



The Commonwealth Fund 2005 International Health Policy Survey of Sicker Adults in Six Countries

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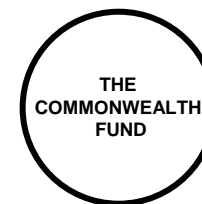
2005 International Health Policy Survey

- Telephone survey of sicker adults ages 18 and older in Australia, Canada, Germany, New Zealand, the U.K., and the U.S. Adults met at least one of the following criteria:
 - Self reported health status is fair or poor
 - Serious illness in the past 2 years
 - Hospitalized or had major surgery in the past 2 years
- One-fourth to one-third of adults net screened as sicker
- Final samples: 702 Australia, 751 Canada, 1,503 Germany, 704 New Zealand, 1,770 United Kingdom, and 1,527 United States
- Conducted by Harris Interactive and subcontractors from March 2005 to June 2005.



Characteristics of "Sicker Adults" in Survey

Percent who:	AUS	CAN	GER	NZ	UK	US
Rate health as fair or poor	50	46	58	33	56	59
Have any of 6 chronic illnesses, doctor diagnosis	72	72	73	62	67	73
Saw 4 or more doctors in the past 2 years	44	35	32	40	42	35
Use 4 or more prescriptions regularly	26	31	30	22	32	40
Hospitalized, other than normal pregnancy in past 2 years	48	44	50	54	40	41
Had major surgery in past 2 years	28	29	26	30	25	32

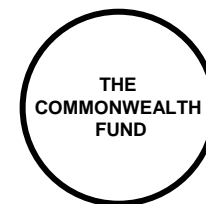
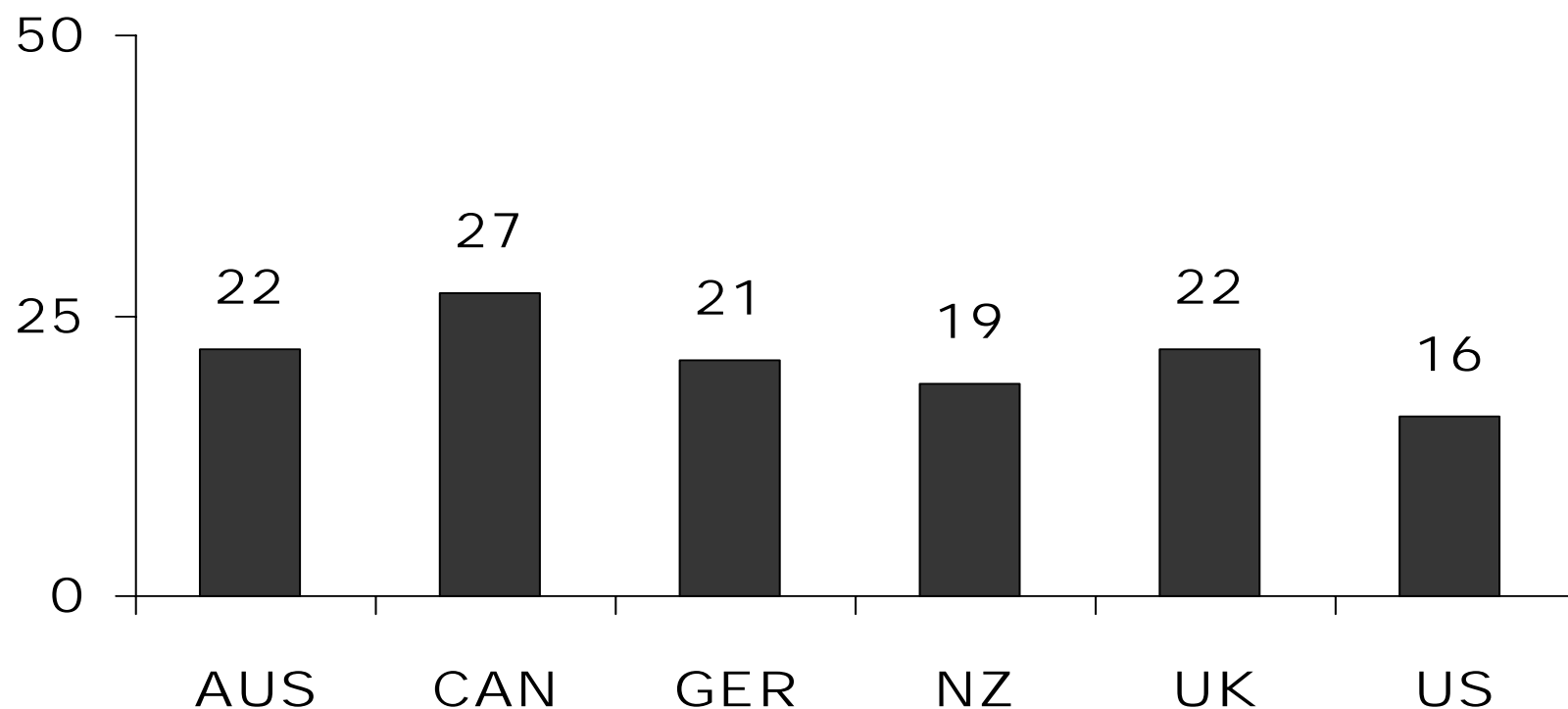


Hospital Stay and Discharge Experiences

Did Doctors and Nurses Involve You as Much as You Wanted in Care Decisions?

Base: Hospitalized in past 2 years

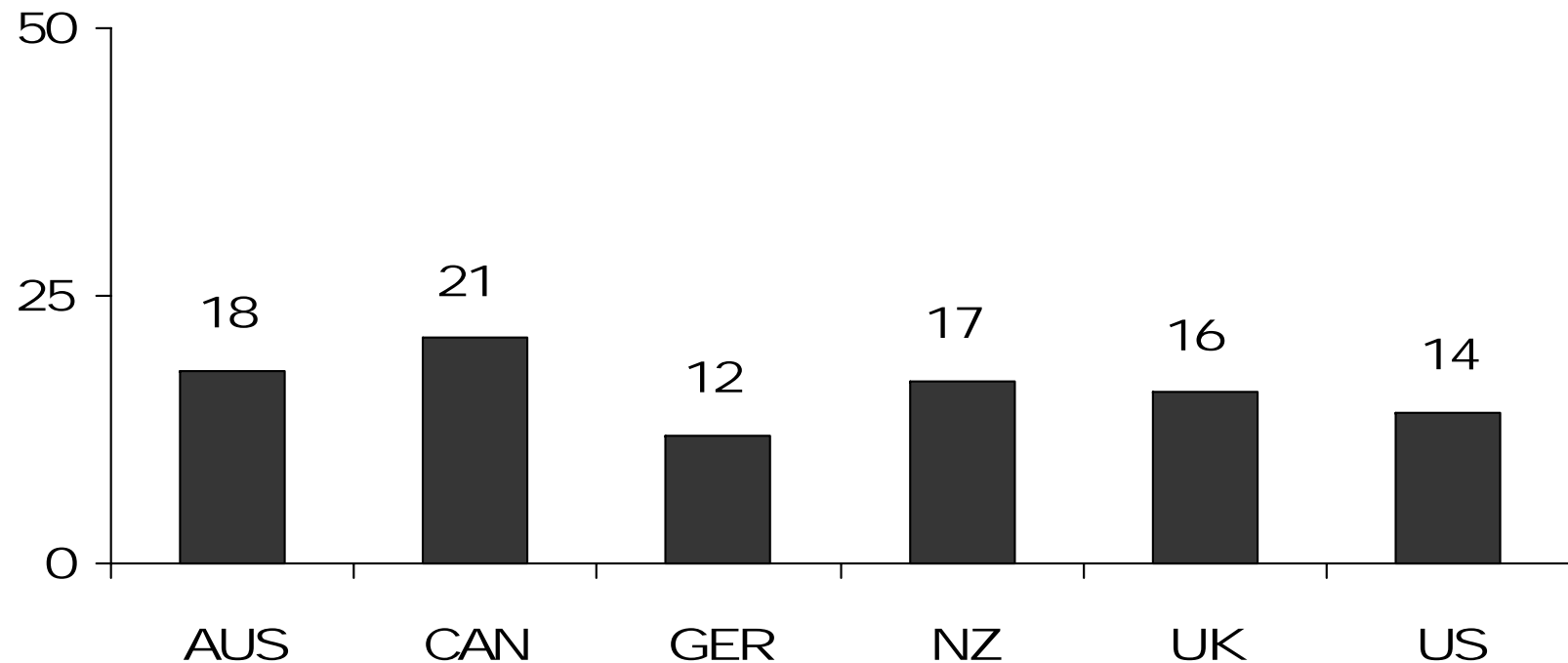
Percent NOT involved as much as would like



Were Risks Explained Before a Hospital Procedure in an Understandable Way?

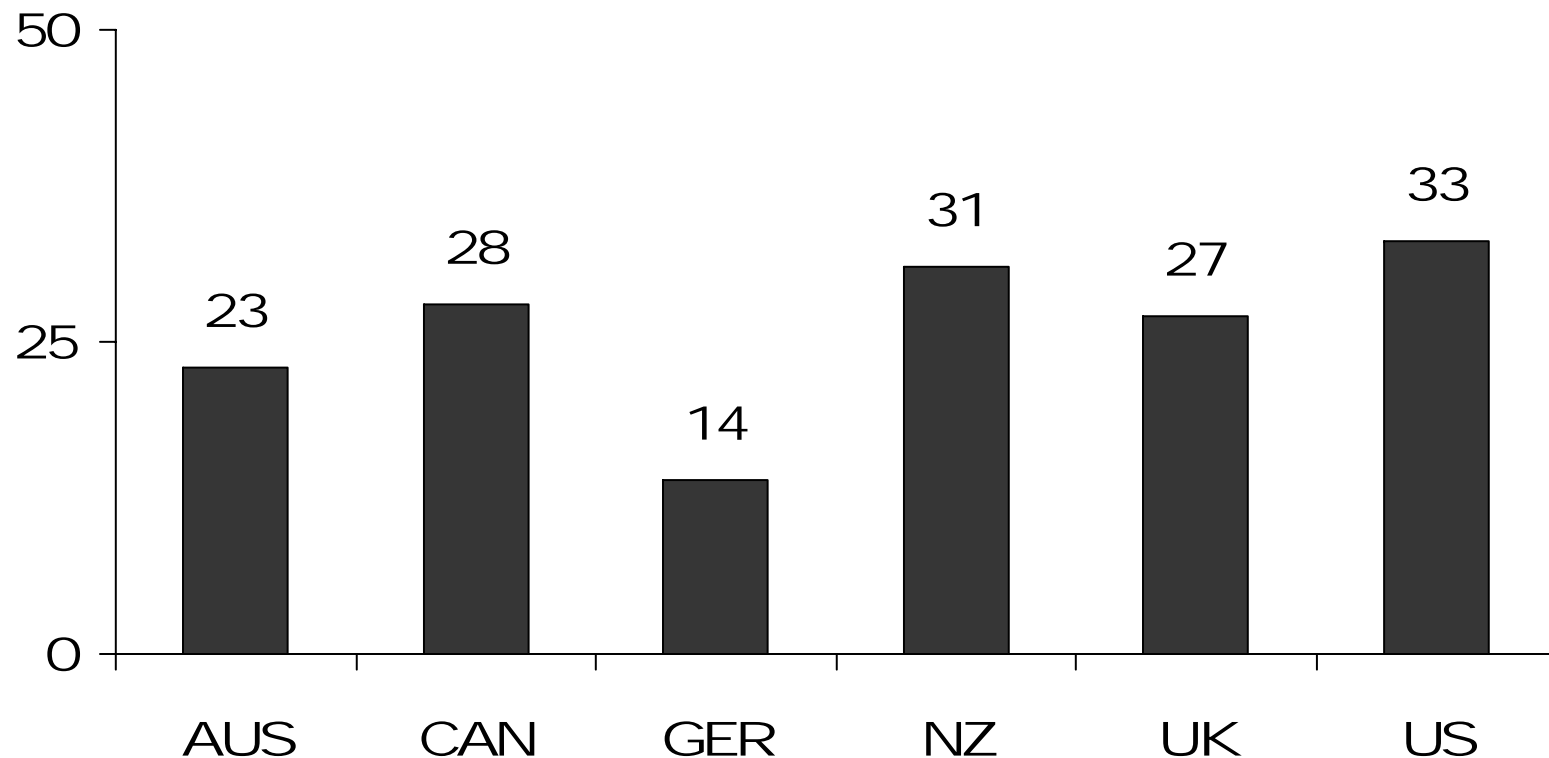
Base: Hospitalized in past 2 years

Percent said risks were NOT explained



Failure to Discuss Medications Used Before Hospitalized on Discharge

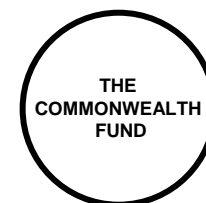
Percent of patients with new prescription who said prior medications were not reviewed at discharge



Deficiencies in Transition Planning When Discharged from the Hospital

Base: Hospitalized in past 2 years

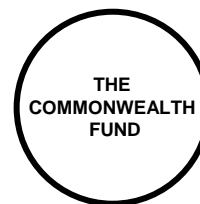
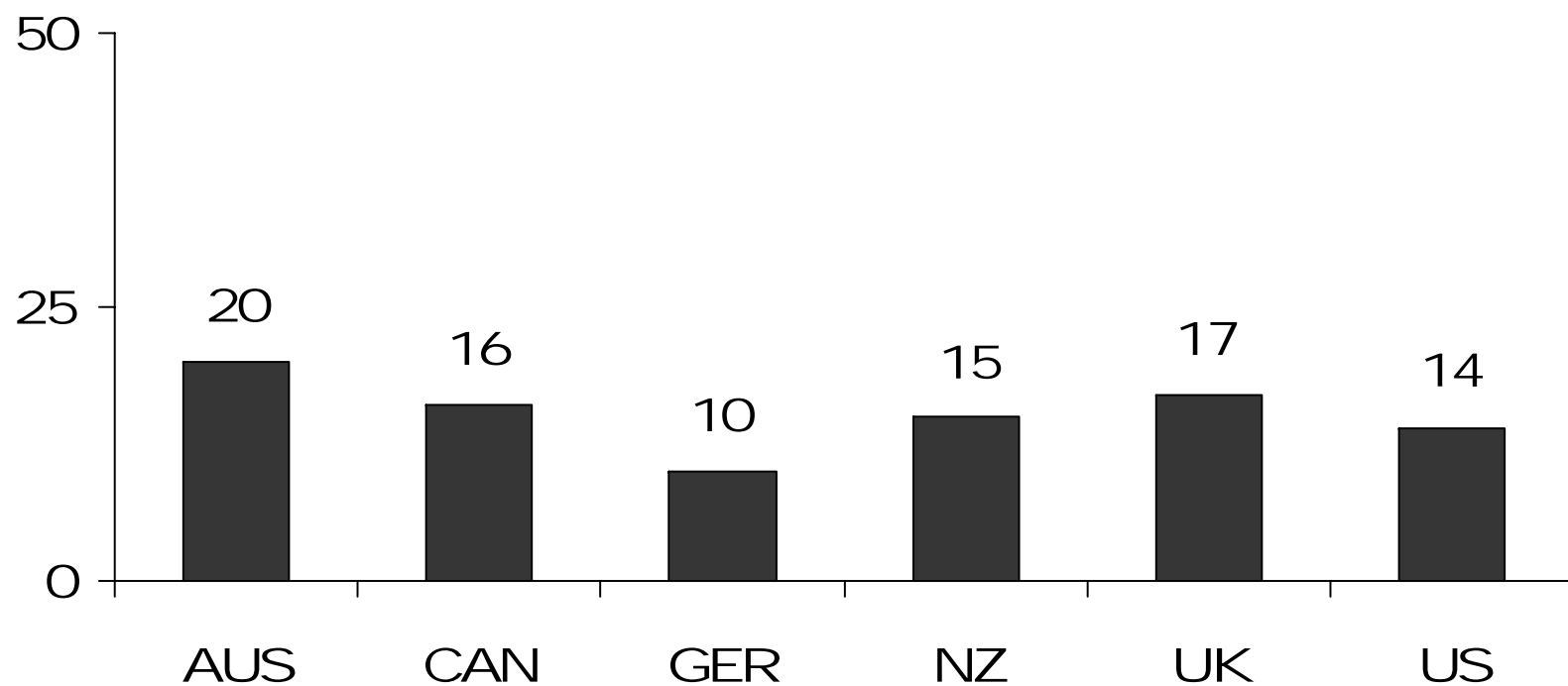
Percent who reported when discharged:	AUS	CAN	GER	NZ	UK	US
Did NOT receive instructions about symptoms to watch and when to seek further care	18	17	23	14	26	11
Did NOT know who to contact with questions about condition or treatment	9	12	12	9	12	8
Hospital did NOT make arrangements for follow-up visits	23	30	50	23	19	27
% any of the above	36	41	60	33	37	33



Readmitted to a Hospital or Went to ER as a Result of Complications After Discharge

Base: Hospitalized in past 2 years

Percent readmitted or ER visit due to complications

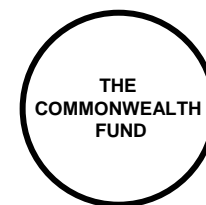
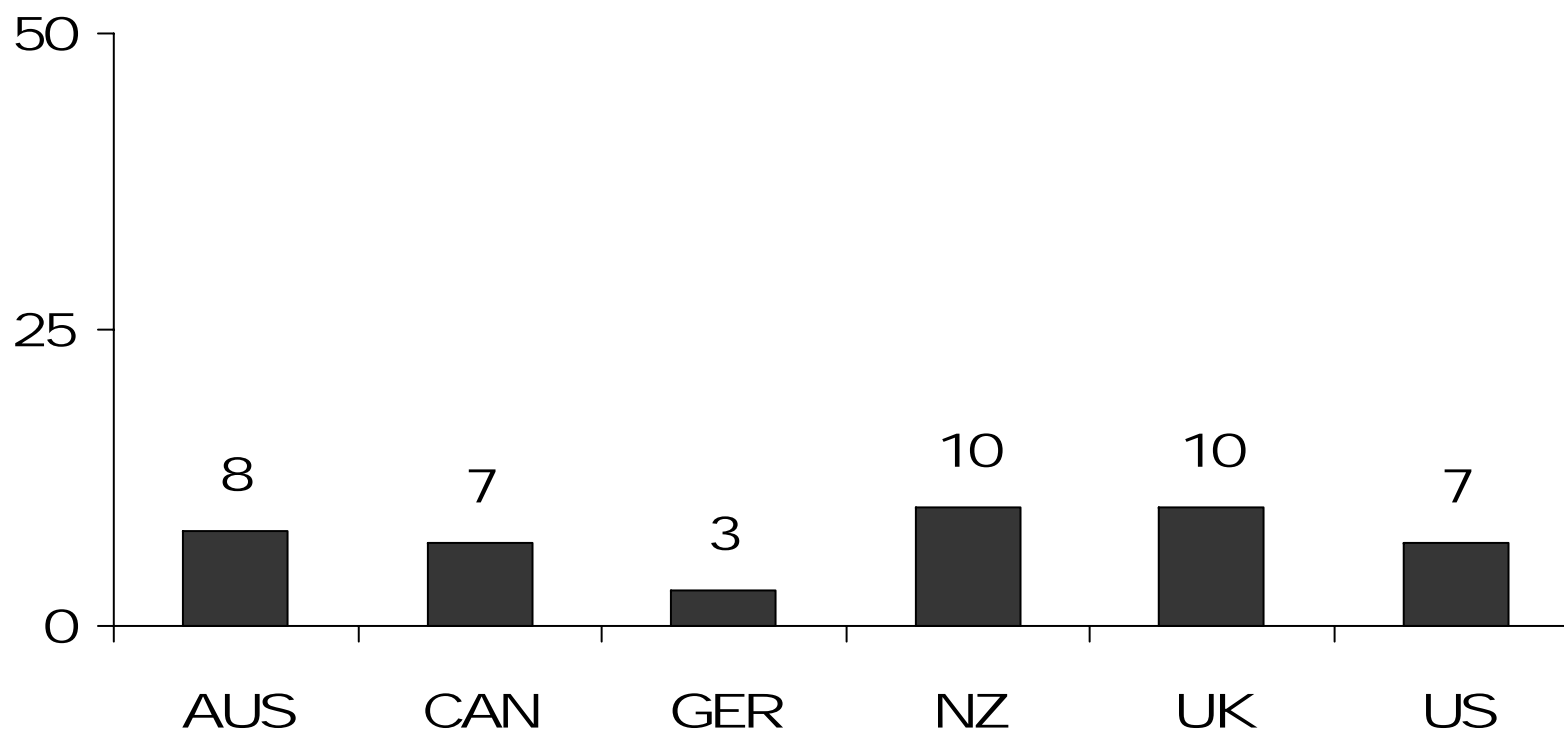


Safety: Medication, Medical, and Diagnostic Test Errors

Developed Infection While in the Hospital

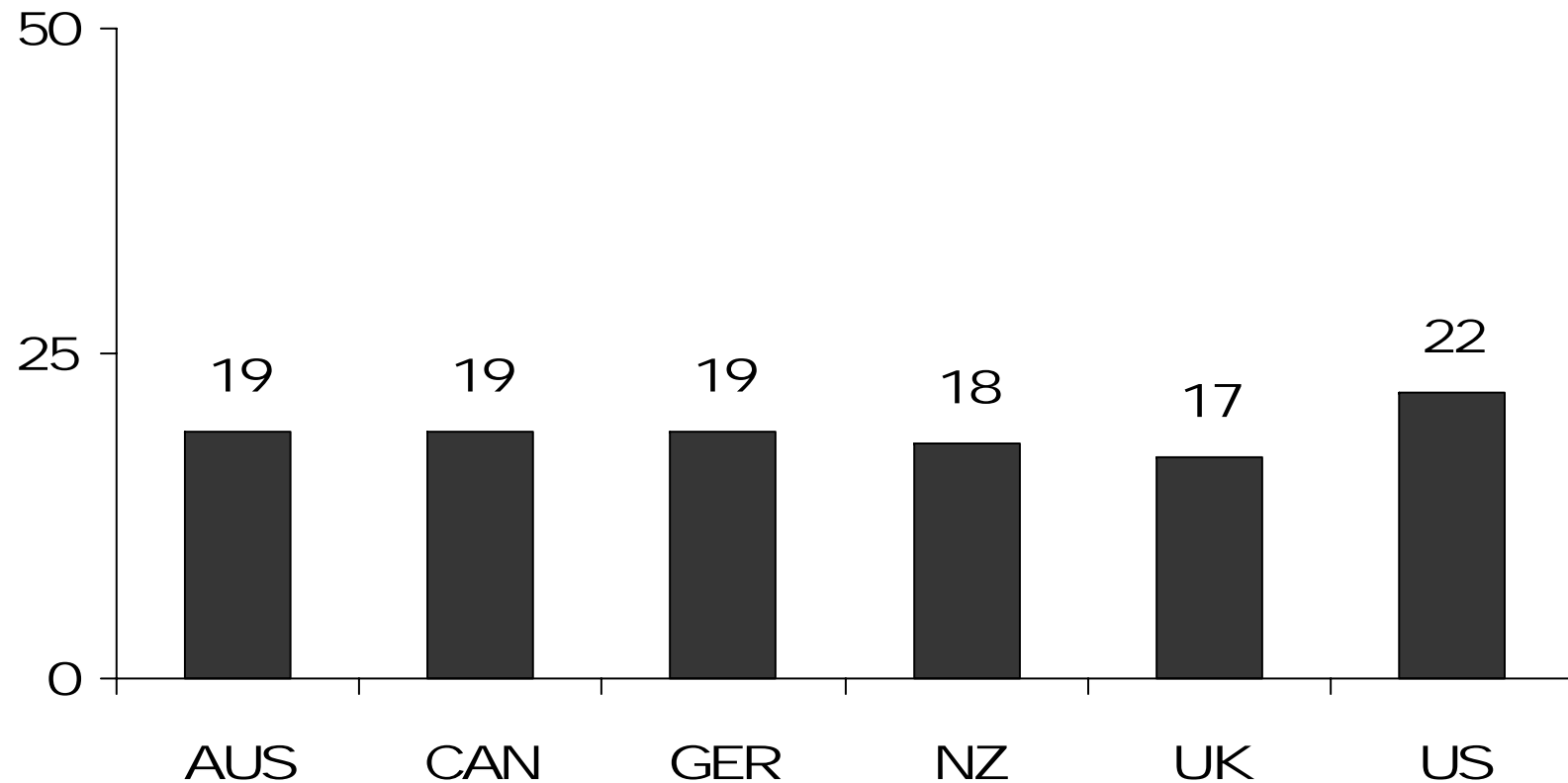
Base: Hospitalized in past 2 years

Percent



Medical Mistake or Medication Error in Past Two Years

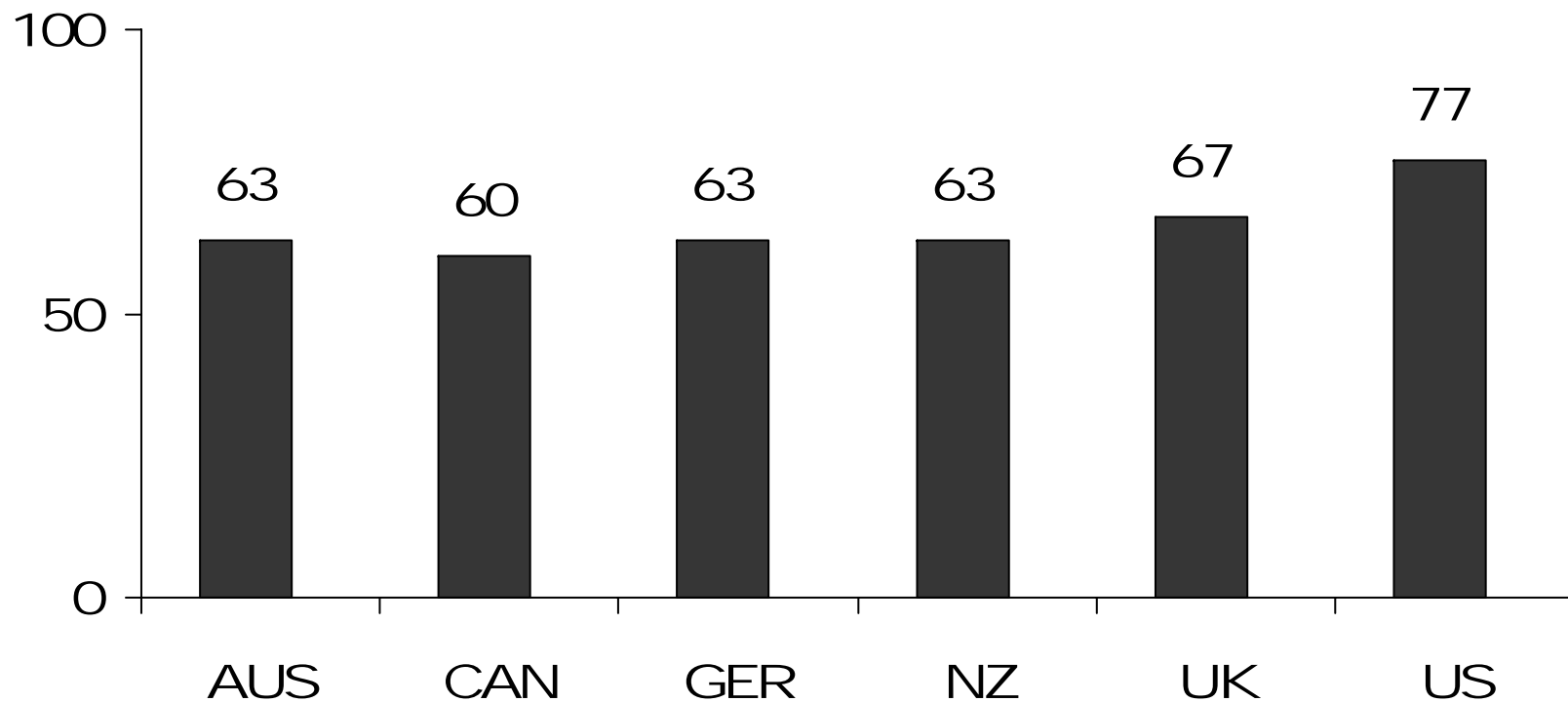
Percent reporting either mistake or medication error



Medical Mistake or Medication Error Occurred Outside the Hospital

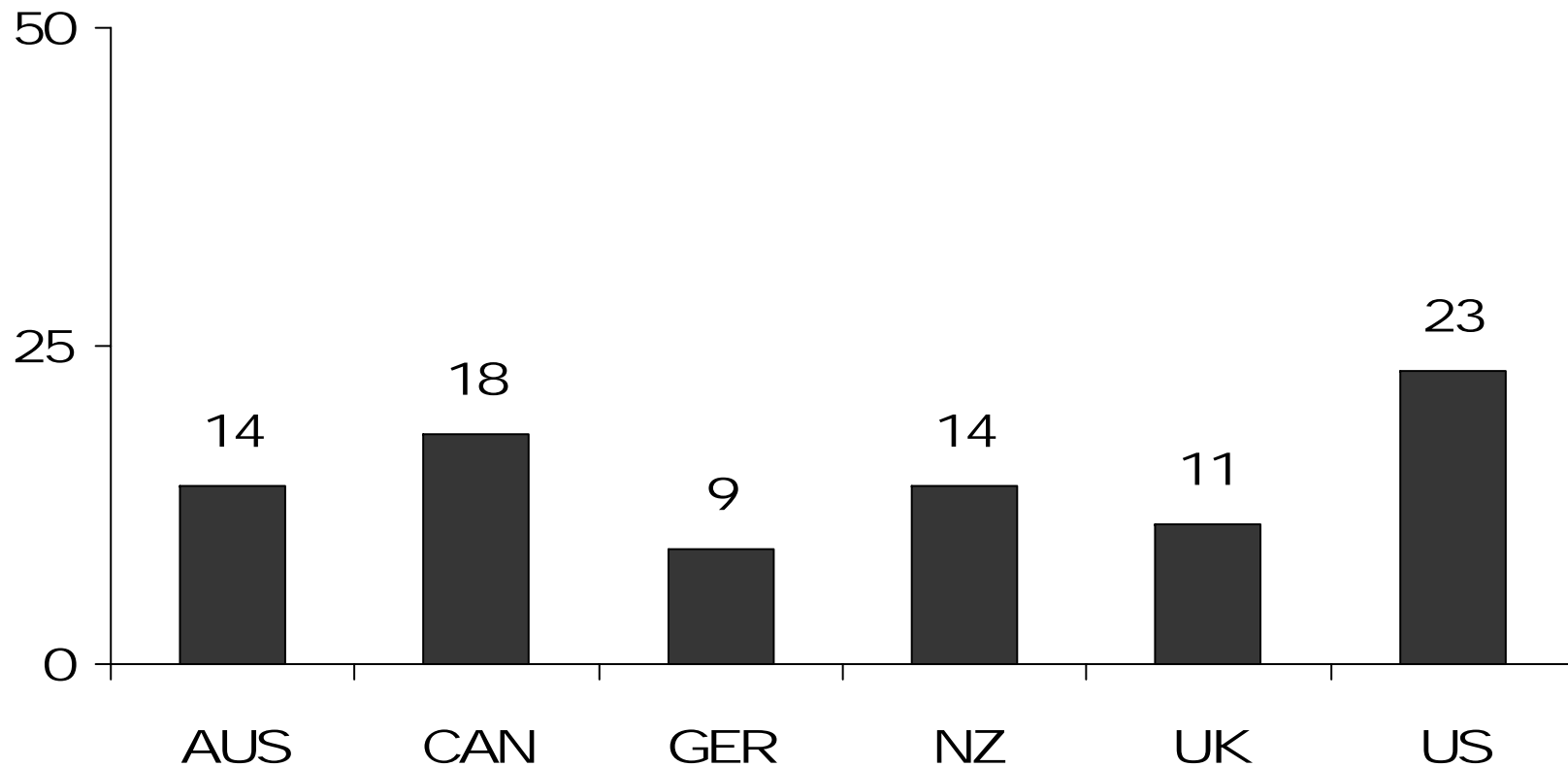
Base: Experienced medical mistake or medication error

Percent saying error occurred outside the hospital

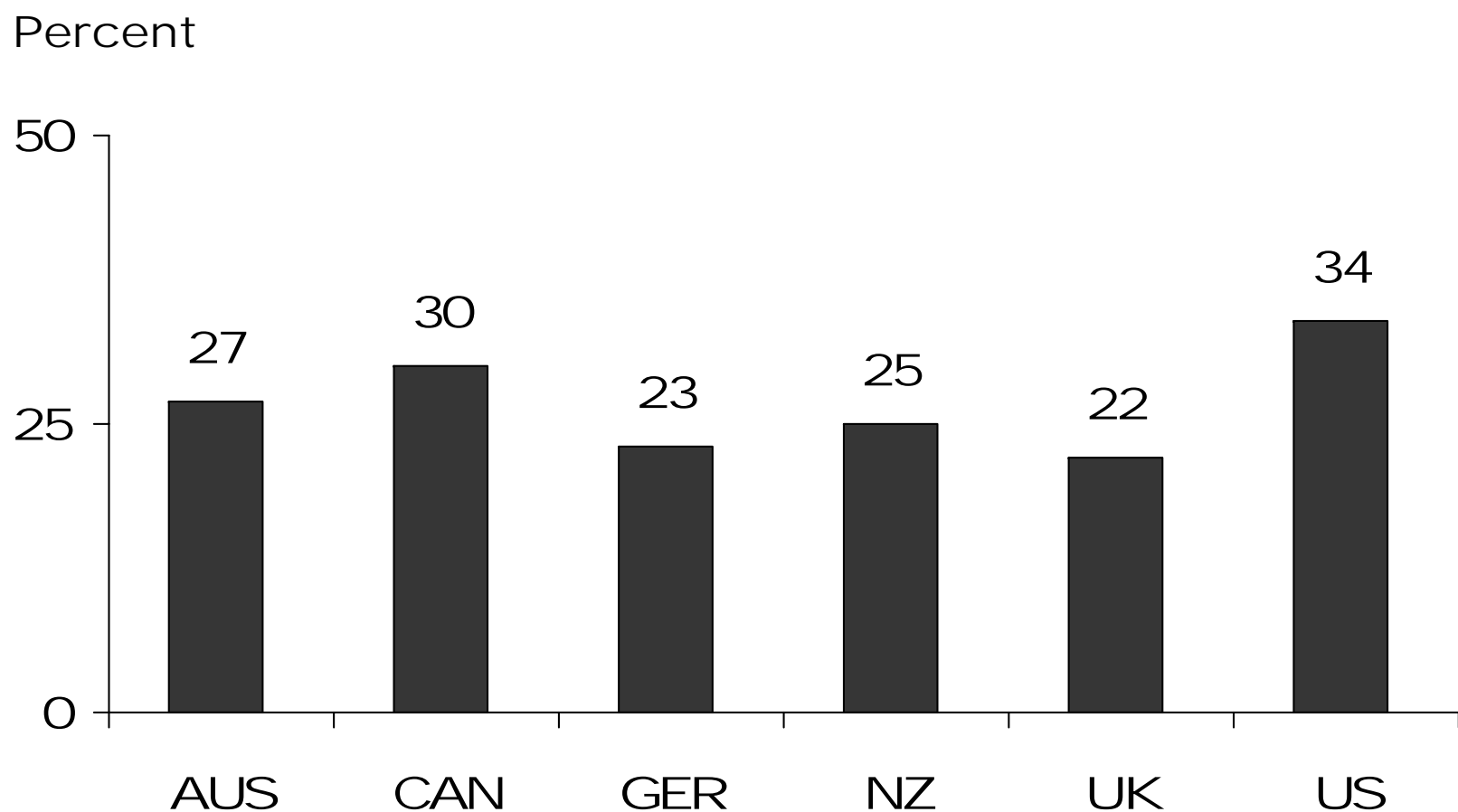


Incorrect Lab/Diagnostic Test or Delay in Receiving Abnormal Test Results

Percent reporting either lab test error in past two years

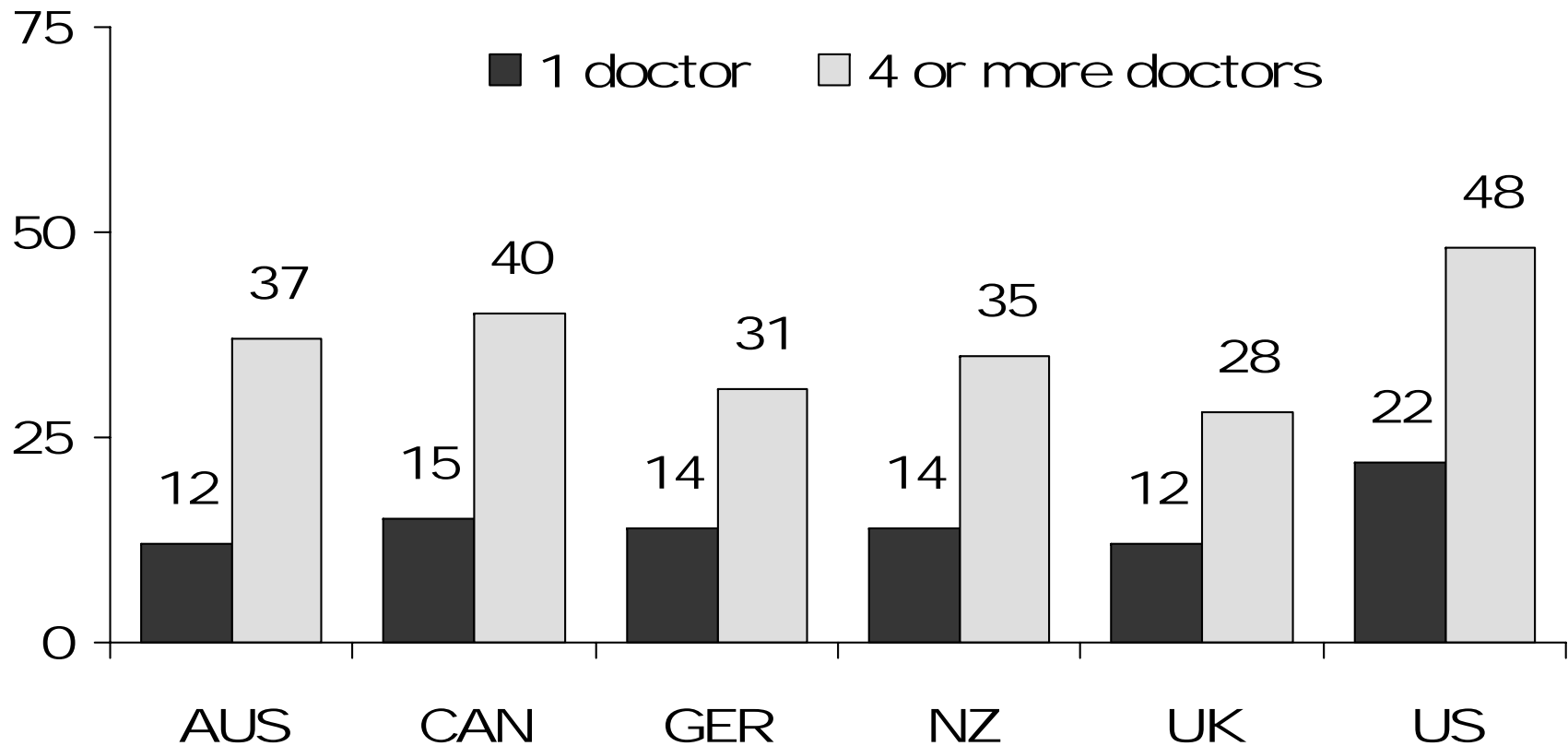


Any Error: Medical Mistake, Medication Error, or Test Error in Past Two Years



Patients Reporting Any Error by Number of Doctors Seen in Past Two Years

Percent



Access

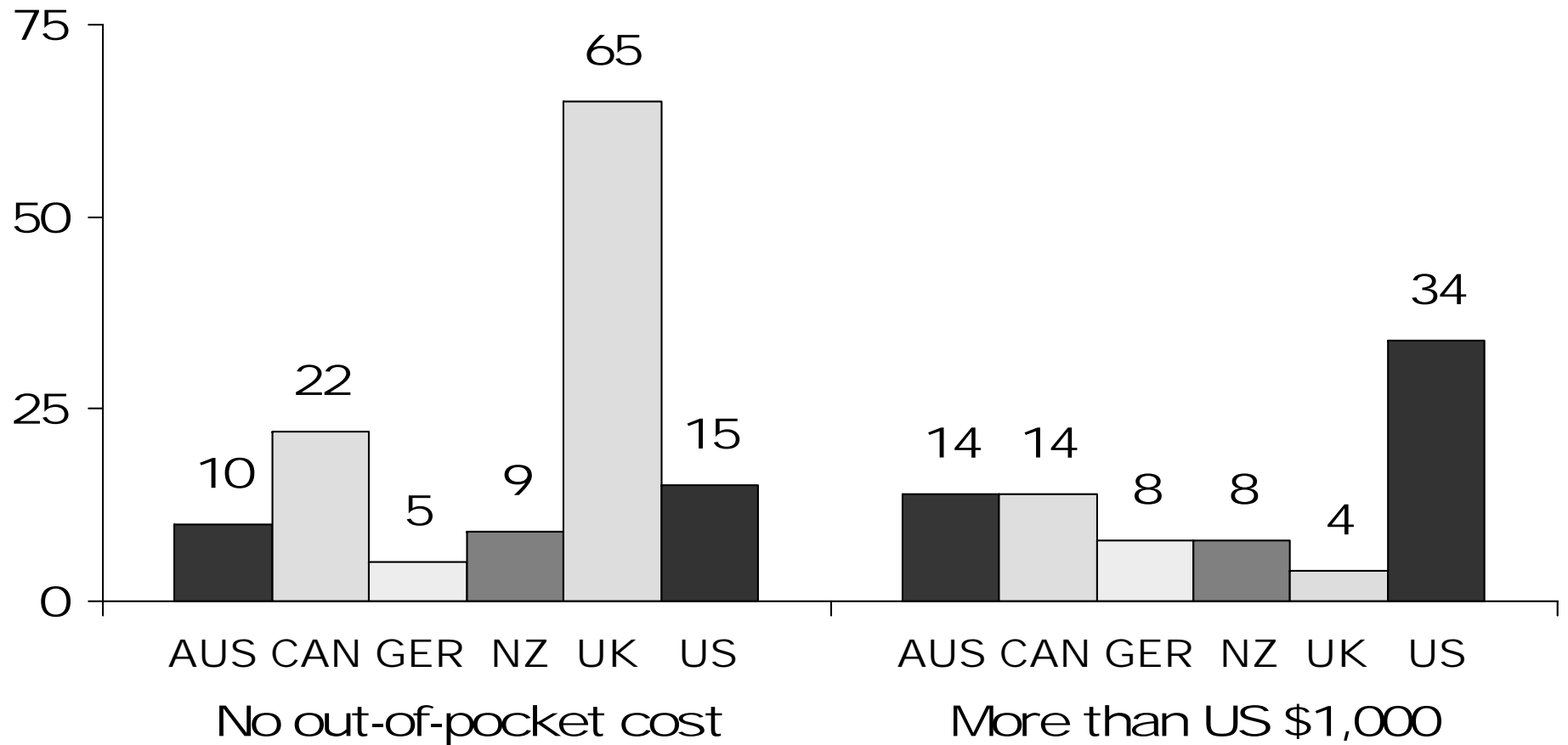
Cost-Related Access Problems

Percent in past year due to cost:	AUS	CAN	GER	NZ	UK	US
Did not fill prescription or skipped doses	22	20	14	19	8	40
Had a medical problem but did not visit doctor	18	7	15	29	4	34
Skipped test, treatment or follow-up	20	12	14	21	5	33
Percent who said yes to at least one of the above	34	26	28	38	13	51



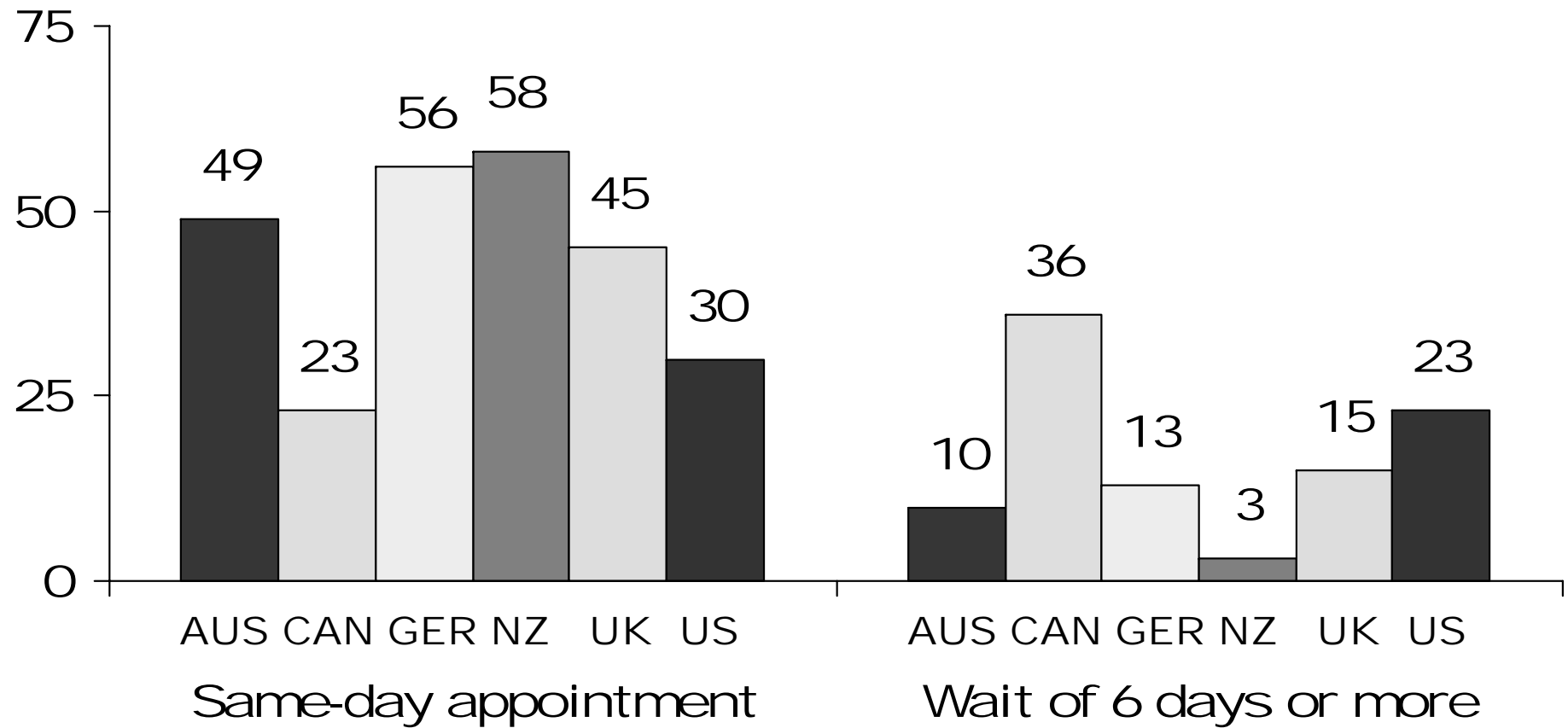
Out-of-Pocket Medical Costs in the Past Year

Percent



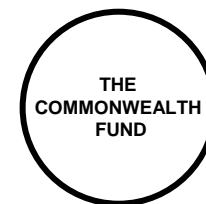
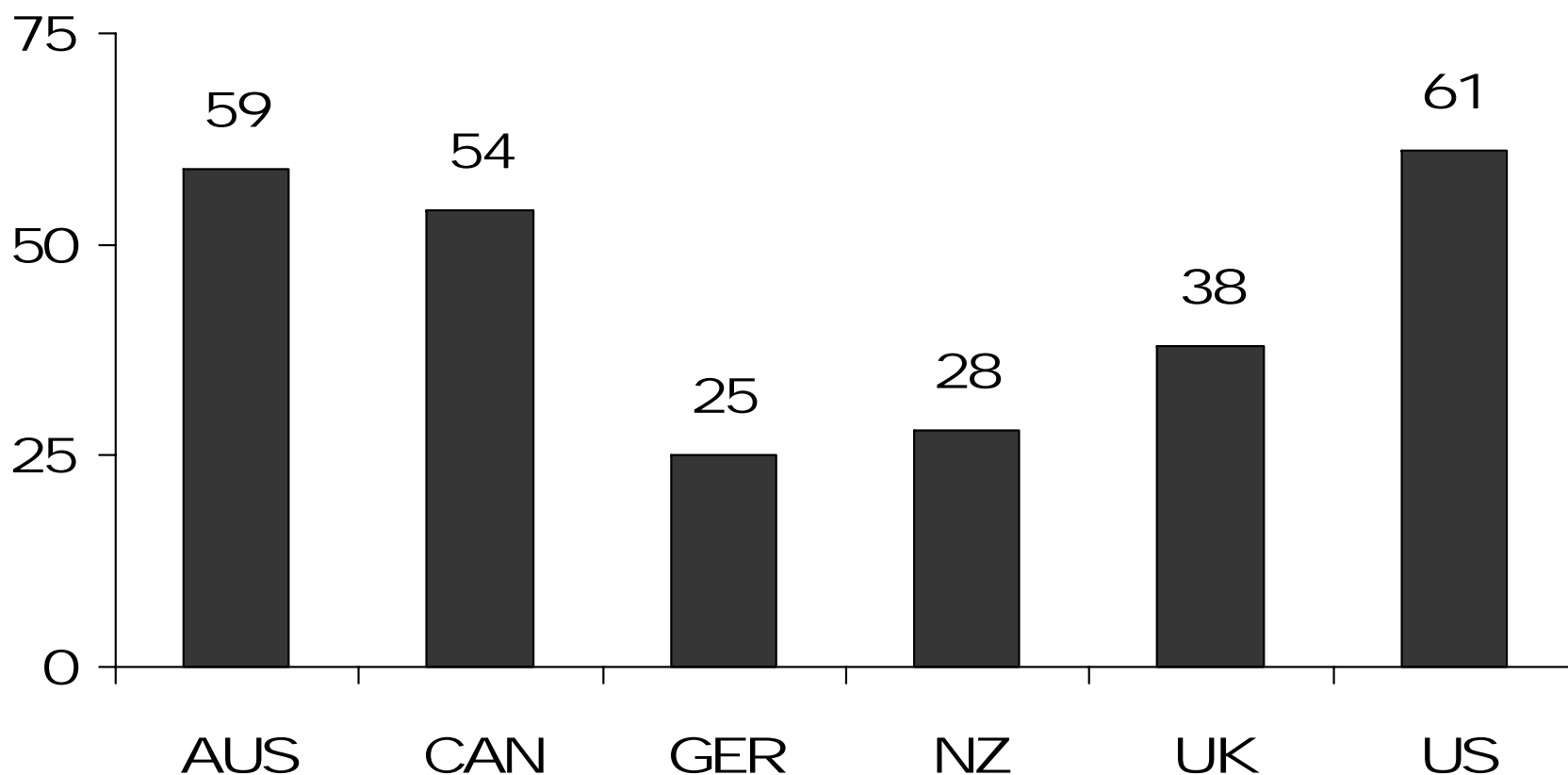
Access to Doctor When Sick or Need Medical Attention

Percent

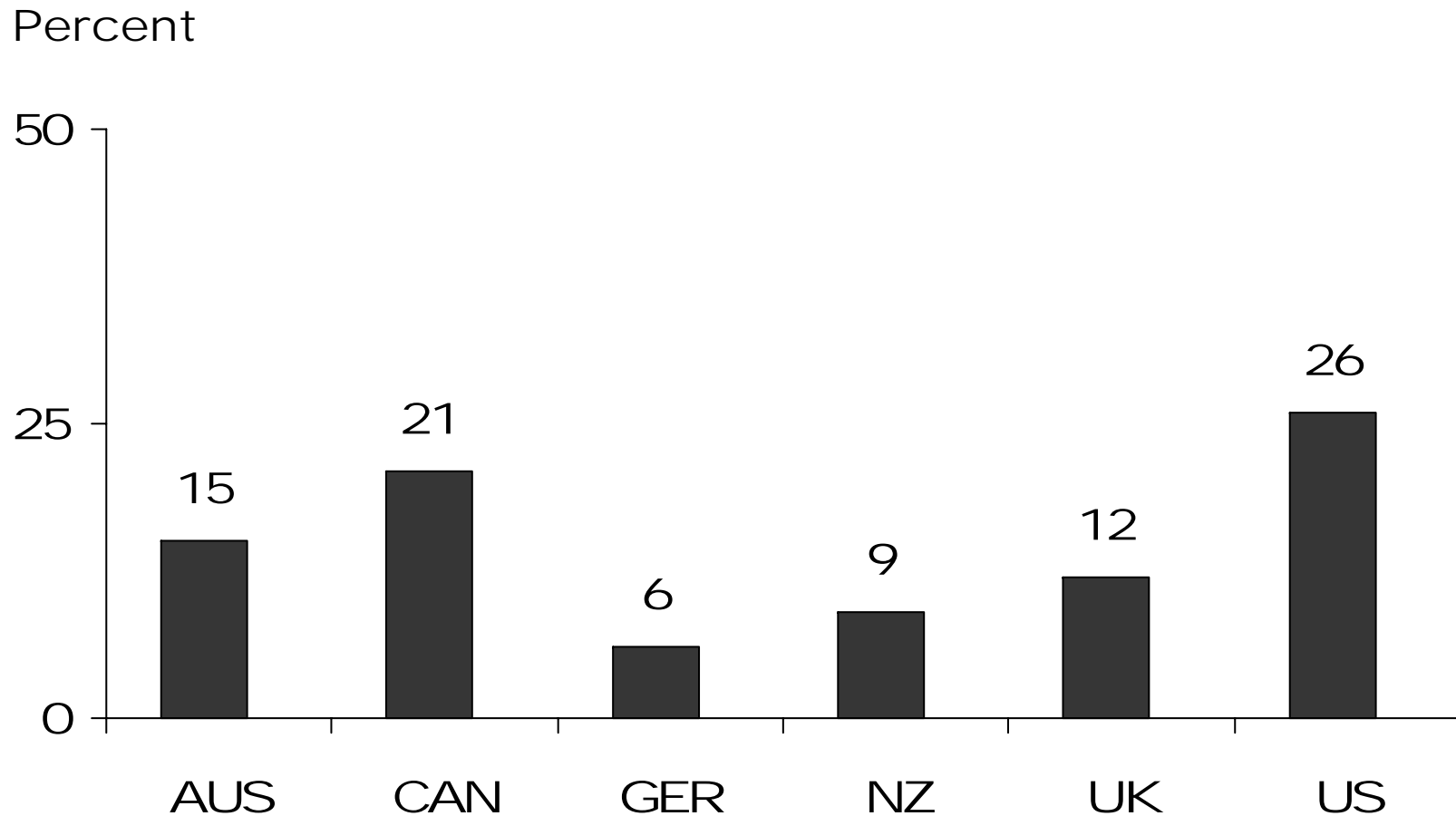


Difficulty Getting Care on Nights, Weekends, Holidays Without Going to the ER

Percent saying "very difficult" or "somewhat difficult"



Went to the ER for Condition that Could Have Been Treated by Regular Doctor if Available



Help Line Use

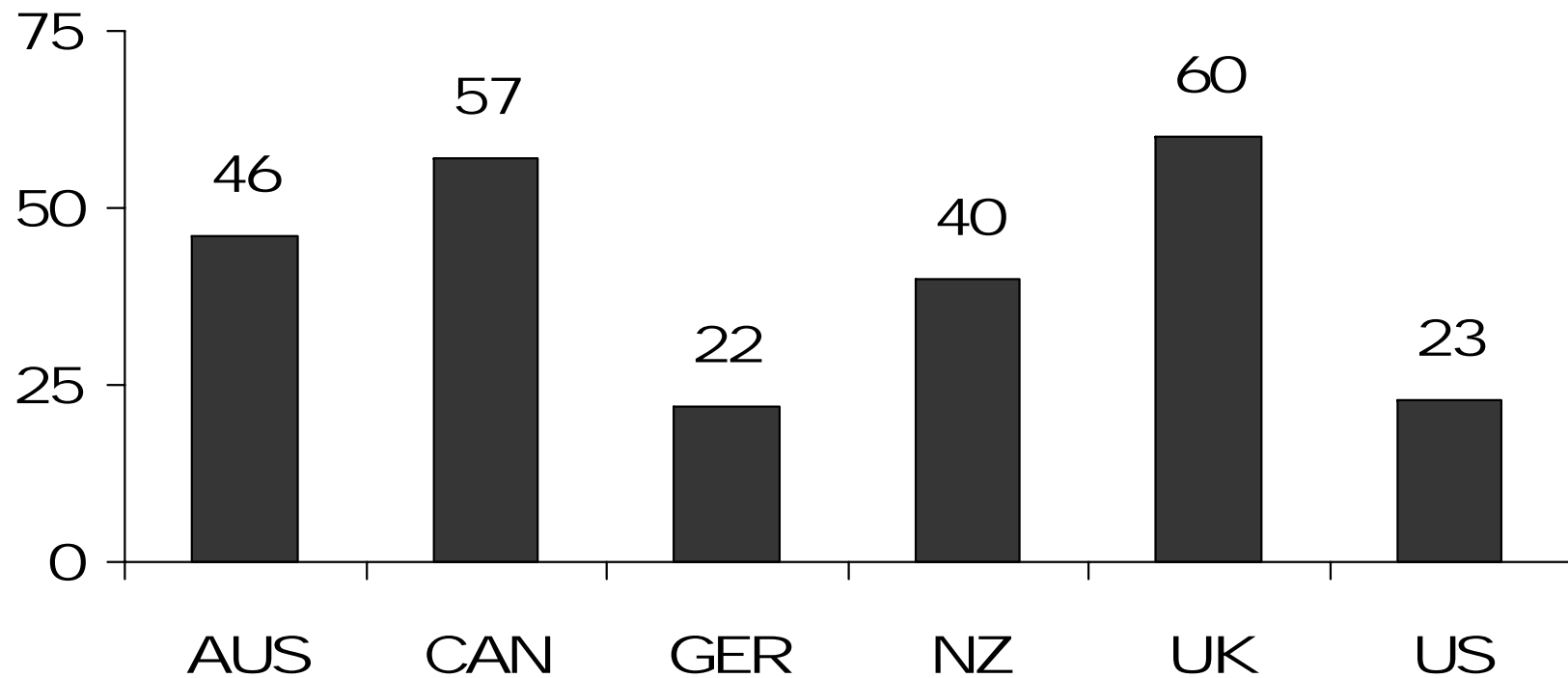
Percent who reported:	AUS	CAN	GER	NZ	UK	US
Called help line for medical advice in the past 2 years	10	28	5	10	32	13
Advice was definitely or somewhat helpful (Base: used help line)	90	86	75	86	88	80



Waited More than Four Weeks to See a Specialist Doctor

Base: Saw or needed to see a specialist

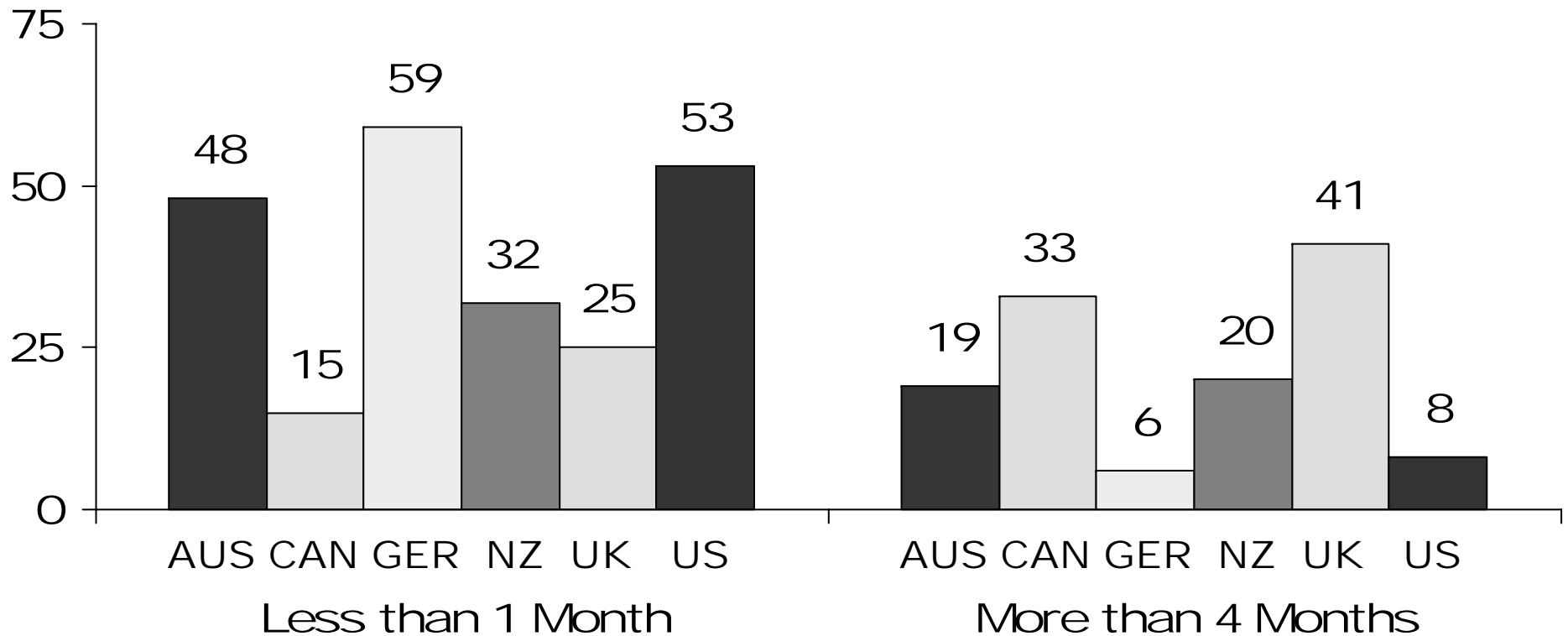
Percent



Waiting Time for Elective or Non-Emergency Surgery

Base: Needed non-emergency or elective surgery

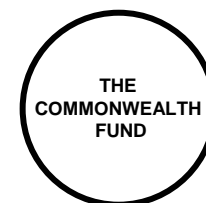
Percent



Patient-Doctor Communication,
Care Coordination, Patient Choice

Length of Time with Regular Doctor

Percent:	AUS	CAN	GER	NZ	UK	US
Has regular doctor	92	92	97	94	96	84
Less than 2 years	16	12	6	19	14	17
5 years or more	56	60	76	57	66	42
No regular doctor	8	8	3	6	4	16



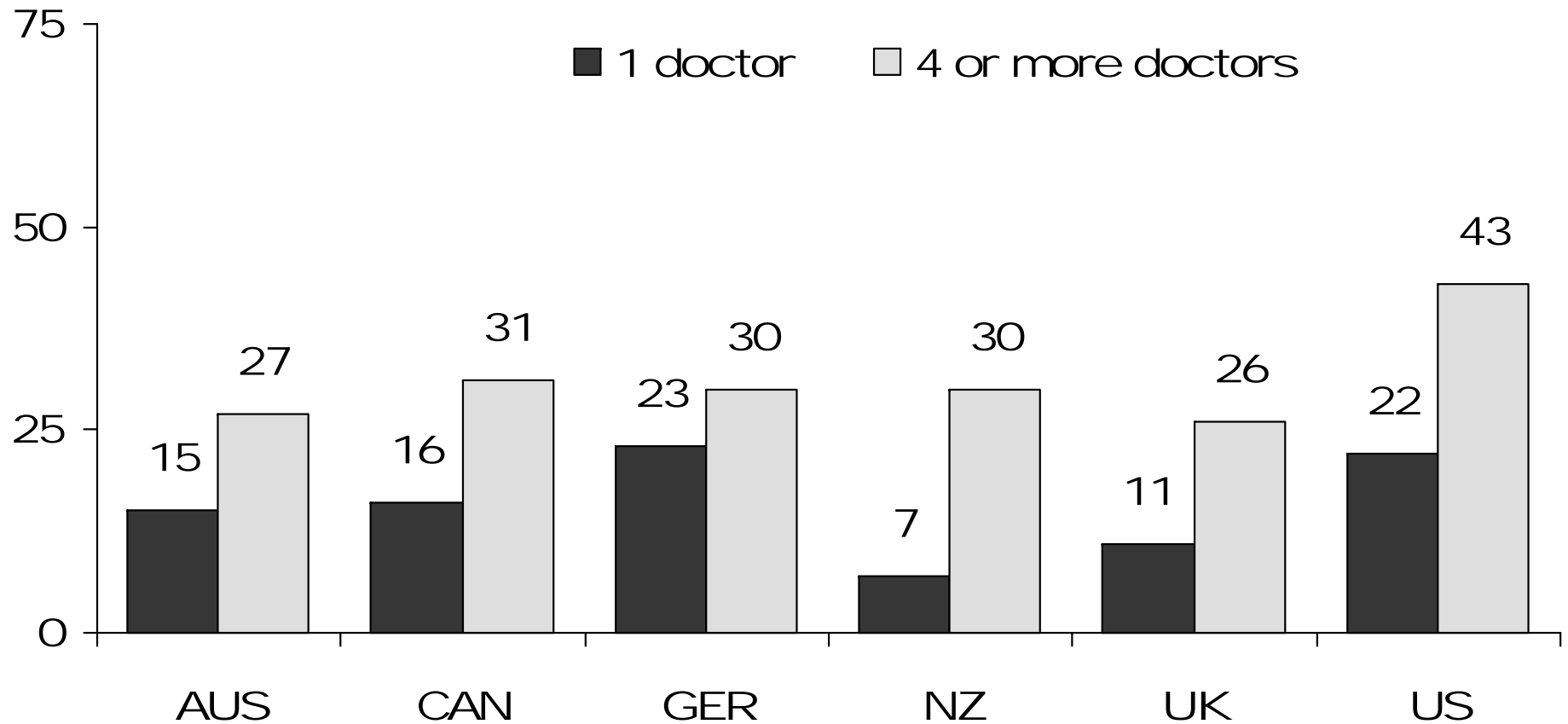
Care Coordination

Percent saying in the past 2 years:	AUS	CAN	GER	NZ	UK	US
Test results or records not available at time of appointment	12	19	11	16	16	23
Duplicate tests: doctor ordered test that had already been done	11	10	20	9	6	18
Percent who experienced either coordination problem	19	24	26	21	19	33



Coordination Problems by Number of Doctors

Percent



* Either records/results did not reach doctors office in time for appointment OR doctors ordered a duplicate medical test



Missed Opportunity to Engage Patients on Choice and Quality

Base: Had major surgery in the past 2 years

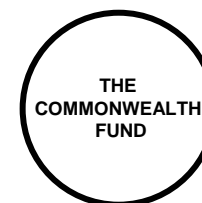
Percent who said:	AUS	CAN	GER	NZ	UK	US
Did NOT have a choice of surgeons	34	36	23	38	44	23
Did NOT have any quality information about the surgeon	63	48	53	54	65	53



Top Two Most Important Types of Information About Surgeons

Base: Had major surgery in the past 2 years

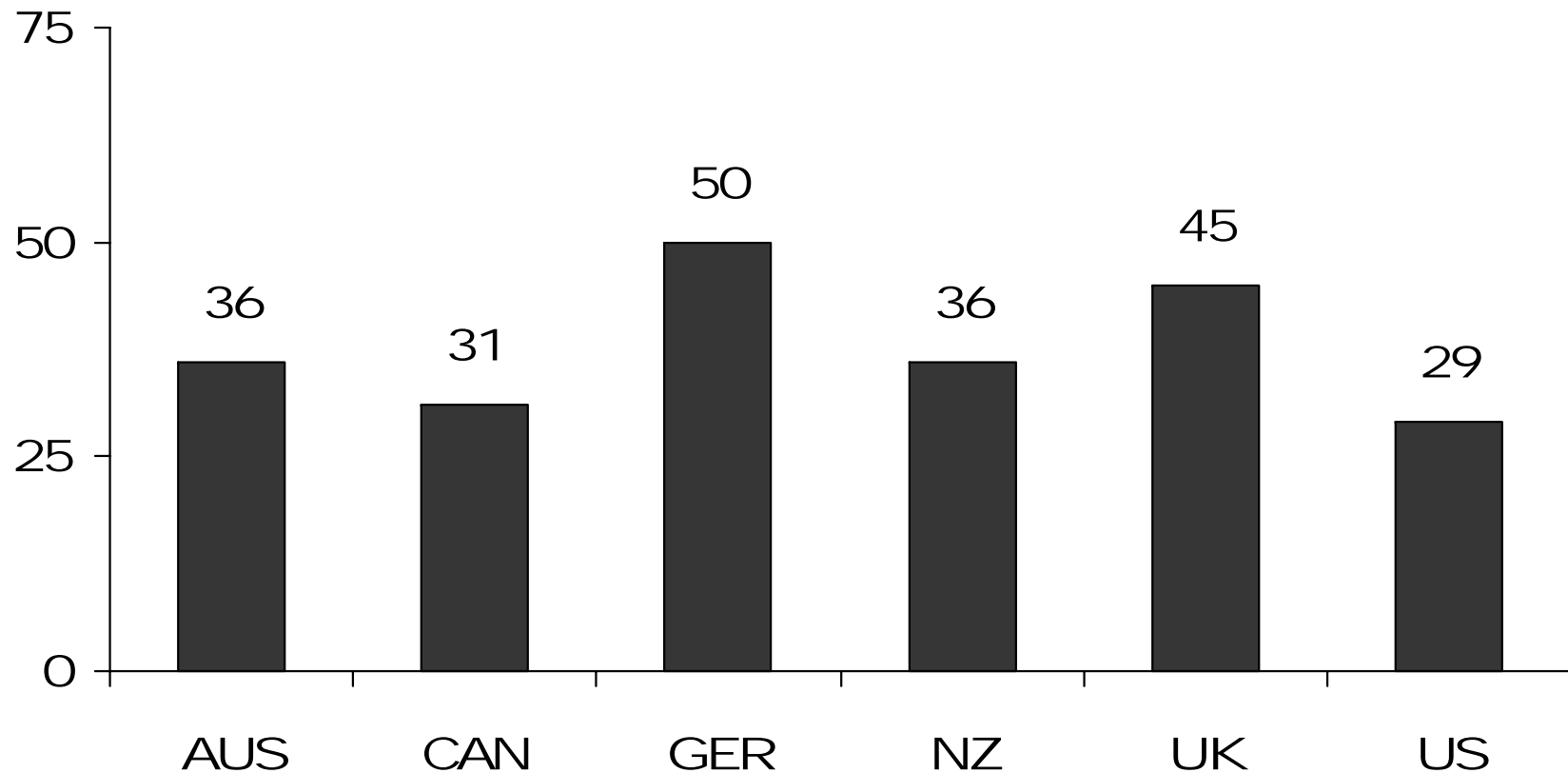
Percent:	AUS	CAN	GER	NZ	UK	US
Experience with specific conditions	68	59	59	67	59	55
Outcomes of specific surgery or treatment	52	53	47	49	43	55
Patient satisfaction ratings	36	36	33	36	43	41
Training	23	32	36	26	19	34



Chronic Illness and Appropriateness of Care

Did Not Receive Counseling About Exercise and Diet in Past Year

Base: Adults with chronic health condition



Missed Opportunities to Engage Patient in Care

Base: Adults with chronic disease

Percent saying doctor:*	AUS	CAN	GER	NZ	UK	US
Does NOT give you clear instructions	19	24	18	15	27	27
Does NOT make goals and plans clear	19	19	21	16	27	25
Does NOT tell you about treatment choices or ask your opinions	45	38	39	38	51	49

* Doctor only sometimes, rarely, or never.



Prescription Medications

Base: Adults with chronic disease on regular medications

Percent saying doctor:*	AUS	CAN	GER	NZ	UK	US
Does NOT review all medications taking, including prescribed by other doctors	46	38	35	42	42	40
Does NOT explain side effects	36	40	47	33	48	49

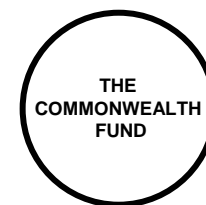
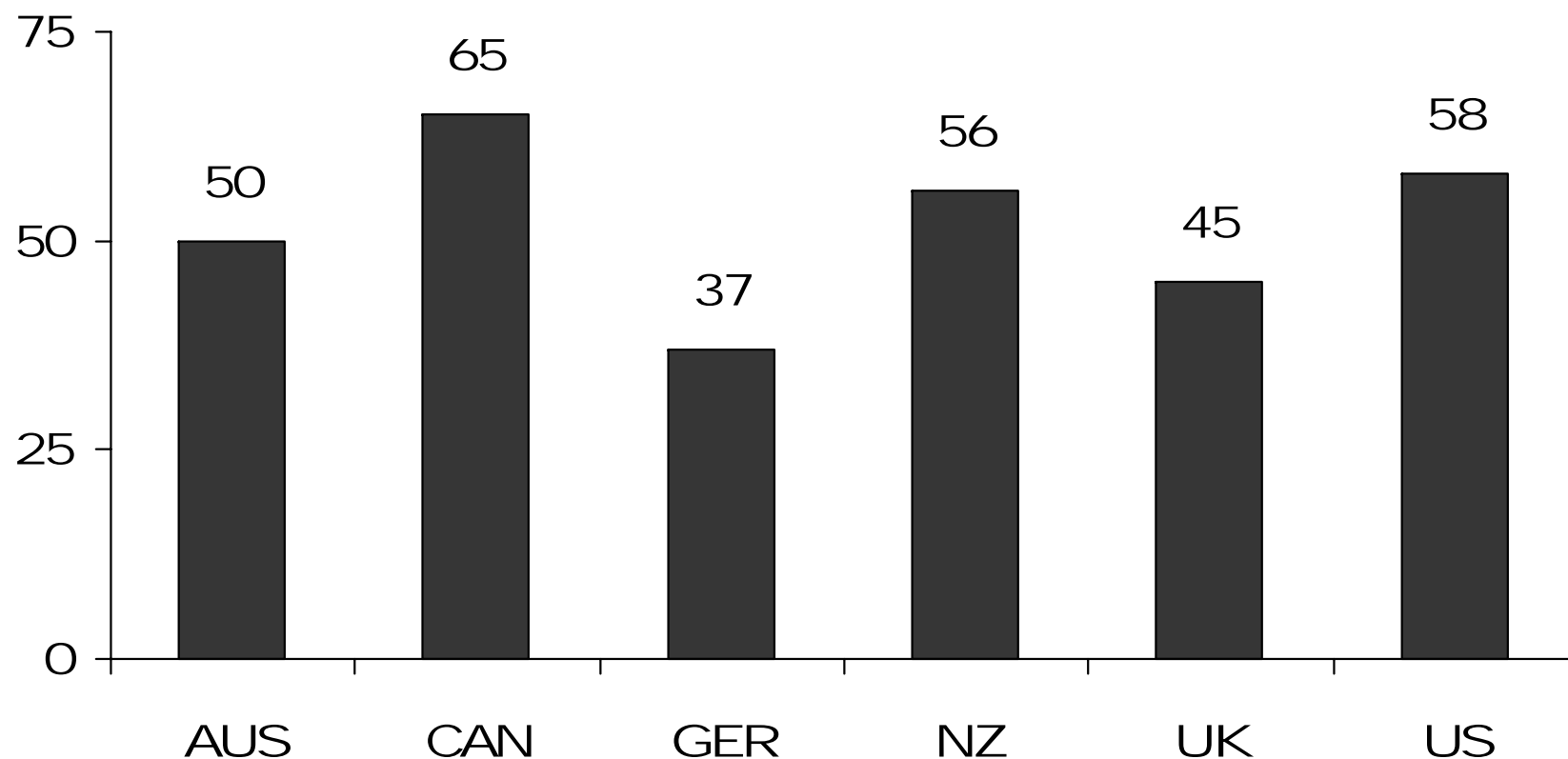
* Doctor only sometimes, rarely, or never.



Doctor Gives You Plan for Self-Management

Base: Adults with chronic disease

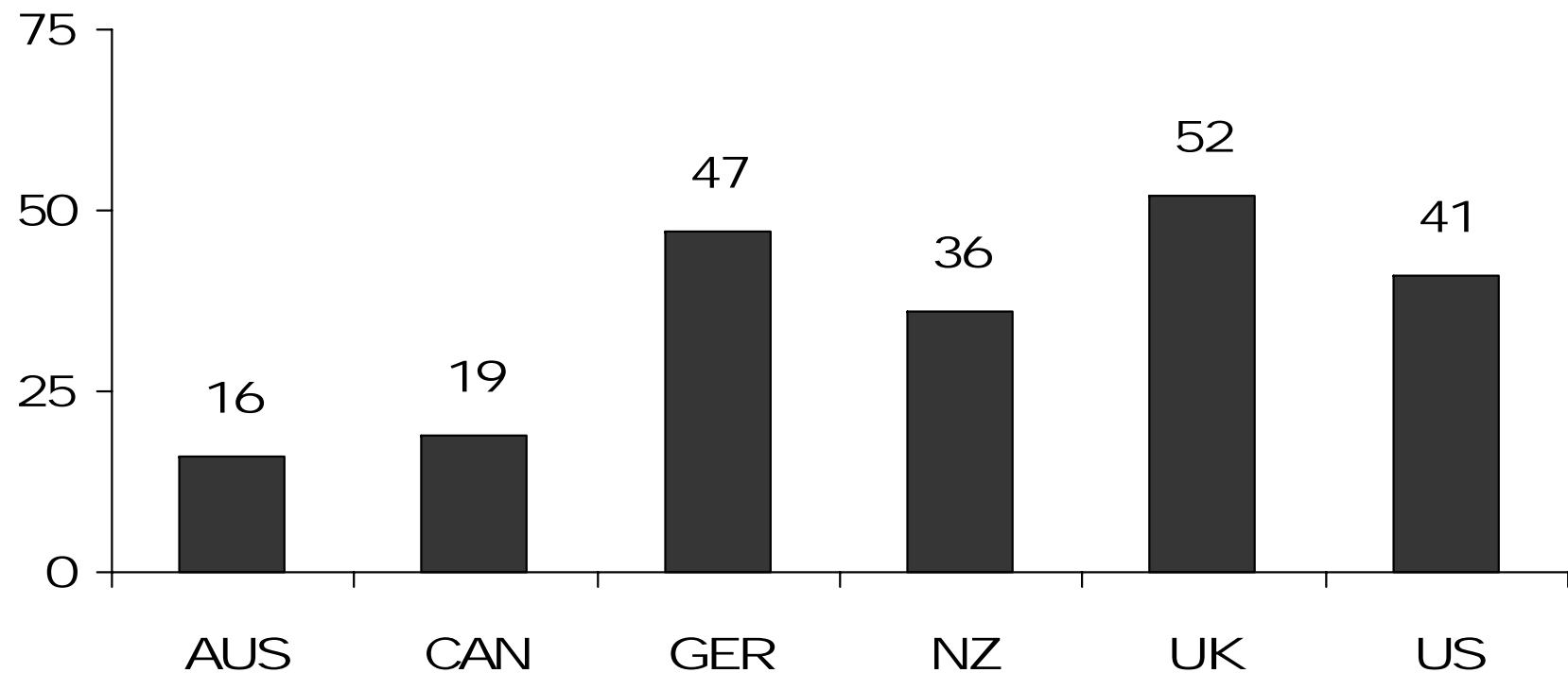
Percent given self-management plan



Doctor's Office Has a Nurse Regularly Involved in Care Management

Base: Adults with chronic disease

Percent have nurse involved



Received Recommended Care for Chronic Condition

Percent received recommended care:	AUS	CAN	GER	NZ	UK	US
Hypertension*	78	85	91	77	72	85
Diabetes**	41	38	55	40	58	56

* Blood pressure and cholesterol checked.

** Hemoglobin A1c and cholesterol checked, and feet and eyes examined.

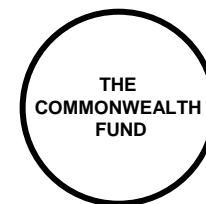
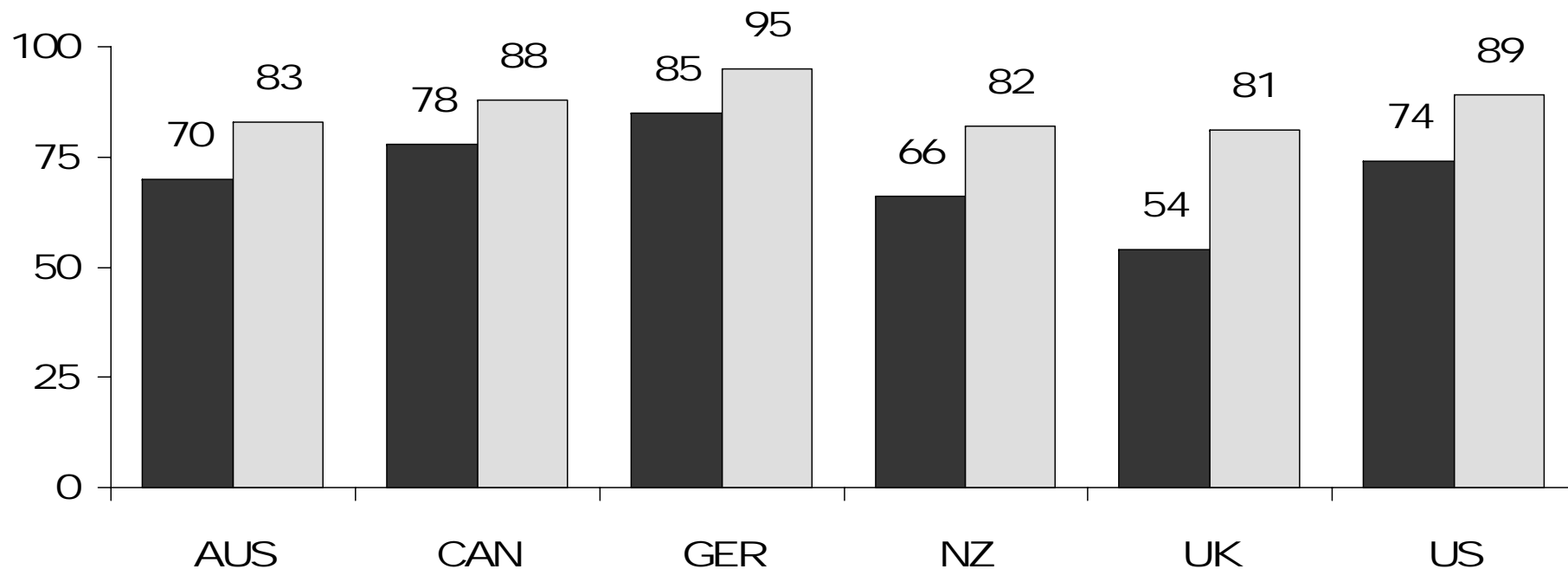


Adults with Hypertension Who Received Recommended Care, by Self-Management Plan and/or Nurse Involvement

Includes blood pressure and cholesterol checked

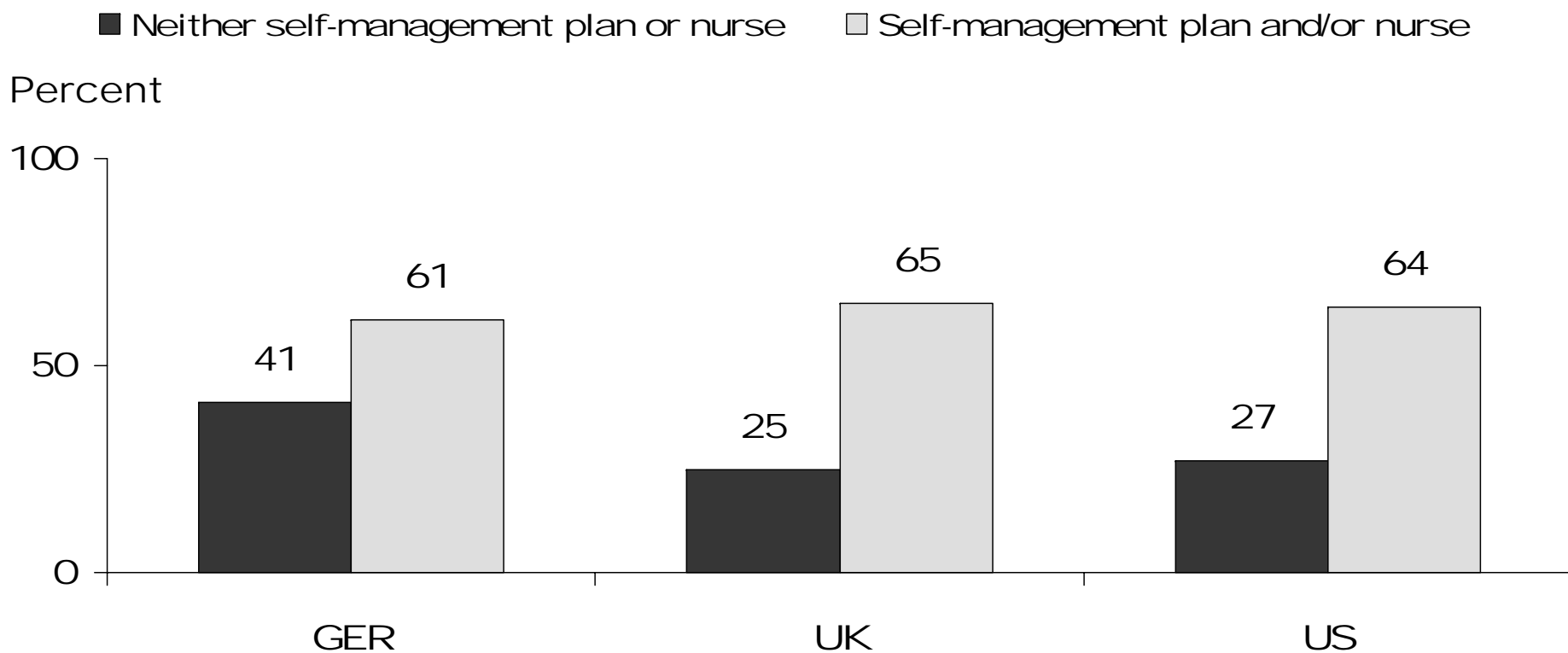
■ Neither self-management plan or nurse □ Self-management plan and/or nurse

Percent

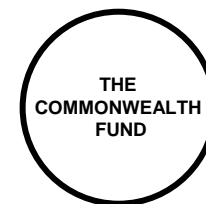


Adults with Diabetes Who Received Recommended Care, by Self-Management Plan or Nurse Involvement

Includes Hemoglobin A1c and cholesterol checked, and feet and eyes examined



* Sample size too small for subgroups for Australia, Canada, and New Zealand.

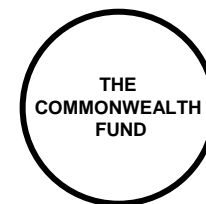
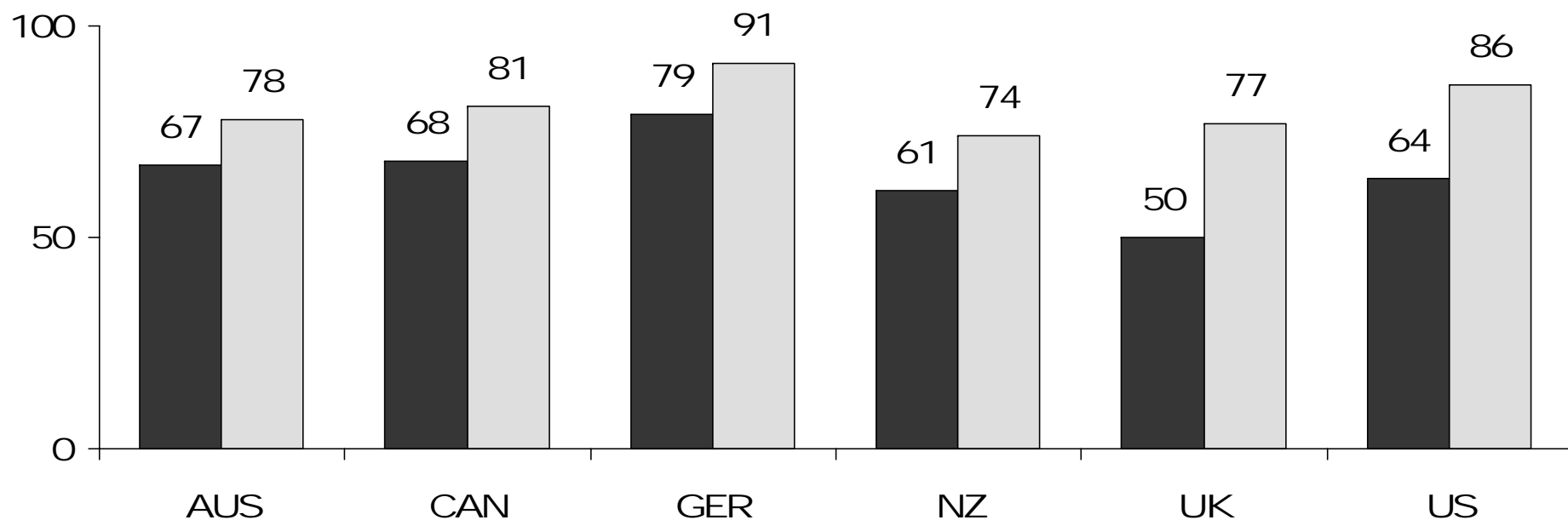


Adults with Hypertension or Diabetes Who Received Recommended Care by Self-Management Plan or Nurse Involvement

Includes blood pressure and cholesterol for hypertension; Hemoglobin A1c and cholesterol checked, and feet and eyes examined for diabetes

■ Neither self-management plan or nurse □ Self-management plan and/or nurse

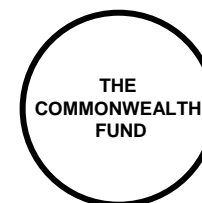
Percent



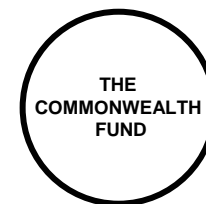
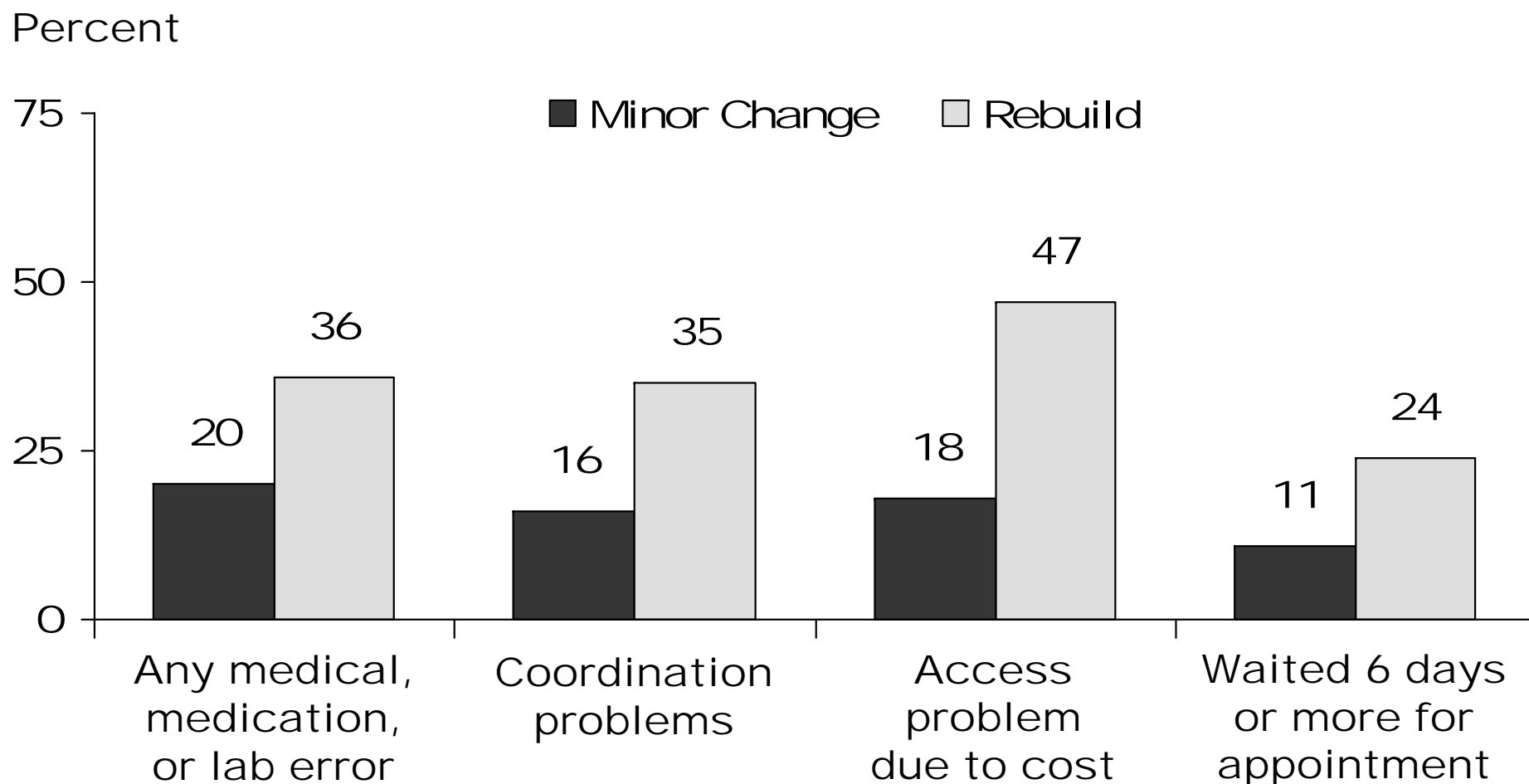
Overall Views of the Health Care System

Views of the Health Care System in Six Nations

Percent saying:	AUS	CAN	GER	NZ	UK	US
Only minor changes needed	23	21	16	27	30	23
Fundamental changes needed	48	61	54	52	52	44
Rebuild completely	26	17	31	20	14	30



Care Experiences Reported by Adults with Positive or Negative System Views



Summary and Implications

- Medical Errors: High rates in multiple areas
 - Majority occur outside the hospital
 - Highest rates with complex care
- Coordination: Failures to coordinate and integrate care across sites of care put patients at risk
- Chronic Care: Gaps in engaging patients and use of teams to help manage care
- Choice: Lack of information undermines choice as a driver of quality
- Access: Wide variations across countries
 - Lack of timely access affects quality and efficiency
 - U.S. an outlier on cost barriers
 - Germany overall positive access experiences



Potential of Cross-National Exchange

- Opportunities to learn from country initiatives
 - Similar approaches in different systems
 - Different approaches to similar problems

Multiple examples

 - Models for managing chronic illnesses
 - Use of IT and adoption of EHRs
 - Primary care reforms
 - Incentives to improve quality
- Distinct country patterns often reflect insurance and unique system designs - and their impact
 - Cross-national comparisons of positive as well as negative experiences can inform policy
- Patient experiences offer unique perspective



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