

International Health Policy 2000

A. OVERVIEW OF THE SYSTEM

A1. Which of the following statements comes closest to expressing your overall view of the health care system in this country?

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1. On the whole, the health care system works pretty well and only minor changes are necessary to make it work better.	<input type="checkbox"/>
2. There are some good things in our health system, but fundamental changes are needed to make it work better.	<input type="checkbox"/>
3. Our health care system has so much wrong with it that we need to completely rebuild it.	<input type="checkbox"/>

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A2. In general, do you think your ability to provide quality medical care to your patients has improved, has gotten worse or is it about the same as it was five years ago?

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Improved 1 Worse 2 About the same 3

A3. In this country's health system, how often do you believe that patients experience the following? For each, please indicate whether this happens often, sometimes, rarely or never.

	<u>Often</u> (1)	<u>Sometimes</u> (2)	<u>Rarely</u> (3)	<u>Never</u> (4)
1. Patients have difficulty affording out of pocket costs for medical care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Patients lack access to the newest drugs or medical technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Patients get sicker because they are not able to get the health care they need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Patients do not receive preventive care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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B. DOCTORS' PRACTICES AND HOSPITALS

In this section we ask about your medical practice. By "medical practice" we mean all your work as a doctor, including your employment, the places where you care for patients and the work you do to take care of them.

B1. Overall, how satisfied are you with your current medical practice:

Very satisfied 1 Somewhat satisfied 2 Somewhat dissatisfied 3 Very dissatisfied 4

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B2. Please indicate how big a problem each of these items is for you in your practice.

	<u>Major problem</u> (1)	<u>Minor problem</u> (2)	<u>Not a problem</u> (3)
1. Not having enough time to spend with patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. External review of your clinical decisions for the purpose of controlling costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Limitations on hospital care, e.g. admissions or length of stay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Limitations on, or long waits for specialist referrals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Limitations in ordering diagnostic tests or procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Patients cannot afford necessary prescription drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Limitations on drugs you can prescribe your patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Long waiting times for surgical or hospital care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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B3. In the community, region or sector in which you practice, how would you rate the number or amount of the following?

	<u>Too much/ Too many</u> (1)	<u>About right</u> (2)	<u>Too little/ Too few</u> (3)
1. The latest medical and diagnostic equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Hospital beds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. General practitioners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Medical specialists or consultants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Home care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Long term care and rehabilitation facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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B4. In the hospital in which you practice or to which the majority of your patients are admitted, how would you rate the following resources?

	<u>Excellent</u> (1)	<u>Good</u> (2)	<u>Fair</u> (3)	<u>Poor</u> (4)
1. The latest medical and diagnostic equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Nursing staff levels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Surgical or operating room facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Emergency room facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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B5. How would you rate your hospital or the hospital to which the majority of your patients are admitted on finding and addressing medical errors?

Excellent 1 Good 2 Fair 3 Poor 4 No tracking 5
process

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B6. On the whole, in your hospital or the hospital to which the majority of your patients are admitted, are staff encouraged to or discouraged from reporting medical errors, including dispensing incorrect medications or medication doses, surgical mistakes and human error in interpreting results of diagnostic tests?

Encouraged 1 Discouraged 2 Neither 3

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C. CLINICAL MANAGEMENT AND QUALITY OF CARE

C1. Consider a patient with each of the following medical symptoms. In the community, region or sector in which you practice, in most instances, how long would a patient generally wait from the time any doctor first recommends the test or treatment until the time the test or treatment is received?

	<u>1-2 days</u> (1)	<u>3-6 days</u> (2)	<u>1-2 weeks</u> (3)	<u>3-4 weeks</u> (4)	<u>1-6 months</u> (5)	<u>More than 6 months</u> (6)
1. A 50 year old woman with an ill-defined mass in her breast, but no adenopathy, who requires a breast biopsy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. A 65 year old man who requires a routine hip replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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C2. For each of the following types of information, please indicate how often it is currently used in your hospital or practice.

	<u>Often used</u> (1)	<u>Sometimes used</u> (2)	<u>Not used</u> (3)	
1. Treatment guidelines or protocols for common conditions or procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	139
2. Comparisons of medical outcomes of selected procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	140
3. Reports from patients and families regarding satisfaction with care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	141
4. Profiles comparing doctors' practices relative to peers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	142
5. Electronic patient medical records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	143
6. Electronic prescribing of drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	144

C3. If these items are not used, how useful would they be to you if they were used by doctors in your hospital or practice? If they are used at all, how useful are they?

	<u>Very useful</u> (1)	<u>Somewhat useful</u> (2)	<u>Not useful</u> (3)	
1. Treatment guidelines or protocols for common conditions or procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	145
2. Comparisons of medical outcomes of selected procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	146
3. Reports from patients and families regarding satisfaction with care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	147
4. Profiles comparing doctors' practices relative to peers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	148
5. Electronic patient medical records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	149
6. Electronic prescribing of drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	150

C4. How effective is the priority system for managing waiting lists for specialized care or treatment in the community, region or sector in which you practice?

Very effective 1 Somewhat effective 2 Not effective 3 System does not exist 4 No waiting list 5 151

C5. Do you think information about the quality of care provided by hospitals should be reported to the general public?

Yes, should be 1 No, should not be 2 152

D. INFORMATION SEEKING AND COMPUTING IN THE PHYSICIAN PRACTICE

D1. Overall, how satisfied are you with your ability to remain knowledgeable and current with the latest developments in medicine?

Very satisfied 1 Somewhat satisfied 2 Somewhat dissatisfied 3 Very dissatisfied 4 153

D2. How often do you communicate with your patients by e-mail regarding treatment?

Often 1 Sometimes 2 Rarely 3 Never 4 154

E. THE FUTURE

E1. How concerned are you that the following might become more frequent in this country?

	<u>Very concerned</u> (1)	<u>Somewhat concerned</u> (2)	<u>Not too concerned</u> (3)	
1. Patients will not be able to afford the medical care they need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	155
2. Patients will need to wait longer than they should for necessary medical treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	156

3. The quality of patient care people receive will decline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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E2. On a scale of 1 to 5, where 1 is not at all effective and 5 is extremely effective, how effective do you think each of the following would be for improving the quality of care you provide for your patients?

	<u>Not at all effective</u>				<u>Extremely effective</u>	
1. Ability to spend more time with patients	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	158
2. Better access to specialized medical care	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	159
3. Better access to new prescription medications	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	160
4. Improved systems for reducing medical errors	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	161
5. Better nursing or home care follow-up after discharge	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	162
6. Better access to preventive care and patient education	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	163

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F. DEMOGRAPHICS

F1. About how many patients did you see in your most recent typical week of practice? Your best estimate will do. 209Z
 _____ Patients 210-212

F2. How many hours per week do you spend:

In face-to-face consultation or treatments with patients	_____ hours per week	213-215
On other tasks related to patient care	_____ hours per week	216-218
On tasks related to finances, billing or administration of your practice	_____ hours per week	219-221

F3. Thinking about the average income of a physician in your specialty or area of practice, would you say your income from medical practice is:

Well below average 1 Somewhat below average 2 About average 3 Somewhat above average 4 Well above average 5 222

F4. How old are you?

Under 35 1 35-64 2 65 or older 3 223

F5. Are you:

Male 1 Female 2 224

225-280Z
 305-380Z
 409-433Z

Thank you very much for participating in this study. Please return the completed survey by mail in the enclosed business reply envelope.

We expect to complete this research project by October, and at that time we would be delighted to forward a summary of the survey highlights to you. If you would like to receive a copy of the survey highlights, please provide us with an email address.

Email: _____ 434-479