

1. Which of the following statements comes closest to expressing your overall view of the health care system in this country? Select one.

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 On the whole the health care system works pretty well and only minor changes are necessary to make it work better.	38	23	4	52	34	23	13
2 There are some good things in our health system, but fundamental changes are needed to make it work better.	56	71	54	42	62	67	69
3 Our health care system has so much wrong with it that we need to completely rebuild it.	5	3	42	3	4	9	16
Don't know/Declined to Answer	1	4	-	3	1	*	2

2. Please indicate how satisfied you are with the following aspects of your medical practice.

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW/DECLINED TO ANSWER
Your ability to remain knowledgeable and current with the latest developments in medicine					
AUS	35	55	8	1	*
CAN	28	60	10	1	1
GER	58	34	6	2	-
NETH	59	36	4	*	*
NZ	23	61	15	1	-
UK	29	62	9	1	*
USA	41	51	7	1	1
The freedom you have to make clinical decisions that meet your patients' needs					
AUS	44	48	8	*	*
CAN	38	48	9	3	1
GER	9	17	43	31	-
NETH	39	50	9	1	*
NZ	18	56	24	3	*
UK	19	57	21	3	*
USA	23	46	25	6	1
The time you have to spend per patient					
AUS	21	45	29	4	*
CAN	19	43	30	7	2
GER	15	35	32	17	-
NETH	16	48	32	4	*
NZ	17	50	29	4	-
UK	11	38	37	14	*
USA	16	42	32	10	1
Your income from medical practice					
AUS	14	50	27	9	*
CAN	12	46	29	11	1
GER	6	41	29	24	-
NETH	22	54	19	4	*
NZ	10	46	33	10	-
UK	26	56	12	6	*
USA	12	40	30	17	1
Overall experience with practicing medicine					
AUS	34	52	13	1	*
CAN	27	55	15	2	1
GER	41	39	15	4	-
NETH	39	51	8	1	1
NZ	22	56	20	3	-
UK	30	55	13	1	*
USA	25	51	19	4	1

3. In general, do you think your ability to provide quality medical care to your patients has improved, has become worse or is it about the same as it was five years ago? *Select one.*

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 Improved	45	22	5	26	37	48	21
2 Worse	17	36	83	39	25	27	40
3 About the same	38	39	12	34	38	25	37
Don't know/Declined to Answer	*	3	-	2	*	*	3

QUALITY INITIATIVES & MEDICAL PRACTICE

4. In the past 2 years, have you participated in any of the following activities to improve the quality of care for your patients?

	YES	NO	DON'T KNOW/ DECLINED TO ANSWER
Participated in collaborative quality improvement efforts with other practices, hospitals, government agencies, or professional associations			
AUS	58	42	*
CAN	48	51	1
GER	76	24	-
NETH	70	30	1
NZ	78	22	-
UK	58	42	*
USA	49	49	2
Received training on quality improvement methods and tools (e.g. how to develop and use patient registries, how to reduce medication errors)			
AUS	60	39	*
CAN	44	55	1
GER	87	13	-
NETH	62	38	*
NZ	69	31	-
UK	61	39	*
USA	67	32	1
Conducted at least one clinical audit of care that your patients receive (i.e., medical record reviews)			
AUS	76	24	*
CAN	45	54	1
GER	69	31	-
NETH	46	53	1
NZ	82	18	-
UK	96	3	*
USA	70	28	1

5. Does your practice set specific formal targets for clinical performance?

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 Yes	26	27	70	35	41	70	50
2 No	73	66	30	51	58	29	43
Don't Know/Declined to Answer	1	7	-	14	*	1	6

6. How often do you think your patients experience the following?

	OFTEN	SOMETIMES	RARELY	NEVER	DON'T KNOW/ DECLINED TO ANSWER
Have difficulty paying for the medication they need					
AUS	15	64	19	3	*
CAN	24	56	14	4	2
GER	23	35	35	7	-
NETH	7	55	32	5	1
NZ	27	62	11	*	-
UK	13	48	31	8	*
USA	51	43	4	1	1
Have difficulty paying for the out-of-pocket costs of care, other than prescriptions					
AUS	27	59	12	2	*
CAN	25	51	18	3	2
GER	35	36	19	10	-
NETH	12	61	24	2	1
NZ	39	54	7	*	*
UK	14	50	29	6	1
USA	42	51	6	*	1
Experience long waiting times to see specialists/consultants					
AUS	60	34	6	*	*
CAN	73	22	3	1	1
GER	48	31	13	8	-
NETH	52	43	4	*	1
NZ	82	17	1	*	-
UK	63	34	3	1	*
USA	31	50	17	1	1
Experience long waiting times for diagnostic tests					
AUS	6	39	48	7	*
CAN	51	39	8	1	1
GER	8	16	45	31	-
NETH	26	49	22	2	1
NZ	28	53	17	2	-
UK	57	36	5	1	*
USA	9	42	43	5	1
Experience long waiting times for elective surgical procedures or hospital care					
AUS	69	26	4	*	*
CAN	70	24	4	*	2
GER	9	27	42	22	-
NETH	51	42	6	1	1
NZ	85	14	1	-	-
UK	62	35	2	*	*
USA	9	34	47	9	1*
Have difficulty getting appropriate home care when needed					
AUS	27	54	17	2	*
CAN	29	50	17	1	2
GER	11	26	32	31	-
NETH	25	50	22	2	1
NZ	20	58	21	1	-
UK	47	42	10	1	*
USA	13	42	34	8	2

7. What proportion of your patients who request a same- or next-day appointment get one?

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 Almost all (>80%)	52	23	69	71	69	73	50
2 Most (60-80%)	25	25	22	21	21	19	27
3 About half (~50%)	9	14	4	4	7	5	10
4 Some (20-40%)	7	13	3	1	2	1	6
5 Few (<20%)	6	17	2	*	2	1	4
6 None	1	4	1	-	*	*	1
Don't Know/Declined to Answer	*	3	-	1	-	*	2

8. Does your practice have office hours to see patients at the following times? *Select all that apply.*

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 Some early morning hours (before 8:30 am)	43	27	80	85	37	33	40
2 Some evening hours (after 6:00 pm)	52	48	74	4	38	39	38
3 Some weekend hours	76	38	24	2	39	5	47
4 None of these	14	34	7	13	34	40	29
Don't Know/Declined to Answer	*	2	-	1	-	*	1

9. Do you or does your practice have an arrangement where patients can be seen by a doctor or nurse if needed when the practice is closed (not including the emergency room)?

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 Yes	81	47	76	95	90	87	40
2 No	19	50	24	4	10	13	57
Don't Know/Declined to Answer	*	3	-	1	-	*	3

10. Does your practice routinely use multi-disciplinary teams (doctors, nurses, nurse practitioners, and other clinicians) that are formally organized and meet regularly to discuss and make decisions about care of specific patients?

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 Yes	32	32	49	50	30	81	29
2 No, but have plans to implement	20	19	10	18	17	5	11
3 No, and no plans to implement	48	47	41	31	53	14	57
4 Don't know/Declined to Answer	*	2	-	1	-	*	3

CARING FOR PATIENTS AND DISEASE MANAGEMENT**11. How often do you see the following types of patients?**

	OFTEN	SOMETIMES	RARELY	NEVER	DON'T KNOW /DECLINED TO ANSWER
Patients with multiple chronic diseases					
AUS	82	15	2	*	*
CAN	81	14	2	1	1
GER	89	7	4	*	-
NETH	88	11	*	-	1
NZ	88	10	2	-	-
UK	94	6	*	-	*
USA	77	15	7	*	1
Patients with mental health problems, including depression					
AUS	74	24	2	*	*
CAN	67	22	6	4	1
GER	59	29	11	1	-
NETH	86	13	-	-	1
NZ	72	27	1	-	-
UK	87	12	*	-	*
USA	59	32	8	1	1
Patients in need of palliative care, including for cancer					
AUS	24	50	25	2	*
CAN	33	36	22	6	2
GER	34	40	22	4	-
NETH	46	49	4	-	1
NZ	24	54	21	1	-
UK	49	46	5	*	*
USA	23	38	30	8	2

12. How prepared is your practice to provide optimal care for the following types of patients?

		WELL- PREPARED	SOMEWHAT PREPARED	NOT PREPARED	DON'T KNOW /DECLINED TO ANSWER
Patients with multiple chronic diseases	AUS	69	29	2	*
	CAN	55	40	3	2
	GER	93	7	*	-
	NETH	75	24	*	1
	NZ	67	32	*	-
	UK	76	24	*	*
	USA	68	27	2	2
Patients with mental health problems, including depression	AUS	50	48	2	*
	CAN	40	46	12	2
	GER	70	27	2	-
	NETH	65	33	1	1
	NZ	48	48	4	-
	UK	55	43	2	*
	USA	37	52	9	2
Patients in need of palliative care, including for cancer	AUS	41	49	9	*
	CAN	33	44	21	2
	GER	73	23	4	-
	NETH	86	13	-	1
	NZ	50	45	5	*
	UK	73	26	2	*
	USA	30	44	23	2

13. How often do you use “evidence-based” treatment guidelines (issued by government, medical societies, or other groups) in the care of the following types of patients?

		OFTEN	SOMETIMES	RARELY	NEVER	NO GUIDELINES AVAILABLE	DON'T KNOW /DECLINED TO ANSWER
Patients with common conditions	AUS	58	29	9	3	1	*
	CAN	70	23	3	1	1	1
	GER	36	13	14	13	23	-
	NETH	72	21	5	1	1	1
	NZ	48	39	11	2	-	*
	UK	67	25	5	2	1	*
	USA	63	28	6	1	1	2
Patients with complex or multiple chronic diseases	AUS	53	35	8	2	1	*
	CAN	56	34	4	1	2	3
	GER	54	19	13	5	9	-
	NETH	56	36	4	1	2	1
	NZ	41	47	10	1	1	*
	UK	64	30	4	1	2	*
	USA	55	34	6	1	2	2

14. Do you give your patients with chronic diseases written instructions about how to manage their own care at home? (e.g., instructions on what to do to control symptoms, prevent flare-ups, or monitor their condition at home)

	AUS	CAN	GER	NETH	NZ	UK	USA
1 Yes, routinely	29	14	63	25	18	21	33
2 Yes, occasionally	62	57	30	62	72	62	53
3 No	9	26	7	12	10	17	12
Don't Know/Declined to Answer	*	3	-	1	*	*	2

15. Does your practice use any clinicians other than doctors (e.g. nurses, nurse practitioners, physician assistants) to:

	YES, ROUTINELY	YES, OCCASIONALLY	NO	DON'T KNOW /DECLINED TO ANSWER
Help manage patients with multiple chronic diseases (e.g., to call patients to check on medications or symptoms or help coordinate care.)				
AUS	38	35	26	*
CAN	25	24	49	2
GER	62	21	17	-
NETH	46	19	35	1
NZ	57	33	10	-
UK	73	17	10	*
USA	36	26	35	2
Provide primary care services to your patients				
AUS	38	30	33	*
CAN	22	18	58	3
GER	56	26	19	-
NETH	33	21	45	1
NZ	51	35	15	-
UK	70	17	13	*
USA	39	16	42	3

16. Would you support expanding the roles of non-physicians in delivering care to your patients?

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 Yes, definitely	24	30	15	27	34	41	21
2 Yes, somewhat	57	52	29	55	56	44	47
3 No	18	12	56	16	10	14	28
Don't Know/Declined to Answer	1	6	-	2	*	1	5

COORDINATION OF CARE & SAFETY**17. During the past 12 months, how often have your patients experienced the following?**

	OFTEN	SOMETIMES	RARELY	NEVER	DON'T KNOW /DECLINED TO ANSWER
A patient's medical record(s) or other relevant clinical information were <u>NOT</u> available at the time of the patient's scheduled visit					
AUS	4	24	49	23	*
CAN	10	31	40	17	2
GER	3	8	34	55	-
NETH	1	15	45	38	1
NZ	2	25	55	18	-
UK	7	29	47	17	*
USA	8	32	42	16	2
Tests or procedures had to be repeated because findings were unavailable					
AUS	1	9	46	43	*
CAN	3	17	54	24	2
GER	1	3	47	48	-
NETH	*	7	47	45	1
NZ	1	13	53	33	-
UK	3	24	60	13	1
USA	2	14	47	35	2
A patient experienced problems because care was not well coordinated across multiple sites or providers					
AUS	5	35	49	11	*
CAN	5	41	45	6	2
GER	5	16	48	30	-
NETH	5	41	45	7	1
NZ	4	45	48	3	-
UK	15	50	30	4	1
USA	5	32	47	13	3

18. After your patient has been discharged from the hospital, on average, how long does it take before you receive a full discharge report from the hospital?

	AUS	CAN	GER	NETH	NZ	UK	USA
1 Less than 48 hours	10	3	4	5	29	4	14
2 2 – 4 days	21	6	7	7	19	10	25
3 5 – 14 days	40	28	35	35	34	34	34
4 15 – 30 days	16	33	37	40	13	36	11
5 More than 30 days	2	16	15	8	1	14	2
6 Rarely receive a full report from the hospital	10	9	1	*	3	2	9
Don't Know/Declined to Answer	*	5	-	4	-	*	4

19. When you refer a patient to another doctor, for what percent of these patients do you get information back about the results of the referral? *Select one.*

	AUS	CAN	GER	NETH	NZ	UK	USA
1 Almost all (> 80%)	76	62	68	61	82	75	37
2 Most (60 – 80%)	19	22	21	35	14	18	33
3 About half (~50%)	4	9	7	3	2	5	19
4 Some (20-40%)	1	4	4	*	1	1	6
5 Few (< 20%)	*	2	1	*	*	1	3
6 None (0%)	-	-	*	-	-	*	*
Don't Know/Declined to Answer	*	1	-	*	-	*	2

20. In the past 12 months, how often have the following happened to your patients?

	OFTEN	SOMETIMES	RARELY	NEVER	DON'T KNOW /DECLINED TO ANSWER
Patients received incorrect results for a diagnostic or lab test					
AUS	*	3	43	54	*
CAN	1	4	45	49	2
GER	*	2	30	67	-
NETH	-	5	49	45	1
NZ	*	2	45	53	-
UK	2	7	61	29	1
USA	*	5	51	41	2
Patients did not have timely or appropriate follow-up of positive test results					
AUS	1	13	62	24	*
CAN	1	19	60	18	2
GER	2	3	40	55	-
NETH	1	12	64	22	1
NZ	*	16	73	11	-
UK	7	31	54	8	*
USA	1	17	61	19	2
Patients received the wrong drug, wrong dose, or had preventable drug interactions					
AUS	*	8	56	35	*
CAN	*	8	61	28	2
GER	1	6	60	33	-
NETH	1	19	66	13	1
NZ	-	11	68	21	-
UK	*	15	68	16	*
USA	*	5	57	36	2
Patients acquired infections while in the hospital					
AUS	2	34	51	13	*
CAN	3	37	47	10	3
GER	3	18	46	34	-
NETH	2	35	56	6	1
NZ	2	30	60	8	-
UK	19	47	31	3	1
USA	2	24	51	19	4

21. Does your practice have a documented (written) process for follow-up and analysis of adverse events?

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 Yes, for all adverse events	35	20	32	7	41	79	37
2 Yes, for adverse drug reactions only	21	19	26	10	19	8	19
3 No	44	58	42	82	40	13	41
Don't Know/Refused to Answer	*	3	-	1	-	*	3

22. How would you rate the process your practice has for finding and preventing medical errors, or do you not have a process?

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 Very effective	17	6	45	3	10	30	16
2 Somewhat effective	41	32	14	14	47	56	42
3 Not very effective	9	10	2	10	11	3	10
4 Not at all effective	2	2	1	2	1	*	1
5 No process	30	48	38	70	31	11	27
Don't Know/Declined to Answer	*	3	-	1	-	*	4

OFFICE SYSTEMS & INFORMATION TECHNOLOGY

23. Do you currently use electronic patient medical records in your practice? Select one.

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 Yes [ANSWER Q.24]	79	23	42	98	92	89	28
2 No, but plan to implement in the next year [SKIP TO Q.25]	6	18	9	1	3	4	31
3 No, and <u>no plans</u> to implement in the next year [SKIP TO Q.25]	14	57	48	1	5	7	39
Don't Know/Declined to Answer	*	2	-	*	-	*	1

24. IF YES: Does your electronic medical record system allow you to...

	YES	NO	DON'T KNOW /DECLINED TO ANSWER
Share your patients' medical records electronically with clinicians outside your practice			
AUS	13	87	*
CAN	24	71	5
GER	21	79	-
NETH	45	53	1
NZ	18	82	-
UK	15	85	*
USA	42	56	2
Access your patients' medical records when you are outside the office (e.g., at home or on call)			
AUS	24	76	*
CAN	50	50	1
GER	37	63	-
NETH	32	67	2
NZ	39	61	-
UK	22	77	*
USA	76	23	1
Provide patients with easy access to their medical records			
AUS	46	54	*
CAN	25	72	3
GER	35	65	-
NETH	8	91	1
NZ	35	65	-
UK	51	49	*
USA	34	64	2

25. Do you currently use any of the following technologies in your practice?

	YES, USED ROUTINELY	YES, USED OCCASIONALLY	NO	DON'T KNOW /DECLINED TO ANSWER
Electronic ordering of tests				
AUS	65	6	29	*
CAN	8	4	84	4
GER	27	18	55	-
NETH	5	8	86	*
NZ	62	6	33	*
UK	20	10	69	*
USA	22	9	66	3
Electronic prescribing of medication				
AUS	81	3	16	*
CAN	11	4	81	3
GER	59	5	36	-
NETH	85	4	11	*
NZ	78	3	19	-
UK	55	4	40	*
USA	20	8	69	3
Electronic access to your patients' test results				
AUS	76	7	17	*
CAN	27	17	53	3
GER	34	24	42	-
NETH	78	8	14	1
NZ	90	2	8	-
UK	84	7	9	*
USA	48	19	30	3
Electronic access to patient hospital records (e.g., discharge summary)				
AUS	12	7	81	*
CAN	15	10	72	3
GER	7	7	86	-
NETH	11	11	77	*
NZ	44	17	39	-
UK	19	5	75	*
USA	40	18	40	3

26. With the patient medical records system you currently have, how easy would it be for you (or staff in your practice) to generate the following information about patients in your practice?

	EASY	SOMEWHAT DIFFICULT	VERY DIFFICULT	CANNOT GENERATE	DON'T KNOW /DECLINED TO ANSWER
List of patients by diagnosis or health risk (e.g., diabetes or hypertension)					
AUS	68	17	7	8	*
CAN	26	28	13	30	3
GER	81	9	4	6	-
NETH	63	30	6	1	*
NZ	80	14	3	3	-
UK	92	6	1	1	*
USA	37	27	17	16	3
List of patients who are due or overdue for tests or preventive care					
AUS	62	25	6	6	*
CAN	13	25	19	38	4
GER	64	18	9	9	-
NETH	42	40	14	4	*
NZ	82	14	2	1	-
UK	77	18	3	2	1
USA	20	36	20	22	3
List of all medications taken by individual patients (including those that may be prescribed by other doctors)					
AUS	74	16	4	6	*
CAN	25	24	12	36	3
GER	55	22	14	9	-
NETH	59	20	8	12	1
NZ	72	20	3	5	-
UK	88	11	1	1	*
USA	37	26	14	20	3

27. Are the following tasks routinely performed in your office practice?

	YES, USING A COMPUTERIZED SYSTEM	YES, USING A MANUAL SYSTEM	NO	DON'T KNOW /DECLINED TO ANSWER
Patients are sent reminder notices when it is time for regular preventive or follow-up care (e.g., flu vaccine or periodic cancer screening)				
AUS	65	18	17	*
CAN	8	20	68	4
GER	28	24	48	-
NETH	61	16	23	1
NZ	93	5	2	-
UK	83	14	3	*
USA	18	32	47	2
Doctor receives an alert or prompt about a potential problem with drug dose or drug interaction				
AUS	80	10	11	-
CAN	10	31	56	3
GER	40	33	27	-
NETH	93	2	4	1
NZ	87	6	7	-
UK	91	6	3	*
USA	23	28	47	2
Doctor receives an alert or prompt to provide patients with test results				
AUS	52	17	31	*
CAN	6	37	53	4
GER	32	30	38	-
NETH	16	14	69	1
NZ	51	8	41	-
UK	53	9	37	1
USA	15	40	41	3

28. Do you routinely receive data on either of the following aspects of your patient care?

	YES	NO	DON'T KNOW /DECLINED TO ANSWER
Patients' clinical outcomes (e.g., percent of diabetic patients with good glycemic control)			
AUS	36	64	*
CAN	24	74	2
GER	71	29	-
NETH	37	63	*
NZ	54	46	-
UK	78	22	1
USA	43	55	2
Surveys of patient satisfaction and experiences with care			
AUS	29	71	*
CAN	11	87	2
GER	27	73	-
NETH	16	67	17
NZ	33	67	-
UK	89	10	*
USA	48	50	2

FOR EACH "YES," ANSWER Q.29]

29. Do you use this data to develop quality improvement activities?

	YES	NO	DON'T KNOW /DECLINED TO ANSWER
Patients' clinical outcomes (e.g., percent of diabetic patients with good glycemic control)			
AUS	78	21	1
CAN	76	22	1
GER	95	5	-
NETH	66	33	1
NZ	88	12	-
UK	93	7	*
USA	81	16	4
Surveys of patient satisfaction and experiences with care			
AUS	86	12	1
CAN	82	14	3
GER	94	6	-
NETH	39	2	59
NZ	91	8	1
UK	96	3	*
USA	85	12	3

30. How often do you communicate with your patients by email regarding treatment?

	AUS	CAN	GER	NETH	NZ	UK	USA
1 Often	1	*	2	1	3	2	2
2 Sometimes	7	3	4	10	14	5	7
3 Rarely	20	12	17	22	32	21	17
4 Never	72	81	77	66	51	72	70
Don't Know/Declined to Answer	*	3	-	1	*	*	4

INCENTIVES

31. Do you receive (or have the potential to receive) financial incentives based on any of the following?
(Financial incentives include bonuses, higher fees, risk-related payments, or reimbursements)

		YES	NO	DON'T KNOW /DECLINED TO ANSWER
High ratings for patient satisfaction	AUS	5	94	*
	CAN	*	98	2
	GER	5	95	-
	NETH	1	94	5
	NZ	2	98	*
	UK	52	46	3
	USA	20	79	2
Achieving certain clinical care targets	AUS	33	66	*
	CAN	10	88	2
	GER	9	91	-
	NETH	6	88	5
	NZ	43	57	*
	UK	92	7	1
	USA	23	75	2
Participating in quality improvement activities	AUS	35	64	1
	CAN	7	92	1
	GER	21	79	-
	NETH	28	66	6
	NZ	47	53	*
	UK	82	15	3
	USA	19	79	2
Special payments for managing patients with chronic disease or complex needs	AUS	62	37	*
	CAN	37	61	2
	GER	24	76	-
	NETH	47	47	6
	NZ	68	32	*
	UK	79	19	2
	USA	8	90	2
Enhanced preventive care activities	AUS	53	46	*
	CAN	13	83	3
	GER	28	72	-
	NETH	18	76	6
	NZ	42	58	*
	UK	72	25	3
	USA	12	85	3

PRACTICE PROFILE AND DEMOGRAPHIC DATA

32. How many full time equivalent (FTE) doctors, including yourself, are in your practice? *Include all practice locations.*

	AUS	CAN	GER	NETH	NZ	UK	USA
1 or less	25	24	68	72	26	14	27
2 - 4	46	32	31	21	51	51	29
5 - 9	23	23	1	1	19	33	17
10 -19	5	13	*	*	2	2	8
20 +	*	4	-	-	1	-	15
Don't Know/Declined to Answer	*	3	-	5	-	1	3
Mean	3.79	6.18	1.43	1.57	3.51	3.80	22.89

33. How many FTE non-physician clinicians (nurses, therapists or other clinicians) are in your practice? Include all practice locations.

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
0	37	38	6	12	6	6	23
1	25	16	13	52	26	21	19
2 – 4	28	26	61	25	47	53	24
5 – 9	7	7	17	6	14	17	11
10 – 19	2	2	2	*	4	2	8
20 +	1	5	*	*	2	*	9
Don't Know/Declined to Answer	*	5	*	5	1	1	5
Mean	1.87	4.24	3.13	1.90	3.45	3.11	15.85

34. How many FTE administrative staff are in your practice? (Example: Receptionist, billing) Include all practice locations.

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
0	4	3	44	88	1	1	3
1	17	19	41	6	31	3	9
2 – 4	48	47	14	1	48	27	31
5 – 9	25	17	1	-	14	35	18
10 – 19	6	5	-	-	3	25	11
20 +	1	4	-	-	1	7	18
Don't Know/Declined to Answer	*	5	*	5	1	2	9
Mean	3.86	4.44	0.76	0.19	3.28	8.36	28.54

35. About how many patients do you see in a typical week of practice? Your best estimate will do.

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
Less than 50	11	13	2	2	12	2	12
50 – 74	10	11	3	3	11	3	15
75 – 99	9	10	2	10	12	6	19
100 - 124	23	21	6	19	28	25	28
125 – 149	9	8	1	13	10	7	9
150 +	39	36	83	47	25	58	15
Don't Know/Declined to Answer	*	3	2	6	*	*	2
Mean	128.3	122.3	243.1	140.8	111.8	154.0	101.6

36. Thinking about your regular medical practice, how many hours a week do you typically work? Your best estimate will do.

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
Less than 20 hours	9	4	1	1	6	1	5
20 – 29 hours	12	6	2	6	11	6	6
30 – 34 hours	10	7	2	7	11	6	8
35 – 39 hours	11	8	4	4	8	9	7
40 – 49 hours	28	31	19	24	32	36	28
50 +	30	42	71	52	32	39	45
Don't Know/Declined to Answer	1	2	1	6	-	1	1
Mean	39.9	44.9	50.6	48.1	41.5	45.1	45.9

37. In a given week, what percentage of your work time do you spend on each of the following?

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 Spend on face-to-face contacts with patients							
0 – 25%	1	4	2	*	1	1	5
26 – 50%	5	10	17	16	9	25	14
51 – 75%	28	34	70	61	52	57	32
76 – 100%	66	49	11	17	38	18	48
Don't Know/Declined to Answer	*	3	*	5	*	*	2
Mean	78.2	72.4	61.9	65.0	70.8	63.5	71.3
2 Spend on patient-related clinical care, but not face-to-face							
0 – 25%	96	92	96	91	87	84	86
26 – 50%	3	5	4	4	12	15	11
51 – 75%	*	*	-	-	-	*	1
76 – 100%	-	*	-	-	-	*	*
Don't Know/Declined to Answer	*	3	*	5	*	*	2
Mean	10.3	12.7	11.7	12.8	15.6	17.3	14.3
3 Spend on research/education/quality improvement							
0 – 25%	98	95	99	95	99	99	95
26 – 50%	2	2	1	-	*	1	2
51 – 75%	-	*	-	-	*	-	*
76 – 100%	*	*	-	-	*	-	*
Don't Know/Declined to Answer	*	3	*	5	*	*	2
Mean	5.3	5.8	10.6	6.5	5.7	7.2	5.4
4 Spend on finances, billing, administration							
0 – 25%	99	96	95	92	99	98	96
26 – 50%	1	1	4	3	1	2	2
51 – 75%	-	*	-	-	-	-	*
76 – 100%	*	-	-	-	-	*	-
Don't Know/Declined to Answer	*	3	*	5	*	*	2
Mean	3.5	4.5	13.3	9.5	4.3	7.4	4.8
5 Spend on other practice activities							
0 – 25%	99	94	99	94	99	99	96
26 – 50%	*	2	1	1	1	1	2
51 – 75%	-	1	-	-	-	*	-
76 – 100%	-	*	-	-	-	-	*
Don't Know/Declined to Answer	*	3	*	5	*	*	2
Mean	2.7	5.0	2.5	6.2	3.6	4.3	4.2

(Total should add to 100%)

38. What percentage of your patients is pediatric (under the age of 18)?

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
0 – 25%	67	74	79	70	64	72	68
26 – 50%	30	15	7	15	33	16	8
51 – 75%	2	1	1	*	2	1	1
76 – 100%	1	6	11	-	*	*	20
Don't Know/Declined to Answer	*	4	2	15	*	10	3

39. Where is your practice located?

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 City	25	56	50	20	30	37	39
2 Suburban	49	13	12	33	42	33	31
3 Small town	11	18	25	26	17	18	19
4 Rural	16	9	13	20	11	11	7
Don't Know/Declined to Answer	-	4	-	1	*	1	3

40. How old are you?

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 Under 35	9	11	3	3	4	5	6
2 35 – 49	43	43	40	44	50	45	43
3 50 – 64	37	38	51	52	42	47	37
4 65 or older	11	7	6	*	4	3	13
Don't Know/Declined to Answer	-	1	-	*	-	*	1

41. Are you:

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 Male	63	60	62	68	66	63	68
2 Female	37	37	38	33	33	37	32

That completes the survey. We have one additional question for United States doctors only.

42. Is your practice part of a larger integrated provider system (e.g., Kaiser, VA, etc.)?

	<u>USA</u>
1 Yes	19
2 No	78
Don't Know/Declined to Answer	3

That completes the questions for the cross-national survey. We have one additional question, just for GPs in the United Kingdom.

42. In your opinion, how effective would each of the following be in helping to support your efforts to improve the quality of care delivered in your practice. Please rate the following items on a scale from 1 to 6 where 1 is the 'not at all effective' and 6 is 'extremely effective'.

	<u>AUS</u>	<u>CAN</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
1 Additional professional education							
6 – Extremely effectively	20	-	11	13	14	13	-
5	28	-	23	32	30	22	-
4	25	-	31	33	27	33	-
3	12	-	18	13	13	20	-
2	9	-	9	6	5	8	-
1 – Not effective at all	5	-	7	1	3	4	-
Don't Know/Declined to Answer	1	-	-	1	7	*	-
2 Better information or decision aids for patients							
6 – Extremely effectively	13	-	6	3	9	6	-
5	26	-	16	16	23	21	-
4	29	-	32	31	32	32	-
3	18	-	31	30	19	25	-
2	11	-	9	15	8	13	-
1 – Not effective at all	3	-	6	3	2	3	-
Don't Know/Declined to Answer	1	-	-	2	8	*	-
3 Development of clinical guidelines for patients with multiple chronic illnesses							
6 – Extremely effectively	17	-	7	7	11	7	-
5	31	-	18	28	25	26	-
4	27	-	28	31	27	30	-
3	12	-	27	21	18	23	-
2	9	-	11	8	9	10	-
1 – Not effective at all	3	-	9	2	2	4	-
Don't Know/Declined to Answer	1	-	-	2	8	1	-
4 Allowing more time for consultations with patients							
6 – Extremely effectively	28	-	43	18	25	34	-
5	32	-	33	25	29	27	-
4	20	-	11	24	23	22	-
3	11	-	6	17	10	10	-
2	6	-	5	9	3	4	-
1 – Not effective at all	3	-	3	4	2	2	-
Don't Know/Declined to Answer	1	-	-	2	7	*	-
5 Expansion of care teams to include nurses or other professionals for counseling and care coordination							
6 – Extremely effectively	17	-	6	9	15	21	-
5	30	-	14	22	34	30	-
4	24	-	32	27	28	28	-
3	16	-	19	22	9	14	-
2	9	-	13	14	5	5	-
1 – Not effective at all	4	-	15	5	2	2	-
Don't Know/Declined to Answer	1	-	-	2	7	*	-
6 Better integration of information systems between doctors and hospitals							
6 – Extremely effectively	33	-	13	23	32	42	-
5	31	-	25	28	33	28	-
4	21	-	32	22	17	17	-
3	7	-	16	13	8	7	-
2	5	-	8	7	2	3	-
1 – Not effective at all	2	-	5	4	1	1	-
Don't Know/Declined to Answer	1	-	-	2	7	1	-