

Table 5.1 Indicators of Access to Care for Noninstitutionalized Medicare Beneficiaries, by Age and by Gender and Age, 2009

Community-Only Residents¹

Indicator of Access to Care ²	Total	All Medicare Beneficiaries				Male				Total	Female				Total
		< 65	65 - 74	75 - 84	85 +	< 65	65 - 74	75 - 84	85 +		< 65	65 - 74	75 - 84	85 +	
Beneficiaries (in 1,000s)	44,747	7,165	20,953	11,964	4,664	3,775	9,689	5,253	1,687	20,403	3,391	11,265	6,710	2,978	24,344
	149	136	205	136	116	117	167	92	58	177	118	196	116	89	199
Beneficiaries as a Percentage of Column Total															
Access to Care															
Usual Source of Care															
None ³	4.39	6.66	4.99	2.87	2.19*	9.02	5.28	3.43*	1.83*	5.21	4.03*	4.74	2.43*	2.39*	3.71
	0.24	0.64	0.43	0.38	0.43	1.07	0.53	0.57	0.60	0.32	0.83	0.61	0.40	0.56	0.33
Doctor's office	74.42	67.18	74.91	77.08	76.52	59.65	72.73	73.24	70.59	70.27	75.57	76.78	80.08	79.88	77.90
	1.07	1.55	1.23	1.23	1.67	2.08	1.68	1.62	2.37	1.32	2.16	1.35	1.40	1.63	1.12
Doctor's clinic	11.09	12.30	11.26	10.36	10.30	12.14	11.18	10.41	11.42	11.18	12.48	11.33	10.32	9.67	11.01
	0.96	1.22	0.94	1.19	1.49	1.28	1.27	1.36	1.80	1.10	1.73	0.86	1.24	1.53	0.93
MA ⁴	3.23	2.06*	3.41	3.57	3.38*	2.95*	3.02	3.96*	3.80*	3.31	1.06*	3.75	3.27	3.13*	3.17
	0.29	0.48	0.40	0.37	0.47	0.83	0.43	0.55	0.90	0.34	0.35	0.76	0.49	0.44	0.41
Hospital OPD/ER ⁵	1.93	3.74	1.66	1.60	1.23*	3.96*	1.82*	1.61*	1.63*	2.14	3.51*	1.53*	1.59*	1.00*	1.76
	0.18	0.46	0.24	0.27	0.29	0.77	0.28	0.36	0.58	0.24	0.67	0.36	0.36	0.34	0.24
Other clinic/health center	4.93	8.06	3.77	4.53	6.38	12.28	5.97	7.36	10.72	7.89	3.35*	1.88*	2.31*	3.92*	2.45
	0.31	0.76	0.43	0.49	0.66	1.31	0.74	0.89	1.38	0.55	0.60	0.37	0.41	0.65	0.26
Difficulty Obtaining Care															
Yes	4.36	12.64	3.36	1.99	2.30*	12.52	2.52*	1.46*	2.01*	4.05	12.77	4.08	2.40*	2.46*	4.62
	0.27	1.20	0.30	0.29	0.37	1.49	0.40	0.33	0.59	0.37	1.52	0.54	0.40	0.47	0.37
No	95.64	87.36	96.64	98.01	97.70	87.48	97.48	98.54	97.99	95.95	87.23	95.92	97.60	97.54	95.38
	0.27	1.20	0.30	0.29	0.37	1.49	0.40	0.33	0.59	0.37	1.52	0.54	0.40	0.47	0.37
Delayed Care Due to Cost															
Yes	6.87	18.32	6.04	3.19	2.51*	16.91	4.45	2.88*	1.91*	6.13	19.90	7.41	3.43	2.85*	7.48
	0.33	1.30	0.43	0.37	0.44	1.70	0.56	0.53	0.61	0.44	1.71	0.69	0.48	0.62	0.45
No	93.13	81.68	93.96	96.81	97.49	83.09	95.55	97.12	98.09	93.87	80.10	92.59	96.57	97.15	92.52
	0.33	1.30	0.43	0.37	0.44	1.70	0.56	0.53	0.61	0.44	1.71	0.69	0.48	0.62	0.45

Table 5.1 Indicators of Access to Care for Noninstitutionalized Medicare Beneficiaries, by Age and by Gender and Age, 2009

Community-Only Residents¹

Indicator of Access to Care ²	Total	All Medicare Beneficiaries				Male				Female				Total	
		< 65	65 - 74	75 - 84	85 +	< 65	65 - 74	75 - 84	85 +	< 65	65 - 74	75 - 84	85 +		
Beneficiaries (in 1,000s)	44,747	7,165	20,953	11,964	4,664	3,775	9,689	5,253	1,687	20,403	3,391	11,265	6,710	2,978	24,344
	<i>149</i>	<i>136</i>	<i>205</i>	<i>136</i>	<i>116</i>	<i>117</i>	<i>167</i>	<i>92</i>	<i>58</i>	<i>177</i>	<i>118</i>	<i>196</i>	<i>116</i>	<i>89</i>	<i>199</i>
Beneficiaries as a Percentage of Column Total															
Continuity of Care															
Length of Association with Usual Source of Care															
No usual source ³	4.42	6.72	5.01	2.88	2.21*	9.10	5.31	3.45*	1.84*	5.24	4.07*	4.75	2.44*	2.42*	3.73
	<i>0.24</i>	<i>0.65</i>	<i>0.44</i>	<i>0.38</i>	<i>0.43</i>	<i>1.08</i>	<i>0.53</i>	<i>0.58</i>	<i>0.60</i>	<i>0.32</i>	<i>0.84</i>	<i>0.62</i>	<i>0.41</i>	<i>0.57</i>	<i>0.34</i>
Less than 1 year	7.72	9.62	7.23	7.20	8.36	8.29	6.78	5.48	9.40*	6.94	11.11	7.61	8.54	7.76	8.37
	<i>0.35</i>	<i>0.86</i>	<i>0.46</i>	<i>0.58</i>	<i>0.81</i>	<i>1.10</i>	<i>0.66</i>	<i>0.65</i>	<i>1.48</i>	<i>0.42</i>	<i>1.23</i>	<i>0.63</i>	<i>0.80</i>	<i>0.93</i>	<i>0.46</i>
1 to less than 3 years	16.83	20.84	15.81	16.40	16.36	20.86	15.79	15.71	14.71	16.61	20.82	15.83	16.93	17.30	17.00
	<i>0.46</i>	<i>1.11</i>	<i>0.72</i>	<i>0.77</i>	<i>1.01</i>	<i>1.48</i>	<i>1.00</i>	<i>1.10</i>	<i>1.46</i>	<i>0.64</i>	<i>2.20</i>	<i>0.84</i>	<i>1.02</i>	<i>1.33</i>	<i>0.63</i>
3 to less than 5 years	15.78	19.84	15.62	13.90	15.17	18.53	15.61	13.93	14.22	15.60	21.29	15.63	13.87	15.71	15.94
	<i>0.39</i>	<i>1.19</i>	<i>0.64</i>	<i>0.74</i>	<i>0.93</i>	<i>1.47</i>	<i>0.94</i>	<i>1.04</i>	<i>1.51</i>	<i>0.58</i>	<i>2.16</i>	<i>0.85</i>	<i>1.00</i>	<i>1.32</i>	<i>0.56</i>
5 years or more	55.25	42.98	56.33	59.62	57.90	43.22	56.51	61.43	59.83	55.61	42.71	56.18	58.21	56.81	54.96
	<i>0.75</i>	<i>1.58</i>	<i>0.94</i>	<i>1.14</i>	<i>1.61</i>	<i>2.07</i>	<i>1.41</i>	<i>1.36</i>	<i>2.19</i>	<i>0.96</i>	<i>2.73</i>	<i>1.24</i>	<i>1.55</i>	<i>1.97</i>	<i>0.99</i>

Source: Medicare Current Beneficiary Survey, CY 2009 Cost and Use Public Use File, CY 2009 Access to Care Public Use File, supplemented by CY 2008 and CY 2010 Access to Care Public Use Files as needed to fill in missing data for sample persons not in the CY 2009 file.

Notes: Standard errors are shaded and italic. See Appendix A for additional information on standard errors. See Appendix B for definitions of terms and variables.

Values followed by an asterisk (*) indicate that the estimates are based on cell counts of less than 50 sample persons.

- 1 The term *community-only residents* includes beneficiaries who resided only in the community during the year. It excludes beneficiaries who resided part of the year in the community and part of the year in a long-term care facility, and beneficiaries who resided only in a long-term care facility during the year.
- 2 Responses for sample persons not interviewed in Round 55 (i.e., the 2009 Access to Care Public Use File) were taken from their Round 52 interview (i.e., the 2008 Access to Care Public Use File) or from their Round 58 interview (i.e., the 2010 Access to Care Public Use File).
- 3 The percentage of responses for *none* under *usual source of care* differs from the percentage of responses for *no usual source* under *length of association with usual source of care* because of differences in the number of missing responses for the two variables. See the entry *missing values* in Appendix B for further explanation.
- 4 *MA* stands for Medicare Advantage.
- 5 *OPD* stands for Outpatient Department; *ER* stands for Emergency Room.

Table 5.2 Measures of Satisfaction with Care for Noninstitutionalized Medicare Beneficiaries, by Age and by Gender and Age, 2009Community-Only Residents¹

Measure of Satisfaction ²	Total	All Medicare Beneficiaries				Male				Total	Female				Total
		< 65	65 - 74	75 - 84	85 +	< 65	65 - 74	75 - 84	85 +		< 65	65 - 74	75 - 84	85 +	
Beneficiaries (in 1,000s)	44,747	7,165	20,953	11,964	4,664	3,775	9,689	5,253	1,687	20,403	3,391	11,265	6,710	2,978	24,344
	149	136	205	136	116	117	167	92	58	177	118	196	116	89	199
Beneficiaries as a Percentage of Column Total³															
Quality of Care															
General Care															
Very satisfied	36.36	24.86	41.51	36.46	30.58	24.61	42.34	37.67	34.73	37.23	25.14	40.81	35.51	28.23	35.63
	0.69	1.42	1.04	0.85	1.34	1.90	1.33	1.34	1.98	0.86	1.82	1.34	1.25	1.81	0.94
(Very) Unsatisfied	2.93	6.68	1.97	2.36	2.95*	6.65	1.71*	2.26*	2.24*	2.81	6.71*	2.19*	2.44*	3.36*	3.03
	0.20	0.74	0.28	0.26	0.44	0.82	0.32	0.45	0.74	0.28	1.20	0.37	0.30	0.62	0.29
Follow-up Care															
Very satisfied	23.82	18.53	26.40	23.83	20.29	18.35	27.25	24.94	22.35	24.61	18.74	25.67	22.96	19.13	23.16
	0.58	1.27	0.89	0.80	1.19	1.75	1.31	1.16	2.01	0.71	1.78	1.15	1.04	1.42	0.78
(Very) Unsatisfied	2.71	5.26	2.03	2.54	2.30*	4.47*	1.87*	1.98*	1.05*	2.31	6.14	2.17*	2.97	3.02*	3.04
	0.16	0.61	0.17	0.25	0.49	0.71	0.31	0.38	0.49	0.24	1.29	0.24	0.38	0.67	0.26
Access/Coordination of Care															
Availability															
Very satisfied	11.58	10.02	11.95	11.79	11.77	8.87	13.60	12.76	12.80	12.44	11.30	10.53	11.04	11.18	10.85
	0.41	0.86	0.67	0.74	0.97	1.20	0.90	1.07	1.41	0.58	1.43	0.82	0.88	1.25	0.46
(Very) Unsatisfied	3.90	8.41	3.10	2.90	3.11*	6.68	2.66*	3.14*	2.79*	3.54	10.35	3.49	2.71*	3.28*	4.20
	0.20	0.80	0.27	0.31	0.50	0.96	0.38	0.49	0.70	0.28	1.49	0.43	0.39	0.70	0.29
Ease of Access to Doctor															
Very satisfied	26.40	17.16	30.91	25.59	22.36	17.19	31.95	26.67	24.12	27.22	17.12	30.01	24.75	21.36	25.71
	0.69	1.25	1.09	0.91	1.10	1.70	1.44	1.23	1.66	0.89	1.76	1.40	1.00	1.41	0.88
(Very) Unsatisfied	4.83	10.76	3.51	3.79	4.38	11.71	3.00	3.50*	2.67*	4.71	9.70	3.95	4.02	5.36*	4.94
	0.28	1.02	0.31	0.33	0.65	1.31	0.43	0.54	0.74	0.38	1.24	0.56	0.50	0.86	0.40
Can Obtain Care in Same Location															
Very satisfied	18.45	14.09	20.38	18.11	17.32	15.43	21.87	18.15	19.52	19.53	12.58	19.10	18.07	16.07	17.54
	0.67	1.10	0.88	0.87	1.02	1.36	1.26	1.10	1.68	0.84	1.61	1.06	1.05	1.29	0.77
(Very) Unsatisfied	5.42	9.49	4.83	4.42	4.44	8.82	4.66	3.88	4.88*	5.24	10.24	4.97	4.85	4.20*	5.57
	0.29	0.98	0.38	0.36	0.62	1.20	0.62	0.58	1.04	0.44	1.66	0.49	0.47	0.67	0.39

Table 5.2 Measures of Satisfaction with Care for Noninstitutionalized Medicare Beneficiaries, by Age and by Gender and Age, 2009

Community-Only Residents¹

Measure of Satisfaction ²	Total	All Medicare Beneficiaries				Male				Total	Female				Total
		< 65	65 - 74	75 - 84	85 +	< 65	65 - 74	75 - 84	85 +		< 65	65 - 74	75 - 84	85 +	
Beneficiaries (in 1,000s)	44,747	7,165	20,953	11,964	4,664	3,775	9,689	5,253	1,687	20,403	3,391	11,265	6,710	2,978	24,344
	<i>149</i>	<i>136</i>	<i>205</i>	<i>136</i>	<i>116</i>	<i>117</i>	<i>167</i>	<i>92</i>	<i>58</i>	<i>177</i>	<i>118</i>	<i>196</i>	<i>116</i>	<i>89</i>	<i>199</i>
Beneficiaries as a Percentage of Column Total³															
Relationship with Primary Doctor															
Information from Doctor															
Very satisfied	23.61	17.93	27.07	22.67	19.21	17.85	28.69	24.43	22.81	25.11	18.03	25.68	21.29	17.16	22.36
	<i>0.66</i>	<i>1.09</i>	<i>0.99</i>	<i>0.80</i>	<i>1.13</i>	<i>1.57</i>	<i>1.26</i>	<i>1.24</i>	<i>1.76</i>	<i>0.71</i>	<i>1.72</i>	<i>1.36</i>	<i>1.00</i>	<i>1.49</i>	<i>0.88</i>
(Very) Unsatisfied	4.90	9.18	3.97	4.12	4.56	9.69	3.39	3.79	3.68*	4.68	8.62	4.47	4.38	5.06*	5.09
	<i>0.28</i>	<i>0.88</i>	<i>0.31</i>	<i>0.41</i>	<i>0.55</i>	<i>1.23</i>	<i>0.45</i>	<i>0.57</i>	<i>0.89</i>	<i>0.37</i>	<i>1.39</i>	<i>0.49</i>	<i>0.49</i>	<i>0.72</i>	<i>0.36</i>
Doctor's Concern for Overall Health															
Very satisfied	26.83	23.01	28.98	26.51	23.80	21.08	30.28	27.80	24.95	27.52	25.13	27.86	25.51	23.15	26.25
	<i>0.67</i>	<i>1.54</i>	<i>0.96</i>	<i>0.92</i>	<i>1.21</i>	<i>1.52</i>	<i>1.26</i>	<i>1.21</i>	<i>2.29</i>	<i>0.77</i>	<i>2.59</i>	<i>1.18</i>	<i>1.17</i>	<i>1.48</i>	<i>0.85</i>
(Very) Unsatisfied	4.60	8.13	3.95	3.97	3.72	8.44	3.32	3.36*	4.48*	4.37	7.79	4.50	4.45	3.28*	4.80
	<i>0.25</i>	<i>0.76</i>	<i>0.33</i>	<i>0.35</i>	<i>0.49</i>	<i>1.16</i>	<i>0.52</i>	<i>0.58</i>	<i>0.94</i>	<i>0.40</i>	<i>1.14</i>	<i>0.45</i>	<i>0.49</i>	<i>0.62</i>	<i>0.31</i>
Cost of Care															
Cost															
Very satisfied	20.94	19.04	21.50	21.60	19.66	19.10	22.14	22.31	20.88	21.52	18.98	20.95	21.05	18.96	20.46
	<i>0.50</i>	<i>1.10</i>	<i>0.88</i>	<i>0.79</i>	<i>1.08</i>	<i>1.86</i>	<i>1.17</i>	<i>1.05</i>	<i>1.52</i>	<i>0.67</i>	<i>1.38</i>	<i>1.12</i>	<i>1.06</i>	<i>1.49</i>	<i>0.65</i>
(Very) Unsatisfied	14.99	21.54	15.55	12.26	9.46	21.44	14.57	11.89	8.12*	14.61	21.66	16.39	12.56	10.22	15.31
	<i>0.45</i>	<i>1.30</i>	<i>0.62</i>	<i>0.59</i>	<i>0.75</i>	<i>1.82</i>	<i>0.84</i>	<i>0.92</i>	<i>1.17</i>	<i>0.56</i>	<i>1.84</i>	<i>0.94</i>	<i>0.74</i>	<i>0.93</i>	<i>0.63</i>

Source: Medicare Current Beneficiary Survey, CY 2009 Cost and Use Public Use File, CY 2009 Access to Care Public Use File, supplemented by CY 2008 and CY 2010 Access to Care Public Use Files as needed to fill in missing data for sample persons not in the CY 2009 file.

Notes: Standard errors are shaded and italic. See Appendix A for additional information on standard errors. See Appendix B for definitions of terms and variables.

Values followed by an asterisk (*) indicate that the estimates are based on cell counts of less than 50 sample persons.

- 1 The term *community-only residents* includes beneficiaries who resided only in the community during the year. It excludes beneficiaries who resided part of the year in the community and part of the year in a long-term care facility, and beneficiaries who resided only in a long-term care facility during the year.
- 2 Responses for sample persons not interviewed in Round 55 (i.e., the 2009 Access to Care Public Use File) were taken from their Round 52 interview (i.e., the 2008 Access to Care Public Use File) or from their Round 58 interview (i.e., the 2010 Access to Care Public Use File).
- 3 Column percentages do not sum to 100 percent because the responses of *satisfied* and *no experience* are excluded from the table for all satisfaction variables.

Table 5.3 Indicators of Access to Care for Noninstitutionalized Medicare Beneficiaries, by Race/Ethnicity and Age, 2009

Community-Only Residents¹

Indicator of Access to Care ²	Total ³	White non-Hispanic					Black non-Hispanic					Hispanic				
		< 65	65 - 74	75 - 84	85 +	Total	< 65	65 - 74	75 - 84	85 +	Total	< 65	65 - 74	75 - 84	85 +	Total
Beneficiaries (in 1,000s)	44,747	4,486	16,334	9,752	3,915	34,487	1,410	1,762	876	313	4,361	900	1,798	798	255	3,751
	149	145	233	134	102	232	63	95	50	32	131	72	108	52	34	143
Beneficiaries as a Percentage of Column Total																
Access to Care																
Usual Source of Care																
None ⁴	4.39	6.48	4.82	2.44	1.98*	4.04	8.13*	4.74*	5.95*	1.92*	5.89	4.33*	7.62*	5.08*	5.84*	6.16
	0.24	0.87	0.46	0.37	0.45	0.26	1.69	1.48	1.82	1.37	0.91	1.56	1.53	1.73	2.68	0.97
Doctor's office	74.42	69.87	75.59	78.47	78.05	75.95	62.74	74.01	70.27	71.66	69.43	65.00	70.55	72.17	64.11	69.12
	1.07	2.06	1.35	1.47	1.83	1.22	3.33	3.23	3.28	5.61	2.16	3.77	2.70	3.08	4.82	1.71
Doctor's clinic	11.09	12.27	11.73	10.75	10.47	11.38	12.48*	8.30*	9.13*	6.13*	9.67	10.14*	9.69*	7.36*	9.02*	9.26
	0.96	1.43	1.07	1.42	1.66	1.10	2.17	2.04	2.32	2.34	1.46	2.65	1.74	2.11	3.72	1.04
MA ⁵	3.23	2.37*	3.08	3.38	3.04*	3.07	0.81*	2.98*	3.18*	4.29*	2.41*	3.06*	5.58*	3.66*	5.90*	4.58*
	0.29	0.69	0.44	0.41	0.50	0.32	0.69	1.03	1.31	2.56	0.54	1.15	1.25	1.27	2.13	0.71
Hospital OPD/ER ⁶	1.93	2.11*	1.35*	1.19*	1.05*	1.37	6.47*	3.46*	2.39*	1.95*	4.12*	8.78*	2.15*	5.00*	3.98*	4.49*
	0.18	0.42	0.24	0.25	0.29	0.16	1.84	1.05	1.02	1.96	1.04	2.39	0.79	1.37	1.62	0.68
Other clinic/health center	4.93	6.91	3.42	3.77	5.40	4.20	9.37*	6.51*	9.08*	14.05*	8.49	8.68*	4.40*	6.73*	11.15*	6.39
	0.31	1.08	0.34	0.45	0.67	0.29	2.26	1.93	1.71	4.45	1.19	1.84	1.13	1.66	2.36	0.88
Difficulty Obtaining Care																
Yes	4.36	11.54	2.74	1.79*	1.96*	3.51	13.00*	4.39*	2.58*	6.50*	6.97	13.52*	6.71*	3.73*	4.20*	7.55
	0.27	1.25	0.28	0.29	0.35	0.23	2.62	1.26	1.10	2.72	1.13	3.25	1.68	1.79	2.99	1.36
No	95.64	88.46	97.26	98.21	98.04	96.49	87.00	95.61	97.42	93.50	93.03	86.48	93.29	96.27	95.80	92.45
	0.27	1.25	0.28	0.29	0.35	0.23	2.62	1.26	1.10	2.72	1.13	3.25	1.68	1.79	2.99	1.36
Delayed Care Due to Cost																
Yes	6.87	18.81	5.57	2.73	2.29*	6.10	14.32*	8.29*	5.15*	2.62*	9.21	20.30*	7.60*	6.82*	6.02*	10.39
	0.33	1.73	0.45	0.35	0.43	0.35	2.99	1.71	1.37	1.54	1.29	4.28	1.60	2.20	3.85	1.42
No	93.13	81.19	94.43	97.27	97.71	93.90	85.68	91.71	94.85	97.38	90.79	79.70	92.40	93.18	93.98	89.61
	0.33	1.73	0.45	0.35	0.43	0.35	2.99	1.71	1.37	1.54	1.29	4.28	1.60	2.20	3.85	1.42

Table 5.3 Indicators of Access to Care for Noninstitutionalized Medicare Beneficiaries, by Race/Ethnicity and Age, 2009

Community-Only Residents¹

Indicator of Access to Care ²	Total ³	White non-Hispanic					Black non-Hispanic					Hispanic				
		< 65	65 - 74	75 - 84	85 +	Total	< 65	65 - 74	75 - 84	85 +	Total	< 65	65 - 74	75 - 84	85 +	Total
Beneficiaries (in 1,000s)	44,747	4,486	16,334	9,752	3,915	34,487	1,410	1,762	876	313	4,361	900	1,798	798	255	3,751
	<i>149</i>	<i>145</i>	<i>233</i>	<i>134</i>	<i>102</i>	<i>232</i>	<i>63</i>	<i>95</i>	<i>50</i>	<i>32</i>	<i>131</i>	<i>72</i>	<i>108</i>	<i>52</i>	<i>34</i>	<i>143</i>
Beneficiaries as a Percentage of Column Total																
Continuity of Care																
Length of Association with Usual Source of Care																
No usual source ⁴	4.42	6.54	4.84	2.46	2.00*	4.06	8.25*	4.75*	5.99*	1.96*	5.94	4.36*	7.65*	5.08*	5.84*	6.18
	<i>0.24</i>	<i>0.88</i>	<i>0.46</i>	<i>0.37</i>	<i>0.46</i>	<i>0.26</i>	<i>1.72</i>	<i>1.48</i>	<i>1.82</i>	<i>1.40</i>	<i>0.92</i>	<i>1.56</i>	<i>1.55</i>	<i>1.73</i>	<i>2.68</i>	<i>0.98</i>
Less than 1 year	7.72	10.70	6.41	7.03	8.20	7.34	5.20*	7.42*	6.64*	7.90*	6.58	10.81*	14.11*	8.86*	5.07*	11.58
	<i>0.35</i>	<i>1.24</i>	<i>0.50</i>	<i>0.64</i>	<i>0.90</i>	<i>0.40</i>	<i>1.18</i>	<i>1.55</i>	<i>1.88</i>	<i>3.17</i>	<i>0.78</i>	<i>2.48</i>	<i>2.55</i>	<i>2.05</i>	<i>1.85</i>	<i>1.21</i>
1 to less than 3 years	16.83	18.35	15.22	16.19	16.38	16.03	24.21	17.45	13.11*	16.47*	18.69	26.58	17.22	23.02	17.67*	20.75
	<i>0.46</i>	<i>1.54</i>	<i>0.83</i>	<i>0.79</i>	<i>1.07</i>	<i>0.58</i>	<i>3.17</i>	<i>2.11</i>	<i>2.47</i>	<i>5.21</i>	<i>1.51</i>	<i>4.01</i>	<i>2.51</i>	<i>3.38</i>	<i>4.61</i>	<i>1.71</i>
3 to less than 5 years	15.78	19.59	15.98	13.91	15.03	15.75	20.70	14.58*	13.70*	20.48*	16.80	19.14*	12.45*	13.48*	14.18*	14.40
	<i>0.39</i>	<i>1.29</i>	<i>0.81</i>	<i>0.83</i>	<i>0.99</i>	<i>0.46</i>	<i>3.11</i>	<i>1.78</i>	<i>2.69</i>	<i>4.18</i>	<i>1.47</i>	<i>3.82</i>	<i>1.80</i>	<i>3.17</i>	<i>3.81</i>	<i>1.25</i>
5 years or more	55.25	44.83	57.55	60.41	58.39	56.82	41.65	55.80	60.55	53.19*	52.00	39.11	48.57	49.55	57.23*	47.09
	<i>0.75</i>	<i>2.10</i>	<i>1.04</i>	<i>1.21</i>	<i>1.83</i>	<i>0.82</i>	<i>3.10</i>	<i>3.47</i>	<i>4.00</i>	<i>5.86</i>	<i>2.17</i>	<i>4.11</i>	<i>3.27</i>	<i>4.07</i>	<i>5.62</i>	<i>2.01</i>

Source: Medicare Current Beneficiary Survey, CY 2009 Cost and Use Public Use File, CY 2009 Access to Care Public Use File, supplemented by CY 2008 and CY 2010 Access to Care Public Use Files as needed to fill in missing data for sample persons not in the CY 2009 file.

Notes: Standard errors are shaded and italic. See Appendix A for additional information on standard errors. See Appendix B for definitions of terms and variables.

Values followed by an asterisk (*) indicate that the estimates are based on cell counts of less than 50 sample persons.

- The term *community-only residents* includes beneficiaries who resided only in the community during the year. It excludes beneficiaries who resided part of the year in the community and part of the year in a long-term care facility, and beneficiaries who resided only in a long-term care facility during the year.
- Responses for sample persons not interviewed in Round 55 (i.e., the 2009 Access to Care Public Use File) were taken from their Round 52 interview (i.e., the 2008 Access to Care Public Use File) or from their Round 58 interview (i.e., the 2010 Access to Care Public Use File).
- Total* includes persons of *other race/ethnicity* and persons who did not report their race/ethnicity.
- The percentage of responses for *none* under *usual source of care* differs from the percentage of responses for *no usual source* under *length of association with usual source of care* because of differences in the number of missing responses for the two variables. See the entry *missing values* in Appendix B for further explanation.
- MA* stands for Medicare Advantage.
- OPD* stands for Outpatient Department; *ER* stands for Emergency Room.

Table 5.4 Measures of Satisfaction with Care for Noninstitutionalized Medicare Beneficiaries, by Race/Ethnicity and Age, 2009

Community-Only Residents¹

Measure of Satisfaction ²	Total ³	White non-Hispanic					Black non-Hispanic					Hispanic				
		< 65	65 - 74	75 - 84	85 +	Total	< 65	65 - 74	75 - 84	85 +	Total	< 65	65 - 74	75 - 84	85 +	Total
Beneficiaries (in 1,000s)	44,747	4,486	16,334	9,752	3,915	34,487	1,410	1,762	876	313	4,361	900	1,798	798	255	3,751
	149	145	233	134	102	232	63	95	50	32	131	72	108	52	34	143
Beneficiaries as a Percentage of Column Total⁴																
Quality of Care																
General Care																
Very satisfied	36.36	26.45	45.04	38.80	32.03	39.39	21.83	28.80	23.58*	21.67*	24.98	21.84*	28.48	21.65*	19.19*	24.78
	0.69	1.77	1.07	0.97	1.62	0.75	3.07	3.04	2.71	3.38	1.62	3.90	3.33	2.74	4.77	1.86
(Very) Unsatisfied	2.93	5.47	1.71	2.39	2.56*	2.49	8.76*	2.35*	2.23*	7.89*	4.81*	7.12*	3.68*	2.47*	3.20*	4.22*
	0.20	0.86	0.26	0.28	0.40	0.19	2.20	1.03	1.00	3.34	0.91	2.44	1.38	1.30	1.94	1.11
Follow-up Care																
Very satisfied	23.82	19.56	28.38	25.50	20.83	25.57	18.92	21.13	14.87*	15.75*	18.77	14.74*	16.32	11.67*	13.67*	14.77
	0.58	1.52	1.00	0.89	1.38	0.67	2.98	2.27	2.60	4.35	1.44	2.71	2.33	2.50	4.01	1.35
(Very) Unsatisfied	2.71	5.10	1.93	2.67	2.23*	2.58	4.45*	1.28*	1.72*	2.46*	2.48*	5.50*	1.13*	2.75*	4.87*	2.79*
	0.16	0.74	0.22	0.29	0.49	0.18	1.30	0.63	0.87	1.85	0.53	2.53	0.58	1.20	3.61	0.74
Access/Coordination of Care																
Availability																
Very satisfied	11.58	8.81	12.18	12.03	12.45	11.73	13.76*	12.61*	9.64*	8.14*	12.08	11.97*	8.86*	9.91*	5.68*	9.62
	0.41	0.92	0.76	0.85	1.06	0.48	2.40	2.06	2.20	3.19	1.36	2.72	1.74	2.50	2.64	1.02
(Very) Unsatisfied	3.90	8.76	3.25	3.13	3.00*	3.90	6.79*	2.45*	1.19*	2.32*	3.61*	7.70*	1.36*	2.49*	4.72*	3.36*
	0.20	1.12	0.31	0.34	0.50	0.23	1.62	0.84	0.76	1.58	0.58	3.13	0.73	1.16	3.51	0.85
Ease of Access to Doctor																
Very satisfied	26.40	17.30	33.86	27.47	23.28	28.72	17.11	20.22	19.26*	17.95*	18.86	18.51*	17.86	13.44*	13.35*	16.76
	0.69	1.48	1.26	0.97	1.31	0.81	2.58	2.58	2.86	4.38	1.46	4.51	2.37	2.49	3.40	1.56
(Very) Unsatisfied	4.83	10.34	3.15	3.39	4.12*	4.25	11.58*	4.13*	4.08*	7.06*	6.75	9.77*	5.43*	5.88*	5.25*	6.57
	0.28	1.22	0.33	0.34	0.61	0.29	2.42	1.27	1.38	2.91	1.07	2.69	1.28	1.74	3.51	0.90
Can Obtain Care in Same Location																
Very satisfied	18.45	13.48	21.73	18.24	17.08	19.15	17.87	17.61	16.83*	15.80*	17.41	11.80*	13.05*	13.53*	13.72*	12.89
	0.67	1.54	0.97	0.95	1.23	0.77	2.68	2.50	2.59	3.64	1.63	2.49	1.91	2.87	3.43	1.28
(Very) Unsatisfied	5.42	9.46	4.81	4.63	4.34	5.30	5.29*	3.69*	2.72*	5.47*	4.15*	13.90*	5.29*	4.97*	5.56*	7.34
	0.29	1.20	0.43	0.37	0.64	0.31	1.66	1.09	1.22	3.07	0.85	3.95	1.37	1.52	2.60	1.35

Table 5.4 Measures of Satisfaction with Care for Noninstitutionalized Medicare Beneficiaries, by Race/Ethnicity and Age, 2009

Community-Only Residents¹

Measure of Satisfaction ²	Total ³	White non-Hispanic					Black non-Hispanic					Hispanic				
		< 65	65 - 74	75 - 84	85 +	Total	< 65	65 - 74	75 - 84	85 +	Total	< 65	65 - 74	75 - 84	85 +	Total
Beneficiaries (in 1,000s)	44,747	4,486	16,334	9,752	3,915	34,487	1,410	1,762	876	313	4,361	900	1,798	798	255	3,751
	<i>149</i>	<i>145</i>	<i>233</i>	<i>134</i>	<i>102</i>	<i>232</i>	<i>63</i>	<i>95</i>	<i>50</i>	<i>32</i>	<i>131</i>	<i>72</i>	<i>108</i>	<i>52</i>	<i>34</i>	<i>143</i>
Beneficiaries as a Percentage of Column Total⁴																
Relationship with Primary Doctor																
Information from Doctor																
Very satisfied	23.61	17.03	29.38	23.97	19.95	25.19	19.60	20.43	13.78*	14.14*	18.39	18.84*	15.93	14.52*	11.69*	16.04
	<i>0.66</i>	<i>1.50</i>	<i>1.15</i>	<i>0.86</i>	<i>1.38</i>	<i>0.78</i>	<i>2.88</i>	<i>2.32</i>	<i>2.54</i>	<i>3.41</i>	<i>1.49</i>	<i>2.70</i>	<i>2.12</i>	<i>2.92</i>	<i>2.69</i>	<i>1.61</i>
(Very) Unsatisfied	4.90	8.45	3.42	4.28	4.74	4.46	7.96*	4.88*	3.07*	3.42*	5.42*	11.73*	5.69*	2.27*	3.97*	6.30*
	<i>0.28</i>	<i>1.04</i>	<i>0.34</i>	<i>0.45</i>	<i>0.59</i>	<i>0.28</i>	<i>2.27</i>	<i>1.54</i>	<i>0.96</i>	<i>2.08</i>	<i>1.06</i>	<i>3.30</i>	<i>1.88</i>	<i>1.06</i>	<i>2.35</i>	<i>1.50</i>
Doctor's Concern for Overall Health																
Very satisfied	26.83	24.24	31.44	28.35	24.87	28.90	23.75	21.44	18.86*	12.21*	21.01	18.30*	19.15	12.63*	20.90*	17.67
	<i>0.67</i>	<i>1.86</i>	<i>1.05</i>	<i>1.03</i>	<i>1.37</i>	<i>0.73</i>	<i>3.22</i>	<i>2.36</i>	<i>2.89</i>	<i>3.75</i>	<i>1.68</i>	<i>3.00</i>	<i>2.42</i>	<i>2.53</i>	<i>5.52</i>	<i>1.67</i>
(Very) Unsatisfied	4.60	7.88	3.25	4.16	3.64*	4.15	5.17*	4.70*	2.39*	4.46*	4.37*	10.13*	6.35*	2.38*	4.08*	6.27*
	<i>0.25</i>	<i>1.03</i>	<i>0.37</i>	<i>0.37</i>	<i>0.51</i>	<i>0.28</i>	<i>1.41</i>	<i>1.34</i>	<i>1.02</i>	<i>2.64</i>	<i>0.78</i>	<i>2.97</i>	<i>2.05</i>	<i>1.16</i>	<i>2.42</i>	<i>1.56</i>
Cost of Care																
Cost																
Very satisfied	20.94	16.95	23.49	22.54	19.92	21.97	21.27	15.20	16.53*	14.58*	17.40	25.64*	14.82	13.59*	17.50*	17.36
	<i>0.50</i>	<i>1.39</i>	<i>0.95</i>	<i>0.83</i>	<i>1.22</i>	<i>0.57</i>	<i>3.02</i>	<i>2.35</i>	<i>2.50</i>	<i>3.97</i>	<i>1.57</i>	<i>3.98</i>	<i>1.82</i>	<i>2.73</i>	<i>3.94</i>	<i>1.64</i>
(Very) Unsatisfied	14.99	21.74	15.42	12.12	9.64	14.65	16.78	18.13	16.37*	12.92*	16.96	24.37*	15.52*	9.64*	4.98*	15.70
	<i>0.45</i>	<i>1.57</i>	<i>0.68</i>	<i>0.71</i>	<i>0.80</i>	<i>0.46</i>	<i>2.67</i>	<i>2.27</i>	<i>2.58</i>	<i>3.72</i>	<i>1.57</i>	<i>4.21</i>	<i>2.49</i>	<i>2.10</i>	<i>3.69</i>	<i>1.85</i>

Source: Medicare Current Beneficiary Survey, CY 2009 Cost and Use Public Use File, CY 2009 Access to Care Public Use File, supplemented by CY 2008 and CY 2010 Access to Care Public Use Files as needed to fill in missing data for sample persons not in the CY 2009 file.

Notes: Standard errors are shaded and italic. See Appendix A for additional information on standard errors. See Appendix B for definitions of terms and variables.

Values followed by an asterisk (*) indicate that the estimates are based on cell counts of less than 50 sample persons.

- 1 The term *community-only residents* includes beneficiaries who resided only in the community during the year. It excludes beneficiaries who resided part of the year in the community and part of the year in a long-term care facility, and beneficiaries who resided only in a long-term care facility during the year.
- 2 Responses for sample persons not interviewed in Round 55 (i.e., the 2009 Access to Care Public Use File) were taken from their Round 52 interview (i.e., the 2008 Access to Care Public Use File) or from their Round 58 interview (i.e., the 2010 Access to Care Public Use File).
- 3 *Total* includes persons of *other race/ethnicity* and persons who did not report their race/ethnicity.
- 4 Column percentages do not sum to 100 percent because the responses of *satisfied* and *no experience* are excluded from the table for all satisfaction variables.

Table 5.5 Indicators of Access to Care for Noninstitutionalized Medicare Beneficiaries, by Living Arrangement and Age, 2009

Community-Only Residents¹

Indicator of Access to Care ²	Total	Lives Alone				Total	Lives with Spouse				Total	Lives with Children/Others				Total
		< 65	65 - 74	75 - 84	85 +		< 65	65 - 74	75 - 84	85 +		< 65	65 - 74	75 - 84	85 +	
Beneficiaries (in 1,000s)	44,747	1,858	5,167	4,239	2,144	13,408	2,690	13,146	5,665	1,327	22,827	2,587	2,571	2,060	1,194	8,412
	149	107	160	124	77	248	114	226	126	68	260	99	124	82	64	182
Beneficiaries as a Percentage of Column Total																
Access to Care																
Usual Source of Care																
None ³	4.39	10.24*	6.81	3.87*	1.89*	5.57	3.88*	3.54	1.77*	1.46*	3.02	6.98	8.75*	3.81*	3.54*	6.26
	0.24	1.79	1.00	0.70	0.59	0.49	0.87	0.45	0.33	0.58	0.28	0.79	1.47	0.91	0.95	0.53
Doctor's office	74.42	61.02	72.46	76.16	78.88	73.07	72.13	77.20	77.69	76.47	76.68	66.45	68.10	77.29	72.31	70.44
	1.07	2.81	1.74	1.48	1.77	1.30	2.08	1.45	1.67	2.92	1.26	2.52	2.57	1.87	2.56	1.38
Doctor's clinic	11.09	13.84	11.30	9.86	10.38	11.05	10.95	11.21	11.31	10.13*	11.14	12.61	11.44	8.79	10.35*	11.00
	0.96	2.03	1.25	1.28	1.56	1.11	1.68	1.21	1.64	2.43	1.16	1.69	1.72	1.56	1.86	1.03
MA ⁴	3.23	3.56*	3.08*	3.80*	2.94*	3.35	1.17*	3.60	3.49*	2.51*	3.22	1.90*	3.10*	3.33*	5.13*	3.08
	0.29	1.40	0.66	0.58	0.54	0.38	0.56	0.50	0.57	0.83	0.36	0.63	1.03	0.88	1.27	0.53
Hospital OPD/ER ⁵	1.93	3.90*	2.73*	1.76*	1.12*	2.33	2.16*	1.20*	1.65*	1.64*	1.45	5.29*	1.88*	1.13*	0.98*	2.61
	0.18	1.12	0.67	0.41	0.47	0.36	0.61	0.19	0.42	0.70	0.18	0.96	0.72	0.46	0.52	0.39
Other clinic/health center	4.93	7.44*	3.63*	4.55*	4.79*	4.64	9.71*	3.25	4.10	7.78*	4.48	6.78*	6.73*	5.64*	7.68*	6.61
	0.31	1.27	0.78	0.71	0.93	0.45	1.45	0.44	0.57	1.06	0.35	1.38	1.34	1.18	1.41	0.79
Difficulty Obtaining Care																
Yes	4.36	14.34	4.61*	2.46*	3.23*	5.06	11.77	2.54	1.20*	1.55*	3.24	12.31	5.02*	3.19*	1.46*	6.29
	0.27	2.11	0.90	0.52	0.69	0.55	1.83	0.36	0.27	0.75	0.30	1.63	1.28	0.73	0.60	0.67
No	95.64	85.66	95.39	97.54	96.77	94.94	88.23	97.46	98.80	98.45	96.76	87.69	94.98	96.81	98.54	93.71
	0.27	2.11	0.90	0.52	0.69	0.55	1.83	0.36	0.27	0.75	0.30	1.63	1.28	0.73	0.60	0.67
Delayed Care Due to Cost																
Yes	6.87	19.18	8.41	3.38*	3.16*	7.47	20.06	4.69	2.41*	0.97*	5.72	15.88	8.22*	4.93*	3.06*	9.02
	0.33	2.52	1.08	0.57	0.67	0.64	2.08	0.48	0.46	0.49	0.33	1.64	1.41	0.98	1.14	0.69
No	93.13	80.82	91.59	96.62	96.84	92.53	79.94	95.31	97.59	99.03	94.28	84.12	91.78	95.07	96.94	90.98
	0.33	2.52	1.08	0.57	0.67	0.64	2.08	0.48	0.46	0.49	0.33	1.64	1.41	0.98	1.14	0.69

Table 5.5 Indicators of Access to Care for Noninstitutionalized Medicare Beneficiaries, by Living Arrangement and Age, 2009

Community-Only Residents¹

Indicator of Access to Care ²	Total	Lives Alone				Total	Lives with Spouse				Total	Lives with Children/Others				Total
		< 65	65 - 74	75 - 84	85 +		< 65	65 - 74	75 - 84	85 +		< 65	65 - 74	75 - 84	85 +	
Beneficiaries (in 1,000s)	44,747	1,858	5,167	4,239	2,144	13,408	2,690	13,146	5,665	1,327	22,827	2,587	2,571	2,060	1,194	8,412
	<i>149</i>	<i>107</i>	<i>160</i>	<i>124</i>	<i>77</i>	<i>248</i>	<i>114</i>	<i>226</i>	<i>126</i>	<i>68</i>	<i>260</i>	<i>99</i>	<i>124</i>	<i>82</i>	<i>64</i>	<i>182</i>

Beneficiaries as a Percentage of Column Total

Length of Association with Usual Source of Care	Continuity of Care															
	Total	< 65	65 - 74	75 - 84	85 +	Total	< 65	65 - 74	75 - 84	85 +	Total	< 65	65 - 74	75 - 84	85 +	Total
No usual source ³	4.42	10.40*	6.81	3.90*	1.91*	5.60	3.90*	3.56	1.78*	1.47*	3.04	7.05	8.80*	3.84*	3.57*	6.31
	<i>0.24</i>	<i>1.82</i>	<i>1.01</i>	<i>0.71</i>	<i>0.60</i>	<i>0.49</i>	<i>0.87</i>	<i>0.46</i>	<i>0.33</i>	<i>0.58</i>	<i>0.28</i>	<i>0.80</i>	<i>1.48</i>	<i>0.91</i>	<i>0.96</i>	<i>0.54</i>
Less than 1 year	7.72	10.20*	7.72	8.52	10.50	8.76	9.69	6.59	6.51	7.41*	6.98	9.14	9.52*	6.37*	5.54*	8.07
	<i>0.35</i>	<i>1.54</i>	<i>0.92</i>	<i>0.97</i>	<i>1.26</i>	<i>0.61</i>	<i>1.57</i>	<i>0.61</i>	<i>0.71</i>	<i>1.37</i>	<i>0.46</i>	<i>1.28</i>	<i>1.41</i>	<i>1.24</i>	<i>1.29</i>	<i>0.65</i>
1 to less than 3 years	16.83	21.85	15.21	16.80	13.95	16.43	19.03	15.81	14.75	17.40	16.02	22.01	17.01	20.11	19.53	19.66
	<i>0.46</i>	<i>3.08</i>	<i>1.24</i>	<i>1.23</i>	<i>1.42</i>	<i>0.75</i>	<i>2.04</i>	<i>0.88</i>	<i>0.88</i>	<i>1.61</i>	<i>0.61</i>	<i>1.93</i>	<i>2.20</i>	<i>1.96</i>	<i>2.28</i>	<i>1.04</i>
3 to less than 5 years	15.78	19.77	15.78	14.48	15.29	15.84	19.78	15.67	14.04	15.26	15.72	19.94	15.05	12.31	14.86	15.84
	<i>0.39</i>	<i>2.32</i>	<i>1.38</i>	<i>1.02</i>	<i>1.54</i>	<i>0.73</i>	<i>2.29</i>	<i>0.82</i>	<i>1.07</i>	<i>1.97</i>	<i>0.54</i>	<i>2.04</i>	<i>1.57</i>	<i>1.60</i>	<i>1.88</i>	<i>0.92</i>
5 years or more	55.25	37.78	54.48	56.30	58.34	53.37	47.59	58.37	62.92	58.46	58.24	41.87	49.61	57.38	56.49	50.12
	<i>0.75</i>	<i>3.49</i>	<i>1.66</i>	<i>1.81</i>	<i>2.16</i>	<i>1.14</i>	<i>2.87</i>	<i>1.20</i>	<i>1.38</i>	<i>2.54</i>	<i>0.94</i>	<i>2.28</i>	<i>2.53</i>	<i>2.22</i>	<i>2.98</i>	<i>1.19</i>

Source: Medicare Current Beneficiary Survey, CY 2009 Cost and Use Public Use File, CY 2009 Access to Care Public Use File, supplemented by CY 2008 and CY 2010 Access to Care Public Use Files as needed to fill in missing data for sample persons not in the CY 2009 file.

Notes: Standard errors are shaded and italic. See Appendix A for additional information on standard errors. See Appendix B for definitions of terms and variables.

Values followed by an asterisk (*) indicate that the estimates are based on cell counts of less than 50 sample persons.

- The term *community-only residents* includes beneficiaries who resided only in the community during the year. It excludes beneficiaries who resided part of the year in the community and part of the year in a long-term care facility, and beneficiaries who resided only in a long-term care facility during the year.
- Responses for sample persons not interviewed in Round 55 (i.e., the 2009 Access to Care Public Use File) were taken from their Round 52 interview (i.e., the 2008 Access to Care Public Use File) or from their Round 58 interview (i.e., the 2010 Access to Care Public Use File).
- The percentage of responses for *none* under *usual source of care* differs from the percentage of responses for *no usual source* under *length of association with usual source of care* because of differences in the number of missing responses for the two variables. See the entry *missing values* in Appendix B for further explanation.
- MA stands for Medicare Advantage.
- OPD stands for Outpatient Department; ER stands for Emergency Room.

Table 5.6 Measures of Satisfaction with Care for Noninstitutionalized Medicare Beneficiaries, by Living Arrangement and Age, 2009

Community-Only Residents¹

Measure of Satisfaction ²	Total	Lives Alone					Total	Lives with Spouse					Total	Lives with Children/Others				
		< 65	65 - 74	75 - 84	85 +	< 65		65 - 74	75 - 84	85 +	< 65	65 - 74		75 - 84	85 +			
Beneficiaries (in 1,000s)	44,747	1,858	5,167	4,239	2,144	13,408	2,690	13,146	5,665	1,327	22,827	2,587	2,571	2,060	1,194	8,412		
	149	107	160	124	77	248	114	226	126	68	260	99	124	82	64	182		
Beneficiaries as a Percentage of Column Total³																		
Quality of Care																		
General Care																		
Very satisfied	36.36	25.85	39.34	34.45	30.39	34.48	24.06	43.72	40.01	34.62	39.96	24.99	34.56	30.85	26.41	29.56		
	0.69	3.14	1.61	1.58	1.86	0.93	2.25	1.32	1.37	2.32	0.89	1.84	2.42	2.37	2.49	1.27		
(Very) Unsatisfied	2.93	5.97*	2.72*	2.51*	2.97*	3.15	7.80*	1.42*	1.77*	1.72*	2.27	6.01*	3.28*	3.68*	4.29*	4.36		
	0.20	1.52	0.57	0.41	0.55	0.36	1.31	0.26	0.37	0.70	0.24	1.10	1.05	0.81	1.27	0.55		
Follow-up Care																		
Very satisfied	23.82	18.93	25.34	22.45	20.64	22.78	17.98	27.53	26.12	20.57	25.65	18.82	22.75	20.37	19.37	20.49		
	0.58	2.47	1.66	1.29	1.88	0.83	2.32	1.09	1.08	2.11	0.74	1.67	1.90	1.75	1.82	1.07		
(Very) Unsatisfied	2.71	6.05*	2.08*	2.78*	2.72*	2.95	5.74*	2.04*	2.11*	1.81*	2.48	4.18*	1.89*	3.21*	2.10*	2.94		
	0.16	1.37	0.50	0.43	0.75	0.34	1.08	0.24	0.36	0.79	0.20	0.82	0.72	0.73	0.98	0.40		
Access/Coordination of Care																		
Availability																		
Very satisfied	11.58	9.39*	12.21	11.09	11.86	11.40	9.72	12.70	12.80	13.62	12.42	10.79	7.60*	10.51	9.51*	9.56		
	0.41	1.94	1.21	0.80	1.40	0.58	1.57	0.79	1.10	1.55	0.54	1.39	1.26	1.66	1.64	0.77		
(Very) Unsatisfied	3.90	6.46*	3.87*	2.49*	1.96*	3.49	11.51	2.86	3.47*	4.25*	4.11	6.60*	2.81*	2.19*	3.89*	3.97		
	0.20	1.48	0.68	0.50	0.63	0.38	1.71	0.38	0.55	0.99	0.34	1.29	0.85	0.57	1.20	0.49		
Ease of Access to Doctor																		
Very satisfied	26.40	13.79	28.48	23.43	21.36	23.70	19.02	33.54	28.82	27.00	30.28	17.65	22.29	21.17	18.98	20.13		
	0.69	2.08	1.60	1.26	1.60	0.85	2.19	1.44	1.37	2.29	0.97	1.94	2.05	1.73	2.07	0.98		
(Very) Unsatisfied	4.83	13.24	3.65*	4.65	4.77*	5.48	10.09*	3.41	2.57*	3.17*	3.98	9.66	3.74*	5.39*	5.04*	6.14		
	0.28	2.03	0.62	0.70	0.81	0.47	1.76	0.37	0.37	0.91	0.32	1.31	0.91	1.01	1.43	0.59		
Can Obtain Care in Same Location																		
Very satisfied	18.45	13.73	19.12	16.69	17.03	17.27	14.37	21.46	19.39	19.67	20.00	14.04	17.34	17.53	15.22	16.07		
	0.67	2.19	1.28	1.13	1.39	0.79	2.07	1.11	1.15	1.84	0.85	1.38	1.67	1.78	1.97	0.98		
(Very) Unsatisfied	5.42	9.00*	4.80*	4.63	3.92*	5.19	11.63	5.35	4.01	5.17*	5.75	7.59	2.20*	5.14*	4.57*	4.91		
	0.29	1.82	0.73	0.61	0.80	0.48	1.73	0.55	0.51	1.26	0.45	1.34	0.73	1.10	1.34	0.54		

Table 5.6 Measures of Satisfaction with Care for Noninstitutionalized Medicare Beneficiaries, by Living Arrangement and Age, 2009

Community-Only Residents¹

Measure of Satisfaction ²	Total	Lives Alone					Lives with Spouse					Lives with Children/Others				
		< 65	65 - 74	75 - 84	85 +	Total	< 65	65 - 74	75 - 84	85 +	Total	< 65	65 - 74	75 - 84	85 +	Total
Beneficiaries (in 1,000s)	44,747	1,858	5,167	4,239	2,144	13,408	2,690	13,146	5,665	1,327	22,827	2,587	2,571	2,060	1,194	8,412
	<i>149</i>	<i>107</i>	<i>160</i>	<i>124</i>	<i>77</i>	<i>248</i>	<i>114</i>	<i>226</i>	<i>126</i>	<i>68</i>	<i>260</i>	<i>99</i>	<i>124</i>	<i>82</i>	<i>64</i>	<i>182</i>
Beneficiaries as a Percentage of Column Total³																
Relationship with Primary Doctor																
Information from Doctor																
Very satisfied	23.61	17.03	24.10	20.34	19.57	21.21	18.02	29.37	25.30	21.59	26.57	18.50	21.30	20.23	15.90	19.42
	<i>0.66</i>	<i>2.49</i>	<i>1.66</i>	<i>1.31</i>	<i>1.70</i>	<i>0.84</i>	<i>2.18</i>	<i>1.32</i>	<i>1.22</i>	<i>1.93</i>	<i>0.92</i>	<i>1.56</i>	<i>1.99</i>	<i>1.77</i>	<i>1.76</i>	<i>1.02</i>
(Very) Unsatisfied	4.90	11.40*	4.33*	4.32	4.85*	5.39	9.46	3.54	3.80	5.21*	4.40	7.28	5.44*	4.62*	3.32*	5.50
	<i>0.28</i>	<i>2.15</i>	<i>0.74</i>	<i>0.62</i>	<i>0.76</i>	<i>0.52</i>	<i>1.33</i>	<i>0.38</i>	<i>0.54</i>	<i>1.20</i>	<i>0.32</i>	<i>1.25</i>	<i>1.14</i>	<i>0.91</i>	<i>1.13</i>	<i>0.64</i>
Doctor's Concern for Overall Health																
Very satisfied	26.83	24.87	27.42	24.69	23.05	25.51	22.87	30.28	29.51	25.49	28.94	21.83	25.42	22.02	23.26	23.18
	<i>0.67</i>	<i>3.19</i>	<i>1.60</i>	<i>1.33</i>	<i>1.84</i>	<i>0.87</i>	<i>2.42</i>	<i>1.25</i>	<i>1.27</i>	<i>2.23</i>	<i>0.86</i>	<i>1.91</i>	<i>2.07</i>	<i>1.84</i>	<i>2.02</i>	<i>1.08</i>
(Very) Unsatisfied	4.60	8.46*	4.73*	4.61	3.24*	4.97	8.33*	3.52	3.24*	3.97*	4.04	7.69	4.65*	4.68*	4.29*	5.54
	<i>0.25</i>	<i>1.51</i>	<i>0.84</i>	<i>0.63</i>	<i>0.70</i>	<i>0.50</i>	<i>1.38</i>	<i>0.37</i>	<i>0.47</i>	<i>0.95</i>	<i>0.33</i>	<i>1.26</i>	<i>1.02</i>	<i>0.97</i>	<i>1.19</i>	<i>0.55</i>
Cost of Care																
Cost																
Very satisfied	20.94	18.17	21.17	21.32	21.80	20.90	16.08	22.50	22.93	19.34	21.67	22.80	17.01	18.52	16.11	19.03
	<i>0.50</i>	<i>2.12</i>	<i>1.54</i>	<i>1.26</i>	<i>1.64</i>	<i>0.71</i>	<i>1.79</i>	<i>1.07</i>	<i>1.11</i>	<i>1.77</i>	<i>0.69</i>	<i>2.07</i>	<i>2.20</i>	<i>1.69</i>	<i>2.03</i>	<i>1.17</i>
(Very) Unsatisfied	14.99	21.94	15.21	13.48	8.52	14.53	25.79	15.37	11.46	9.34*	15.28	16.78	17.17	11.95	11.30*	14.94
	<i>0.45</i>	<i>2.16</i>	<i>1.25</i>	<i>1.04</i>	<i>1.17</i>	<i>0.70</i>	<i>2.19</i>	<i>0.84</i>	<i>0.93</i>	<i>1.53</i>	<i>0.64</i>	<i>2.07</i>	<i>2.17</i>	<i>1.35</i>	<i>1.82</i>	<i>1.08</i>

Source: Medicare Current Beneficiary Survey, CY 2009 Cost and Use Public Use File, CY 2009 Access to Care Public Use File, supplemented by CY 2008 and CY 2010 Access to Care Public Use Files as needed to fill in missing data for sample persons not in the CY 2009 file.

Notes: Standard errors are shaded and italic. See Appendix A for additional information on standard errors. See Appendix B for definitions of terms and variables.

Values followed by an asterisk (*) indicate that the estimates are based on cell counts of less than 50 sample persons.

- The term *community-only residents* includes beneficiaries who resided only in the community during the year. It excludes beneficiaries who resided part of the year in the community and part of the year in a long-term care facility, and beneficiaries who resided only in a long-term care facility during the year.
- Responses for sample persons not interviewed in Round 55 (i.e., the 2009 Access to Care Public Use File) were taken from their Round 52 interview (i.e., the 2008 Access to Care Public Use File) or from their Round 58 interview (i.e., the 2010 Access to Care Public Use File).
- Column percentages do not sum to 100 percent because the responses of *satisfied* and *no experience* are excluded from the table for all satisfaction variables.

Table 5.7 Indicators of Access to Care for Noninstitutionalized Medicare Beneficiaries, by Health Status, 2009Community-Only Residents¹

Indicator of Access to Care ²	Total ³	Indicators of Good Health ³			Indicators of Poor Health ³		
		Excellent/Very Good Health	No Functional Limitations ⁴	Both Indicators	Fair/Poor Health	Three or More ADLs ⁵	Both Indicators
Beneficiaries (in 1,000s)	44,747	19,186	24,674	15,314	11,103	4,277	2,666
	149	250	269	238	198	149	114
Beneficiaries as a Percentage of Column Total							
Access to Care							
Usual Source of Care							
None ⁶	4.39	5.21	5.38	5.58	3.29	2.85*	2.03*
	0.24	0.44	0.38	0.50	0.38	0.57	0.62
Doctor's office	74.42	74.98	74.84	75.19	73.81	73.30	76.07
	1.07	1.10	1.09	1.15	1.37	1.77	1.89
Doctor's clinic	11.09	10.96	10.40	10.79	10.83	11.96	10.31
	0.96	0.99	0.87	0.99	1.10	1.59	1.55
MA ⁷	3.23	3.52	3.45	3.44	2.38	2.24*	1.13*
	0.29	0.37	0.32	0.41	0.38	0.80	0.47
Hospital OPD/ER ⁸	1.93	1.67	1.76	1.68*	2.70	2.26*	2.97*
	0.18	0.22	0.20	0.26	0.44	0.49	0.71
Other clinic/health center	4.93	3.67	4.16	3.33	6.99	7.39	7.49
	0.31	0.35	0.38	0.35	0.69	0.86	1.21
Difficulty Obtaining Care							
Yes	4.36	2.32	2.01	1.70*	8.90	11.45	12.95
	0.27	0.22	0.20	0.21	0.73	1.31	1.77
No	95.64	97.68	97.99	98.30	91.10	88.55	87.05
	0.27	0.22	0.20	0.21	0.73	1.31	1.77
Delayed Care Due to Cost							
Yes	6.87	3.66	3.74	2.87	13.05	14.72	15.85
	0.33	0.34	0.33	0.37	0.90	1.42	1.80
No	93.13	96.34	96.26	97.13	86.95	85.28	84.15
	0.33	0.34	0.33	0.37	0.90	1.42	1.80

Table 5.7 Indicators of Access to Care for Noninstitutionalized Medicare Beneficiaries, by Health Status, 2009Community-Only Residents¹

Indicator of Access to Care ²	Total ³	Indicators of Good Health ³			Indicators of Poor Health ³		
		Excellent/Very Good Health	No Functional Limitations ⁴	Both Indicators	Fair/Poor Health	Three or More ADLs ⁵	Both Indicators
Beneficiaries (in 1,000s)	44,747	19,186	24,674	15,314	11,103	4,277	2,666
	<i>149</i>	<i>250</i>	<i>269</i>	<i>238</i>	<i>198</i>	<i>149</i>	<i>114</i>

Beneficiaries as a Percentage of Column Total

Length of Association with Usual Source of Care	Continuity of Care						
	Total ³	Excellent/Very Good Health	No Functional Limitations ⁴	Both Indicators	Fair/Poor Health	Three or More ADLs ⁵	Both Indicators
No usual source ⁶	4.42	5.23	5.41	5.60	3.32	2.90*	2.06*
	<i>0.24</i>	<i>0.44</i>	<i>0.38</i>	<i>0.51</i>	<i>0.38</i>	<i>0.58</i>	<i>0.63</i>
Less than 1 year	7.72	6.68	7.08	6.48	9.70	10.87	11.16
	<i>0.35</i>	<i>0.38</i>	<i>0.37</i>	<i>0.42</i>	<i>0.67</i>	<i>1.23</i>	<i>1.38</i>
1 to less than 3 years	16.83	15.84	15.51	15.29	17.63	20.86	19.16
	<i>0.46</i>	<i>0.73</i>	<i>0.67</i>	<i>0.83</i>	<i>0.84</i>	<i>1.68</i>	<i>2.12</i>
3 to less than 5 years	15.78	15.15	15.62	15.19	17.02	15.45	14.90
	<i>0.39</i>	<i>0.57</i>	<i>0.48</i>	<i>0.67</i>	<i>0.82</i>	<i>1.40</i>	<i>1.76</i>
5 years or more	55.25	57.10	56.38	57.45	52.34	49.92	52.72
	<i>0.75</i>	<i>0.86</i>	<i>0.88</i>	<i>1.03</i>	<i>1.22</i>	<i>1.64</i>	<i>2.19</i>

Source: Medicare Current Beneficiary Survey, CY 2009 Cost and Use Public Use File, CY 2009 Access to Care Public Use File, supplemented by CY 2008 and CY 2010 Access to Care Public Use Files as needed to fill in missing data for sample persons not in the CY 2009 file.

Notes: Standard errors are shaded and italic. See Appendix A for additional information on standard errors. See Appendix B for definitions of terms and variables.

Values followed by an asterisk (*) indicate that the estimates are based on cell counts of less than 50 sample persons.

- The term *community-only residents* includes beneficiaries who resided only in the community during the year. It excludes beneficiaries who resided part of the year in the community and part of the year in a long-term care facility, and beneficiaries who resided only in a long-term care facility during the year.
- Responses for sample persons not interviewed in Round 55 (i.e., the 2009 Access to Care Public Use File) were taken from their Round 52 interview (i.e., the 2008 Access to Care Public Use File) or from their Round 58 interview (i.e., the 2010 Access to Care Public Use File).
- Indicators of good health* and *indicators of poor health* do not contain mutually exclusive categories. Therefore, beneficiary counts sum to more than the total number of Medicare beneficiaries.
- No functional limitations* means that the beneficiary did not report limitations in any instrumental activities of daily living (IADLs) or activities of daily living (ADLs). See Appendix B for definitions of IADL and ADL.
- ADL* stands for Activity of Daily Living.
- The percentage of responses for *none* under *usual source of care* differs from the percentage of responses for *no usual source* under *length of association with usual source of care* because of differences in the number of missing responses for the two variables. See the entry *missing values* in Appendix B for further explanation.
- MA* stands for Medicare Advantage.
- OPD* stands for Outpatient Department; *ER* stands for Emergency Room.

Table 5.8 Measures of Satisfaction with Care for Noninstitutionalized Medicare Beneficiaries, by Health Status, 2009

Community-Only Residents¹

Measure of Satisfaction ²	Total ³	Indicators of Good Health ³			Indicators of Poor Health ³		
		Excellent/Very Good Health	No Functional Limitations ⁴	Both Indicators	Fair/Poor Health	Three or More ADLs ⁵	Both Indicators
Beneficiaries (in 1,000s)	44,747	19,186	24,674	15,314	11,103	4,277	2,666
	149	250	269	238	198	149	114
Beneficiaries as a Percentage of Column Total⁶							
Quality of Care							
General Care							
Very satisfied	36.36	47.58	39.55	47.85	25.45	28.84	25.94
	0.69	1.02	0.90	1.08	1.04	1.70	2.18
(Very) Unsatisfied	2.93	1.45	1.66	1.35*	6.06	6.87	8.62*
	0.20	0.21	0.17	0.22	0.57	1.07	1.57
Follow-up Care							
Very satisfied	23.82	30.13	25.04	29.49	18.67	21.12	20.41
	0.58	0.92	0.69	1.00	0.95	1.73	1.99
(Very) Unsatisfied	2.71	1.38	1.62	1.18*	4.98	6.48	7.38*
	0.16	0.21	0.17	0.20	0.47	0.78	0.99
Access/Coordination of Care							
Availability							
Very satisfied	11.58	13.93	11.92	13.72	10.54	12.54	11.77
	0.41	0.65	0.54	0.71	0.66	0.93	1.29
(Very) Unsatisfied	3.90	2.35	2.32	2.04	6.94	7.94	9.14*
	0.20	0.22	0.19	0.25	0.62	1.07	1.58
Ease of Access to Doctor							
Very satisfied	26.40	35.91	29.98	36.54	16.91	18.52	15.33
	0.69	1.07	1.03	1.19	0.87	1.55	1.92
(Very) Unsatisfied	4.83	2.12	2.40	1.26*	9.36	12.03	13.20
	0.28	0.22	0.23	0.17	0.74	1.55	1.82
Can Obtain Care in Same Location							
Very satisfied	18.45	24.94	20.32	25.05	12.89	15.06	12.95
	0.67	1.03	0.90	1.11	0.82	1.37	1.75
(Very) Unsatisfied	5.42	3.27	3.60	3.01	9.83	11.70	14.79
	0.29	0.36	0.29	0.38	0.84	1.42	1.80

Table 5.8 Measures of Satisfaction with Care for Noninstitutionalized Medicare Beneficiaries, by Health Status, 2009

Community-Only Residents¹

Measure of Satisfaction ²	Total ³	Indicators of Good Health ³			Indicators of Poor Health ³		
		Excellent/Very Good Health	No Functional Limitations ⁴	Both Indicators	Fair/Poor Health	Three or More ADLs ⁵	Both Indicators
Beneficiaries (in 1,000s)	44,747	19,186	24,674	15,314	11,103	4,277	2,666
	149	250	269	238	198	149	114
Beneficiaries as a Percentage of Column Total⁶							
Relationship with Primary Doctor							
Information from Doctor							
Very satisfied	23.61	31.75	25.97	31.88	16.36	19.58	17.59
	<i>0.66</i>	<i>1.07</i>	<i>0.83</i>	<i>1.18</i>	<i>0.93</i>	<i>1.41</i>	<i>1.83</i>
(Very) Unsatisfied	4.90	2.53	2.78	2.25	9.24	10.77	12.00
	<i>0.28</i>	<i>0.28</i>	<i>0.25</i>	<i>0.29</i>	<i>0.71</i>	<i>1.14</i>	<i>1.71</i>
Doctor's Concern for Overall Health							
Very satisfied	26.83	34.05	27.88	33.91	20.86	25.06	24.35
	<i>0.67</i>	<i>0.91</i>	<i>0.81</i>	<i>1.03</i>	<i>1.16</i>	<i>1.59</i>	<i>2.09</i>
(Very) Unsatisfied	4.60	2.69	3.26	2.53	8.09	8.40	9.87
	<i>0.25</i>	<i>0.29</i>	<i>0.27</i>	<i>0.34</i>	<i>0.65</i>	<i>0.95</i>	<i>1.45</i>
Cost of Care							
Cost							
Very satisfied	20.94	26.45	21.40	25.76	16.50	19.49	17.81
	<i>0.50</i>	<i>0.79</i>	<i>0.69</i>	<i>0.93</i>	<i>0.92</i>	<i>1.33</i>	<i>1.68</i>
(Very) Unsatisfied	14.99	11.43	11.58	10.76	21.77	21.70	24.36
	<i>0.45</i>	<i>0.60</i>	<i>0.55</i>	<i>0.63</i>	<i>1.03</i>	<i>1.74</i>	<i>2.36</i>

Source: Medicare Current Beneficiary Survey, CY 2009 Cost and Use Public Use File, CY 2009 Access to Care Public Use File, supplemented by CY 2008 and CY 2010 Access to Care Public Use Files as needed to fill in missing data for sample persons not in the CY 2009 file.

Notes: Standard errors are shaded and italic. See Appendix A for additional information on standard errors. See Appendix B for definitions of terms and variables.

Values followed by an asterisk (*) indicate that the estimates are based on cell counts of less than 50 sample persons.

- 1 The term *community-only residents* includes beneficiaries who resided only in the community during the year. It excludes beneficiaries who resided part of the year in the community and part of the year in a long-term care facility, and beneficiaries who resided only in a long-term care facility during the year.
- 2 Responses for sample persons not interviewed in Round 55 (i.e., the 2009 Access to Care Public Use File) were taken from their Round 52 interview (i.e., the 2008 Access to Care Public Use File) or from their Round 58 interview (i.e., the 2010 Access to Care Public Use File).
- 3 *Indicators of good health* and *indicators of poor health* do not contain mutually exclusive categories. Therefore, beneficiary counts sum to more than the total number of Medicare beneficiaries.
- 4 *No functional limitations* means that the beneficiary did not report limitations in any instrumental activities of daily living (IADLs) or activities of daily living (ADLs). See Appendix B for definitions of IADL and ADL.
- 5 *ADL* stands for Activity of Daily Living.
- 6 Column percentages do not sum to 100 percent because the responses of *satisfied* and *no experience* are excluded from the table for all satisfaction variables.

Table 5.9 Indicators of Access to Care for Noninstitutionalized Medicare Beneficiaries, by Insurance Coverage, 2009

Community-Only Residents¹

Indicator of Access to Care ²	Total	Medicare	Supplemental Health Insurance				Medicare Advantage
		Fee-for-Service Only	Medicaid	Individually-Purchased Private Insurance	Employer-Sponsored Private Insurance	Both Types of Private Insurance	
Beneficiaries (in 1,000s)	44,747	3,372	8,095	6,545	15,228	1,776	9,731
	149	168	190	136	283	109	239
Beneficiaries as a Percentage of Column Total							
Access to Care							
Usual Source of Care							
None ³	4.39	12.69	6.26	2.65*	3.84	1.59*	2.52
	0.24	1.59	0.58	0.53	0.44	0.93	0.41
Doctor's office	74.42	55.08	68.71	84.02	77.79	80.89	72.97
	1.07	2.12	1.40	1.60	1.32	2.34	1.81
Doctor's clinic	11.09	8.65	12.18	9.82	11.82	12.59	10.46
	0.96	1.32	1.07	1.46	1.07	1.95	1.36
MA ⁴	3.23	0.54*	3.32	0.09*	1.00*	1.16*	10.07
	0.29	0.39	0.55	0.10	0.31	0.82	0.92
Hospital OPD/ER ⁵	1.93	2.83*	3.94	0.94*	1.58*	2.17*	1.14*
	0.18	0.73	0.45	0.34	0.31	0.78	0.27
Other clinic/health center	4.93	20.20	5.59	2.47*	3.97	1.60*	2.84
	0.31	1.73	0.70	0.42	0.46	0.48	0.38
Difficulty Obtaining Care							
Yes	4.36	12.66	8.51	2.17*	2.07	2.31*	3.47
	0.27	1.71	0.87	0.33	0.30	0.91	0.50
No	95.64	87.34	91.49	97.83	97.93	97.69	96.53
	0.27	1.71	0.87	0.33	0.30	0.91	0.50
Delayed Care Due to Cost							
Yes	6.87	19.62	10.67	3.78	4.75	2.74*	5.43
	0.33	1.80	0.94	0.57	0.42	1.06	0.63
No	93.13	80.38	89.33	96.22	95.25	97.26	94.57
	0.33	1.80	0.94	0.57	0.42	1.06	0.63

Table 5.9 Indicators of Access to Care for Noninstitutionalized Medicare Beneficiaries, by Insurance Coverage, 2009Community-Only Residents¹

Indicator of Access to Care ²	Total	Medicare	Supplemental Health Insurance				Medicare Advantage
		Fee-for-Service Only	Medicaid	Individually-Purchased Private Insurance	Employer-Sponsored Private Insurance	Both Types of Private Insurance	
Beneficiaries (in 1,000s)	44,747	3,372	8,095	6,545	15,228	1,776	9,731
	<i>149</i>	<i>168</i>	<i>190</i>	<i>136</i>	<i>283</i>	<i>109</i>	<i>239</i>
Beneficiaries as a Percentage of Column Total							
Continuity of Care							
Length of Association with Usual Source of Care							
No usual source ³	4.42	12.75	6.33	2.66*	3.86	1.60*	2.53
	<i>0.24</i>	<i>1.60</i>	<i>0.59</i>	<i>0.53</i>	<i>0.44</i>	<i>0.93</i>	<i>0.41</i>
Less than 1 year	7.72	8.14	10.47	5.50	6.59	6.62*	8.77
	<i>0.35</i>	<i>1.16</i>	<i>0.85</i>	<i>0.57</i>	<i>0.55</i>	<i>1.06</i>	<i>0.73</i>
1 to less than 3 years	16.83	15.45	20.49	17.19	14.36	13.24	18.56
	<i>0.46</i>	<i>1.71</i>	<i>0.98</i>	<i>1.19</i>	<i>0.76</i>	<i>1.69</i>	<i>0.93</i>
3 to less than 5 years	15.78	20.11	17.85	14.62	14.29	14.61	15.91
	<i>0.39</i>	<i>1.95</i>	<i>1.06</i>	<i>1.14</i>	<i>0.72</i>	<i>1.89</i>	<i>0.86</i>
5 years or more	55.25	43.54	44.86	60.03	60.89	63.93	54.24
	<i>0.75</i>	<i>2.21</i>	<i>1.28</i>	<i>1.43</i>	<i>1.19</i>	<i>2.75</i>	<i>1.32</i>

Source: Medicare Current Beneficiary Survey, CY 2009 Cost and Use Public Use File, CY 2009 Access to Care Public Use File, supplemented by CY 2008 and CY 2010 Access to Care Public Use Files as needed to fill in missing data for sample persons not in the CY 2009 file.

Notes: Standard errors are shaded and italic. See Appendix A for additional information on standard errors. See Appendix B for definitions of terms and variables.

Values followed by an asterisk (*) indicate that the estimates are based on cell counts of less than 50 sample persons.

- 1 The term *community-only residents* includes beneficiaries who resided only in the community during the year. It excludes beneficiaries who resided part of the year in the community and part of the year in a long-term care facility, and beneficiaries who resided only in a long-term care facility during the year.
- 2 Responses for sample persons not interviewed in Round 55 (i.e., the 2009 Access to Care Public Use File) were taken from their Round 52 interview (i.e., the 2008 Access to Care Public Use File) or from their Round 58 interview (i.e., the 2010 Access to Care Public Use File).
- 3 The percentage of responses for *none* under *usual source of care* differs from the percentage of responses for *no usual source* under *length of association with usual source of care* because of differences in the number of missing responses for the two variables. See the entry *missing values* in Appendix B for further explanation.
- 4 MA stands for Medicare Advantage.
- 5 OPD stands for Outpatient Department; ER stands for Emergency Room.

Table 5.10 Measures of Satisfaction with Care for Noninstitutionalized Medicare Beneficiaries, by Insurance Coverage, 2009

Community-Only Residents¹

Measure of Satisfaction ²	Total	Medicare	Supplemental Health Insurance				Medicare Advantage
		Fee-for-Service Only	Medicaid	Individually-Purchased Private Insurance	Employer-Sponsored Private Insurance	Both Types of Private Insurance	
Beneficiaries (in 1,000s)	44,747	3,372	8,095	6,545	15,228	1,776	9,731
	149	168	190	136	283	109	239
Beneficiaries as a Percentage of Column Total³							
Quality of Care							
General Care							
Very satisfied	36.36	25.98	24.70	39.62	41.12	45.82	38.19
	0.69	1.95	1.23	1.39	1.07	2.50	1.15
(Very) Unsatisfied	2.93	5.21*	4.72	2.42*	1.92	0.75*	2.97
	0.20	1.05	0.60	0.37	0.29	0.40	0.43
Follow-up Care							
Very satisfied	23.82	18.22	16.97	25.86	27.18	32.11	23.26
	0.58	1.77	0.97	1.34	1.15	2.99	1.25
(Very) Unsatisfied	2.71	4.31*	3.94	2.85*	1.77	1.29*	2.77
	0.16	0.97	0.48	0.38	0.23	0.55	0.40
Access/Coordination of Care							
Availability							
Very satisfied	11.58	9.15	9.88	11.09	12.06	14.76	12.83
	0.41	1.27	0.91	0.91	0.75	1.91	0.80
(Very) Unsatisfied	3.90	6.31*	4.80	3.43	4.25	4.01*	2.06*
	0.20	1.10	0.55	0.51	0.39	1.17	0.30
Ease of Access to Doctor							
Very satisfied	26.40	19.64	15.06	28.63	29.82	38.88	28.95
	0.69	1.92	0.99	1.34	1.15	3.05	1.26
(Very) Unsatisfied	4.83	9.83	8.24	3.36*	3.49	2.70*	3.78
	0.28	1.38	0.79	0.58	0.31	0.78	0.56
Can Obtain Care in Same Location							
Very satisfied	18.45	16.70	14.85	17.58	19.77	21.30	20.00
	0.67	1.55	1.08	1.29	0.93	2.25	1.32
(Very) Unsatisfied	5.42	7.12*	6.42	5.47	5.39	2.64*	4.54
	0.29	1.42	0.75	0.73	0.39	0.91	0.59

Table 5.10 Measures of Satisfaction with Care for Noninstitutionalized Medicare Beneficiaries, by Insurance Coverage, 2009

Community-Only Residents¹

Measure of Satisfaction ²	Medicare		Supplemental Health Insurance				Medicare Advantage
	Total	Fee-for-Service Only	Medicaid	Individually-Purchased Private Insurance	Employer-Sponsored Private Insurance	Both Types of Private Insurance	
Beneficiaries (in 1,000s)	44,747	3,372	8,095	6,545	15,228	1,776	9,731
	<i>149</i>	<i>168</i>	<i>190</i>	<i>136</i>	<i>283</i>	<i>109</i>	<i>239</i>
Beneficiaries as a Percentage of Column Total³							
Relationship with Primary Doctor							
Information from Doctor							
Very satisfied	23.61	16.94	17.46	25.72	26.54	33.19	23.26
	<i>0.66</i>	<i>1.71</i>	<i>1.00</i>	<i>1.37</i>	<i>1.04</i>	<i>2.87</i>	<i>1.18</i>
(Very) Unsatisfied	4.90	7.77*	6.63	4.55	3.34	3.74*	5.38
	<i>0.28</i>	<i>1.25</i>	<i>0.72</i>	<i>0.68</i>	<i>0.30</i>	<i>1.09</i>	<i>0.62</i>
Doctor's Concern for Overall Health							
Very satisfied	26.83	23.16	18.37	28.88	29.25	37.75	27.85
	<i>0.67</i>	<i>1.92</i>	<i>1.06</i>	<i>1.20</i>	<i>1.09</i>	<i>2.87</i>	<i>1.25</i>
(Very) Unsatisfied	4.60	6.62*	5.75	4.41	3.65	1.92*	5.06
	<i>0.25</i>	<i>1.29</i>	<i>0.68</i>	<i>0.55</i>	<i>0.33</i>	<i>0.70</i>	<i>0.59</i>
Cost of Care							
Cost							
Very satisfied	20.94	13.48	21.43	18.82	23.56	28.29	19.12
	<i>0.50</i>	<i>1.64</i>	<i>1.16</i>	<i>1.15</i>	<i>0.91</i>	<i>2.73</i>	<i>0.98</i>
(Very) Unsatisfied	14.99	25.42	10.97	18.10	13.67	11.46*	15.33
	<i>0.45</i>	<i>2.06</i>	<i>0.89</i>	<i>1.09</i>	<i>0.64</i>	<i>1.74</i>	<i>1.01</i>

Source: Medicare Current Beneficiary Survey, CY 2009 Cost and Use Public Use File, CY 2009 Access to Care Public Use File, supplemented by CY 2008 and CY 2010 Access to Care Public Use Files as needed to fill in missing data for sample persons not in the CY 2009 file.

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- 1 The term *community-only residents* includes beneficiaries who resided only in the community during the year. It excludes beneficiaries who resided part of the year in the community and part of the year in a long-term care facility, and beneficiaries who resided only in a long-term care facility during the year.
- 2 Responses for sample persons not interviewed in Round 55 (i.e., the 2009 Access to Care Public Use File) were taken from their Round 52 interview (i.e., the 2008 Access to Care Public Use File) or from their Round 58 interview (i.e., the 2010 Access to Care Public Use File).
- 3 Column percentages do not sum to 100 percent because the responses of *satisfied* and *no experience* are excluded from the table for all satisfaction variables.