



# **The Commonwealth Fund 2008 International Health Policy Survey in Eight Countries**

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The Commonwealth Fund**

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# 2008 International Health Policy Survey

- **Telephone survey of “sicker” adults in 8 countries\***
- **Analysis of adults with at least one chronic condition (hypertension, heart disease, diabetes, arthritis, lung problems, depression, cancer)**
- **Final samples: Australia (593), Canada (1,956), France (851), Germany (867), Netherlands (736), New Zealand (518), United Kingdom (933), and United States (1,007)**
- **Conducted from March to May 2008 by Harris Interactive and subcontractors, and The Center for Quality of Care Research in the Netherlands**
- **Cofunded in Canada, France, Germany, the Netherlands, and the United Kingdom**

\* Initially screened adults met at least one of the following criteria: health is fair or poor; serious illness in past 2 years; hospitalized or had major surgery in past 2 years.



# 2008 Survey Profile of Sicker Adults with Any Chronic Condition

Base: Adults with any chronic condition

Percent	AUS	CAN	FR	GER	NETH	NZ	UK	US
Age 50 or older	56	57	67	72	73	58	71	58
Has 2+ chronic conditions (out of 7)	63	62	53	56	55	51	61	71
Health care use in past 2 years:								
Hospitalized	58	47	57	58	45	59	42	48
Major surgery	25	29	33	36	23	29	26	34
Saw 4+ doctors	38	32	31	50	34	34	31	38
Taking 4+ prescription medications regularly	33	41	38	39	39	35	50	48



Data collection: Harris Interactive, Inc.

Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.

# Health System Views and Costs



# Overall Views of the Health Care System in Eight Countries

Base: Adults with any chronic condition

Percent	AUS	CAN	FR	GER	NETH	NZ	UK	US
Only minor changes needed	22	32	41	21	42	29	38	20
Fundamental changes needed	57	50	33	51	46	48	48	46
Rebuild completely	20	16	23	26	9	21	12	33



# Perception of Inefficient or Wasteful Care

Base: Adults with any chronic condition

Percent	AUS	CAN	FR	GER	NETH	NZ	UK	US
Doctor recommended treatment you thought had little or no benefit	22	22	35	24	14	19	15	27
Often/sometimes felt time was wasted due to poorly organized care	26	29	20	31	21	23	18	36
<i>Either/both experiences</i>	38	40	43	43	28	34	27	46

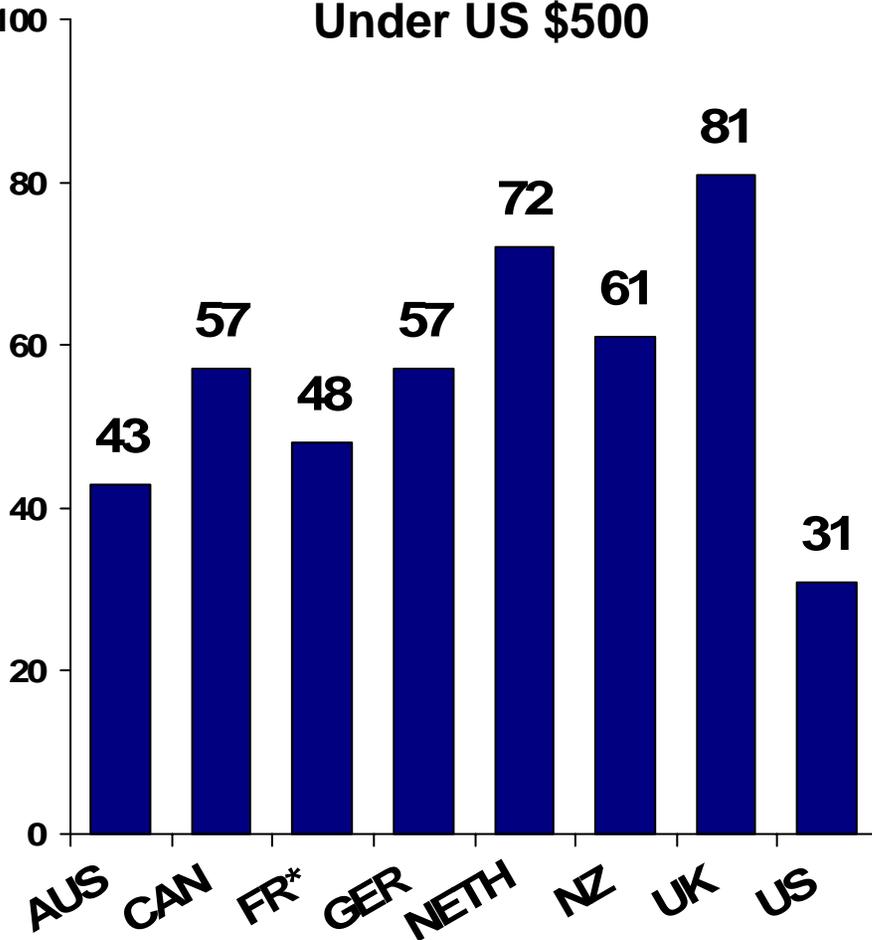


# Out-of-Pocket Medical Costs in Past Year

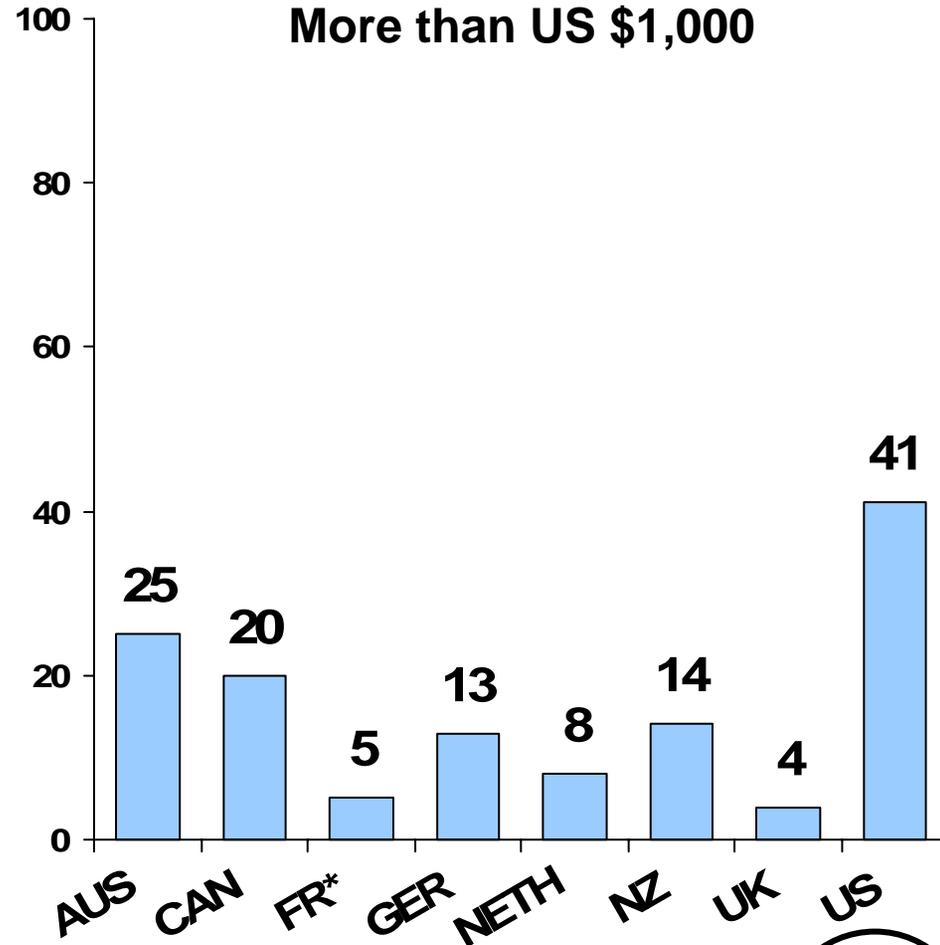
Base: Adults with any chronic condition

Percent

## Under US \$500



## More than US \$1,000



\* 44 percent of French respondents were unable to estimate out-of-pocket costs.

Data collection: Harris Interactive, Inc.

Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.



# Access



# Cost-Related Access Problems in Past Two Years

Base: Adults with any chronic condition

Percent	AUS	CAN	FR	GER	NETH	NZ	UK	US
Did <i>not</i> fill Rx or skipped doses	20	18	13	12	3	18	7	43
Did <i>not</i> visit a doctor when had a medical problem	21	9	11	15	3	22	4	36
Did <i>not</i> get recommended test, treatment, or follow-up	25	11	13	13	3	18	6	38
<i>Any of the above access problems because of cost</i>	36	25	23	26	7	31	13	54



# Length of Time with Regular Doctor or Place

Base: Adults with any chronic condition

Percent	AUS	CAN	FR	GER	NETH	NZ	UK	US
Has regular doctor or place of care	96	97	99	99	100	98	99	91
With regular doctor or place for five years or more*	58	64	75	79	79	61	73	49

\* Base includes those with and without a regular doctor or place of care.

Data collection: Harris Interactive, Inc.

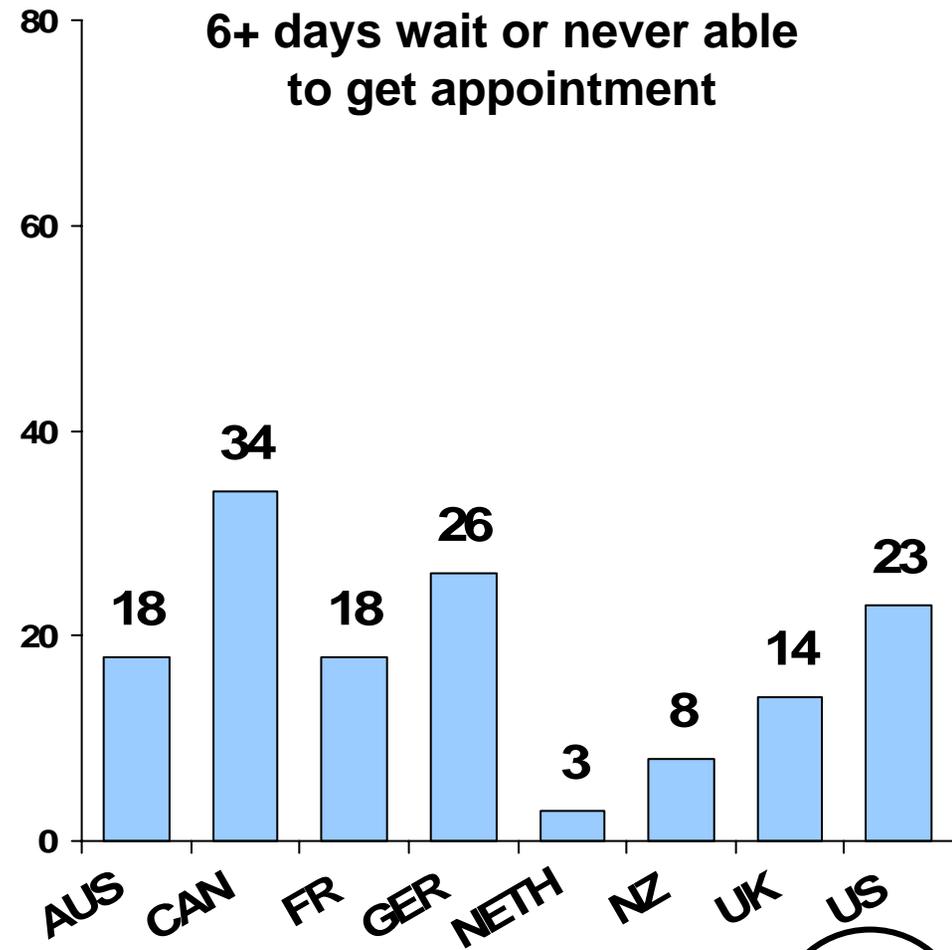
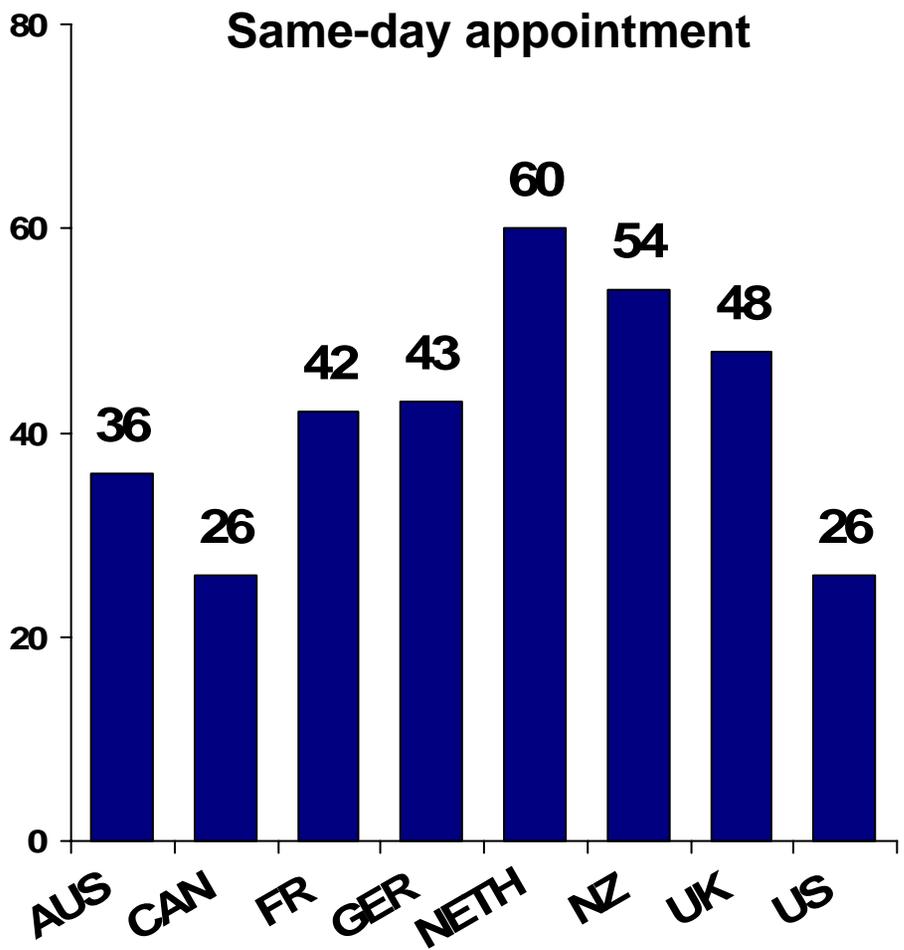
Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.



# Access to Doctor When Sick or Needed Care

Base: Adults with any chronic condition

Percent



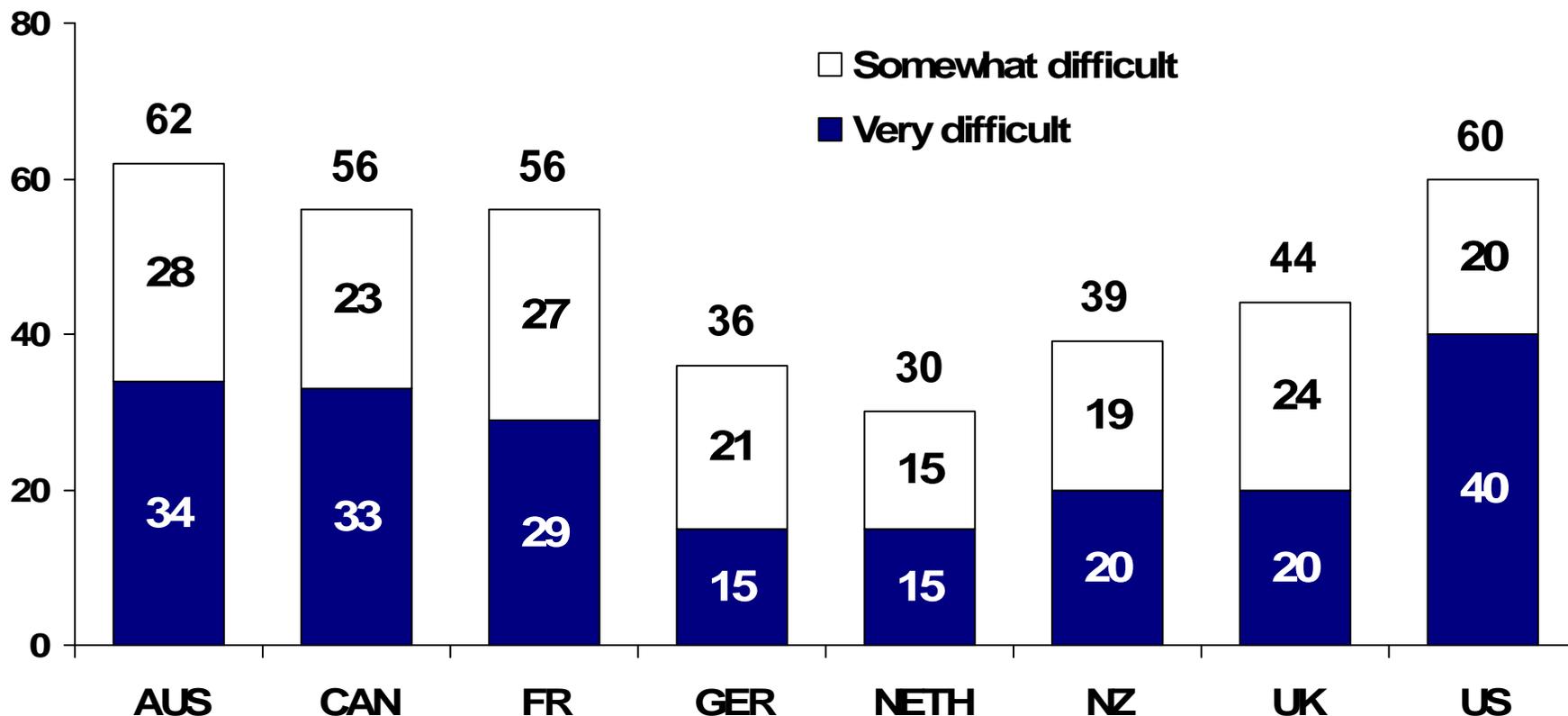
Data collection: Harris Interactive, Inc.  
Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.



# Difficulty Getting Care After Hours Without Going to the Emergency Room

Base: Adults with any chronic condition who needed after-hours care

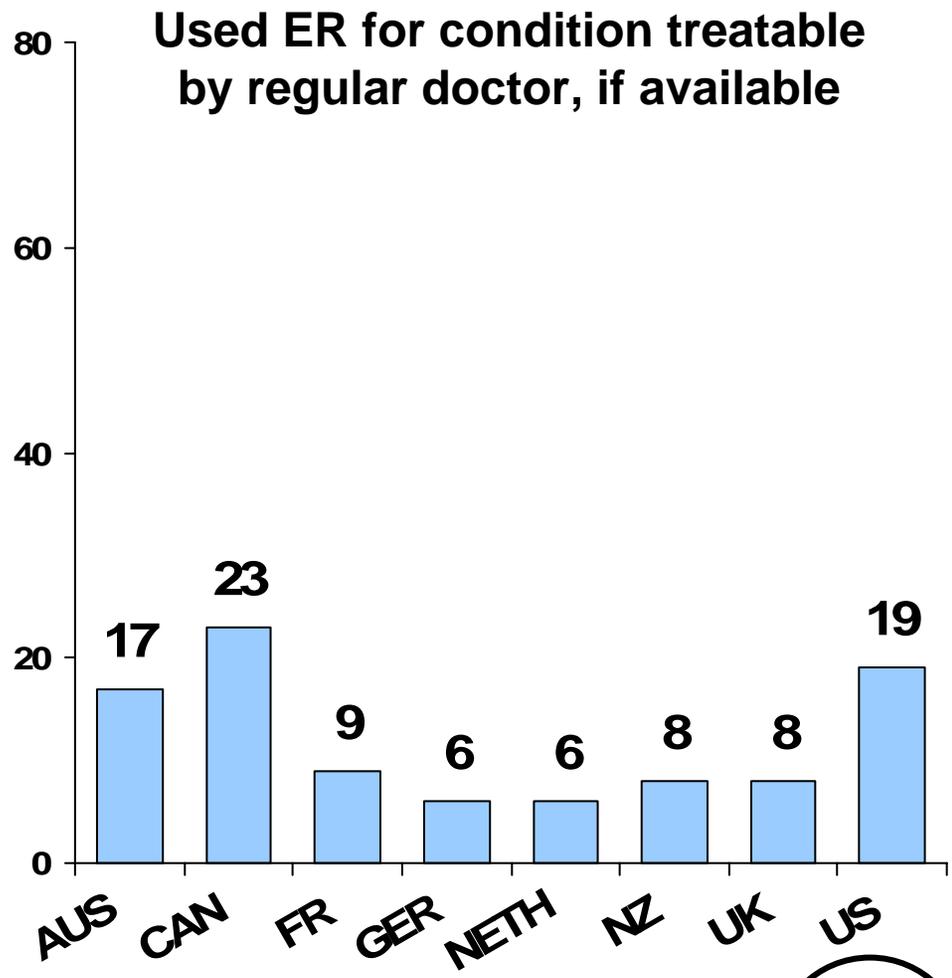
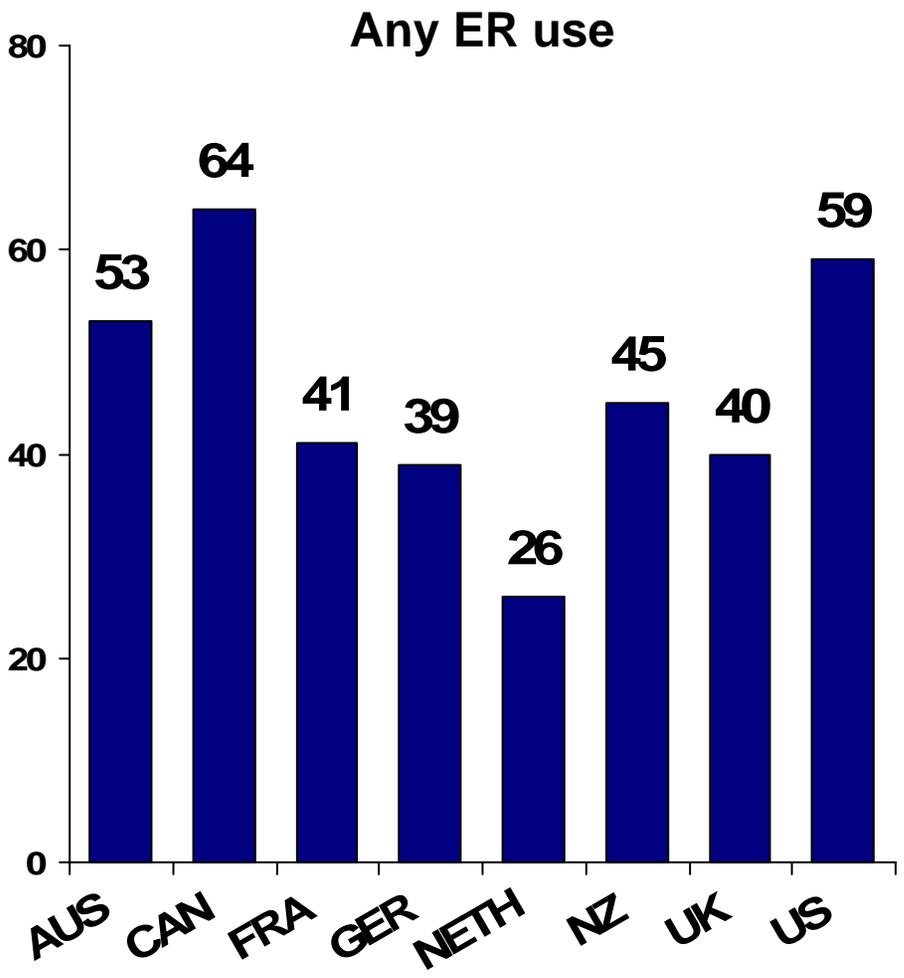
Percent reported *very/somewhat difficult* getting care on nights, weekends, or holidays without going to ER



# ER Use in Past Two Years

Base: Adults with any chronic condition

Percent



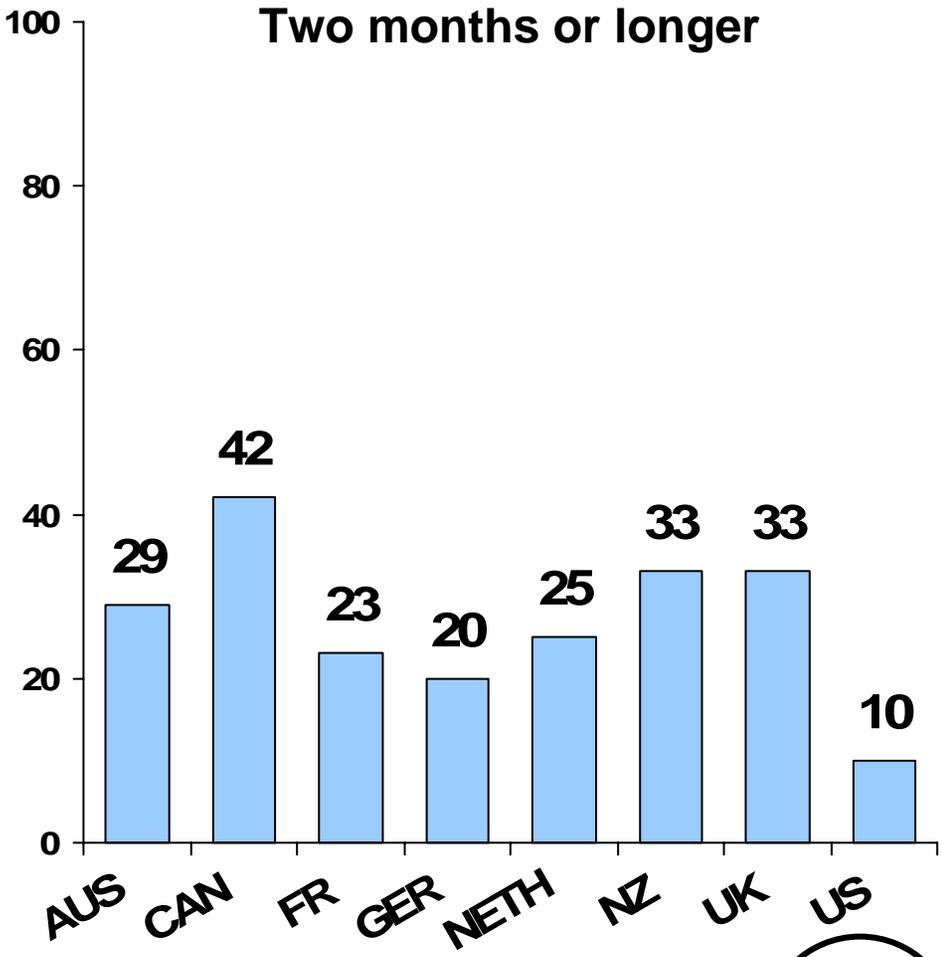
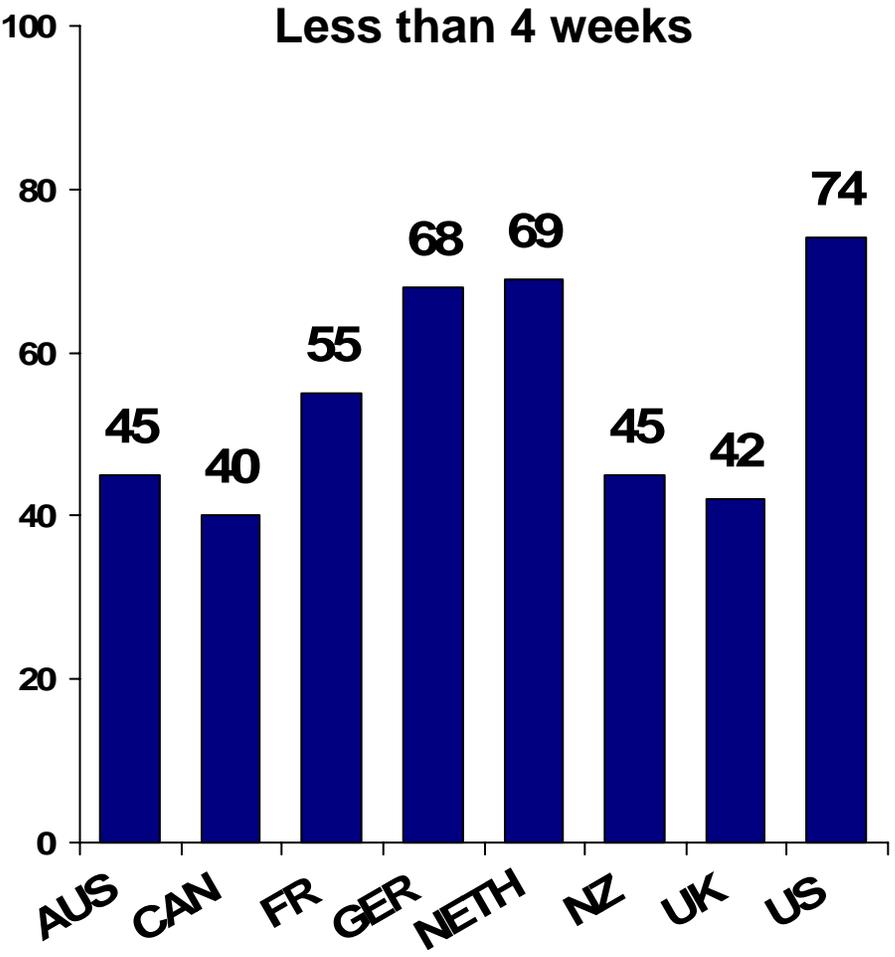
Data collection: Harris Interactive, Inc.  
Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.



# Wait Time for Specialist Appointment

Base: Adults with any chronic condition who needed to see a specialist in past 2 years

Percent



Data collection: Harris Interactive, Inc.  
Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.



# Care Coordination and Transitions



# Coordination Problems with Medical Tests or Records in Past Two Years

Base: Adults with any chronic condition

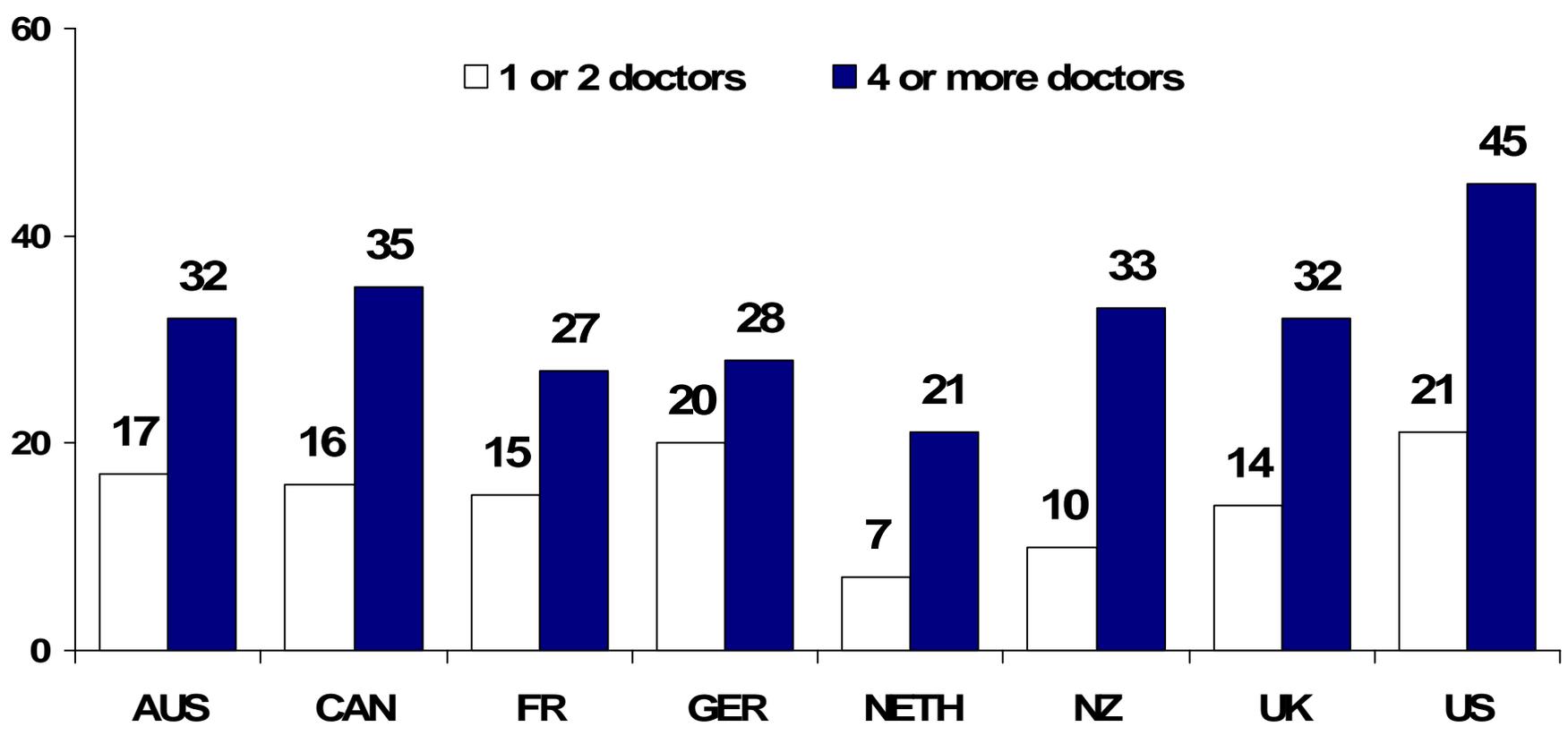
Percent	AUS	CAN	FR	GER	NETH	NZ	UK	US
Test results/records not available at time of appointment	16	19	15	12	11	17	15	24
Duplicate tests: doctors ordered test that had already been done	12	11	10	18	4	10	7	20
<i>Either/both coordination problems</i>	23	25	22	26	14	21	20	34



# Coordination Problems with Medical Tests or Records, by Number of Doctors Seen

Base: Adults with any chronic condition

Percent reported any medical test/record coordination problems\* in past 2 years



\* Test results/medical records not available at time of appointment and/or doctors ordered medical test that had already been done.

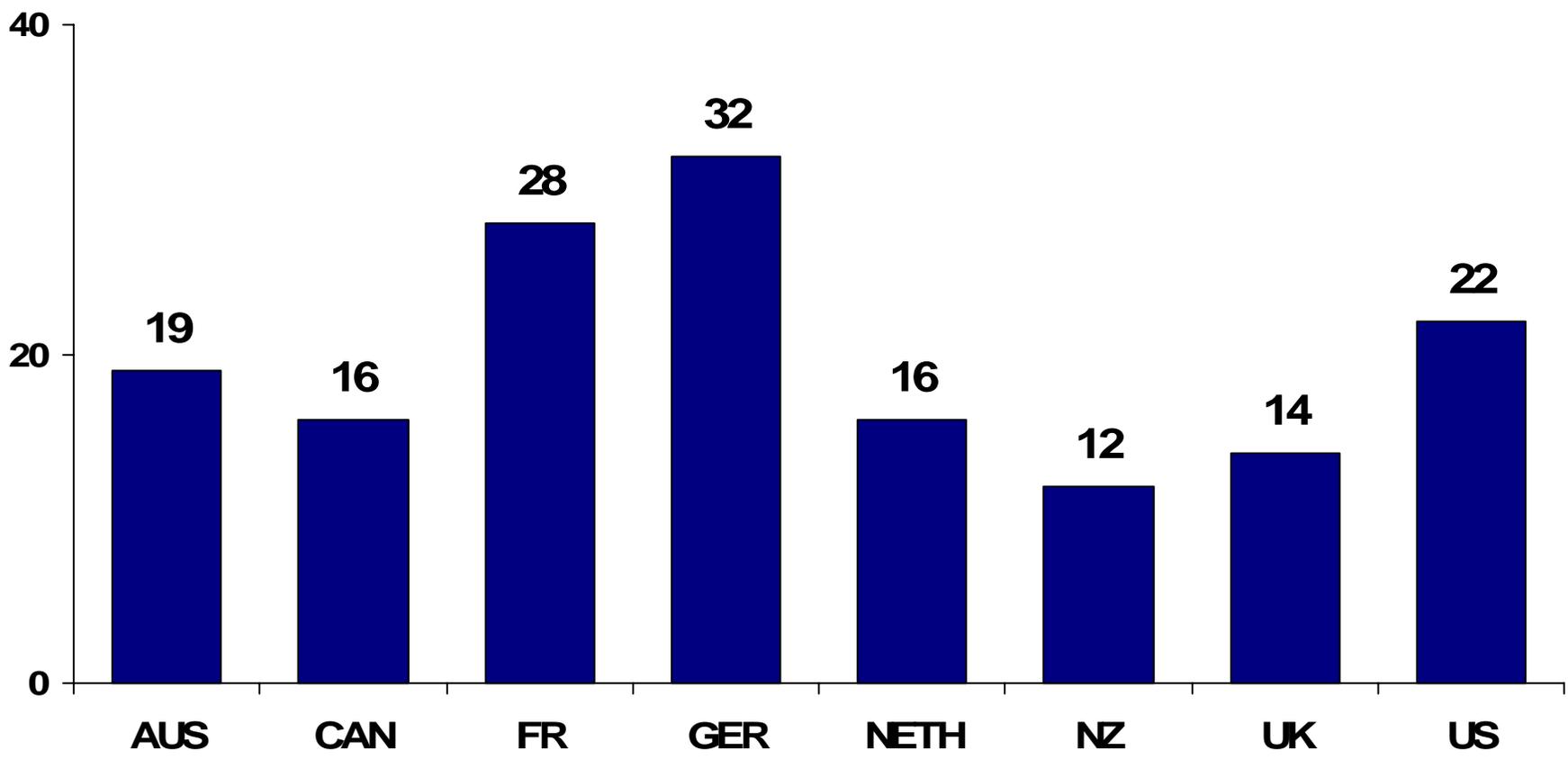
Data collection: Harris Interactive, Inc.

Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.



# Coordination of Specialist Care

Base: Adults with any chronic condition who saw specialist in past 2 years  
Percent for whom specialist did NOT have information about medical history



Data collection: Harris Interactive, Inc.  
Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.



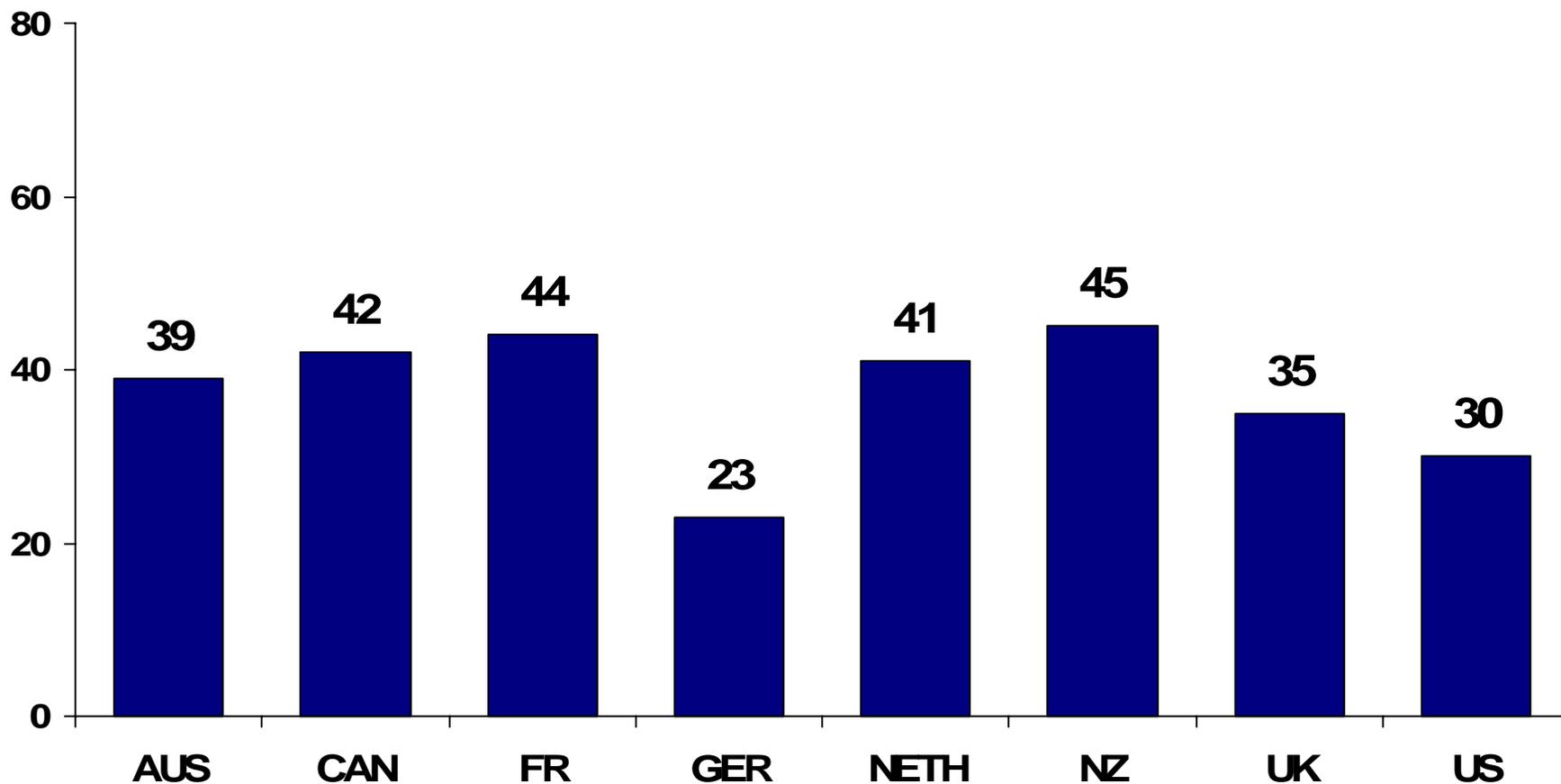
# Gaps in Hospital Discharge Planning and Transitional Care

Base: Adults with any chronic condition who were hospitalized in past 2 years

Percent did NOT	AUS	CAN	FR	GER	NETH	NZ	UK	US
Know who to contact for questions about condition or treatment	15	11	16	11	13	14	17	8
Receive instructions about symptoms and when to seek further care	25	20	37	29	24	28	26	12
Receive written plan for care after discharge	43	29	39	40	37	31	32	9
Have arrangements made for follow-up visits with any doctor	38	32	40	35	21	32	27	28
<i>Any discharge gaps</i>	61	50	71	61	51	53	50	38

# Failure to Discuss Medications at Discharge

Base: Adults with chronic condition hospitalized in past 2 years and given new medications  
Percent said prior medications *not* discussed at discharge



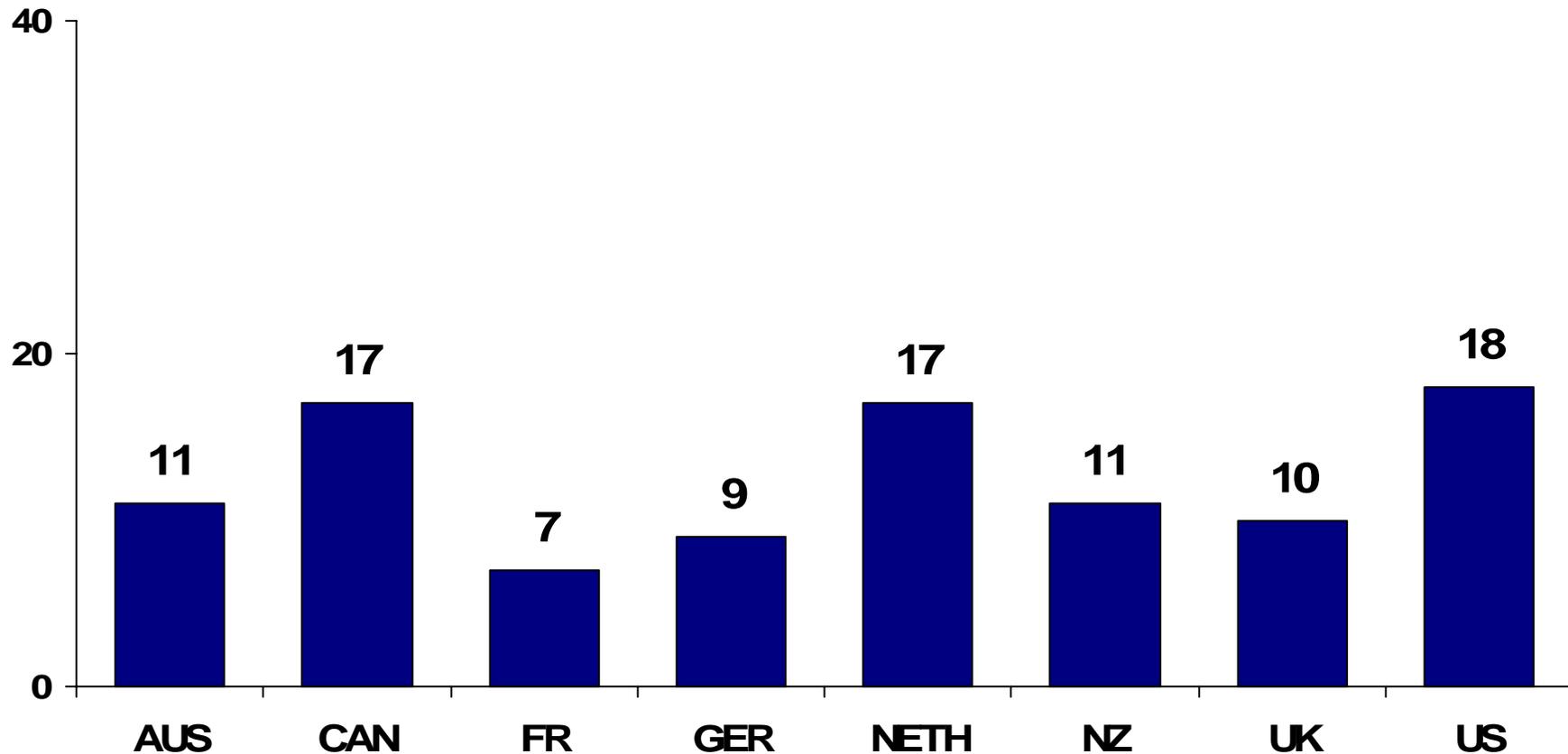
Data collection: Harris Interactive, Inc.

Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.

# Readmitted to Hospital or Went to ER from Complications During Recovery

Base: Adults with any chronic condition who were hospitalized

Percent



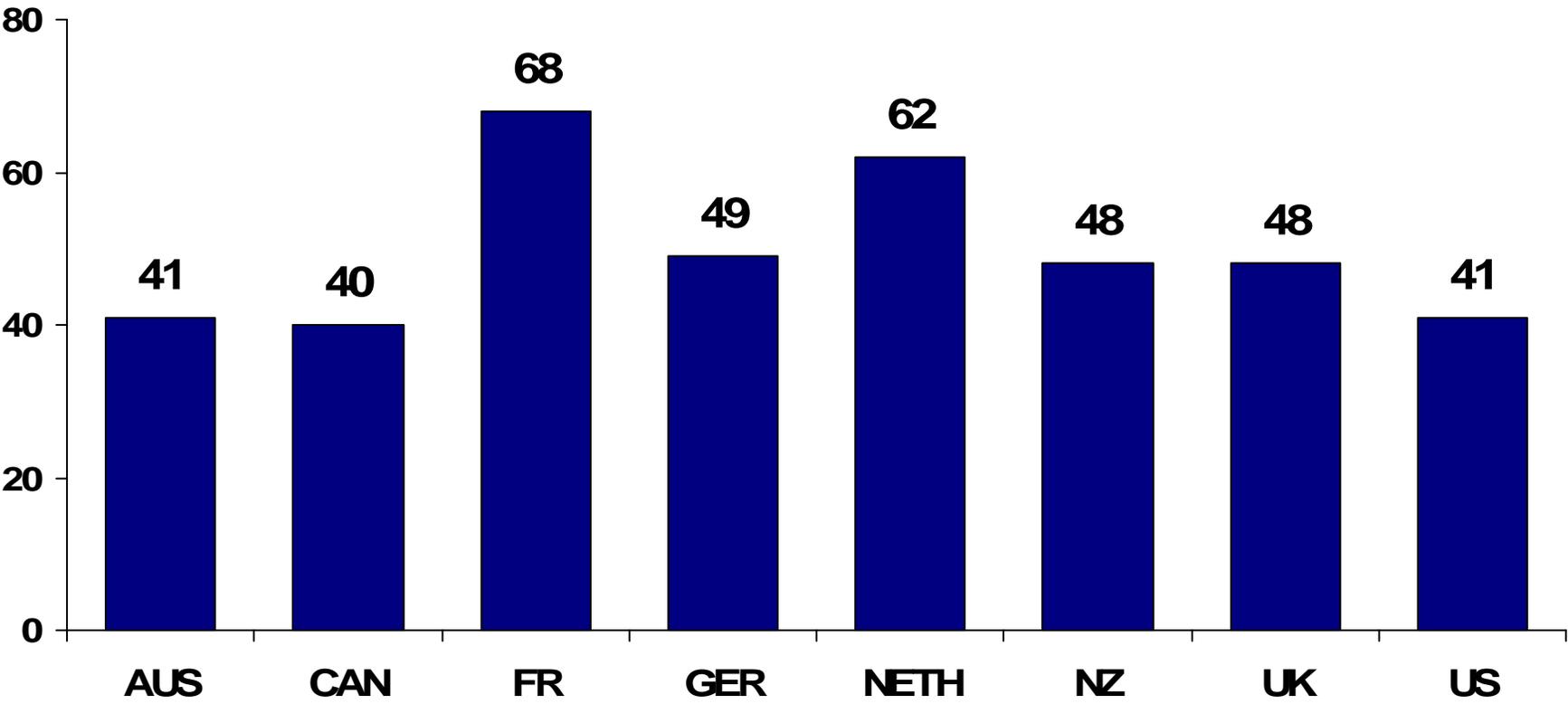
Data collection: Harris Interactive, Inc.

Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.

# **Safety: Prescription Medications, Medical Care, and Lab Tests**

# Doctors Did Not Regularly Review All Medications in Past Two Years

Base: Adults with any chronic condition and taking Rx medications regularly  
Percent reported doctors or pharmacists *sometimes/rarely/never* reviewed and discussed all medications they were using



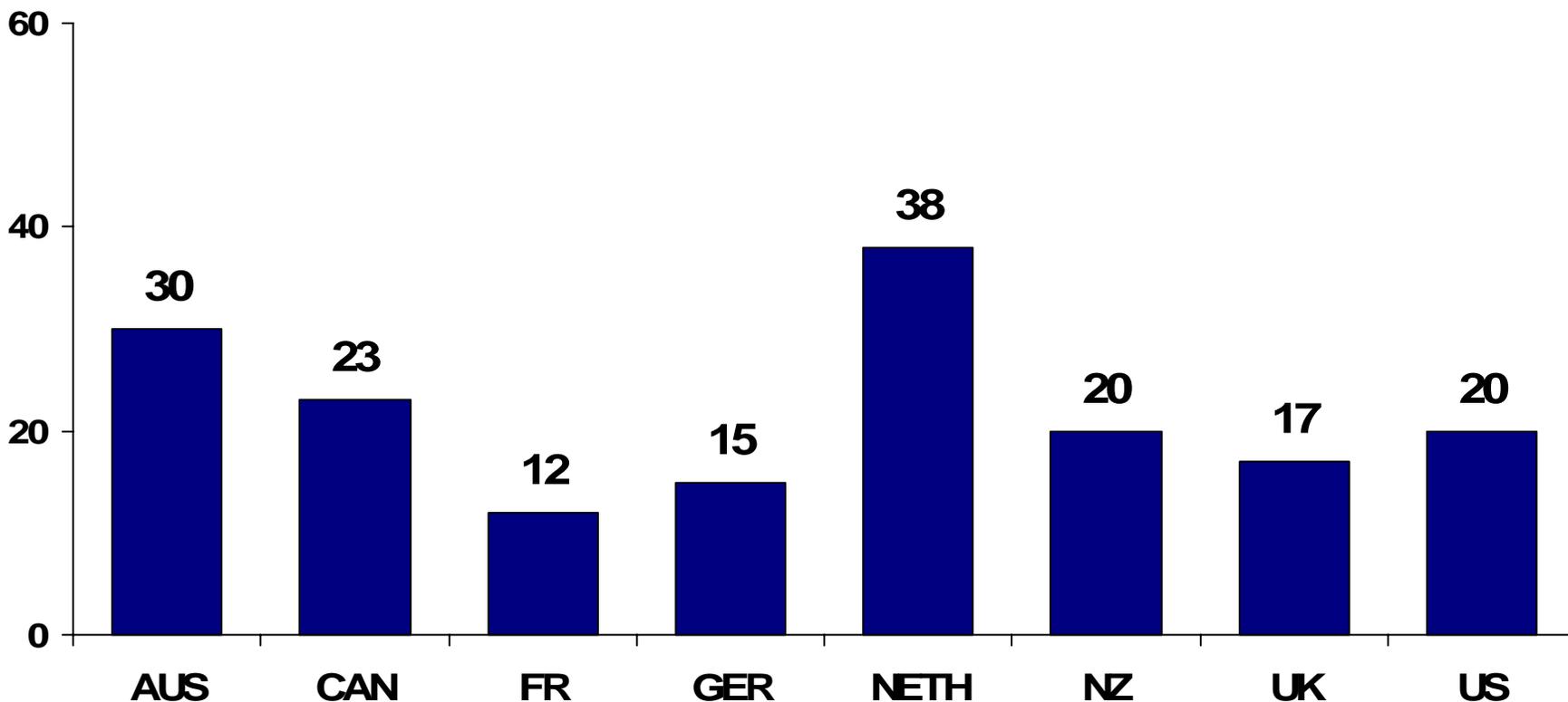
Data collection: Harris Interactive, Inc.  
Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.



# “Near Misses”: Pharmacist Alerted Medication Patient Was About to Fill Might Be Harmful

Base: Adults with any chronic condition and taking Rx medications regularly

Percent reported pharmacist told them prescription they were about to fill might be harmful because of other medications they were taking



Data collection: Harris Interactive, Inc.

Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.

# Medical, Medication, or Lab Test Errors in Past Two Years

Base: Adults with any chronic condition

Percent	AUS	CAN	FR	GER	NETH	NZ	UK	US
Wrong medication or dose	13	10	8	7	6	13	9	14
Medical mistake in treatment	17	16	8	12	9	15	8	16
Incorrect diagnostic/lab test results*	7	5	3	5	1	3	3	7
Delays in abnormal test results*	13	12	5	5	5	10	8	16
<i>Any medical, medication, or lab errors</i>	<b>29</b>	<b>29</b>	<b>18</b>	<b>19</b>	<b>17</b>	<b>25</b>	<b>20</b>	<b>34</b>

\* Among those who had blood test, x-rays, or other tests.

Data collection: Harris Interactive, Inc.

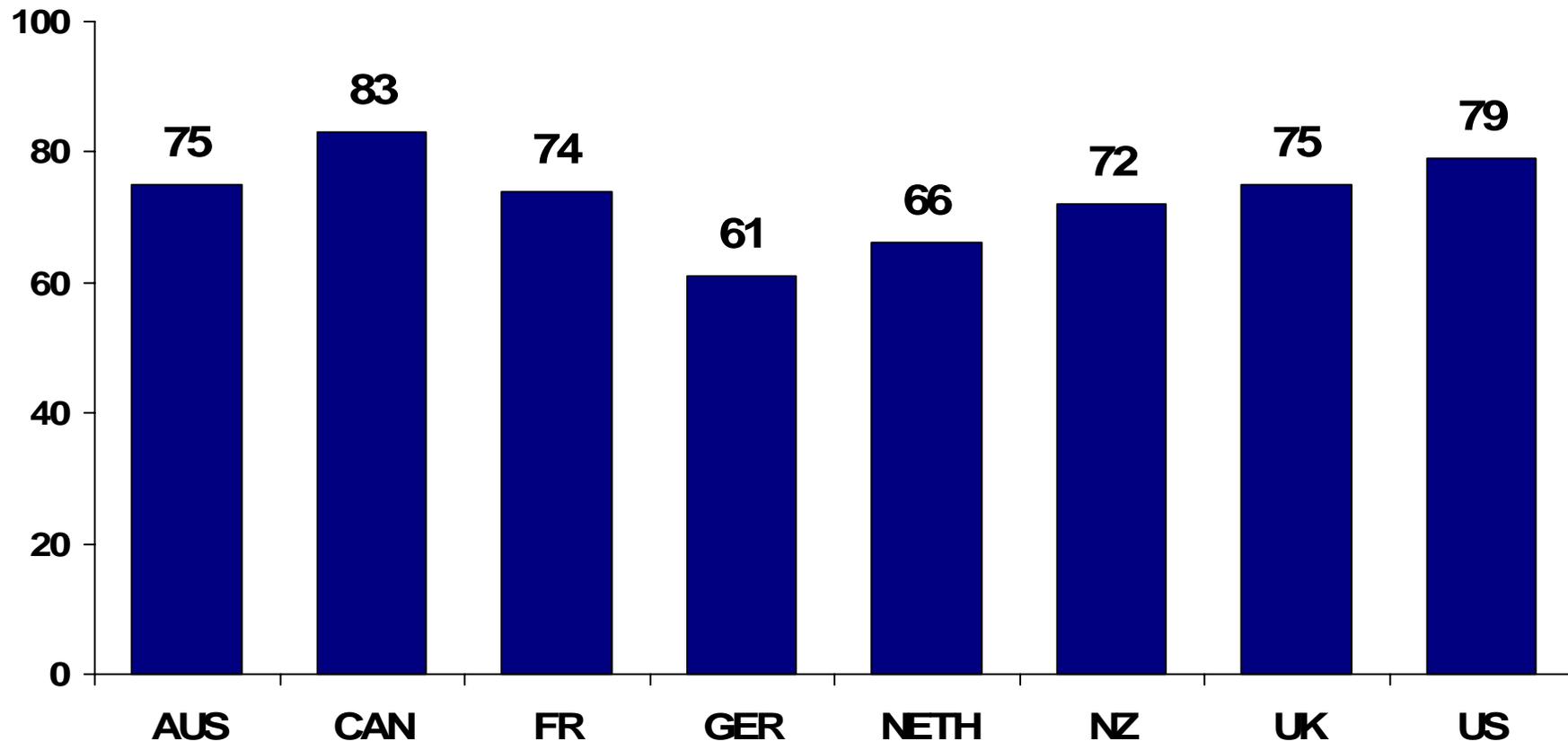
Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.



# Medical, Medication, or Lab Test Errors Occurred Outside Hospital

Base: Adults with chronic condition who reported any error, past 2 years\*

Percent reported error occurred outside hospital



\* Experienced medical mistake; medication error; and/or lab test error or delay.

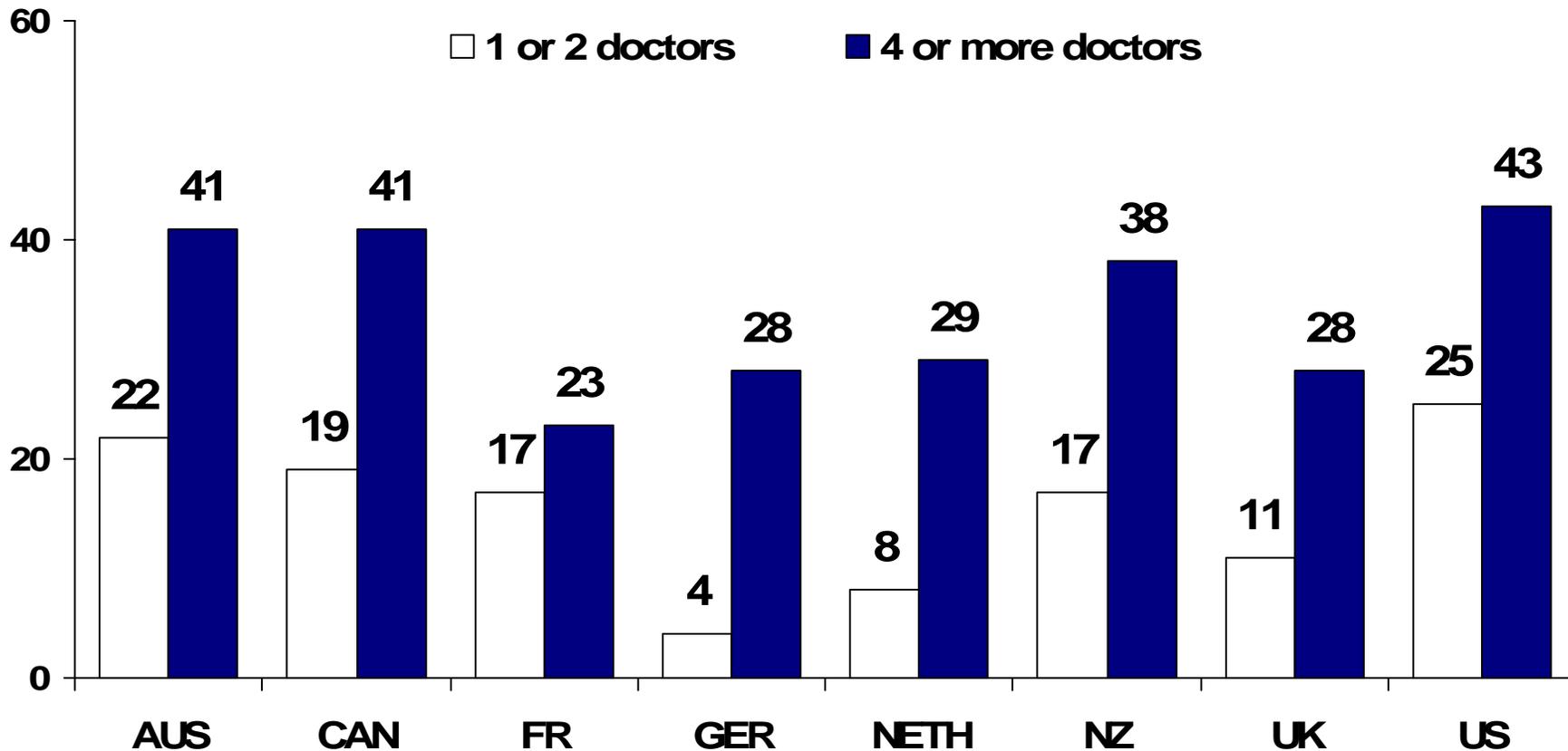
Data collection: Harris Interactive, Inc.

Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.



# Any Medical, Medication, or Lab Test Errors, by Number of Doctors Seen

Base: Adults with any chronic condition  
Percent reported any errors in past 2 years\*



\* Experienced medical mistake; medication error; and/or lab test error or delay.

Data collection: Harris Interactive, Inc.

Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.



# Chronic Care Management



# Patient Engagement in Care

Base: Adults with any chronic condition

Percent	AUS	CAN	FR	GER	NETH	NZ	UK	US
Regular doctor <i>always</i> tells you about treatment options and involves you in decisions*	58	56	43	56	63	62	51	53
Your clinician gives you a written plan to manage care at home	42	47	34	31	35	43	35	66

\* Among those with regular doctor or place of care.

Data collection: Harris Interactive, Inc.

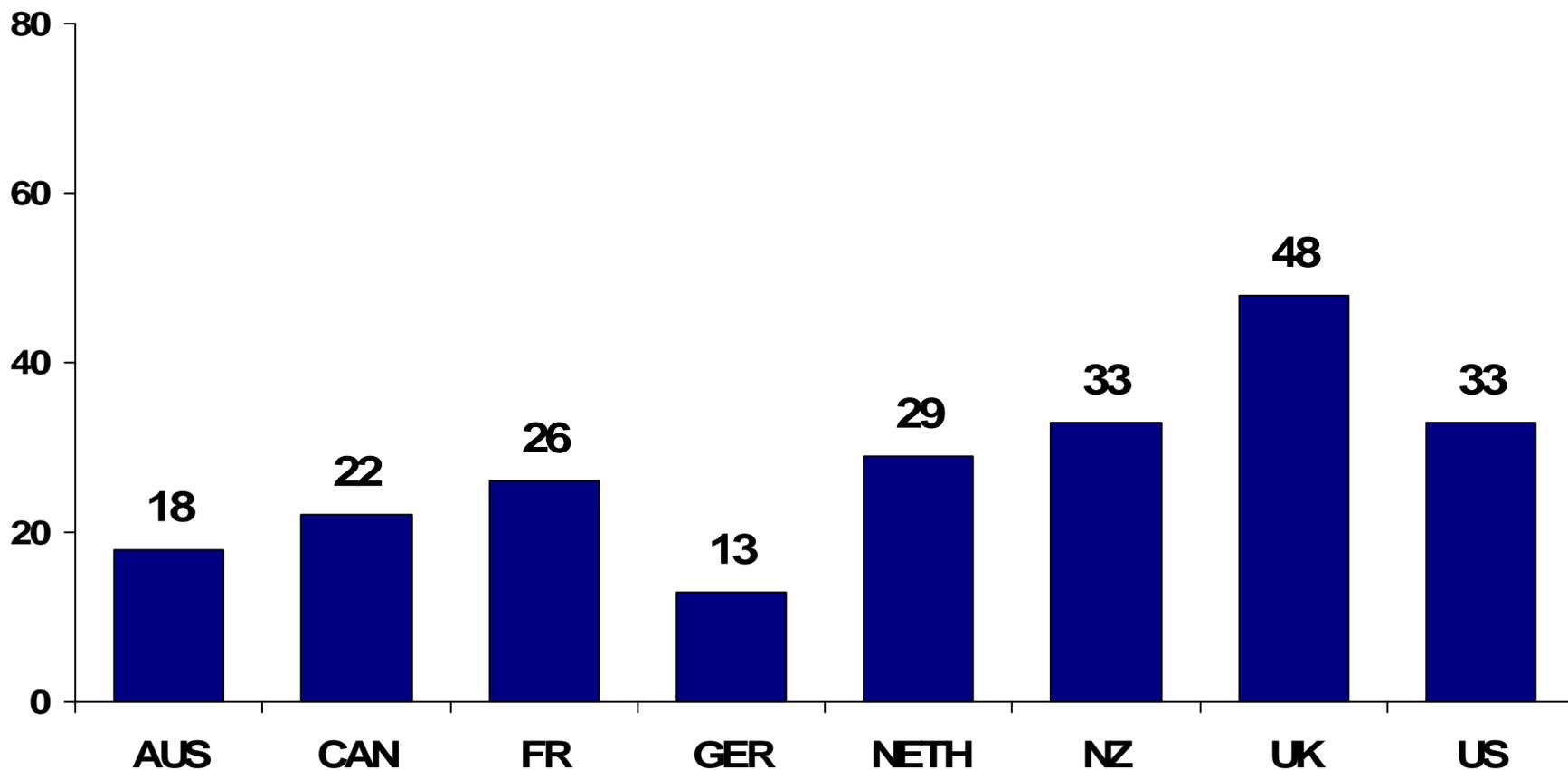
Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.



# Role of Nurse in Care Management

Base: Adults with any chronic condition

Percent said nurse is regularly involved in management of condition



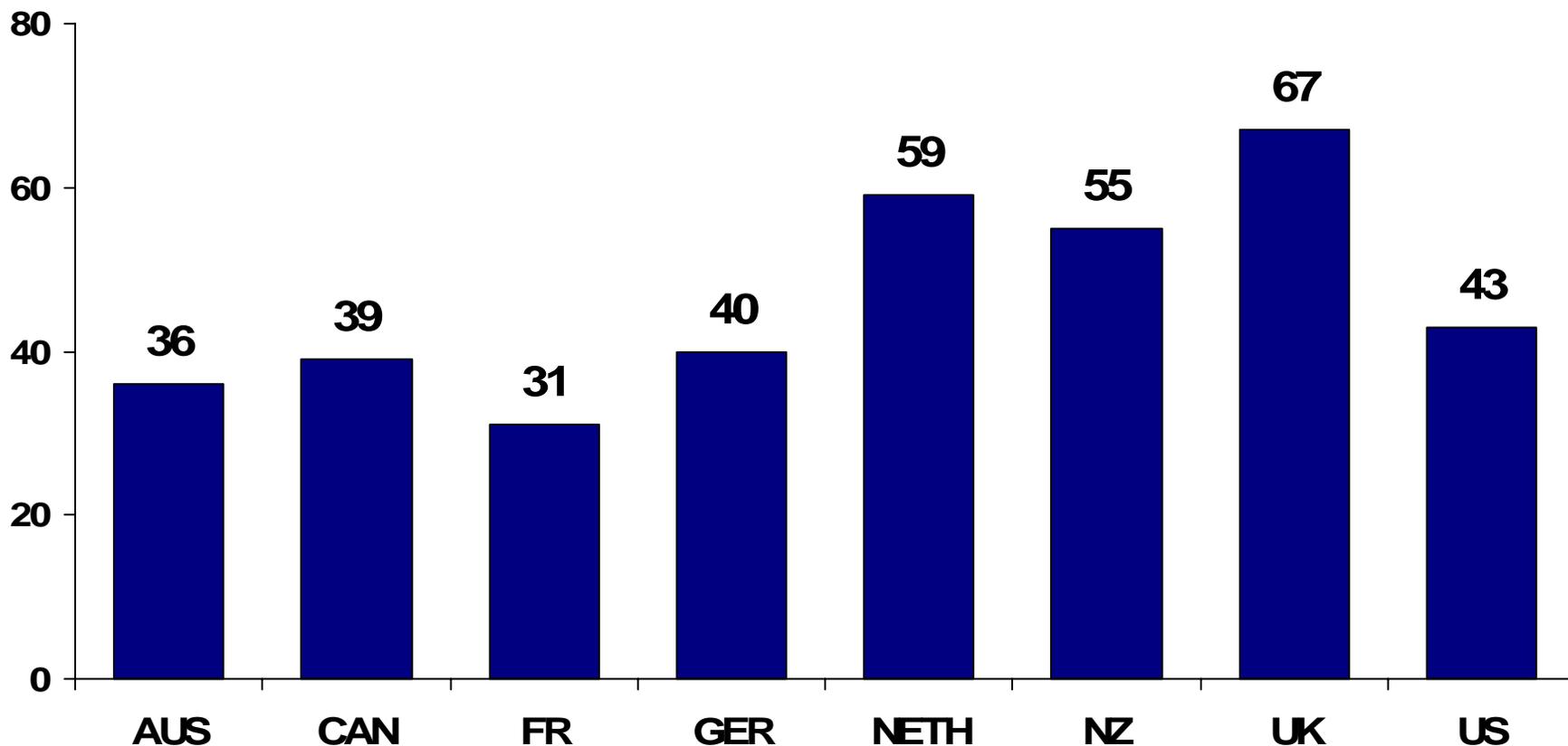
Data collection: Harris Interactive, Inc.

Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.

# Diabetics Who Received Recommended Preventive Care Services

Base: Adults with diabetes

Percent received all four diabetes services\*



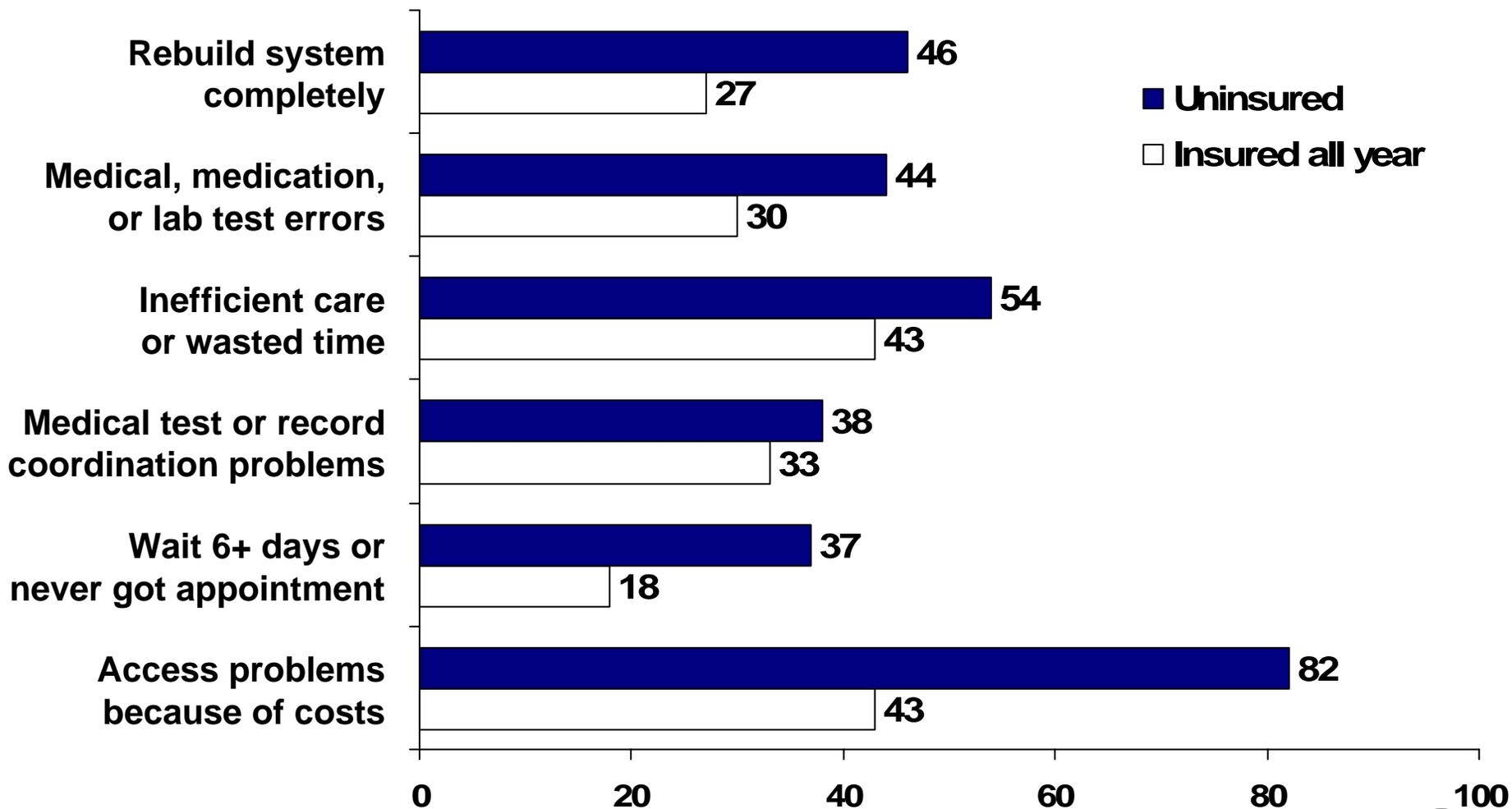
\* Hemoglobin A1c checked in past six months; feet examined for sores or irritations in past year; eye exam for diabetes in past year; and cholesterol checked in past year.

Data collection: Harris Interactive, Inc.

Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.



# U.S. Adults with Chronic Conditions, Insured All Year Compared with Uninsured



Data collection: Harris Interactive, Inc.

Source: 2008 Commonwealth Fund International Health Policy Survey of Sicker Adults.

# Summary of Findings

- **Experiences of chronically ill often reflect national insurance designs and primary care systems**
  - **Cost-sharing and coverage gaps limit access and adherence to recommended care**
  - **Strong primary care orientation is linked to better access and less duplication (e.g., Netherlands, U.K., N.Z.)**
  - **U.S. is outlier on financial barriers to care**
- **Poor care coordination a shared concern**
  - **High readmissions rates symptoms of poor transition care**
  - **Gaps in information flows across care sites undermine quality**
- **Chronically ill at high safety risk**
  - **Failures to review complex medication regimens are common**
  - **Safety risks multiply with number of doctors involved**
  - **Laboratory and diagnostic test delays are a concern**
  - **Most errors occur outside of hospital**

# **Toward a High Performing Health System: Need for System Innovations**

- **Integrated systems of care for patients with chronic conditions**
- **Strong focus on engaging patients**
- **Alternative provider payment strategies, e.g., “Bundled” payments and P4P**
- **Electronic information systems and telehealth technology**
- **Investment in primary care workforce**
- **Population/community focus on health and disease prevention**

# Cofunders

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