



The Commonwealth Fund 2007 International Health Policy Survey in Seven Countries

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The Commonwealth Fund

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2007 International Health Policy Survey

- Telephone survey: representative samples of adults ages 18 and older in Australia, Canada, Germany, the Netherlands, New Zealand, the United Kingdom, and the United States.
- Final samples: 1,009 Australia, 3,003 Canada, 1,407 Germany, 1,557 the Netherlands, 1,000 New Zealand, 1,434 United Kingdom, and 2,500 United States.
- Conducted by Harris Interactive, Inc., and subcontractors, and in the Netherlands by The Center for Quality of Care Research (WOK), Radboud University Nijmegen, from March 6 to May 7, 2007.
- Co-funded by the German Institute for Quality and Efficiency in Health Care, the Dutch Ministry for Health, and the Health Council of Canada.
- Core topics: Access, Coordination, Patient-Centered Care, Chronic Care, and Safety.
- Medical home: analysis of experiences of adults with and without a primary care “medical home” with specified attributes.





System Views: Access, Cost, and Waiting Times

Figure 1. Overall Views of the Health Care System
in Seven Countries, 2007

Percent reported:	AUS	CAN	GER	NETH	NZ	UK	US
Only minor changes needed	24	26	20	42	26	26	16
Fundamental changes needed	55	60	51	49	56	57	48
Rebuild completely	18	12	27	9	17	15	34



Figure 2. Overall Views of the Health Care System in Seven Countries, 2007 and 1998

Percent reporting:	AUS	CAN	GER	NETH	NZ	UK	US
Only minor changes needed							
2007	24	26	20	42	26	26	16
1998	19	20	*	*	9	25	17
Fundamental changes needed							
2007	55	60	51	49	56	57	48
1998	49	56	*	*	57	58	46
Rebuild completely							
2007	18	12	27	9	17	15	34
1998	30	23	*	*	32	14	33

* Germany and the Netherlands did not participate in the 1998 survey.

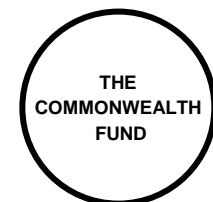
Sources: 1998 and 2007 Commonwealth Fund International Health Policy Surveys.

Data collection: Harris Interactive, Inc.



Figure 3. Confidence in Health Care System

Percent reporting "very confident" that they will:	AUS	CAN	GER	NETH	NZ	UK	US
Get quality and safe care	34	28	24	59	30	28	35
Receive the most effective drugs	36	32	23	45	20	25	33
Receive the best medical technology	39	28	24	46	25	27	38



Source: 2007 Commonwealth Fund International Health Policy Survey.
 Data collection: Harris Interactive, Inc.

Figure 4. Cost-Related Access Problems

Percent in past year due to cost:	AUS	CAN	GER	NETH	NZ	UK	US
Did not fill prescription or skipped doses	13	8	11	2	10	5	23
Had a medical problem but did not visit doctor	13	4	12	1	19	2	25
Skipped test, treatment, or follow-up	17	5	8	2	13	3	23
Percent who said yes to at least one of the above	26	12	21	5	25	8	37

Source: 2007 Commonwealth Fund International Health Policy Survey.
 Data collection: Harris Interactive, Inc.

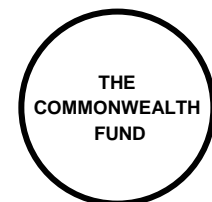
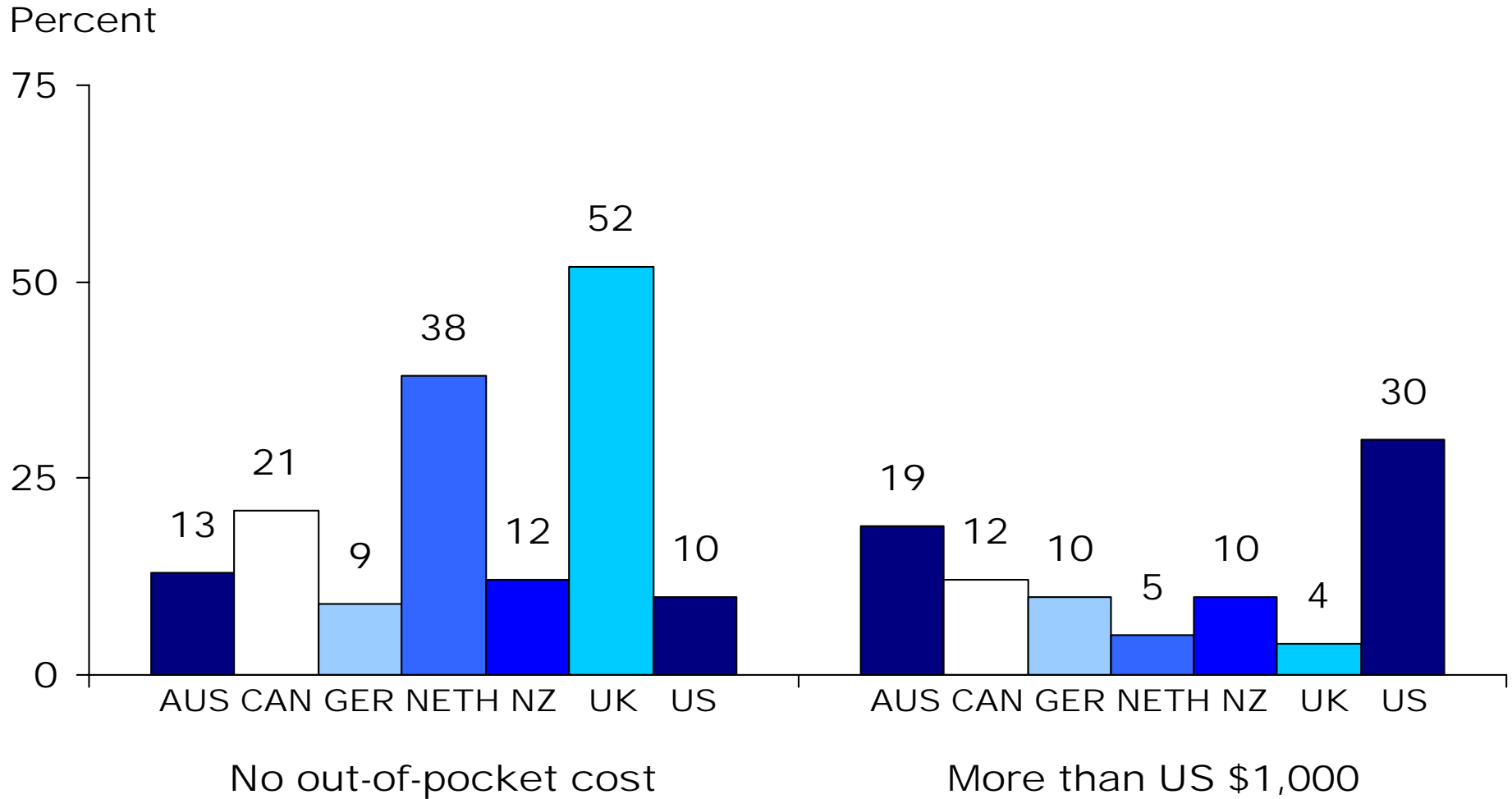
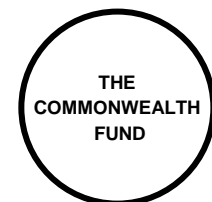
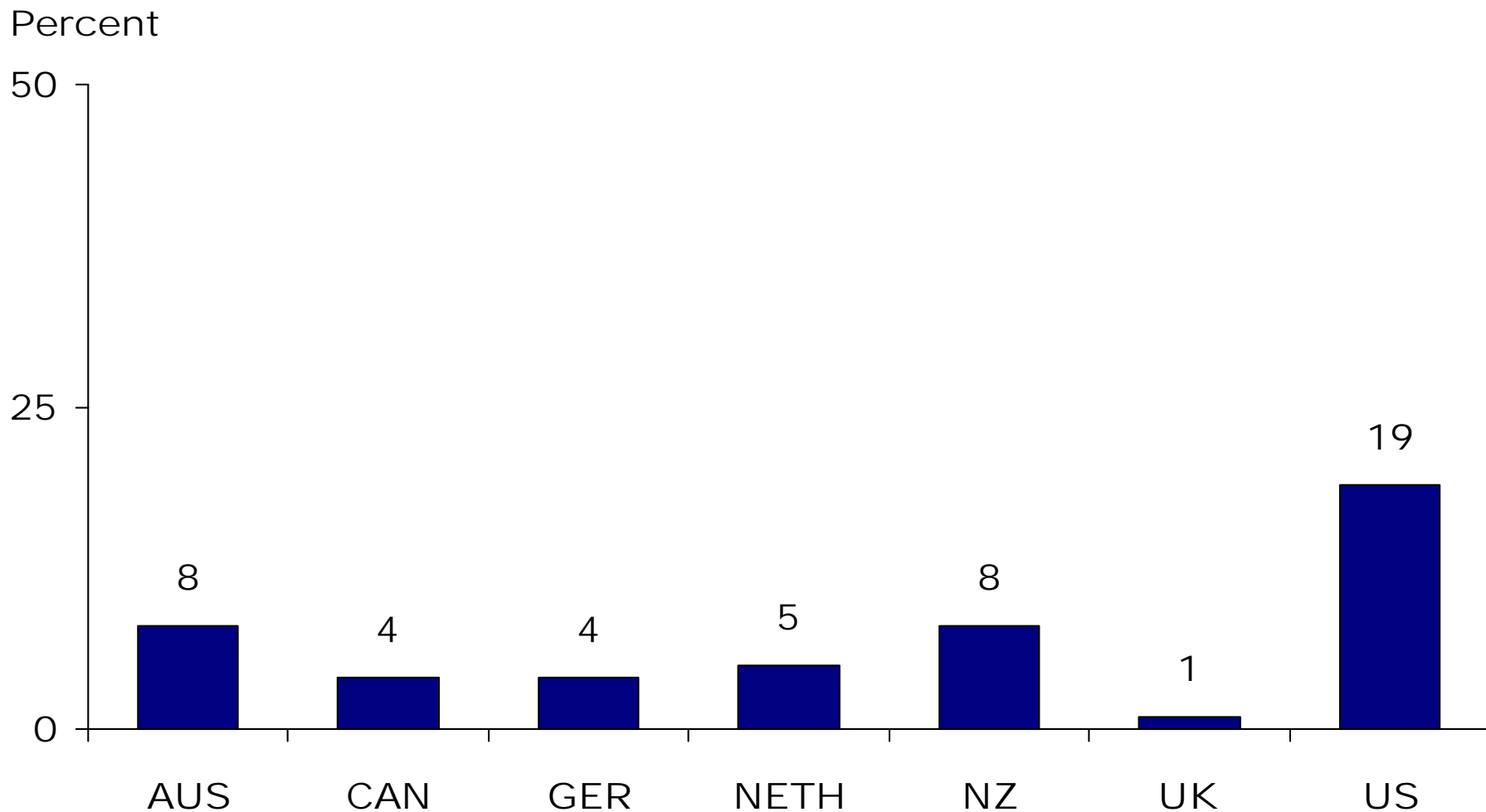


Figure 5. Out-of-Pocket Medical Costs in the Past Year



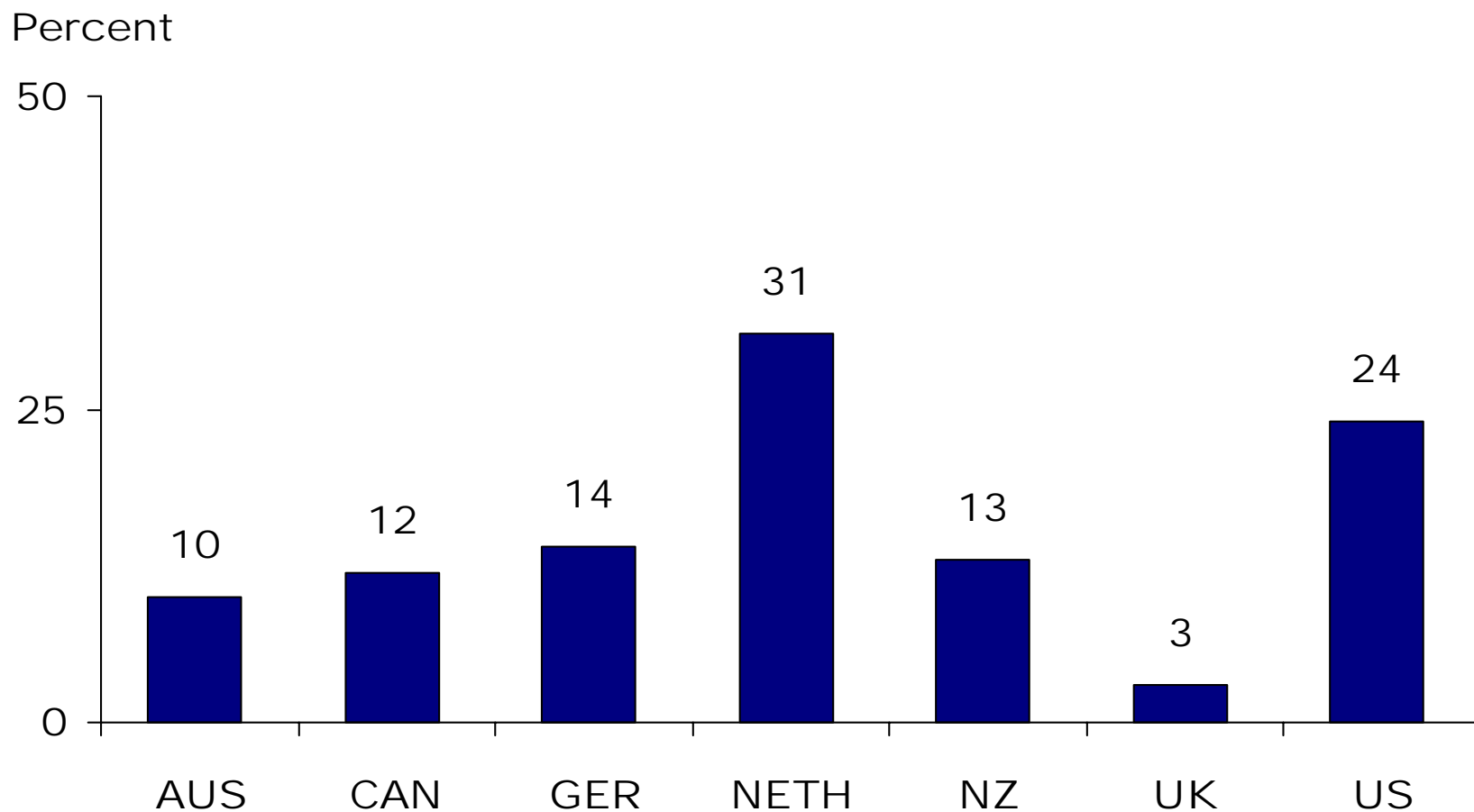
Source: 2007 Commonwealth Fund International Health Policy Survey.
 Data collection: Harris Interactive, Inc.

Figure 6. Serious Problems Paying or Unable to Pay Medical Bills in the Past Year



Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.

Figure 7. Spent Any Time on Paperwork or Disputes Related to Medical Bills or Insurance



Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.

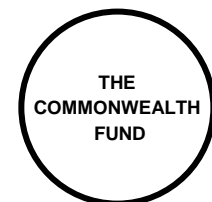
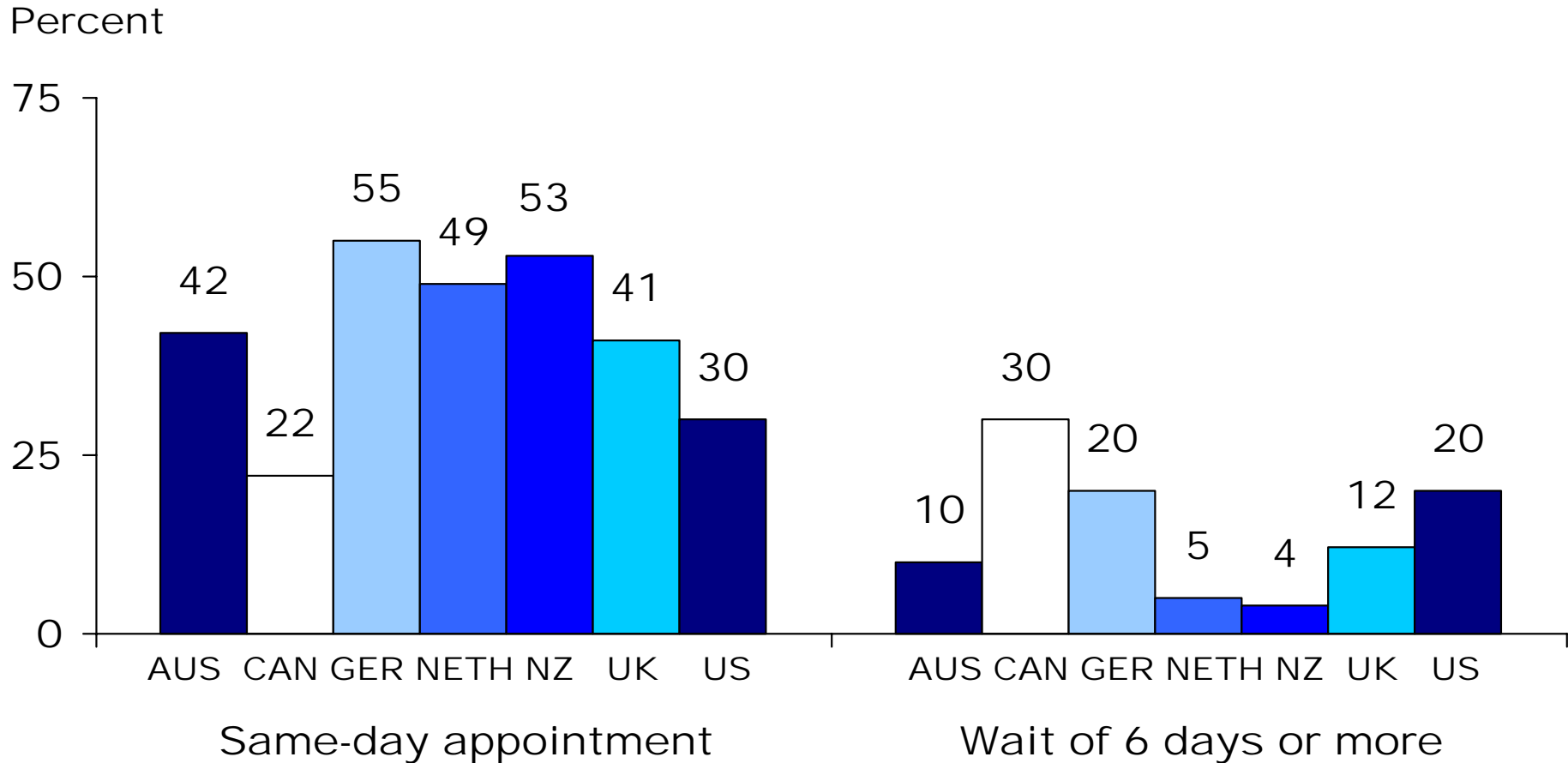


Figure 8. Access to Doctor When Sick or Need Medical Attention



Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.

Figure 9. E-mail Communication with Doctor and Electronic Access to Medical Records

Base: Have regular doctor/place

Percent:	AUS	CAN	GER	NETH	NZ	UK	US
Currently can e-mail doctor	15	9	16	15	22	11	20
No e-mail: Would like to be able to communicate by e-mail	34	40	18	38	40	32	43
Have electronic access to medical records	12	5	18	7	11	9	10
No current access: would like electronic access to medical records	35	43	30	49	44	36	37

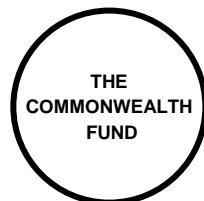


Figure 10. Difficulty Getting Care on Nights, Weekends, Holidays Without Going to the Emergency Room

Percent reported very or somewhat difficult

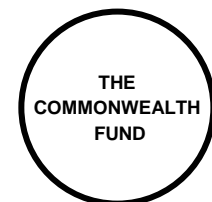
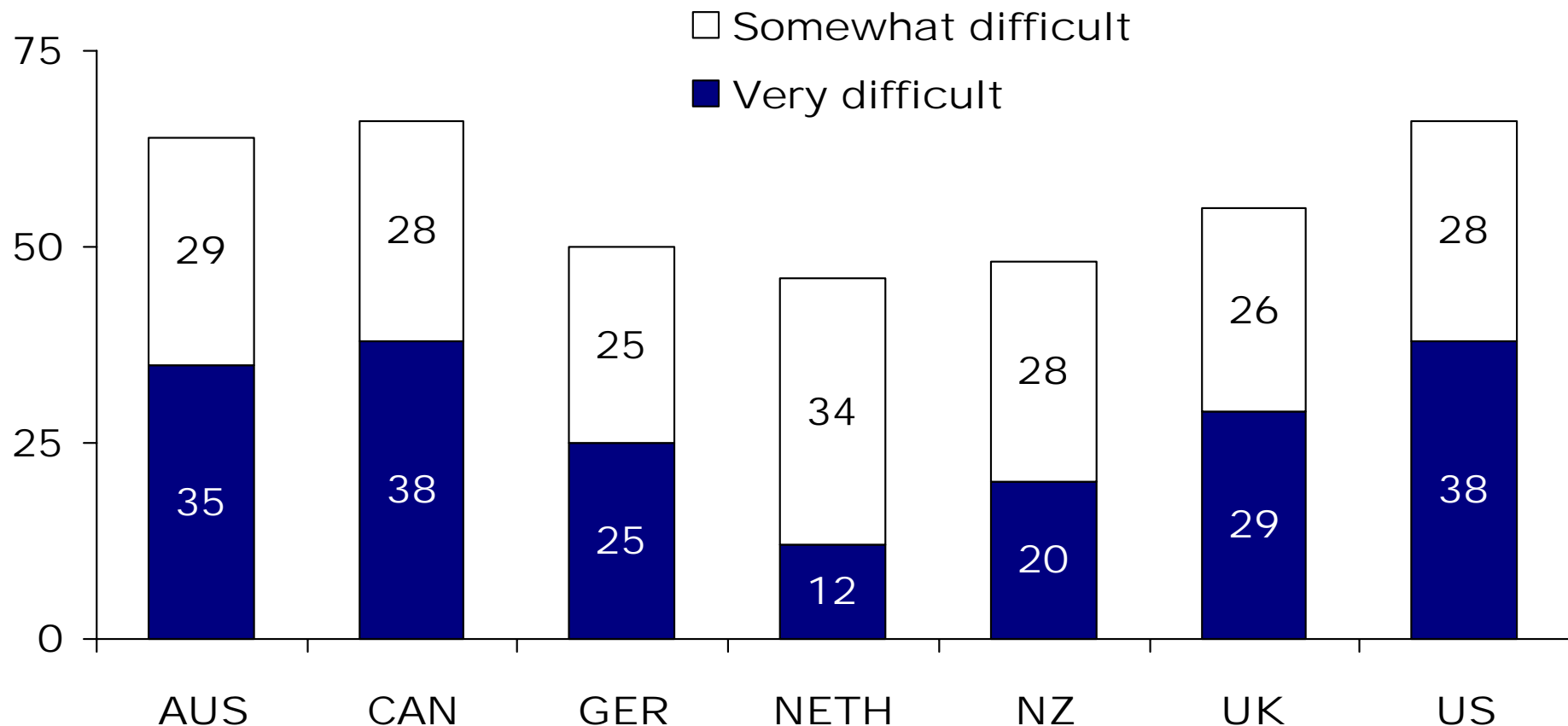
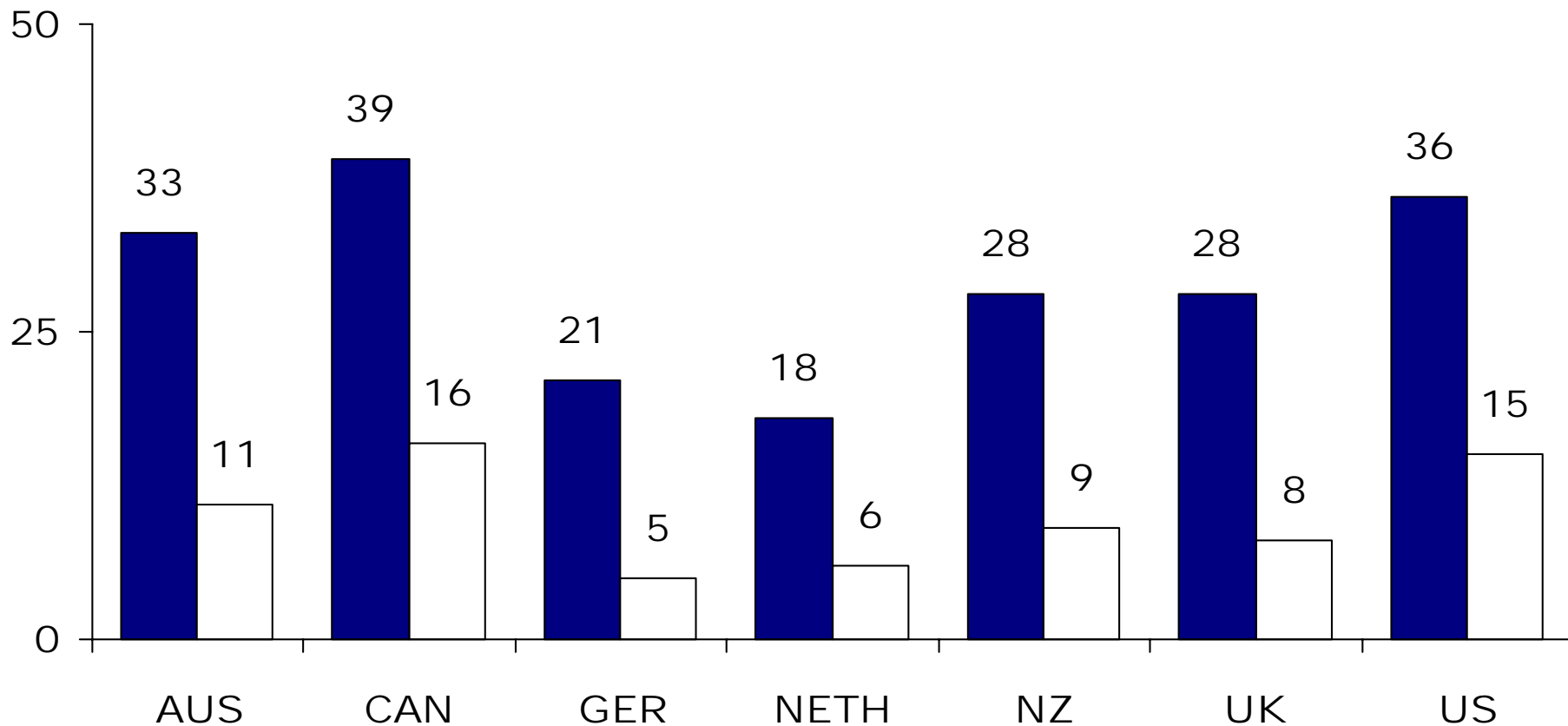


Figure 11. Emergency Room Use in the Past Two Years

Percent

■ Any visits

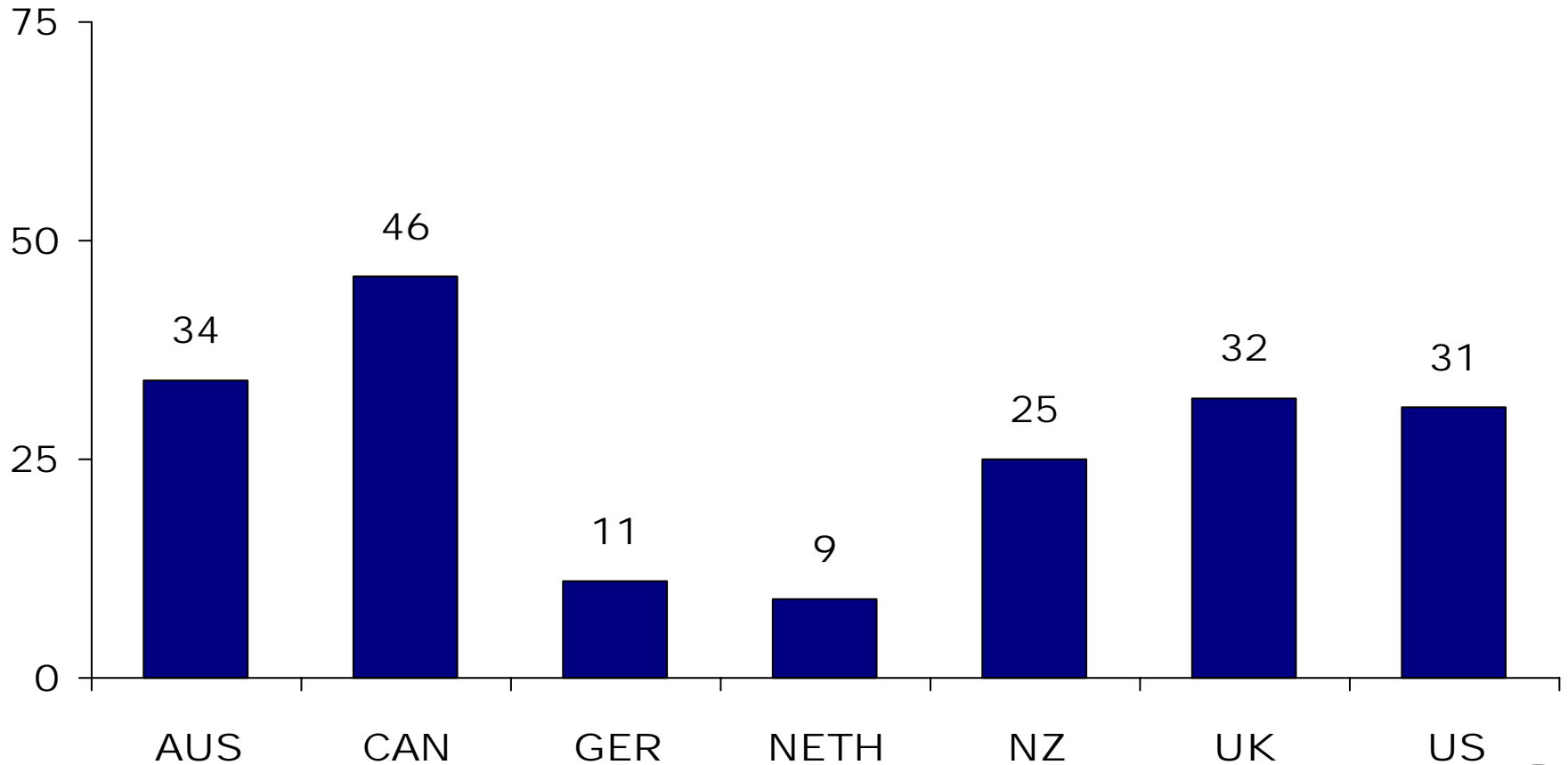
□ Visited ER for condition doctor could have treated if available



Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.

Figure 12. Waited Two or More Hours in Emergency Room Before Being Treated

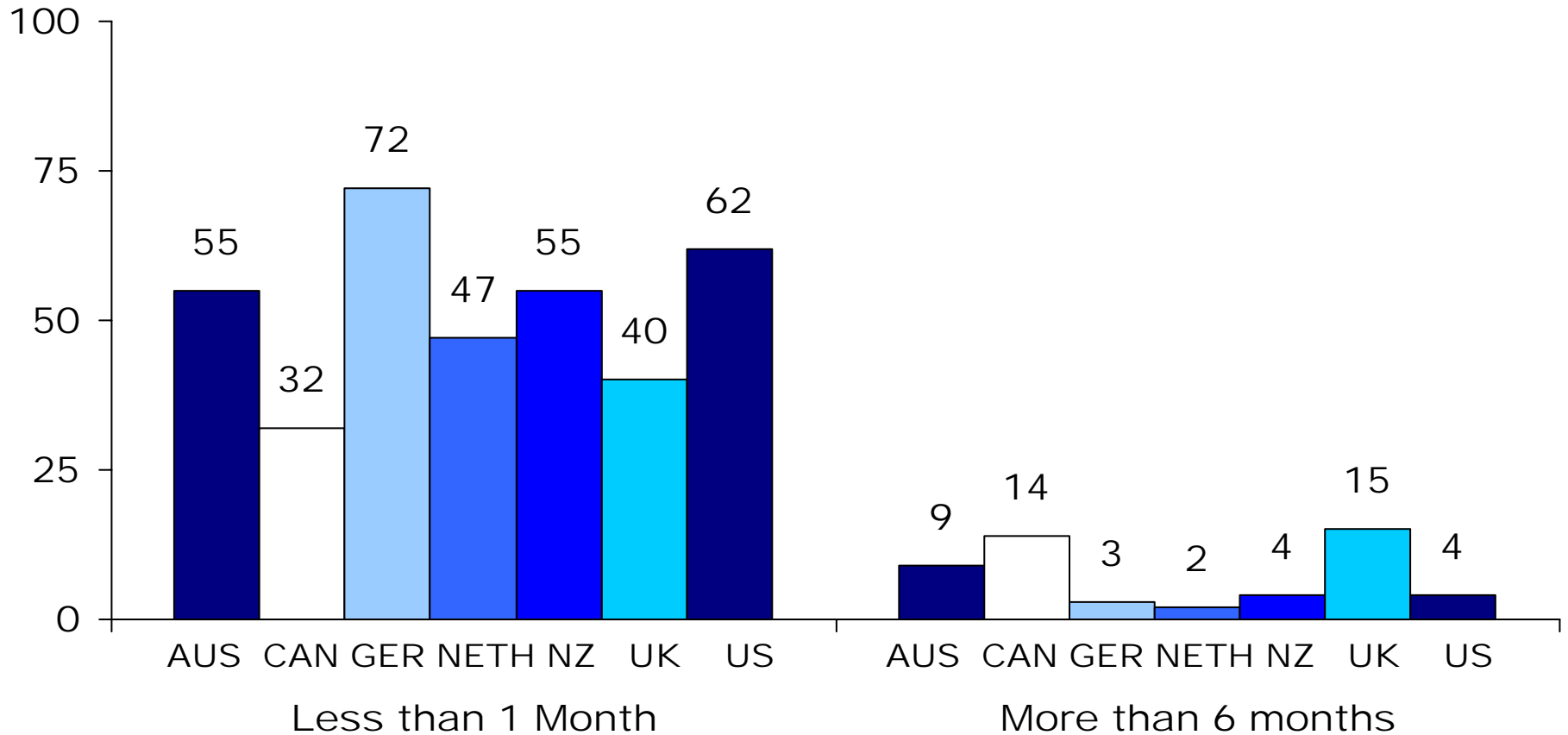
Base: Used emergency room at least once
Percent



Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.

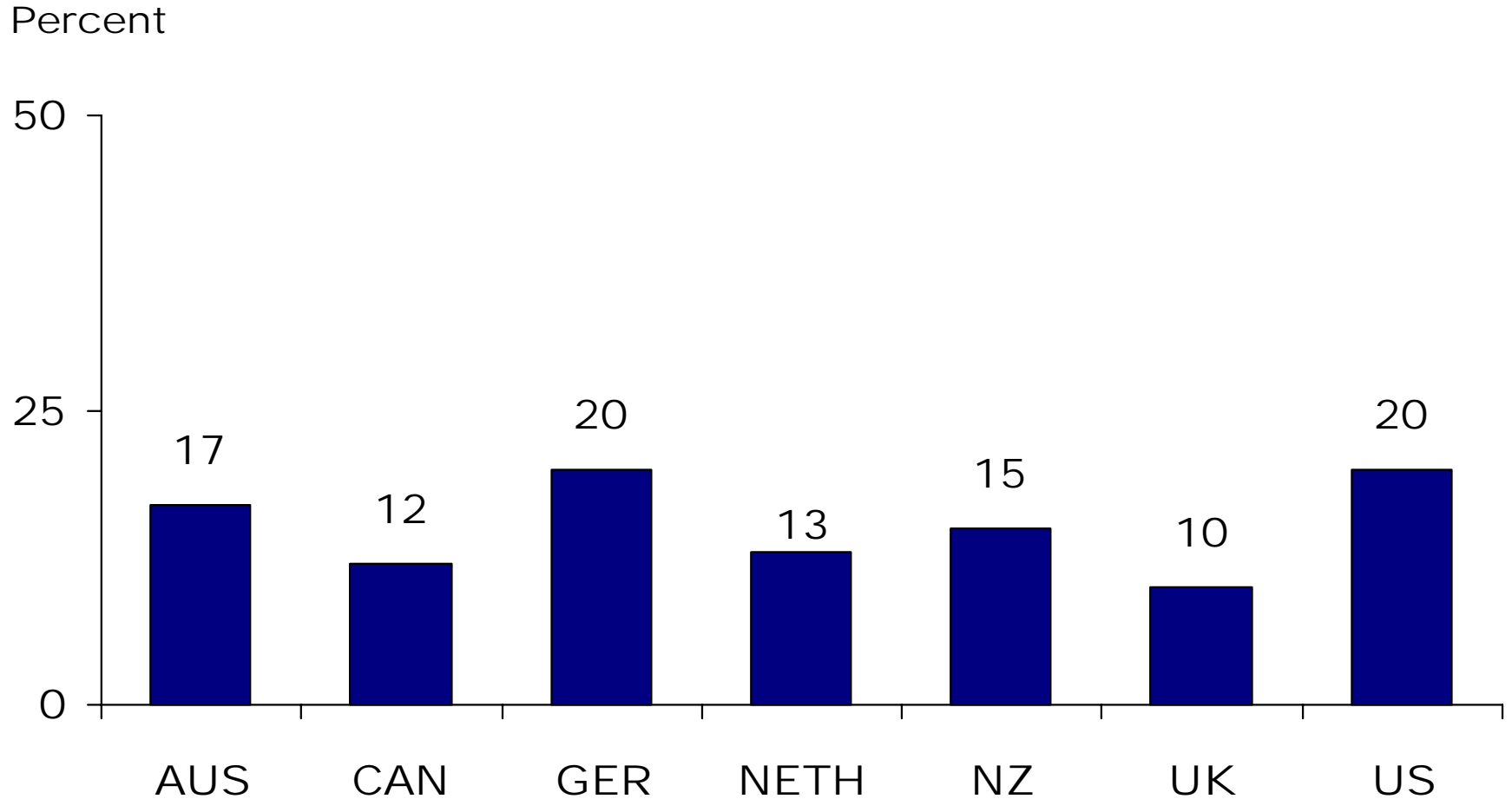
Figure 13. Waiting Time for Elective or Nonemergency Surgery

Percent of adults who needed elective or nonemergency surgery



Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.

Figure 14. Doctor-Recommended Treatment Had Little or No Benefit in Past Two Years



Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.





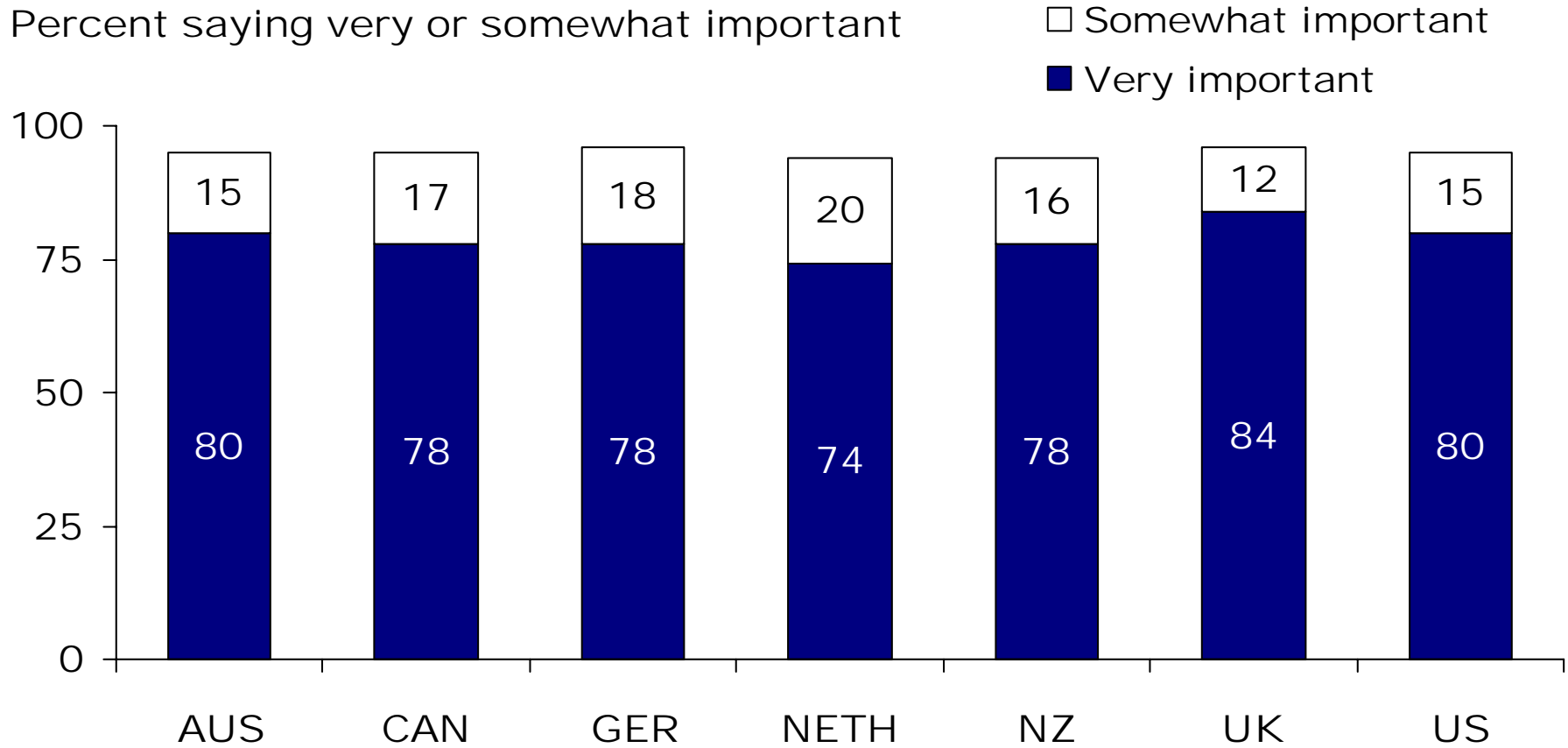
Primary Care Doctor and Medical Home

Creation of “Medical Home” Composite Variable

- Analysis of 2007 Survey used positive responses to four questions to create an indicator of having a source of primary care with key characteristics of a “medical home”
- Medical Home criteria includes:
 - Adult has regular doctor or place of care
 - Doctor/staff know important information about patient’s history
 - Place is easy to contact by phone during regular office hours
 - Doctor/staff help coordinate care received from other doctors/sources of care

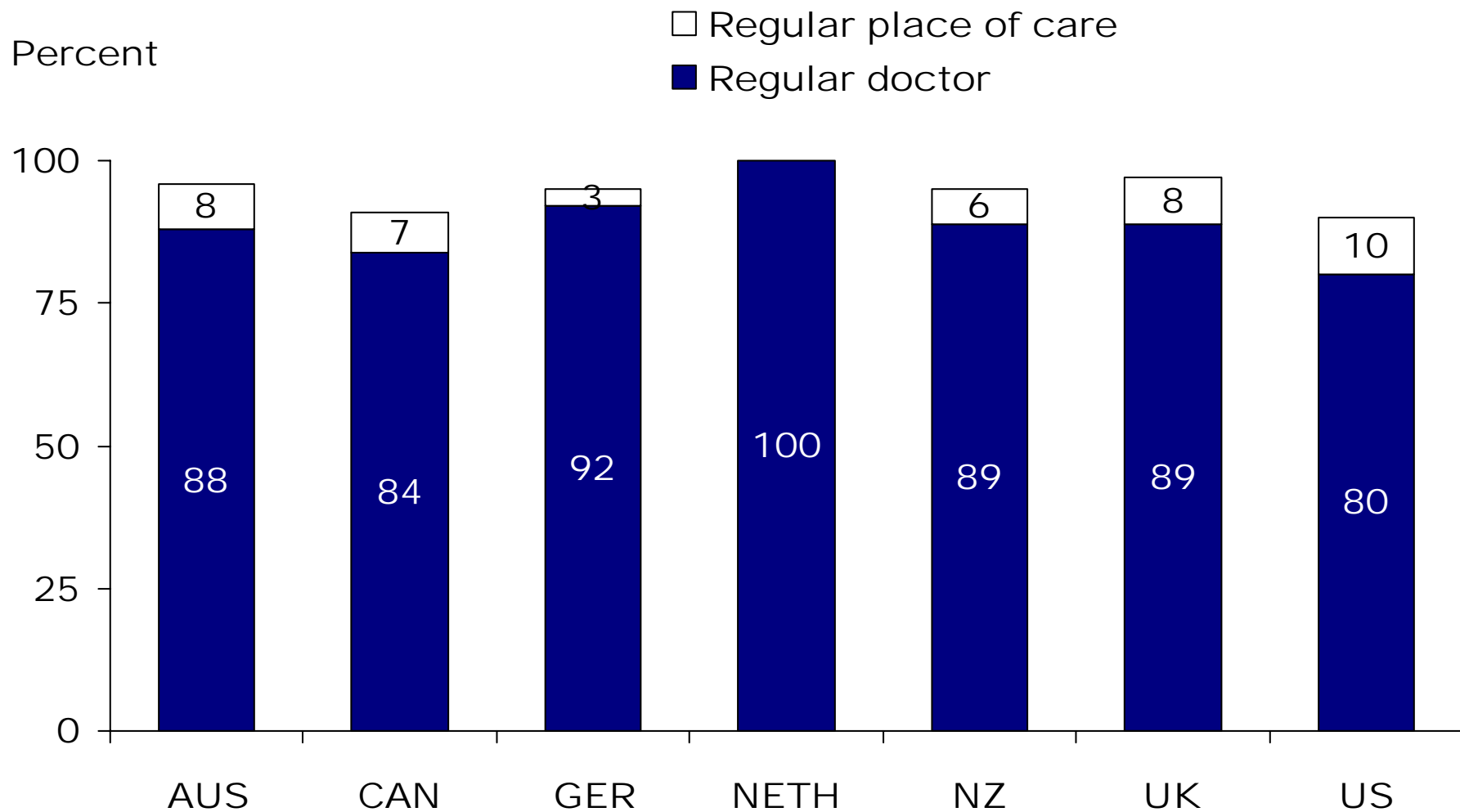
Figure 15. Adults Across Countries Place High Value on Having a “Medical Home”—Accessible, Personal, Coordinated Care

When you need care, how important is it that you have one practice/clinic where doctors and nurses know you, provide and coordinate the care that you need?



Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.

Figure 16. Have a Regular Doctor or Place of Care



Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.

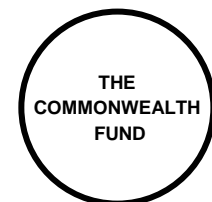
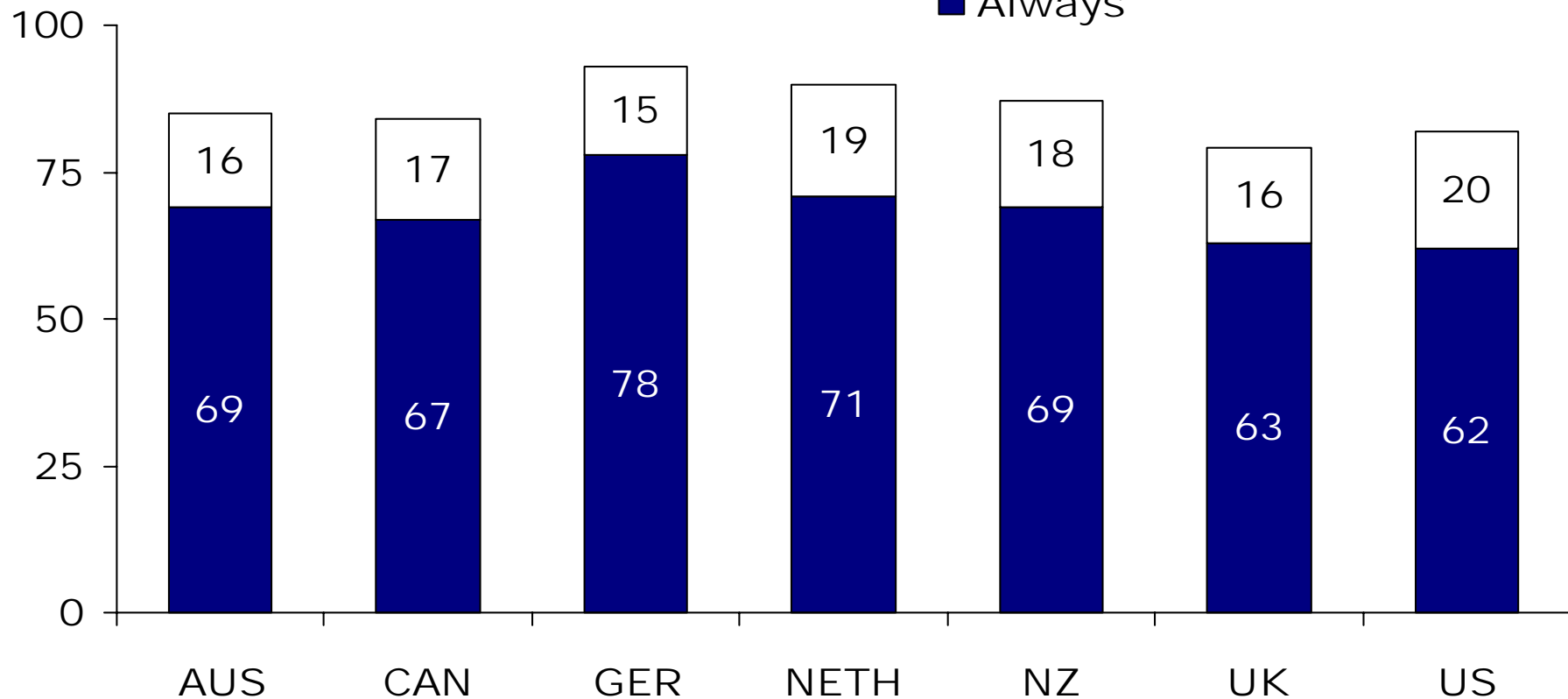


Figure 17. Does Doctor Know Important Information About Your Medical History?

Base: Have regular doctor/place

Percent



Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.

Figure 18. How Easy Is It to Contact Doctor by Phone During Regular Hours?

Base: Have regular doctor/place

Percent

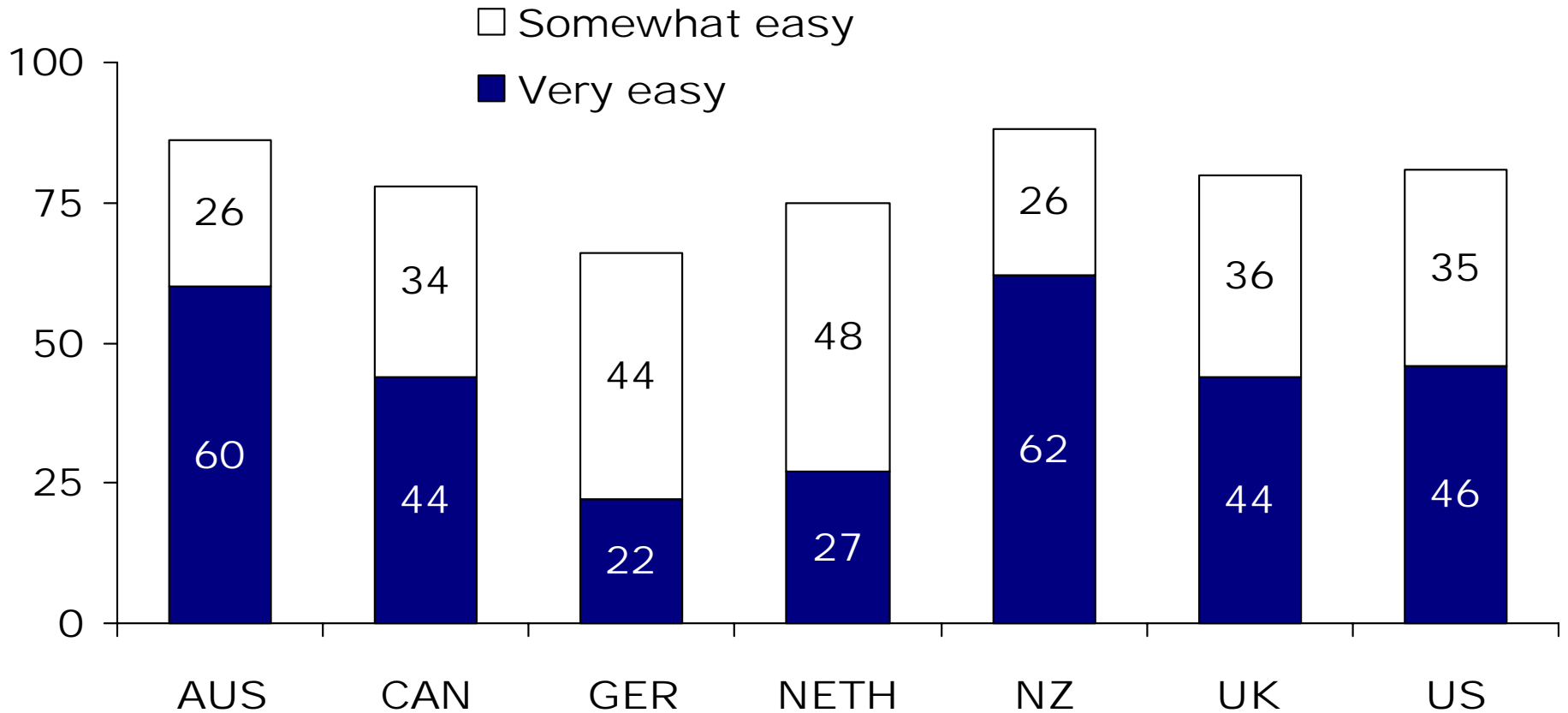
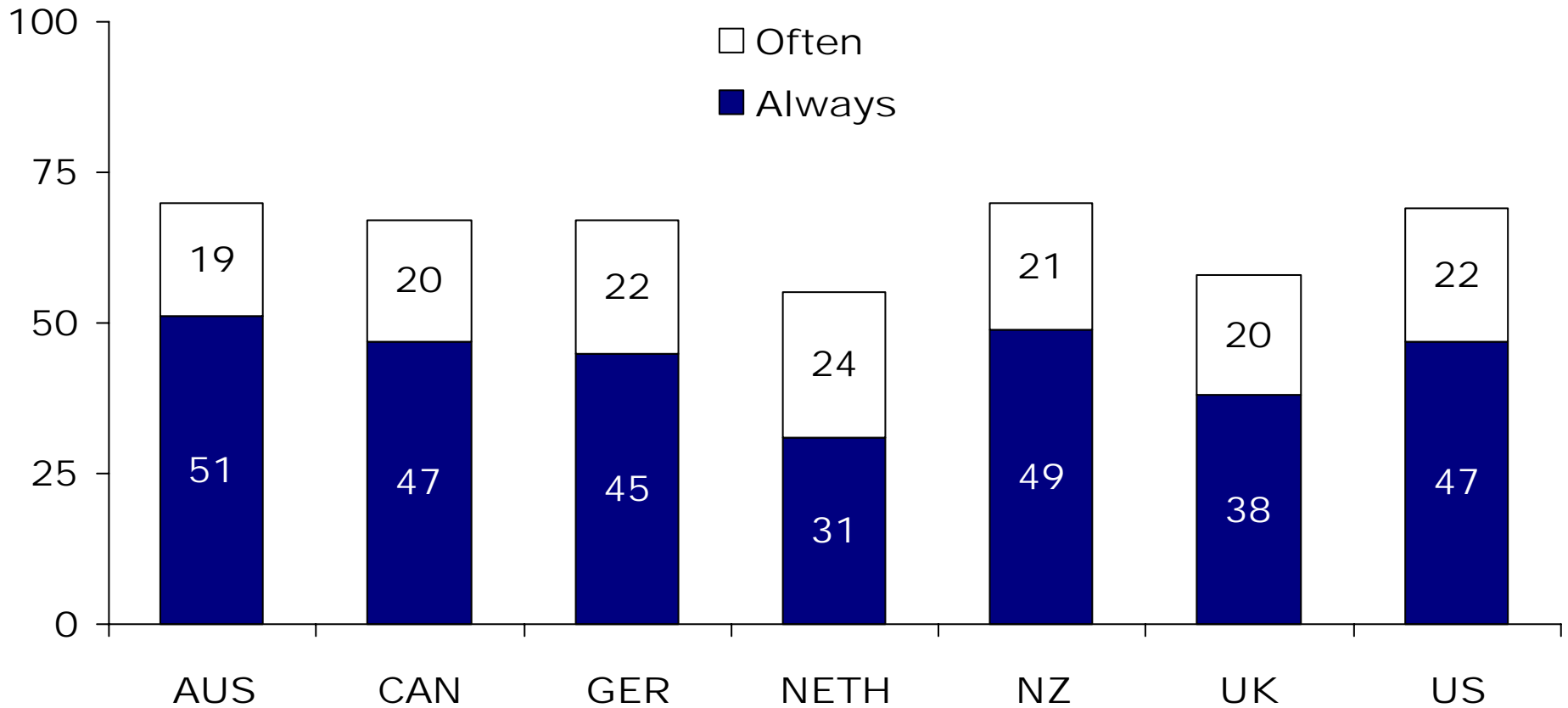


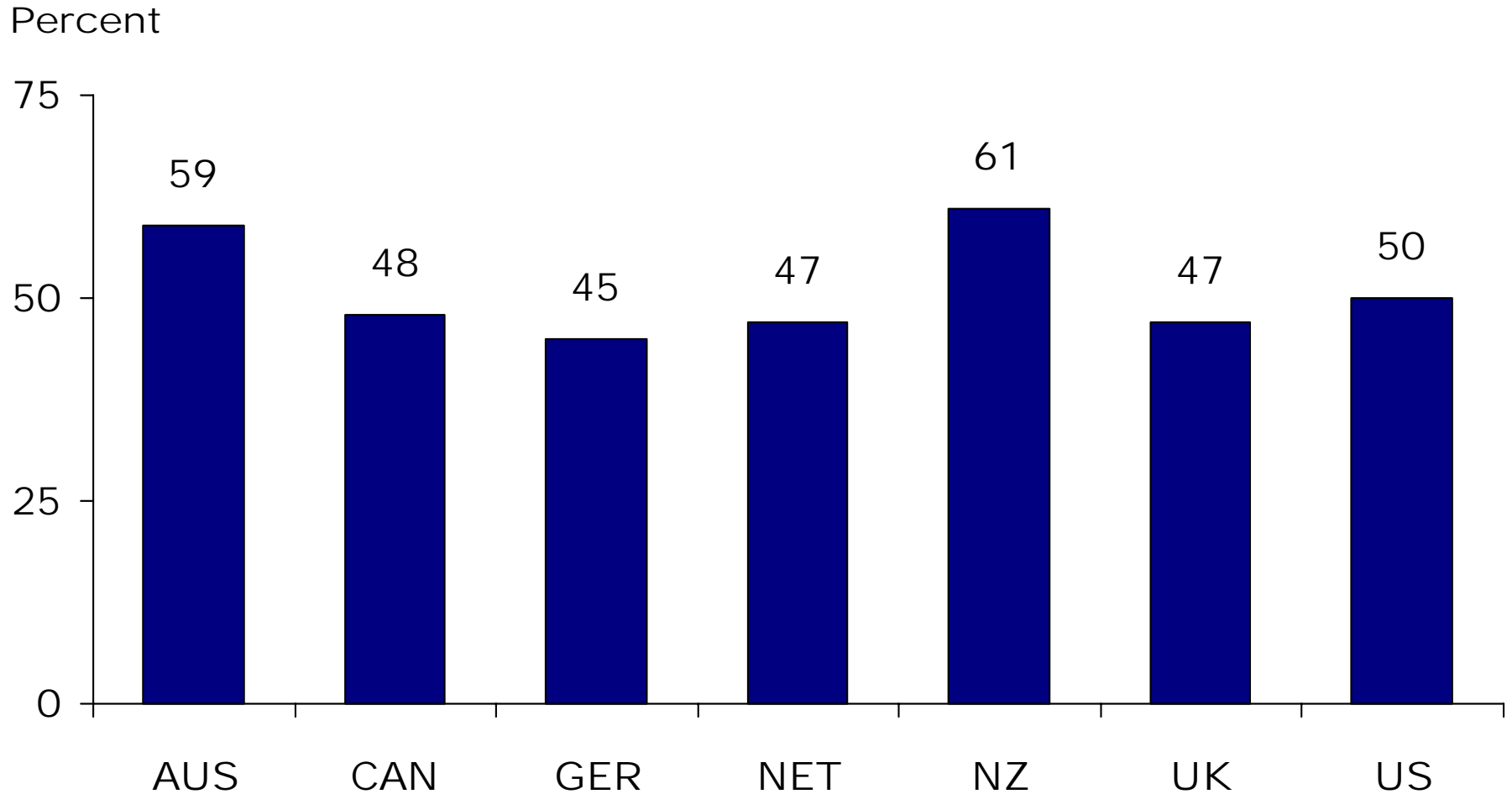
Figure 19. Regular Doctor Coordinates Care Received from Other Doctors/Places

Base: Have regular doctor/place
Percent



Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.

Figure 20. Adults with a Medical Home



Note: Medical home includes having a regular provider that knows you, is easy to contact, and coordinates your care.
Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.





Coordination of Care

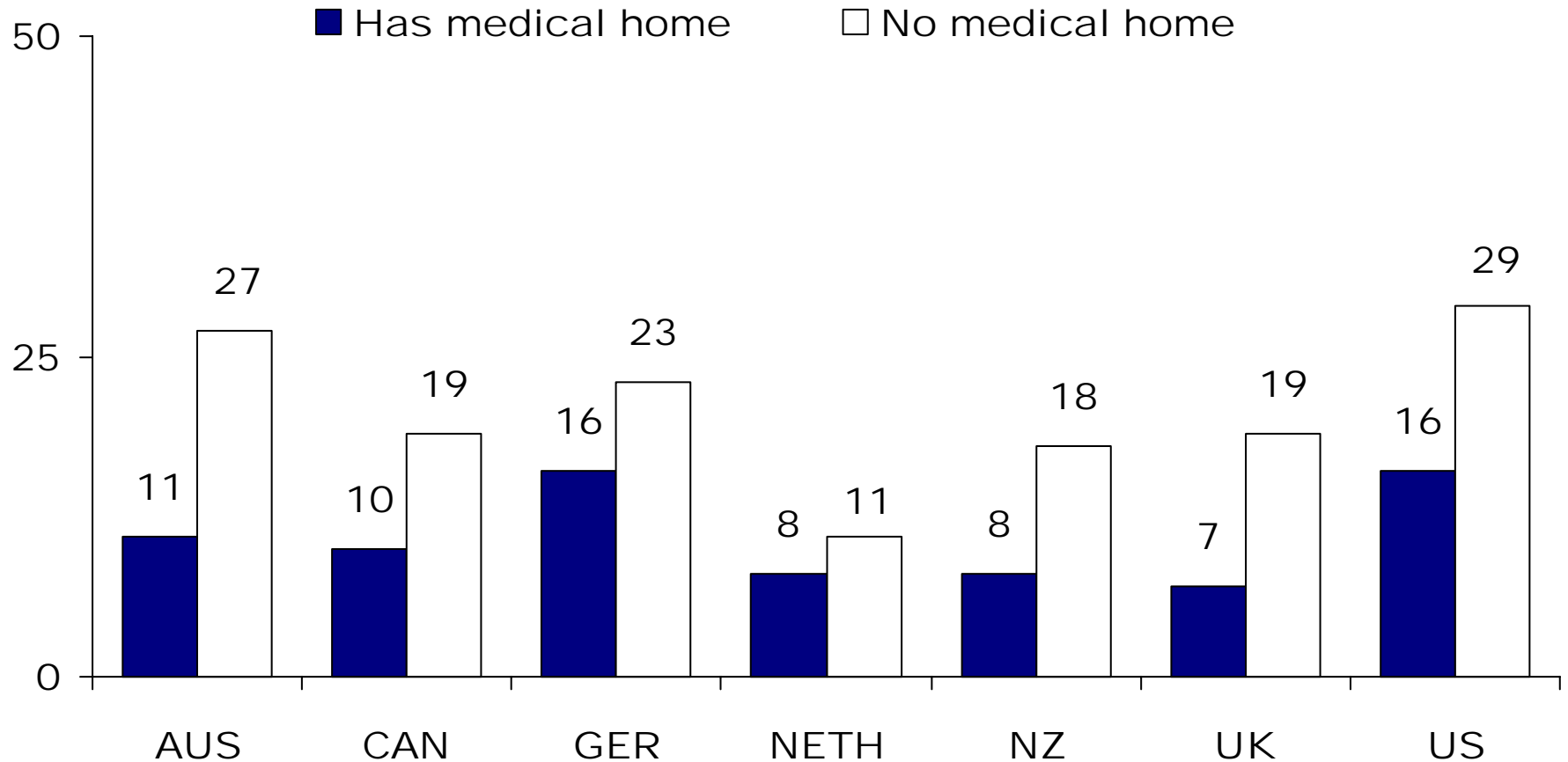
Figure 21. Care Coordination

Percent reported in past two years:	AUS	CAN	GER	NETH	NZ	UK	US
Test results or records not available at time of appointment	11	11	8	7	9	10	15
Duplicate tests: doctor ordered test that had already been done	10	5	15	4	6	5	14
Percent with either coordination problem	18	15	19	9	12	13	23



Figure 22. Coordination Problems: Medical Records Not Available During Visit or Duplicative Tests, by Medical Home

Percent with coordination problems



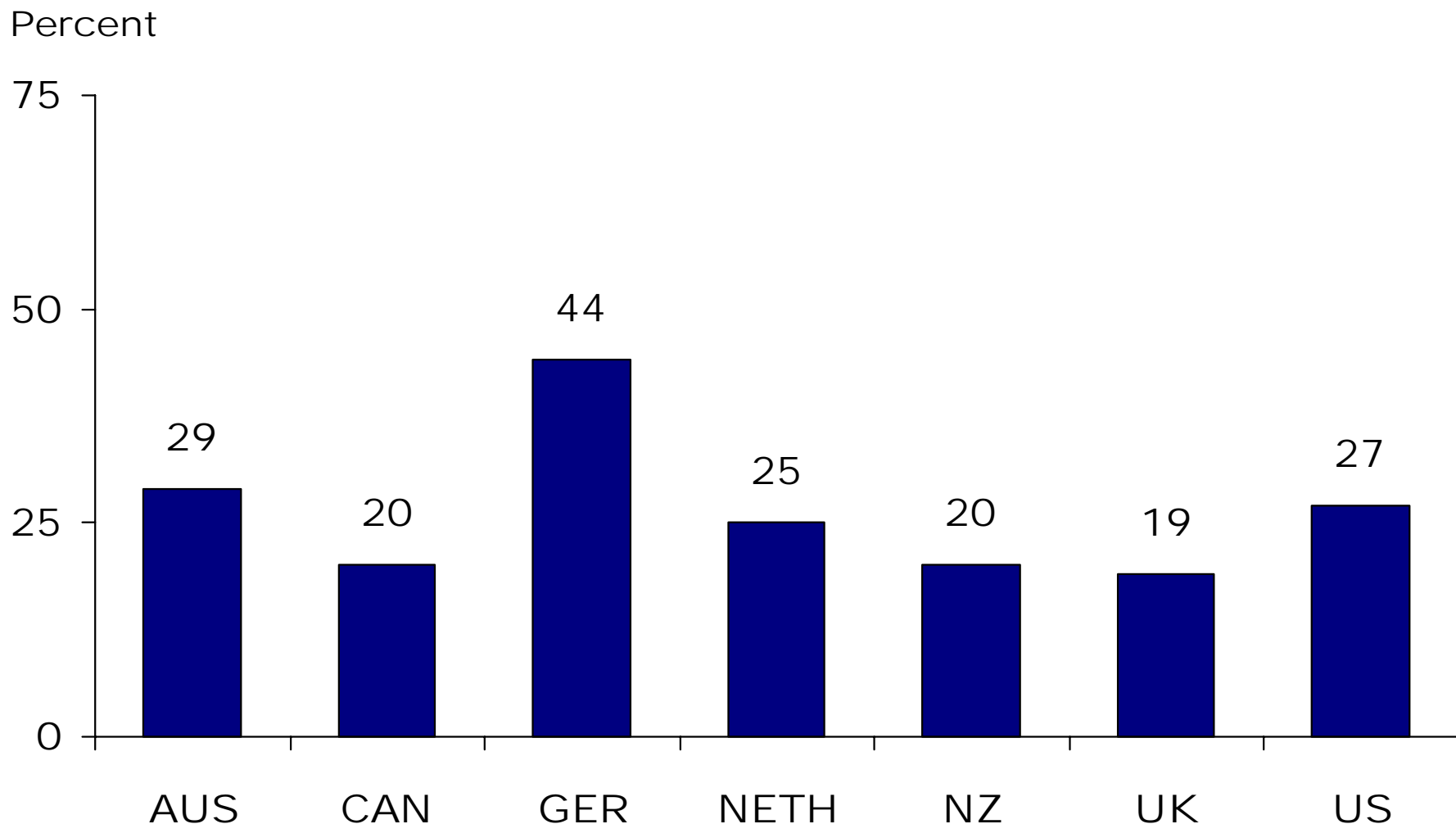
Note: Medical home includes having a regular provider that knows you, is easy to contact, and coordinates your care.

Source: 2007 Commonwealth Fund International Health Policy Survey.

Data collection: Harris Interactive, Inc.



Figure 23. Saw Two or More Specialists in the Past Year



Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.

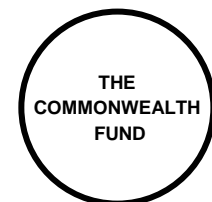


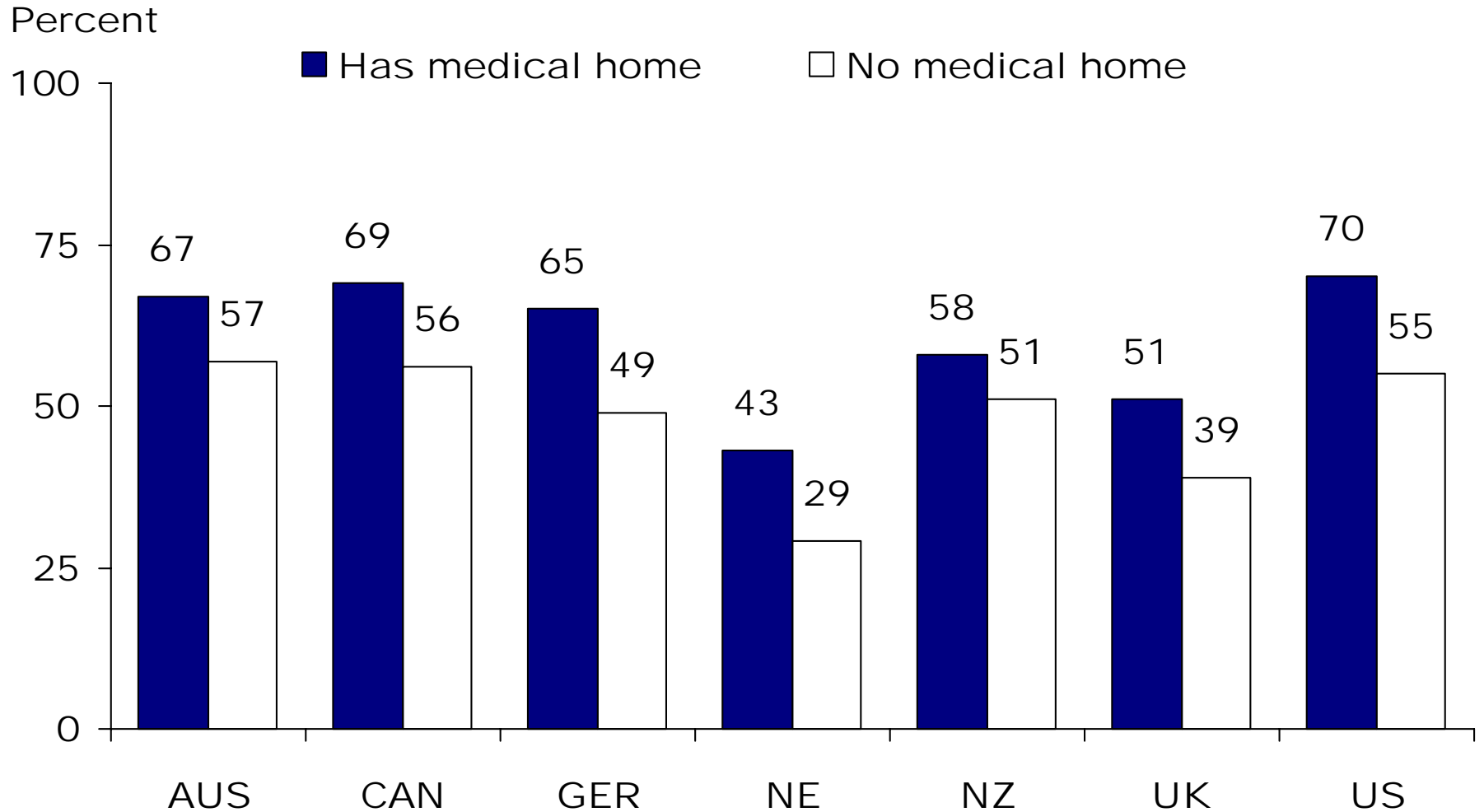
Figure 24. Specialist Care Coordination

Base: Saw a specialist in the past year

Percent who reported regular doctor:	AUS	CAN	GER	NETH	NZ	UK	US
Helped you decide who to see	63	63	57	35	55	45	63
Provided specialist with information about your condition or problem	81	76	57	65	73	70	72



Figure 25. Regular Doctor Helped You Decide on Specialist, by Medical Home



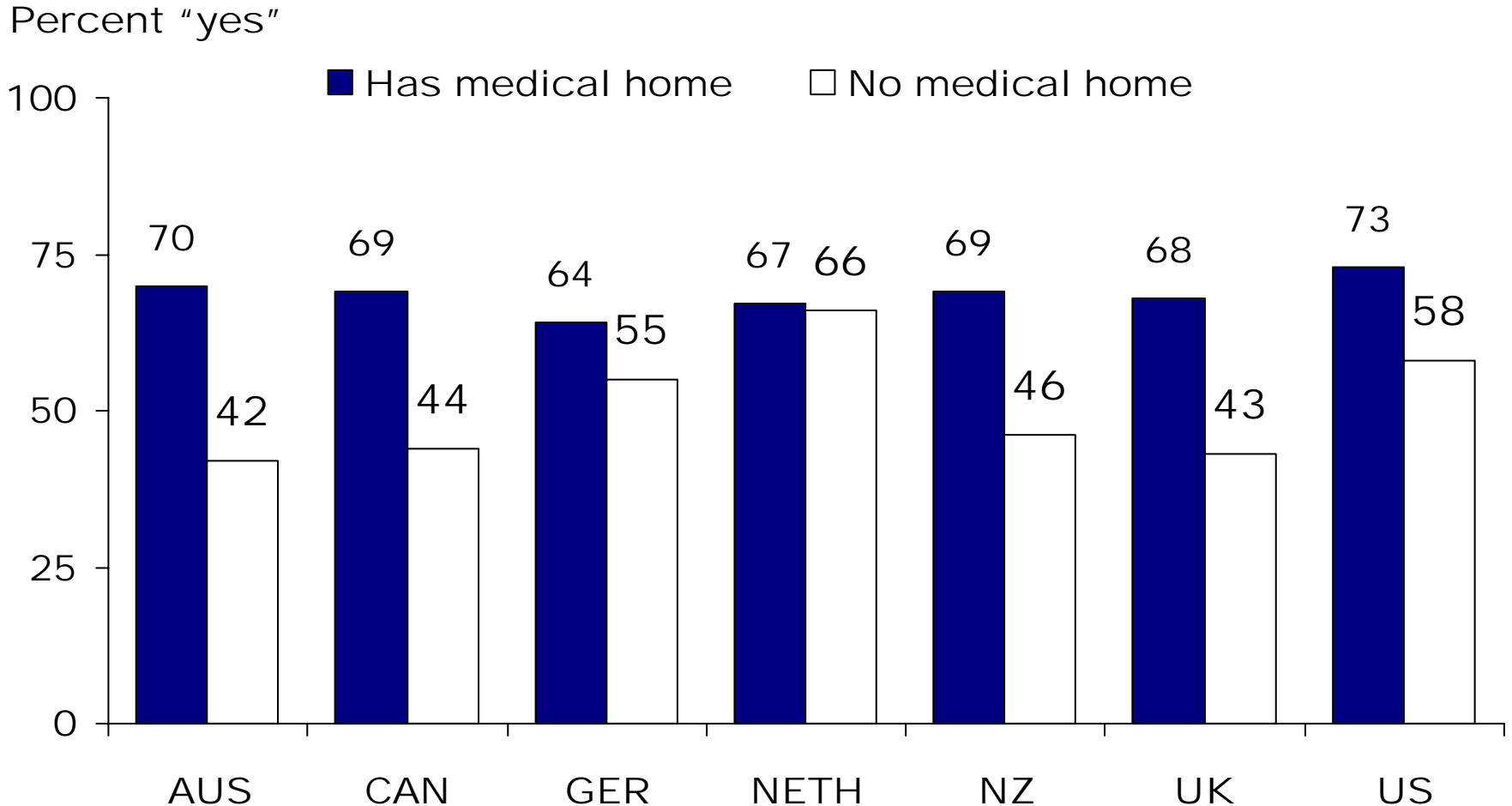
Note: Medical home includes having a regular provider that knows you, is easy to contact, and coordinates your care.

Source: 2007 Commonwealth Fund International Health Policy Survey.

Data collection: Harris Interactive, Inc.



Figure 26. After Emergency Room Use, Did Regular Doctor Seem Informed About Care Received? by Medical Home



Note: Medical home includes having a regular provider that knows you, is easy to contact, and coordinates your care. Average for all respondents: AUS=57%, CAN=57%, GER=60%, NETH=66%, NZ=60%, UK=54%, US=66%.

Source: 2007 Commonwealth Fund International Health Policy Survey.

Data collection: Harris Interactive, Inc.





Patient-Centered Care

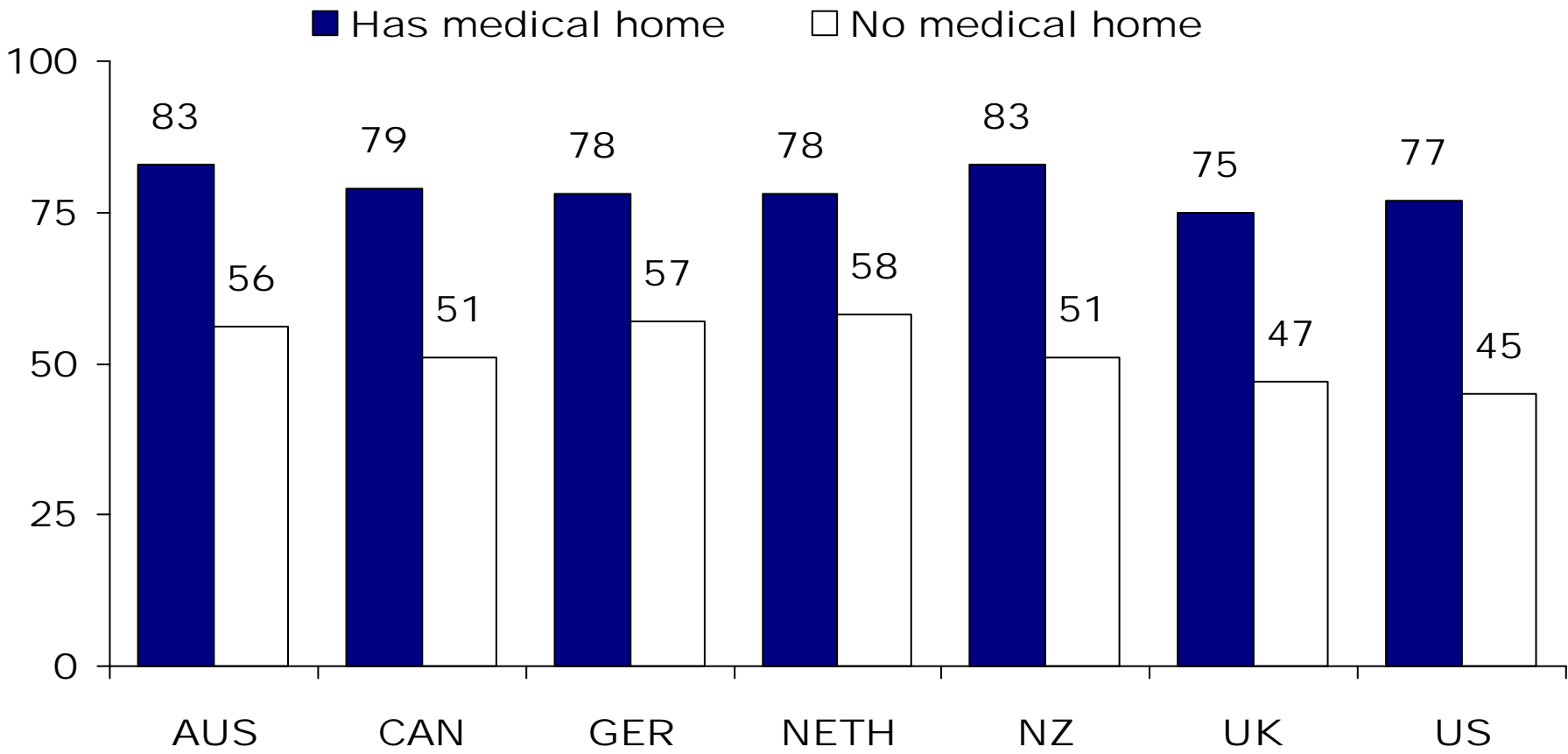
Figure 27. Doctor-Patient Communication

Percent reported doctor:	AUS	CAN	GER	NETH	NZ	UK	US
Always knows important information about your medical history	69	67	78	71	69	63	62
Always explains things so you can understand	79	75	71	71	80	71	70
Always spends enough time with you	73	59	70	71	69	59	56
Always tells you about your treatment options and involves you in decisions about your treatment	66	62	62	60	67	54	61



Figure 28. Doctor Always Explains Things, Spends Enough Time with You, and Involves You in Decisions, by Medical Home

Average percent of adults with a regular doctor or place of care reporting “always” across three indicators of doctor-patient communication



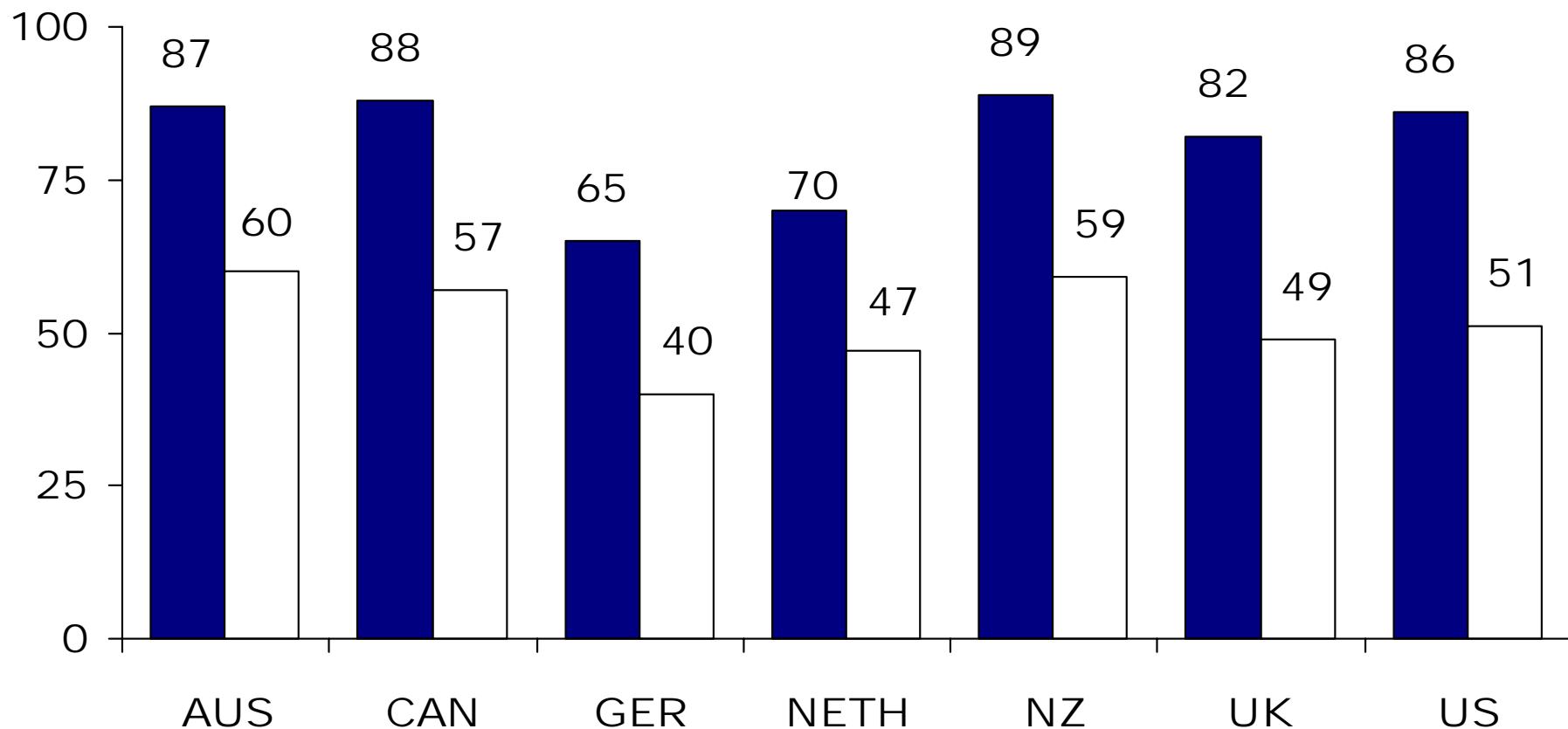
Note: Medical home includes having a regular provider that knows you, is easy to contact, and coordinates your care.
Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.



Figure 29. Quality of Care from Doctor, by Medical Home

Percent rated care received "excellent" or "very good"

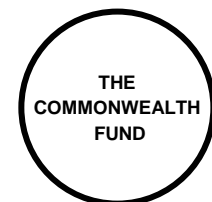
■ Has medical home □ No medical home



Note: Medical home includes having a regular provider that knows you, is easy to contact, and coordinates your care.

Source: 2007 Commonwealth Fund International Health Policy Survey.

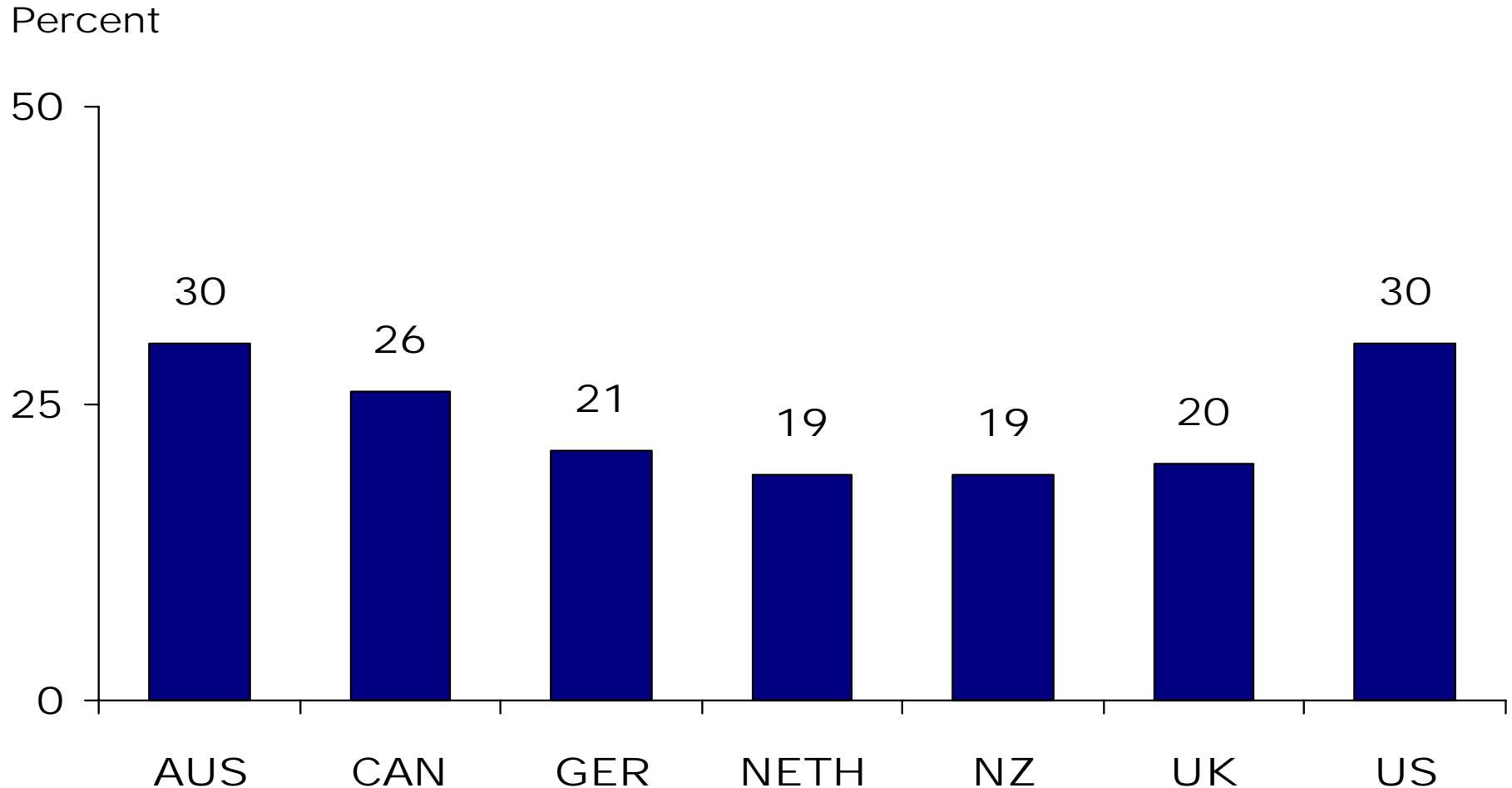
Data collection: Harris Interactive, Inc.





Care for Chronic Conditions

Figure 30. Demographics: Adults with Two or More Chronic Conditions



Note: Chronic conditions include hypertension or high blood pressure, heart disease, diabetes, arthritis, lung problems, depression, or cancer.
Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.



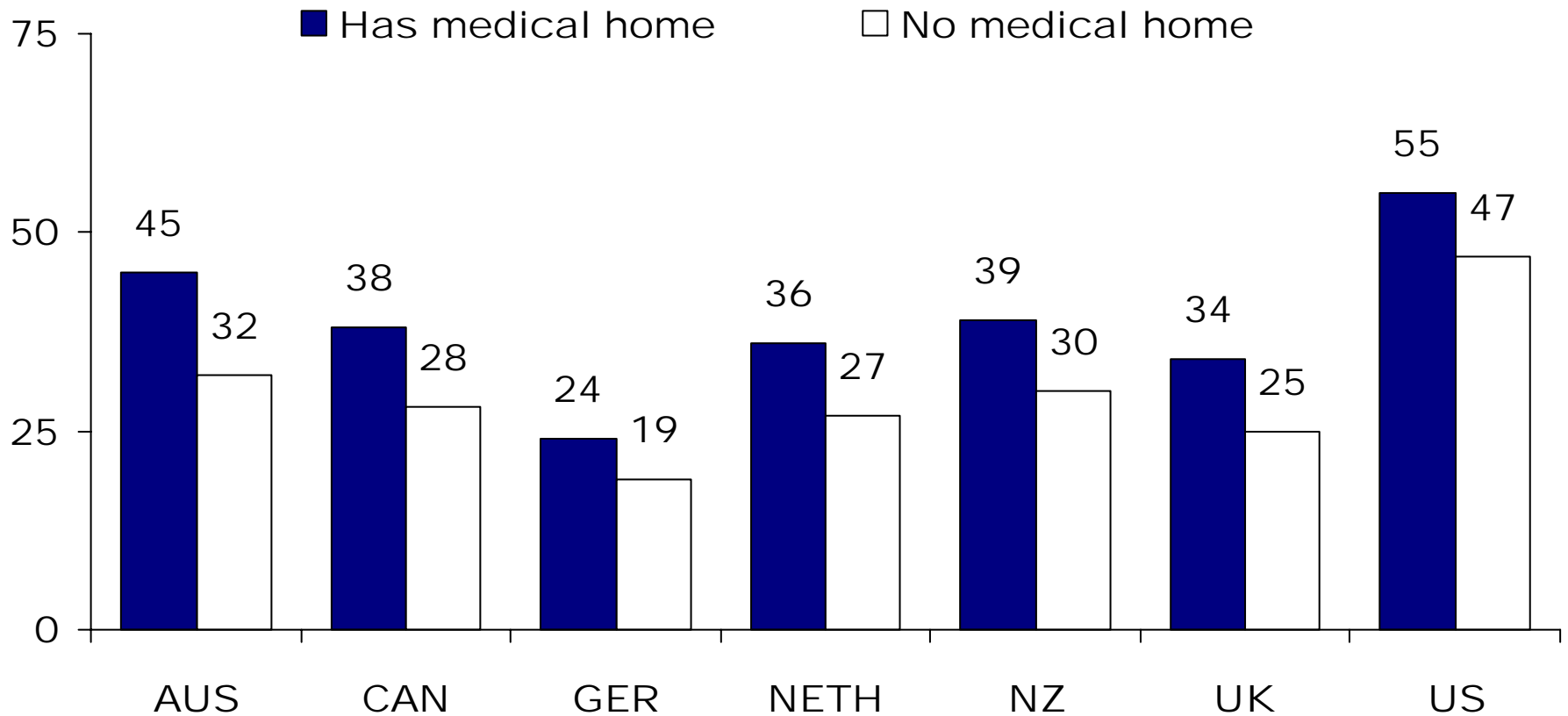
Figure 31. Care Management and Coordination for Chronic Conditions

Adults with a chronic condition reported:	AUS	CAN	GER	NETH	NZ	UK	US
Doctor gives you a written plan for managing care at home	40	33	22	31	35	30	51
Receive reminder for preventive/follow-up care	44	40	57	58	48	58	70
Often/sometimes receive conflicting information from different health professionals	14	16	19	13	19	18	22



Figure 32. Doctor Gives You Written Plan for Managing Care at Home, by Medical Home

Base: Adults with a chronic condition
Percent with care plan



Note: Medical home includes having a regular provider that knows you, is easy to contact, and coordinates your care.

Source: 2007 Commonwealth Fund International Health Policy Survey.

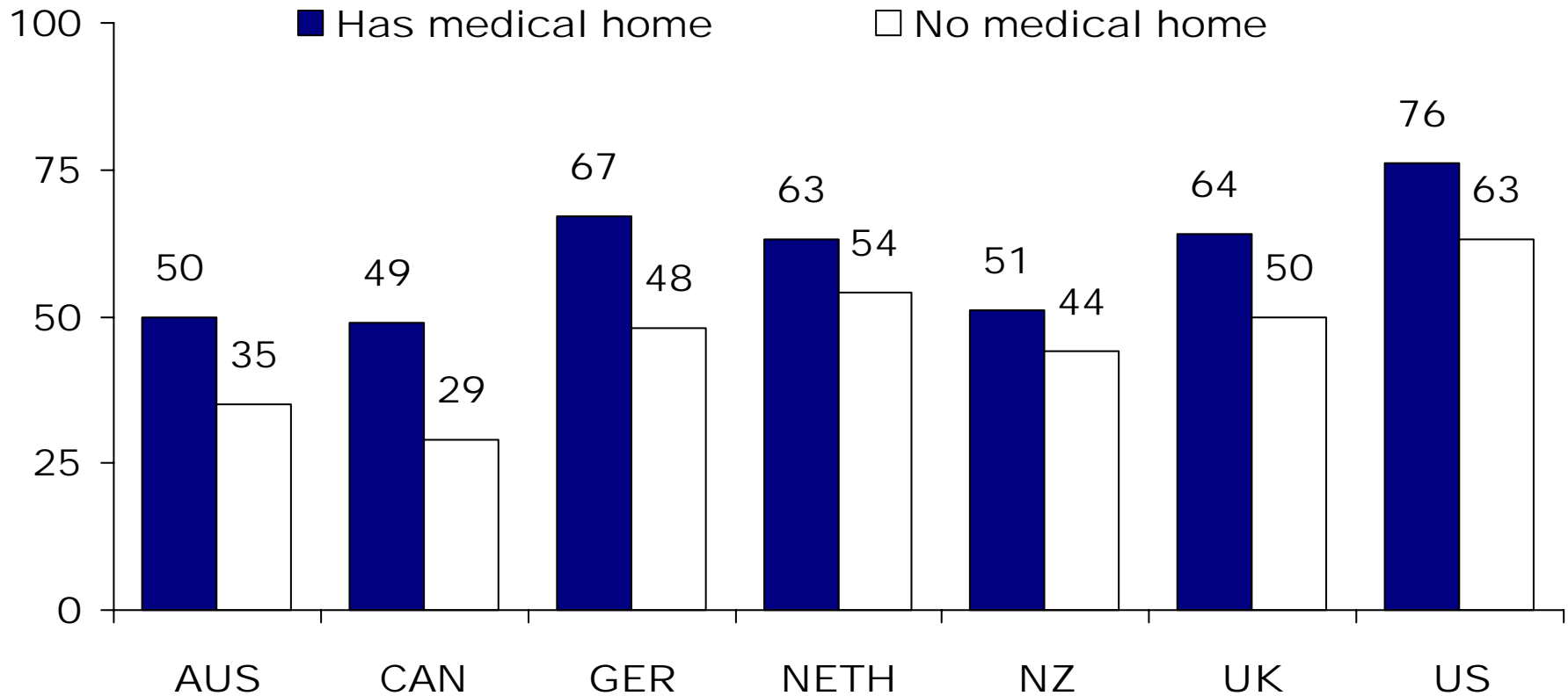
Data collection: Harris Interactive, Inc.



Figure 33. Receive Reminder for Preventive/Follow-Up Care, by Medical Home

Base: Adults with a chronic condition

Percent with reminder



Note: Medical home includes having a regular provider that knows you, is easy to contact, and coordinates your care.

Source: 2007 Commonwealth Fund International Health Policy Survey.

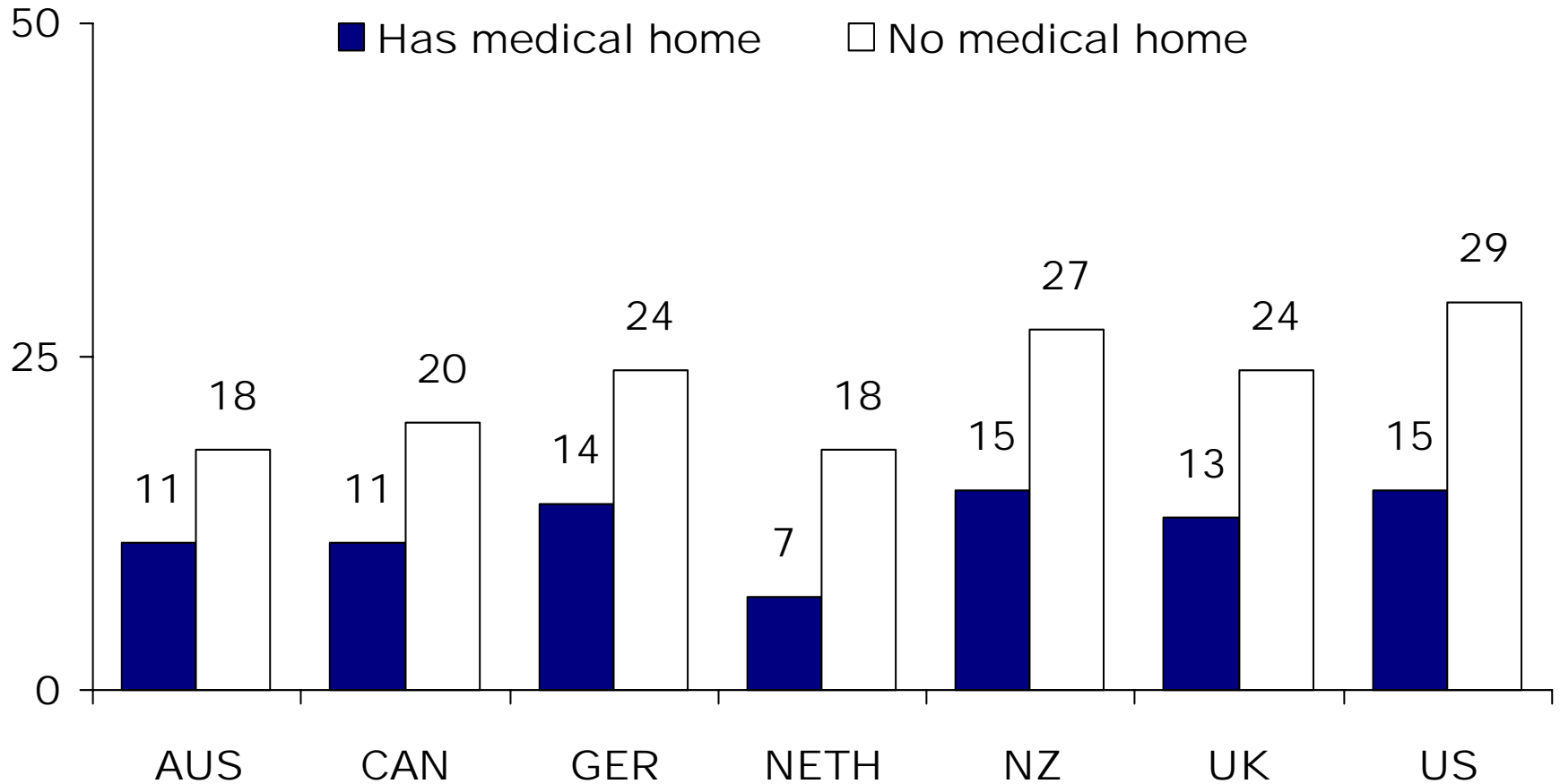
Data collection: Harris Interactive, Inc.



Figure 34. Receive Conflicting Information, by Medical Home

Base: Adults with a chronic condition

Percent often/sometimes received conflicting information



Note: Medical home includes having a regular provider that knows you, is easy to contact, and coordinates your care.

Source: 2007 Commonwealth Fund International Health Policy Survey.

Data collection: Harris Interactive, Inc.





Safety: Medication, Medical, and Diagnostic Test Errors

Figure 35. Medical, Medication, and Lab Errors

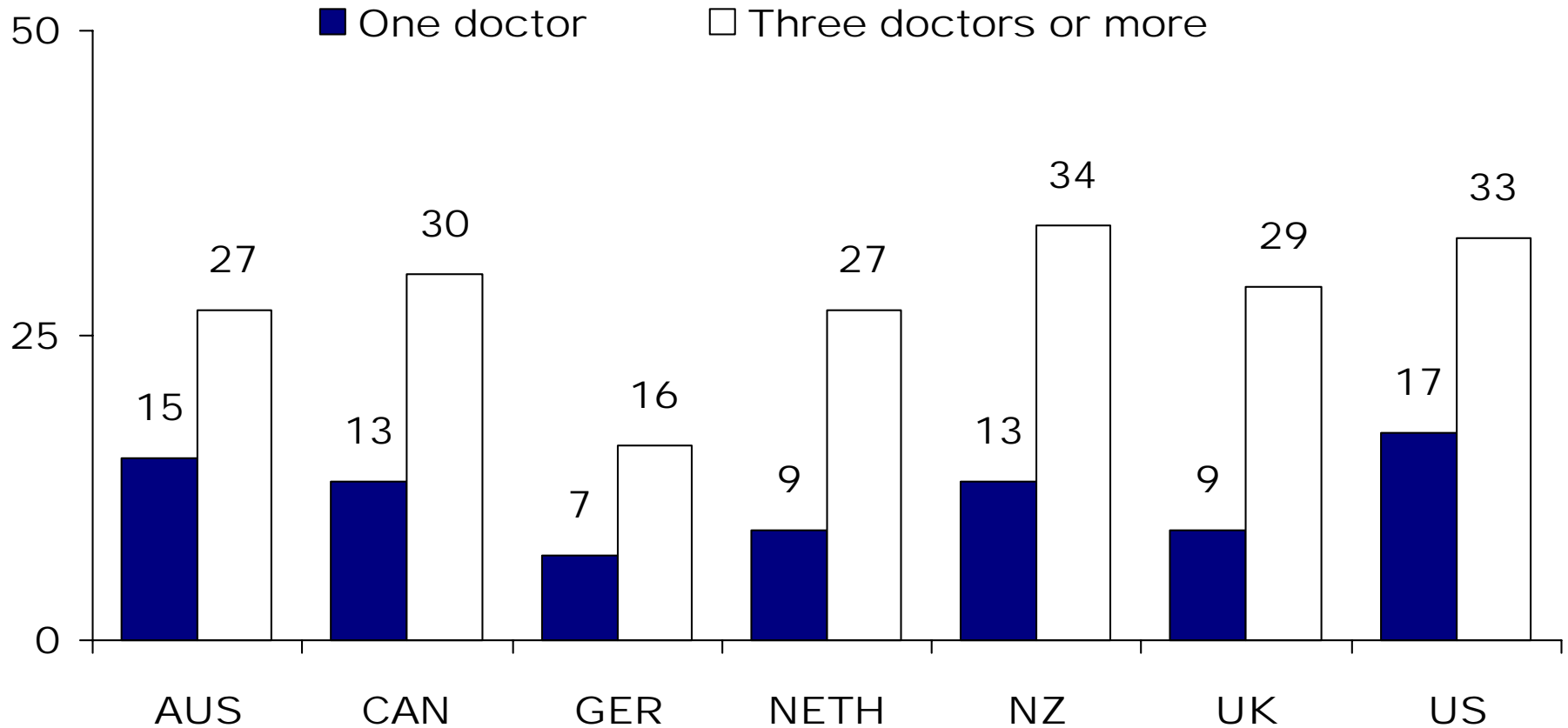
Percent reported in past two years:	AUS	CAN	GER	NETH	NZ	UK	US
Experienced medical or medication error	15	10	9	9	11	9	13
Experienced lab or diagnostic test error	11	12	4	8	9	10	14
Experienced any medical, medication, or lab error	20	17	12	14	16	13	20



Source: 2007 Commonwealth Fund International Health Policy Survey.
 Data collection: Harris Interactive, Inc.

Figure 36. Any Error, by Number of Doctors Seen

Percent any error

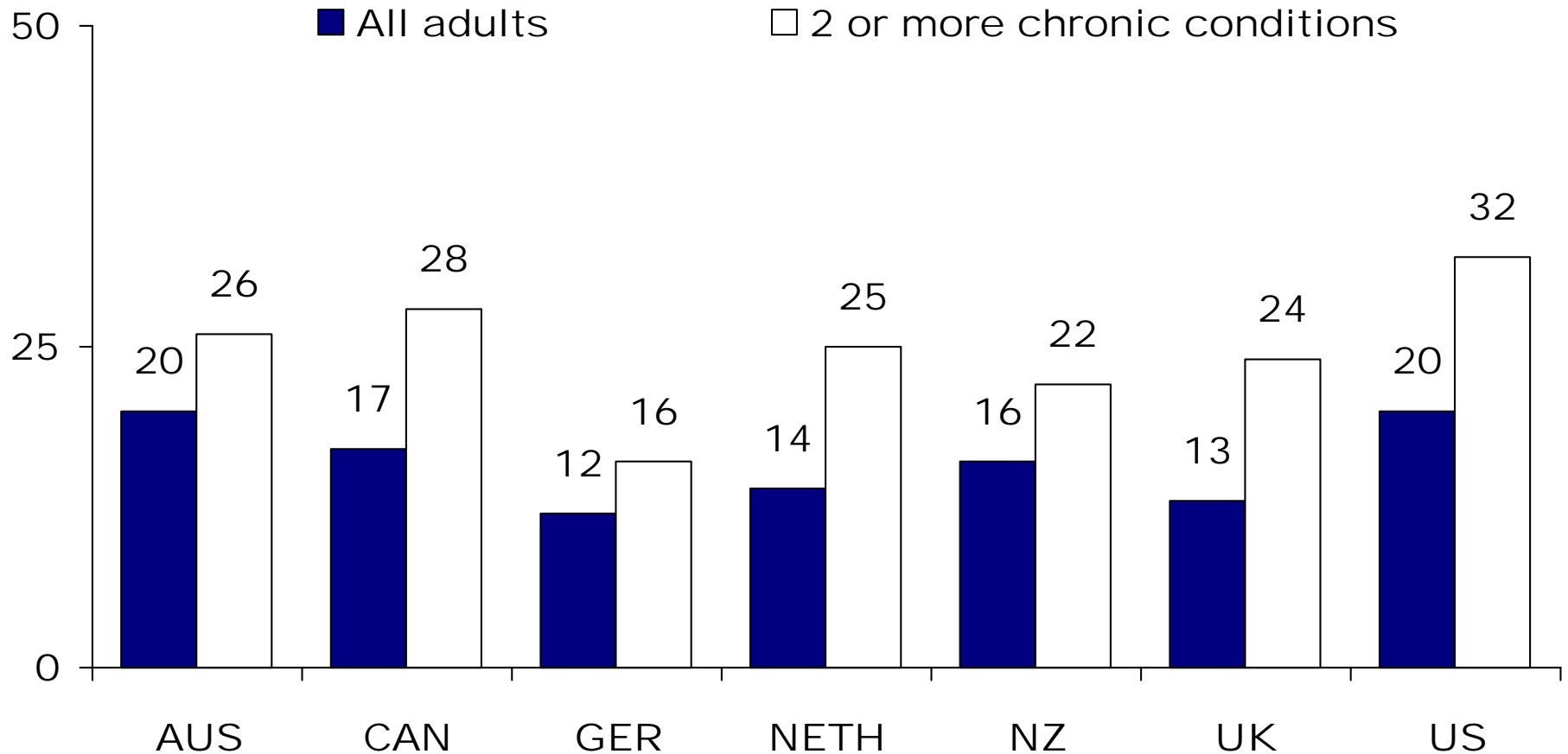


Note: Errors include medical mistake, wrong dose/medication, or lab test error.
Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.



Figure 37. Any Error in Past Two Years

Percent any error



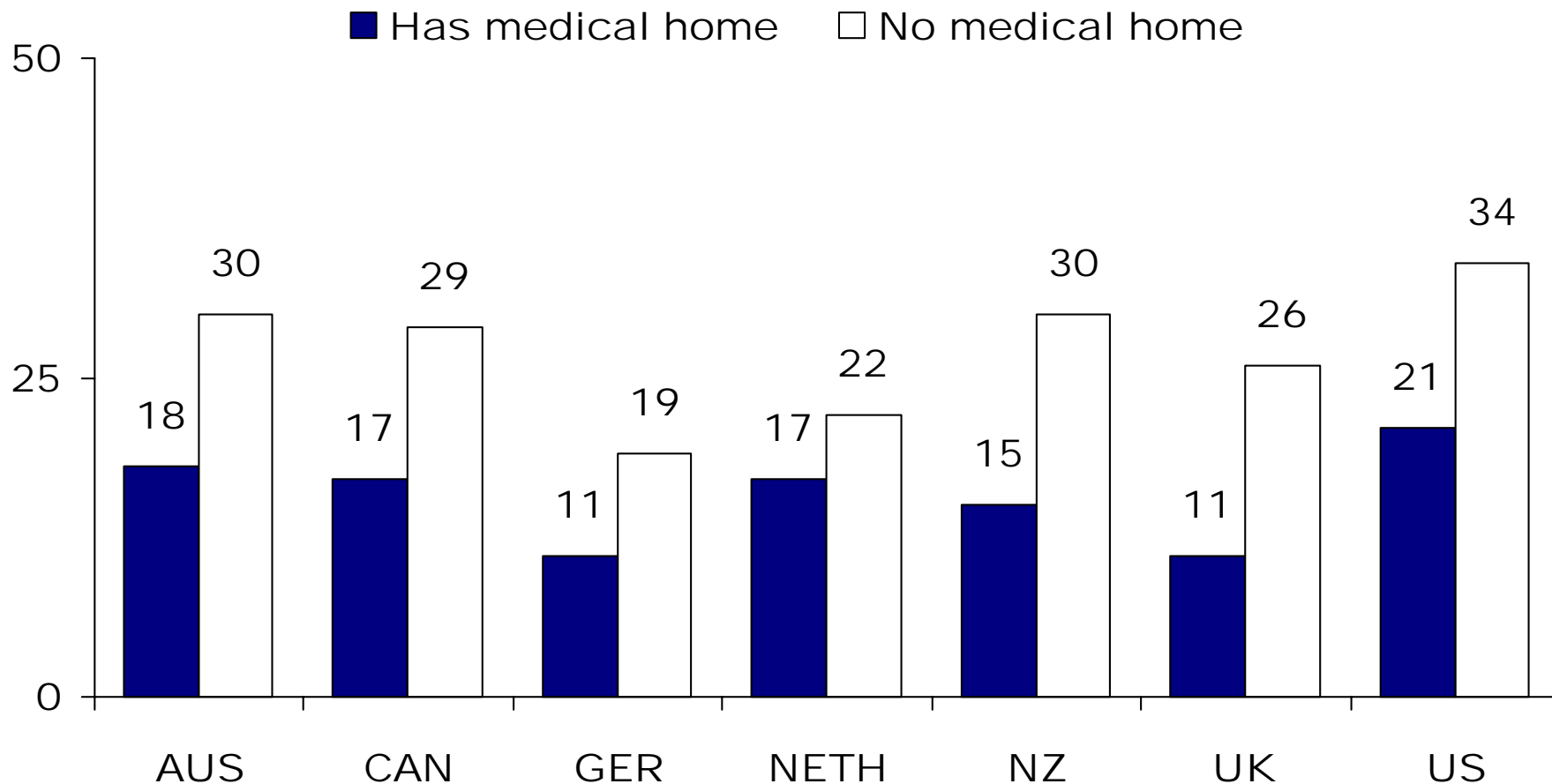
Note: Errors include medical mistake, wrong dose/medication, or lab test error.
Source: 2007 Commonwealth Fund International Health Policy Survey.
Data collection: Harris Interactive, Inc.



Figure 38. Chronically Ill: Any Error, by Medical Home

Base: Has a chronic condition

Percent any error



Note: Medical home includes having a regular provider that knows you, is easy to contact, and coordinates your care. Errors include medical mistake, wrong dose/medication or lab test error.

Source: 2007 Commonwealth Fund International Health Policy Survey.

Data collection: Harris Interactive, Inc.

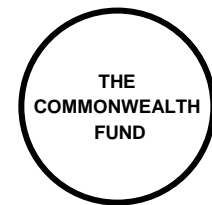
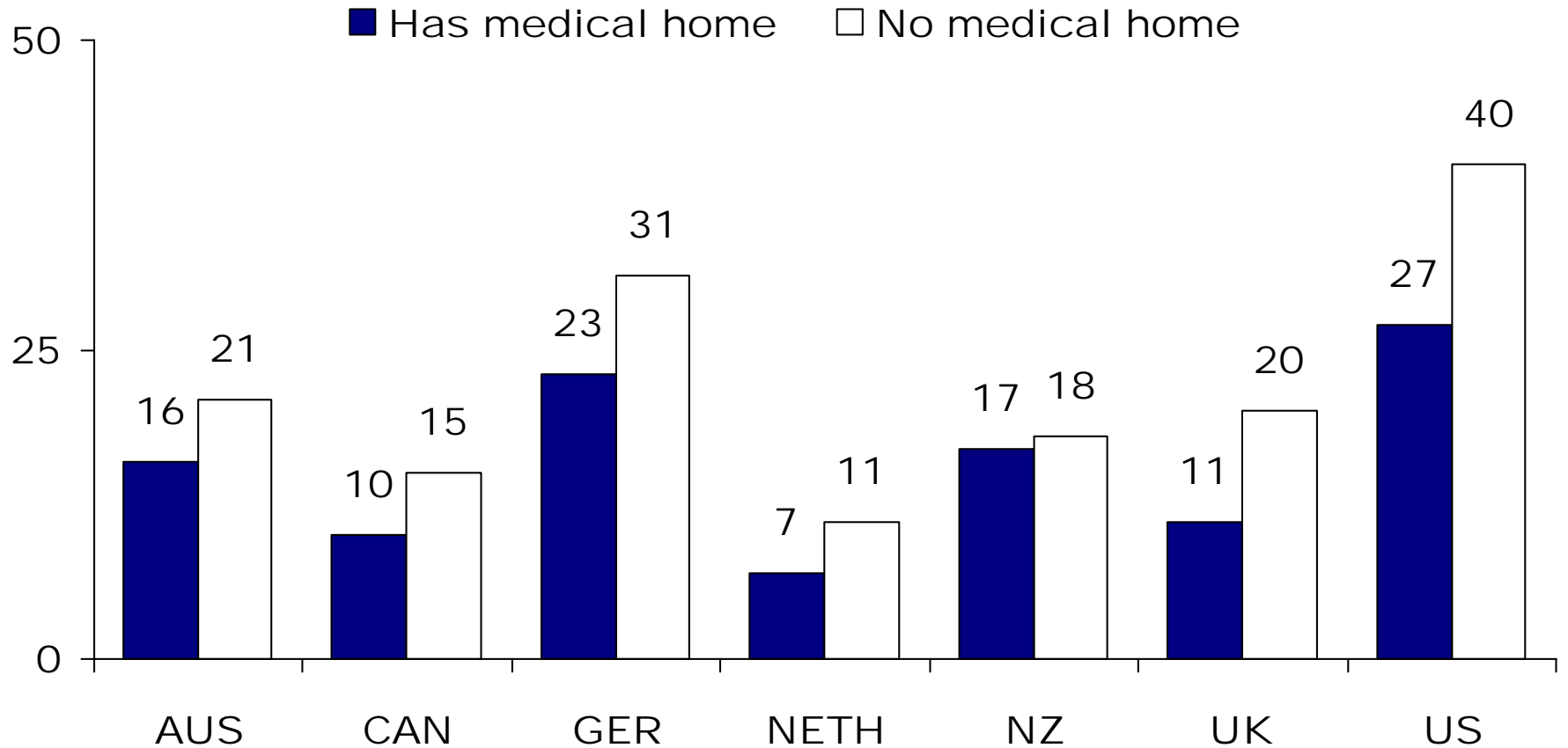


Figure 39. Views of the Health System in Seven Countries, by Medical Home

Percent reported health system needs to be completely rebuilt



Note: Medical home includes having a regular provider that knows you, is easy to contact, and coordinates your care.

Source: 2007 Commonwealth Fund International Health Policy Survey.

Data collection: Harris Interactive, Inc.



Summary of Findings

- Country patterns reflect underlying insurance design and strategic policy choices
 - Universal coverage and benefit design matters
 - The U.S. stands out for financial barriers that undermine care and often for symptoms of inefficiency
- Experiences in all countries indicate the need for more integrated, patient-centered care “systems”
- In each country, having a “Medical Home” that is accessible and coordinates care improves patient experiences
 - Patient safety
 - Coordination: with specialists/across sites of care; duplication and delays
 - Patient-centeredness and satisfaction
 - Managing chronically ill patients

Conclusions

- No country systematically leads in performance
- Variations in health system performance offer opportunities for cross-national learning
- Three major challenges:
 - Better coordination of care
 - New approaches to managing patients with complex chronic illnesses
 - Primary care redesign and workforce strategy
- Amenable to policy action and changes in practice and essential to achieving a high performance health care system

Acknowledgments

- C. Schoen, R. Osborn, M. Doty, M. Bishop, J. Peugh, N. Murukutla, "Toward Higher-Performance Health Systems: Adults' Health Care Experiences in Seven Countries, 2007," *Health Affairs* Web Exclusive (Oct. 31, 2007).

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- Co-funders: The German Institute for Quality and Efficiency in Health Care, the Dutch Ministry for Health, and the Health Council of Canada

