

# Appendix 1 Computer Assisted Telephone Interview (CATI 1)

## Recruitment

Hello, is this "+phone+"?

My name is ... I'm calling on behalf of the Universities of NSW and SA.

They are conducting a national study to improve the quality and safety of healthcare in Australia. CareTrack Australia will generate information to help design better and safer systems of care. In order to do this, we need members of the public to participate in the study. Your phone number has been randomly selected from the White Pages. We wish to recruit someone from your household to participate. This could be you or someone else living there.

Are you 18 years or over?

IF NO ASK - Is there someone 18 years and over in your household I can speak to?

WHEN ADULT ON PHONE: To check that your household is in the survey area could you tell me what Local Government area you live in? [READ OUT POSSIBLE LGAS IF NECESSARY]

To randomly select someone may I ask how many persons aged 18 and over live in your household?

The computer has chosen XXXX as the one we wish to ask about.

Would that be yourself?

IF NO, Could I please speak to that person?

WHEN REQUIRED PERSON IS ON PHONE [INTRO ONLY IF NEW PERSON]

The study will generate information to help design better and safer systems of care. To do this, they need members of the public to participate in the study. Your phone number has been randomly selected from the White Pages. The computer has selected you to participate. Your participation is completely voluntary. This study has been approved by the University of New South Wales Human Research Ethics Committee. If anything is not clear, please ask me to repeat the question. If you want to stop just let me know. Everything you tell me today is confidential.

Australians experience some of the best health in the world. Keeping Australians healthy, costs around 87 billion dollars per year. As we live longer, the costs are expected to rise. It is important that the health care that you receive is as good as it can possibly be. First, we need to ask a few questions about you, your health and access to healthcare.

Q1. In general, would you say your health is.....

1. Poor
  2. Fair
  3. Good
  4. Very good
  5. Excellent
- [8. DON'T KNOW 9. REFUSED]

Q2. Have you been to see a doctor, health professional or alternative therapist since the beginning of 2009?

# 1. YES 2. NO [8. DON'T KNOW 9. REFUSED]

Q4. Overall, how would you describe your access to health-care services in general? Is it ..

- 1. Very difficult
- 2. Difficult
- 3. Neither
- 4. Easy
- 5. Very easy
- [8. DON'T KNOW 9. REFUSED]

Q5. If one thing could improve your access to health services, what would it be?

# \_\_\_\_\_ [8. DON'T KNOW 9. REFUSED].

For you to be involved in this study, we would need your permission to access your medical records. We will send a letter of consent for you to sign and return within 2 weeks if you wish to take part. We will then re-contact you in about 2 weeks' time to ask you some questions (over the phone) about the doctors & health providers you have seen. This will take about 15-25 minutes depending on how many health practitioners you have seen in 2009 to 2010.

Q6. Would you be willing to take part in this study?

# 1. YES 2. NO (if no go to Q7 & Q8)

Q7. Could I ask why?

#

Q8. We understand that you do not wish to be involved in the study, however, in order for us to confirm that we have a representative sample of Australians, could we ask you a few questions about yourself?

# 1. YES 2. NO

Q9. Thank you for agreeing to take part.

We need to ask just a few further questions

First, is this the best phone number to contact you on?

# 1. YES 2. NO

Q10. What number do you prefer to be contacted on or do you have another number you can be contacted on?

2. NO

ENTER NUMBER (including STD) #

Q11. In order to send out the consent form for you to sign and return, can I please have your name and address?

NAME #

Number & Street #

SUBURB/TOWN #

STATE #

POSTCODE # [8888 = DON'T KNOW]

[READ BACK RESPONSE]

Q12. Do you have a preference for a morning, afternoon or evening call back?

1. Morning [77. NO PARTICULAR PREFERENCE]
2. Mid Day
3. Afternoon
4. Evening [Combination OK eg 34 - Afternoon/Evening]
5. Anytime

#

TYPE ANY ADDITIONAL CONTACT INFORMATION IN FIELD BELOW (ELSE ENTER)

#

The study requires us to speak with a range of people so we can get a good idea of the different experiences people have had. The following questions will allow us to confirm that we have a representative sample.

Q13. GENDER (ASK ONLY IF IN DOUBT) Firstly, are you

# F. Female M. Male

Q14. What is your date of birth?

#

Q15. What is your highest educational qualification?

1. Primary school
2. Year 10 /School certificate/Intermediate Certificate
3. Year 12/ HSC/VCE/LEAVING CERTIFICATE
4. Technical or trade certificate I/II/III/IV/Not defined (ELIGIBLE)
5. COLLEGE CERTIFICATE/DIPLOMA (COLLEGE OF ADVANCED EDUCATION)
6. UNDERGRADUATE DEGREE [QUERIED: UNIVERSITY DEGREE/ BACHELORS]
7. POSTGRADUATE DEGREE [QUERIED: MASTERS/PhD/GRAD CERT/GRAD DIP]
- [8. DON'T KNOW 9. REFUSED]

Q17. Do you identify yourself as Aboriginal or Torres Strait Islander?

# 1. YES 2. NO [8. DON'T KNOW 9. REFUSED]

Q19. Do you speak English as a main language at home?

# 1. YES 2. NO [8. DON'T KNOW 9. REFUSED]

Q20. Which of the following best describes your occupation?

1. Working for pay or self-employed
2. Unemployed - looking for work
3. Retired from paid work
4. A full-time school or university student
5. Household duties
6. Helping a family member
7. Living with a disability
8. Other [TYPE IN] [9. REFUSED]

#

Q21. How often do you have problems learning about your medical condition because of difficulty understanding written or verbal information? Is it ....

1. Always
2. Often
3. Sometimes [8. DON'T KNOW 9. REFUSED]
4. Occasionally
5. Never

Q22. How confident are you filling out medical forms by yourself?

1. Not at all
2. A little bit
3. Somewhat
4. Quite a bit
5. Extremely

Q23. How often do you have someone (like a family member, friend, hospital/clinic worker, or caregiver) help you read hospital materials? Is it .....

1. Always
2. Often
3. Sometimes [8. DON'T KNOW 9. REFUSED]
4. Occasionally
5. Never

Q24. Do you have private health insurance?

# 1. YES 2. NO [8. DON'T KNOW 9. REFUSED]

That completes this interview.

My name is..... from the Hunter Valley Research Foundation. If you have any concerns about this interview please contact my supervisor on 1800 355 534.

Thank you very much for your time and participation.