

Appendix 1: Health System Financing and Organization in Eleven Countries, 2011

	Health System and Private Insurance Role			Provider Ownership	
	Government Role	Public System Financing	Private Insurance Role (Core Benefits; Cost-Sharing; Extra Benefits; Substitute Public Insurance)	Primary Care	Hospitals
Australia	Regionally-administered universal public insurance program (Medicare)	General tax revenue; earmarked income tax	50% buy coverage for access to private facilities & extra benefits	Private	Public (~67% of beds), private (~33%)
Canada	Regionally-administered universal public insurance program (Medicare)	Provincial/federal tax revenue	~67% buy coverage for extra benefits	Private	Almost all private, non-profit
France	Statutory health insurance system, with all SHI insurers incorporated into single national union	Employer/employee earmarked income and payroll tax; general tax revenue	90% buy coverage for cost-sharing; some extra benefits	Private	Mostly public, some private
Germany	Statutory health insurance system, with 180 competing SHI insurers ("sickness funds"); high income can opt out for private coverage	Employer/employee earmarked payroll tax; general tax revenue	Cost-sharing + amenities (~20%); Substitute: 10% opt-out of SHI system for private coverage only	Private	Public (~50% of beds); private non-profit (~33%); private for-profit (~17%)
Netherlands	Statutory health insurance system, with universally-mandated private insurance (national exchange)	Earmarked payroll tax; community-rated insurance premiums; general tax revenue	Private plans provide universal core benefits; 80% buy extra benefits	Private	Mostly private, non-profit
N.Z.	National health service	General tax revenue	~33% buy for cost-sharing, access to specialists, and elective surgery in private hospitals	Private	Mostly public, some private
Norway	National health service	General tax revenue	<5% buy for private facilities	Private	Almost all public
Sweden	National health service	General tax revenue	<5% buy for private facilities	Mixed	Almost all public
Switzerland	Statutory health insurance system, with universally-mandated private insurance (regional exchanges)	Community-rated insurance premiums; general tax revenue	Private plans provide universal core benefits; 70% buy extra benefits or amenities	Private	Mostly public, some private
U.K.	National health service	General tax revenue	~10% buy for private facilities	Mixed	Mostly public, some private
U.S.	Medicare: age 65+, some disabled; Medicaid: some low-income (most under age 65 covered by private insurance; 16% of population uninsured)	Medicare: payroll tax, premiums, federal tax revenue; Medicaid: federal, state tax revenue	Primary private insurance covers 66% of population (employer-based and individual); supplementary for Medicare	Private	Mix of non-profit (~70% of beds), public (~15%), and for-profit (~15%)

Source: Thomson S, Osborn R, Squires D, Reed SJ, editors. Descriptions of health care systems. New York (NY): Commonwealth Fund; 2011 Nov. (forthcoming)

Appendix 2: Profile of Sicker Adults in Eleven Countries, 2011

	AUS	CAN	FR	GER	NETH	NZ	NOR	SWE	SWIZ	UK	US
Adults initially contacted for screening (N)	3,148	10,178	1,909	2,048	1,991	1,906	1,572	10,507	4,887	3,350	2,185
Results of four survey screening questions											
Rate health fair or poor	17%	15%	28%	27%	25%	9%	23%	11%	17%	15%	23%
Received medical care for serious chronic illness, injury, disability in past year	29%	27%	31%	42%	30%	20%	32%	30%	30%	29%	35%
Hospitalized in past 2 years	24%	15%	27%	25%	19%	16%	21%	21%	20%	18%	21%
Surgery in past 2 years	19%	15%	20%	22%	18%	15%	17%	15%	17%	15%	20%
Percent yes to any screener question	46%	41%	54%	58%	47%	31%	46%	44%	37%	36%	52%
Final survey sample (unweighted N)											
Age 65 or older	27%	23%	33%	34%	29%	26%	27%	32%	33%	36%	30%
Regular doctor/place of care											
Has a regular doctor	92%	88%	98%	95%	99%	94%	98%	67%	98%	97%	83%
No regular doctor, but has regular place of care	6%	7%	1%	2%	1%	5%	2%	28%	1%	2%	8%
With regular doctor or place 5 years or more	62%	61%	79%	70%	80%	68%	70%	45%	64%	59%	52%
Hospitalized in past 2 years	54%	37%	51%	43%	40%	50%	46%	48%	54%	48%	40%
Surgery in past 2 years	43%	37%	36%	37%	39%	46%	38%	35%	46%	41%	38%
Received medical care for serious chronic illness, injury, or disability in past year	64%	66%	57%	73%	63%	65%	69%	68%	79%	79%	67%
Number of doctors seen in past year, not counting when hospitalized											
0 or 1	16%	26%	20%	13%	23%	24%	31%	30%	30%	28%	28%
2 or 3	52%	53%	57%	45%	43%	48%	49%	44%	63%	52%	50%
4 or more	32%	21%	23%	36%	24%	26%	19%	23%	6%	16%	21%
Number of prescription drugs taking regularly											
None	26%	28%	28%	30%	25%	32%	21%	27%	22%	20%	23%
1 to 3	46%	42%	45%	45%	42%	40%	50%	42%	53%	44%	39%
4 or more	28%	30%	26%	24%	31%	27%	29%	30%	24%	35%	37%
Chronic conditions											
Hypertension	30%	28%	25%	34%	25%	25%	30%	27%	29%	36%	41%
Heart disease, including heart attack	10%	11%	12%	17%	13%	11%	15%	12%	17%	12%	14%
Diabetes	12%	13%	9%	13%	12%	8%	11%	11%	17%	19%	20%
Joint pain or arthritis	44%	42%	35%	37%	29%	37%	32%	13%	30%	38%	51%
Asthma, COPD, other chronic lung problem	17%	16%	13%	12%	19%	14%	18%	13%	14%	20%	19%
Depression, anxiety, other mental health problem	23%	19%	17%	14%	15%	15%	14%	14%	13%	11%	24%
Cancer	6%	4%	4%	7%	5%	6%	6%	4%	9%	6%	5%
Chronic back pain	25%	27%	36%	37%	23%	20%	30%	18%	25%	21%	33%
Has any of 8 chronic conditions	72%	71%	70%	76%	70%	67%	75%	61%	74%	69%	80%
Has two or more chronic conditions (out of 8)	44%	41%	34%	42%	34%	34%	35%	26%	37%	45%	53%
Health keeps you from working full-time or limits your ability to do housework or other daily activities	32%	32%	34%	38%	39%	28%	47%	32%	41%	32%	34%

Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries

Appendix 3: Health Care Costs and Access Among Sicker Adults in Eleven Countries, 2011

Country (N)	Percent of respondents who...							
	Had out-of-pocket costs in past year		Had difficulty or unable to pay medical bills in past year	Had cost-related access problems in past year ^L	Saw a doctor or nurse last time they were sick		Said obtaining after-hours care was somewhat or very difficult ^m	Used ED in past 2 years
	< \$100	> \$1,000			Same or next day	6+ days		
Australia (1,500)	13 bcdefhjk	39 bcdefghijk	8 cehjk	30 bcdeghijk	63 bcefhiij	10 bdfghijk	56 bdefgij	48 bcdegij
Canada (3,958)	30 cdghijk	24 cdefghijk	8 cefhjk	20 efghjk	51 cdefgijk	23 cefgijk	63 cdefghijk	58 cdefghijk
France (1,001)	47 defghijk	6 defghijk	5 efijk	19 fghjk	75 deghijk	8 defghijk	55 defgij	33 fghijk
Germany (1,200)	20 efgij	12 ehijk	6 efhjk	22 efghijk	59 efhij	23 efgijk	40 ehijk	31 fghijk
Netherlands (1,000)	30 ghijk	11 ghijk	14 ghijk	15 fhjk	70 fghijk	12 fhij	34 hijk	32 fghijk
N.Z. (750)	29 ghijk	13 hijk	11 hjk	26 ghijk	75 ghk	5 ghjk	40 hijk	47 gij
Norway (753)	12 hijk	16 hijk	7 hjk	14 hik	59 hij	14 hij	35 hijk	40 hk
Sweden (4,804)	21 ij	5 ijk	4 ijk	11 ik	50 ijk	22 ijk	52 ij	50 ij
Switzerland (1,500)	14 jk	35 j	8 jk	18 jk	79 k	4 jk	26 k	39 k
U.K. (1,001)	58 k	1 k	1 k	11 k	79 k	2 k	21 k	40 k
U.S. (1,200)	19	36	27	42	59	16	55	49

Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.

Reading from top to bottom starting with Australia, the letter indicates significant differences with countries below at p < 0.05, as indicated: ^bDifferent from CAN. ^cDifferent from FRA. ^dDifferent from GER. ^eDifferent from NET. ^fDifferent from NZ. ^gDifferent from NOR. ^hDifferent from SWE. ⁱDifferent from SWIZ. ^jDifferent from UK. ^kDifferent from US.

^L Did not see doctor when sick, get recommended care, or fill prescription or skipped doses. See Appendix 7 for details.

^m Base: needed care.

Appendix 4: Coordination of Care, Medical Errors and Safety Among Sicker Adults in Eleven Countries, 2011

	Percent of respondents who...				Experienced gaps in hospital/surgery discharge planning ^L	Reported regular doctor seemed uninformed about hospital/surgery care ^m	Experienced medical, medication, or lab error ⁿ	Reported pharmacist or doctor did not review prescriptions in past year ^o
	Experienced coordination gaps in past 2 years							
	Test results/ records not available at appointment <u>or</u> duplicate tests ordered	Key information not shared among providers	Specialist lacked medical history <u>or</u> regular doctor not informed about specialist care	Any gap				
AUS	19 bijk	12 dghjk	19 cdefijk	36 bcdfgij	55 ceghijk	18 ehjk	19 cgij	34 bceghijk
CAN	25 cdefhij	14 dghij	18 cdefijk	40 cdefhij	50 cdeghjk	19 ehijk	21 cdij	28 ceghij
FR	20 dfhijk	13 dghj	37 efghijk	53 defghijk	73 dfhijk	15 eh	13 defghijk	58 defhijk
GER	16 gik	23 efhijk	35 efghijk	56 efghijk	61 fgijk	17 ehjk	16 fghijk	29 eghij
NETH	18 ijk	15 hij	17 ghij	37 gijk	66 fijk	9 fghi	20 gij	41 fghijk
NZ	15 gik	12 ghjk	12 ghij	30 ghijk	51 ghjk	19 hjk	22 ij	31 ghij
NOR	22 hijk	19 ij	25 ijk	43 hij	71 ijk	18 hjk	25 hij	62 ijk
SWE	16 ik	18 ij	20 ijk	39 ij	67 ijk	35 ijk	20 ij	55 ijk
SWIZ	11 k	10 jk	9 jk	23 jk	48 jk	15	9 k	25 jk
UK	13 k	7 k	6 k	20 k	26	11	8 k	16 k
US	27	17	18	42	29	12	22	28

Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.

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^bDifferent from CAN. ^cDifferent from FRA. ^dDifferent from GER. ^eDifferent from NET. ^fDifferent from NZ. ^gDifferent from NOR. ^hDifferent from SWE. ⁱDifferent from SWIZ. ^jDifferent from UK. ^kDifferent from US.

^L Last time hospitalized or had surgery, did NOT: 1) receive instructions about symptoms and when to seek further care; 2) know who to contact for questions about condition or treatment; 3) receive written plan for care after discharge; 4) have arrangements made for follow-up visits; and/or 5) receive very clear instructions about what medicines you should be taking. Base: hospitalized/had surgery in past two years. See Appendix 8 for details.

^m Base: has regular doctor or place of care and hospitalized/had surgery in past two years.

ⁿ In past two years, medical mistake, given wrong medication or dose, lab test error, or delay receiving abnormal test results.

^o Base: taking 2 or more drugs.

Appendix 5: Patient Centeredness, Engagement, and Chronic Care Management Among Sicker Adults in Eleven Countries, 2011

	Patient-Doctor Relationship			% who report shared decision-making with specialists ^m	% who report patient engagement in care management for chronic condition ⁿ	% with chronic condition who said, between visits, have health professional who...:		% said their blood pressure was controlled last time checked ^o
	% who report doctor/staff at regular place always or often... ^l					easily call to ask a question or get advice	Contacts you to see how things are going	
	Spends enough time with them	Encourages questions and explains things clearly	Always/often to both					
AUS	85	69	66	64	48	59	16	79
CAN	bgh	bcdeghijk	bcdeghij	bcdfghij	cdghijk	efhijk	cefhijk	bij
	77	59	54	61	49	62	16	85
FR	cdefghijk	cefgghijk	defghijk	cdefghijk	cdeghijk	cdefhijk	cefgghijk	deij
	82	53	50	37	30	54	9	83
GER	efghij	dfghijk	dfghijk	defhijk	defghijk	efghijk	defhijk	ej
	86	64	61	50	41	55	14	78
NETH	ghk	efghijk	efghijk	efgijk	ghijk	efghijk	efhijk	ghijk
	87	54	52	67	42	70	22	74
NZ	ghk	fghijk	fghijk	fghij	ghijk	jk	gjk	fghk
	87	67	65	72	45	71	22	84
NOR	ghk	ghij	ghj	ghijk	ghijk	gj	gjk	ij
	71	31	27	40	23	63	12	85
SWE	ijk	hijk	hijk	hijk	ijk	hjk	hijk	ij
	70	41	37	48	22	73	22	84
SWIZ	ijk	ijk	ijk	ijk	ijk	ij	jk	ij
	88	77	73	80	67	68	24	69
UK	k			k	k	jk	jk	k
	87	77	72	79	69	81	29	69
US	k	k	k	k	k			k
	81	71	65	67	58	77	31	85

Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.

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^l Base: has regular doctor or place of care.

^m Reported specialist always/often: 1) gives opportunities to ask questions about recommended treatment; 2) tells you about treatment choices; and 3) involves you as much as you want in decisions about your care. Base: seen specialist in past 2 years. See Appendix 9 for details.

ⁿ Health care professional in past year has: 1) discussed your main goals/priorities in care for condition; 2) helped make treatment plan you could carry out in daily life; and 3) given clear instructions on symptoms and when to seek care. Base: has chronic condition. See Appendix 10 for details.

^o Base: has diabetes, heart disease and/or hypertension and blood pressure checked in past year.

Appendix 6: Medical Homes Among Sicker Adults in Eleven Countries, 2011

	Percent has a regular doctor or place of care...	... who is accessible,	...knows them,	...and helps coordinate care.	Has a medical home
		Able to get same/next day appointment <u>or</u> always/often receives same-day callback from regular practice in response to questions	Regular practice always/often knows important information about medical history	Regular practice always/often helps coordinate care <u>or</u> one person responsible for all care received for chronic condition	
AUS	97 eghijk	79 bcdefhijk	84 bcdefghij	66 bcdefghijk	51 bdfghijk
CAN	96 cefgijk	70 cdefghijk	80 cdfhijk	71 cdefhijk	49 cfgijk
FR	99 dhk	91 dghik	88 eghijk	60 dfghijk	52 dfhijk
GER	97 efghijk	85 efij	91 eghijk	56 fghijk	48 fghijk
NETH	100 hk	89 ghk	79 fhijk	59 fghijk	48 fghijk
NZ	99 hk	91 ghik	89 ghijk	72 hj	65 ghjk
NOR	99 hk	80 ij	76 hijk	67 hijk	53 hijk
SWE	95 ijk	83 ij	66 ijk	42 ijk	33 ijk
SWIZ	99 k	89 k	96 k	80 j	70 jk
UK	99 k	90 k	94 k	83 k	74 k
US	91	80	84	71	56

Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries

Reading from top to bottom starting with Australia, the letter indicates significant differences with countries below at $p < 0.05$, as indicated: ^bDifferent from CAN. ^cDifferent from FRA. ^dDifferent from GER. ^eDifferent from NET. ^fDifferent from NZ. ^gDifferent from NOR. ^hDifferent from SWE. ⁱDifferent from SWIZ. ^jDifferent from UK. ^kDifferent from US.

Appendix 7: Cost-Related Barriers to Care Among Sicker Adults in Eleven Countries, 2011

	Percent of respondents in past year who.....because of cost				Did not fill a prescription or skipped doses <u>for medicine for chronic condition</u> condition (Base: has chronic condition)
	Did not visit a doctor when had a medical problem	Did not get recommended test, treatment, or follow up	Did not fill a prescription or skipped doses	<i>Reported any of three cost-related access problems</i>	
AUS	17	19	16	30	13
CAN	7	7	15	20	13
FR	10	9	11	19	9
GER	12	13	14	22	13
NETH	7	8	8	15	5
NZ	18	15	12	26	10
NOR	8	7	7	14	7
SWE	6	4	7	11	6
SWIZ	11	11	9	18	8
UK	7	4	4	11	2
US	29	31	30	42	31

Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.

Appendix 8: Gaps in Hospital or Surgery Discharge Planning Among Sicker Adults in Eleven Countries, 2011

	Percent of respondents who, last time hospitalized or had surgery, did NOT....					
	Receive instructions about symptoms and when to seek further care	Know who to contact for questions about condition or treatment	Receive written plan for care after discharge	Have arrangements made for follow-up visits	Receive very clear instructions about what medicines you should be taking	<i>Any discharge gap in past 2 years</i>
AUS	16	12	30	31	15	55
CAN	16	11	27	26	11	50
FR	33	20	33	47	27	73
GER	23	9	26	47	15	61
NETH	22	9	44	22	20	66
NZ	17	10	31	31	11	51
NOR	29	13	44	38	19	71
SWE	27	16	46	36	14	67
SWIZ	13	9	28	32	14	48
UK	11	5	19	12	9	26
US	7	6	7	16	5	29

Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.

Appendix 9: Shared Decision-Making With Specialists Among Sicker Adults in Eleven Countries, 2011

	Shared Decision-Making			
	(Base: saw or needed to see specialist in past 2 years)			
	Percent who report specialist always or often...			
	Gives opportunities to ask questions about recommended treatment	Tells you about treatment choices	Involves you as much as you want in decisions about your care	<i>Always/often to all</i>
AUS	77	72	77	64
CAN	79	72	77	61
FR	63	49	61	37
GER	70	70	63	50
NETH	82	82	79	67
NZ	80	78	85	72
NOR	64	52	65	40
SWE	69	61	67	48
SWIZ	92	92	85	80
UK	90	85	87	79
US	84	80	81	67

Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.

Appendix 10: Patient Engagement in Care Management for Chronic Conditions Among Sicker Adults in Eleven Countries, 2011

Patient Engagement in Care Management				
Percent with chronic condition who report health professional in past year has...				
	Discussed your main goals/ priorities in care for condition	Helped make treatment plan you could carry out in daily life	Given clear instructions on symptoms and when to seek care	<i>Yes to all three</i>
AUS	63	61	66	48
CAN	67	63	66	49
FR	42	53	56	30
GER	59	49	64	41
NETH	67	52	64	42
NZ	62	58	63	45
NOR	51	41	44	23
SWE	36	40	49	22
SWIZ	81	74	84	67
UK	78	80	80	69
US	76	71	75	58

Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.

Appendix 11: Cost and Care Experiences Among Sicker U.S. Adults, by Age and Insurance Status, 2011

	All	By Age, Insurance Status			
		Under 65: average	65 or older: average	<i>Under 65: insured all year</i>	<i>Under 65: uninsured</i>
Percent of respondents:					
Access problems due to cost in past year	42%	51%	19%	38%	76%
Serious problems or were unable to pay medical bills in past year	27	35	6	25	57
Out-of-pocket costs in past year: more than \$1,000	36	40	27	40	41
Used ED in past 2 years	49	52	43	48	58
Coordination gap in past 2 years	42	46	33	43	52
Gap in hospital or surgery discharge planning	29	29	31	21	44
Has a medical home	56	45	72	57	35

Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.