

2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians

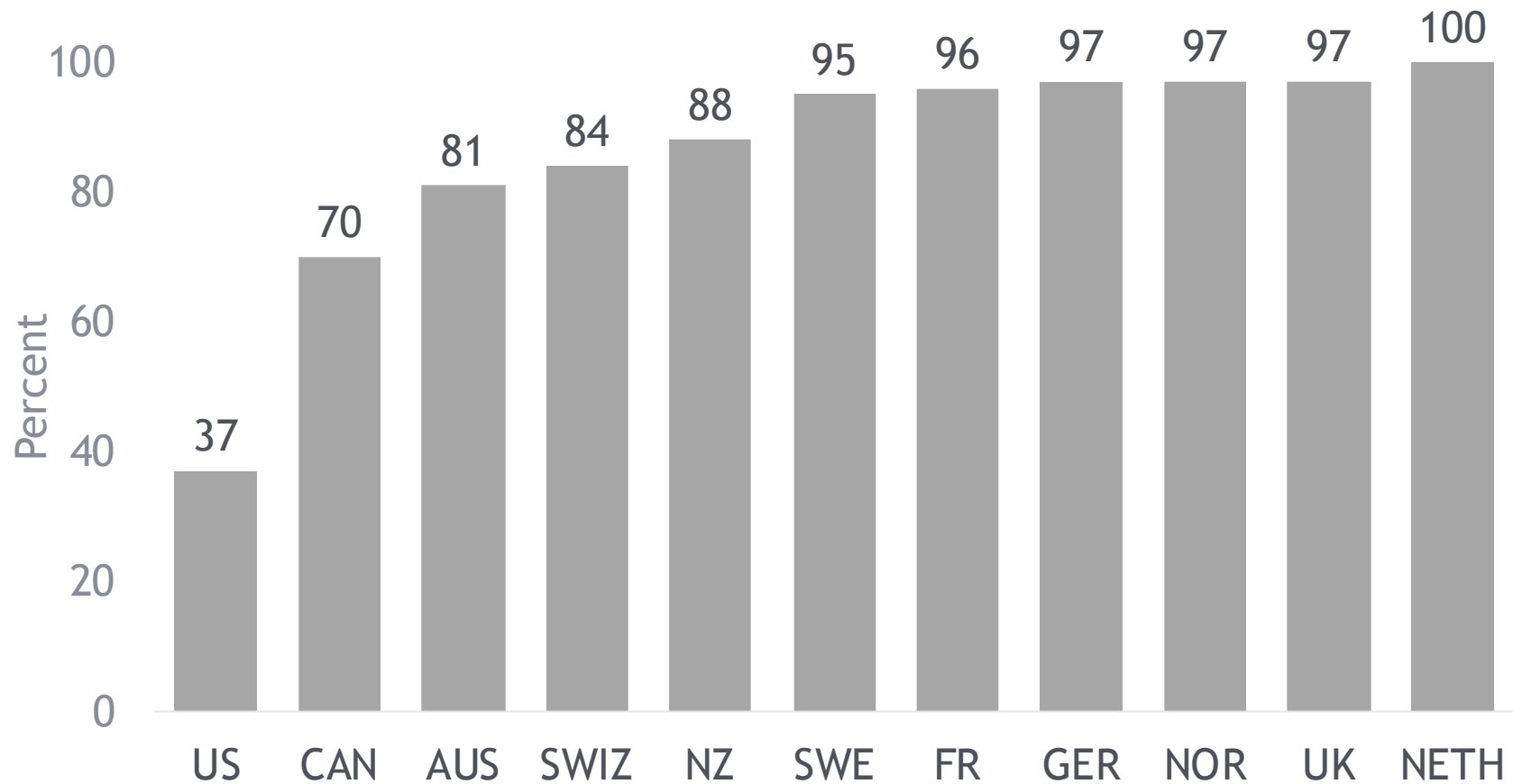
Chartpack for:

Michelle M. Doty, Roosa Tikkanen, Arnav Shah, and Eric C. Schneider, “Primary Care Physicians’ Role in Coordinating Medical and Health-Related Social Needs in Eleven Countries,” *Health Affairs*, published online Dec. 10, 2019.

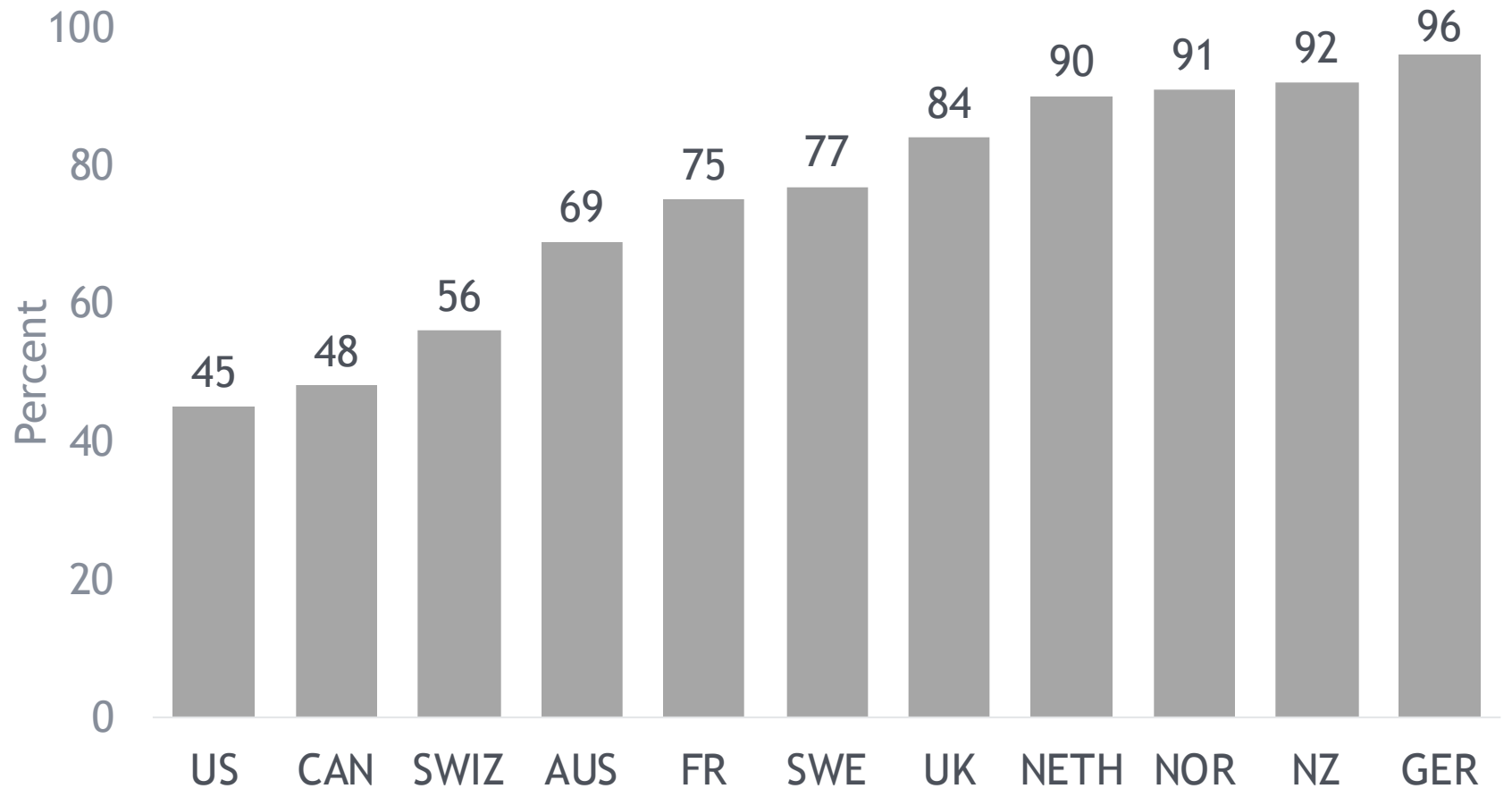


The
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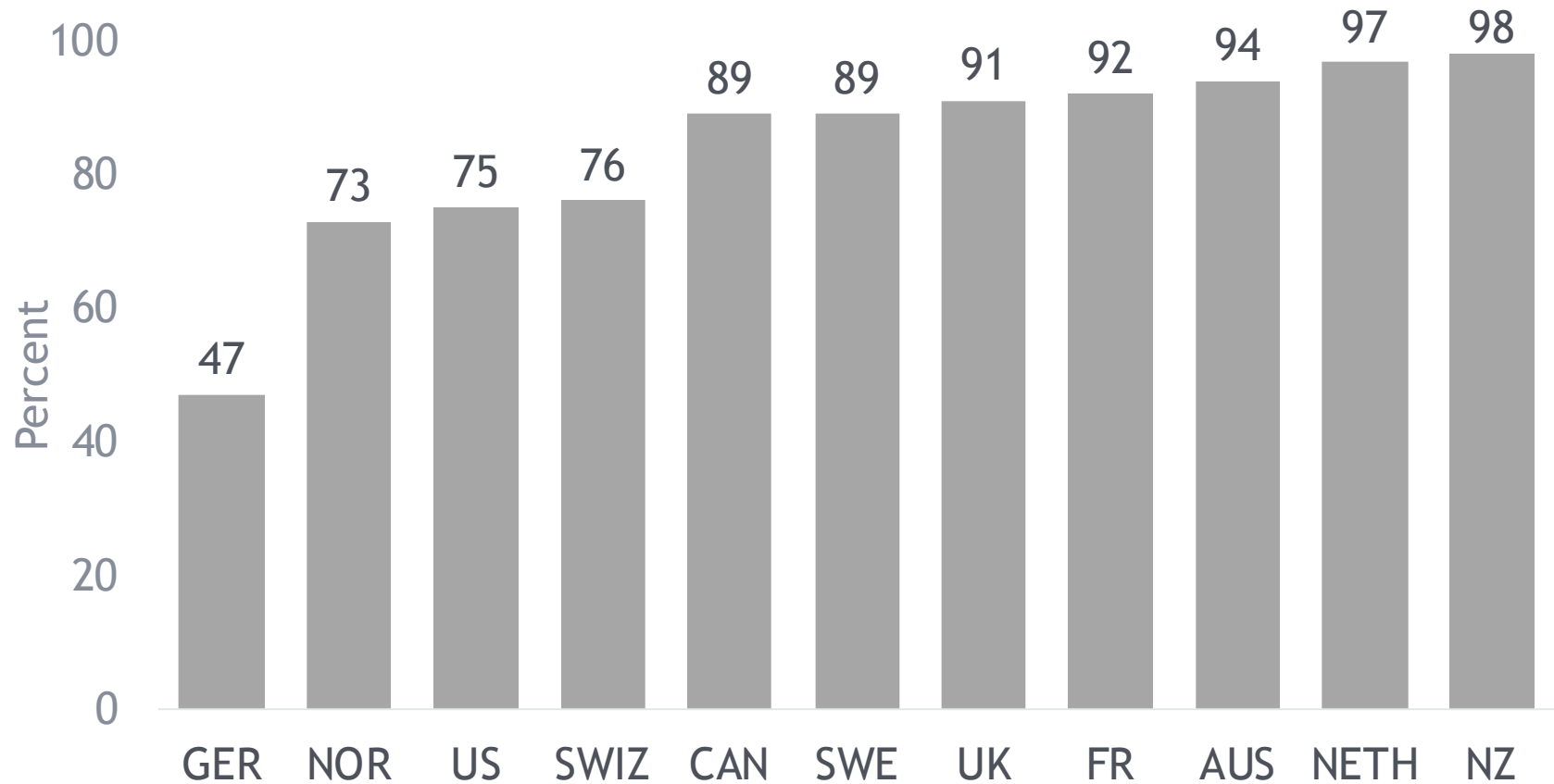
Primary care physician or other health care professional at practice frequently or occasionally makes home visits



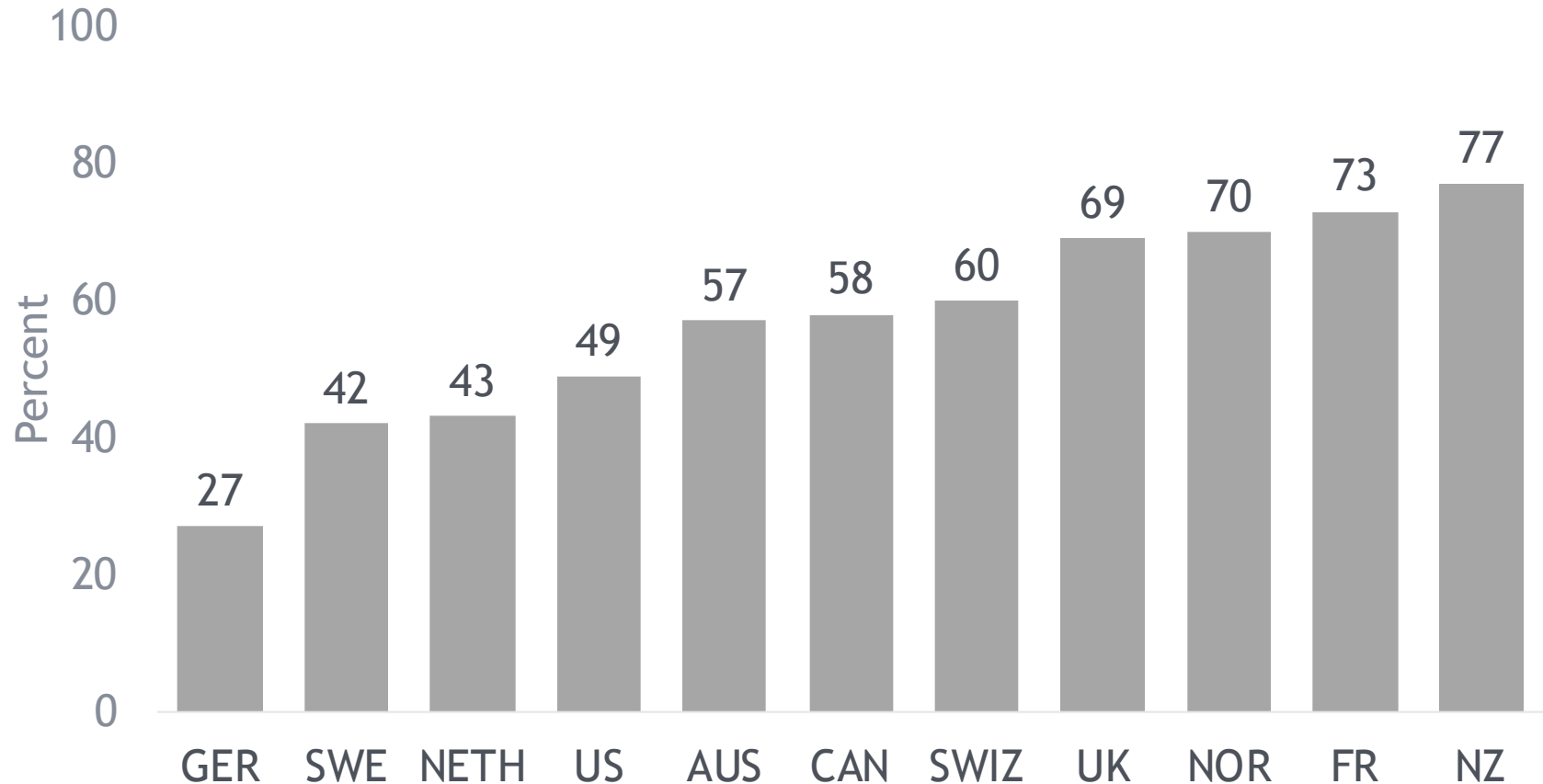
Practice has arrangements where patients can be seen when practice is closed (not including the ER)



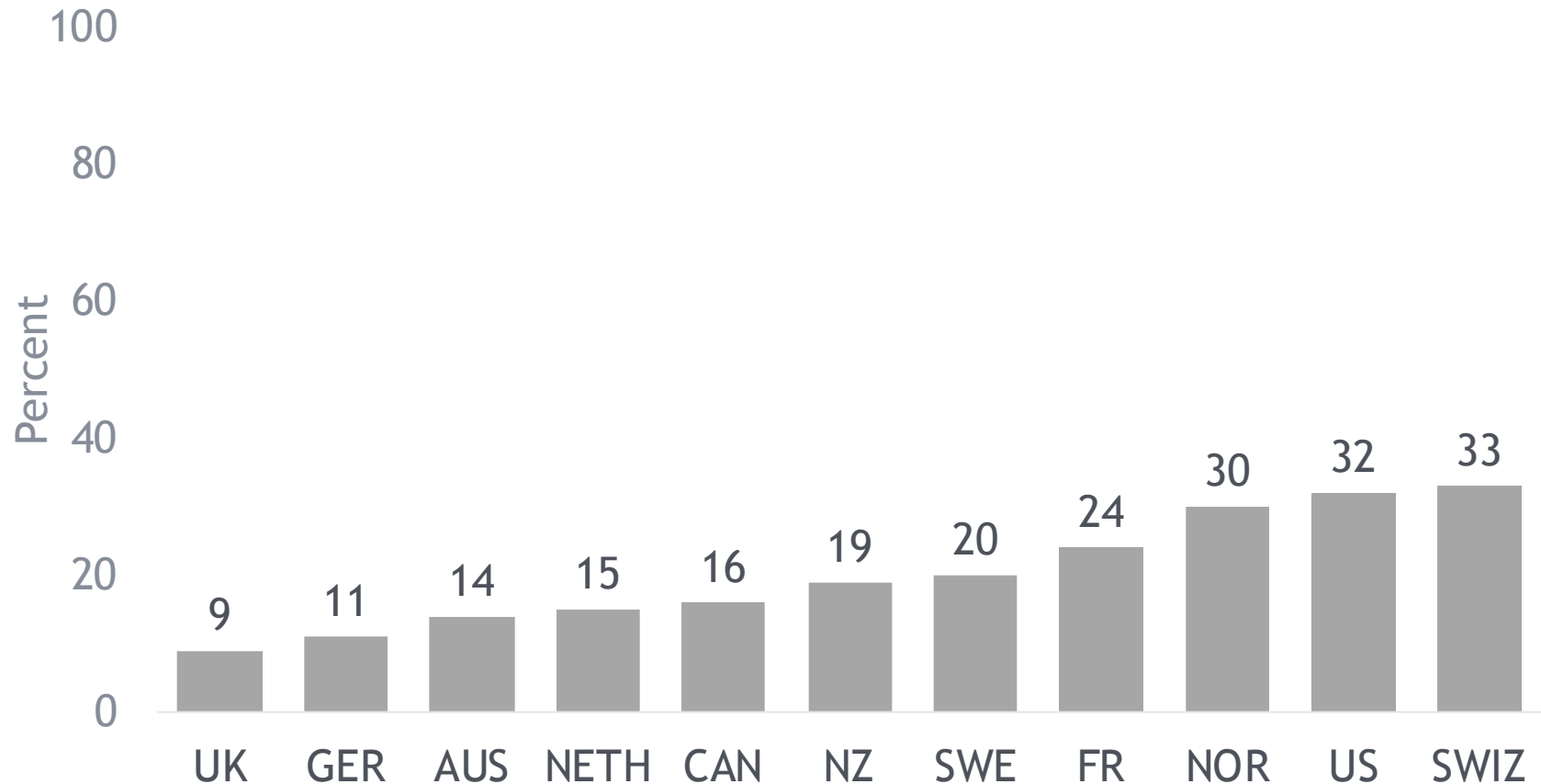
Specialist coordination: Usually sends patient history and reason for consultation



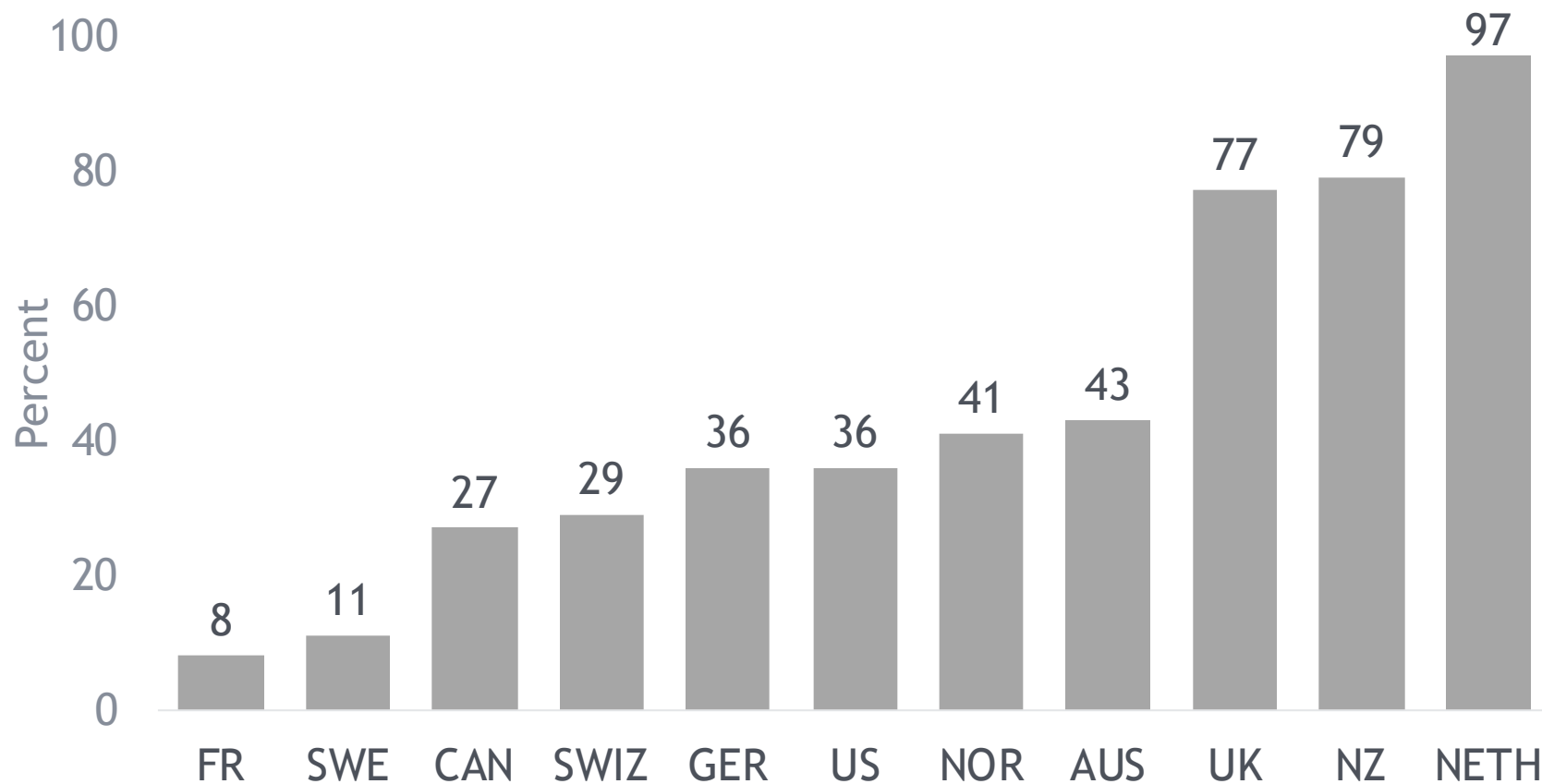
Specialist coordination: Usually is informed about changes to patient's medication or care plan



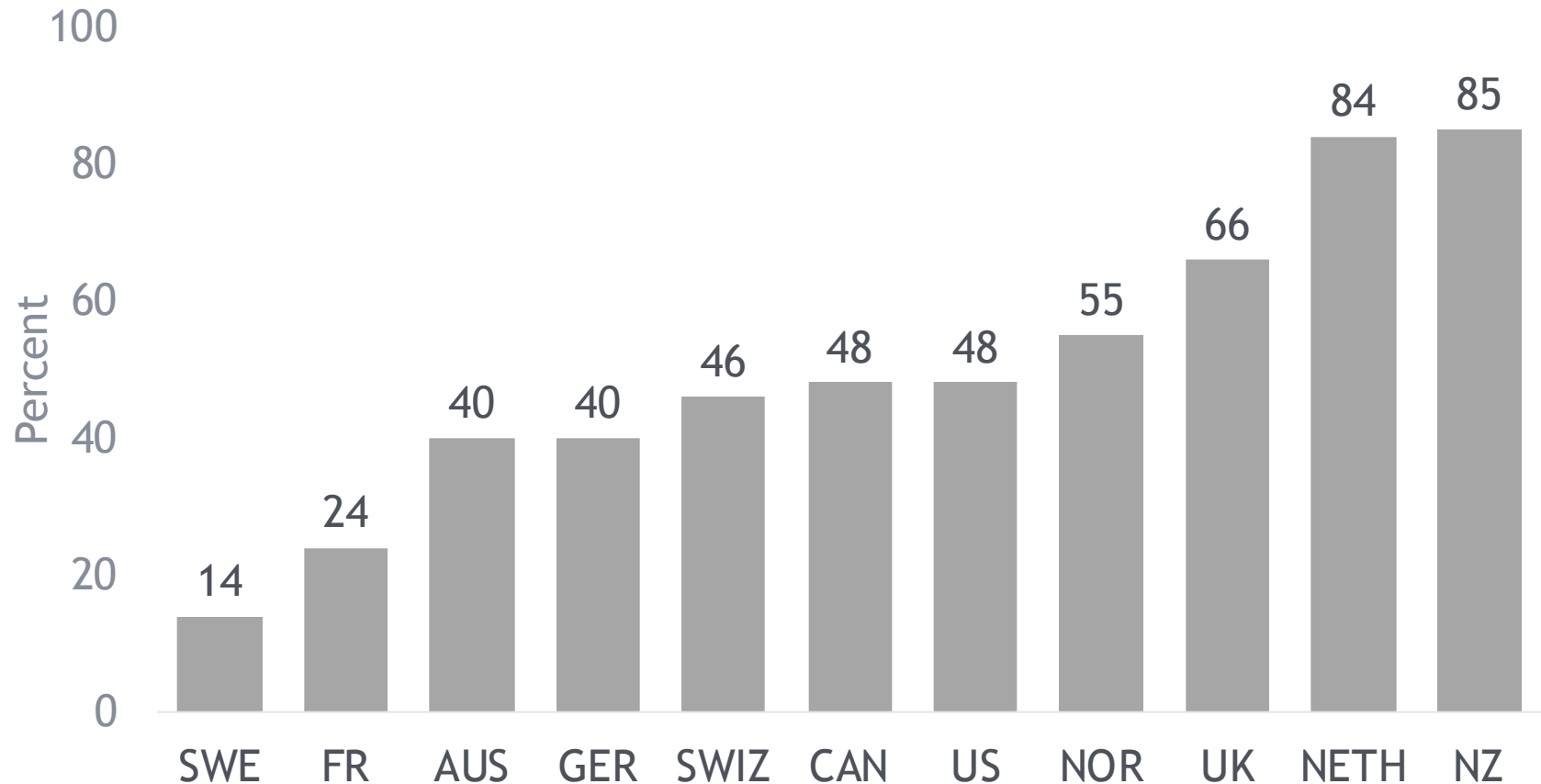
Specialist coordination: Usually receives results from specialist within 1 week



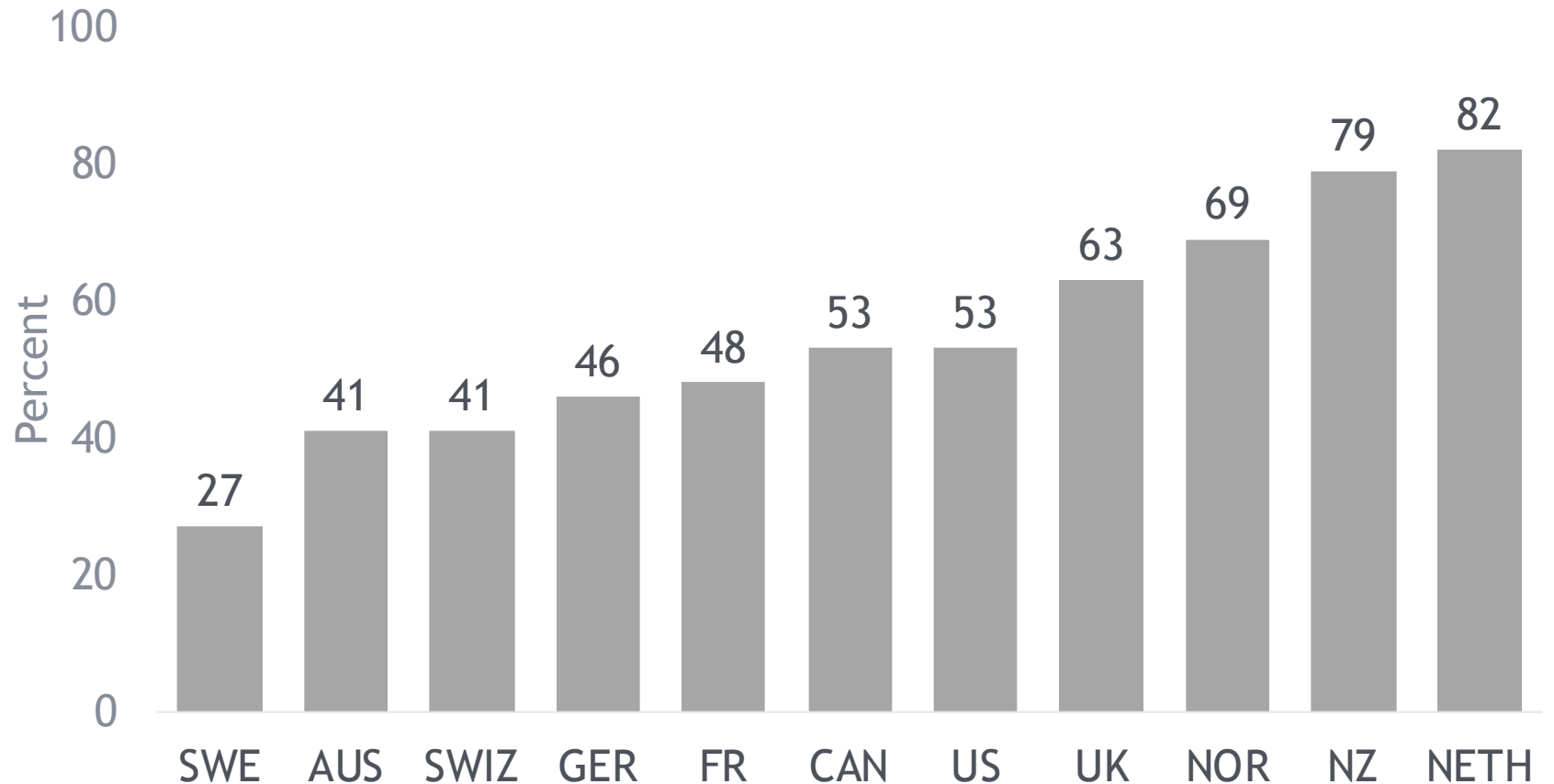
After-hours coordination: Usually notified when patient seen for after-hours care



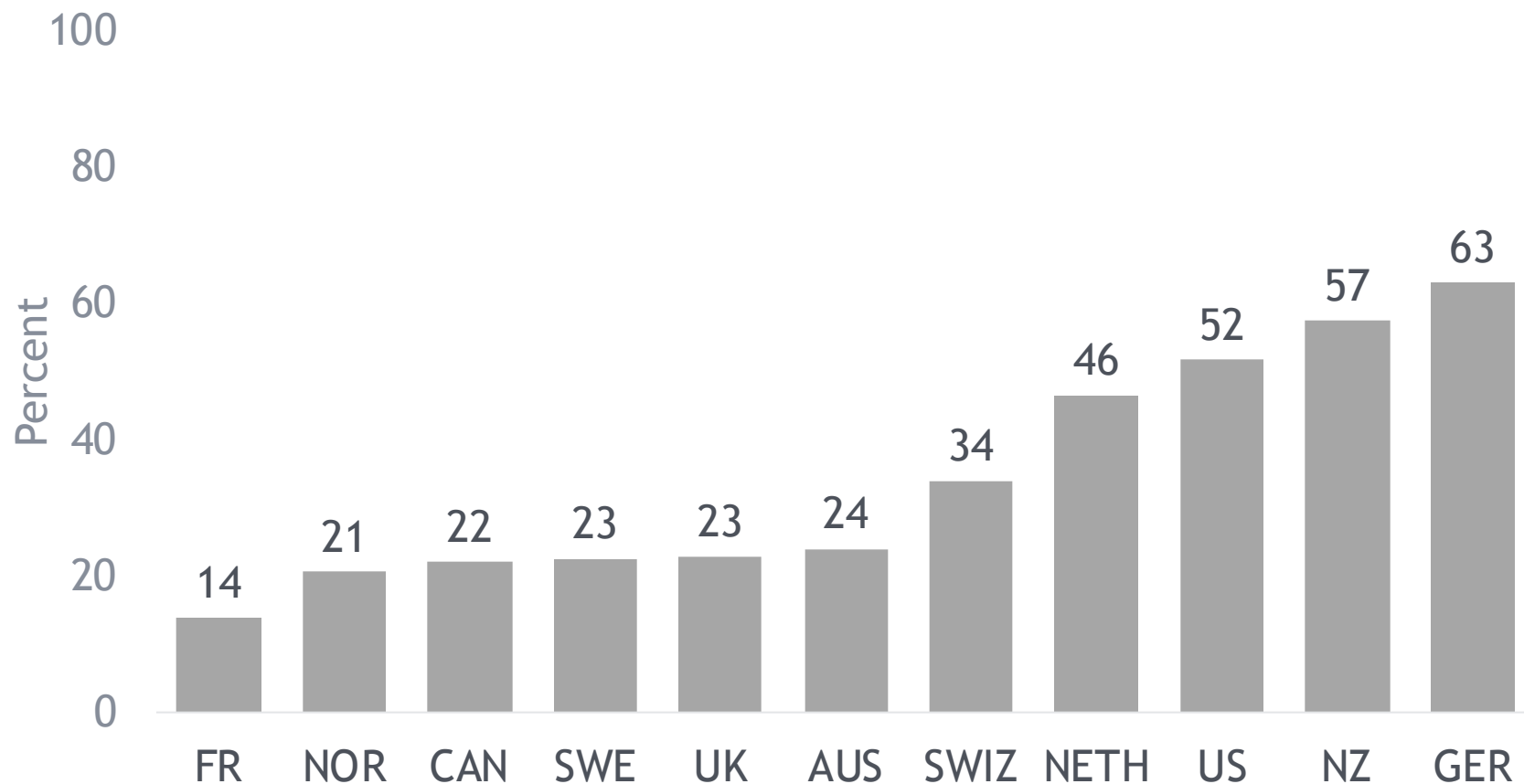
Emergency Department coordination: Usually notified when patient has been seen in an ED



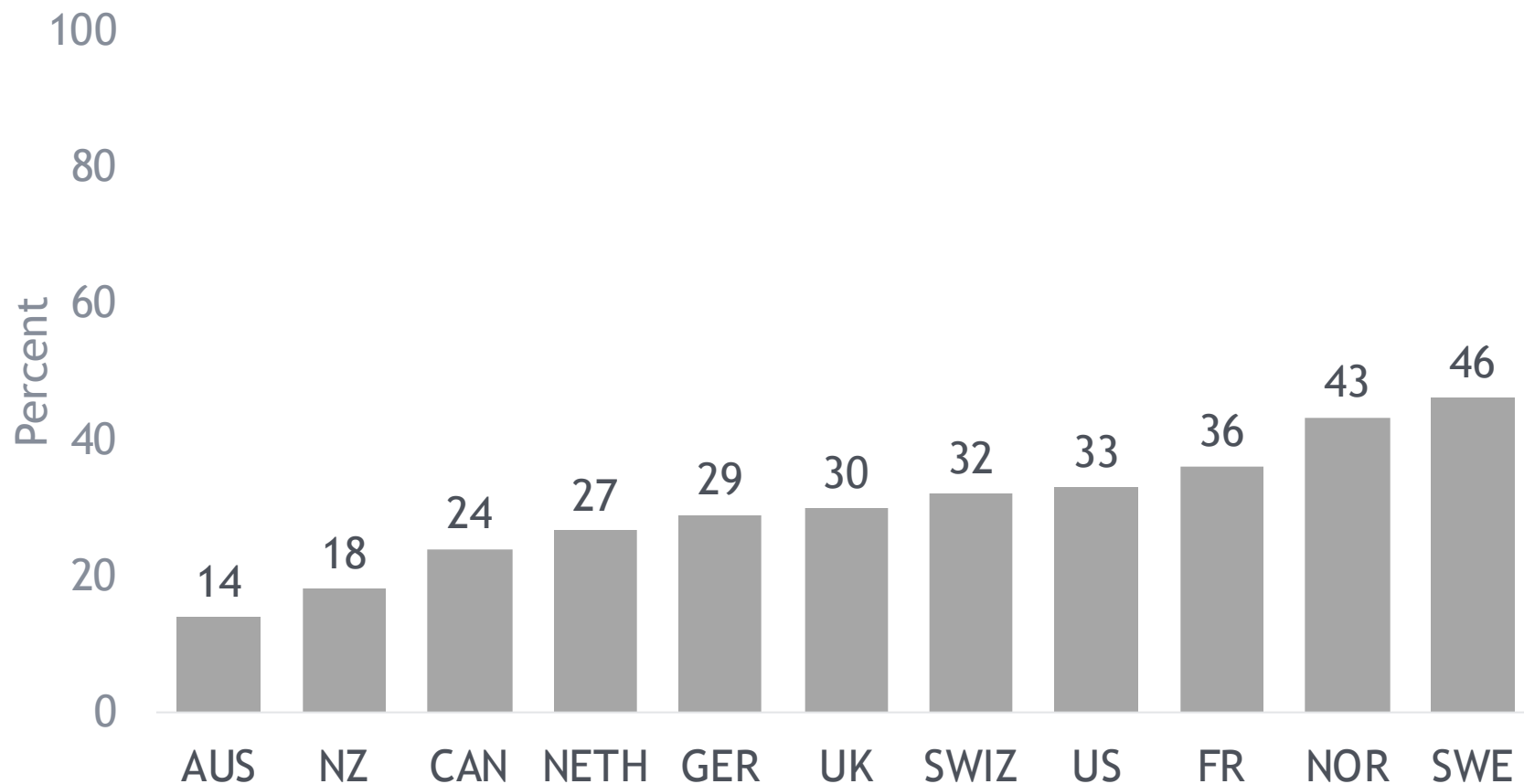
Hospital care coordination: Usually notified when patient has been admitted



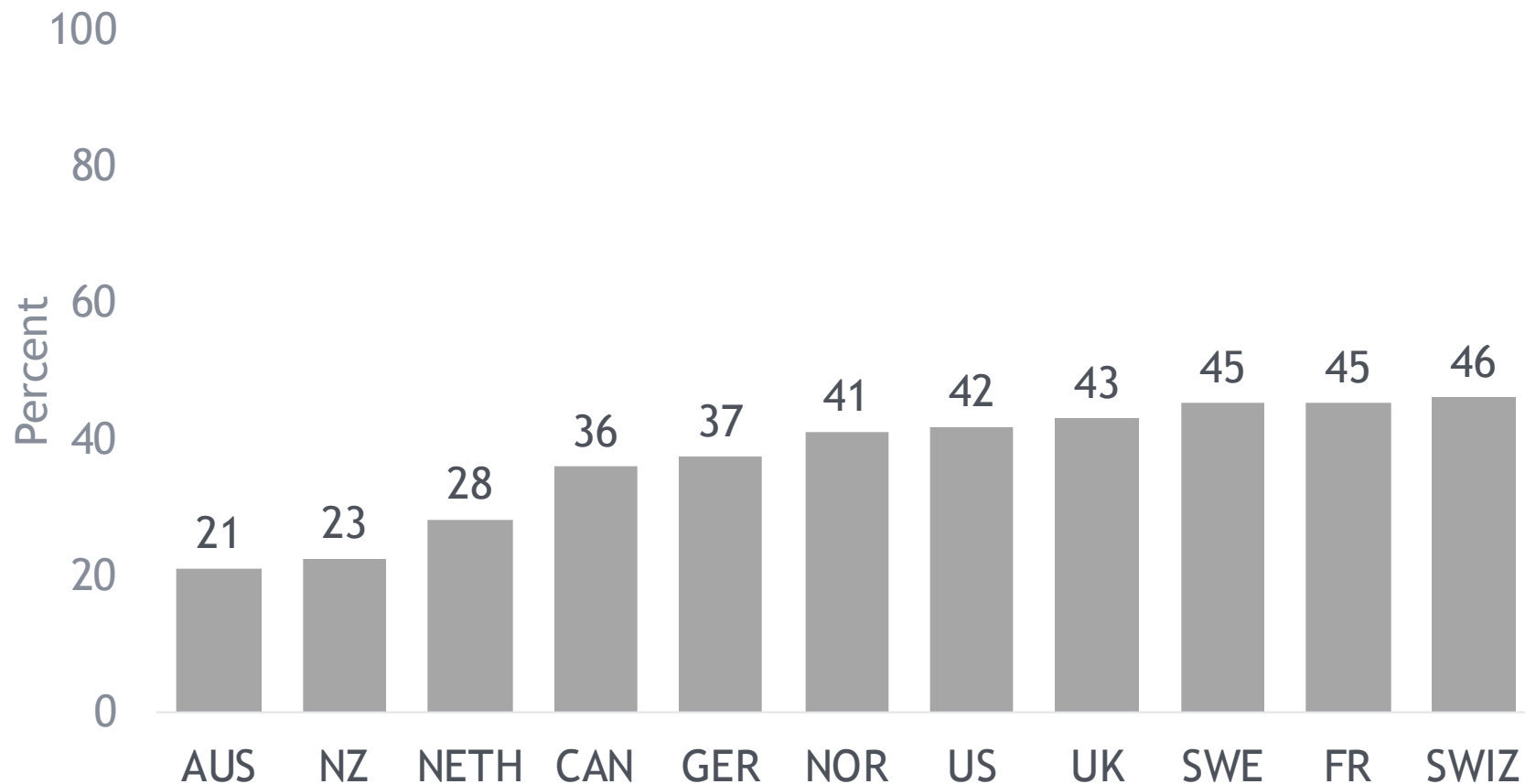
Hospital care coordination: Following discharge, information needed to continue managing patient received ≤ 48 hours



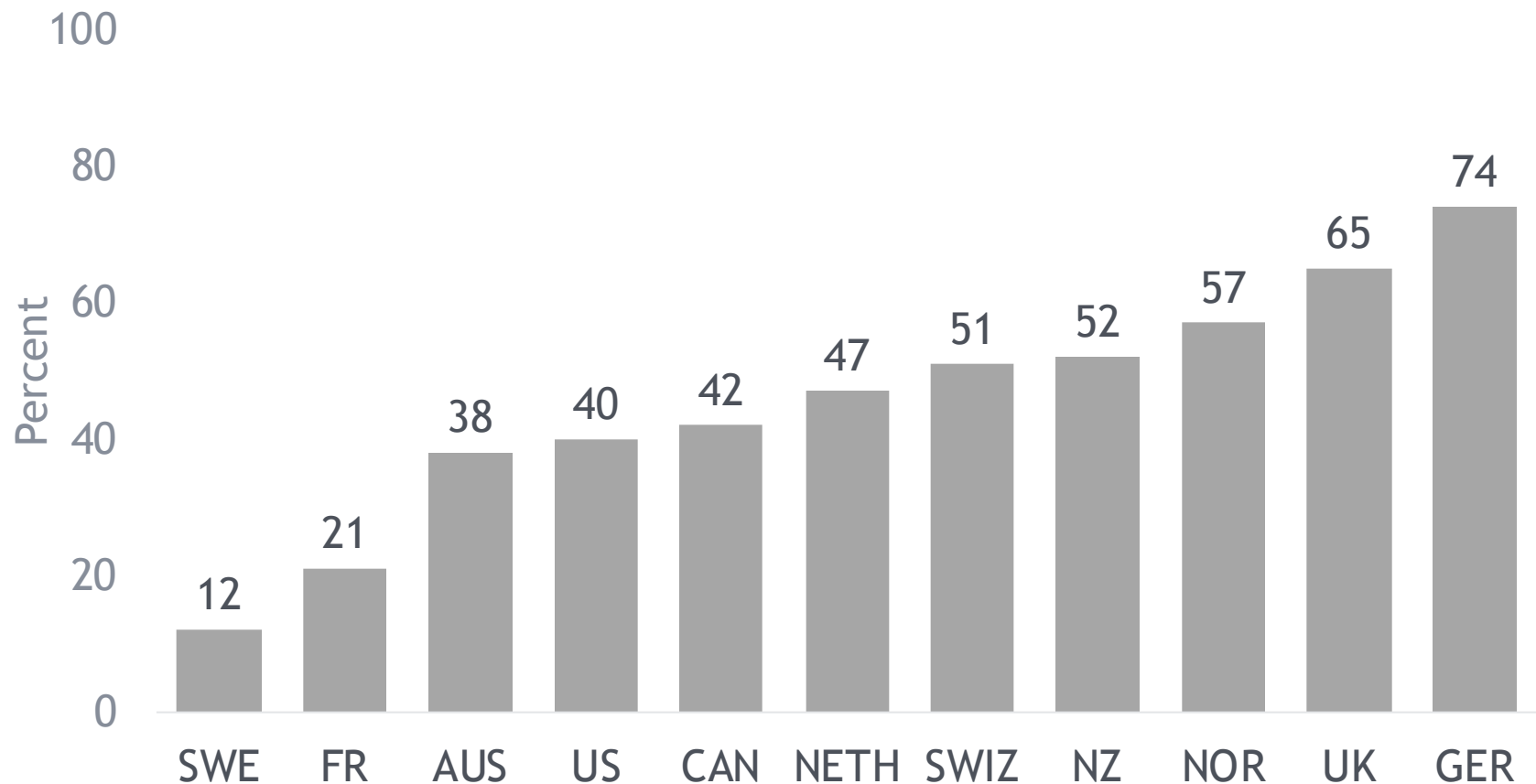
Home-based nursing provider coordination: Usually communicates about patient needs and services to be provided



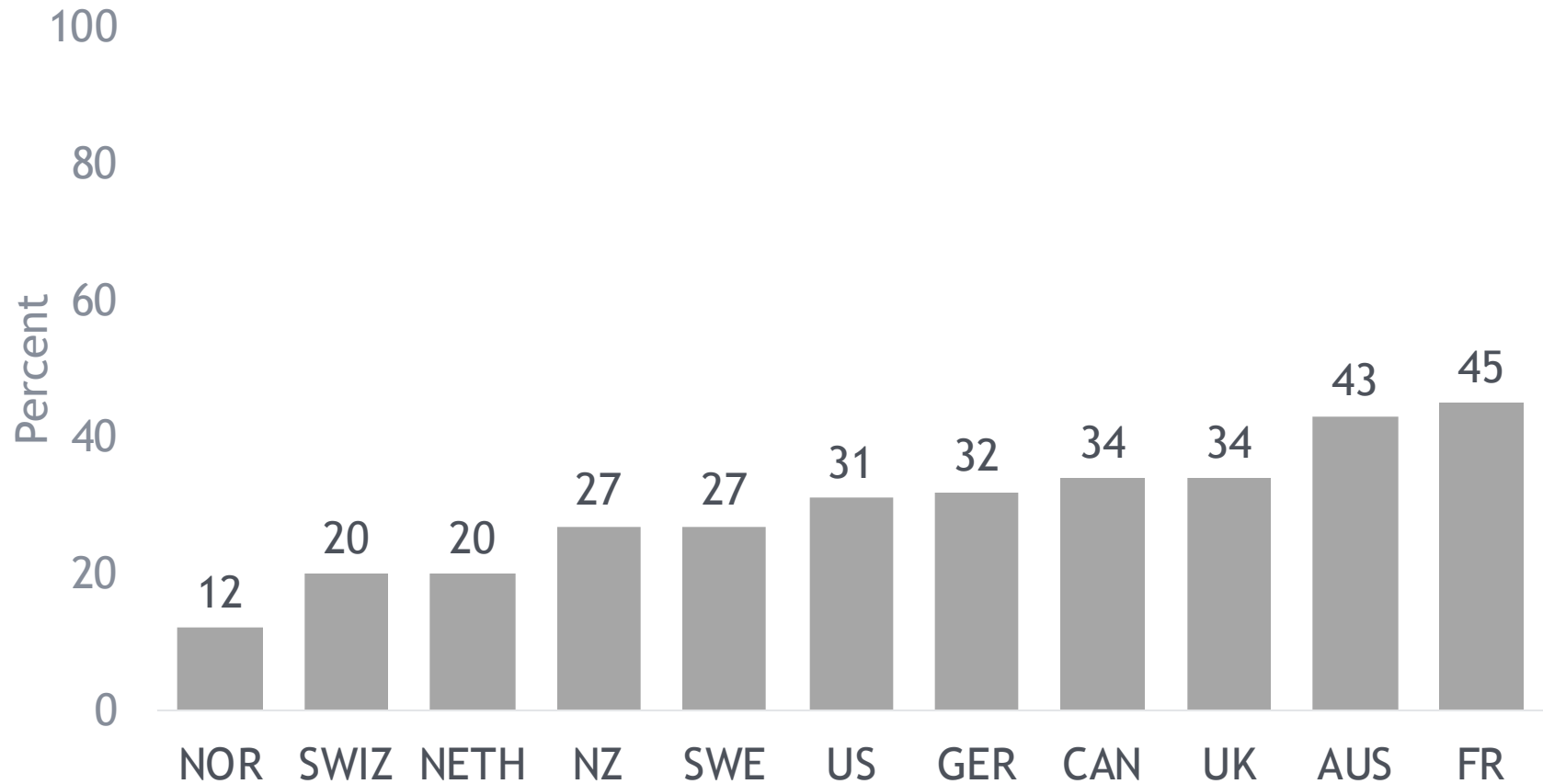
Home-based nursing provider coordination: Is usually advised of relevant changes in patient condition or status



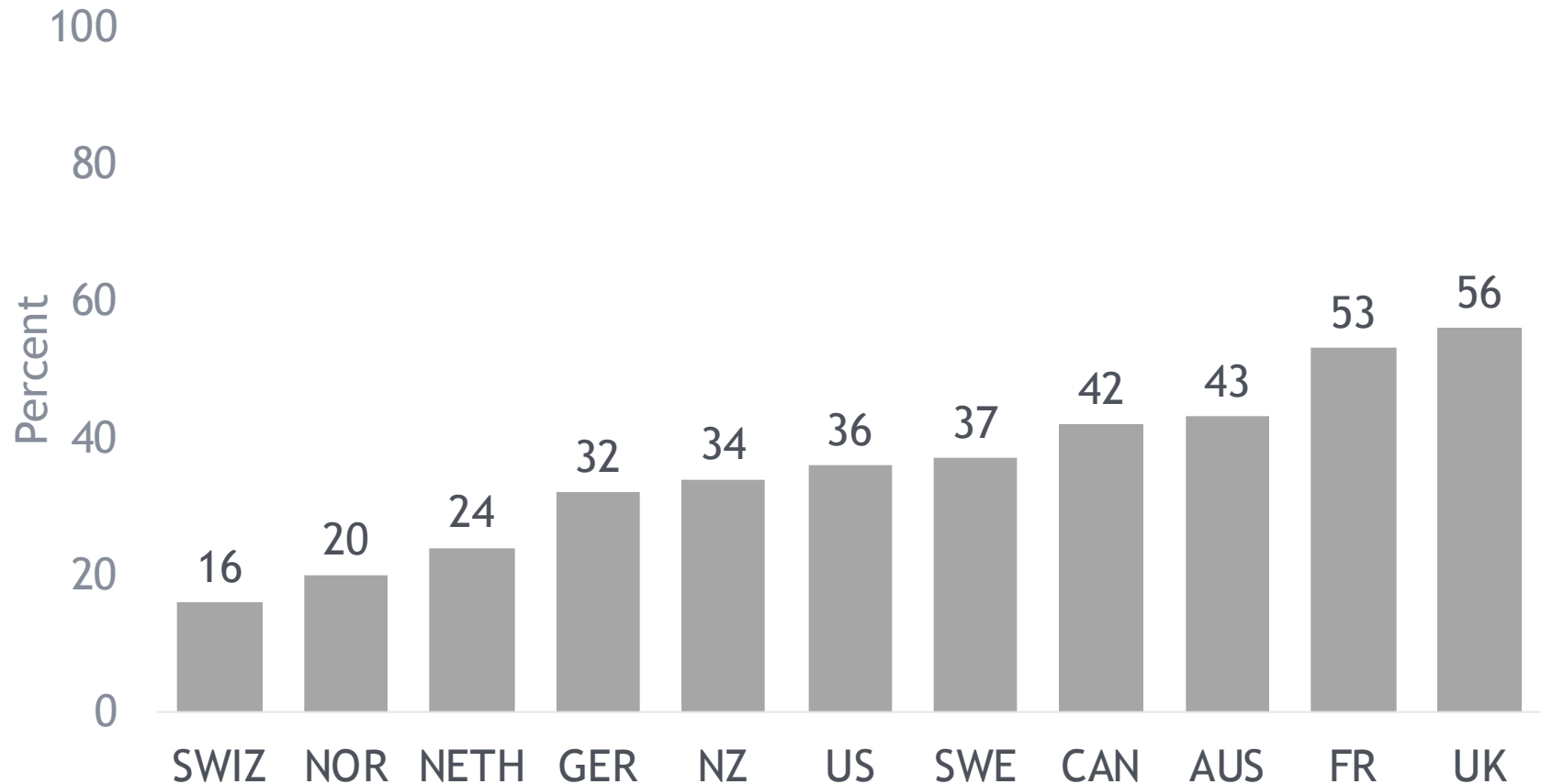
Frequently coordinates with social services or community providers



Lack of a referral system or mechanism to make referrals



Inadequate staffing to make referrals and coordinate care with social service organizations

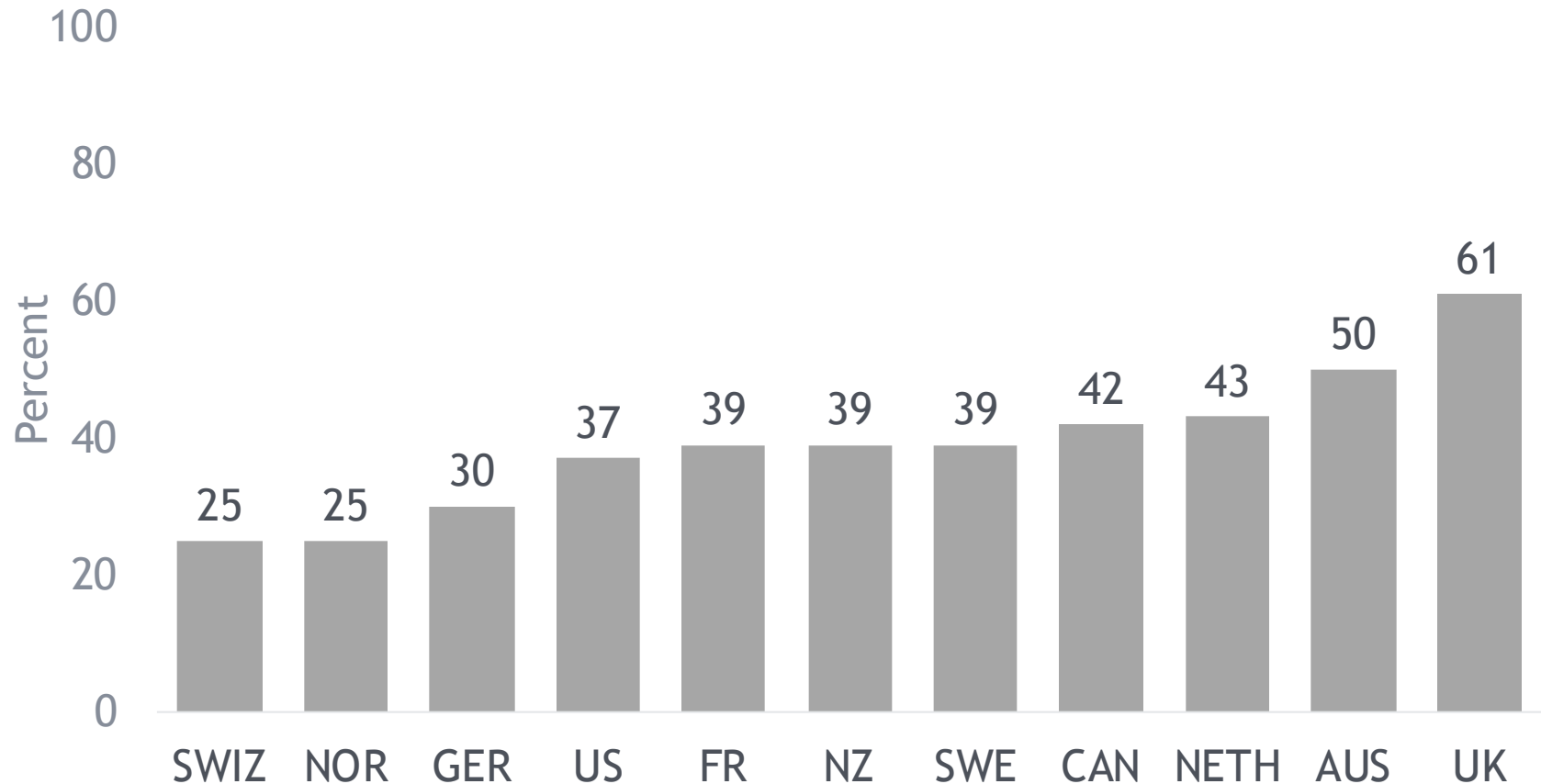


Source: Michelle M. Doty et al., "Primary Care Physicians' Role in Coordinating Medical and Health-Related Social Needs in Eleven Countries," *Health Affairs*, published online Dec. 10, 2019.

Definition: Percent of primary care physicians who reported this as a 'major' challenge for the primary care physician or other professional in their practice, in coordinating patient care with social services.

Swiss respondents had the option to report "do not coordinate with social services," and 14 percent of them chose this option. Their responses were excluded from these analyses.

Lack of follow-up from social service organizations about services patient received or needs

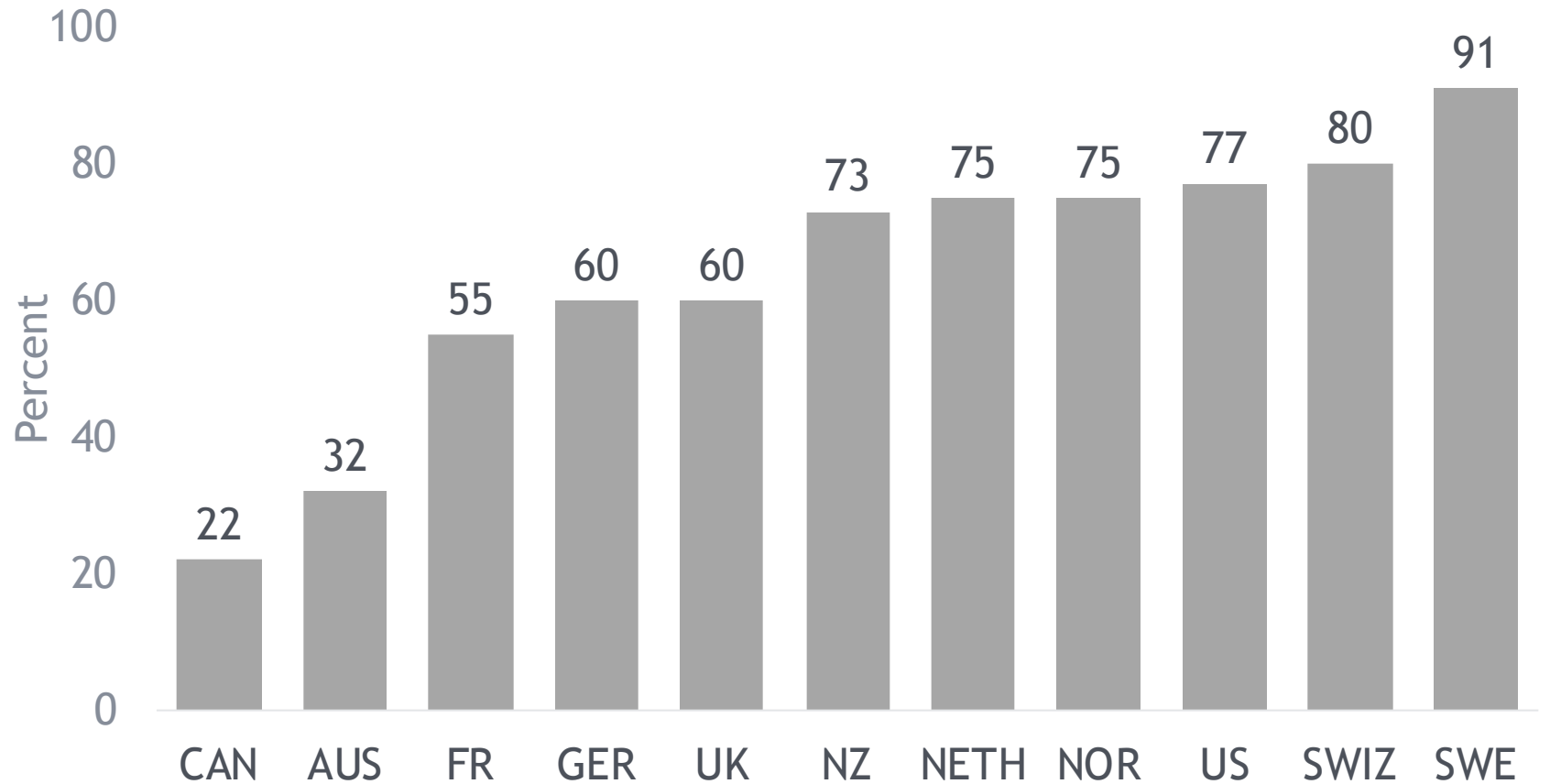


Source: Michelle M. Doty et al., "Primary Care Physicians' Role in Coordinating Medical and Health-Related Social Needs in Eleven Countries," *Health Affairs*, published online Dec. 10, 2019.

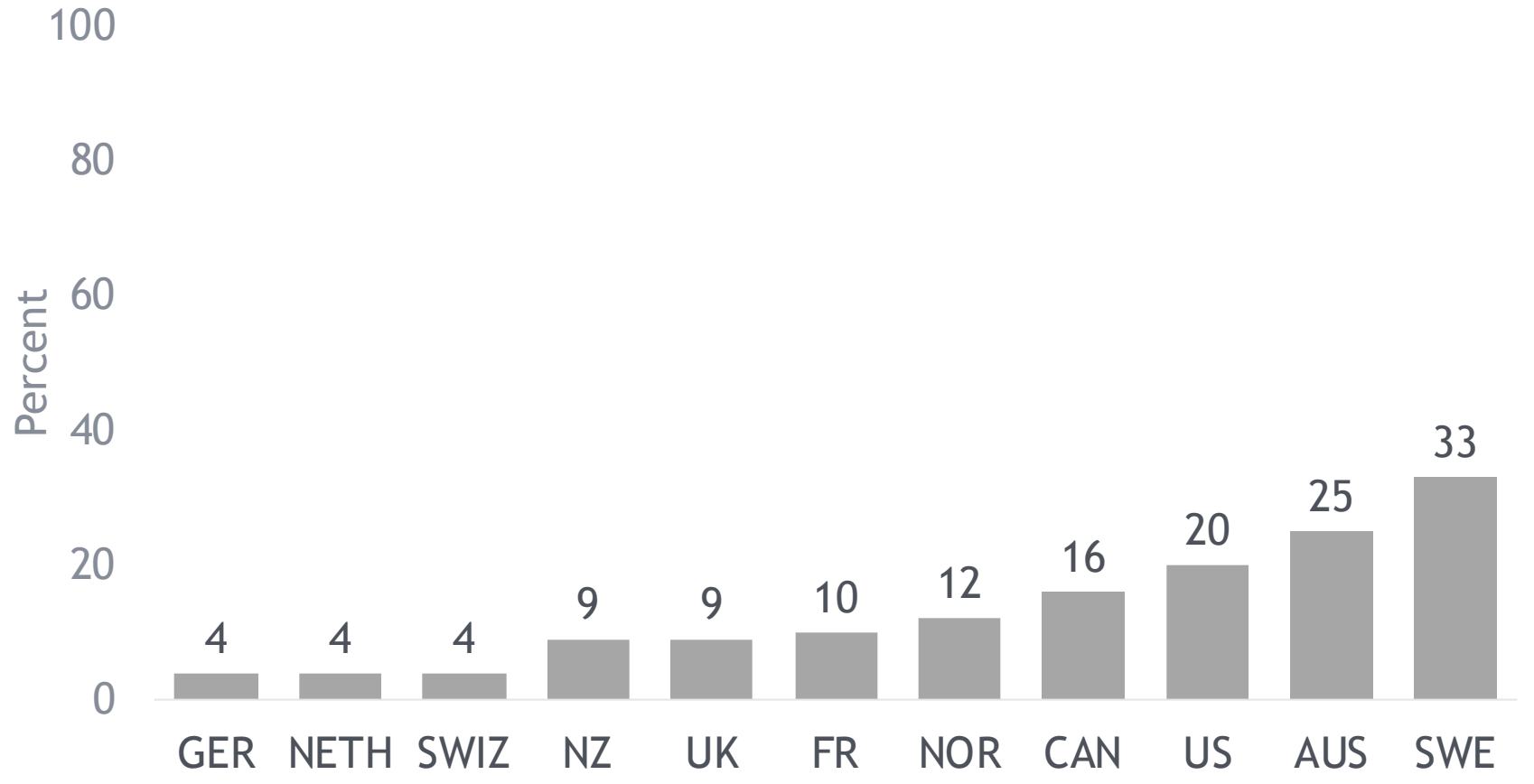
Definition: Percent of primary care physicians who reported this as a 'major' challenge for the primary care physician or other professional in their practice, in coordinating patient care with social services.

Swiss respondents had the option to report "do not coordinate with social services," and 13 percent of them chose this option. Their responses were excluded from these analyses.

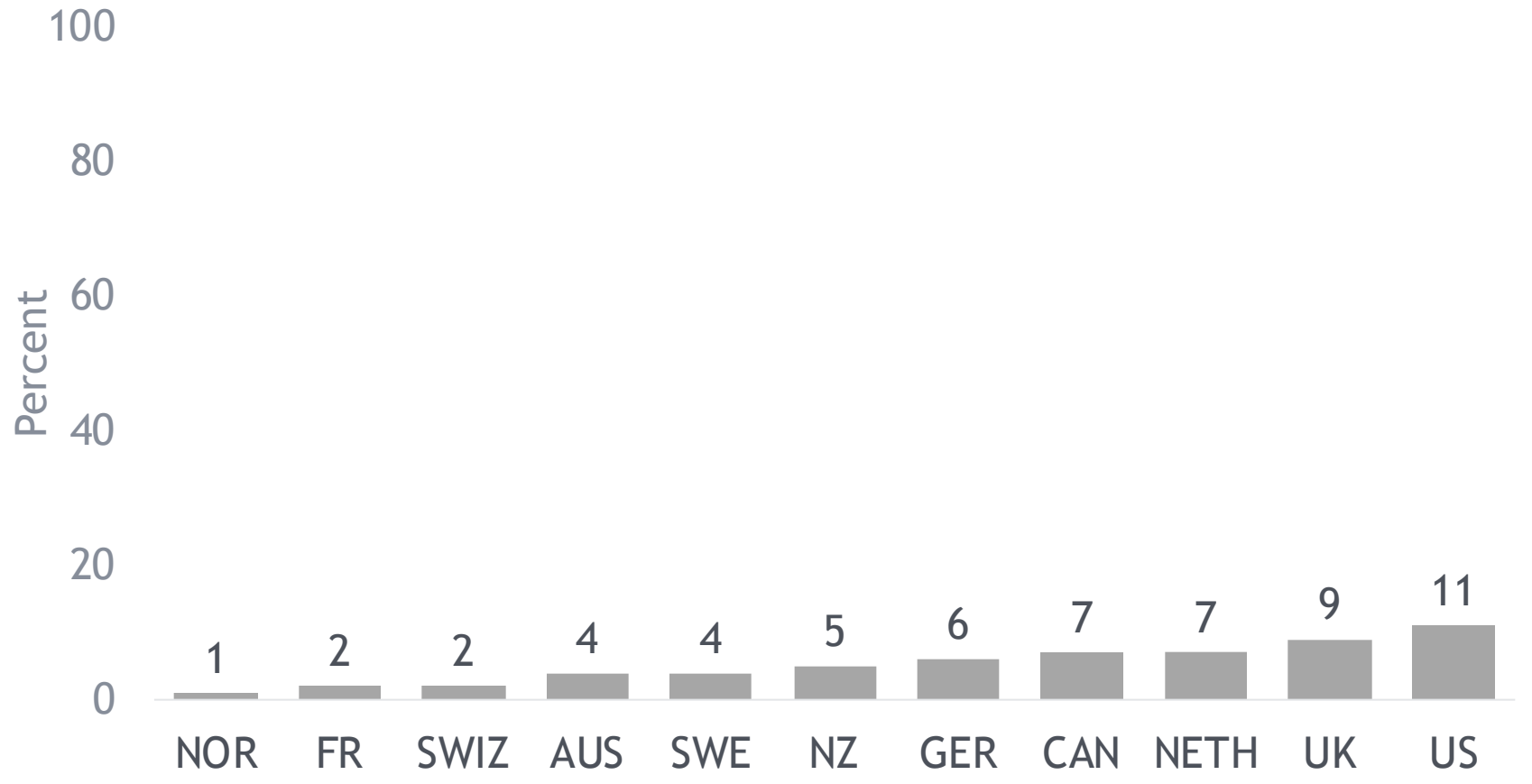
Practice offers patients option to communicate via email or secure website about a medical question



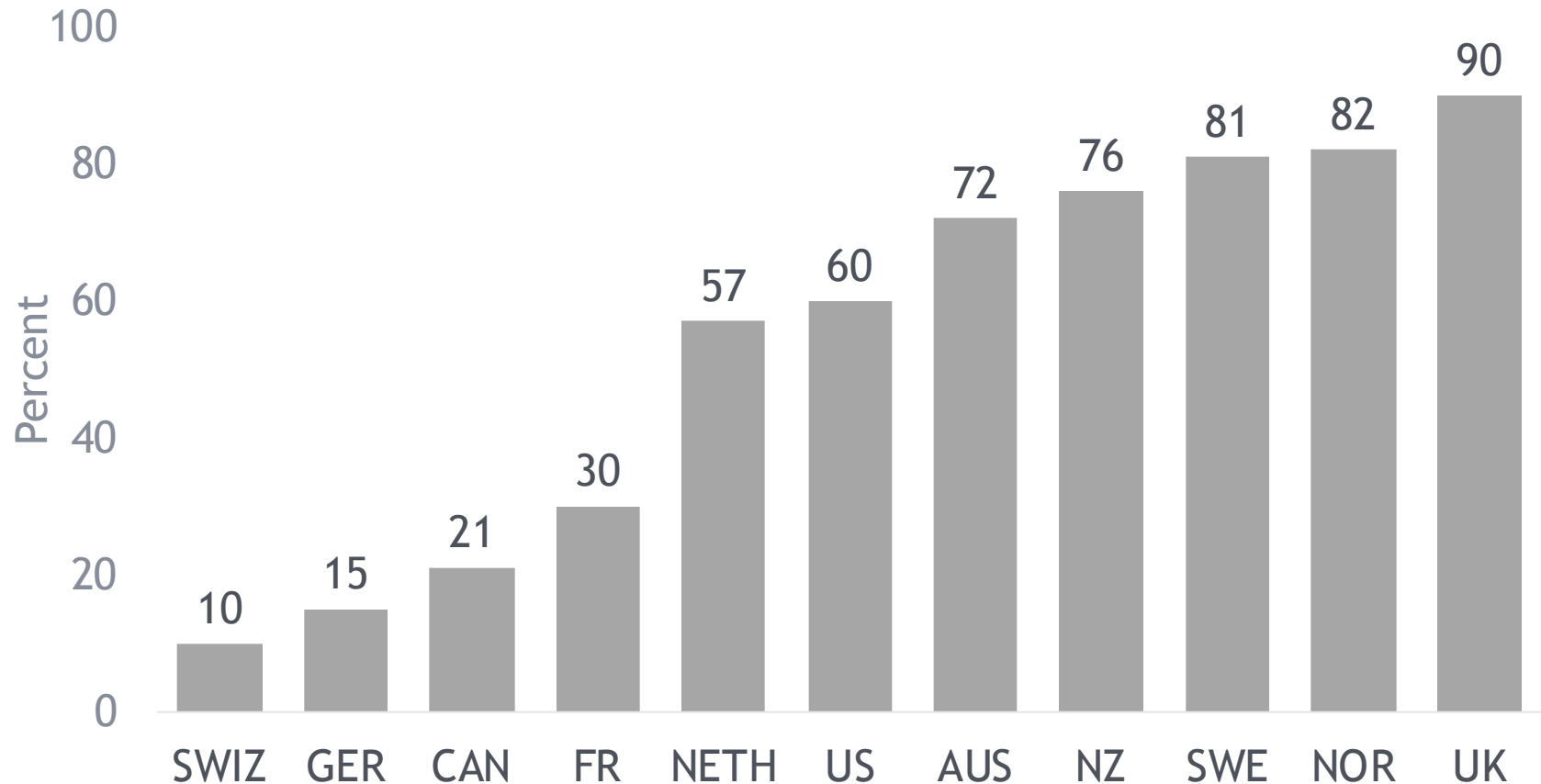
Practice frequently or occasionally uses video consultations



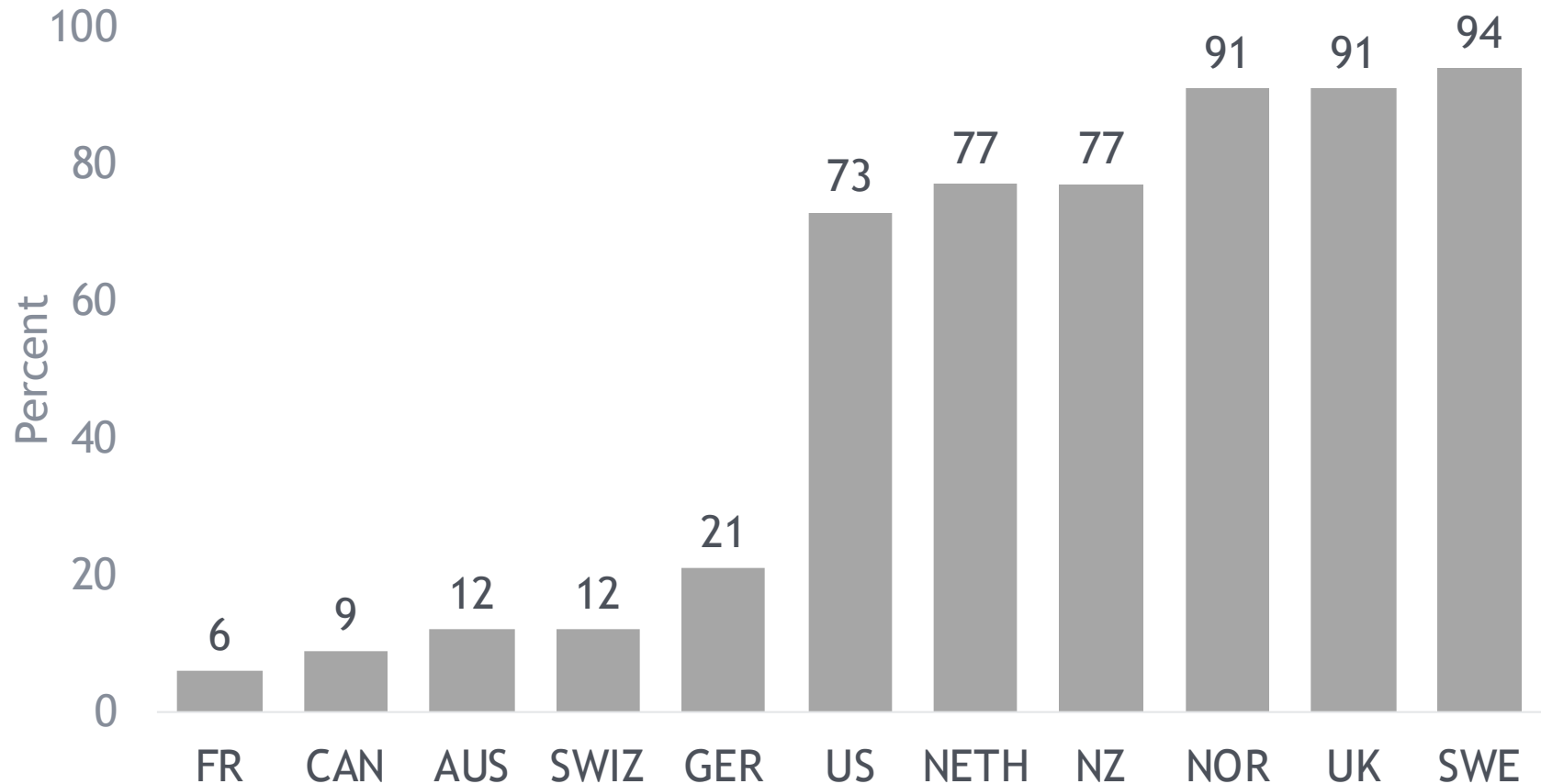
Usually or often uses remote monitoring or connected medical devices to monitor patients with chronic conditions



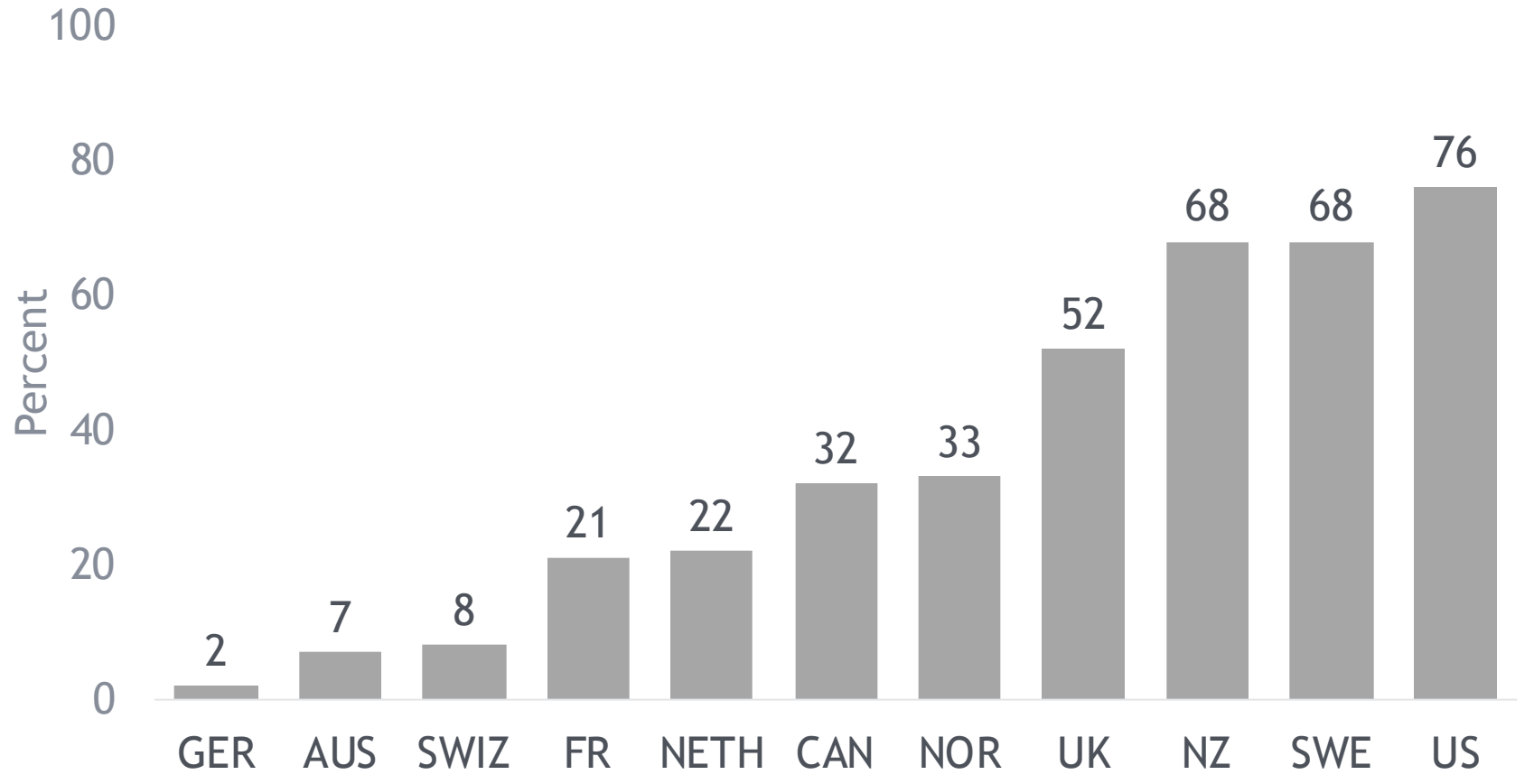
Practice offers patient option to request appointments online



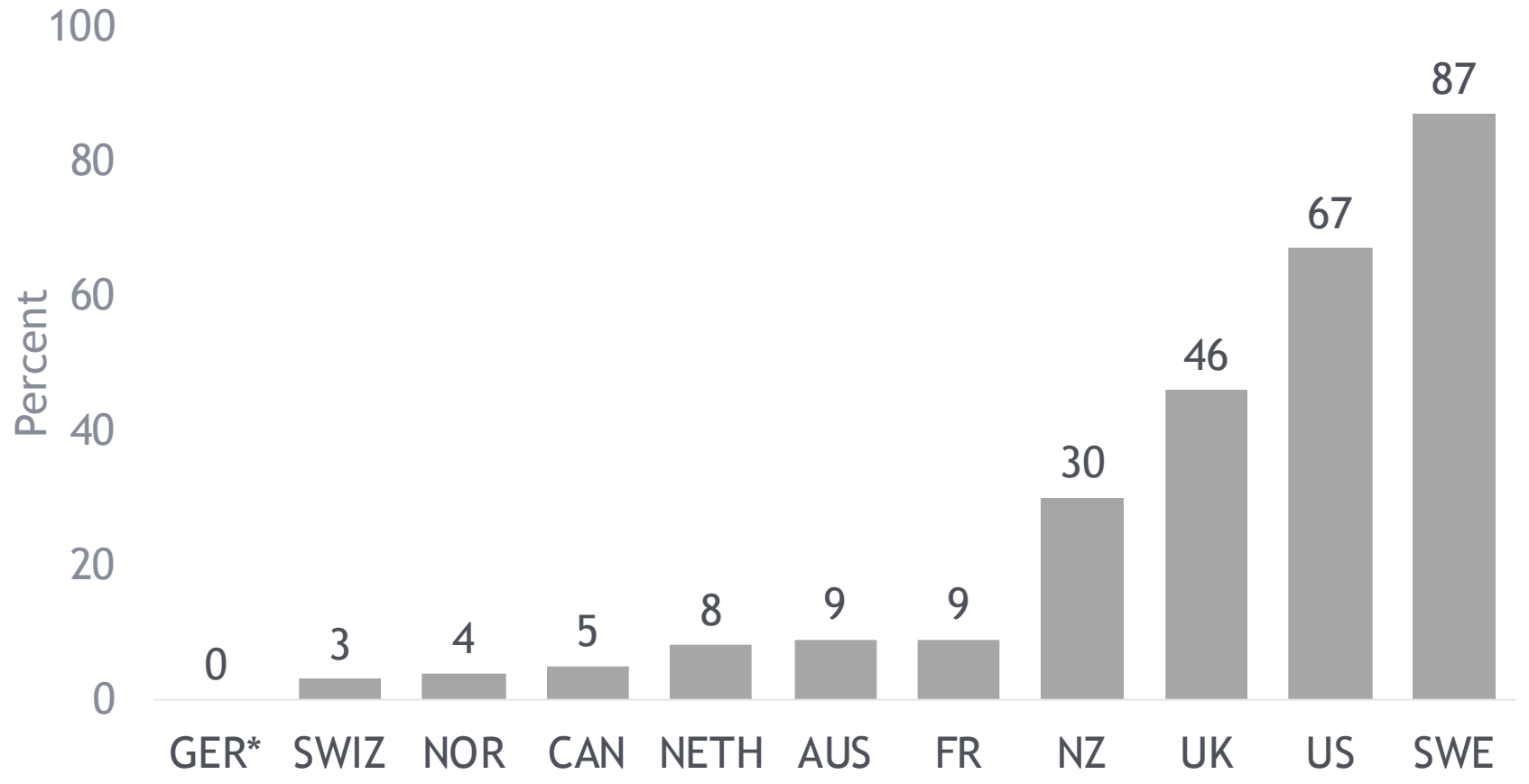
Practice offers patient option to request refills for prescriptions online



Practice offers patient option to view test results online



Practice offers patient option to view patient visit summaries online



* GER response <1%.

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.

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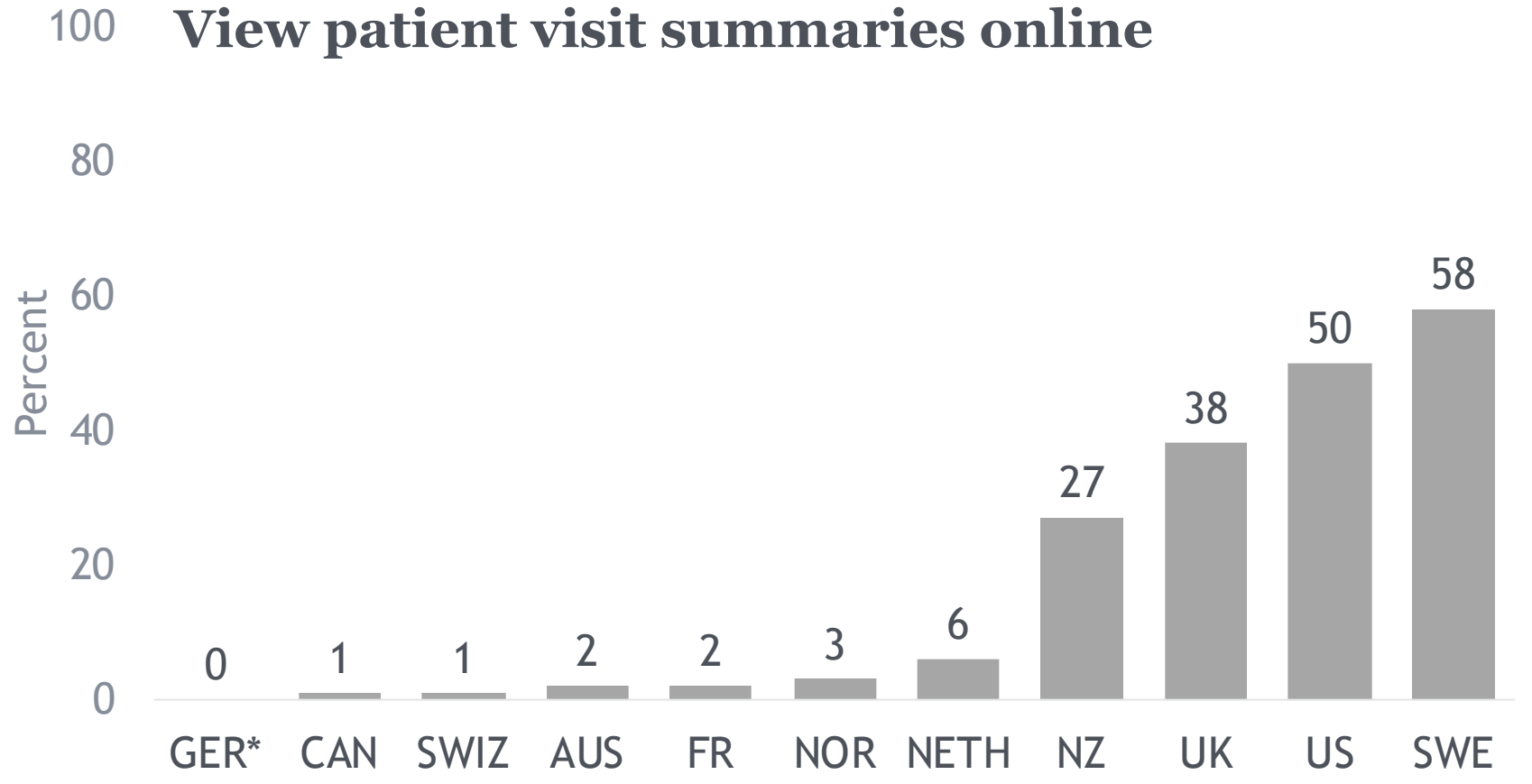
Practice offers all four of following functions:

Request appointments online

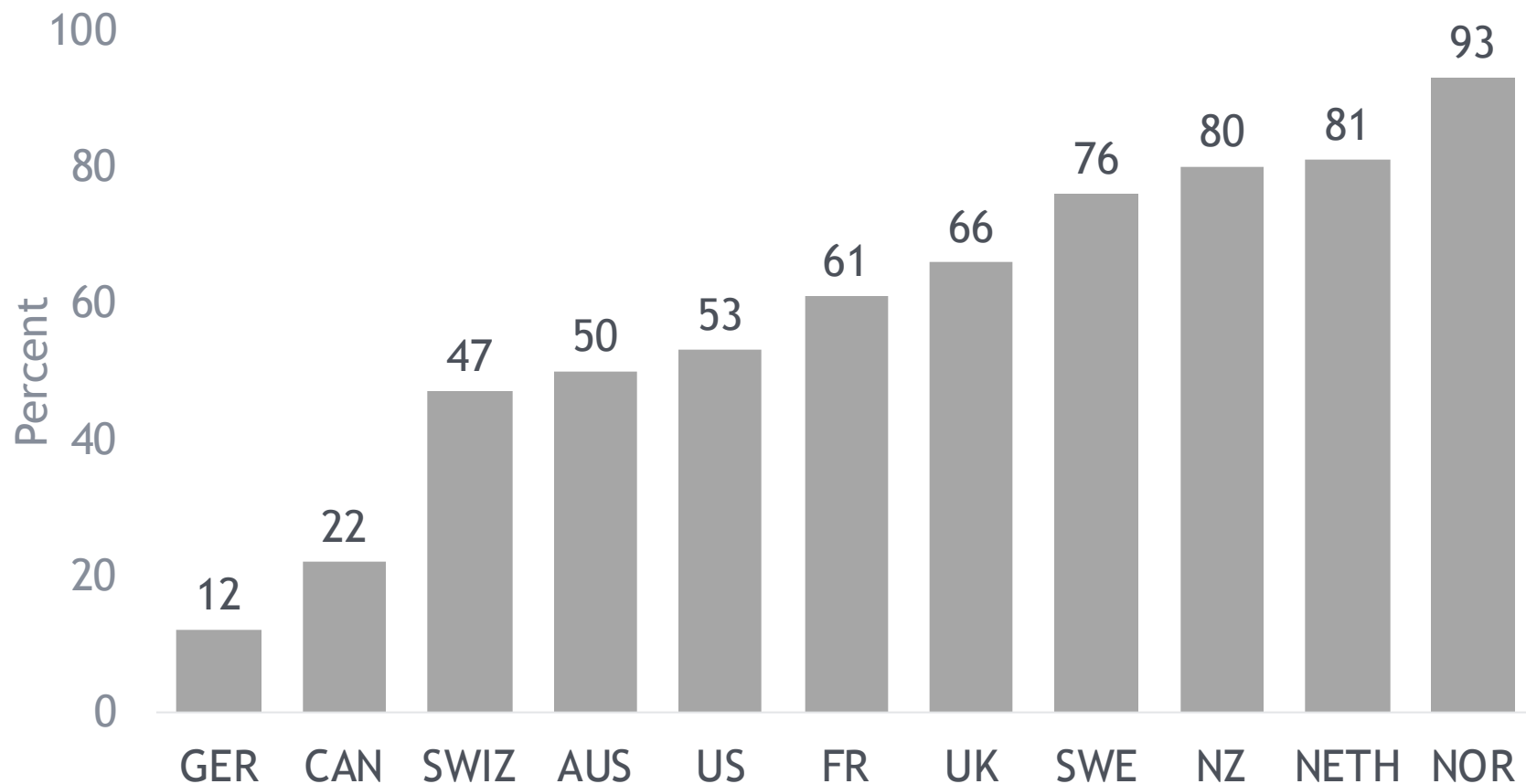
Request refills for prescriptions online

View test results online

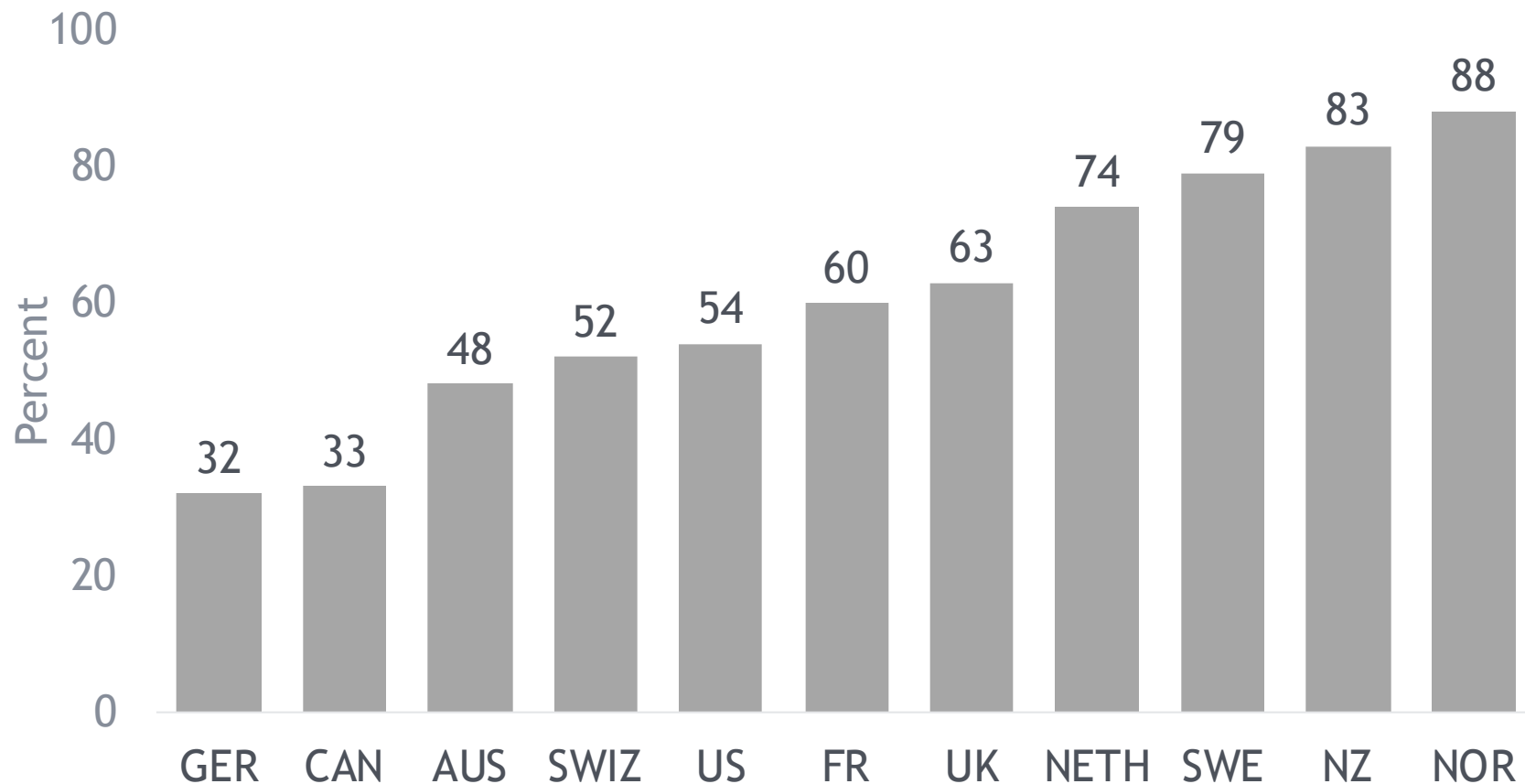
View patient visit summaries online



Able to electronically exchange patient clinical summaries with any doctors outside practice



Able to electronically exchange laboratory and diagnostic test results with any doctors outside practice



Able to electronically exchange lists of all medications taken by a patient with any doctors outside practice

