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.
Extended Patient Access to Primary Care

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

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Extended Patient Access to Primary Care

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

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Coordinating Patient Care with Other Clinical Providers Across Settings

Specialist coordination: Usually sends patient history and reason for consultation

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Coordinating Patient Care with Other Clinical Providers Across Settings

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

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Specialist coordination: Usually receives results from specialist within 1 week

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
After-hours coordination: Usually notified when patient seen for after-hours care

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Coordinating Patient Care with Other Clinical Providers Across Settings

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

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Coordinating Patient Care with Other Clinical Providers Across Settings

Hospital care coordination: Usually notified when patient has been admitted

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Coordinating Patient Care with Other Clinical Providers Across Settings

Hospital care coordination: Following discharge, information needed to continue managing patient received \( \leq 48 \) hours

<table>
<thead>
<tr>
<th>Country</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>FR</td>
<td>14</td>
</tr>
<tr>
<td>NOR</td>
<td>21</td>
</tr>
<tr>
<td>CAN</td>
<td>22</td>
</tr>
<tr>
<td>SWE</td>
<td>23</td>
</tr>
<tr>
<td>UK</td>
<td>23</td>
</tr>
<tr>
<td>AUS</td>
<td>24</td>
</tr>
<tr>
<td>SWIZ</td>
<td>34</td>
</tr>
<tr>
<td>NETH</td>
<td>46</td>
</tr>
<tr>
<td>US</td>
<td>52</td>
</tr>
<tr>
<td>NZ</td>
<td>57</td>
</tr>
<tr>
<td>GER</td>
<td>63</td>
</tr>
</tbody>
</table>

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Coordinating Patient Care with Other Clinical Providers Across Settings

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

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Coordinating Patient Care with Other Clinical Providers Across Settings

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

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Coordinating Patient Care with Social Services and Community Providers

Frequently coordinates with social services or community providers

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Challenges Coordinating Patient Care with Social Services and Community Providers

Lack of a referral system or mechanism to make referrals

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 12 percent of them chose this option. Their responses were excluded from these analyses.
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.
Health Information Technology That Facilitates Coordinating Care with Patients

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

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Health Information Technology That Facilitates Coordinating Care with Patients

Practice frequently or occasionally uses video consultations

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Health Information Technology That Facilitates Coordinating Care with Patients

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

<table>
<thead>
<tr>
<th>Country</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOR</td>
<td>1</td>
</tr>
<tr>
<td>FR</td>
<td>2</td>
</tr>
<tr>
<td>SWIZ</td>
<td>2</td>
</tr>
<tr>
<td>AUS</td>
<td>4</td>
</tr>
<tr>
<td>SWE</td>
<td>4</td>
</tr>
<tr>
<td>NZ</td>
<td>5</td>
</tr>
<tr>
<td>GER</td>
<td>6</td>
</tr>
<tr>
<td>CAN</td>
<td>7</td>
</tr>
<tr>
<td>NETH</td>
<td>7</td>
</tr>
<tr>
<td>UK</td>
<td>9</td>
</tr>
<tr>
<td>US</td>
<td>11</td>
</tr>
</tbody>
</table>

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Health Information Technology That Facilitates Coordinating Care with Patients

Practice offers patient option to request appointments online

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Health Information Technology That Facilitates Coordinating Care with Patients

Practice offers patient option to request refills for prescriptions online

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Health Information Technology That Facilitates Coordinating Care with Patients

Practice offers patient option to view test results online

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Health Information Technology That Facilitates Coordinating Care with Patients

Practice offers patient option to view patient visit summaries online

- GER* = 0%
- SWIZ = 3%
- NOR = 4%
- CAN = 5%
- NETH = 8%
- AUS = 9%
- FR = 9%
- NZ = 30%
- UK = 46%
- US = 67%
- SWE = 87%

* GER response <1%.

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Health Information Technology That Facilitates Coordinating Care with Patients

Practice offers all four of following functions:
Request appointments online
Request refills for prescriptions online
View test results online
View patient visit summaries online

* GER response 0%.

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Able to electronically exchange patient clinical summaries with any doctors outside practice

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Health Information Technology That Facilitates Coordinating Care With Clinical Providers

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

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
Able to electronically exchange lists of all medications taken by a patient with any doctors outside practice

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