several items (A1,A2,..., An) the variable name in the dataset should show up as "Q1120A1", "Q110 6A2" ...and "Q1120An")



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(IHP 2013 Q1126)

(IHP 2016 Swiss-Italian question and code 3 text modified)

WEB ONLY - [PN: MAKE A GRID]

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1126. (PHONE) Ora pensi agli ultimi 2 anni, quando ha ricevuto cure per un problema medico, è MAI successo che...?

(WEB) Se ora pensa agli scorsi 2 anni: quando ha ricevuto cure per un problema medico, Le è MAI successo che ...

- 1 Si
- 2 No
- 3 (V) Non pertinente
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

A1. I risultati di test o la documentazione medica non siano stati disponibili nel giorno previsto del suo appuntamento medico

A2. Abbia ricevuto informazioni contraddittorie da diversi dottori o professionisti della sanità

A3. Medici Le abbiano prescritto un test medico che non Le sembrava necessario perché il test era già stato fatto



(IHP 2014 Q905)

(IHP 2016 Swiss-Italian question text modified)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1130. **[IF CAN, FR, GER, SWE, SWITZ, US (Q600=2,8,6,10,11,5), DISPLAY: "Ha un medico dal quale va abitualmente per le Sue cure mediche?"**

[IF US (Q600=5) SHOW : "IF NECESSARY: if respondent says nurse practitioner or physician assistant code as 4"]

[IF CANADA (Q600=2) SHOW : "IF NECESSARY: if respondent says nurse or physician assistant code as 5"]

[IF AUS, NETH, NZ, NOR, UK (Q600=1,7,3,9,4), DISPLAY: "Is there one GP you usually go to for your medical care?"]

[IF SWEDEN 'Q600=10' DISPLAY: "This means, do you have a specific person you usually contact about health care?"]

- 1 Si, ho un medico abituale/medico di famiglia
- 2 (V) Si, ma ho più di un medico abituale/medico di famiglia
- 3 No
- 4 **PN - SHOW CODE 4 FOR US ONLY (Q600=5)** "(PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Yes, have nurse practitioner or physician assistant"
- 5 **PN - SHOW CODE 5 FOR CAN ONLY (Q600=2)** "(PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Yes, have nurse or physician assistant"
- 8 (PHONE) Non sa
- 9 (PHONE) Nessuna indicazione
- 8 (WEB) (V) Non so
- 9 (WEB) (V) Nessuna risposta
- X (WEB BLANK)



(IHP 2014 Q910)

(IHP 2016 Swiss-Italian interviewer note modified)

BASE: ALL QUALIFIED RESPONDENTS WHO HAVE NO REGULAR DOCTOR. ARE NOT SURE OR DECLINE TO ANSWER (Q1130=3,8,9 AND Q99=1)

Q1132. Ha uno studio medico, un centro sanitario o una clinica a cui di solito si rivolge per la maggior parte delle Sue esigenze mediche?

[IF AUS, CAN, FR, GER, NETH, NOR, NZ, SWITZ, (Q600=1,2,8,6,7,9,3,11),

DISPLAY: (PHONE) Non includa il pronto soccorso dell'ospedale o di un altro centro di pronto soccorso o altro servizio medico permanente.]

(WEB) Si prega di non includere il pronto soccorso dell'ospedale o altro centro di pronto soccorso, o il servizio medico permanente.

[IF UK (Q600=4), DISPLAY: Please do not include the hospital Accident and Emergency (A and E) Department.

(INTERVIEWER NOTE): IF ASKED, This means are you registered with a GP practice]

(WEB NOTE): "NOTE: This means are you registered with a GP practice"]

[IF SWE, US (Q600=10,5), DISPLAY: Please do not include the hospital emergency room].

- 1 Si
- 2 No
- 8 Non sa
- 9 Nessuna indicazione
- X (WEB BLANK)

(IHP 2014 Q915)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1135. REGULAR DOCTOR OR PLACE [DOES NOT APPEAR ON SCREEN]

[PN: IF HAS ONE OR MORE REGULAR DOCTOR(S) (Q1130=1, 2, 4, 5), GET CODE 1. IF HAS USUAL PLACE (Q1132=1), GET CODE 2. ALL OTHERS, GET CODE 3.]

- 1 HAS REGULAR DOCTOR/GP/NP, PA (Q1130=1, 2, 4, 5)
- 2 HAS REGULAR PLACE (Q1130=3,8,9 AND Q1132=1)
- 3 NO REGULAR DOC/PLACE (Q1130=3,8,9 AND Q1132=2,8,9)



(IHP 2013 Q1140 Modified – two new interviewer notes)

(For IHP 2016 NP/PA note removed for Switzerland)

(IHP 2016 Swiss-Italian question text modified)

BASE: HAS REGULAR DOCTOR/PLACE (Q1135=1.2)

Q1140. **Per quanto tempo** [IF CAN, US, GER, FR, SWE, SWITZ (Q600=2,5,6,8,10,11 & Q1135= 1),
DISPLAY: **“va da questo medico”**, IF AUS, NZ, UK, NETH, NOR (Q600=1,3,4,7,9 & Q1135=
1), DISPLAY: “seeing this GP”, IF Q1135= 2, DISPLAY: **“va qui”**] **per le Sue cure mediche?**

(INTERVIEWER: IF RESPONDENT SAYS THEY SEE A NURSE PRACTITIONER OR
PHYSICIAN ASSISTANT, PLEASE ANSWER THE QUESTION FOR THAT PROVIDER.)

(WEB NOTE): *“NOTE: If you see a nurse practitioner or physician assistant, please answer
the question for that provider”*

(INTERVIEWER: IF NECESSARY: (INT: SE NECESSARIO: Pensi al Suo medico attuale)

(WEB NOTE): “Pensi al Suo medico attuale.”

(INTERVISTATORE: LEGGERE LISTA)

- 1 Meno di 1 anno
- 2 Da 1 anno a meno di 3 anni
- 3 Da 3 a meno di 5 anni
- 4 5 anni o più
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

Q1145 DELETED



(IHP 2014 Q935; IHP 2013 Q1150 Modified - "call" changed to "contact" and new interviewer note)
(IHP 2016 Swiss-Italian code 5 text modified)

BASE: HAS REGULAR DOCTOR/PLACE (Q1135=1.2)

Q1150. [IF CAN, FR, GER, SWE, SWITZ, US (Q600=2, 8, 6, 10, 11, 5), DISPLAY: Se, durante gli orari normali di apertura, per motivi medici contatta il medico al quale si rivolge normalmente: con quale frequenza riceve una risposta lo stesso giorno?]

[IF AUS, NETH, NZ, NOR (Q600=1,7,3,9) DISPLAY: When you contact your regular GP's office with a medical question or concern during regular practice hours, how often do you get an answer that same day?]

[IF UK (Q600=4) DISPLAY: When you contact your regular GP's surgery with a medical question or concern during regular practice hours, how often do you get an answer that same day?]

(INT: SE NECESSARIO: pensi al Suo medico attuale)

(WEB NOTE): "NOTE: Pensi al Suo medico attuale."

(Leggere l'elenco)

1 Sempre

2 Spesso

3 A volte

4 Raramente o mai

5 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Non ho mai provato a contattarlo

9 (V) Rifiuta di rispondere

X (WEB BLANK)

Q1159 DELETED



(IHP 2013 Q1160 item A1 only, item A2 is NEW in 2016, item A1 modified to say "regular practice" instead of "regular doctor practice")

(IHP 2016 Swiss-Italian question and code 7 text modified)

WEB ONLY - [PN: MAKE A GRID]

BASE: HAS REGULAR DOCTOR/PLACE (Q1135=1,2)

Q1160. Negli ultimi 2 anni, ... [INSERT ITEM]:

1 Si

2 No

7 (PHONE: DO NOT READ) Non ho la mail o il computer

8 (V) Non sa

9 (V) Rifiuta di rispondere

X (WEB BLANK)

[RANDOMIZE]

A1. ...ha inviato al medico dal quale va abitualmente un'email con una domanda medica?

A2. ...ha consultato online informazioni riguardanti la Sua salute, come test o analisi di laboratorio, o le ha scaricate da internet?

DELETED Q1163



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(IHP 2013 Q1166 Modified – A3 “to be” was removed)

(IHP 2016 Swiss-Italian question text modified)

WEB ONLY - [PN: MAKE A GRID]

BASE: HAS REGULAR DOCTOR/PLACE (Q1135=1,2)

Q1166. Quando ha bisogno di assistenza o di un trattamento, capita che il medico o il personale medico che consulta abitualmente...

(INTERVISTATORE: LEGGERE LISTA)

Lei direbbe...?

- 1 Sempre
- 2 Spesso
- 3 A volte
- 4 Raramente o mai
- 5 (V) Non pertinente
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

[RANDOMIZE]

A1. Conosce informazioni importanti sulla sua storia medica

A2. Passa abbastanza tempo con Lei

A3. La coinvolge nella misura da Lei desiderata nella presa di decisioni concernenti l'assistenza e il trattamento?

A4. Le spiega le cose in maniera che sia facile da capire per Lei



(IHP 2013 Q1170 – response option 5 text modified)

(IHP 2016 Swiss-Italian question text modified)

BASE: HAS REGULAR DOCTOR/PLACE (Q1135=1.2)

(PN: please note that codes for “not applicable” and “Never see other doctors/place” have values of ‘5’ and ‘6’, respectively)

Q1170. (PHONE) Quante volte il Suo medico abituale o qualcuno del suo studio L'aiuta a organizzare o a coordinare il trattamento prescritto da altri medici o ottenuti in altri luoghi?

(WEB) Quante volte il medico dal quale va abitualmente, o un'altro studio medico, L'aiuta a organizzare o a coordinare il trattamento che Le è stato prescritto da altri medici o in altri luoghi?

(INT: Coordinamento nel senso ad esempio di aiutarla a ottenere un appuntamento.)

(WEB) Per coordinamento si intende, ad esempio, un sostegno nell'ottenere un appuntamento.

(INT: Pensi allo studio medico presso il quale va più spesso.)

(WEB) Se va regolarmente da diversi medici o specialisti, pensi allo studio medico presso il quale va più spesso.

(INTERVISTATORE: LEGGERE LISTA)

1 Sempre

2 Spesso

3 A volte

4 Raramente o mai

5 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Non vado mai da altri medici o non ho bisogno di aiuto per il coordinamento

8 (V) Non sa

9 (V) Rifiuta di rispondere

X (WEB BLANK)



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(IHP 2013 Q1190)

(IHP 2016 Swiss-Italian question text modified)

BASE: HAS REGULAR DOCTOR/PLACE (Q1135=1,2)

Q1190. [IF CAN, US, GER, FR, SWE, SWITZ (Q600=2,5,6,8,10,11), DISPLAY: Nell'insieme, come giudica le cure mediche ricevute negli ultimi 12 mesi nello studio del Suo medico abituale?

[IF AUS, NZ, UK, NETH, NOR (Q600=1,3,4,7,9), DISPLAY: Overall, how do you rate the medical care that you have received in the past 12 months from your GP's practice or clinic?]

(INTERVIEWER: LEGGERE LISTA)

- 1 Eccellenti
- 2 Molto buone
- 3 Buone
- 4 Passabili
- 5 Pessime
- 7 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Non ho ricevuto cure mediche nel corso dell'anno passato
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)



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(IHP 2013 Q1230 Modified - added interviewer prompt and "If Necessary")

(IHP 2016 Swiss-Italian question text modified)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1195. Quanti medici diversi ha visto negli ultimi mesi, senza contare gli eventuali ricoveri all'ospedale?

(INTERVISTATORE: AIUTARE A STIMARE AL MEGLIO SE NON PUÒ FORNIRE IL NUMERO ESATTO)

(IF NECESSARY: (INT: non contare le ammissioni in un centro di pronto soccorso))

(WEB NOTE: "Se non conosce il numero esatto, indichi una stima.")

(WEB NOTE: "Non conti le ammissioni in un centro di pronto soccorso.")

(INT: IL MEDICO DI FAMIGLIA DEV'ESSERE INCLUSO.)

(WEB NOTE: "La preghiamo di includere anche il medico di famiglia.")

(INTERVISTATORE: Se viene chiesto se si desidera contare anche il loro medico curante, dire di sì.)

[INTERVALLO 0-96]

97 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Più di un medico, ma non si sa il numero esatto

98 (V) Non sa

99 (V) Rifiuta di rispondere

X (WEB BLANK)



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SECTION 1200: USE OF SPECIALISTS

(IHP 2014 Q1020; IHP 2013 Q1210– MODIFIED for Netherlands: updated interviewer note replacing mental health care with neurology since mental healthcare is primary care and these are not medical specialists.)

(Sweden updated pipe in in 2015 to read “doctors in specialist health care”)

(IHP 2016 Swiss-Italian question and note text modified)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1210. Negli scorsi 2 anni è stato da uno specialista?

Per “specialista” intendiamo i medici che si specializzano in un settore della sanità come chirurgia, cuore, allergie o la salute mentale.

- 1 Sì
- 2 No
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)



(IHP 2013 Q1220 added interviewer prompt)

(Sweden updated pipe in in 2015 to read "doctor in specialist health care")

(IHP 2016 Swiss-Italian question text modified)

(derived 'days' variable added to SPSS for all countries)

(P.N: In the SPSS this should be split up into 5 variables: Q1220, Q1222, Q1223, Q1224, Q1225)

BASE: SAW OR NEEDED TO SEE SPECIALIST IN PAST 2 YEARS (Q1210=1)

(PN - codes 97 and 5 should NOT be set-up as multiple choice)

Q1220. Quando ha deciso di consultare uno specialista, o Le è stato consigliato di farlo, quanti giorni, settimane o mesi hai dovuto aspettare per un appuntamento?

(INTERVISTATORE: Se la persona è stata mandata o ha avuto bisogno di vedere più specialisti, chiedere del più recente.)

(INTERVISTATORE: AIUTARE A STIMARE AL MEGLIO SE NON PUÒ FORNIRE IL NUMERO ESATTO)

(WEB NOTE: "Se ha visto più specialisti, pensi a quello più recente.")

(WEB NOTE: "Se non ricorda esattamente, indichi una stima.")

(SELEZIONA TUTTO CIÒ CHE RISULTA APPLICABILE)

- 1** Giorni _ [INTERVALLO 1-20] --PN- Q1222 in SPSS
- 2** Settimane _ [INTERVALLO 1-10] --PN- Q1223 in SPSS
- 3** Mesi _ [INTERVALLO 1-11] --PN- Q1224 in SPSS
- 4** Anni _ [INTERVALLO: 1-8] -PN- Q1225 in SPSS
- 5** (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Mai tentato di ottenere un appuntamento
- 97** (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Nessun periodo di attesa
- 98** (V) Non sa
- 99** (V) Rifiuta di rispondere
- X** (WEB BLANK)



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(IHP 2013 Q1226)

(Sweden updated pipe in in 2015 to read "doctor in specialist health care")

(IHP 2016 Swiss-Italian question and items text modified)

WEB ONLY - [PN: MAKE A GRID]

BASE: SAW OR NEEDED TO SEE A SPECIALIST IN PAST 2 YEARS AND HAS REGULAR DOCTOR/PLACE (Q1210=1 & Q1135=1,2)

Q1226 (PHONE) Negli ultimi due anni, quando ha visto uno specialista, le è capitato di fare le seguenti esperienze?

(WEB) Negli ultimi due anni, Le è successo di fare le esperienze indicate qui di seguito quando è stato da uno specialista?

1 Sì

2 No

3 (PHONE) (V) Mai visto uno specialista

3 (WEB) (V) Non sono mai stato/a da uno specialista

8 (V) Non sa

9 (V) Rifiuta di rispondere

X (WEB BLANK)

- A1. **Lo specialista** [IF AUS, NZ, UK, GER, (Q600=1,3,4,6) ADD "(or consultant)"] **non aveva ricevuto informazioni mediche di base o risultati dei controlli** [IF CAN, US, GER, FR, SWE, SWITZ (Q600=2,5,6,8,10,11 & Q1135=1), DISPLAY: "da parte del medico dal quale va abitualmente", IF AUS, NZ, UK, NETH, NOR (Q600=1,3,4,7,9 & Q1135=1), DISPLAY: "your GP"] [IF (Q1135=2), DISPLAY: "da parte del luogo presso il quale va abitualmente per cure mediche"] riguarda al motivo della vostra visita.
- A2. **Dopo che è stato/a dallo specialista** [IF AUS, NZ, UK, GER, (Q600=1,3,4,6) ADD "(or consultant)"], your [IF CAN, US, GER, FR, SWE, SWITZ (Q600=2,5,6,8,10,11 & Q1135=1), DISPLAY: "il medico dal quale va abitualmente" IF AUS, NZ, UK, NETH, NOR (Q600=1,3,4,7,9 & Q1135=1), DISPLAY: "GP"] [IF (Q1135=2), DISPLAY: "il suo medico"] **apparentemente non era informato o aggiornato sulle cure che ha ricevuto dallo specialista.** [IF AUS, NZ, UK, GER, (Q600=1,3,4,6) ADD "(or consultant)"]



(NEW)

BASE: FRANCE AND SAW OR NEEDED TO SEE SPECIALIST (Q600=8 AND Q1210=1)

FRA1. When you need care or treatment, how often does your specialist or medical staff you see [INSERT ITEM]?

Would you say it is...?

(INTERVIEWER: READ LIST)

- 1 Always
- 2 Often
- 3 Sometimes
- 4 Rarely or never
- 5 (DO NOT READ) Not applicable
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer

[RANDOMIZE]

- A1. Know important information about your medical history
- A2. Spend enough time with you
- A3. Involve you as much as you want to be in decisions about your care and treatment
- A4. Explain things in a way that is easy to understand

Q1230 MOVED BEFORE Q1210



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SECTION 1300: EXPERIENCES WITH CARE IN THE HOSPITAL & ER

(IHP 2013 Q1305)

(IHP 2016 Swiss-Italian question and interviewer note text modified)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1305. Negli ultimi due anni, ha dovuto essere sottoposto/a a interventi chirurgici non urgenti o che erano pianificabili?

(INT. : Per interventi chirurgici non urgenti o pianificabili intendiamo interventi come la protesi dell'anca o la rimozione della cataratta, vale a dire interventi che non riguardano disturbi con conseguenze mortali.)

(WEB NOTE: "Per interventi chirurgici non urgenti o pianificabili intendiamo interventi come la protesi dell'anca o la rimozione della cataratta, vale a dire interventi che non riguardano disturbi con conseguenze mortali.")

- 1 Si
- 2 No
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)



(IHP 2013 Q1310 Modified – 1) added interviewer prompt 2) added response option “96”
(IHP 2016 Swiss-Italian question text modified)

(PN: derived ‘days’ variable added to SPSS for all countries)

BASE: NEEDED NON-EMERGENCY SURGERY IN PAST 2 YEARS (Q1305=1)

Q1310. Dopo che Le è stato consigliato di sottoporsi a un intervento chirurgico, quanti giorni, settimane o mesi ha dovuto aspettare questo intervento non urgente o pianificabile?

(INTERVISTATORE: Se più di un intervento negli ultimi due anni, considerare il più recente.)

(INTERVISTATORE: AIUTARE A STIMARE AL MEGLIO SE NON PUÒ FORNIRE IL NUMERO ESATTO)

(INTERVISTATORE CHIEDERE: SE STA ANCORA ASPETTANDO PER L'INTERVENTO: Da quanto tempo sta aspettando?)

(WEB NOTE: “Se negli ultimi due anni ha avuto più di due interventi chirurgici, risponda alla domanda riferendosi all'ultimo intervento al quale è stato/a sottoposto/a.”)

(WEB NOTE: “Se non ricorda esattamente, indichi una stima.”)

(WEB NOTE: “Se è ancora in attesa dell'intervento chirurgico: da quanto tempo sta aspettando?”)

(SELEZIONARE TUTTO CIÒ CHE RISULTA APPLICABILE)

1 Giorni _ [INTERVALLO 1-20] PN- Q1312 in SPSS

2 Settimane _ [INTERVALLO 1-10] PN- Q1313 in SPSS

3 Mesi _ [INTERVALLO 1-11] PN- Q1314 in SPSS

4 Anni _ [INTERVALLO: 1-8] PN- Q1315 in SPSS

96 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Mai provato a ottenere un appuntamento per un intervento chirurgico

97 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Nessun periodo di attesa

98 (V) Non sa

99 (V) Rifiuta di rispondere

X (WEB BLANK)



(EHIS Introduction)

(PHONE) Le prossime domande riguardano le degenze all'ospedale. Visite al pronto soccorso non devono essere incluse.

(WEB) Le domande successive riguardano le degenze all'ospedale. Non includa le visite al pronto soccorso.

(IHP 2013 Q1320 modified question text; EHIS HC1)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1320. Negli ultimi 2 anni, ha passato almeno una notte all'ospedale in qualità di paziente?

- 1 Sì
- 2 No
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(NEW)

BASE: AUSTRALIA WHO HAVE BEEN HOSPITALIZED IN THE PAST 2 YEARS (Q600=1 AND Q99=1 AND Q1320=1)

Q1321. Was your most recent hospitalization in a public hospital?

- 1 Yes
- 2 No
- 8 (DO NOT READ) Don't know
- 9 (DO NOT READ) Decline to answer

(NEW, modified IHP2007 Q1225)

BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q1320=1)

Q1322: Pensi alla Sua ultima degenza all'ospedale: è stato/a coinvolto/a nella presa di decisione riguardante le Sue cure nella misura da Lei desiderata?

(INT: se sì, leggere le categorie)

- 1 Sì, assolutamente
- 2 Sì, in parte
- 3 No
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)



(NEW, HCAHPS Q5)

BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q1320=1)

Q1323. Durante la Sua degenza all'ospedale, **i medici** L'hanno trattata cortesemente e con rispetto? In quale misura?

(INT: LEGGERE)

- 1 Mai
- 2 A volte
- 3 Spesso
- 4 Sempre
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(NEW, HCAHPS Q1)

BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q1320=1)

Q1324: Durante la Sua degenza all'ospedale, **il personale infermieristico** L'ha trattata cortesemente e con rispetto? In quale misura?

(INT: LEGGERE)

- 1 Mai
- 2 A volte
- 3 Spesso
- 4 Sempre
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(IHP 2013 Q1330)

(IHP 2016 Swiss-Italian question and code 3 text modified)

BASE: HOSPITALIZED OVERNIGHT IN PAST 2 YEARS (Q1320=1)

Q1330. Quando ha lasciato l'ospedale, qualcuno Le ha spiegato lo scopo di ognuno dei medicinali che doveva prendere?

- 1 Sì
- 2 No
- 3 (PHONE) (V) Non doveva prendere farmaci
- 3 (WEB) (V) Non dovevo prendere medicinali
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)



(IHP 2013 Q1335)

(IHP 2016 Swiss-Italian question and code 3 text modified)

BASE: HOSPITALIZED OVERNIGHT IN PAST 2 YEARS (Q1320=1)

Q1335. Quando ha lasciato l'ospedale, l'ospedale ha preso le disposizioni o ha garantito che fosse seguito/a da un medico o da un altro operatore sanitario per le cure successive?

- 1 Si
- 2 No
- 3 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Non pertinente - non avevo bisogno di cure ulteriori
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(IHP 2013 Q1340)

(IHP 2016 Swiss-Italian question text modified)

BASE: HOSPITALIZED OVERNIGHT IN PAST 2 YEARS (Q1320=1)

Q1340. (PHONE) Quando è stato/a dimesso/a dall'ospedale, ha ricevuto informazioni scritte su cosa fare quando sarebbe tornato/a a casa e su quali sintomi stare doveva stare attento/a?

(WEB) Quando è stato/a dimesso/a dall'ospedale, ha ricevuto informazioni scritte su cosa fare quando sarebbe tornato/a a casa e su quali sintomi prestare attenzione?

- 1 Si
- 2 No
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(NEW)

BASE: FRANCE AND HOSPITALIZED OVERNIGHT IN PAST 2 YEARS (Q600=8 AND Q1320=1)

FRA2. When you left the hospital, were you provided with your medical file?

- 1 Yes
- 2 No
- 3 (DO NOT READ) I did not request it
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer



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(IHP 2013 Q1345)

(IHP 2016 Swiss-Italian question and code 3 text modified)

**BASE: HOSPITALIZED OVERNIGHT IN PAST 2 YEARS AND HAS REGULAR DOCTOR/PLACE
(Q1320=1 AND Q1135=1,2)**

Q1345. (PHONE) Quando è stato/a dimesso/a dall'ospedale, ha avuto l'impressione che i medici o il personale dello studio medico dove va abitualmente fosse informato e aggiornato sulle cure che ha ricevuto all'ospedale?

(WEB) Quando è stato dimesso/a dall'ospedale, ha avuto l'impressione che i medici o il personale dello studio medico dove va abitualmente fosse informato e aggiornato sulle cure che ha ricevuto all'ospedale?

1 Si

2 No

3 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Non visto il medico/il medico di famiglia dopo aver lasciato l'ospedale

8 (V) Non sa

9 (V) Rifiuta di rispondere

X (WEB BLANK)

(IHP 2013 Q1350)

(IHP 2016 Swiss-Italian question text modified)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1350. [IF AUS, CAN, NZ, GER, NETH, FR, NOR, SWITZ (Q600=1,2,3,6,7,8,9,11) DISPLAY: "Negli ultimi 2 anni, quante volte ha fatto ricorso al pronto soccorso di un'ospedale per le proprie cure mediche?" IF UK (Q600=4), DISPLAY: "How many times have you used a hospital Accident and Emergency (A and E) Department for your own medical care in the past 2 years?"; IF US, SWE (Q600=5,10), DISPLAY: "How many times have you used a hospital emergency room for your own medical care in the past 2 years?"]

_____ [INTERVALLO 0-96]

97 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Più di una volta, ma non conosco il numero esatto

98 (V) Non sa

99 (V) Rifiuta di rispondere

X (WEB BLANK)



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(IHP 2013 Q1360)

(IHP 2016 Swiss-Italian question text modified)

BASE: HAS REG PLACE AND HAS USED ER IN PAST 2 YEARS (Q1135=1,2 & Q1350=1-97)

Q1360. Pensi all'ultima volta che è stato/a al pronto soccorso. È stato a causa di disturbi che a
Suo avviso i medici o il personale medico dello studio in cui va abitualmente
avrebbero potuto curare se fossero stati disponibili?

1 Si

2 No

8 (V) Non sa

9 (V) Rifiuta di rispondere

X (WEB BLANK)



(IHP 2013 Q1355)

(IHP 2016 Swiss-Italian question, code 9, and interviewer note text modified)

BASE: HAS USED ER IN PAST 2 YEARS (Q1350=1-97)

Q1361. [IF AUS, CAN, NZ, GER, NETH, FR, NOR, SWITZ (Q600=1,2,3,6,7,8, 9,11) DISPLAY:
"L'ultima volta che è andato/a al pronto soccorso, quanto tempo ha aspettato prima di ricevere le cure?"

IF UK (Q600=4), DISPLAY: "The last time you went to the hospital Accident and Emergency Department (A and E), how long did you wait before being treated?"

IF US, SWE (Q600=5,10), DISPLAY: "The last time you went to the hospital emergency room, how long did you wait before being treated?"]

(INT: NON LEGGERE LA LISTA)

(INT: SE NON SA, CHIEDERE DI DARE UNA STIMA.)

(WEB NOTE: "Se non ricorda esattamente, indichi una stima.")

- 01 Meno di 30 minuti
- 02 Da 30 minuti a meno di un'ora
- 03 da 1 ora a meno di 2 ore
- 04 da 2 ore a meno di 3 ore
- 05 da 3 ore a meno di 4 ore
- 06 da 4 ore a meno di 5 ore
- 07 da 5 ore a meno di 8 ore
- 08 8 ore o più

(WEB) __ minuti [INTERVALLO 0-59]

__ ore [INTERVALLO 0-24]

Recoding according to PHONE

09 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Mai ricevuto cure/Ci sono stato/a senza ricevere cure

98 (V) Non sa

99 (V) Rifiuta di rispondere

X (WEB BLANK)



(IHP 2013 Q1385)

BASE: ALL QUALIFIED CANADA RESPONDENTS (Q99=1 AND Q600=2) AND HAS REG PLACE/DOCTOR AND HAS USED ER IN PAST 2 YEARS AND WAS TREATED (Q1135=1,2 AND Q1350=1-97 AND Q1361=1-8, 98, 99)

Q1385. After your visit in the hospital emergency department did the doctors or staff at the place where you usually get medical care seem informed and up-to-date about the care you had received in the hospital emergency department?

- 1 Yes
- 2 No
- 3 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Did not see regular doctor after ER
- 8 (DO NOT READ) Not Sure
- 9 (DO NOT READ) Decline to Answer
- X (WEB BLANK)



SECTION 1400: HEALTH CARE COVERAGE

(PHONE) Ora Le pongo alcune domande sull'assicurazione malattie.

(WEB) Ora seguono alcune domande sull'assicurazione malattie.

(IHP 2013 Q1405)

BASE: AUSTRALIA, CANADA, NEW ZEALAND & FRANCE (Q600=1, 2, 3, 8 AND Q99=1)

Q1405. In addition to government funded health services, are you currently covered by any private health insurance that you or your family pays for or that an employer or association provides?

(INTERVIEWER NOTE: ONLY IF NEEDED: This includes any private health insurance for a hospital or physicians, or for specific benefits such as prescription drugs or dental care.)

- 1 Yes, have private insurance
- 2 No, do not have private insurance
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(NEW IHP 2016)

BASE: AUSTRALIA AND SAW SPECIALIST (Q600=1 AND Q1210=1)

Q1406. Did you pay or use your private health insurance for your most recent specialist consultation?

- 1 Yes, I had to pay and/or use private health cover
- 2 No
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(New)

BASE: FRANCE RESPONDENTS WHO ARE INSURED (Q600=8 AND Q1405=1 AND Q99=1)

Q1407. Is your insurance through your or a family member's employer or did you take out insurance by yourself?

- 1 Through your employer or a family member's employer who generally co-finance the insurance with you
- 2 You or a family member take it out directly
- 3 You benefit from the the social complementary insurance called "CMU complémentaire (CMU-C)"
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)



Q1410 – France-only question - Removed per Partner feedback

(IHP 2013 Q1415 – response option 1 modified)

BASE: GERMANY (Q600=6 AND Q99=1)

Q1415. What kind of health insurance do you have? (INTERVIEWER: READ LIST.)

(INTERVIEWER NOTE, ONLY IF NEEDED: This includes any private health insurance for hospital or physicians or for specific benefits such as dental prostheses.)

- 1 Social or statutory health insurance (zum Beispiel AOK, Barmer GEK, TK, BKK, IKK etc.) without any private insurance
- 2 Social or statutory insurance and also supplementary private insurance
- 3 Private comprehensive insurance
- 4 Insured through system of "freie Heilfürsorge", system of Beihilfe, social assistance
- 5 No health insurance or other form of coverage in case of illness
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2013 Q1420 interviewer note modified)

BASE: UNITED KINGDOM OR NORWAY (Q600=4, 9 AND Q99=1)

Q1420. In addition to the National Health Service (NHS), are you currently covered by private health insurance that you or your family pays for or that an employer or association provides?

(INTERVIEWER NOTE, ONLY IF NEEDED: This includes any private health insurance for hospital or physicians or for prescription drugs. It does not include dental insurance, alone.)

- 1 Yes, have private insurance
- 2 No, do not have private insurance
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)



(IHP 2013 Q1425 – changes made to translation 12.22.15)

BASE: NETHERLANDS (Q600=7 AND Q99=1)

Q1425. In addition to the “basic insurance,” are you currently covered by an additional health care insurance package that you or your family pays for or that an employer or association provides?

(INTERVIEWER NOTE, ONLY IF NEEDED: This includes any additional health insurance for hospital or physicians or for specific benefits such as dental care or physical therapy.)

- 1 Yes, have additional insurance package
- 2 No, do not have additional insurance package
- 3 No, do not have an insurance package at all
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2013 Q1427 Modified - question text and amount)

BASE: NETHERLANDS (Q600=7 AND Q99=1)

Q1427. What is the amount of voluntary annual excess that you pay yourself, on top of the mandatory deductible of EURO 385?

(INTERVIEWER: READ LIST, IF NECESSARY.)

- 1 €0
- 2 €100
- 3 €200
- 4 €300
- 5 €400
- 6 €500
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)



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(IHP 2013 Q1430)

(IHP 2016 Swiss-Italian question and response text modified)

BASE: SWITZERLAND (Q600=11 AND Q99=1)

Q1430. (PHONE) Quale tipo di assicurazione malattie ha personalmente per l'assicurazione di base obbligatoria? Mi può dire...

(WEB) Quale tipo di assicurazione malattie ha personalmente per quanto riguarda l'assicurazione obbligatoria di base?

(INT: LEGGERE)

- 1 Assicurazione malattie normale
- 2 Assicurazione con bonus
- 3 Assicurazione HMO (medici associati)
- 4 Modello "medico di famiglia"
- 5 Assicurazione con consulenza medica per telefono prima di recarsi, vale a dire "modello telefonico"
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- 8 (WEB) Non so
- X (WEB BLANK)

(IHP 2015 Q1433)

(IHP 2016 Swiss-Italian question and interviewer note text modified)

BASE: SWITZERLAND (Q600=11 AND Q99=1)

Q1433. Oltre all'assicurazione malattie obbligatoria di base, dispone anche di un'assicurazione complementare?

(INT: Ciò comprende qualsiasi assicurazione privata per costi ospedalieri o medici, oppure per prestazioni specifiche come per farmaci ottenibili unicamente su ricetta medica)

(WEB NOTE: "Ciò comprende qualsiasi assicurazione privata per costi ospedalieri o medici, oppure per prestazioni specifiche come per farmaci ottenibili unicamente su ricetta medica.")

- 1 Sì
- 2 No
- 8 (V) Non sa
- 9 (V) Nessuna indicazione
- X (WEB BLANK)



(IHP 2013 Q1435)

(IHP 2016 Swiss-Italian response text modified)

BASE: SWITZERLAND (Q600=11 AND Q99=1)

Q1435. Di quanti franchi è la franchigia annuale, vale a dire l'importo che deve pagare in ogni caso da solo(a)?

(WEB) A quanto ammonta la franchigia annua, vale a dire l'importo che in ogni caso deve pagare da solo/a?

(INTERVISTATORE: LEGGERE LISTA.)

- 1 300 franchi
- 2 500
- 3 1000
- 4 1500
- 5 2000 (PHONE) o ...
- 6 2500 franchi
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(IHP 2013 Q1437)

(IHP 2016 Swiss-Italian question and interviewer note text modified)

BASE: SWITZERLAND (Q600=11 AND Q99=1)

Q1437. Negli ultimi 3 anni, Le è capitato che le Sue fatture mediche erano più elevate della Sua franchigia annua? Vale a dire: la Sua cassa malati ha dovuto assumersi dei costi? (PHONE) Mi può dire...

(INT: solo fatture che paga l'assicurazione di base)

(WEB NOTE: "Si tratta solo di fatture che sono assunte dalla cassa malati.")

(INTERVISTATORE: LEGGERE LISTA.)

- 1 No per niente
- 2 Una volta
- 3 2 o più volte
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)



(IHP 2013 Q1450 Modified – base updated)

BASE: US AND INSURED ((Q600=5 AND (Q1440=1) AND Q99=1))

Q1450. In the past year, was there ever a time when you did NOT have any health insurance?

- 1 Yes
- 2 No
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

US-ONLY Q1453 Deleted

(IHP 2013 Q1455 – no longer asked in AUS or US)

(IHP 2016 Swiss-Italian question and response text modified)

BASE: GER, NETH, SWIZ (Q600=6,7,11 AND Q99=1)

Q1455. **IF NETH, SWITZ (Q600=7,11), DISPLAY: “Negli ultimi 3 anni, quante volte ha cambiato cassa malati per l’assicurazione malattia di base obbligatoria?”** IF GER (Q600=6), DISPLAY: “In the past 3 years, how many times have you changed sickness

- 1 Mai
- 2 Una volta
- 3 2 o più volte
- 4 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Negli ultimi 3 anni non ero assicurato
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- 8 (WEB) Non so
- X (WEB BLANK)



(IHP 2013 Q1460 – Modified – new interviewer note)

BASE: SWEDEN (Q600=10 AND Q99=1)

Q1460. Do you have a private health care insurance either paid by yourself, your Household, by your employer or by a union?

(INTERVIEWER: Do not include dental insurance, alone.)

- 1 Yes
- 2 No
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)



SECTION 1500: OUT OF POCKET COSTS & MEDICAL BILLS

(IHP 2013 Q1505 text modified for AUS, CAN, UK)

(IHP 2016 Swiss-Italian question and interviewer note text modified)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1505. [IF NZ, GER, NETH, FR, SWE (Q600=3, 6, 7, 8, 10), DISPLAY: "In the past 12 months, about how much have you and your family spent out-of-pocket for medical treatments or services that were not covered by public or private insurance?"]

[IF AUS, CAN (Q600=1, 2), DISPLAY: "In the past 12 months, about how much of your own money have you and your family spent for medical treatments or services that were not covered by Medicare or private insurance?"]

[IF US (Q600=5), DISPLAY: "In the past 12 months, about how much have you and your family spent out-of-pocket for medical treatments or services that were not covered by insurance?"]

[IF NOR (Q600=9) DISPLAY: "In the past 12 months, about how much have you and your family spent out-of-pocket for medical treatments or services that were not covered by the National Health Service (NHS) or private insurance?"]

[IF UK (Q600=4) DISPLAY: "In the past 12 months, about how much of your own money have you and your family spent for medical treatments or services that were not covered by the National Health Service (NHS) or private insurance?"]

[IF SWITZ (Q600=11), DISPLAY: "Negli ultimi 12 mesi, quanto ha speso di tasca propria Lei e la Sua famiglia per i trattamenti medici o servizi che non erano coperti dall'assicurazione obbligatoria di base o da assicurazioni supplementari?"]

READ TO ALL – Ciò include anche i costi per i medicinali soggetti a prescrizione medica, cure mediche e dentistiche, ma non l'ammontare dei premi.

ADDITIONALLY, IF UK AND NOT COVERED BY PRIVATE INSURANCE (Q.600=4 AND Q1420=2,) DO NOT SHOW ",but does not include premiums")

(INT: SE NECESSARIO: Conti solo l'importo speso da Lei stesso/a e dai membri del Suo nucleo familiare. Non includa le spese di altri membri della famiglia che vivono in altri nuclei familiari.)

(WEB NOTE: ONLY IF NEEDED: "Conti solo gli importi spesi da Lei stesso/a e dai membri della Sua economia domestica. Non includa le spese di altri membri della famiglia che vivono in altri nuclei familiari.")

(INSERIRE SOLO VALORI INTERI. INDICARE "999998" SE "NON SICURO"; "999999" SE "RIFIUTA DI RISPONDERE".)

(WEB NOTE: ONLY IF NEEDED: "Indicare solo numeri interi.")



----- (INTERVALLO 0 - 999997)
(PHONE) 999998 (V) Non sa
(PHONE) 999999 (V) Rifiuta di rispondere
(WEB) 999998 (V) Non so
X (WEB BLANK)

(IHP 2013 Q1510 Modified – question text updated)

(IHP 2016 Swiss-Italian interviewer note and response text modified)

BASE: NOT SURE OR DECLINE TO ANSWER (Q1505=999998, 999999)

Q1510. **Se non riesce a ricordare quanto lei e la sua famiglia avete speso personalmente per cure o servizi medici, fornisca la sua migliore stima.**

(INT: Ciò include anche spese per farmaci soggetti a prescrizione medica, cure mediche e dentistiche, ma non l'ammontare dei premi.)

(WEB NOTE: ONLY IF NEEDED: "Ciò include anche i costi per i farmaci soggetti a prescrizione medica, cure mediche e dentistiche, ma non l'ammontare dei premi.")

[PN: IF AUS, CAN, US (Q600=1,2,5), DISPLAY 1-5,98,99; FR, GER, NETH (Q600=8,6,7), DISPLAY 6-10,98,99; NZ (Q600=3), DISPLAY 11-15,98,99; NOR (Q600=9), DISPLAY 16-20,98,99; SWE (Q600=10), DISPLAY 21-25,98,99; SWITZ (Q600=11), DISPLAY 26-30,98,99; UK (Q600=4), DISPLAY 31-35,98,99]

(LEGGERE L'ELENCO)

- 01 Less than \$100
- 02 \$100 to less than \$500
- 03 \$500 to less than \$1,000
- 04 \$1,000 to less than \$2,000
- 05 \$2,000 or more
- 06 Less than €90
- 07 €90 to less than €450
- 08 €450 to less than €900
- 09 €900 to less than €1,800
- 10 €1,800 or more
- 11 Less than \$150
- 12 \$150 to less than \$750
- 13 750 to less than \$1,500
- 14 \$1,500 to less than \$3,000
- 15 \$3,000 or more
- 16 Less than 825kr
- 17 825kr to less than 4,175kr
- 18 4,175kr to less than 8,350kr
- 19 8,350kr to less than 16,700kr
- 20 16,700kr or more
- 21 Less than 650kr



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- 22 650kr to less than 3,250kr
- 23 3,250kr to less than 6,500kr
- 24 6,500kr to less than \$13,000kr
- 25 13,000kr or more
- 26 Meno di 100 franchi
- 27 da 100 franchi a meno di 500 franchi
- 28 500 franchi a meno di 1000 franchi
- 29 1000 franchi a meno di 2000 franchi
- 30 2000 franchi o più
- 31 Less than £70
- 32 £70 to less than £350
- 33 £350 to less than £700
- 34 £700 to less than £1,400
- 35 £1,400 or more
- 98 (PHONE) (V) Non sa
- 98 (WEB) (V) Non so
- 99 (V) Rifiuta di rispondere
- X (WEB BLANK)



(IHP 2013 Q1516 Modified – added interviewer note)
(IHP 2016 Swiss-Italian question and item A3 text modified)

WEB ONLY - [PN: MAKE A GRID]

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

P.N. Please show code '3' only for item A3 only

Q1516. Negli ultimi 12 mesi, ci sono stati periodi in cui...?

PN ALL NON-SWITZERLAND Q600=1-10: (IF NECESSARY: INTERVIEWER: Do not include dental insurance alone.)

PN ALL NON-SWITZERLAND Q600=1-10: (WEB NOTE): "NOTE: Please do not include dental insurance alone")

- 1 Si
- 2 No
- 3 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Non avevo l'assicurazione malattia/ non ho avuto l'assicurazione nel periodo precedente agli ultimi 12 mese
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- (WEB) 8 Non so
- X (WEB BLANK)

A1. Ha avuto seri problemi a pagare o è stato incapace di pagare le sue fatture mediche

A2. Ha perso molto tempo con la burocrazia o avuto diverbi a proposito di fatture mediche

(PHONE)

A3. La Sua assicurazione si è rifiutata di pagare per un servizio medico o non ha pagato quanto si aspettava?

(WEB)

A3. La Sua assicurazione si è rifiutata di pagare per un servizio medico oppure non ha pagato l'importo che Lei si aspettava?



SECTION 1600: PRESCRIPTION DRUG USE

(IHP 2013 Q1605)

(IHP 2016 Swiss-Italian question, interviewer note, and code 97 text modified)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1605. Quanti diversi medicinali soggetti all'obbligo di ricetta assume sempre o regolarmente?

(INT.: Non contare medicinali, vitamine, complementi alimentari ecc. ottenibili senza ricetta medica.)

(INT.: "SEMPRE O REGOLARMENTE" NON INCLUDE I MEDICAMENTI CHE LA PERSONA INTERVISTATA HA EVENTUALMENTE PRESO CONTRO DISTURBI LIMITATI NEL TEMPO COME ALLERGIE, OTITI, INFIAMMAZIONE DELLA GOLA ECC.)

(WEB NOTE: "Sempre o regolarmente non include eventuali medicinali assunti per un periodo limitato contro disturbi come allergie, otiti, infiammazioni della gola ecc...")

(WEB NOTE: "Se non conosce il numero esatto, indichi una stima.")

[INTERVALLO 0-96]

97 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Più di un medicamento soggetto all'obbligo di ricetta, ma non sa/so il numero esatto

98 (V) Non sa

99 (V) Rifiuta di rispondere

X (WEB BLANK)

(IHP 2013 Q1611 MODIFIED - Added nurse in IHP 2016 for all countries but France, items A2 and A3 base changed to France only)

(IHP 2016 Swiss-Italian item text modified)

WEB ONLY - [PN: MAKE A GRID]

BASE: TAKING AT LEAST TWO PRESCRIPTION MEDICATIONS (Q1605=2-97)

Q1611. Negli ultimi 12 mesi, un medico, una persona curante o un farmacista ...

1 Si

2 No

8 (V) Non sa

9 (V) Rifiuta di rispondere

X (WEB BLANK)

A1. ... ha controllato tutti i medicinali che assume?

A2. [FRANCE ONLY Q600=8] Explained the potential side effects of any medication that was prescribed

A3. [FRANCE ONLY Q600=8] Given you a written list of all your prescribed medications



DELETED Q1655, Q1656, Q1660; Q1657 MOVED TO Q1120/A4

SECTION 1700: MEDICAL ERRORS

(IHP 2013 Q1705)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1705. Negli ultimi 2 anni, Le è mai stato dato il medicamento sbagliato o la dose sbagliata da un medico, un'infermiera, un ospedale o un farmacista?

- 1 Si
- 2 No
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(IHP 2013 Q1710)

(IHP 2016 Swiss-Italian question and interviewer note text modified)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1710 Negli ultimi 2 anni, Le è successo di pensare che fosse stato commesso un errore medico riguardo al Suo trattamento o alla Sua cura?

(INTERVISTATORE: SE NECESSARIO: Per errore medico intendiamo un errore commesso da un medico, un'infermiera, un ospedale o professionista della salute.)

(WEB NOTE: "Nota: Per errore medico intendiamo un errore commesso da un medico, un'infermiera, un ospedale o da personale sanitario.")

- 1 Si
- 2 No
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)



(New)

BASE: SWITZERLAND ONLY AND GIVEN WRONG MEDICATION OR YES TO MEDICAL MISTAKE (Q600=11 AND Q1705=1 OR Q1710=1)

Q1715. Dove si è verificato questo errore medico? È stato ... [INSERT] ?

(INT: LEGGERE)

- (PHONE)
- 1 ... dal medico dove va abitualmente
 - 2 ... in un ospedale: nel pronto soccorso, durante un intervento chirurgico o presso uno specialista
 - 3 ... ambedue, sia presso il medico che all'ospedale
 - 4 ... durante la somministrazione di cure mediche a casa Sua ... o
 - 5 ... altrove

- (WEB)
- 1 Dal medico dal quale va abitualmente
 - 2 In un ospedale: al pronto soccorso, durante un intervento chirurgico o presso uno specialista
 - 3 Ambedue, sia presso il medico che all'ospedale
 - 4 Durante la somministrazione di cure mediche a casa Sua
 - 5 Altrove

- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(IHP 2013 Q1740 Modified base)

(IHP 2016 Swiss-Italian question and interviewer note text modified)

BASE: CAN. AND SWISS ONLY -GIVEN WRONG MEDICATION/DOSE (Q1705=1) OR MEDICAL MISTAKE WAS MADE (Q600=2, 11 AND Q1710=1)

Q1716. Il Suo medico o un'altra persona specializzata coinvolta Le ha detto che c'è stato un errore nel Suo trattamento?

(INT: SE PIÙ DI UN ERRORE MEDICO: "Pensi all'errore più recente")

(WEB NOTE: "Se si sono verificati più errori medici, pensi all'errore più recente.")

- 1 Sì
- 2 No
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

Q1717 Deleted 1/21/16



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(IHP 2013 Q1720 Modified – two new interviewer notes)

(IHP 2016 Swiss-Italian question text modified)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1720. Negli ultimi 2 anni, ha fatto analisi del sangue, radiografie o altri test medici?

(INT: "Non includa le radiografie fatte dal dentista")

(WEB NOTE): "Non includa le radiografie fatte dal dentista."]

(INT: Altri test medici includono MRI, CAT ecc.)

(WEB NOTE): "Altri test medici includono ad esempio MRI o la tomografia computerizzata."]

- 1 Si
- 2 No
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(IHP 2013 Q1731 Modified – response option "7" added)

(IHP 2016 Swiss-Italian question and item text modified)

WEB ONLY - [PN: MAKE A GRID]

BASE: HAS HAD MEDICAL TESTS IN PAST 2 YEARS (Q1720=1)

Q1731. Negli ultimi 2 anni Le è successo....

- 1 Si
- 2 No
- 7 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Non pertinente
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

[ROTATE]

A1. ... di essere informato/a solo con ritardo sull'esistenza di test anomali?

A2. ... di ricevere risultati sbagliati riguardanti una diagnosi o un test di laboratorio?



SECTION 1800: HEALTH STATUS AND CHRONIC ILLNESS CARE

Q905 MOVED TO BEFORE Q1900

Q1805 MOVED TO BEFORE Q1110 1/21/16

Q1808 MOVED TO AFTER Q1820 1/21/16

(IHP 2013 Q1811 Modified - 1) item A1 "Joint pain or" added, 2) item A2 updated, 3) item A8 deleted, 4) item A9 is NEW in 2016)

(IHP 2016 Swiss-Italian interviewer note text modified)

WEB ONLY - [PN: MAKE A GRID]

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1811. **Un medico Le ha mai detto che Lei soffre di** [[INSERT ITEM]]?

(INT: CODIFICARE ANCHE CASI LIMITE, COME ASMA LEGGERA)

(WEB NOTE: "Note: Includa anche casi limite, come asma leggera.")

- 1 Si
- 2 No
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- 8 (WEB) Non so
- X (WEB BLANK)

[RANDOMIZE]

A1. ... artrite o dolori alle giunture?

A2. ... asma o malattie croniche dei polmoni come bronchite cronica, enfisema o BPCO
(Broncopneumopatia Cronica Ostruttiva)

A3. ... cancro

A4. ... depressione, ansietà o altri problemi di salute mentale

A5. ... diabete

A6. ... malattie cardiache, inclusi attacchi di cuore

A7. ... l'ipertensione o pressione sanguigna alta

A9. ... ha già avuto una volta un colpo apoplettico?



(IHP 2013 Q1145 MODIFIED – IHP 2013 used to read “Aside from a doctor”)

BASE: HAS ANY CHRONIC CONDITION AND HAS REG PLACE/DOCTOR AND (Q1135=1,2 AND ANY Q1811A1-Q1811A9=1)

Q1815. (PHONE) Indipendentemente dal Suo medico di famiglia, c'è un infermiere o infermiera specializzato/a che è coinvolto/a **regolarmente** nelle Sue cure sanitarie, ad esempio per discutere i risultati di test, i piani terapeutici o per la consulenza medica?

(WEB) Indipendentemente dal Suo medico di famiglia, c'è un infermiere o infermiera specializzato/a che è coinvolto/a **regolarmente** nelle Sue cure sanitarie, ad esempio per discutere i risultati di test, i piani terapeutici o per la consulenza medica?

1 Si

2 No

8 (V) Non sa

9 (V) Rifiuta di rispondere

X (WEB BLANK)



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*(IHP 2014 Q1420 Modified – item A2 is NEW, item A5 is NEW and for Sweden only)
(IHP 2016 Swiss-Italian question, item, and code 3 text modified)*

WEB ONLY - [PN: MAKE A GRID]

BASE: ALL QUALIFIED RESPONDENTS WHO HAVE AT LEAST ONE CONDITION

(Q1811 A1-A9 =1 FOR ANY AND Q99=1)

Q1817. Negli ultimi anni, lo specialista che La segue a causa [X] ...

[P.N -INSERT ONLY ONE CHRONIC CONDITION FROM Q1811 ACCORDING TO THE FOLLOWING HIERARCHY:

del diabete
dell'ipertonia o dell'ipertensione
dei disturbi cardiaci
dell'asma o della malattia polmonare cronica, come la bronchite cronica
della depressione, ansietà o altri disturbi psichici
del cancro
del colpo apoplettico

1 Sì

2 No

3 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Non più in cura per questo problema di salute

8 Non sa

9 Rifiuta di rispondere

X (WEB BLANK)

A1.ha discusso con Lei i principali obiettivi o le priorità relativi a questo problema di salute

A2. ... ha discusso con Lei le Sue possibilità di trattamento e anche i possibili effetti collaterali?

A4. ...Le ha dato un piano scritto nel quale è indicato come può curarsi?



(IHP 2013 Q1819 Modified – 1) base updated, 2) added explanation for what is meant by control and manage health problems)

(IHP 2016 Swiss-Italian question text modified)

BASE: ASK ALL QUALIFIED RESPONDENTS (Q99=1) HAS ASTHMA, DIABETES, HEART DISEASE, OR HYPERTENSION (Q1811 'A5' OR 'A6' OR 'A7' OR 'A2' = 1)

Q1819. Quanto è fiducioso/a di poter controllare e superare i Suoi problemi di salute?

Con ciò intendiamo che può riconoscere i sintomi che permettono di prevenire che la malattia riappaia o che può controllarne lo stato.

(INTERVISTATORE: LEGGERE LISTA)

- 1 Molto fiducioso
- 2 Fiducioso
- 3 Non molto fiducioso
- 4 Per niente fiducioso
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(NEW)

BASE: ASK ALL QUALIFIED RESPONDENTS (Q99=1) HAS ASTHMA, DIABETES, HEART DISEASE, OR HYPERTENSION (Q1811 'A5' OR 'A6' OR 'A7' OR 'A2' = 1)

Q1820. È dell'avviso di aver ricevuto il sostegno sufficiente da parte dei professionisti della salute affinché Lei possa gestire meglio i Suoi problemi di salute? (PHONE) Mi può dire...

(INT: se sì, leggere le categorie)

- 1 Sì, assolutamente
- 2 Sì, in parte
- 3 No
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(IHP 2013 Q1808)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1821. Il Suo stato di salute La impedisce di lavorare a tempo pieno o limita le Sua capacità di svolgere i lavori di casa o altre attività di tutti i giorni?

- 1 Sì
- 2 No
- 8 (V) Non sa
- 9 (V) Nessuna indicazione
- X (WEB BLANK)



Q1822 DELETED 1/21/16

SECTION 1850: BEHAVIORAL FACTORS AFFECTING HEALTH AND SOCIAL CONTEXT

Q1826 MOVED AFTER Q1865 AND RENUMBERED 1/21/16

Q1866 TO Q1868 MOVED TO AFTER Q1821 AND RENUMBERED TO MATCH IHP 2013 1/21/16

(IHP 2014 Q1483; IHP 2013 Q1825 Modified – question text and response options)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1825. **Fuma sigarette o fa uso di tabacco?**

- 1 Si
- 2 No
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(IHP 2013 Q1856 Modified – 1) item A3 base updated, 2) item A5 is NEW 'but was present in IHP 2014')

(IHP 2016 Swiss-Italian item text modified)

WEB ONLY - [PN: MAKE A GRID]

(PHONE ONLY PN: If CODE 7 is selected for first item, do not ask remaining items, GEN IN CODE 7 for remaining items)

BASE: HAS REGULAR DOCTOR/PLACE (Q1135=1,2) ASK ITEM 'A3' ONLY OF SMOKERS

(Q1825=1)

Q1856. **Negli ultimi 2 anni, Lei e il Suo medico o altro personale medico nello studio dove va solitamente avete parlato ...?**

- 1 Si
- 2 No
- 7 (PHONE: DO NOT READ/SHOW IN WEB PROGRAM) Non è stato dal medico negli ultimi 2 anni
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

[RANDOMIZE ORDER THAT QUESTIONS ARE ASKED]

- A1. di una dieta salutare e il mangiar sano
- A2. di movimento o attività fisica
- A3. ... in merito ai rischi del fumo e dei modi di smettere di fumare?
- A4. ... dei problemi legati all'alcol?
- A5. ... di cose della Sua vita che La inquietano o Le causano stress?



(IHP 2014 SWED10 Modified –base updated)

BASE: ALL SWEDEN RESPONDENTS (Q600=10) ANSWERING YES TO (Q1856 A1=1 'Diet' OR Q1856 A2=1 'Exercise' OR Q1856 A5=1'Stress').

Q1857. Have any of these conversations contributed to you changing your habits

[IF RESPONDENT HAS ONLY ONE "YES" AT Q1867, DISPLAY "regarding" IF Q1867A1=1, DISPLAY: "your diet", IF Q1867A2=1, DISPLAY: "exercise", IF Q1867A3=1, DISPLAY: "smoking"; IF Q1867A4=1, DISPLAY: "your alcohol use"; IF Q1867A6=1, DISPLAY: "your substance or drug use"]?

- 1 Yes
- 2 No
- 8 (V) Weiss nicht
- 9 (V) Antwort verweigert
- X (WEB BLANK)

(IHP 2013 Q1860)

(IHP 2016 Swiss-Italian question text modified)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1860. Negli ultimi due anni, ha sofferto di disturbi psichici, come ansia o tristezza immensa, che aveva l'impressione di riuscire ad affrontare da solo soltanto con difficoltà?

- 1 Sì
- 2 No
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(IHP 2013 Q1865 Modified – 1) question text updated, 2) response option "3" added "or could not afford to see a professional" , 4) response option "4" added for FRANCE only "No professional available near home or work")

(IHP 2016 Swiss-Italian question and code 2 text modified)

BASE: HAD EMOTIONAL DISTRESS (Q1860=1)

Q1865. Quando si sentiva così, ha avuto la possibilità di ottenere un aiuto professionale? Può dire...

(INT: LEGGERE)

- 1 Sì
- 2 No, non ha voluto un aiuto professionale
- 3 No, non era possibile o non poteva permettersi di ricevere un aiuto professionale
- 4 [FRANCE ONLY (Q600=8)] (DO NOT READ) No professional available near home or work
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)



(New – Item A1 BRFSS, Module 15, item A2 HUD Customer Satisfaction Survey, item A3 BRFSS, Module 15)

WEB ONLY - [PN: MAKE A GRID]

BASE: ASK ALL QUALIFIED RESPONDENTS (Q99=1)

Q1866. Ora Le pongo alcune domande su vari fattori che possono influire sulla salute di una persona. Negli ultimi 12 mesi, quante volte si è preoccupato/a...

- 1 Sempre
- 2 Normalmente
- 3 A volte
- 4 Raramente (PHONE) o
- 5 Mai
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

[RANDOMIZE]

- A1. ... di avere abbastanza soldi per comprare pasti soddisfacenti?
- A2. ... a causa della criminalità o della droga nel Suo vicinato?
- A3. ... di avere abbastanza soldi per pagare l'affitto o l'ipoteca?

Q1870 AND Q1871 DELETED 1/21/16

DELETED SECTION 1900: PREVENTIVE CARE SECTION

Deleted Q1920, Q1925, Q1930, Q1935, Q1938, Q1939, Q1940, Q1945



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1900: OVERALL SYSTEM VIEWS AND OPINIONS

Le domande seguenti riguardano la sanità in Svizzera in generale.

(NEW)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1900. In generale, come valuta la qualità dell'assistenza medica in Svizzera? Può dire...

- 1 Eccellente
- 2 Molto buona
- 3 Buona
- 4 Sufficiente
- 5 Pessima
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(IHP 2013 Q905 – text modified to pipe in country name)

(IHP 2016 Swiss-Italian response text modified)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q1905. (PHONE) Quale delle seguenti affermazioni corrisponde maggiormente alla Sua opinione sul sistema sanitario in Svizzera?

(WEB) Quale delle seguenti affermazioni corrisponde maggiormente alla Sua opinione sul sistema sanitario in Svizzera?

(INTERVISTATORE: LEGGERE LISTA)

- 1 Complessivamente, il sistema funziona bene e sono necessari solo piccoli cambiamenti per farlo funzionare meglio.
- 2 Alcune cose del nostro sistema sanitario funzionano bene, ma per farlo funzionare meglio sono necessari cambiamenti fondamentali.
- 3 Ci sono talmente tante cose che non funzionano nel nostro sistema sanitario, che va completamente rifatto.
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)



SECTION 2000: DEMOGRAPHICS

Siamo quasi giunti al termine.

(IHP 2013 Q2005)

BASE: ASKED OF CELL PHONE SAMPLE (Q99=1 AND Q650=2 AND Q600=1-10)

ADDITIONALLY, IN SWITZERLAND, ASKED OF ALL RESPONDENTS (Q99=1 AND Q600=11)

Q2005. **Lei inclusa, quanti adulti, di 18 anni o più, vivono nella Sua economia domestica ?**

- _____ [INTERVALLO: 01-05]
- 6 adulti o di più
- 98 (V) Non sa
- 99 (V) Rifiuta di rispondere
- 99 (WEB) Nessuna risposta
- X (WEB BLANK)

Q2010 DELETED 1/21/16

(IHP 2014 Q2015)

BASE: AUSTRALIA (Q600=1 AND Q99=1) [TO BE USED FOR WEIGHTING]

Q2015. What is the highest level of education you have completed to date?
 (INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 01 Postgraduate Degree Level
- 02 Graduate Diploma and Graduate Certificate Level
- 03 Bachelor Degree Level
- 04 Advanced Diploma and Diploma Level
- 05 Certificate Level
- 06 Senior Secondary Education (e.g., year 12, Senior Secondary Certificate of Education)
- 07 Junior Secondary Education (e.g., Year 10)
- 08 Primary Education
- 09 Pre-primary Education
- 10 Other Education
- 11 No Education
- 98 (DO NOT READ) Not sure
- 99 (DO NOT READ) Decline to answer
- X (WEB BLANK)



(IHP 2013 Q2020 – response options modified)

BASE: CANADA (Q600=2 AND Q99=1) [TO BE USED FOR WEIGHTING]

Q2020. What is the highest level of education you have completed to date?
(INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 01 Less than high school graduation
- 02 High school graduate or equivalent
- 03 Some community college, technical, trade, or vocational college
- 04 College or university degree, or higher
- 98 (DO NOT READ) Not sure
- 99 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2013 Q2025)

BASE: NEW ZEALAND (Q600=3 AND Q99=1) [TO BE USED FOR WEIGHTING]

Q2025. What is your highest level of education you have completed to date?
(INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED)

- 01 Intermediate education or lower (13yrs and under)
- 02 NCEA Level 1 - Year 11 (formally known as 5th form school certificate)
- 03 NCEA Level 2 - Year 12 (formally known as 6th form, higher school certificate)
- 04 NCEA Level 3 - Year 13 (formally known as university entrance, bursary level)
- 05 Attended university or technical college, but did not graduate
- 06 Technical/trade or other tertiary qualification
- 07 University degree or higher
- 08 (DO NOT READ) Other
- 98 (DO NOT READ) Not sure
- 99 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2013 Q2030)

BASE: UK (Q600=4 AND Q99=1) [TO BE USED FOR WEIGHTING]

Q2030. What is the highest level of formal education you have completed to date?
(INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED)

- 01 No formal education
- 02 Primary education
- 03 Secondary education
- 04 Some post-secondary education or university, but no university degree
- 05 University degree or higher
- 98 (DO NOT READ) Not sure
- 99 (DO NOT READ) Decline to answer
- X (WEB BLANK)



(IHP 2013 Q2035)

BASE: US (Q600=5 AND Q99=1) [TO BE USED FOR WEIGHTING]

Q2035. What is the highest level of education you have completed to date?
(INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED)

- 01 Less than high school graduate
- 02 High school graduate or equivalent (e.g., GED)
- 03 Completed some college, but no degree
- 04 Completed technical or community college (e.g., associates degree)
- 05 College or university degree or higher
- 98 (DO NOT READ) Not sure
- 99 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2013 Q2040)

BASE: GERMANY (Q600=6 AND Q99=1) [TO BE USED FOR WEIGHTING]

Q2040. What is the highest level of education you have completed to date?
(INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED)

- 01 Hauptschulabschluss/ Volksschulabschluss (i.e., junior/middle school certificate)
- 02 Mittlere Reife, Realschulabschluss (i.e., intermediate high school certificate)
- 03 Fachhochschulreife (i.e., high school)
- 04 Abitur (i.e. high school plus one year college, in Germany: university entrance qualification)
- 05 Abschluss einer Fachschule oder Berufsfachschule (i.e., completed technical college)
- 06 Abschluss an einer Fachhochschule oder Universität (i.e., university degree or higher)
- 96 Other degree
- 98 (DO NOT READ) Not sure
- 99 (DO NOT READ) Decline to answer
- X (WEB BLANK)



(IHP 2013 Q2045)

BASE: NETHERLANDS (Q600=7 AND Q99=1) [TO BE USED FOR WEIGHTING]

Q2045. What is the highest level of education that you have *finished*?
(INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED)

- 01 Primary school or no formal education
- 02 Lower vocational or technical training
- 03 General secondary school - lower levels
- 04 Vocational secondary school - lower levels
- 05 General secondary school - higher levels
- 06 Vocational or technical college or university bachelor degree
- 07 University masters degree or higher
- 98 (DO NOT READ) Not sure
- 99 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2013 Q2050)

BASE: FRANCE (Q600=8 AND Q99=1) [TO BE USED FOR WEIGHTING]

Q2050. What is the highest level of education you have completed to date?
(INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 01 Primary School
- 02 Secondary School with Brevet Diploma
- 03 Secondary, technical or vocational school with Baccaalaureate or any equivalent
- 04 Some university without degree
- 05 Higher education (University or *Grandes Ecoles*) with Diploma
- 98 (DO NOT READ) Not sure
- 99 (DO NOT READ) Decline to answer
- X (WEB BLANK)



(IHP 2013 Q2055)

BASE: NORWAY (Q600=9 AND Q99=1) [TO BE USED FOR WEIGHTING]

Q2055. What is the highest level of education you have completed to date?
(INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 01 Primary school
- 02 High school or vocational school
- 03 University or college (1 to including 4 years)
- 04 University or college or more (more than 4 years, including research training)
- 98 (DO NOT READ) Not sure
- 99 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(NEW)

BASE: SWEDEN (Q600=10 AND Q99=1)

Q2059. Where were you born?
(INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

- 1 Sweden
- 2 Nordic countries (excluding Sweden)
- 3 Europe (excluding the Nordic countries)
- 4 Outside of Europe
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2013 Q2060; IHP 2010 Q2080 – Modified from IHP 2013 and IHP 2010 at code 2 to read “Grundskola eller motsvarande” or “Compulsory school or equivalent”. Additionally, two interviewer notes to guide interviewers on how to code Realskola and 2 year Gymanisum mentions were incorporated.)

BASE: SWEDEN (Q600=10 AND Q99=1) [TO BE USED FOR WEIGHTING]

Q2060. What is the highest level of education you have completed to date?
(INTERVIEWER: READ LIST UNTIL RESPONSE IS ENDORSED.)

(INTERVIEWER NOTE: “REALSKOLA” SHOULD BE INCLUDED IN “CODE 2 - GRUNDSKOLA ELLER MOTSVARANDE”.)

(INTERVIEWER NOTE: “2 YEAR GYMANISUM” SHOULD BE INCLUDED IN “CODE 3 - GYMNASIENIVÅ”.)

- 01 No formal education
- 02 Compulsory school or equivalent
- 03 Upper secondary school (senior) high school
- 04 Post secondary school education, but no university degree
- 05 University degree
- 98 (DO NOT READ) Not sure

99 (DO NOT READ) Decline to answer
X (WEB BLANK)

(IHP 2013 Q2065)

(For IHP 2016 Switzerland updated response options to better reflect Swiss education)

BASE: SWITZERLAND (Q600=11 AND Q99=1) [TO BE USED FOR WEIGHTING]

Q2065. Qual è il grado di formazione più elevato che ha portato a termine fino ad ora?

(INT: LEGGERE DALLA LISTA FINO A QUANDO INDICA LA RISPOSTA.)

| | | |
|--------|--|---|
| (2) 2 | Primary education | Scuole dell'obbligo |
| (3) 3 | Lower secondary education | Formazione di 1 anno (10° anno scolastico, anno di economia domestica, pretirocinio ecc.) |
| (4) 4 | (Upper) secondary education | Formazione professionale di base di 2 anni: certificato fed. di formazione pratica (CFP) |
| (5) | | Scuola professionale a tempo pieno di 2 anni, scuola di commercio |
| (6) | | Formazione di 2-3 anni: scuola di formazione generale (scuola di diploma, scuola specializzata) |
| (7) | | Tirocinio di 3-4 anni (AFC) |
| (8) | | Scuola professionale a tempo pieno di 3-4 anni, scuola d'arti e mestieri, scuola di commercio |
| (9) | | Scuola magistrale |
| (10) | | Maturità liceale/ginnasiale |
| (11) | | Maturità professionale o maturità specializzata |
| (12) 5 | Post-secondary non tertiary education | Formazione professionale superiore con attestato/diploma/diploma di maestria federale |
| (13) 6 | First stage of tertiary education (not leading directly to an advanced research qualification) | Scuola specializzata superiore (SSS) |
| (14) | | Scuola universitaria professionale (SUP) |
| (15) | | Alta scuola pedagogica (ASP) |



| | | |
|--------|--|---|
| (16) | | Università, ETH con prediploma, licenza, bachelor, master |
| (17) 7 | Second stage of tertiary education (leading to an advanced research qualification) | Dottorato universitario/ETH |

- 98 (V) Non sa
- 99 (V) Rifiuta di rispondere
- (WEB) 99 Nessuna risposta
- X (WEB BLANK)

(IHP 2013 Q2070 – modified amounts for CAN, GER, NETH, and SWITZ)

BASE: ALL QUALIFIED RESPONDENTS (Q99=1)

Q2070. Il reddito medio delle famiglie in Svizzera è di circa CHF 8,500 al mese (13esima e altri redditi inclusi).

NOTA PER L'INTERVISTATORE: Se richiesto: "Intendo il reddito lordo prima delle detrazioni fiscali e tasse"

In confronto il reddito della Sua economia domestica è...?

(INTERVISTATORE: LEGGERE LISTA)

WEB NOTE: "Si intende il reddito lordo del nucleo familiare prima di qualsiasi detrazione."

[PN: IF AUS (Q600=1) ENTER "\$69,000"; IF CAN (Q600=2) ENTER "\$60,500"; IF NZ (Q600=3) ENTER "\$66,000"; IF UK (Q600=4) ENTER "£28,000"; IF US (Q600=5) ENTER "\$50,000"; IF GER (Q600=6) ENTER "49,000 Euros"; NETH (Q600=7) ENTER "30,000 Euros"; IF FRANCE (Q600=8), ENTER "41,000 Euros"; IF NOR (Q600=9), ENTER "670,000 NOK"; IF SWE (Q600=10), ENTER "340,000 SEK"; IF SWITZ, (Q600=11), ENTER "CHF8500"].

- 1 Molto sopra la media
- 2 Un pò sopra la media
- 3 Nella media
- 4 Un pò sotto la media
- 5 Molto sotto la media
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)



(IHP 2013 Q2075)

(For IHP 2016 Switzerland updated response options from CHF to Franchi)

BASE: Q2070=1-5)

Q2075. Mi fermi quando cito la categoria giusta. Il reddito della Sua economia domestica è...

(INT: CHIEDERE DI INDICARE UNA STIMA)

(INTERVISTATORE: LEGGERE LISTA)

[NOTE TO PROGRAMMERS: RESPONDENTS WHO ANSWER "MUCH/SOMEWHAT BELOW AVERAGE" TO Q2070 SHOULD ONLY BE ASKED THE FIRST THREE INCOME BRACKETS AT Q2075; RESPONDENTS WHO ANSWER "AVERAGE" SHOULD BE ASKED THE SECOND, THIRD, AND FOURTH INCOME BRACKETS; AND RESPONDENTS WHO ANSWER "MUCH/SOMEWHAT ABOVE AVERAGE" SHOULD BE ASKED THE THIRD, FOURTH, FIFTH AND SIXTH INCOME BRACKETS:

IF AUS (Q600=1) AND Q2070 = 4-5 DISPLAY CODES 1-3, DD, RR

IF AUS (Q600=1) AND Q2070 = 3 DISPLAY CODES 2-4, DD, RR

IF AUS (Q600=1) AND Q2070 = 1-2 DISPLAY CODES 3-6, DD, RR

IF CAN (Q600=2) AND Q2070 = 4-5 DISPLAY CODES 7-9, DD, RR

IF CAN (Q600=2) AND Q2070 = 3 DISPLAY CODES 8-10, DD, RR

IF CAN (Q600=2) AND Q2070 = 1-2 DISPLAY CODES 9-12, DD, RR

IF NZ (Q600=3) AND Q2070 = 4-5 DISPLAY CODES 13-15, DD, RR

IF NZ (Q600=3) AND Q2070 = 3 DISPLAY CODES 14-16, DD, RR

IF NZ (Q600=3) AND Q2070 = 1-2 DISPLAY CODES 15-17, DD, RR

IF UK (Q600=4) AND Q2070 = 4-5 DISPLAY CODES 18-20, DD, RR

IF UK (Q600=4) AND Q2070 = 3 DISPLAY CODES 19-21, DD, RR

IF UK (Q600=4) AND Q2070 = 1-2 DISPLAY CODES 20-23, DD, RR



IF US (Q600=5) AND Q2070 = 4-5 DISPLAY CODES 24-26, DD, RR
IF US (Q600=5) AND Q2070 = 3 DISPLAY CODES 25-27, DD, RR
IF US (Q600=5) AND Q2070 = 1-2 DISPLAY CODES 26-28, DD, RR

IF GER (Q600=6) AND Q2070 = 4-5 DISPLAY CODES 29-31, DD, RR
IF GER (Q600=6) AND Q2070 = 3 DISPLAY CODES 30-32, DD, RR
IF GER (Q600=6) AND Q2070 = 1-2 DISPLAY CODES 31-34, DD, RR

IF NETH (Q600=7) AND Q2070 = 4-5 DISPLAY CODES 35-37, DD, RR
IF NETH (Q600=7) AND Q2070 = 3 DISPLAY CODES 36-38, DD, RR
IF NETH (Q600=7) AND Q2070 = 1-2 DISPLAY CODES 37-40, DD, RR

IF FRANCE (Q600=8) AND Q2070 = 4-5 DISPLAY CODES 41-43, DD, RR
IF FRANCE (Q600=8) AND Q2070 = 3 DISPLAY CODES 42-44, DD, RR
IF FRANCE (Q600=8) AND Q2070 = 1-2 DISPLAY CODES 43-46, DD, RR

IF NOR (Q600=9) AND Q2070 = 4-5 DISPLAY CODES 47-49, DD, RR
IF NOR (Q600=9) AND Q2070 = 3 DISPLAY CODES 48-50, DD, RR
IF NOR (Q600=9) AND Q2070 = 1-2 DISPLAY CODES 49-52, DD, RR

IF SWE (Q600=10) AND Q2070 = 4-5 DISPLAY CODES 53-55, DD, RR
IF SWE (Q600=10) AND Q2070 = 3 DISPLAY CODES 54-56, DD, RR
IF SWE (Q600=10) AND Q2070 = 1-2 DISPLAY CODES 55-58, DD, RR]

IF SWIT (Q600=11) AND Q2070 = 4-5 DISPLAY CODES 59-61, DD, RR
IF SWIT (Q600=11) AND Q2070 = 3 DISPLAY CODES 60-62, DD, RR
IF SWIT (Q600=11) AND Q2070 = 1-2 DISPLAY CODES 61-64, DD, RR]

- 01 Less than \$35,000
- 02 \$35,000 to less than \$62,000
- 03 \$62,000 to less than \$76,000
- 04 \$76,000 to less than \$105,000
- 05 \$105,000 to less than \$140,000
- 06 \$140,000 or more

- 07 Less than \$35,000
- 08 \$35,000 to less than \$63,000
- 09 \$63,000 to less than \$77,000
- 10 \$77,000 to less than \$105,000
- 11 \$105,000 to less than \$140,000
- 12 \$140,000 or more

- 13 Less than \$33,000
- 14 \$33,000 to less than \$66,000
- 15 \$66,000 to less than \$99,000
- 16 \$99,000 to less than \$132,000



- 17 \$132,000 or more

- 18 Less than £14,000
- 19 £14,000 to less than £25,000
- 20 £25,000 to less than £31,000
- 21 £31,000 to less than £42,000
- 22 £42,000 to less than £56,000
- 23 £56,000 or more

- 24 Less than \$25,000
- 25 \$25,000 to less than \$50,000
- 26 \$50,000 to less than \$70,000
- 27 \$70,000 to less than \$100,000
- 28 \$100,000 or more

- 29 Less than €23,000
- 30 €23,000 to less than €41,000
- 31 €41,000 to less than €50,000
- 32 €50,000 to less than €68,000
- 33 €68,000 to less than €90,000
- 34 €90,000 or more

- 35 Less than €17,000
- 36 €17,000 to less than €31,000
- 37 €31,000 to less than €37,000
- 38 €37,000 to less than €51,000
- 39 €51,000 to less than €68,000
- 40 €68,000 or more

- 41 Less than €21,000
- 42 €21,000 to less than €37,000
- 43 €37,000 to less than €45,000
- 44 €45,000 to less than €62,000
- 45 €62,000 to less than €82,000
- 46 €82,000 or more

- 47 Less than 340,000 NOK
- 48 340,000 NOK to less than 600,000 NOK
- 49 600,000 NOK to less than 740,000 NOK
- 50 740,000 NOK to less than 1,000,000 NOK
- 51 1,000,000 NOK to less than 1,300,000 NOK
- 52 1,300,000 NOK or more

- 53 Less than 170,000 SEK
- 54 170,000 SEK to less than 300,000 SEK
- 55 300,000 SEK to less than 370,000 SEK



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- 56 370,000 SEK to less than 510,000 SEK
- 57 510,000 SEK to less than 680,000 SEK
- 58 680,000 SEK or more

- 59 inferiore ai 4000 franchi
- 60 tra 4000 franchi e meno di 7500 franchi
- 61 tra 7500 franchi e meno di 9500 franchi
- 62 tra 9500 franchi e meno di 12'500 franchi
- 63 tra 12'500 franchi e meno di 17'000 franchi
- 64 17'000 franchi o più

- 98 (V) Non sa
- 99 (V) Rifiuta di rispondere
- X (WEB BLANK)

(IHP 2013 Q2080 Modified – Not asked in Sweden but populated via Q2059)

(IHP 2016 Swiss-Italian question text modified)

BASE: ASKED OF NON-SWEDEN QUALIFIED RESPONDENTS (Q99=1 AND Q600=1-9,11)
(P.N.- FOR SWEDEN WILL BE AUTOPOPULATED FROM Q2059)

Q2080. Siamo quasi giunti al termine dell'intervista. Ho ancora alcune domande per la statistica.

È nato in Svizzera o altrove?

[IF GER (Q600=6), DISPLAY: (INTERVIEWER NOTE: ONLY IF NEEDED: "Germany" includes the former East (DDR).)]

- 1 Sì, nato in Svizzera
- 2 No, non è nato in Svizzera
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(NEW)

BASE: NOT BORN IN AUSTRALIA (Q2080=2 AND Q600=1 AND Q99=1)

Q2084. At what age did you enter AUSTRALIA?

[RANGE: 00-100]

- 98 (DO NOT READ) Don't Know
- 99 (DO NOT READ) Refused
- X (WEB BLANK)

Deleted Q2085-CAN ONLY QUESTION



(IHP 2013 Q2090)

BASE: CANADA - ALL QUALIFIED (Q600=2 AND Q99=1)

Q2090. Were your parents born in Canada or somewhere else?

(READ LIST)

- 1 Yes, both parents were born in Canada
- 2 No, both parents were born in some other country
- 3 One parent was born in Canada and the other was born in some other country
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2013 Q2100)

BASE: GERMANY (Q600=6 AND Q99=1)

Q2100. Were your parents born in Germany or somewhere else?

(INTERVIEWER: READ LIST)

[IF GER (Q600=6), DISPLAY: "(INTERVIEWER NOTE: ONLY IF NEEDED: "Germany" includes the former East (DDR).)"]

- 1 Yes, both parents were born in Germany
- 2 No, both parents were born in some other country
- 3 One parent was born in Germany and the other was born in some other country
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)



(IHP 2013 Q2105)

BASE: FRANCE (Q600=8 AND Q99=1)

Q2105. Were your parents born in France or somewhere else?

(INTERVIEWER: READ LIST)

- 1 Yes, both parents were born in France
- 2 No, both parents were born in some other country
- 3 One parent was born in France and the other was born in some other country
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2013 Q2110)

BASE: NETHERLANDS (Q600=7 AND Q99=1)

Q2110. To which ethnic group do you belong?

(INTERVIEWER: READ LIST)

- 01 Autochthonic Dutch
- 02 Moroccan
- 03 Turkish
- 04 Surinamese
- 05 Netherlands Antilles and Aruba
- 06 Other ethnic group
- 98 (DO NOT READ) Not sure
- 99 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2013 Q2115)

BASE: SWITZERLAND (Q600=11 AND Q99=1)

Q2115. **I suoi genitori sono nati in Svizzera o in altri paesi?**

(INTERVISTATORE: LEGGERE LA LISTA)

- 1 **Sì, entrambi i genitori sono nati in Svizzera**
- 2 **No, entrambi i genitori sono nati in un altro paese**
- 3 **Un genitore è nato in Svizzera e l'altro è nato in un altro Paese**
- 8 **(V) Non sa**
- 9 **(V) Rifiuta di rispondere**
- X (WEB BLANK)



(IHP 2013 Q2120)

BASE: CANADA (Q600=2 AND Q99=1) [TO BE USED FOR WEIGHTING]

Q2120. Do you speak [IF CONDUCTED IN ENGLISH DISPLAY: "French" IF CONDUCTED IN FRENCH DISPLAY: "English"] well enough to conduct a conversation?

- 1 Yes
- 2 No
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2013 Q2123)

BASE: NEW ZEALAND (Q600=3 AND Q99=1)

Q2123. To which ethnic group or groups do you belong?

(INTERVIEWER: READ LIST. ALLOW MORE THAN ONE RESPONSE.)

- 01 NZ European
- 02 Maori
- 03 Samoan
- 04 Cook Island Maori
- 05 Tongan
- 06 Niuean
- 07 Chinese
- 08 Indian
- 96 Other (such as Dutch, Japanese, Tokelauan)
- 98 (DO NOT READ) Not sure
- 99 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2014 Q2128 MODIFIED - to read Torres rather than Torrest)

BASE: AUSTRALIA (Q600=1 AND Q99=1)

Q2124. Are you of Aboriginal origin, Torres Strait Islander origin, or both?
(IF YES, ASK: Is that Aboriginal origin, Torres Strait Islander, or both?)

- 1 Yes, Aboriginal
- 2 Yes, Torres Strait Islander
- 3 Yes, both Aboriginal and Torres Strait Islander
- 4 No
- 8 (DO NOT READ) Don't know
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)



(IHP 2013 Q2125)

BASE: UNITED KINGDOM (Q600=4 AND Q99=1)

Q2125. To which of the following groups do you consider you belong?

(INTERVIEWER: READ LIST)

- 1 White
- 2 Asian or Asian British
- 3 Black or Black British
- 4 Chinese
- 5 Mixed Ethnic group, or
- 6 Other
- 8 (DO NOT READ) Don't know
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

Deleted Q2127- CANADA ONLY QUESTION

(IHP 2013 Q2130)

BASE: US (Q600=5 AND Q99=1) [TO BE USED FOR WEIGHTING]

Q2130. Are you of Latino or Hispanic origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

- 1 Yes
- 2 No
- 8 (DO NOT READ) Don't know
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2013 Q2135)

BASE: US (Q600=5 AND Q99=1) [TO BE USED FOR WEIGHTING]

Q2135. Do you consider yourself...?

(INTERVIEWER: READ LIST)

- 1 White
- 2 Black or African American
- 3 Asian or Pacific Islander
- 4 Native American or Alaskan native
- 5 Or some other race or multiple races
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)



Q2150 - DELETED FOR SWEDEN ON 01/07/16 AS VARDANALYS CONFIRMED THEY PREFER ASKING ZIPCODE TO DERIVE A VERSION OF THIS

(IHP 2013 Q2150)

BASE: UK OR NORWAY OR GERMANY (Q600=4, 6, 9 AND Q99=1)

Q2150. Which of the following describes where you live?

(INTERVIEWER: READ LIST)

- 1 City/large town
- 2 Suburbs of a city/large town
- 3 Small town
- 4 Village or rural location
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2013 Q2155)

BASE: GERMANY (Q600=6 AND Q99=1)

Q2155. Do you speak a language other than German at home?

- 1 Yes
- 2 No
- 8 (DO NOT READ) Don't know
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(IHP 2013 Q2160)

BASE: FRANCE (Q600=8 AND Q99=1)

Q2160. Do you speak a language other than French at home?

- 1 Yes
- 2 No
- 8 (DO NOT READ) Don't know
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)



(NEW)

BASE: SWEDEN (Q600=10 AND Q99=1)

QSWED1. To what extent would you say it is important to be able to communicate electronically with the health care, (e.g. ask questions related to your health over email)?

(INTERVIEWER: READ LIST.)

- 1 Completely agree
- 2 Agree to some extent
- 3 Neither agree nor disagree
- 4 Disagree to some extent
- 5 Completely disagree
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(NEW)

BASE: SWEDEN (Q600=10 AND Q99=1)

QSWED2. Are you aware that as a patient you have the right to limit who can access your medical records for your own care and treatment?

- 1 Yes
- 2 No
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(NEW)

BASE: SWEDEN (Q600=10 AND QSWED2=1 AND Q99=1)

QSWED3. And have you ever used this right?

(IF NECESSARY: That is your right to limit who can and cannot access you medical records for your own care and treatment.)

- 1 Yes
- 2 No
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)



(NEW)

BASE: SWEDEN (Q600=10 AND Q99=1)

QSWED4. Provided that you don't make an active choice on how your medical records are handled, which of the following statements comes closest to expressing your overall view of how you prefer that information from your medical records are handled?

- 1 When I see a new doctor I want him/her to have access to my previous medical records.
- 2 When I see a new doctor I **do not** want him/her to have access to my previous medical records.
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(NEW)

BASE: SWEDEN (Q600=10 AND Q99=1)

QSWED5. Information from your medical records can be of interest in other contexts than for your care and treatment, such as for research. What is your stand on making information about you available for such purposes?

- 1 Predominantly positive
- 2 Predominantly negative
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(NEW)

BASE: SWEDEN (Q600=10 AND Q99=1)

QSWED6. In the last twelve months, how many times have you visited a doctor's group, health center or clinic within primary care?

- [PN: ALLOW RESPONDENT TO ENTER 0-96]
- 97 Not applicable
 - 98 (DO NOT READ) Not sure
 - 99 (DO NOT READ) Decline to answer
 - X (WEB BLANK)



(NEW)

BASE: SWEDEN [Q600=10 AND (QSWED6=98 or QSWED6=99) AND Q99=1]

QSWED6a. Would you say (READ LIST)?

(IF NECESSARY: In the last twelve months, about how many times have you visited a doctor's group, health center or clinic within primary care?)

- 1 One to two times
- 2 Three to four times
- 3 Five to six times
- 4 Seven to eight times
- 5 Nine to ten times
- 6 More than ten times
- 7 Or never
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline to answer
- X (WEB BLANK)

(NEW)

BASE: SWEDEN (Q600=10 AND Q99=1)

QSWED7. Again, if you think about the health care you have received in the last twelve months, about how many times have you visited a specialist health-care facility such as a hospital? Please do not include the hospital emergency room.

[PN: ALLOW RESPONDENT TO ENTER 0-96]

- 97 Not applicable
- 98 (DO NOT READ) Not sure
- 99 (DO NOT READ) Decline to answer
- X (WEB BLANK)



(NEW)

BASE: SWEDEN [Q600=10 AND (QSWED7=98 or QSWED7=99) AND Q99=1]

QSWED7a. Would you say (READ LIST)?

(IF NECESSARY: In the past twelve months, about how many times have you visited a specialist health-care facility such as a hospital, not including the hospital emergency room?)

- 1 One to two times
- 2 Three to four times
- 3 Five to six times
- 4 Seven to eight times
- 5 Nine to ten times
- 6 More than ten times
- 7 Or never
- 8 (DO NOT READ) Not sure
- 9 (DO NOT READ) Decline



(NEW)

BASE: SWITZERLAND (Q600=11 AND Q99=1) AND SAID YES TO SKIPPING CARE BECAUSE OF COST (Q1120 A1=1)

QSWI1a. Prima ha detto che negli ultimi 12 mesi ha avuto un problema di salute e che però per motivi di costi non è andato/a dal medico. Il problema di salute è peggiorato, rimasto uguale o è migliorato?

(INT: SE PIÙ VOLTE NON È ANDATO DAL MEDICO A CAUSA DI UN PROBLEMA: Pensi all'ultima volta che ha avuto un problema di salute e che non è andato/a dal medico.)

(WEB NOTE: " Se ciò è accaduto più volte, pensi all'ultima volta che ha avuto un problema di salute ma non è andato/a dal medico.

- 1 Peggiorato
- 2 Inviarato
- 3 Migliorato
- 8 (DO NOT READ) Non sa
- 9 (DO NOT READ) Rifiuta di rispondere
- X (WEB BLANK)

(NEW)

BASE: SWITZERLAND (Q600=11 AND Q99=1) and medical problem has gotten worse or stayed the same or gotten better (QSW1a=1,2,3)

QSWI1b. (PHONE) Ha detto che il problema è [IF QSWI1a=1 INSERT: "got worse"; IF QSWI1a=2 INSERT: "stayed the same"; IF QSWI1a=3 INSERT "got better"]. È andato/a dal medico per questo problema o prevede di andare dal medico?

(WEB) Ha indicato che il problema è [IF QSWI1a=1 INSERT: "got worse"; IF QSWI1a=2 INSERT: "stayed the same"; IF QSWI1a=3 INSERT "got better"]. È andato/a dal medico per questo problema o prevede di andare dal medico?

(CATI)

- 1 Sì, andato dal medico (e forse ci torna di nuovo)
- 2 Sì, prevede di andare dal medico
- 3 No, non è andato dal medico e non prevede di andarci

(WEB)

- 1 Per questo problema sono andato/a dal medico (e forse ci torno di nuovo)
- 2 Prevedo di andare dal medico per questo problema
- 3 Per questo problema non sono andato/a dal medico e non prevedo di andarci
- 4 (PHONE: DO NOT READ) Non può ancora permettersi di andare dal medico (SHOW IN WEB PROGRAM) Non posso permettermi di andare dal medico
- 8 (DO NOT READ) Non sa
- 9 (DO NOT READ) Rifiuta di rispondere
- X (WEB BLANK)



(NEW)

BASE: ALL SWITZERLAND RESPONDENTS (Q600=11 AND Q99=1)

QSW12. Se pensa a tutte le prestazioni mediche che ha ricevuto negli ultimi 12 mesi, direbbe che (PHONE) ha ricevuto...

(PHONE)

- 1 troppo poche prestazioni mediche
- 2 la misura giusta ... o
- 3 troppe prestazioni mediche?

(WEB)

- 1 ho ricevuto troppo poche prestazioni mediche
- 2 ho ricevuto la quantità giusta di prestazioni mediche
- 3 ho ricevuto troppe prestazioni mediche

- 7 (PHONE: DO NOT READ) Non ha avuto bisogno di prestazioni mediche
(SHOW IN WEB PROGRAM) Non ho avuto bisogno di prestazioni mediche
- 8 (DO NOT READ) Non sa
- 9 (DO NOT READ) Rifiuta di rispondere
- X (WEB BLANK)

(IHP 2013 LL1 - Adapted for web respondents in Switzerland in IHP 2016)

BASE: NON-SWITZERLAND AND LANDLINE SAMPLE (Q650=1 AND Q600=1-10/ Q500=1-8,10-11) OR SWITZERLAND ASK ALL (Q600=11/Q500=9)

P.N - USE "mobile" if NZ,UK,AUS (Q600=1,3,4); USE "cell" for all others (Q600=2,5-11)

LL1. Se ora pensa all'uso del Suo telefono... Qualcuno del Suo nucleo familiare, Lei compreso/a, ha un telefono cellulare in funzione?

- 1 Sì (PHONE), persona intervistata o qualcuno nell'economia domestica ha un cellulare
- 2 No
- 8 (V) Non sa
- 9 (V) Nessuna risposta
- X (WEB BLANK)

(New)

BASE: NON-SWITZERLAND AND CELLPHONE SAMPLE OR HH HAS A CELLPHONE (Q650=2 OR LL1=1 AND Q600=1-10/ Q500=1-8,10-11) OR SWITZERLAND AND HAS A CELLPHONE (Q600=11/Q500=9 AND QLL1=1)

(PN - Allow for ZERO)

C3. Quanti numeri diversi di cellulare utilizza in maniera attiva?

- _____ numeri di telefoni cellular
- 99 (DO NOT READ) Non sa / nessuna risposta
- X (WEB BLANK)



(IHP 2013 CP1 – Adapted for web respondents in Switzerland in IHP 2016)

**BASE: NON-SWITZERLAND AND CELL SAMPLE (Q.650=2 AND Q600=1-10/ Q500=1-8,10-11)
OR SWITZERLAND ASK ALL (Q600=11/Q500=9)**

P.N - USE “mobile” if NZ,UK,AUS (Q600=1,3,4); USE “cell” for all others (Q600=2,5-11)

CP1. Nella Sua abitazione c'è almeno un telefono che funziona e che non è un telefono cellulare?

- 1 Sì, ha un telefono di rete fissa
- 2 No, nessun telefono di rete fissa
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(New)

**BASE: NON-SWITZERLAND AND LANDLINE SAMPLE OR HH HAS A LANDLINE PHONE
(Q600=1-10/ Q500=1-8,10-11 AND (Q650=1 OR CP1=1))**

C3a. How many telephone numbers does your household have that I could have reached you on? Not extensions, but different telephone numbers, not counting (cell/mobile) phones?

_____ (ENTER # LANDLINE PHONE NUMBERS)

- 99 (DO NOT READ) Don't know/No answer
- X (WEB BLANK)

(New)

**BASE: SWITZERLAND AND LANDLINE SAMPLE OR HH HAS A LANDLINE PHONE
(Q600=11/Q500=9 AND Q650=1 OR CP1=1)**

P.N - USE “mobile” if NZ,UK,AUS (Q600=1,3,4); USE “cell” for all others (Q600=2,5-11)

C3b. A quanti numeri diversi di rete fissa avrei potuto raggiungerla nella Sua economia domestica?

(INT: SOLO NUMERI DIVERSI DI RETE FISSA, SENZA NUMERI DI TELEFONI CELLULARI.)

(WEB) Conti solo i diversi numeri di rete fissa, non i numeri di telefoni cellulari

_____ numeri di rete fissa

- 99 (DO NOT READ) Non sa / nessuna risposta
- X (WEB BLANK)

(IHP 2013 D-Z1)

BASE: ALL QUALIFIED RESPONDENTS -UNITED STATES ONLY (Q99=1 AND Q600 = 5)

D-Z1. What is your zip code/postal code?

- 99999 (DO NOT READ) Refused
- X (WEB BLANK)



(P.N. PLEASE ADD VERIFICATION SCREEN FOR INTERVIEWERS TO CHECK ZIP CODE ENTERED)

INTERVIEWER ONLY: Did respondent provide the following 5 digit zip code? (INSERT ZIP CODE)

- 1 Yes (CONTINUE)
- 2 No (RE-ASK D-Z1)

(IHP 2013 D-Z4)

BASE: ALL QUALIFIED RESPONDENTS FROM SWITZERLAND (Q99=1 AND Q600 = 11)

(P.N. POSTAL CODES IN SWITZERLAND HAVE 4 DIGITS)

D-Z4. **Qual è il Suo codice di avviamento postale?**

- 9999 (V) Rifiuta di rispondere
- X (WEB BLANK)

(P.N. PLEASE ADD VERIFICATION SCREEN FOR INTERVIEWERS TO CHECK POSTAL CODE ENTERED)

INT: LA PERSONA INTERVISTATA LEI HA INDICATA QUESTO NUMERO POSTALE? (INSERT POSTAL CODE)

- 1 **Si** (CONTINUE)
- 2 **No** (RE-ASK D-Z4)

QD-ZSW - DELETED ON 04/14/16 AS LINK CONFIRMED THEY DO NOT NEED THIS VARIABLE



(IHP 2013 D-ZSWU)

BASE: ALL QUALIFIED CELL PHONE RESPONDENTS FROM SWITZERLAND WHO REFUSED TO PROVIDE POSTAL CODE (Q600= 11 AND D-Z4=9999 AND Q650=2)

D-ZSWU. Definirebbe la zona dove abita come un'area :

Not asked / Postal code is being taken either from self-reporting (D-Z4.) or the registry.

(LEGGERE LISTA)

- 1 prevalentemente urbana
- 2 urbana e rurale (intermedia)
- 3 prevalentemente rurale
- 8 (V) Non sa
- 9 (V) Rifiuta di rispondere
- X (WEB BLANK)

(IHP 2013 D-ZF)

BASE: ALL RESPONDENTS - FRANCE ONLY (Q600=8)

(P.N - 5 digit postal code)

D-ZF. What is your postal code?

- 99999 (V) Refused
- X (WEB BLANK)

(P.N. PLEASE ADD VERIFICATION SCREEN FOR INTERVIEWERS TO CHECK POSTAL CODE ENTERED)

INTERVIEWER ONLY: Did respondent provide the following 5 digit postal code? (INSERT POSTAL CODE)

- 1 Yes (CONTINUE)
- 2 No (RE-ASK D-ZF)



(NEW)

BASE: ALL QUALIFIED FRENCH RESPONDENTS WHO PROVIDED INVALID POSTAL CODE OR REFUSED TO PROVIDE A POSTAL CODE [Q600=8 and (QD-ZF='starting with 96, 98, and 99' or QD-ZF=99999)]

D-ZFR. Which region do you live in?

(INTERVIEWER READ LIST)

- 1 Alsace, Champagne-Ardenne, Lorraine
- 2 Aquitaine Limousin Poitou-Charentes
- 3 Auvergne-Rhône-Alpes
- 4 Bourgogne, Franche-Comté
- 5 Bretagne
- 6 Centre, Val de Loire
- 7 Corse
- 8 Île-de-France
- 9 Languedoc-Roussillon, Midi-Pyrénées
- 10 Nord-Pas-de-Calais, Picardie
- 11 Normandie
- 12 Pays de la Loire
- 13 Provence-Alpes, Côte-d'Azur
- 99 (DO NOT READ) Refused
- X (WEB BLANK)



(IHP 2013 D-Z1a)

**BASE: ALL QUALIFIED U.S. CELL PHONE RESPONDENTS WHO REFUSED TO PROVIDE ZIP
CODE (Q600= 5 AND Q650=2 AND D-Z1=99)**

D-Z1a. What state do you live in?

- 01 Alabama
- 02 Alaska
- 03 Arizona
- 04 Arkansas
- 05 California
- 06 Colorado
- 07 Connecticut
- 08 Delaware
- 09 District of Columbia
- 10 Florida
- 11 Georgia
- 12 Hawaii
- 13 Idaho
- 14 Illinois
- 15 Indiana
- 16 Iowa
- 17 Kansas
- 18 Kentucky
- 19 Louisiana
- 20 Maine
- 21 Maryland
- 22 Massachusetts
- 23 Michigan
- 24 Minnesota
- 25 Mississippi
- 26 Missouri
- 27 Montana
- 28 Nebraska
- 29 Nevada
- 30 New Hampshire
- 31 New Jersey
- 32 New Mexico
- 33 New York
- 34 North Carolina
- 35 North Dakota
- 36 Ohio
- 37 Oklahoma
- 38 Oregon
- 39 Pennsylvania
- 40 Rhode Island
- 41 South Carolina



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- 42 South Dakota
- 43 Tennessee
- 44 Texas
- 45 Utah
- 46 Vermont
- 47 Virginia
- 48 Washington
- 49 West Virginia
- 50 Wisconsin
- 51 Wyoming
- 99 (DO NOT READ) Refused
- X (WEB BLANK)

(IHP 2013 QDZ-NETH)

BASE: ALL CELL PHONE RESPONDENTS - NETHERLANDS ONLY (Q600=7 and Q650=2)

QDZ-NETH. What province do you live in ?

- 98 Drenthe
- 99 Flevoland
- 100 Friesland
- 101 Gelderland
- 102 Groningen
- 103 Limburg
- 104 Noord-Brabant
- 105 Noord-Holland
- 106 Overijssel
- 107 Utrecht
- 108 Zeeland
- 109 Zuid-Holland
- 997 (V) Other
- 999 (V) Refused
- X (WEB BLANK)



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(IHP 2013 QDZ-NOR)

BASE: CELL PHONE RESPONDENTS - NORWAY ONLY (Q600=9 and Q650=2)

QDZ-NOR. What COUNTY do you live in ?

- 79 Østfold
- 80 Akershus
- 81 Oslo
- 82 Hedmark
- 83 Oppland
- 84 Buskerud
- 85 Vestfold
- 86 Telemark
- 87 Aust-Agder
- 88 Vest-Agder
- 89 Rogaland
- 90 Hordaland
- 91 Sogn og Fjordane
- 92 Møre og Romsdal
- 93 Sør-Trøndelag
- 94 Nord-Trøndelag
- 95 Nordland
- 96 Troms
- 97 Finnmark
- 98 (V) Other
- 99 (V) Refused
- X (WEB BLANK)



(IHP 2013 D-UK)

BASE: UK (Q600=4 AND Q99=1)

D-UK. In which region are you living ?
(READ LIST IF NECESSARY)

- 26 North East
- 27 Yorks & Humber
- 28 East Midlands
- 29 Eastern
- 30 London
- 31 South East
- 32 South West
- 33 West Midlands
- 34 North West
- 35 Wales
- 36 Scotland
- 37 Northern Ireland
- 98 (DO NOT READ) Don't know
- 99 (DO NOT READ) Refused
- X (WEB BLANK)

(IHP 2013 D-NZ)

BASE: NZ (Q600=3 and Q99=1)

D-NZ. In which region are you living ?
(READ LIST IF NECESSARY)

- 01 Northland
- 02 Auckland
- 03 Waikato
- 04 Bay of Plenty
- 05 Gisborne
- 06 Hawke's Bay
- 07 Taranaki
- 08 Manawatu-Wanganui
- 09 Wellington
- 10 Tasman
- 11 Nelson
- 12 Marlborough
- 13 West Coast
- 14 Canterbury
- 15 Otago
- 16 Southland
- 98 (DO NOT READ) Don't know
- 99 (DO NOT READ) Refused
- X (WEB BLANK)



(IHP 2013 D-NZU)

BASE: NZ (Q600=3 and Q99=1)

D-NZU. Would you say your living area is ... ?
(READ LIST)

- 1 A city
- 2 Or a regional or rural area
- 98 (DO NOT READ) Don't know
- 99 (DO NOT READ) Refused
- X (WEB BLANK)

(IHP 2013 QDZ-GER – removed code “997 – Other”)

BASE:GERMANY ONLY (Q600=6)

QDZ-GER. What region do you live in ?

- 42 Schleswig-Holstein
- 43 Hamburg
- 44 Bremen
- 45 Niedersachsen
- 46 Nordrhein-Westfalen
- 47 Rheinland-Pfalz
- 48 Saarland
- 49 Hessen
- 50 Baden-Württemberg
- 51 Bayern
- 52 Berlin
- 53 Mecklenburg- Vorpommern
- 54 Brandenburg
- 55 Sachsen-Anhalt
- 56 Thüringen
- 57 Sachsen
- 990 (V) Refused
- X (WEB BLANK)

***QDZ-SWED – DELETED ON 01/07/16 AS VARDANALYS CONFIRMED THEY PREFER ASKING
ZIPCODE TO DERIIVE THIS***



(IHP 2013 INT1)

**FOR INTERVIEWER (PN - ASKED IF US CELL PHONE SAMPLE ONLY
(Q600=5 and Q650=2)):**

INT1. DO NOT READ. Did respondent request money for using their cell phone minutes?

- 1 Yes, requested money
- 2 No, did not request money – GO TO END OF INTERVIEW Q2165

(ASK CELL PHONE RESPONDENTS WHO REQUESTED FOR MONEY (INT1=1)):
We'd like to send you \$5 for your time. Can I please have your full name and a mailing address where we can send the check?

INTERVIEWER NOTE: If R does not want to give full name, explain we only need it so we can send the \$5 to them personally.

- 1 [ENTER FULL NAME] – INTERVIEWER: PLEASE VERIFY SPELLING
- 2 [ENTER MAILING ADDRESS]
- 3 [City]
- 4 [State]
- 5 CONFIRM ZIP from above
- 9 (VOL.) Respondent does not want the money
- X (WEB BLANK)

(IHP 2013 Q2165)

(IHP 2016 Swiss-Italian text modified)

BASE: ALL RESPONDENTS

Q2165. (PHONE) Siamo arrivati alla fine dell'intervista. La ringrazio moltissimo per la Sua partecipazione. Può succedere che per approfondire una domanda o in caso di incertezze dobbiamo richiamarla brevemente. Ma ciò succede molto raramente. Le auguro ancora una bella serata e La ringrazio per le Sue preziose informazioni.

(WEB) L'intervista si conclude qui. Grazie di cuore! Le auguriamo ancora una bella giornata e La ringraziamo per le preziose informazioni.