

2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians

EMBARGOED UNTIL TUESDAY DECEMBER 8, 2015

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The Commonwealth Fund**



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- **18th annual survey**
- **Views and experiences of primary care doctors in 11 countries**
- **Samples: Australia (747), Canada (2,284), France (502), Germany (559), Netherlands (618), New Zealand (503), Norway (864), Sweden (2,905), Switzerland (1,065), United Kingdom (1001), and United States (1,001)**
- **Field period was March to June 2015 (France – September to November 2015)**
- **Topics:**
 - **Practice preparedness to manage patients with complex needs**
 - **Capacity to provide access and care management**
 - **Communication and care coordination**
 - **Health information technology**
 - **System views and physician satisfaction**

Doctors' Views of Practice Preparedness to Manage Care for Patients with Complex Needs



Doctors' Views of Practice Preparedness to Manage Patients with Complex Needs

	Multiple Chronic Conditions	Palliative Care	Dementia	Long-Term Home Care Services	Social Services in the Community	Severe Mental Health Problems	Substance Use-Related Issues
AUS	●	◐	◐	◐	◐	◐	○
CAN	◐	◐	◐	◐	◐	○	○
FR	◐	◐	◐	◐	○	○	○
GER	◆ ●	◐	◆ ◐	◐	◆ ◐	◐	○
NETH	◆ ●	◆ ●	◐	◆ ●	○	◆ ◐	○
NZ	●	◐	◐	◐	◐	○	○
NOR	●	◐	◆ ◐	◆ ●	◐	◆ ◐	◆ ◐
SWE	◐	○	◐	◐	◐	○	○
SWIZ	●	◐	◐	◐	◆ ◐	◐	○
UK	●	◆ ●	◐	◐	◐	◐	◆ ◐
US	●	◐	◐	◐	◐	○	○

>75% of doctors reporting "well-prepared"
 >25% and ≤ 75% of doctors reporting "well-prepared"
 ≤ 25% of doctors reporting "well-prepared"

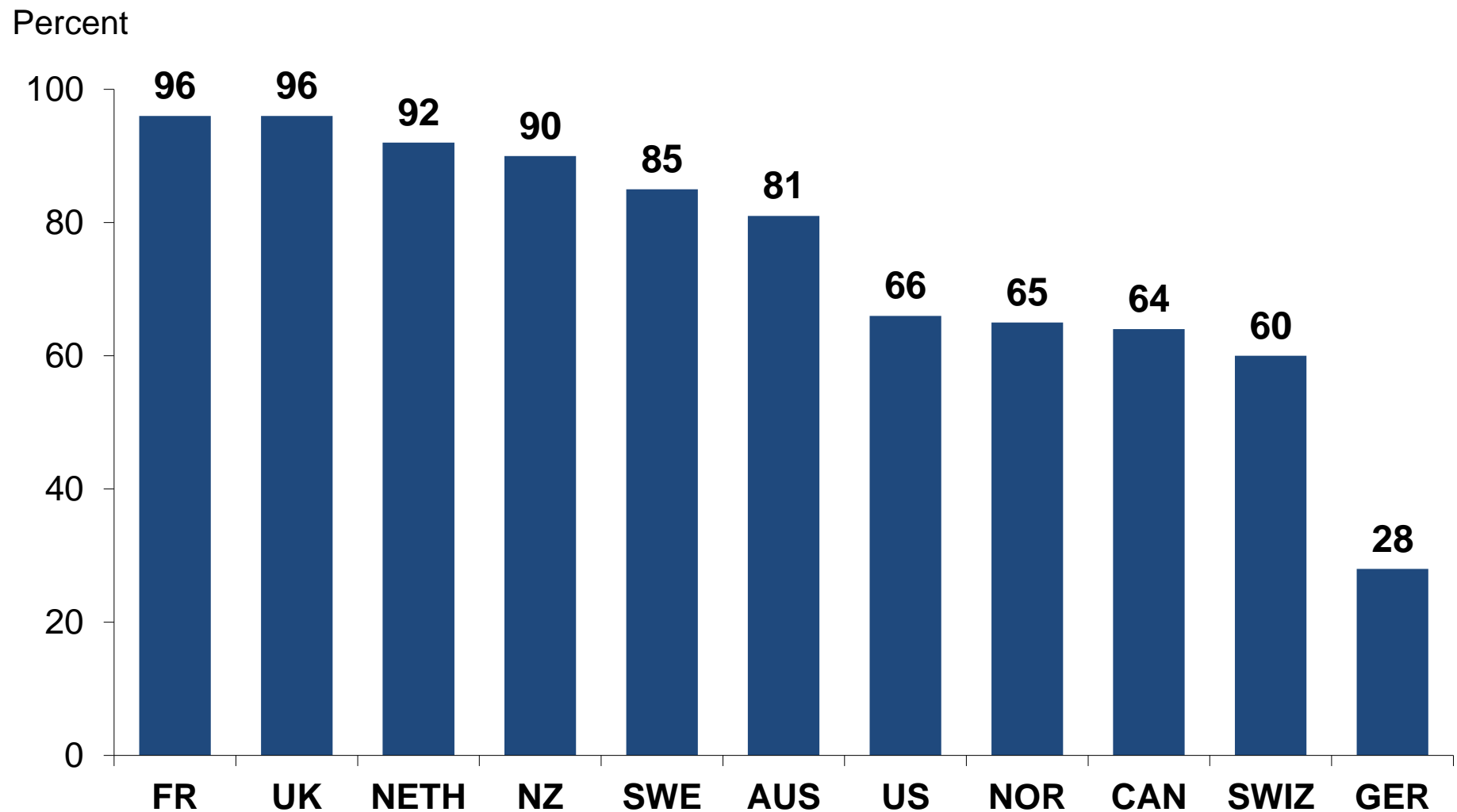
◆ Top 2 countries in each category

Base: Excludes doctors who report that they "never" see these patients.
 Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.

Primary Care Practice Capacity to Provide Enhanced Access and Care Management

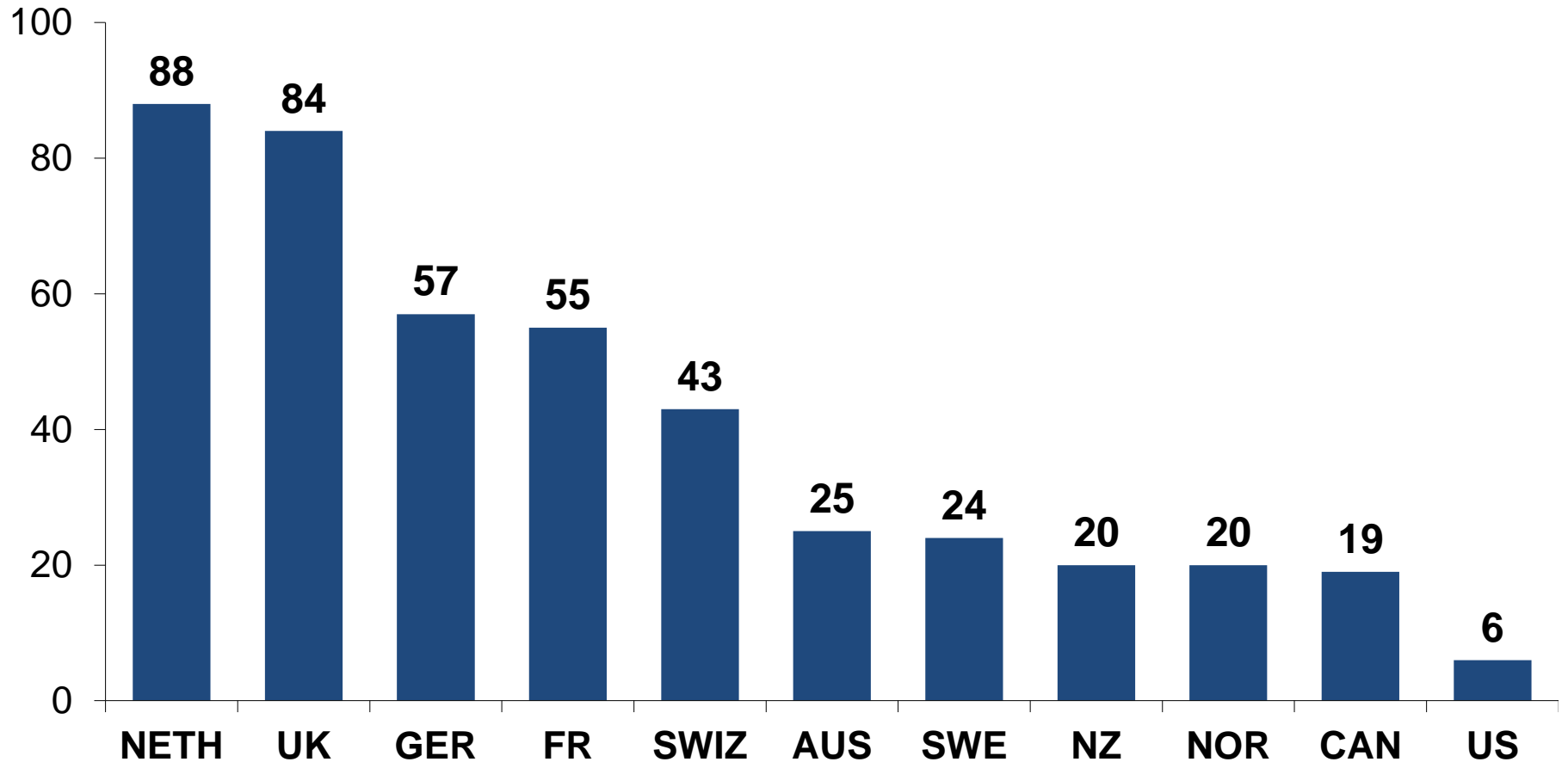


Practice Uses Nurses or Case Managers to Monitor and Manage Care for Patients with Chronic Conditions



Practice Staff *Frequently* Make Home Visits

Percent

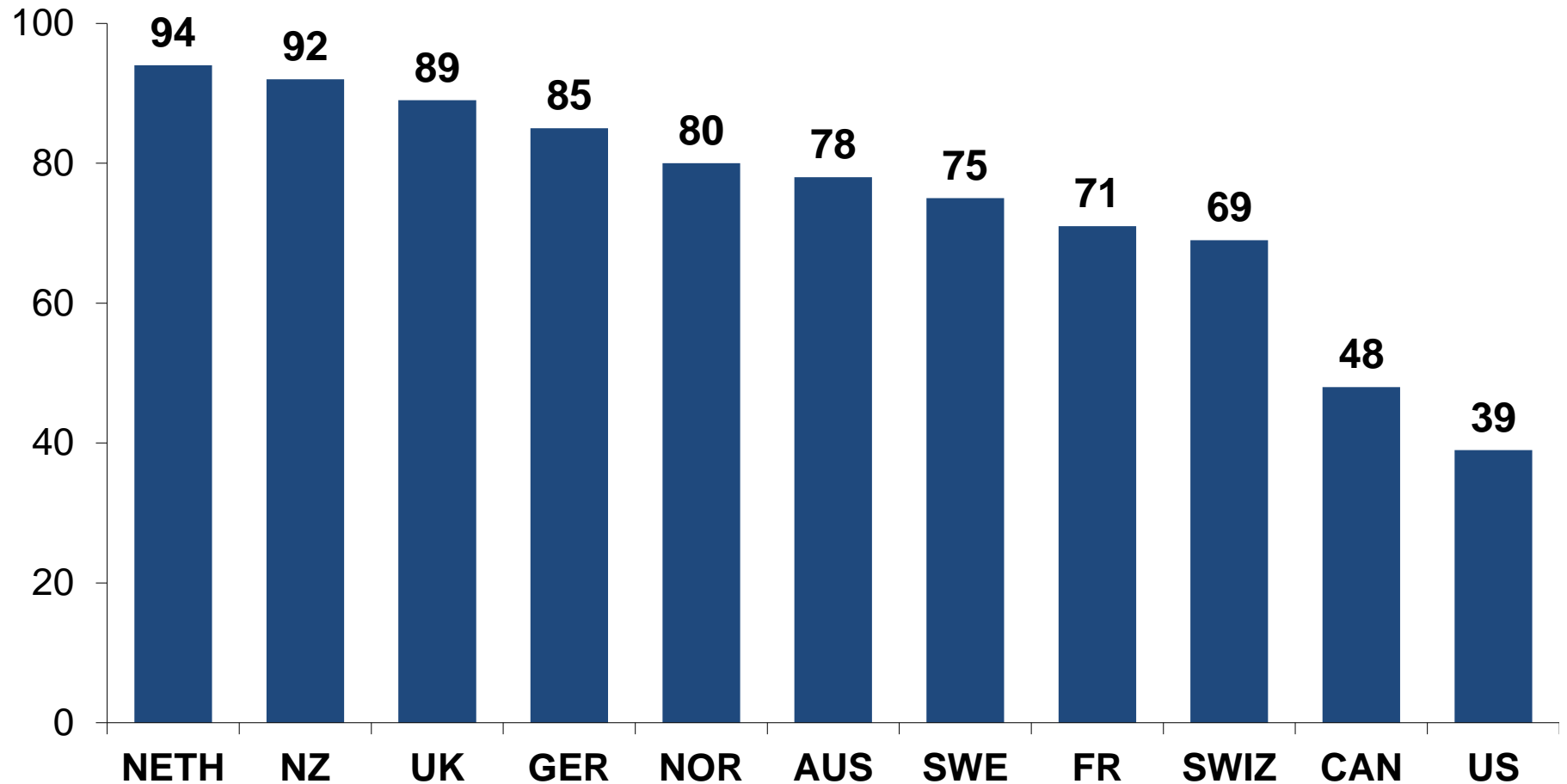


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Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.

Practice Has Arrangement for Patients to See Doctor or Nurse for After-Hours Care

Percent



* In Norway, respondents were asked whether their practice has arrangements or if there are regional arrangements.

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



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Primary Care Practice Provides Patient with Electronic Access

Percent reporting their practice offers patients the option to:	AUS	CAN	FR	GER	NETH	NZ	NOR	SWE	SWIZ	UK	US
E-mail about medical question or concern	30	15	54	50	57	53	32	61	80	38	57
View online, download, or transmit information from their medical record	11	7	18	8	13	24	3	20	11	28	60

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.

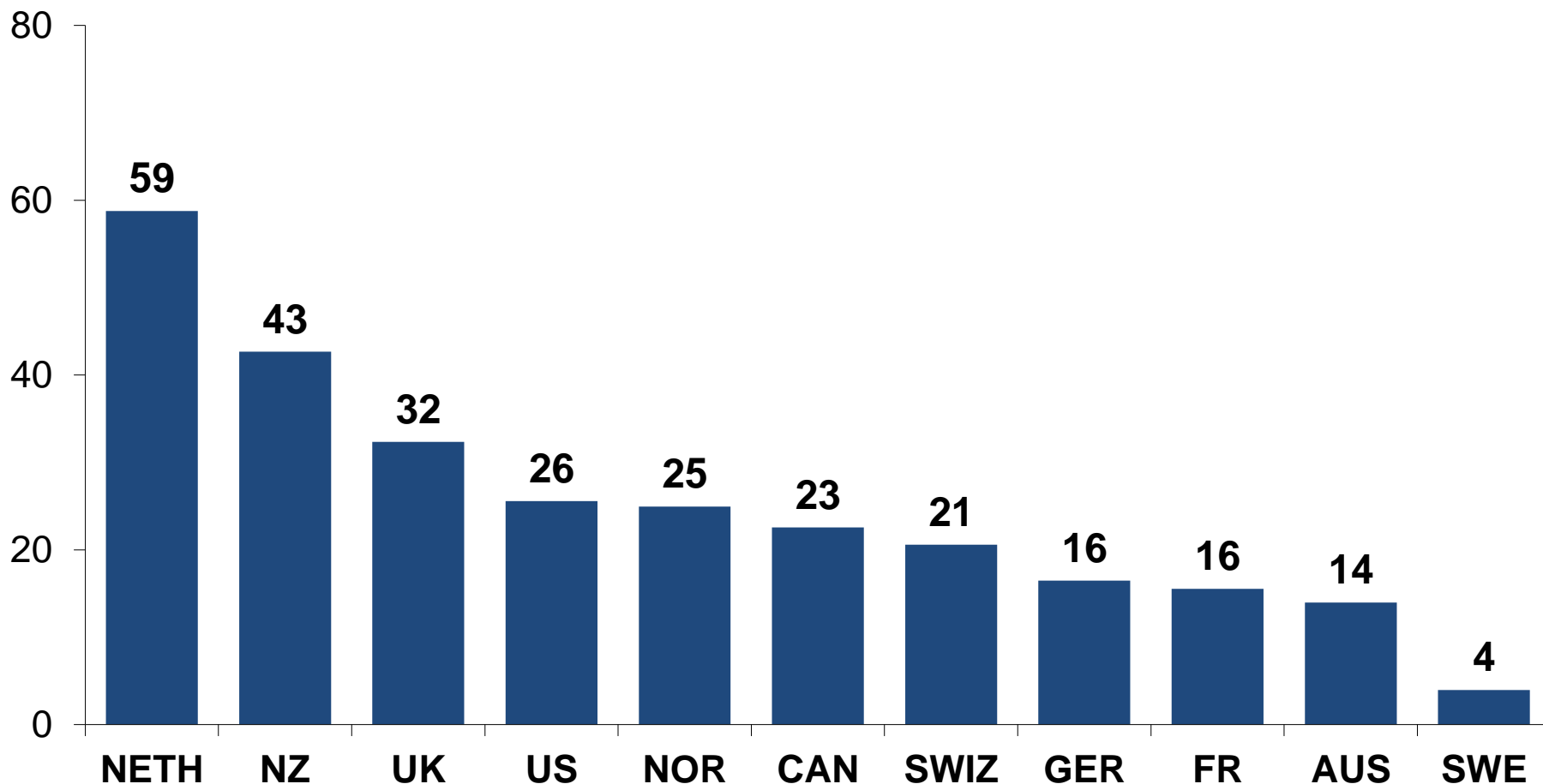


Primary Care Doctors' Experiences with Communication and Care Coordination



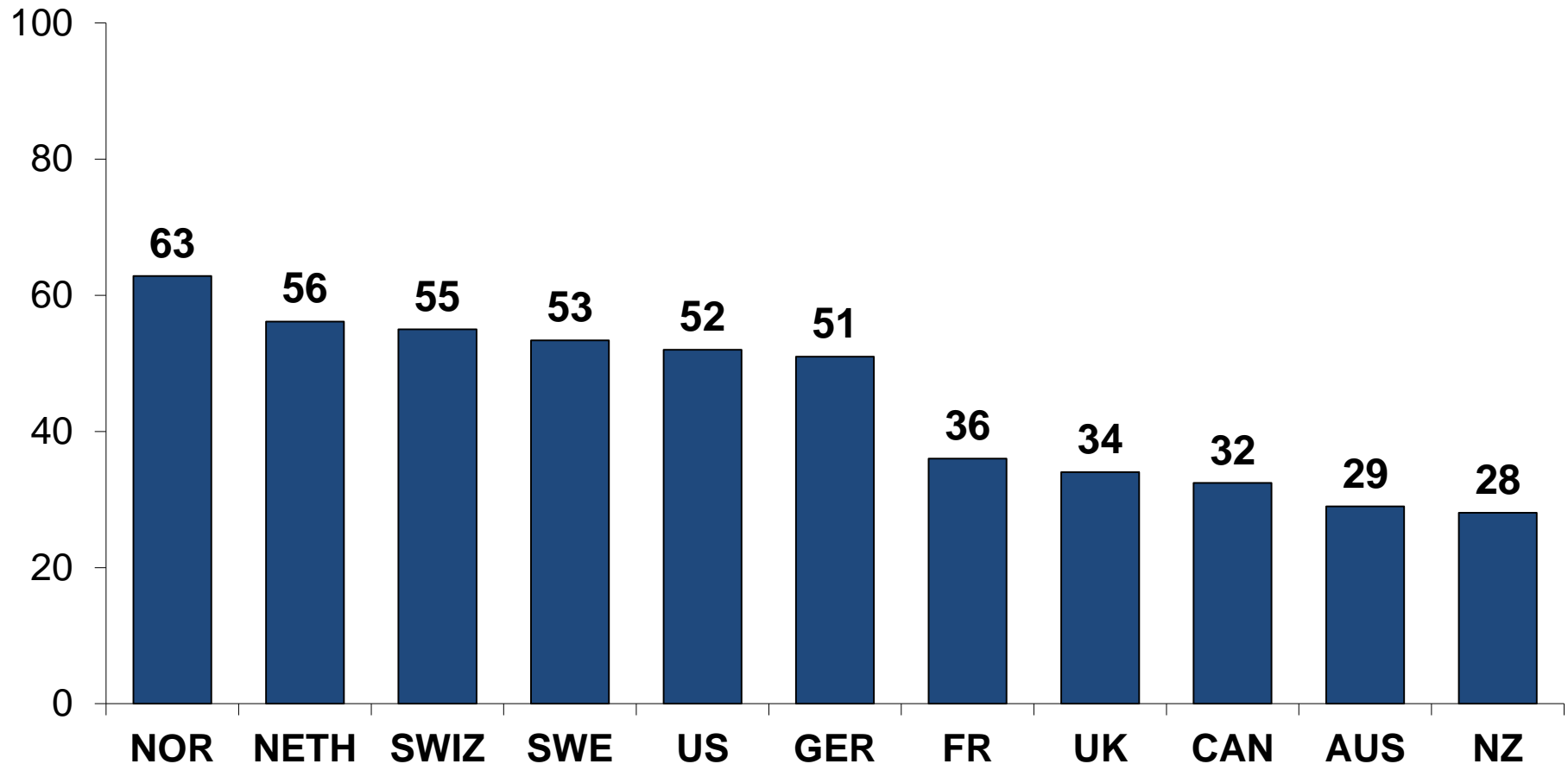
Primary Care Doctors' Communication with Emergency Department and Hospital

Percent who report they *always* receive notification
when a patient is seen in the ED and when a patient is discharged from the hospital:



Practice *Routinely* Communicates with Home Care Providers About Patients' Needs and Services

Percent



Base: Excludes those who responded "not applicable."

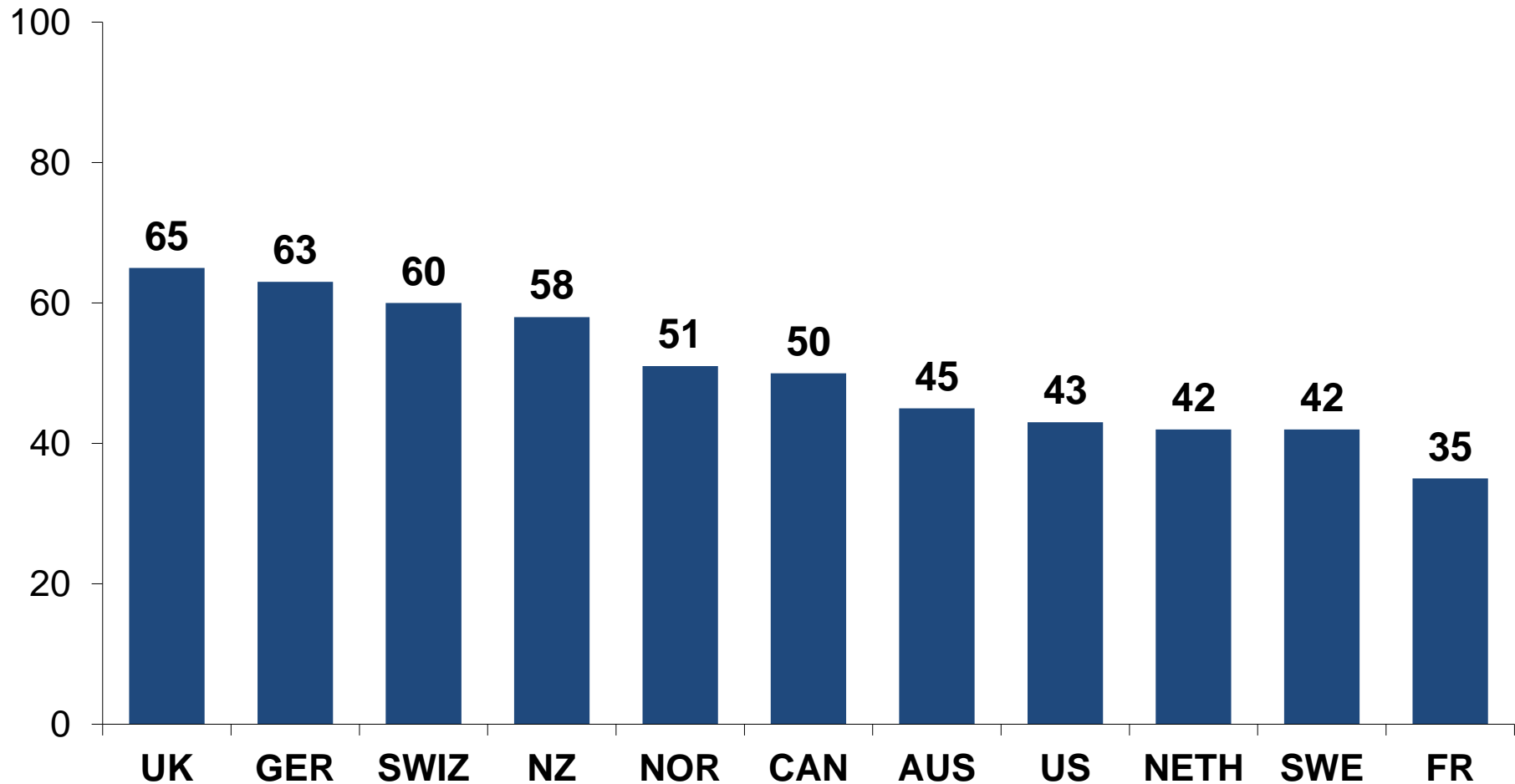
Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



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Practice *Frequently* Coordinates Care with Social Services or Other Community Providers

Percent



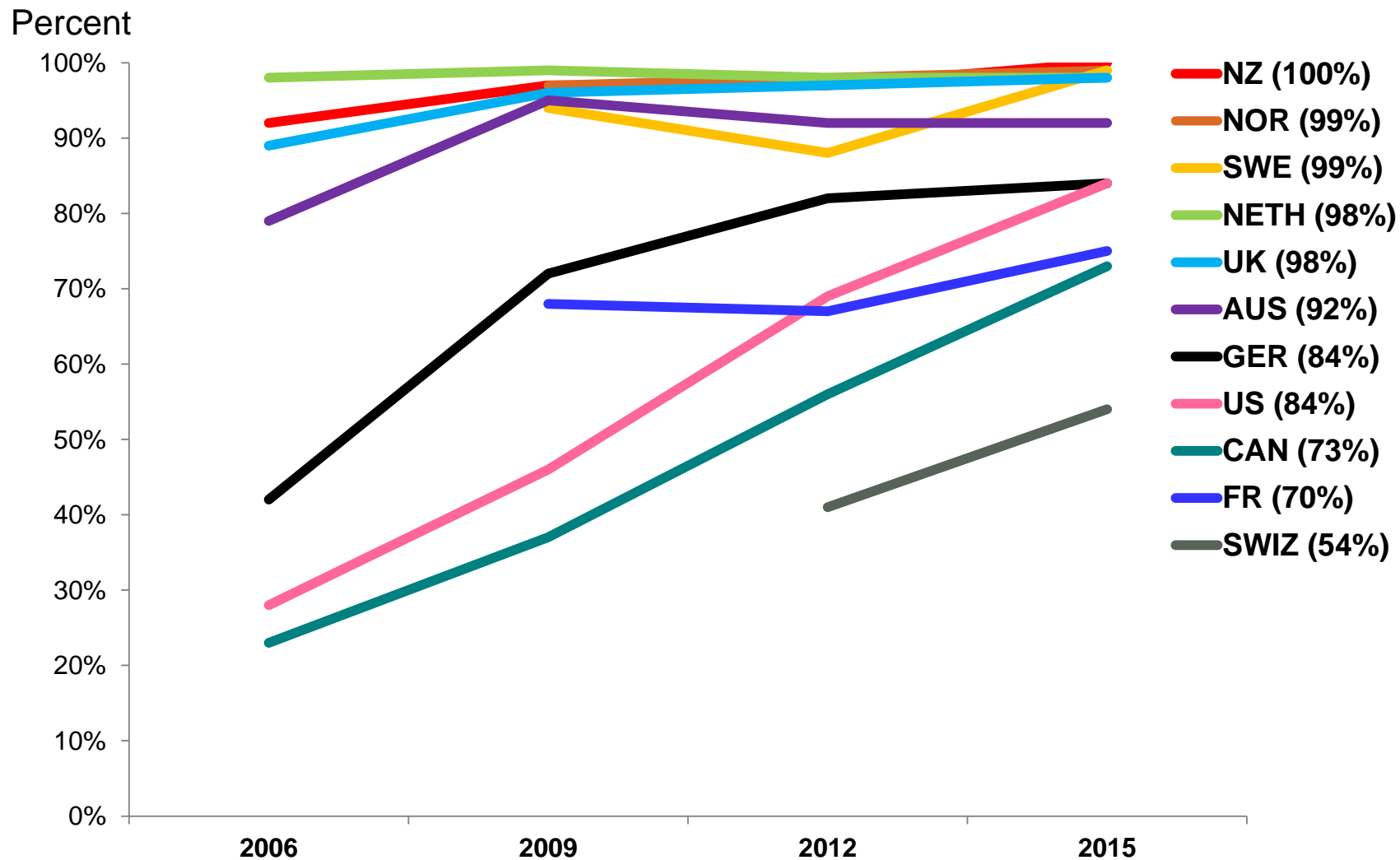
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Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.

Health Information Technology



Doctors' Use of Electronic Medical Records, 2006-2015



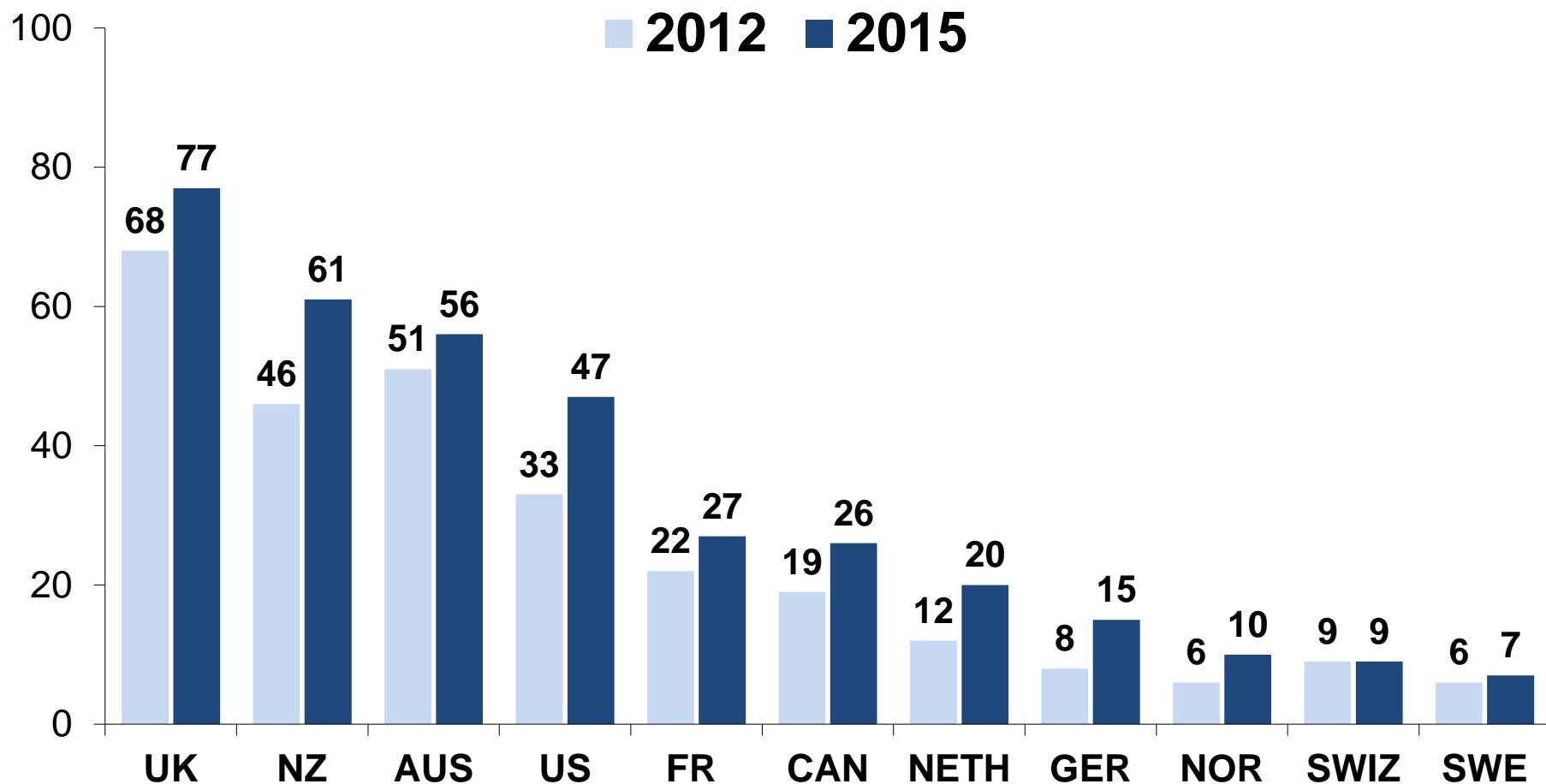
Source: 2006-2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



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Doctor Routinely Receives Computerized Reminder for Guideline-Based Intervention or Screening Tests

Percent

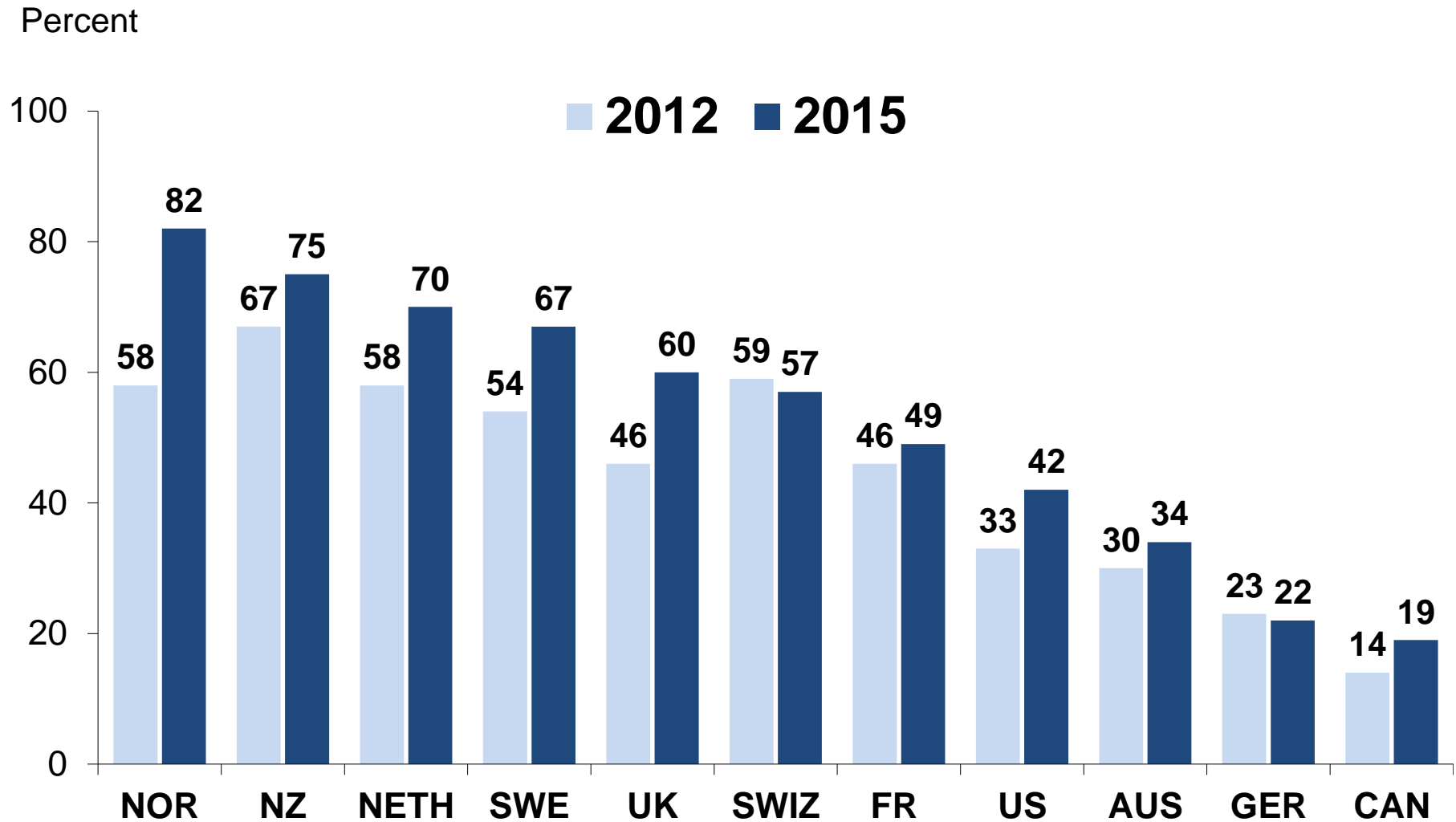


Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



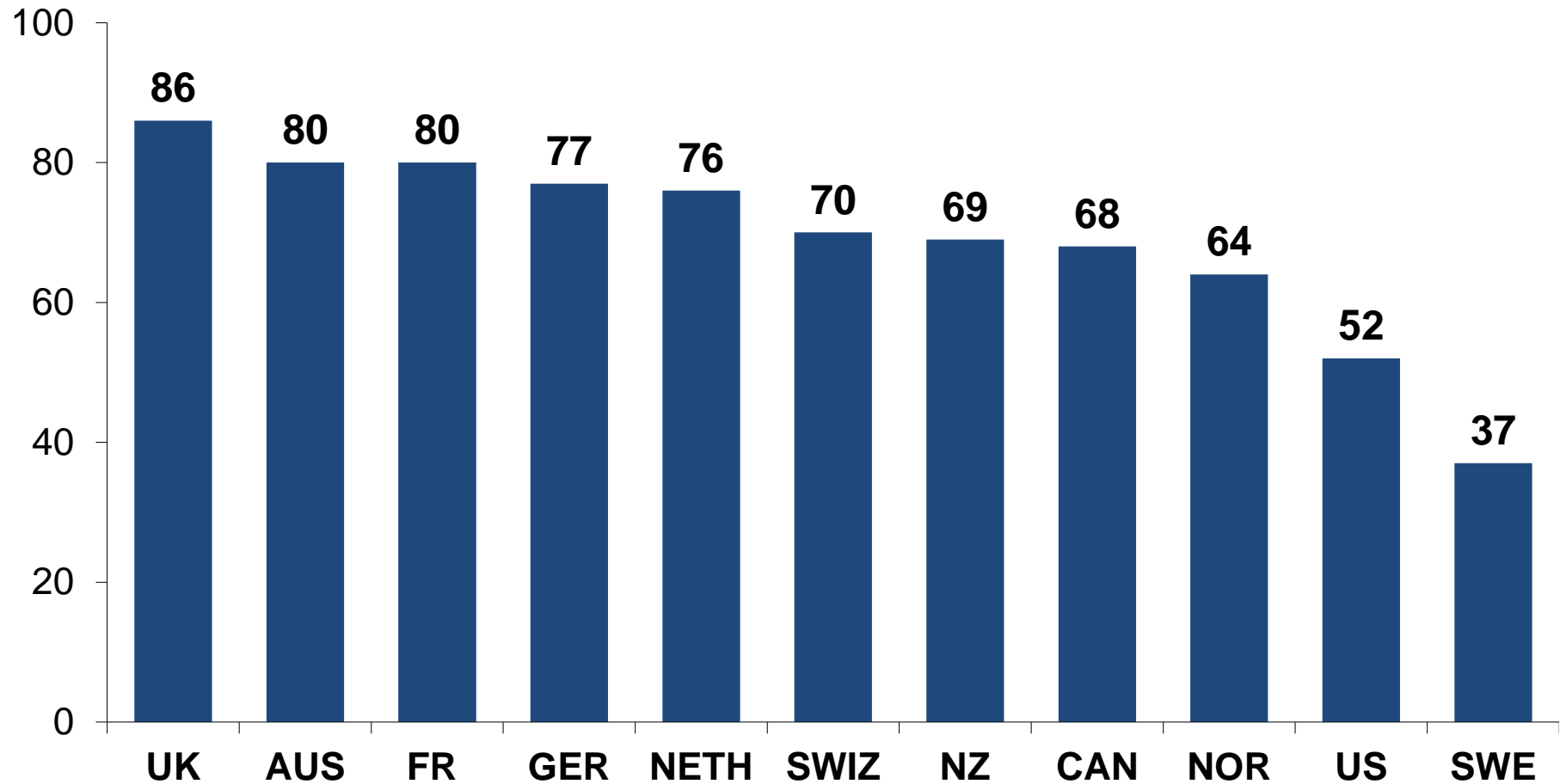
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Doctor Can Electronically Exchange Patient Summaries with Doctors Outside their Practice



Satisfaction with Electronic Medical Record

Percent of primary care doctors reporting they are very satisfied or satisfied with their electronic medical record



Base: Doctors reporting they use an electronic record

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



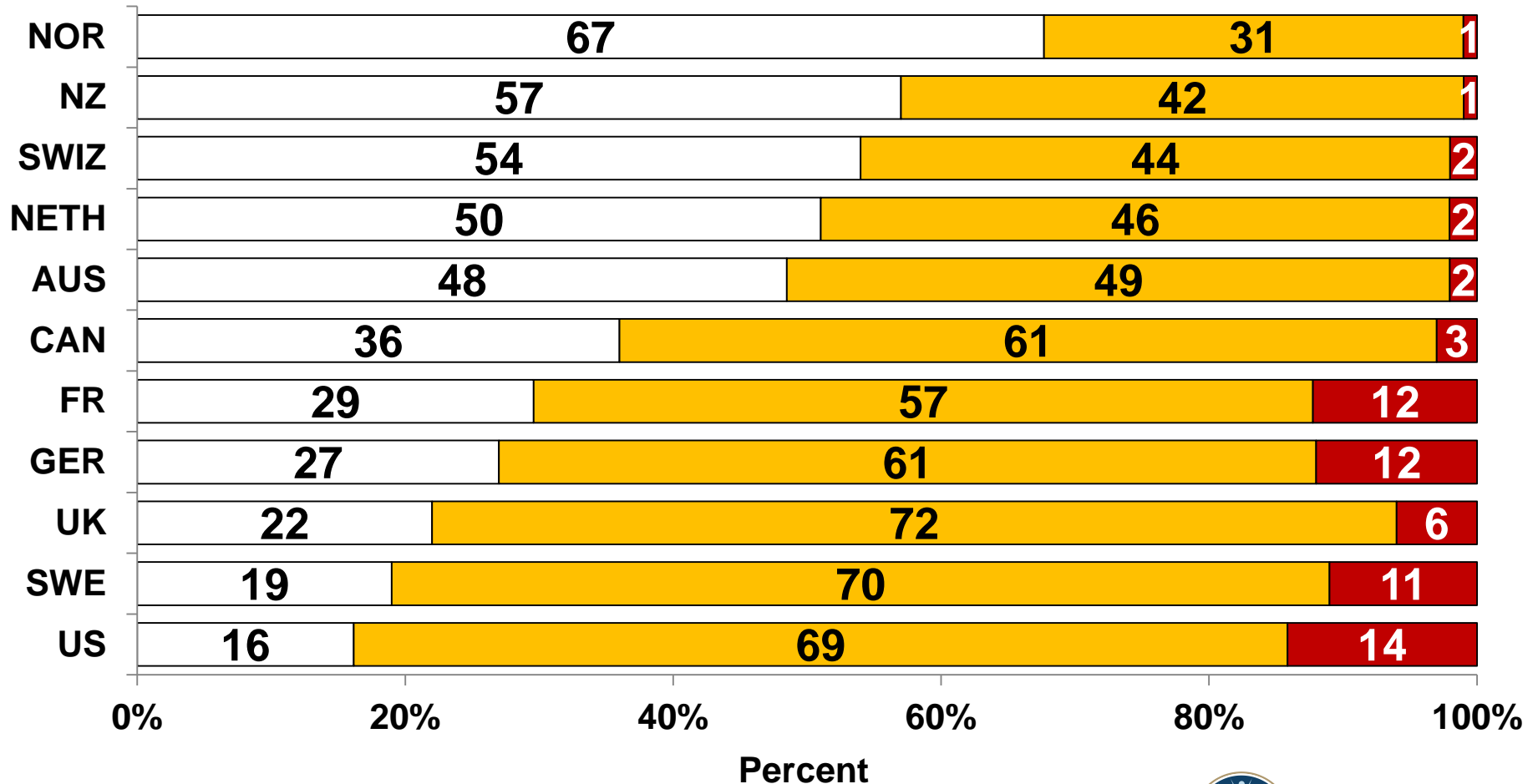
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Primary Care Doctors' Views of the Health Care System and Practice Issues



Overall Views of Health Care System Among Primary Care Physicians, 2015

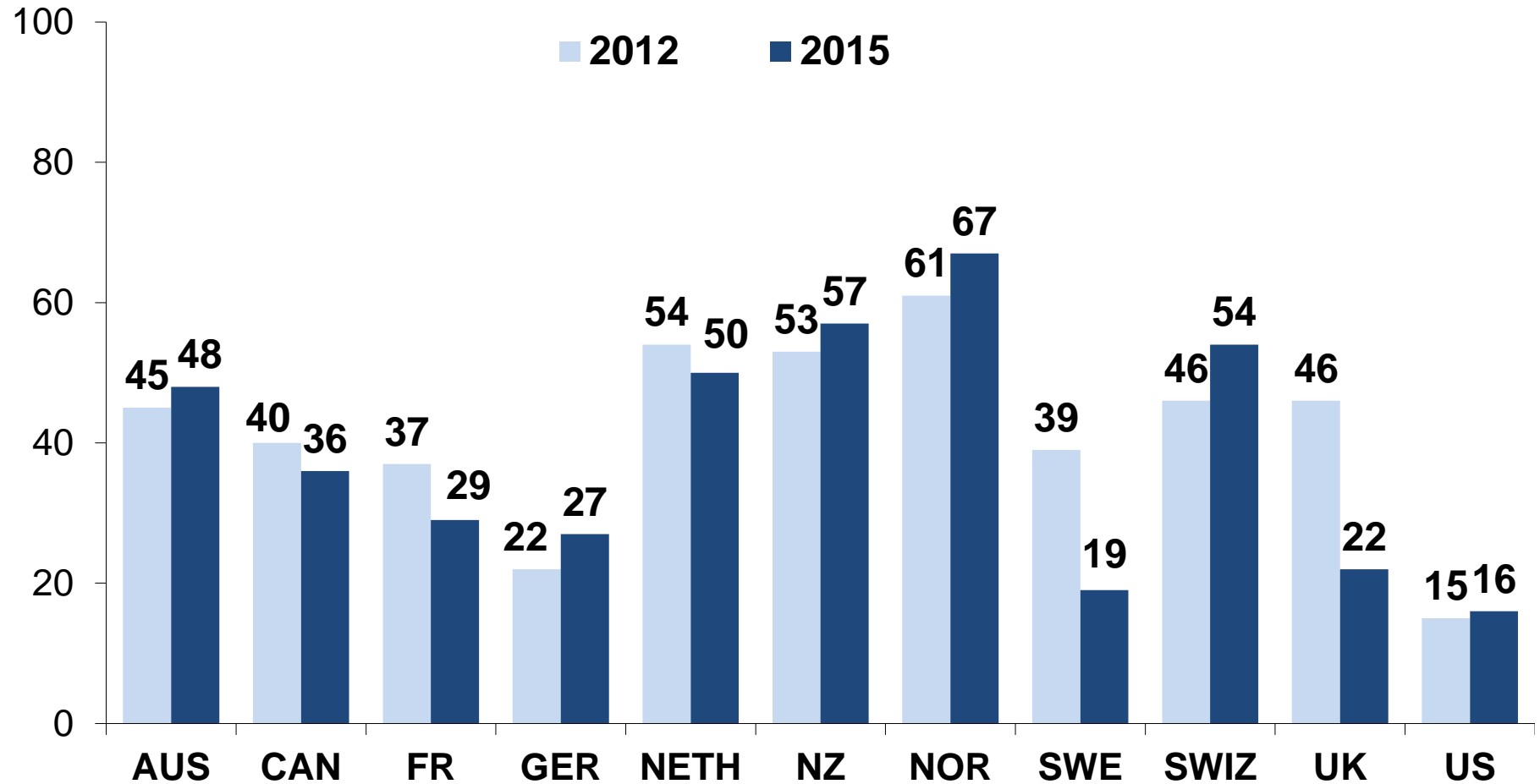
□ Works well, only minor changes ■ Fundamental changes ■ Completely rebuild



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Physician Views of the Health System, 2012 and 2015: “System Works Well, Only Minor Changes Needed”

Percent



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Physician Views of Whether the Quality of Care Has Improved in the Past Three Years, 2015

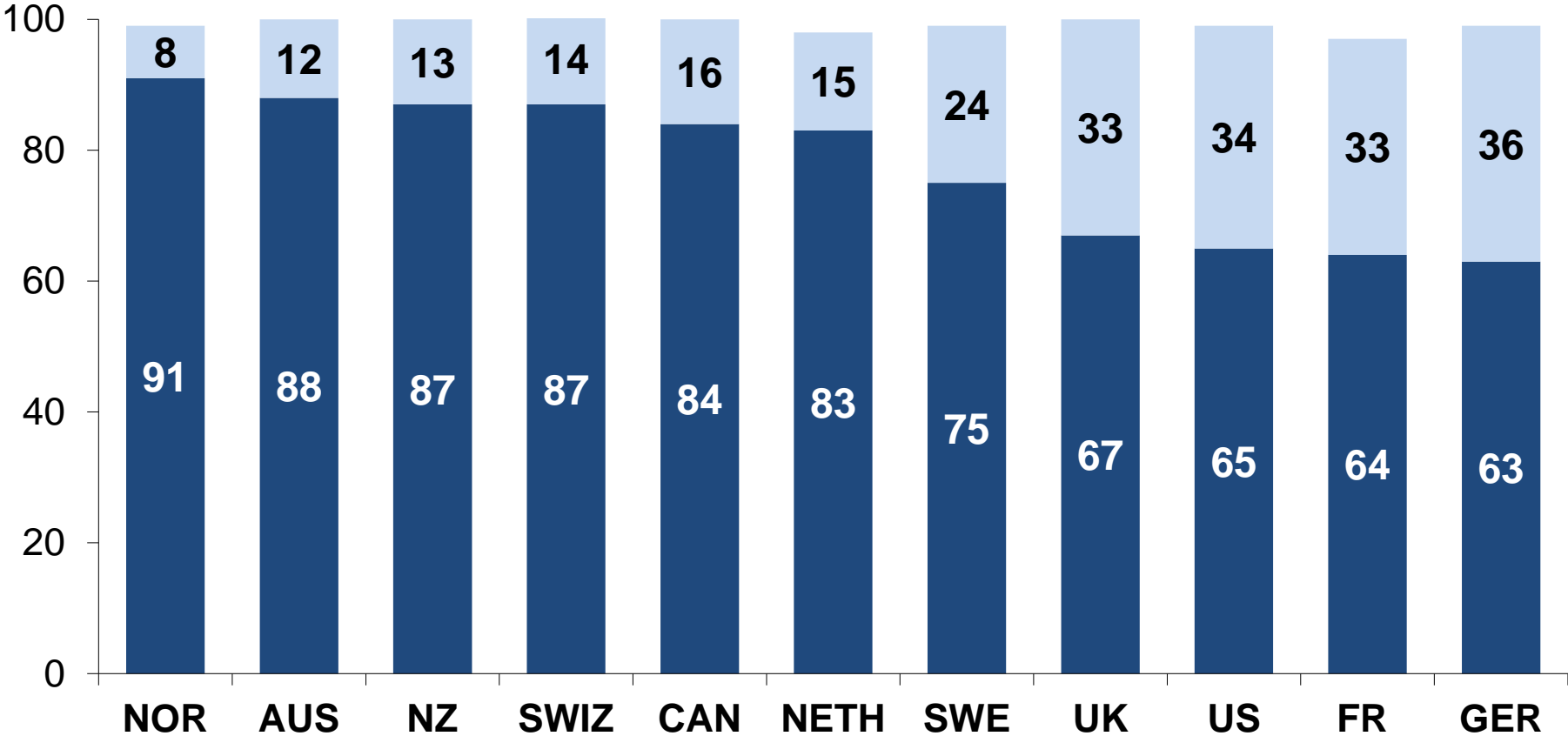
Percent responding quality of care has:	AUS	CAN	FR	GER	NETH	NZ	NOR	SWE	SWIZ	UK	US
Improved	24	25	12	15	21	32	33	21	13	22	25
Stayed the same	58	53	36	55	44	52	58	42	65	42	41
Become Worse	18	21	51	29	34	16	8	36	21	36	33



Physician Satisfaction with Practicing Medicine, 2015

Percent

■ Very satisfied/satisfied ■ Somewhat/very dissatisfied

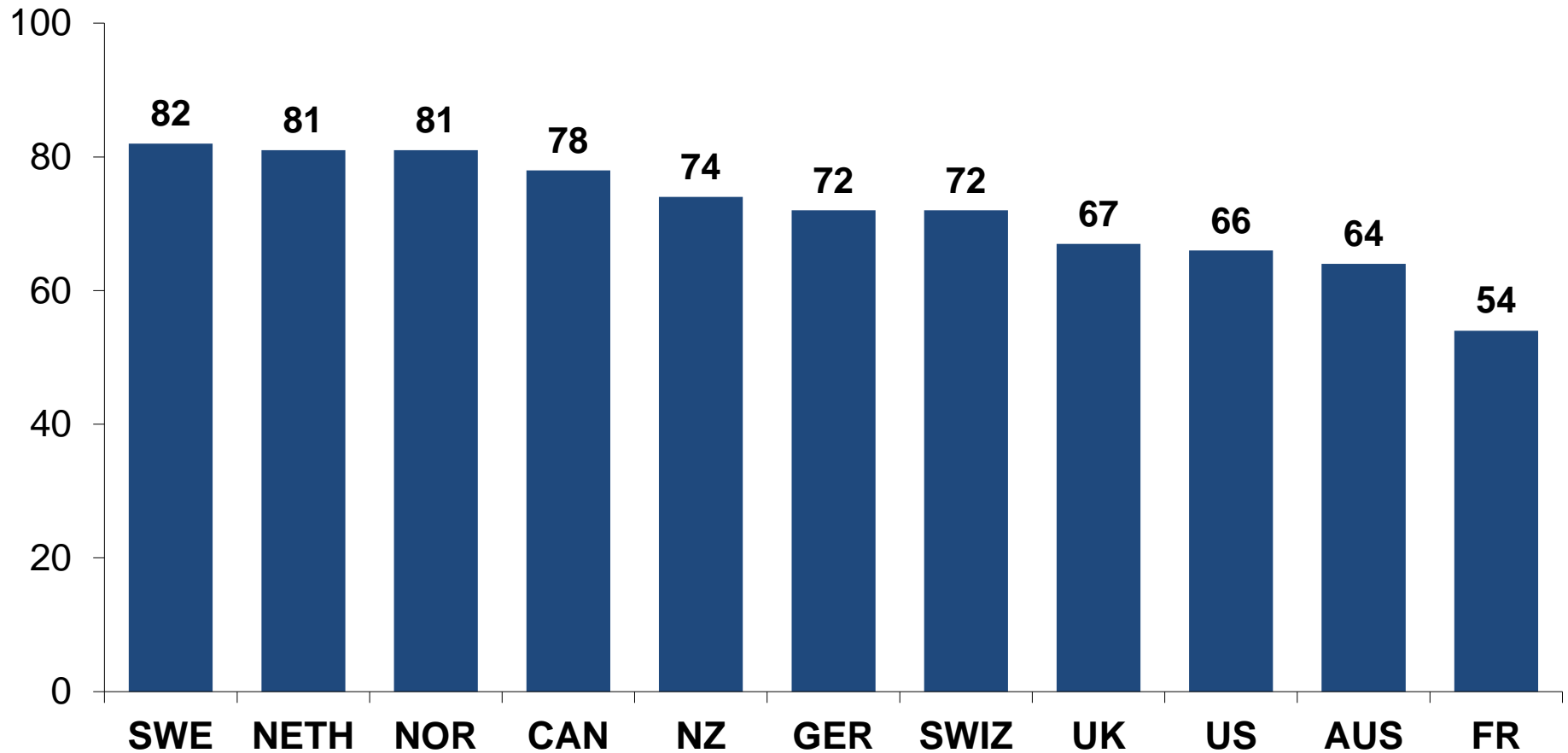


Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



Physician Satisfaction with Income from Medical Practice

Percent who report they are very satisfied or satisfied with income from medical practice:



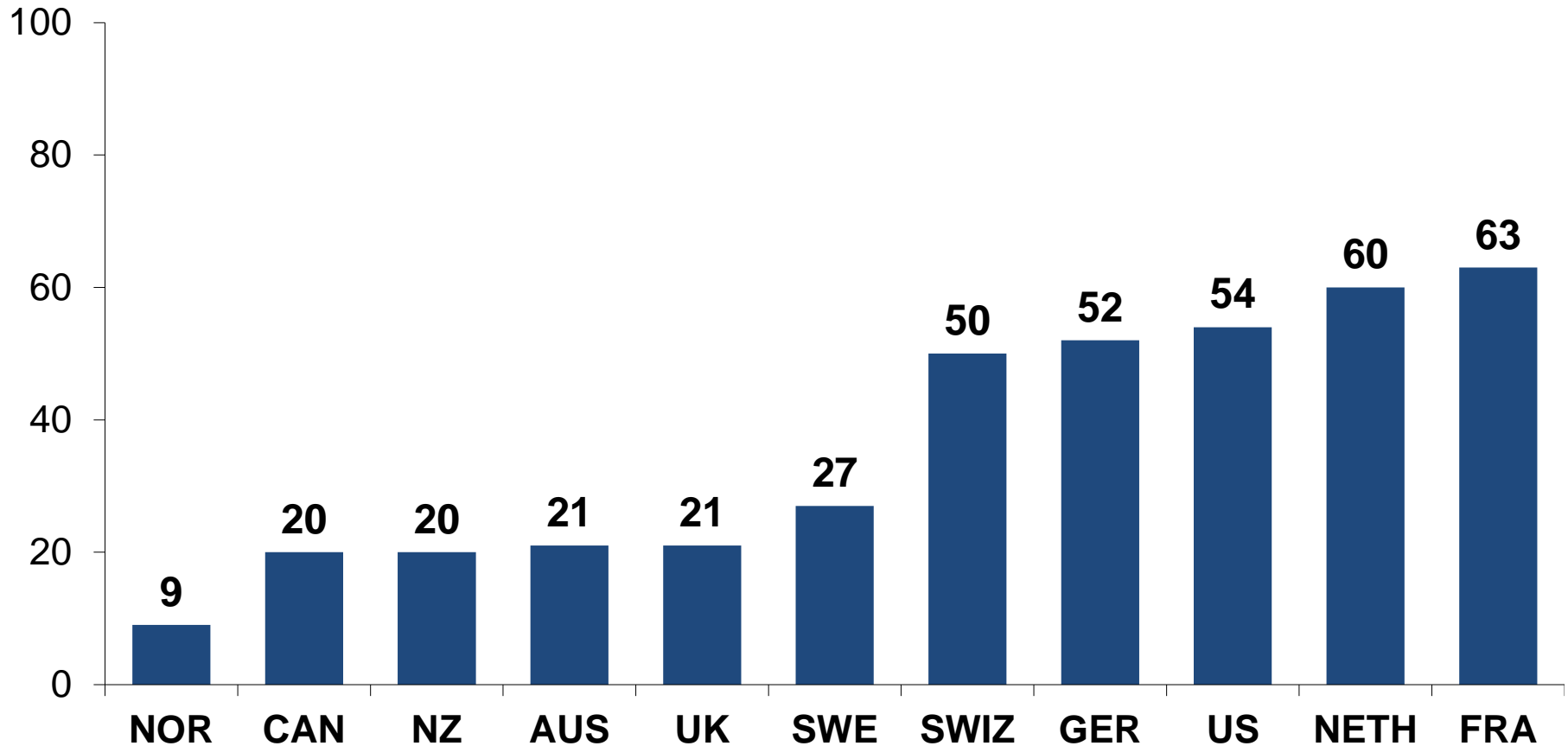
Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



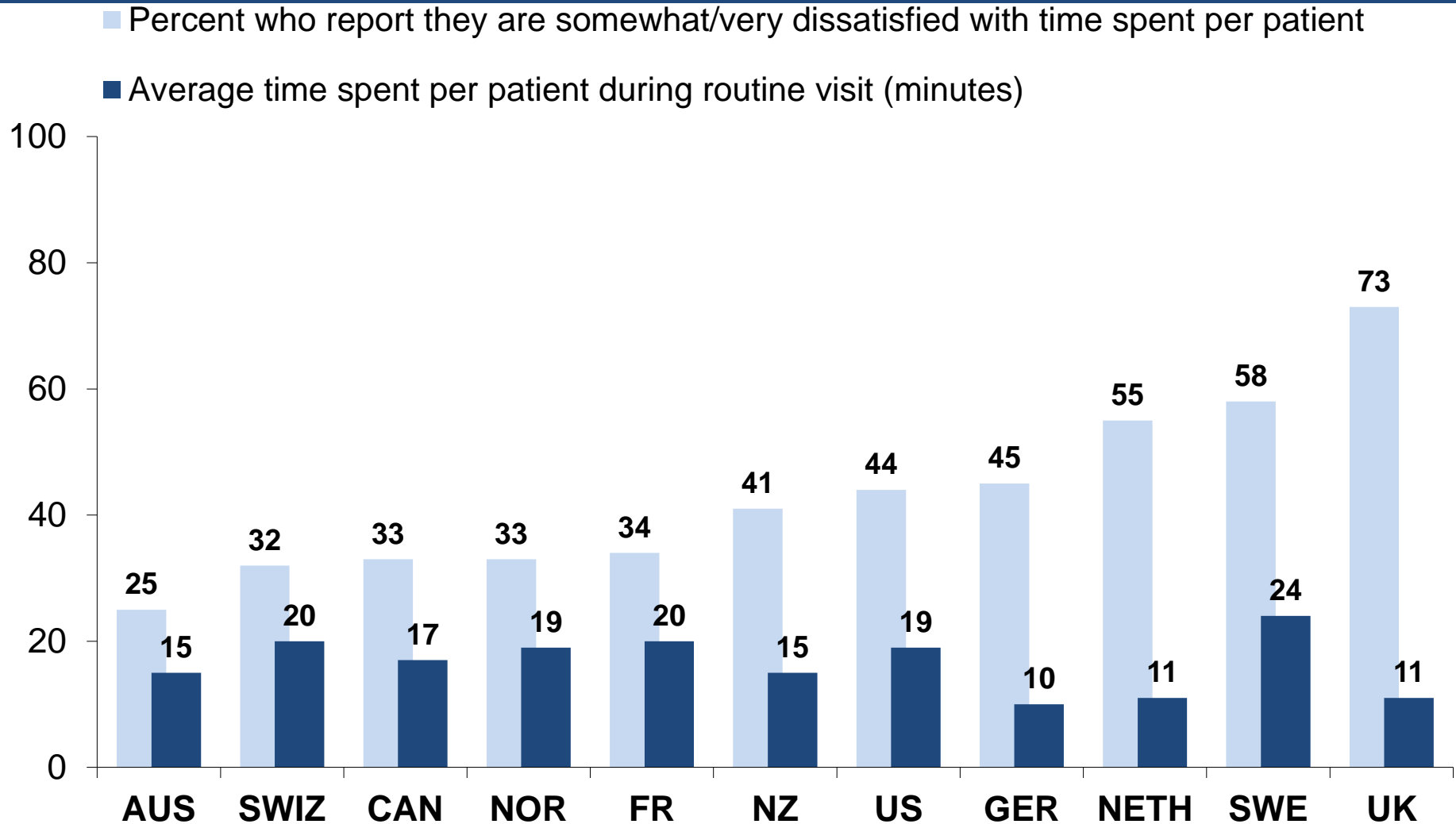
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Time Practice Spends on Insurance Issues or Claiming Payments is a MAJOR problem

Percent reporting time spent on administrative issues/claiming payments is a MAJOR problem:



Physician Dissatisfaction with Time Spent per Patient

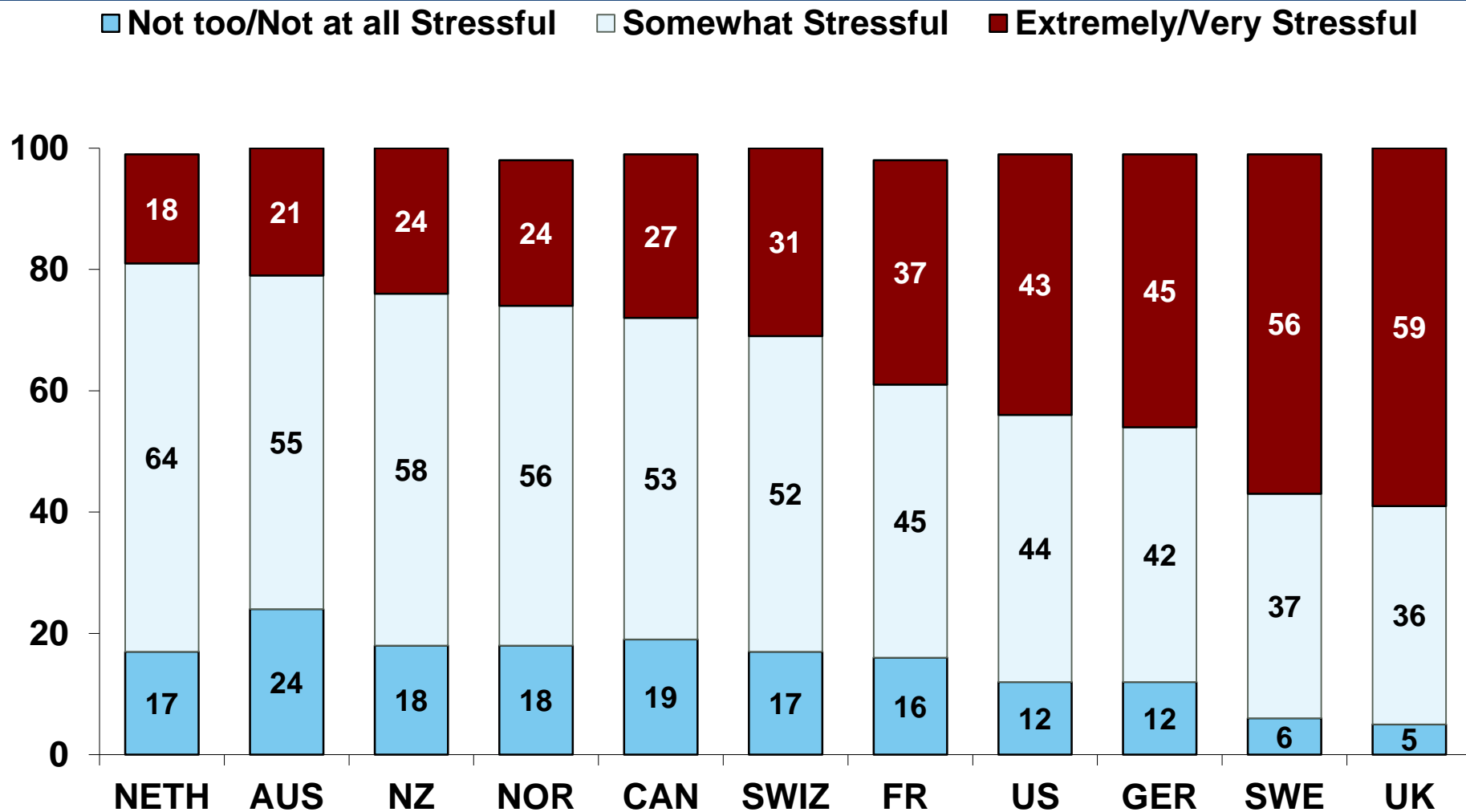


Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



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How Stressful is Your Job as Primary Care Physician?



Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



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Take-Away Messages

- **Strengthening primary care could be key to sustainable quality and spending**
- **Managing the care of patients with complex needs will require primary care that is highly capable:**
 - **Multidisciplinary teams**
 - **Email access, after-hours care and home visits**
 - **Effective use of health information technology, and**
 - **Integrating care across and outside of the health care system**
- **Re-designing delivery systems to improve care for patients with complex conditions will require trial and evaluation to understand what works best**
- **As reforms disrupt current systems, managing the effects of reforms is critical**
- **It's important for policymakers to hear from doctors on the frontlines**
- **Looking to other countries offers an opportunity for valuable cross-national lessons to be learned**

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