

# **The 2001 Commonwealth Fund International Health Policy Survey**

**Accompanies May/June 2002 *Health Affairs* article**

**Charts Originally Presented at the 2001 International  
Symposium on Health Care Policy Charts**

# 2001 International Health Policy Survey

- **Topics: System Views; Access, Quality and Cost; Worries About the Future -- By Income and Trends**
- **Survey of 1,400 adults in each of five countries, Australia, Canada, New Zealand, United Kingdom and United States**
- **Conducted by Harris Interactive and subcontractors from April 23, 2001 to May 31, 2001.**
- **Low income defined as adults reporting incomes “below” or “much below” average (median) national income.**
- **Margin of error + or - 3 percentage points for differences between countries and + or - 2% for country averages**

# Views of Health Care System in Five Nations - 1988-2001

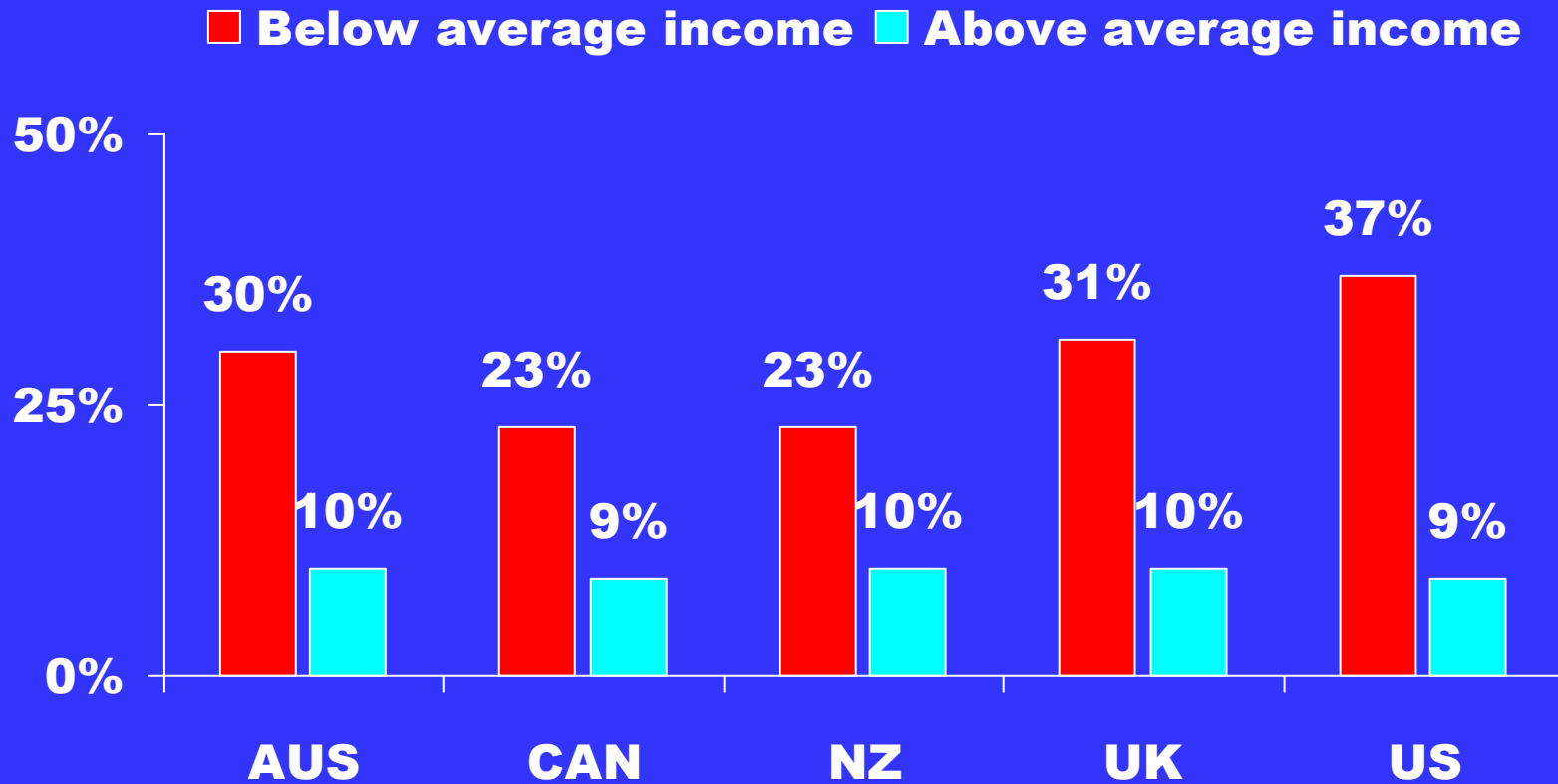
	Rebuild Completely			Only Minor Changes Needed		
	1988*	1998**	2001	1988*	1998**	2001
<b>Australia</b>	<b>17</b>	<b>30</b>	<b>19</b>	<b>34</b>	<b>19</b>	<b>25</b>
<b>Canada</b>	<b>5</b>	<b>23</b>	<b>18</b>	<b>56</b>	<b>20</b>	<b>21</b>
<b>New Zealand</b>	<b>x</b>	<b>32</b>	<b>20</b>	<b>x</b>	<b>9</b>	<b>18</b>
<b>United Kingdom</b>	<b>17</b>	<b>14</b>	<b>18</b>	<b>27</b>	<b>25</b>	<b>21</b>
<b>United States</b>	<b>29</b>	<b>33</b>	<b>28</b>	<b>10</b>	<b>17</b>	<b>18</b>

x 1988 data not available.

\*Harvard/Harris/Baxter, 1988.

\*\*1998 Commonwealth Fund International Health Policy Survey.

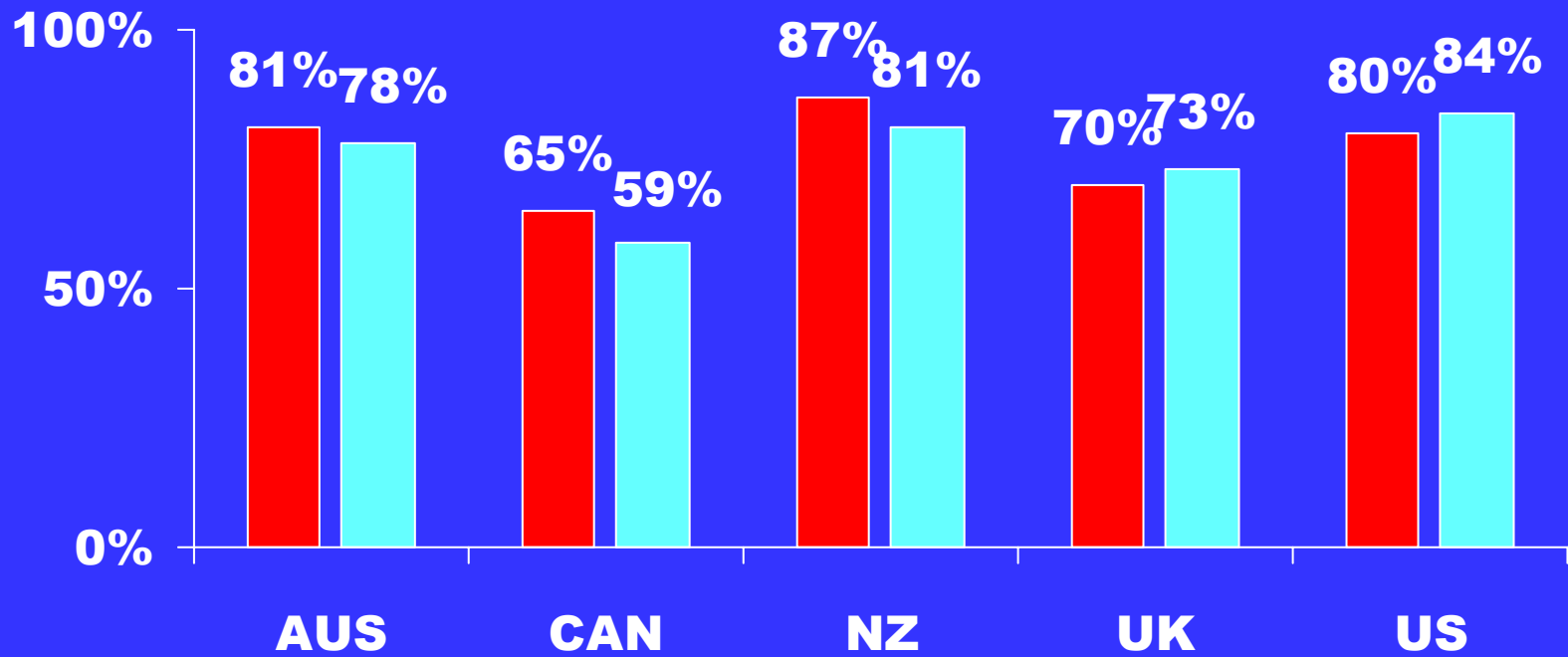
# Income and Health: Percent Reporting Fair or Poor Health



# Percent Who Believe that Adults with Low Incomes Have More Problems Getting Care than Those with Higher Incomes

Percent

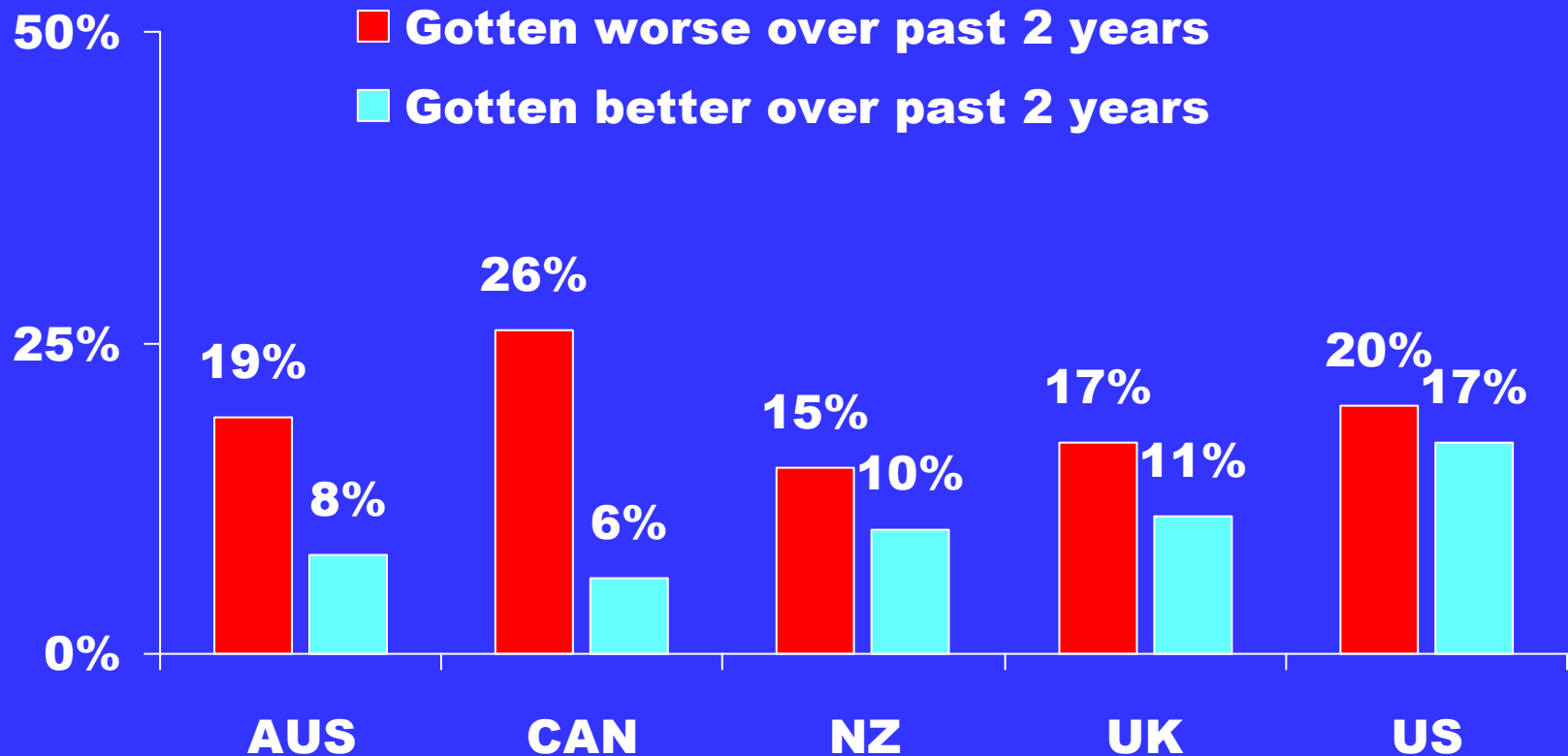
■ Below average income ■ Above average income



# Access

# Views of Change in Own and Family's Access to Care 2001

Percent



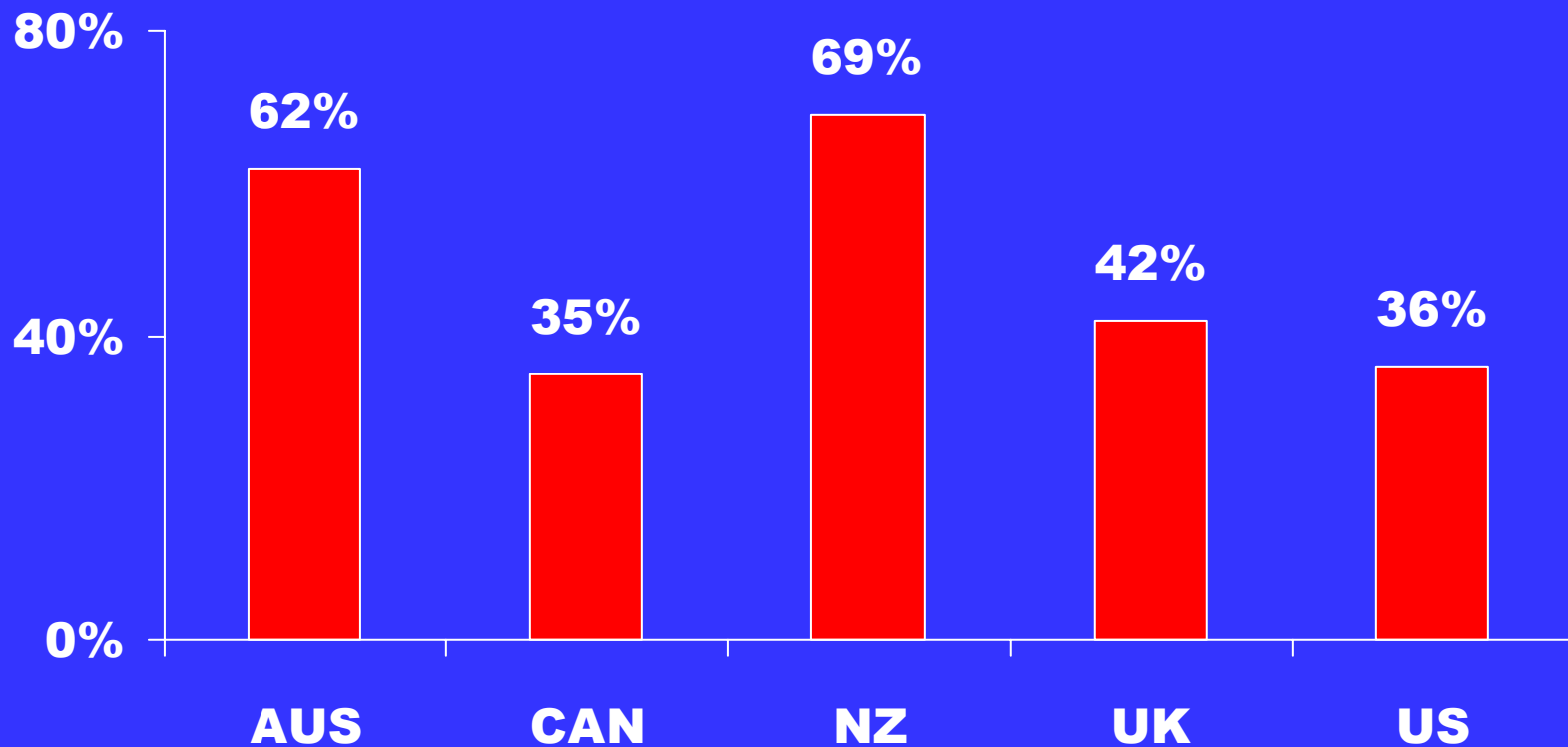
# Difficulties Getting Care, 2001

<b>Percent of adults reporting:</b>	<b>AUS</b>	<b>CAN</b>	<b>NZ</b>	<b>UK</b>	<b>US</b>
<b>Very or somewhat difficult to get care in evening or on weekends</b>	<b>34</b>	<b>41</b>	<b>23</b>	<b>33</b>	<b>41</b>
<b>Often or sometimes unable to get care because it is not available where you live</b>	<b>17</b>	<b>21</b>	<b>18</b>	<b>13</b>	<b>20</b>
<b>Extremely/very difficult to see a specialist when needed</b>	<b>12</b>	<b>16</b>	<b>11</b>	<b>13</b>	<b>17</b>



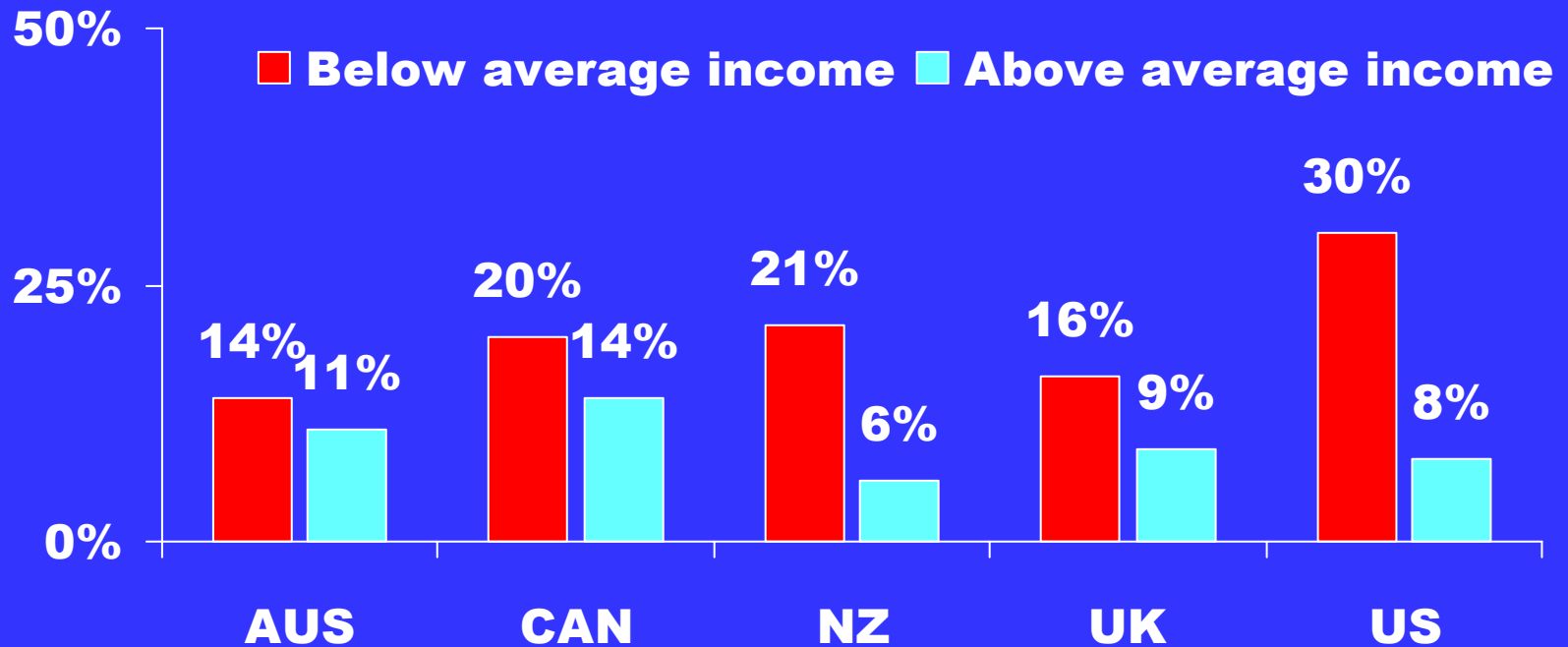
# Same Day Access to Doctors

Percent of patients able to get same day appointment when sick



# Extremely or Very Difficult to See A Specialist When Needed, by Income

Percent

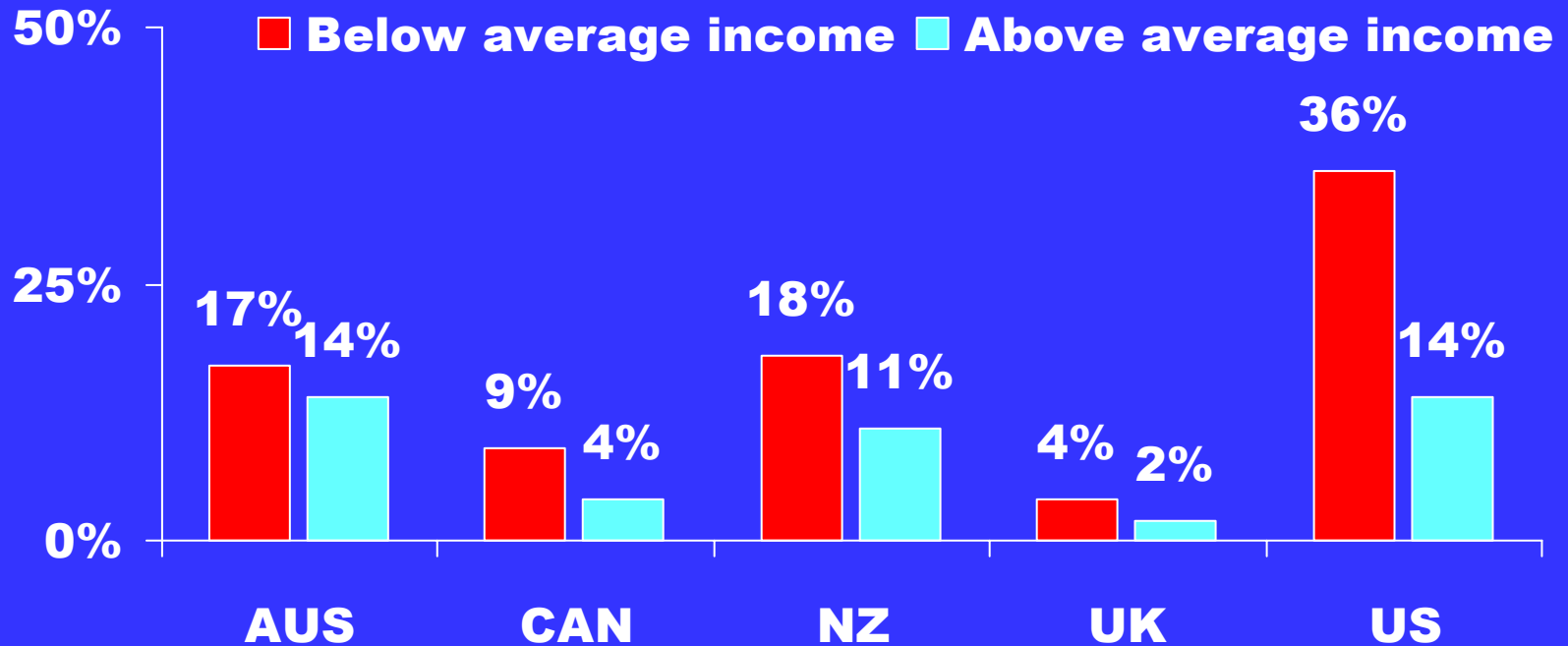


# Had Access Problems in Past Year Due to Cost

<b>Percent in the past year who:</b>	<b>AUS</b>	<b>CAN</b>	<b>NZ</b>	<b>UK</b>	<b>US</b>
<b>Did not fill a prescription due to cost</b>	<b>19</b>	<b>13</b>	<b>15</b>	<b>7</b>	<b>26</b>
<b>Had a medical problem but did not visit doctor due to cost</b>	<b>11</b>	<b>5</b>	<b>20</b>	<b>3</b>	<b>24</b>
<b>Did not get test, treatment or follow-up due to cost</b>	<b>15</b>	<b>6</b>	<b>14</b>	<b>2</b>	<b>22</b>
<b>Needed dental care but did not see a dentist due to cost</b>	<b>33</b>	<b>26</b>	<b>37</b>	<b>19</b>	<b>35</b>

# Did Not Get a Recommended Test, Treatment or Follow-up Due to Cost, by Income

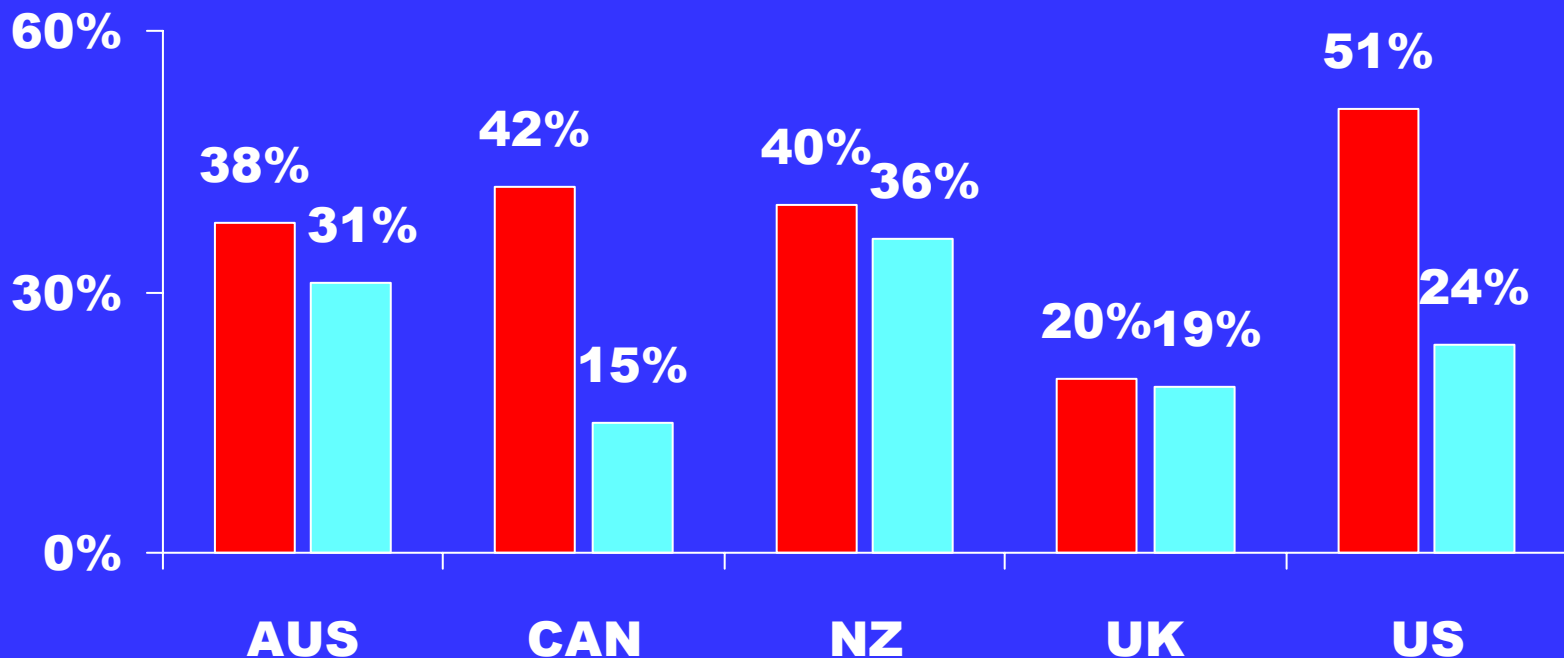
Percent



# Did Not Get Needed Dental Care Due to Cost, by Income

Percent

■ Below average income ■ Above average income

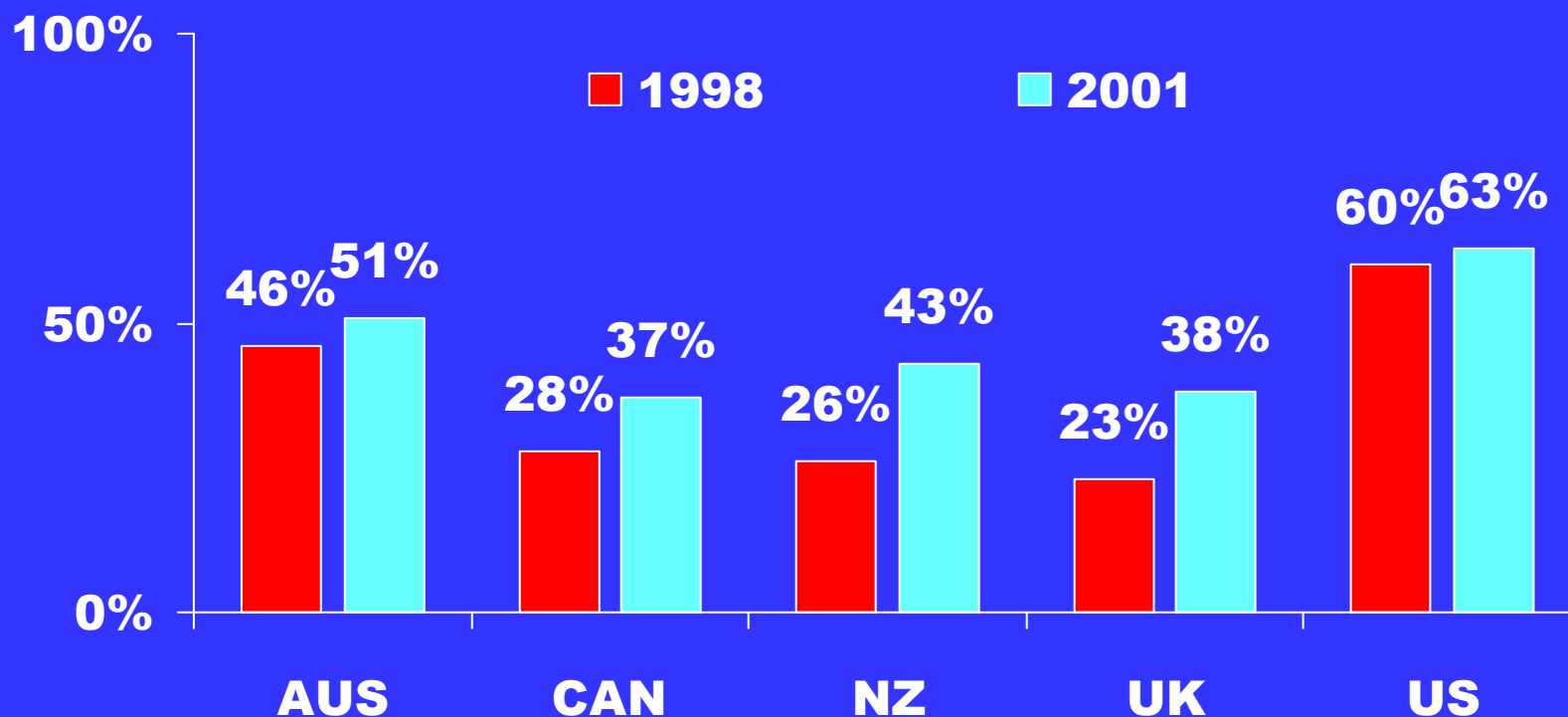


# Quality

# Waited Less Than One Month for Elective or Non-Emergency Surgery

Base: Those with elective surgery in the past 2 years

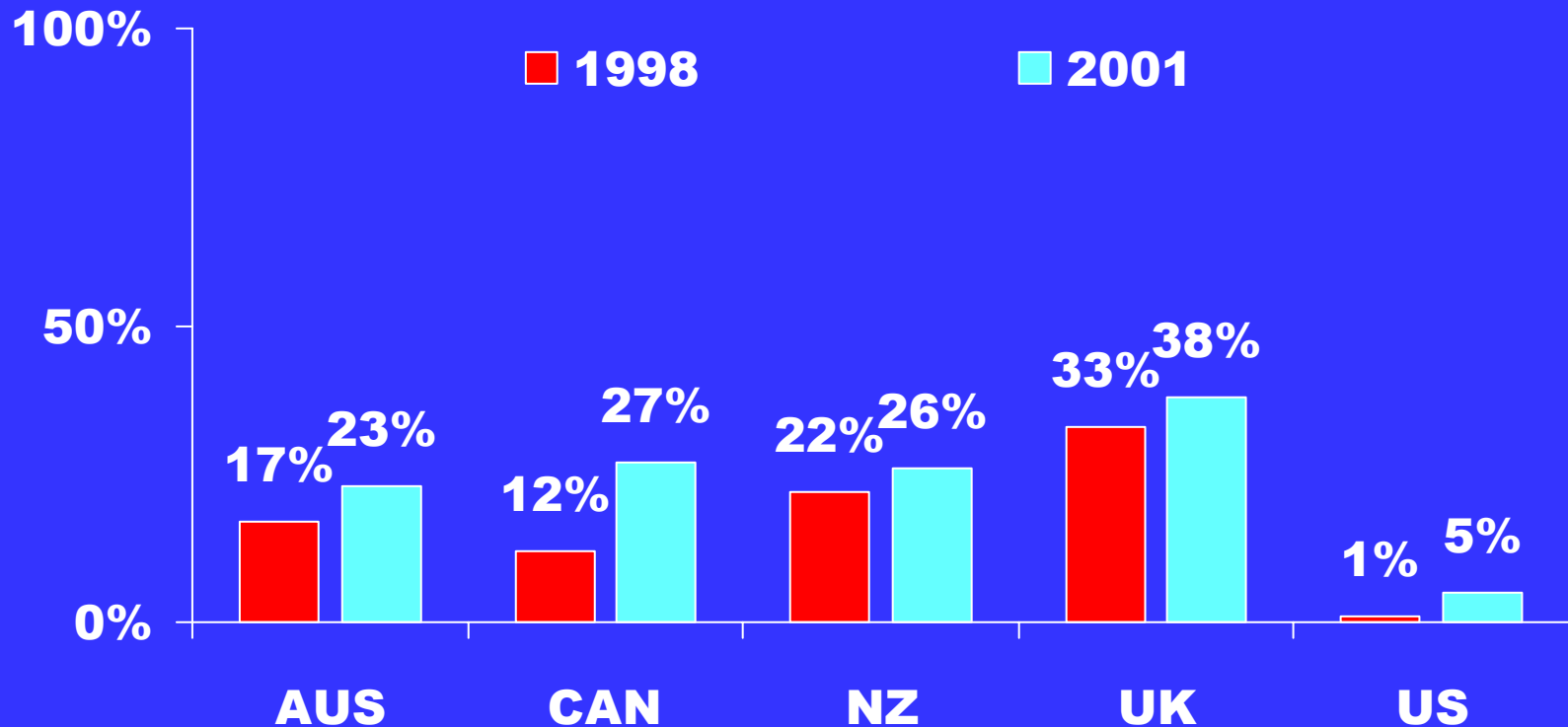
Percent



# Waited Four Months or More for Elective or Non-Emergency Surgery

Base: Those with elective surgery in the past 2 years

Percent





# Hospital Care Quality Concerns, 2001

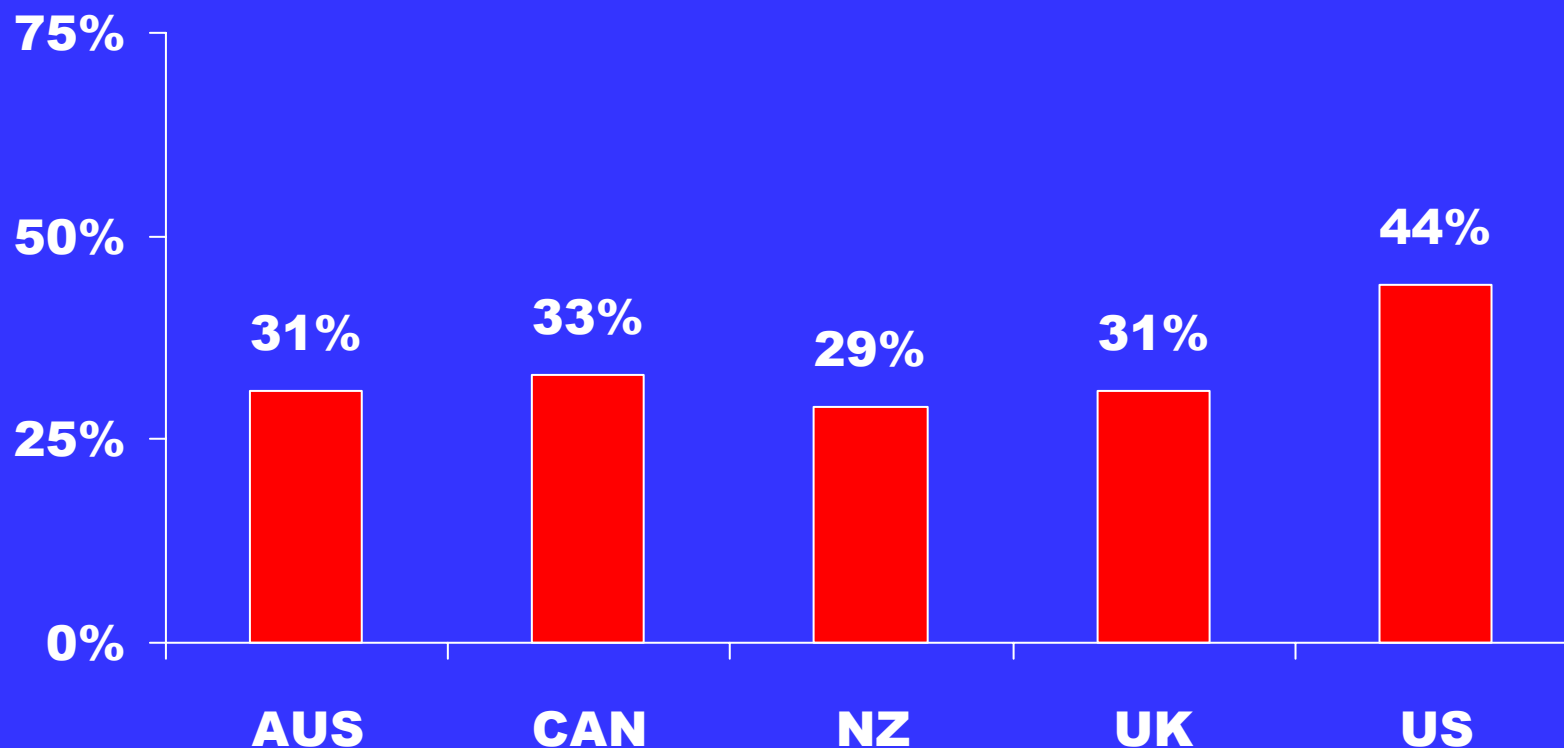
**Base: Hospitalized in Past Two Years**

<b>Percent of those hospitalized who:</b>	<b>AUS</b>	<b>CAN</b>	<b>NZ</b>	<b>UK</b>	<b>US</b>
<b>Rated overall hospital experience fair or poor</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>22</b>	<b>20</b>
<b>Rated availability of nurses as fair or poor</b>	<b>24</b>	<b>22</b>	<b>22</b>	<b>28</b>	<b>22</b>

# Received Conflicting Information from Different Health Professionals When Sick

Base: Adults with a serious illness, injury, or disability in past 2 years

Percent “often” or “sometimes” received conflicting information

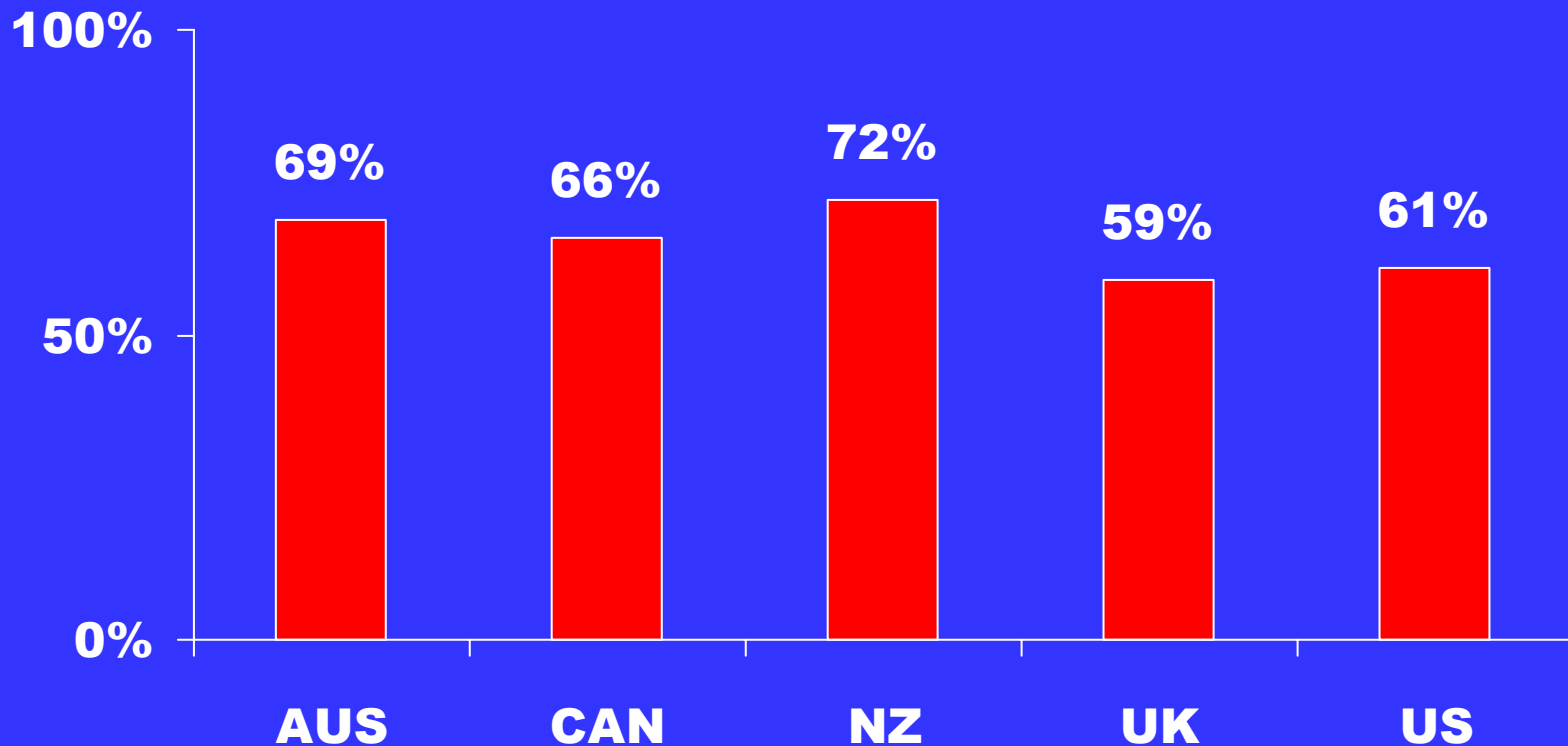


# Physician Ratings

<b>Percent rating physician as excellent or very good on:</b>	<b>AUS</b>	<b>CAN</b>	<b>NZ</b>	<b>UK</b>	<b>US</b>
<b>Treating you with dignity and respect</b>	<b>80</b>	<b>79</b>	<b>84</b>	<b>73</b>	<b>72</b>
<b>Listening carefully to your health concerns</b>	<b>73</b>	<b>74</b>	<b>75</b>	<b>67</b>	<b>65</b>
<b>Providing all the information you want</b>	<b>72</b>	<b>67</b>	<b>73</b>	<b>58</b>	<b>63</b>
<b>Spending enough time</b>	<b>69</b>	<b>62</b>	<b>71</b>	<b>54</b>	<b>58</b>
<b>Knowing you and your family situation</b>	<b>63</b>	<b>59</b>	<b>67</b>	<b>51</b>	<b>57</b>
<b>Being accessible by phone or in person</b>	<b>59</b>	<b>55</b>	<b>64</b>	<b>48</b>	<b>52</b>

# Composite Physician Ratings

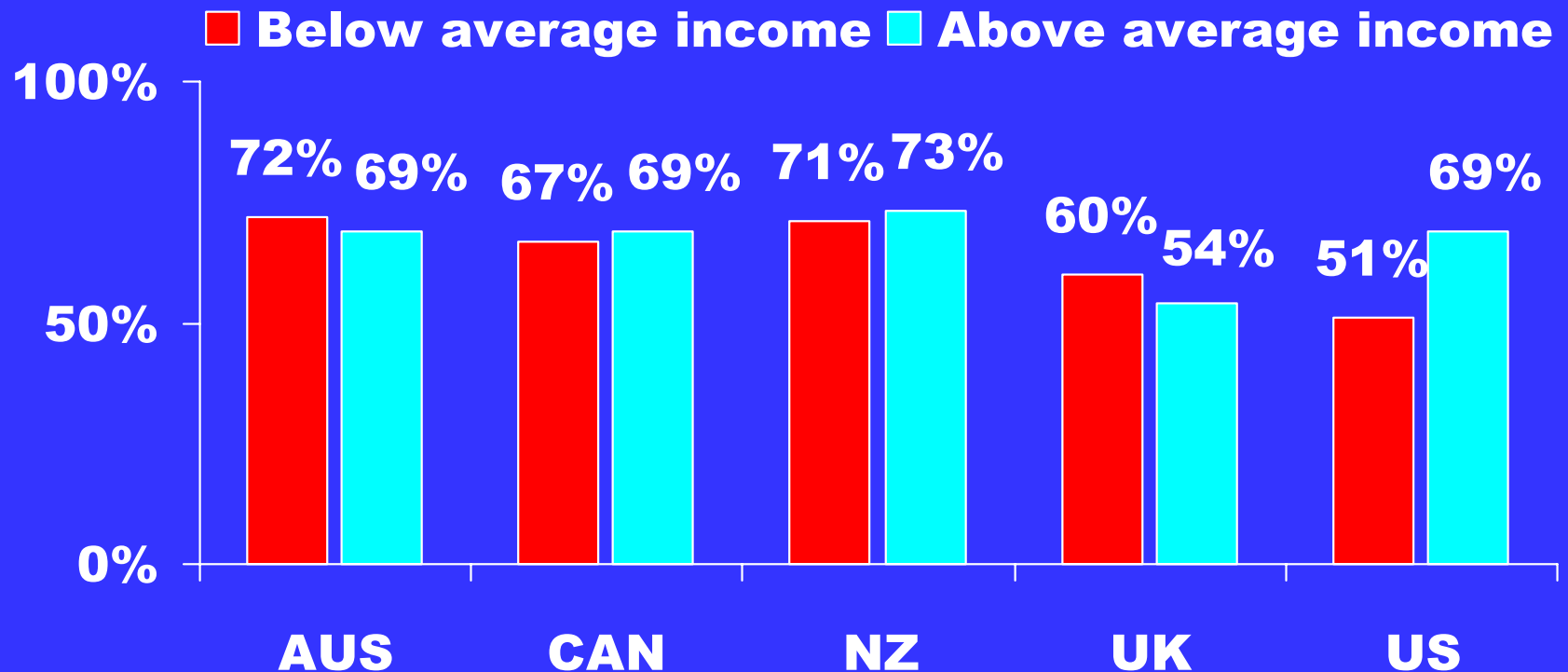
Percent rating physicians excellent or very good on six measures of responsiveness



\*Average excellent or very good rating of: treating you with dignity & respect, listening carefully, being accessible by phone or in person, spending enough time, knowing you, and providing you with all the information you want.

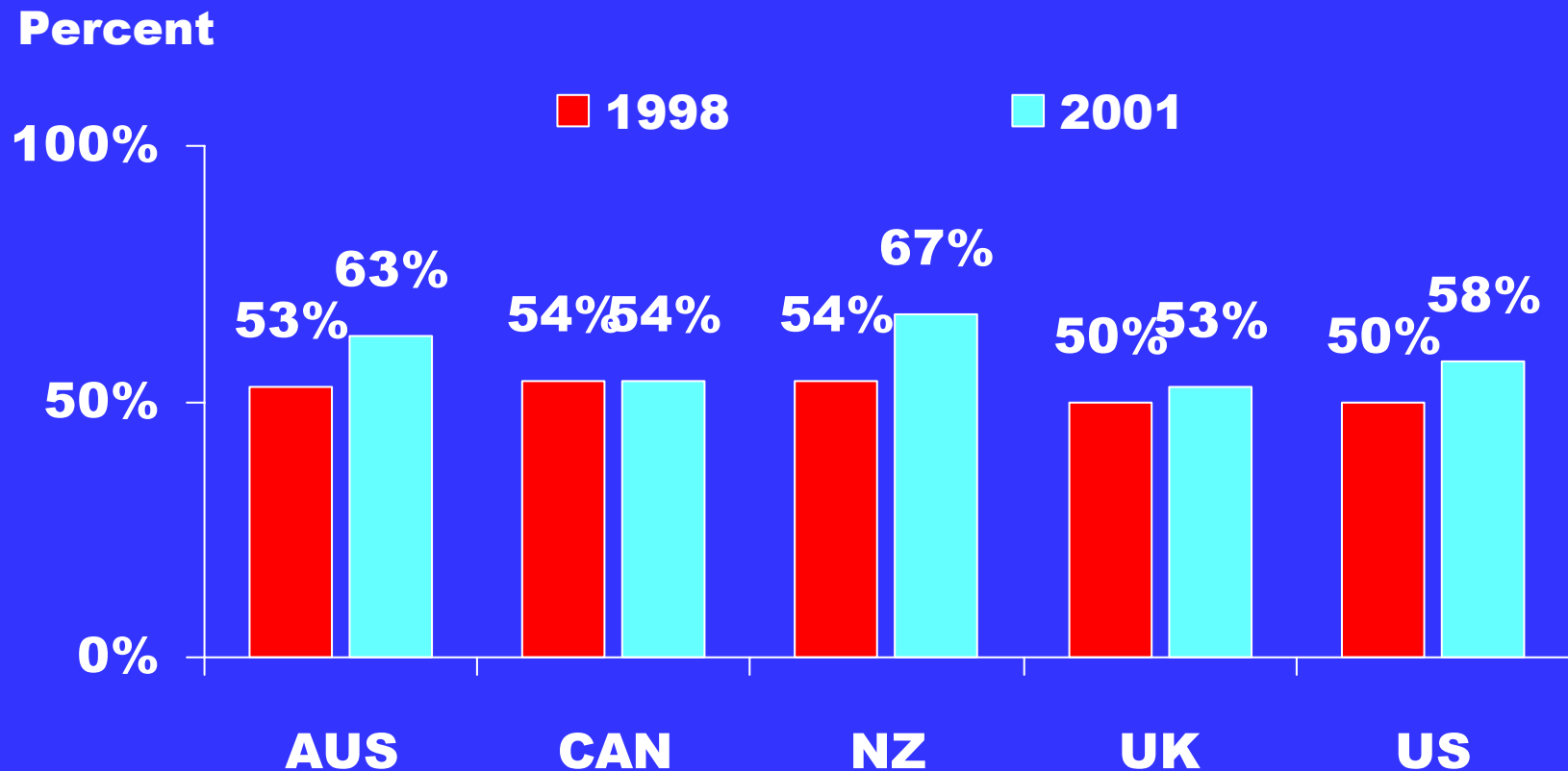
# Composite Rating of Physicians, by Income

Percent rating physicians excellent or very good on six measures\*



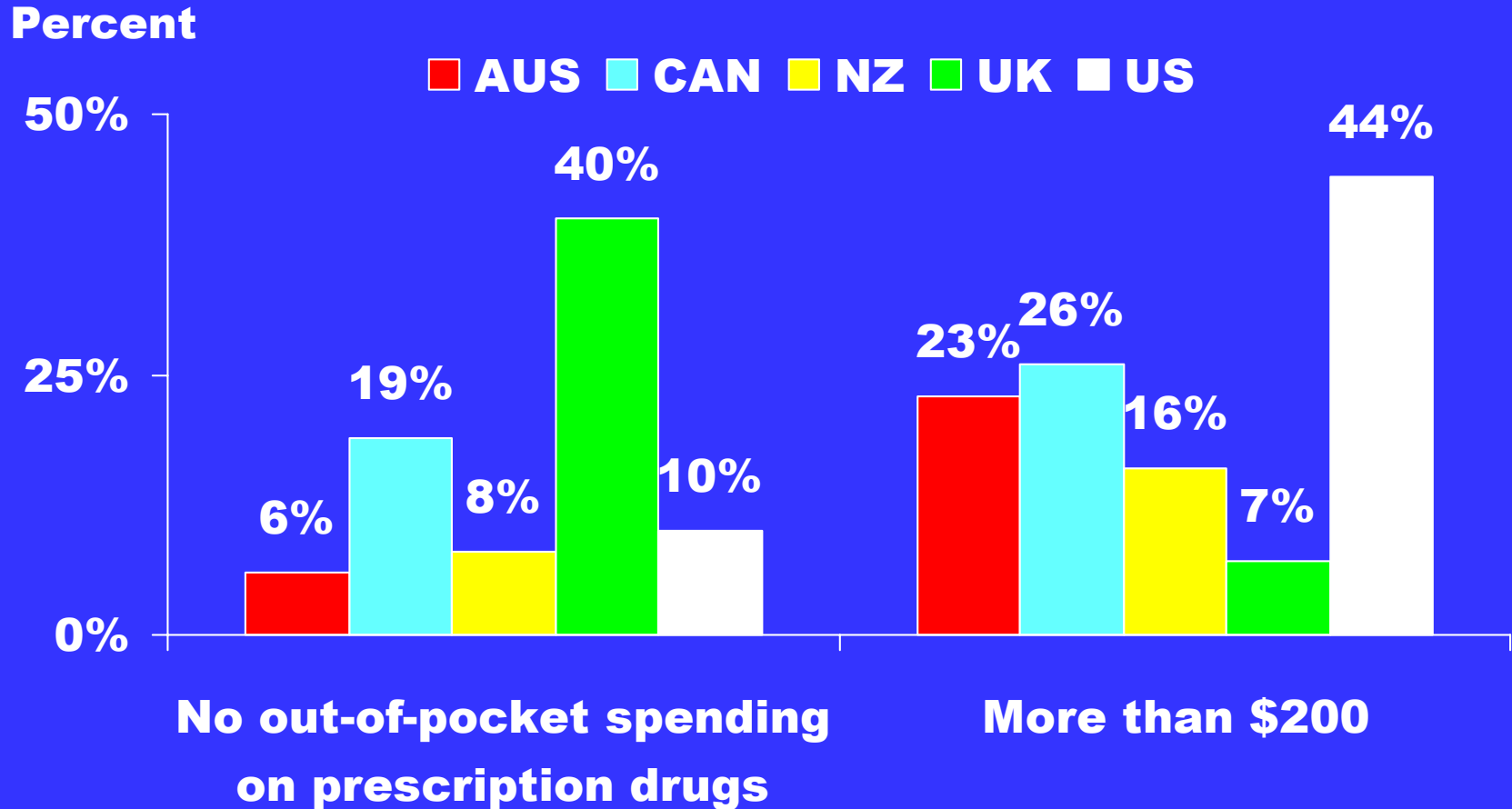
\*Average excellent or very good rating of: treating you with dignity & respect, listening carefully, being accessible by phone or in person, spending enough time, knowing you, and providing you with all the information you want.

# Rated Overall Medical Care Received in the Past 12 Months as Excellent or Very Good



# **Costs and Worries About the Future**

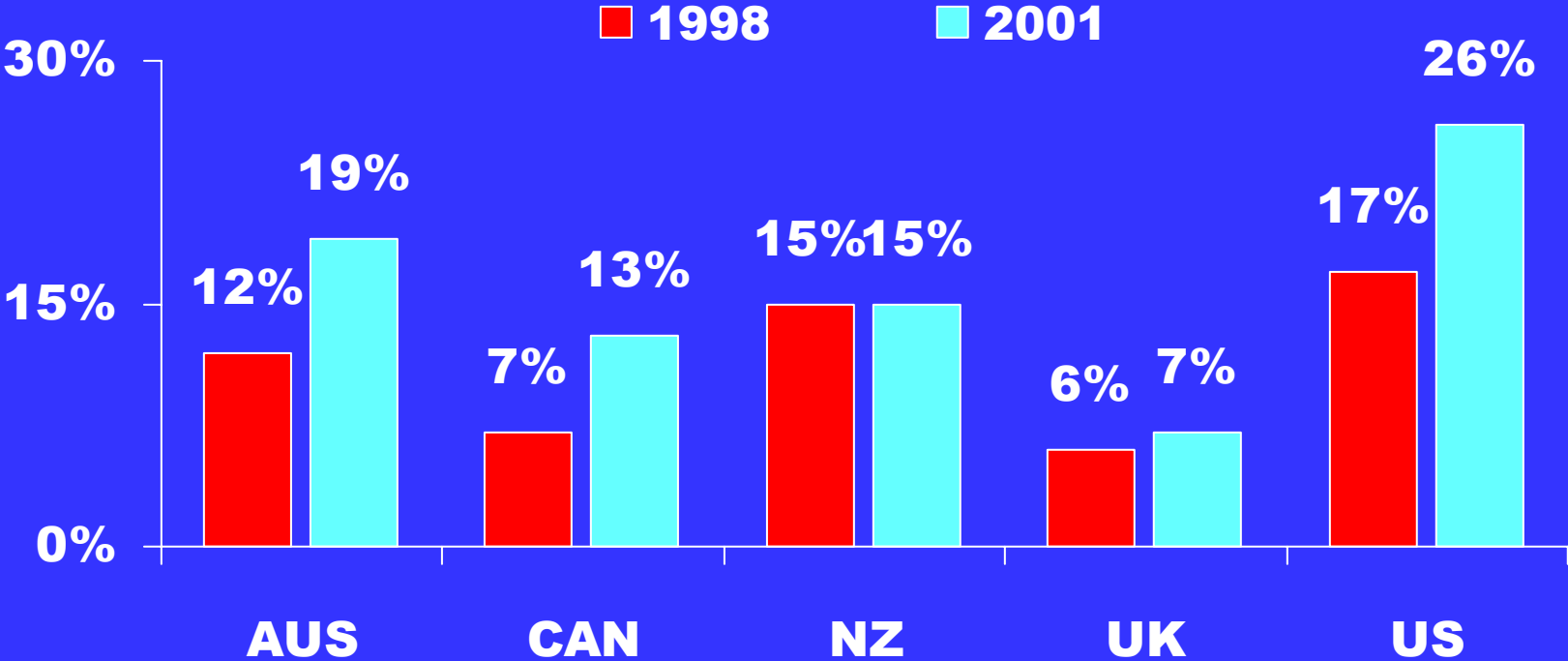
# Out of Pocket Costs for Prescription Drugs





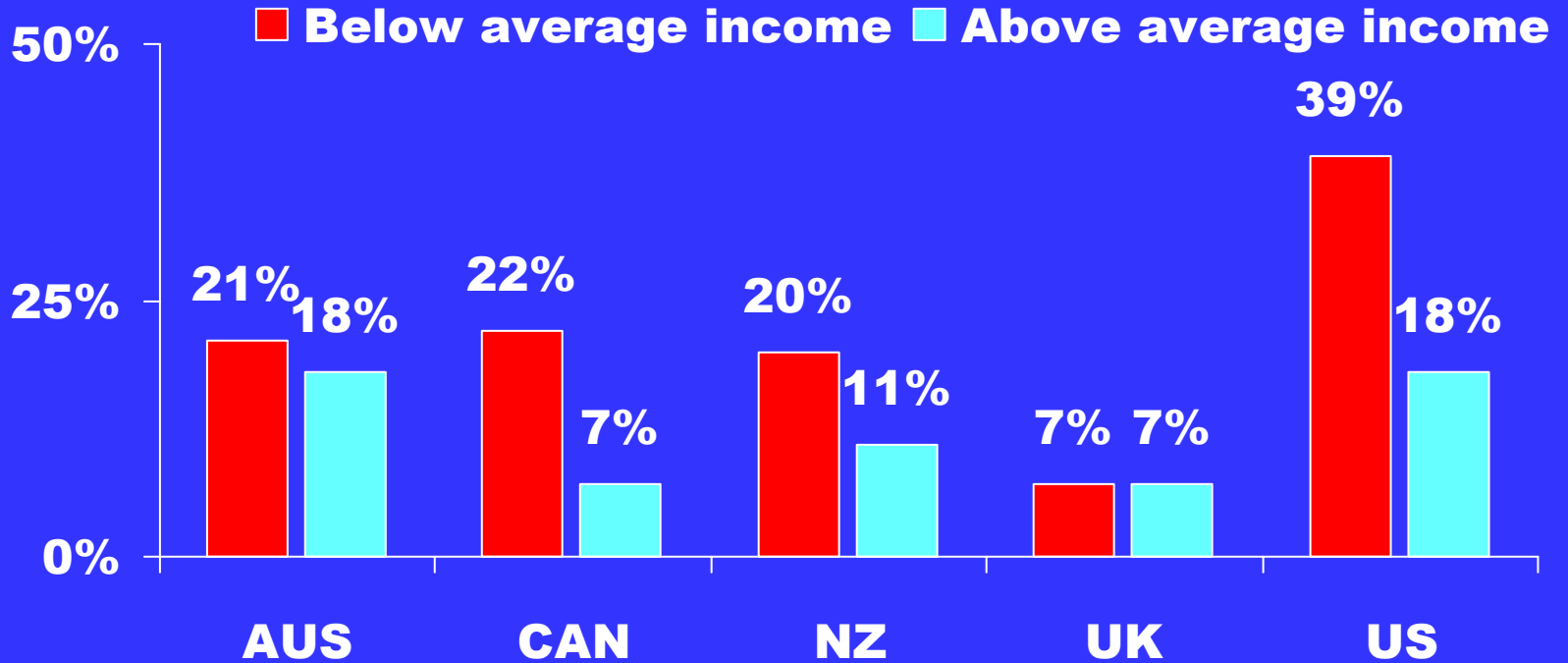
# Did Not Fill A Prescription Due To Cost In Past Year, 1998 and 2001

Percent

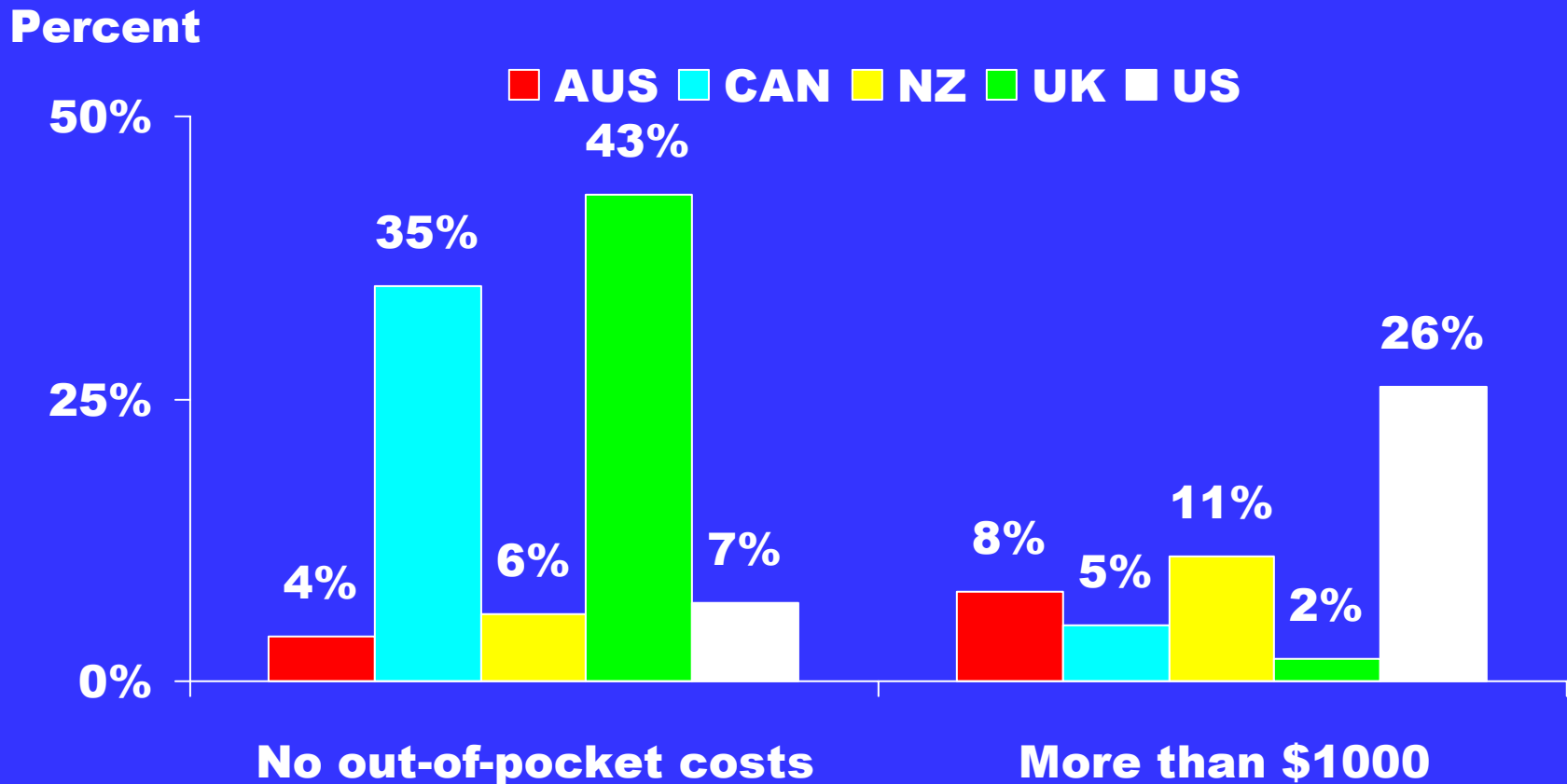


# Did Not Fill a Prescription Due to Cost in Past Year, by Income

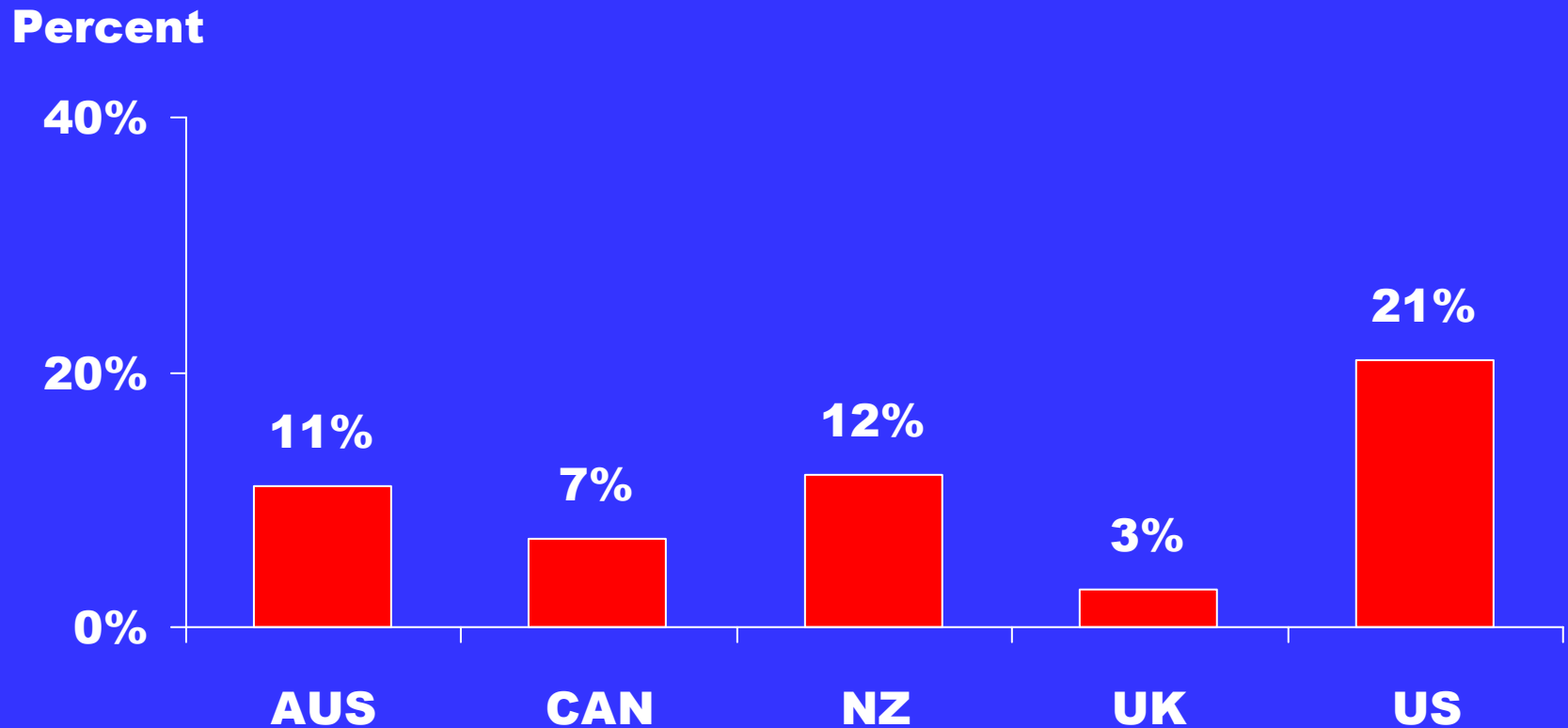
Percent



# Total Out of Pocket Costs, 2001



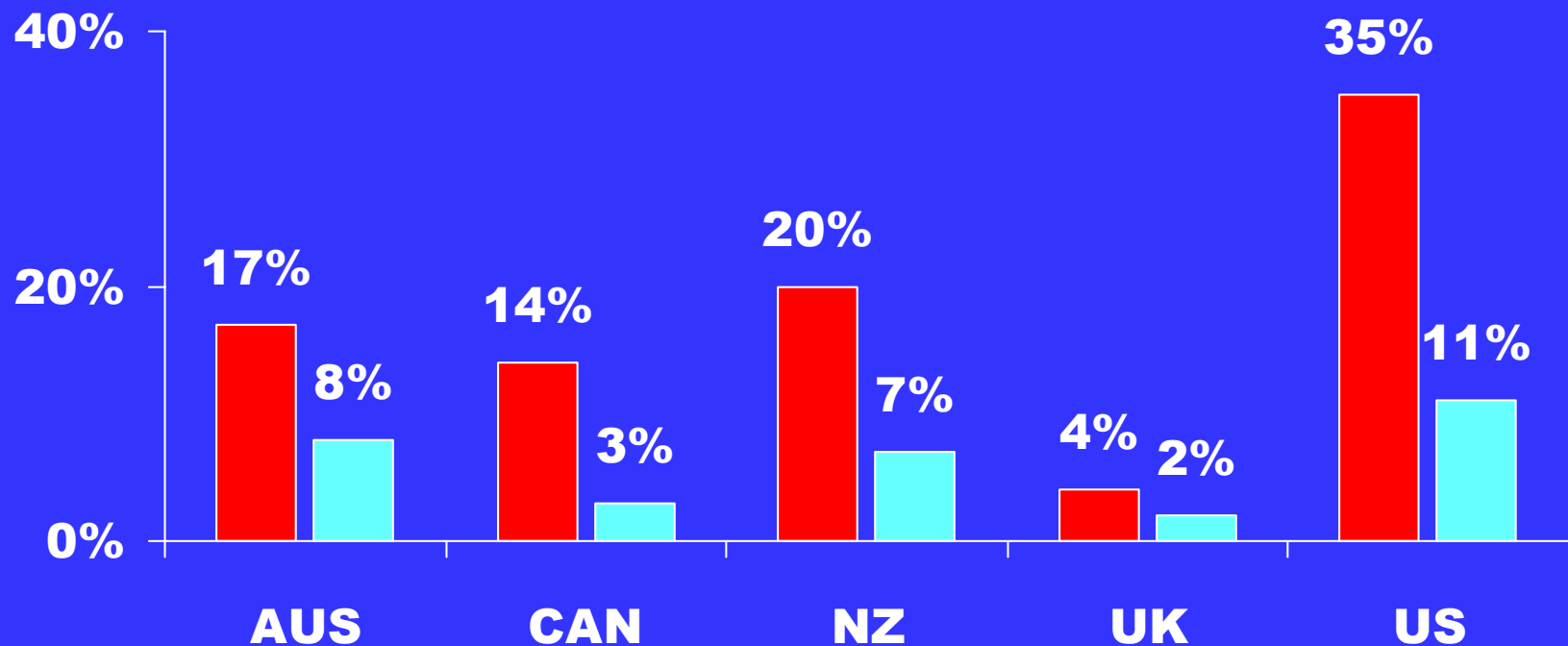
# Had Problems Paying Medical Bills In Past Year, 2001



# Had Problems Paying Medical Bills in the Past Year, By Income

Percent

■ Below average income ■ Above average income

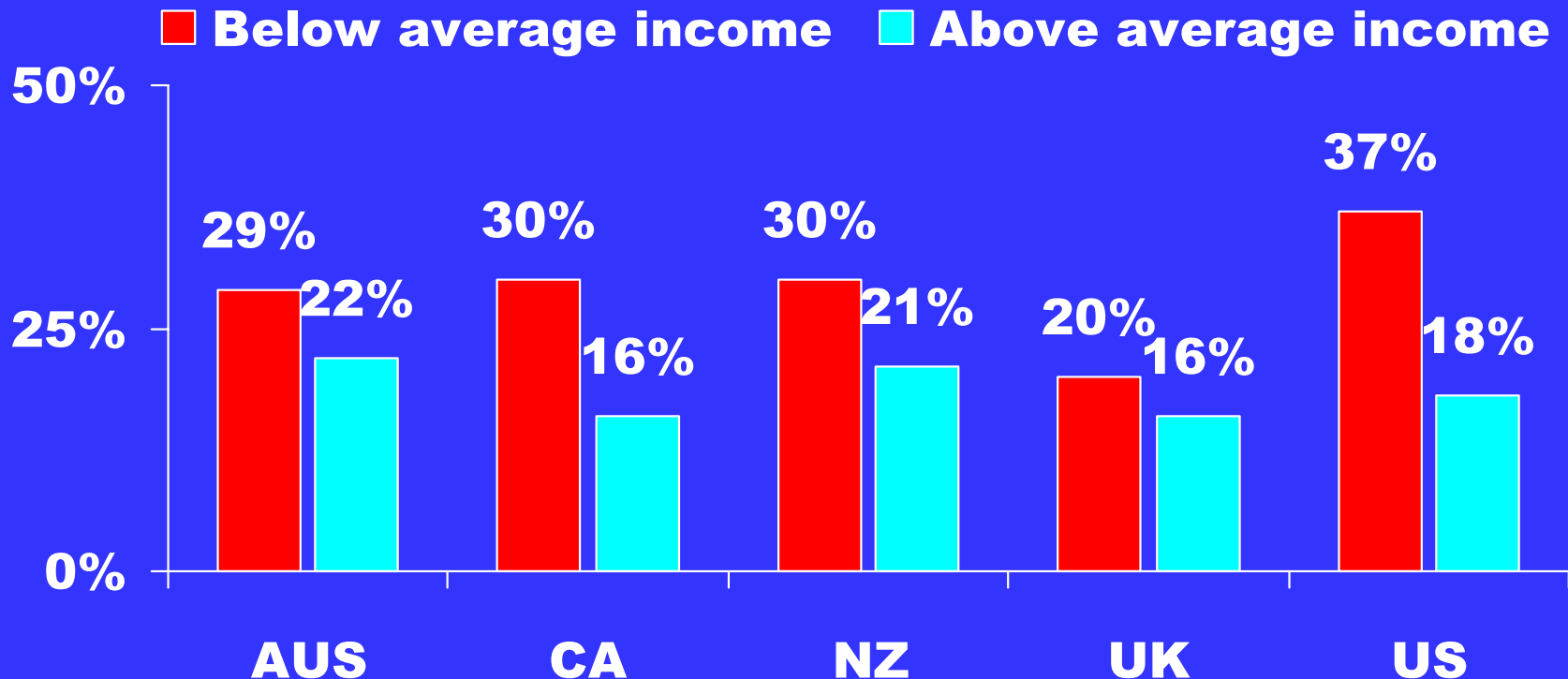


# Worries About the Future

<b>Percent saying “very worried” that:</b>	<b>AUS</b>	<b>CAN</b>	<b>NZ</b>	<b>UK</b>	<b>US</b>
<b>Would not be able to get most advanced care if seriously ill</b>	<b>24</b>	<b>23</b>	<b>24</b>	<b>18</b>	<b>22</b>
<b>Would not be able to afford treatment if seriously ill</b>	<b>26</b>	<b>20</b>	<b>24</b>	<b>15</b>	<b>29</b>
<b>Will not be able to pay for long term care for family member</b>	<b>30</b>	<b>26</b>	<b>32</b>	<b>23</b>	<b>35</b>
<b>Will wait too long to get non-emergency care</b>	<b>19</b>	<b>17</b>	<b>20</b>	<b>15</b>	<b>14</b>

# Composite of “Very Worried” About Future Ability to Get Care, by Income

Percent they are very worried on a series of measures\*



\*Country averages of percent very worried: they would not be able to get the most advanced care if seriously ill, would not be able to afford treatment if seriously ill, would not be able to pay for long term care or would wait too long for non-emergency care.

# Methodology

**Surveys of nationally representative, non-institutionalized adult populations in each of the five countries were conducted by telephone during April-May 2001 by Harris Interactive and their international affiliates. Interviews resulted in a sample of 1412 adults in Australia, 1400 in Canada, 1400 in New Zealand, 1400 in the United Kingdom, and 1401 in the United States. Identical instruments were used in all of the countries. The surveys were designed by a team of researchers at the Harvard School of Public Health and the Commonwealth Fund and reviewed by experts in each country.**