2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians

EMBARGOED UNTIL TUESDAY DECEMBER 8, 2015

Robin Osborn and Eric Schneider
The Commonwealth Fund
• 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
<table>
<thead>
<tr>
<th></th>
<th>Multiple Chronic Conditions</th>
<th>Palliative Care</th>
<th>Dementia</th>
<th>Long-Term Home Care Services</th>
<th>Social Services in the Community</th>
<th>Severe Mental Health Problems</th>
<th>Substance Use-Related Issues</th>
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- 🕗 >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

<table>
<thead>
<tr>
<th>Country</th>
<th>Percent</th>
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<tr>
<td>FR</td>
<td>96</td>
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<td>UK</td>
<td>96</td>
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<tr>
<td>NETH</td>
<td>92</td>
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<td>NZ</td>
<td>90</td>
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<td>SWE</td>
<td>85</td>
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<td>AUS</td>
<td>81</td>
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<td>US</td>
<td>66</td>
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<td>NOR</td>
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<td>CAN</td>
<td>64</td>
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<td>SWIZ</td>
<td>60</td>
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<td>GER</td>
<td>28</td>
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Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
Practice Staff *Frequently* Make Home Visits

Percent

<table>
<thead>
<tr>
<th>Country</th>
<th>Percent</th>
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<tr>
<td>NETH</td>
<td>88</td>
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<tr>
<td>UK</td>
<td>84</td>
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<tr>
<td>GER</td>
<td>57</td>
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<tr>
<td>FR</td>
<td>55</td>
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<tr>
<td>SWIZ</td>
<td>43</td>
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<tr>
<td>AUS</td>
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<td>SWE</td>
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<td>NZ</td>
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<td>NOR</td>
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<td>CAN</td>
<td>19</td>
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<tr>
<td>US</td>
<td>6</td>
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</tbody>
</table>

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

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

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
### Primary Care Practice Provides Patient with Electronic Access

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

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:

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
Practice *Routinely* Communicates with Home Care Providers About Patients’ Needs and Services

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

Base: Excludes those who responded “not applicable.”
Practice *Frequently* Coordinates Care with Social Services or Other Community Providers

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

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
Doctor Can Electronically Exchange Patient Summaries with Doctors Outside their Practice

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

### Countries
- **NOR**: 67% (Works well), 31% (Fundamental changes), 1% (Completely rebuild)
- **NZ**: 57% (Works well), 42% (Fundamental changes), 1% (Completely rebuild)
- **SWIZ**: 54% (Works well), 44% (Fundamental changes), 2% (Completely rebuild)
- **NETH**: 50% (Works well), 46% (Fundamental changes), 2% (Completely rebuild)
- **AUS**: 48% (Works well), 49% (Fundamental changes), 2% (Completely rebuild)
- **CAN**: 36% (Works well), 61% (Fundamental changes), 3% (Completely rebuild)
- **FR**: 29% (Works well), 57% (Fundamental changes), 12% (Completely rebuild)
- **GER**: 27% (Works well), 61% (Fundamental changes), 12% (Completely rebuild)
- **UK**: 22% (Works well), 72% (Fundamental changes), 6% (Completely rebuild)
- **SWE**: 19% (Works well), 70% (Fundamental changes), 11% (Completely rebuild)
- **US**: 16% (Works well), 69% (Fundamental changes), 14% (Completely rebuild)

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

Source: 2012 & 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
Physician Views of Whether the Quality of Care Has Improved in the Past Three Years, 2015

<table>
<thead>
<tr>
<th>Percent responding quality of care has:</th>
<th>AUS</th>
<th>CAN</th>
<th>FR</th>
<th>GER</th>
<th>NETH</th>
<th>NZ</th>
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<tr>
<td>Improved</td>
<td>24</td>
<td>25</td>
<td>12</td>
<td>15</td>
<td>21</td>
<td>32</td>
<td>33</td>
<td>21</td>
<td>13</td>
<td>22</td>
<td>25</td>
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<tr>
<td>Stayed the same</td>
<td>58</td>
<td>53</td>
<td>36</td>
<td>55</td>
<td>44</td>
<td>52</td>
<td>58</td>
<td>42</td>
<td>65</td>
<td>42</td>
<td>41</td>
</tr>
<tr>
<td>Become Worse</td>
<td>18</td>
<td>21</td>
<td>51</td>
<td>29</td>
<td>34</td>
<td>16</td>
<td>8</td>
<td>36</td>
<td>21</td>
<td>36</td>
<td>33</td>
</tr>
</tbody>
</table>

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
Physician Satisfaction with Practicing Medicine, 2015

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

- NOR: 9
- CAN: 20
- NZ: 20
- AUS: 21
- UK: 21
- SWE: 27
- SWIZ: 50
- GER: 52
- US: 54
- NETH: 60
- FRA: 63

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
Physician Dissatisfaction with Time Spent per Patient

- Percent who report they are somewhat/very dissatisfied with time spent per patient
- Average time spent per patient during routine visit (minutes)

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
How Stressful is Your Job as Primary Care Physician?

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.
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.
With great appreciation to Dana Sarnak, David Squires, Michelle Doty, Donald Moulds, David Blumenthal, SSRS, and our country partners for their contributions to the design of the survey, the content, and production of this presentation.

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- Germany: Federal Ministry of Health, BQS Institute for Quality and Patient Safety
- Netherlands: Dutch Ministry of Health, Welfare and Sport, and Scientific Institute for Quality of Healthcare, Radboud University Nijmegen
- Norway: Norwegian Knowledge Centre for the Health Services
- Sweden: Swedish Ministry of Health and Social Affairs, The Swedish Agency for Health and Care Services Analysis (Vårdanalys)
- Switzerland: Federal Office of Public Health
- United Kingdom: The Health Foundation