P1: DEMOGRAPHIC INFORMATION

1. What is your marital status?
   - Married/with partner
   - Single

2. Do you have children under the age of 25?
   - Yes
   - No

3. What is your employment status?
   - Full time
   - Part time
   - Other, please specify

4. Where at MIT do you work?
   - on the Cambridge campus
   - at Lincoln Laboratory (Note: If you work at Lincoln Laboratory, please interpret references to "MIT Medical" to include the Medical facility at Lincoln Laboratory, unless otherwise instructed.)
   - Other MIT site not in Cambridge (i.e. Haystack, Millstone, etc.)
   - Other, please specify

5. Do you have a degree from MIT?
   - Yes
   - No

INSURANCE COVERAGE

The next series of questions ask about your specific health insurance coverage. We are interested in your thoughts whether or not you access MIT's health plans.

Regardless of whether you get health insurance coverage through MIT or from a third party (e.g. you are covered under your spouse's health insurance plan), please tell us which health insurance plan you are presently enrolled in:
   - MIT Traditional
   - MIT Flex
   - MIT Affiliate Medical Plan
   - MIT Affiliate Extended Insurance Plan
   - Network Blue
   - Blue Choice
   - Blue Cross/Blue Shield PPO
   - Harvard Pilgrim
   - Tufts
   - I have coverage through the U.S. Military
   - Other plan (please specify)
   - I do not have health insurance at the present time.

If you are not currently a member of one of the MIT Health Plans managed by the MIT Medical Department, were you EVER a member of one of these plans?
   - Yes
   - No
   - N/A (I am currently a member)

If you do not have health insurance at the present time, please skip to P6.

P2: INSURANCE COVERAGE

Who is the primary subscriber this year?
   - Me
Who is covered by your health insurance plan? Please choose all that apply.

- Me
- My spouse/partner
- At least one child under the age of 6
- At least one child under the age of 12
- At least one child under the age of 18
- At least one child in college
- At least one child under the age of 25, not in college
- Other, please specify

For how many years have you been enrolled in the health insurance plan in which you are presently covered?

- This is my first year
- 1-5 years
- Over 5 years to 10 years
- Over 10 years to 15 years
- More than 15 years

Please rate the importance of each of the following factors in your current choice of health insurance plan. Rate the importance of having the service available, regardless of whether you’ve had experience with it. Second, rate how satisfied you are with each aspect of your current plan, if applicable.

<table>
<thead>
<tr>
<th>Mark one answer in each row.</th>
<th>IMPORTANCE</th>
<th>SATISFACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Premium costs</td>
<td>Essential</td>
<td>Very satisfied</td>
</tr>
<tr>
<td>Quality of care for me</td>
<td>Very</td>
<td>Generally satisfied</td>
</tr>
<tr>
<td>Quality/availability of care for my spouse/partner</td>
<td>Somewhat Important</td>
<td>Ambivalent</td>
</tr>
<tr>
<td>Quality/availability of care for my children</td>
<td>Not Important</td>
<td>Generally dissatisfied</td>
</tr>
<tr>
<td>Relationships with/access to my physicians/medical professionals</td>
<td>Don’t Know/N/A</td>
<td>Very dissatisfied</td>
</tr>
<tr>
<td>Proximity of care to my workplace</td>
<td></td>
<td>Don’t Know/N/A</td>
</tr>
<tr>
<td>Proximity of care to my home</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spouse/partner’s health insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Out-of-pocket expenses (co-pays)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other: (Please specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

What has been your overall assessment of the quality of the services provided by the health insurance plan/coverage that you presently have?

- Excellent
- Very good
- Good
- Fair
- Poor

If you have changed plans in the last 3 years, please choose the option that describes your switch:

- I switched FROM one of the MIT health plans TO another insurance option (including switching to spouse/partner’s insurance)
- I switched TO one of the MIT health plans FROM another insurance option (including switching to spouse/partner’s insurance)
- Other switch (Please describe)
- N/A (I haven’t changed plans in the last 3 years.)

If you have not changed plans in the last three years, please skip to P4.
**P3: INSURANCE COVERAGE**

If you have changed health plans in the last 3 years (regardless of what the change was), how important were the following factors in your decision to change your insurance plan?

<table>
<thead>
<tr>
<th>Mark one answer in each row.</th>
<th>IMPORTANCE</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Essential</td>
</tr>
<tr>
<td>Premium costs</td>
<td></td>
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<tr>
<td>Quality of care for me</td>
<td></td>
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<tr>
<td>Quality/ availability of care for my spouse/partner</td>
<td></td>
</tr>
<tr>
<td>Quality/ availability of care for my children</td>
<td></td>
</tr>
<tr>
<td>Children no longer covered under previous plan</td>
<td></td>
</tr>
<tr>
<td>Relationships with/ access to my physicians/ medical professionals</td>
<td></td>
</tr>
<tr>
<td>Proximity of care to my workplace</td>
<td></td>
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<tr>
<td>Proximity of care to my home</td>
<td></td>
</tr>
<tr>
<td>Spouse/ partner’s health insurance</td>
<td></td>
</tr>
<tr>
<td>Out-of-pocket expenses (co-pays)</td>
<td></td>
</tr>
<tr>
<td>Change in employer</td>
<td></td>
</tr>
<tr>
<td>Change in eligibility</td>
<td></td>
</tr>
<tr>
<td>Other: (Please specify)</td>
<td></td>
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</tbody>
</table>

Please use the space below to tell us any more information about your plan switch, including information on whether the switch was your decision or not.

**P4: INSURANCE COVERAGE**

Medical plans and health insurance cover a number of services either on-site or through referrals. In thinking about your current health insurance plan, first, how important is each of the following services to you? Rate the importance of having the service available, regardless of whether you’ve had experience with it. Second, how satisfied are you with each of the services?

<table>
<thead>
<tr>
<th>IMPORTANCE</th>
<th>SATISFACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Very important</td>
</tr>
<tr>
<td>Allergy</td>
<td></td>
</tr>
<tr>
<td>Cardiology</td>
<td></td>
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<tr>
<td>Dental Services</td>
<td></td>
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<tr>
<td>Dermatology</td>
<td></td>
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<tr>
<td>Gynecology</td>
<td></td>
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<tr>
<td>Obstetrics (child birth)</td>
<td></td>
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<tr>
<td>Pediatrics</td>
<td></td>
</tr>
<tr>
<td>Internal Medicine</td>
<td></td>
</tr>
<tr>
<td>Optometry/Ophthalmology (vision)</td>
<td></td>
</tr>
<tr>
<td>Orthopedics</td>
<td>☐</td>
</tr>
<tr>
<td>Radiology</td>
<td>☐</td>
</tr>
<tr>
<td>Surgery</td>
<td>☐</td>
</tr>
<tr>
<td>Urology</td>
<td>☐</td>
</tr>
<tr>
<td>Prescription coverage</td>
<td>☐</td>
</tr>
<tr>
<td>Laboratory / testing</td>
<td>☐</td>
</tr>
<tr>
<td>Mental Health</td>
<td>☐</td>
</tr>
<tr>
<td>Other: (Please specify)</td>
<td>☐</td>
</tr>
</tbody>
</table>

Please use the space below to tell us any more thoughts about particular services. (If you use MIT Medical, more information will be asked later about dental, gynecological, mental health, obstetric, and pediatric services.)

How informed do you feel about the services that are covered under your specific insurance plan?

- Very well informed
- Somewhat well informed
- Moderately well informed
- Somewhat informed
- Not at all informed

Please use the space below if you would like to tell us more about the information on covered services that your current health plan provider has (or has not) provided you.

P5: INSURANCE COVERAGE

In your view, how has the quality of care provided by your current health plan changed over the last few years?

- It’s gotten better
- Stayed the same
- It’s gotten worse
- N/A: I haven’t utilized the services enough to give a rating

What has been your overall assessment of the quality of experience with the process for paying outside providers OR reimbursing you for the costs of care covered by your specific health insurance plan?

- Excellent
- Very good
- Good
- Fair
- Poor
- Don’t know / Not applicable

Have you or members of your family tried to access insurance coverage away from home (i.e. while traveling or on
Please tell us about your or your family’s experience (including your children) with accessing insurance coverage away from home.

P6: INSURANCE COVERAGE

MIT is considering changing the structure of the charges for health insurance premiums paid by employees for all health insurance options so that they vary based on an employee’s MIT salary. One proposal would have lower-wage employees pay less and some higher wage employees pay more in premiums for the same level and type of coverage so that the total cost to MIT would be unchanged. Would you favor such a change in the premium structure?

- Yes
- No
- N/A: I do not use MIT for health insurance.

Would you favor a proposal to have salary-related premiums if no one’s premiums rose as a result of its implementation?

- Yes
- No
- Don’t know

OVERALL ASSESSMENT OF THE MIT MEDICAL DEPARTMENT

All MIT employees are eligible to receive basic outpatient care in the MIT Medical Department, whether or not they belong to the MIT Health plan.

- I was aware of this.
- I was not aware of this.
- I was aware and have received basic outpatient care, although I do not belong to the MIT Health Plan.

Have you or members of your family ever utilized the MIT Medical Department (including if you were sick or injured at work)? This also includes utilizing any of the MIT Medical Department services, such as mental health or dental services.

- Yes
- No

If you or members of your family NOT utilized the MIT Medical Department, please skip to the final section, P15.

P7: OVERALL ASSESSMENT OF THE MIT MEDICAL DEPARTMENT

1. How often do you or your family use the MIT Medical Department in a given year?

- 1-5 times
- 5-10 times
- 11 times or more

2. Do you have a specific doctor who serves as your primary care physician? Please refer only to your own doctor. If you have children, questions about pediatrics services will be addressed in a later section.

- Yes - Please skip to Question 4 if you have a specific doctor.
- No - Please answer Question 3.

3. If you have NOT chosen a specific primary care physician, please check all of the following that were relevant to this decision.

- I have never needed to see a medical professional at MIT
It is generally easier to see whoever happens to be available when I am sick (including using the 24-hour urgent care/walk-in services)
I was not satisfied with the primary care physician assigned to me
It is too hard to get an appointment with my primary care physician
Other, please specify

After answering #3, please skip to #6 on this page.

4. Do you rely on this physician as your first point of contact in the MIT Medical Department?
   - Yes
   - No

5. What is your overall rating of the quality of the services provided by your primary care physician?
   - Excellent
   - Very good
   - Good
   - Fair
   - Poor
   - I have not had enough experience to provide a rating of him/her

6. As a general matter, what has been your rating of your experience with obtaining appointments with medical professionals in the MIT Medical Department at convenient times and in a timely fashion?
   - Excellent
   - Very good
   - Good
   - Fair
   - Poor
   - Don't know/Not applicable

7. What has been your rating of your experience with the amount of time it takes to see a specialist and the referral process?
   - Excellent
   - Very good
   - Good
   - Fair
   - Poor
   - Don't know/Not applicable

8. What is your overall rating of the quality of care that you have received from outside providers to whom you have been referred through the MIT health plan?
   - Excellent
   - Very good
   - Good
   - Fair
   - Poor
   - Don't know/Not applicable
   - Not applicable: I do not have the MIT health plan.

9. What is your overall rating of the quality of care that you and your family have received from the MIT Medical Department?
   - Excellent
   - Very good
   - Good
   - Fair
   - Poor
   - Don't know/Not applicable

10. How valuable a benefit is the availability of on-campus health care in the MIT Medical Department to you?
    - Extremely valuable
    - Very valuable
    - Valuable
    - Not very valuable
    - Of no value
    - Don't know

11. If you are employed at Lincoln Laboratory, how important was the availability of the Lincoln Laboratory medical facility to your decision to enroll in an MIT Health plan?
    - Extremely important
    - Very important
12. Since you have been at MIT, the quality of services in the Medical Department has:
- Gotten better
- Stayed the same
- Gotten worse
- N/A: I haven't utilized the services enough to give a rating.

13. In general, what does the Medical Department do well and what could it do better?

P8: 24 HOUR URGENT CARE/ WALK IN SERVICE
(Available on the MIT Campus in Cambridge)

Now we'd like to ask about specific Medical Department services.

1. Have you or members of your family used the 24-hour urgent care/walk-in services provided by the Medical Department?
   - Yes
   - No. If No, please skip to Question 7 on this page.

   2. About how often during a typical year do you or members of your family utilize the 24-hour urgent care/walk-in service?
      - 1-5 times
      - 5-10 times
      - 11 times or more

   3. What is your overall assessment of the quality of experience with the 24-hour/walk-in service?
      - Excellent
      - Very Good
      - Good
      - Fair
      - Poor
      - Don't know

4. Since you have been at MIT, the quality of 24-hour urgent/walk-in service on campus has:
   - Gotten better
   - Stayed the same
   - Gotten worse
   - N/A: I haven't utilized the services enough to give a rating.

5. Would you use the 24-hour urgent care/walk-in service more often if you could get real-time information about queue-lengths and reserve a place in the queue without first going to the Medical Department?
   - I would use it much more often
   - I would use it a little more often
   - It would have no effect at all on my decision

6. In terms of 24-hour urgent/walk-in service, what do they do well and what could they do better?
7. How valuable a benefit is the availability of the 24-hour/walk-in service (available to you and your family through the MIT Health Plan) to you, whether or not you or a member of your family has ever made use of it?
- Extremely valuable
- Very valuable
- Valuable
- Not very valuable
- Of no value
- Don't know

8. Many universities do not have a 24-hour urgent care/walk-in service, but rather direct employees who are ill to local clinics and hospitals at night and on the weekends. How would you assess the incremental value to you of having a 24-hour urgent care/walk-in service on campus rather than following the alternative practice?
- Extremely valuable
- Very valuable
- Valuable
- Not very valuable
- Of no value
- Don't know

P9: MIT MENTAL HEALTH SERVICES AND THE PERSONAL ASSISTANCE PROGRAM

Remember, your survey responses will be kept strictly confidential.

1. Have you made use of MIT’s mental health services, including the Personal Assistance Program?
- Yes - skip to #3 if you have used mental health services.
- No. If No, please answer #2.

2. If you have NOT used MIT’s mental health services, please check off all of the reasons that influenced your decision:
- No need
- I have a pre-existing relationship with a mental health provider outside of MIT
- Don’t expect to receive high quality care
- Difficult to make appointments
- Concerned about confidentiality
- Prefer to use third-party providers
- Other, please specify

After answering #2, please skip to #6 on this page.

3. What is your general assessment of the quality of care at MIT’s mental health services excluding the Personal Assistance Program?
- Excellent
- Very Good
- Good
- Fair
- Poor
- Don’t know
- Not applicable: I have only used the Personal Assistance Program. If so, please answer #4.

4. What is your general assessment of the quality of care through the Personal Assistance Program?
- Excellent
- Very Good
- Good
- Fair
- Poor
- Don’t know
Not applicable: I have only used general mental health services.

5. Do you perceive that recent changes in the provision of mental health services to Health Plan members have affected the quality of care that you are receiving?
   - Yes, the quality of care has gotten better
   - No effect
   - Yes, quality of care has gotten worse
   - N/A: I haven't utilized the services enough to give a rating

6. In terms of the provision of mental health services to Health Plan members, what is done well and what could be done better? Please feel free to add comments about your experience with the Personal Assistance Program as well. Please specify which program (regular mental health services, Personal Assistance) to which you're referring.

7. How valuable a benefit is the availability of mental health services to you, whether or not you or a member of your family has ever made use of it?
   - Extremely valuable
   - Very valuable
   - Valuable
   - Not very valuable
   - Of no value
   - Don't know

P10: MIT INFIRMARY
(Available on the MIT Campus in Cambridge)

1. Have you or a member of your family ever spent one or more nights in the MIT infirmary?
   - Yes - skip to #3 if you have used the infirmary.
   - No. If No, please answer #2.

2. If neither you nor a member of your family has ever stayed in the MIT infirmary, check all of the reasons that were relevant to this decision:
   - I/we have not had an illness indicating a stay in the infirmary
   - I/we would rather go home if I am/we are sick enough for a stay in the infirmary
   - I am/we are concerned about missing work or school
   - I am/we are concerned about the quality of care in the MIT infirmary
   - Other, please specify [ ]

   After answering #2, please skip to #6 on this page.

3. If you or a member of your family has stayed in the MIT infirmary, what has been your general assessment of the quality of care that you have received in the MIT infirmary?
   - Excellent
   - Very Good
   - Good
   - Fair
   - Poor
   - Don't know

4. Since you have been at MIT, the quality of services in the MIT infirmary has:
   - Gotten better
   - Stayed the same
   - Gotten worse
   - N/A: I haven't utilized the services enough to give a rating

5. In terms of the MIT infirmary, what do they do well and what could they do better?
6. How valuable a benefit is the availability of the MIT infirmary to you, whether or not you or a member of your family has ever made use of it?
- Extremely valuable
- Very valuable
- Valuable
- Not very valuable
- Of no value
- Don't know

7. A growing number of colleges and universities are closing their infirmaries and using local hospitals as alternatives for the kind of inpatient care provided by the MIT infirmary. What is your assessment of the incremental value of having an infirmary on campus and available to employees and members of their families covered by the plan?
- Extremely valuable
- Very valuable
- Valuable
- Not very valuable
- Of no value
- Don't know

P11: MIT GYNECOLOGICAL SERVICES

1. Have you or a member of your family made use of MIT’s gynecological services?
- Yes - skip to #3 if you have used gynecological services.
- No. If No, please answer #2.

2. If you have NOT used MIT’s gynecological services, please check off all of the reasons that influenced your decision:
- No need, because I am a man and/or no family members use a gynecologist regularly.
- No need, because I do not use a gynecologist regularly
- I have a pre-existing relationship with a gynecologist outside of MIT
- Don’t expect to receive high quality care
- Difficult to make appointments
- Concerned about confidentiality
- Prefer to use third-party providers
- Other, please specify

After answering, please skip to #7 on this page.

3. What has been you or your family’s general assessment of the quality of (and your experience with) these services?
- Excellent
- Very Good
- Good
- Fair
- Poor
- Don't know

4. Since you have been at MIT, the quality of gynecological care has:
- Gotten better
- Stayed the same
- Gotten worse
- N/A: I haven’t utilized the services enough to give a rating

5. If basic gynecological services were only provided at the Medical Department on campus, rather than being available at the Mt. Auburn facility as well, how would your use of these services change?
- I would use much less often
I would use a little less often
It would have no effect at all on utilization decisions
I would use a little more often
I would use much more often

6. In terms of gynecological services, what do they do well and what could they do better? Please include any comments you have about the current arrangements for providing these services.

7. How valuable a benefit is the availability of gynecological services in the MIT Medical Department to you, whether or not you or a member of your family has ever made use of it?

- Extremely valuable
- Very valuable
- Valuable
- Not very valuable
- Of no value
- Don't know

P12: MIT OBSTETRICS SERVICES

1. Have you or a member of your family made use of MIT’s obstetrics services for pre-natal care, child birth, or post-natal care?
- Yes
- No. If No, please skip to Question 6 on this page.

2. What has been you or your family's general assessment of the quality of experience with these services?
- Excellent
- Very Good
- Good
- Fair
- Poor
- Don't know

3. If you or family members have given birth to a child in the last two years while covered by the Health Plan, please tell us your rating of the quality of care provided by the hospital where the baby was delivered. If you have had more than one child, please average your rating for both of your experiences.
- Excellent
- Very Good
- Good
- Fair
- Poor
- N/A
- Don't know

4. Since you have been at MIT, the quality of obstetrics care has:
- Gotten better
- Stayed the same
- Gotten worse
- N/A: I haven't utilized the services enough to give a rating

5. In terms of obstetrics services, what do they do well and what could they do better?
6. How valuable a benefit is the availability of obstetrics services in the MIT Medical Department to you, whether or not you have utilized these services in the past?
   - Extremely valuable
   - Very valuable
   - Valuable
   - Not very valuable
   - Of no value
   - Don't know

P13: MIT PEDIATRIC SERVICES

1. If you have children covered by the MIT Health plan, have you made use of MIT's pediatric services?
   - Yes
   - No. If No, please skip to Question 6 on this page.

2. What has been you or your family's general assessment of the quality of experience with these services?
   - Excellent
   - Very Good
   - Good
   - Fair
   - Poor
   - Don't know

3. Since you have been at MIT, the quality of pediatric services has:
   - Gotten better
   - Stayed the same
   - Gotten worse
   - N/A: I haven't utilized the services enough to give a rating

4. If basic pediatric services were only provided at the Medical Department on campus, rather than being available at the Lexington (Lincoln Laboratory) facility as well, how would your use of these services change?
   - I would use much less often
   - I would use a little less often
   - It would have no effect at all on utilization decisions
   - I would use a little more often
   - I would use much more often

5. In terms of pediatric services, what do they do well and what could they do better?

6. How valuable a benefit is the availability of pediatric services in the MIT Medical Department to you, whether or not you or a family member have utilized these services in the past?
1. Have you made use of MIT’s dental care services?
   - Yes
   - No. If No, please skip to Question 5 on this page.

2. What is your general assessment of the quality of dental care that you received?
   - Excellent
   - Very Good
   - Good
   - Fair
   - Poor
   - Don't know

3. Since you have been at MIT, the quality of dental services has:
   - Gotten better
   - Stayed the same
   - Gotten worse
   - N/A: I haven't utilized the services enough to give a rating

4. In terms of dental services, what do they do well and what could they do better?

5. Many colleges and universities do not provide on-campus dental care, sending employees instead to be cared for by dentists in the community. What incremental value do you place on having an on-campus dental care option rather than being required to seek such care from dentists in the community?
   - Extremely valuable
   - Very valuable
   - Valuable
   - Not very valuable
   - Of no value
   - Don't know

1. What is your overall rating of the quality of care that you and your family have received from the MIT Medical Department?
   - Excellent
   - Very good
   - Good
   - Fair
   - Poor
   - Don't know
   - Not applicable: I have never used the MIT Medical Department.

2. How valuable a benefit is the availability of on-campus health care in the MIT Medical Department to you, regardless of whether you’ve used the Medical Department or not?
   - Extremely valuable
   - Very valuable
3. Surveys invariably miss issues of importance. If there are topics not covered by the survey that you would like us to consider, please use this space to describe them.