



THE  
COMMONWEALTH  
FUND

# **The Commonwealth Fund 2011 International Health Policy Survey of Sicker Adults in Eleven Countries**

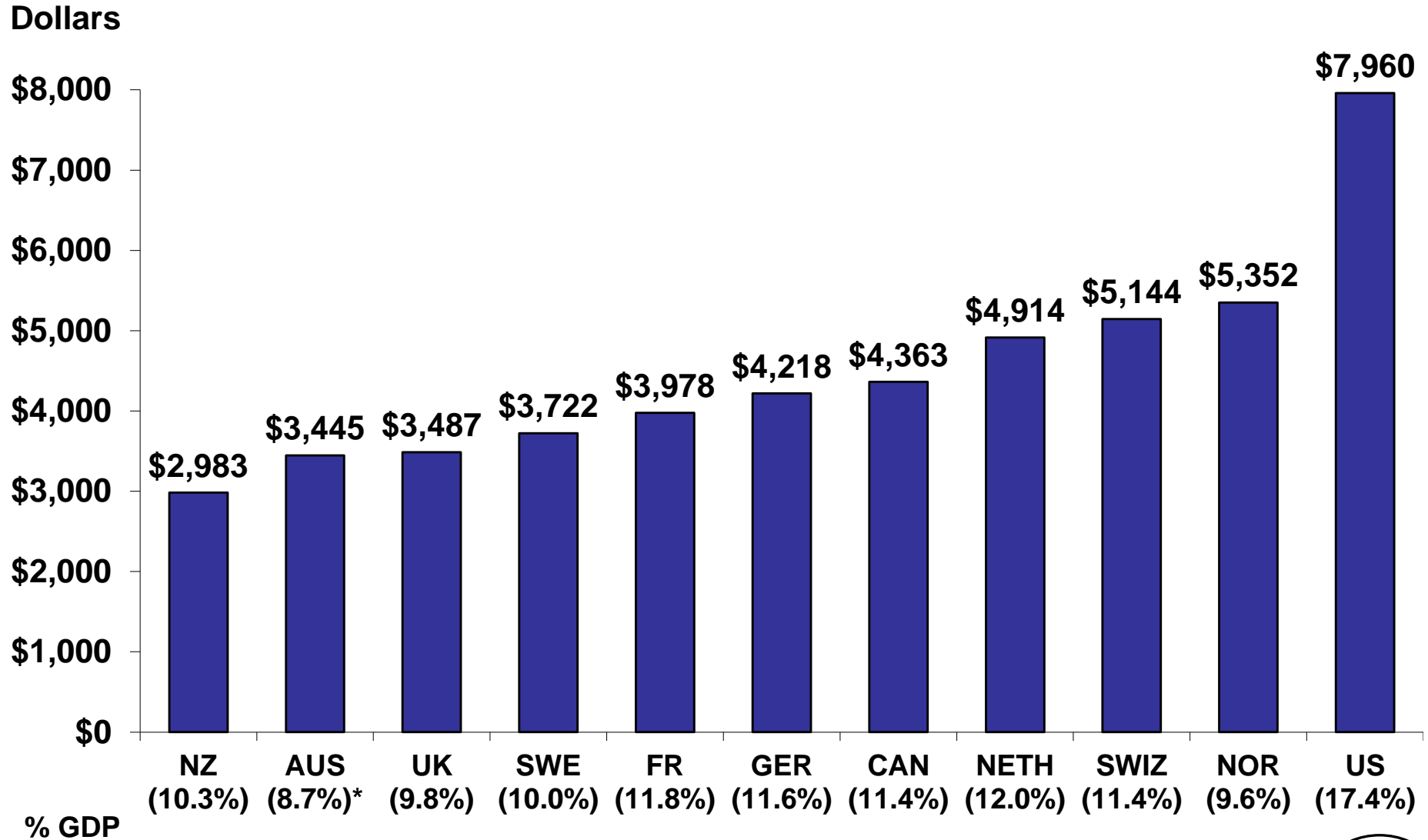
**Cathy Schoen and Robin Osborn  
The Commonwealth Fund**

**November 2011**

- **Telephone survey of representative samples of sicker adults ages 18 and older conducted from March to June 2011.**
- **Sicker adults screened in: fair or poor health; had surgery or been hospitalized in past two years; or received care for serious or chronic illness, injury, or disability in past year.**
- **Final samples: Australia 1,500, Canada 3,958, France 1,001, Germany 1,200, Netherlands 1,000, New Zealand 750, Norway 753, Sweden 4,804, Switzerland 1,500, United Kingdom 1,001, and United States 1,200.**
- **Conducted by Harris Interactive and country contractors.**
- **Core topics: Affordability and access, care coordination and care transitions, patient safety, patient-centered care, doctor–patient relationship and patient activation, managing chronic conditions, medical homes, and U.S. experiences by age and insurance status.**

# Health Spending per Capita, 2009

## Adjusted for Differences in Cost of Living



\* 2008.

Source: OECD Health Data 2011 (June 2011).

# 2011 Survey Profile of Sicker Adults

Percent	AUS	CAN	FR	GER	NETH	NZ	NOR	SWE	SWIZ	UK	US
Age 50 or older	57	50	54	60	57	54	60	58	63	62	56
Has two or more chronic conditions (out of eight)	44	41	34	42	34	34	35	26	37	45	53
Health care use in past two years:											
Hospitalized	54	37	51	43	40	50	46	48	54	48	40
Surgery	43	37	36	37	39	46	38	35	46	41	38
Saw four or more doctors	32	21	23	36	24	26	19	23	6	16	21
Taking four or more prescription medications regularly	28	30	26	24	31	27	29	30	24	35	37



# Affordability and Access



# Cost-Related Access Problems in the Past Year

Percent	AUS	CAN	FR	GER	NETH	NZ	NOR	SWE	SWIZ	UK	US
<b>Did not fill prescription or skipped doses</b>	<b>16</b>	<b>15</b>	<b>11</b>	<b>14</b>	<b>8</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>30</b>
<b>Had a medical problem but did not visit doctor</b>	<b>17</b>	<b>7</b>	<b>10</b>	<b>12</b>	<b>7</b>	<b>18</b>	<b>8</b>	<b>6</b>	<b>11</b>	<b>7</b>	<b>29</b>
<b>Skipped test, treatment, or follow-up</b>	<b>19</b>	<b>7</b>	<b>9</b>	<b>13</b>	<b>8</b>	<b>15</b>	<b>7</b>	<b>4</b>	<b>11</b>	<b>4</b>	<b>31</b>
<b><i>Yes to at least one of the above</i></b>	<b>30</b>	<b>20</b>	<b>19</b>	<b>22</b>	<b>15</b>	<b>26</b>	<b>14</b>	<b>11</b>	<b>18</b>	<b>11</b>	<b>42</b>

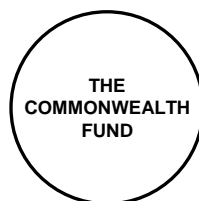
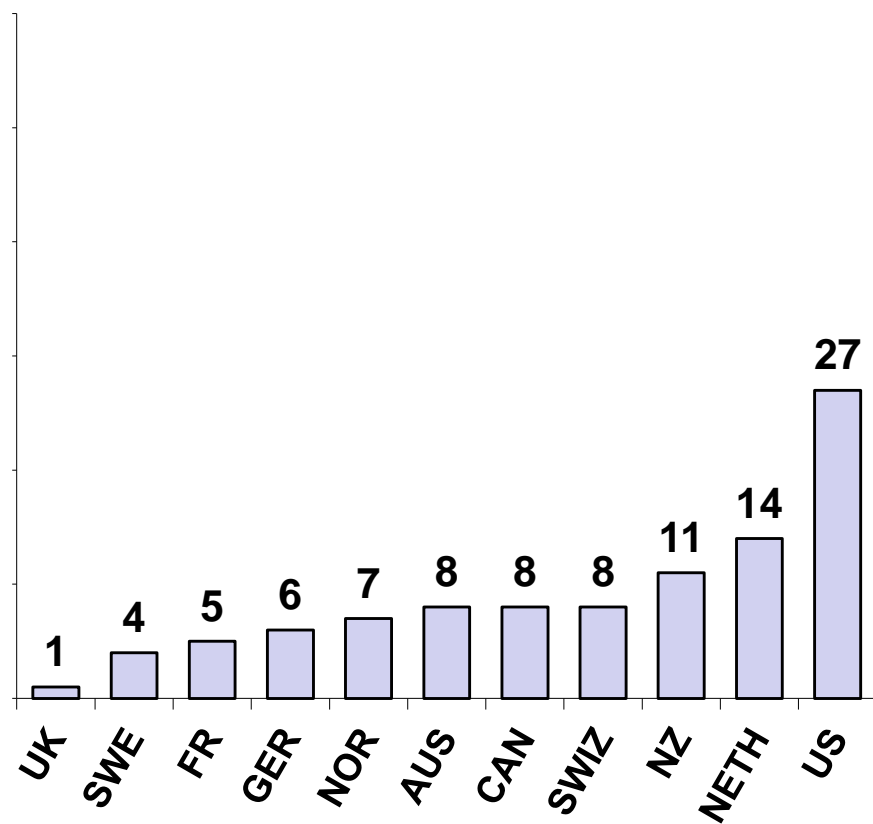
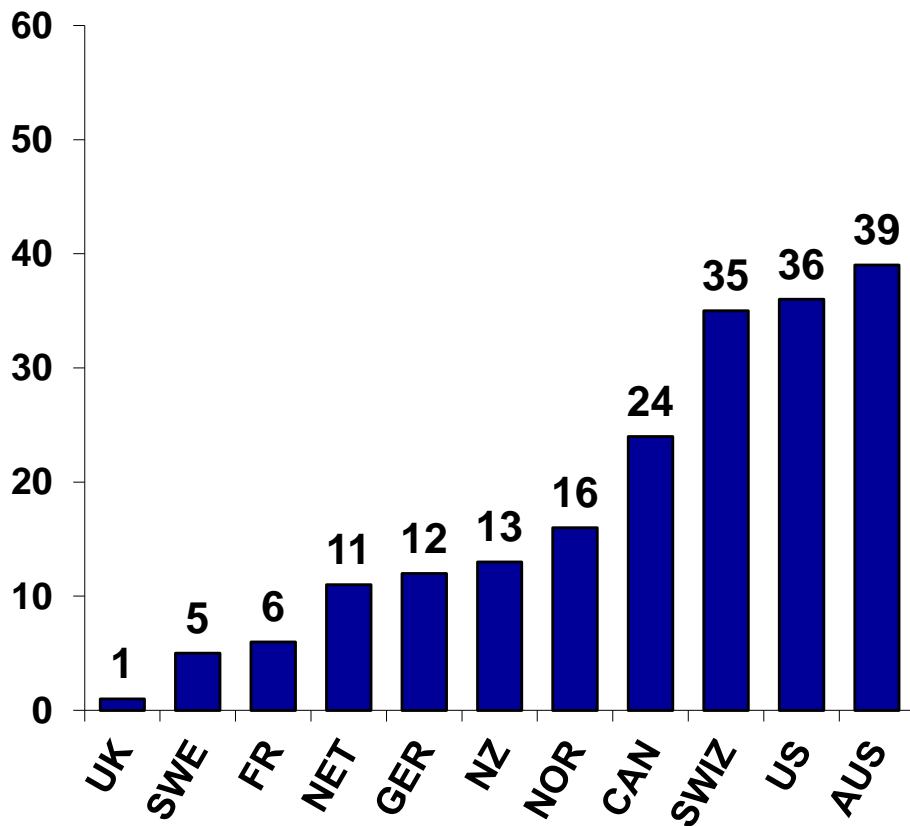


# Out-of-Pocket Spending and Problems Paying Medical Bills in Past Year <sup>7</sup>

More than US\$1,000 in out-of-pocket costs

Serious problems paying or unable to pay medical bills

Percent

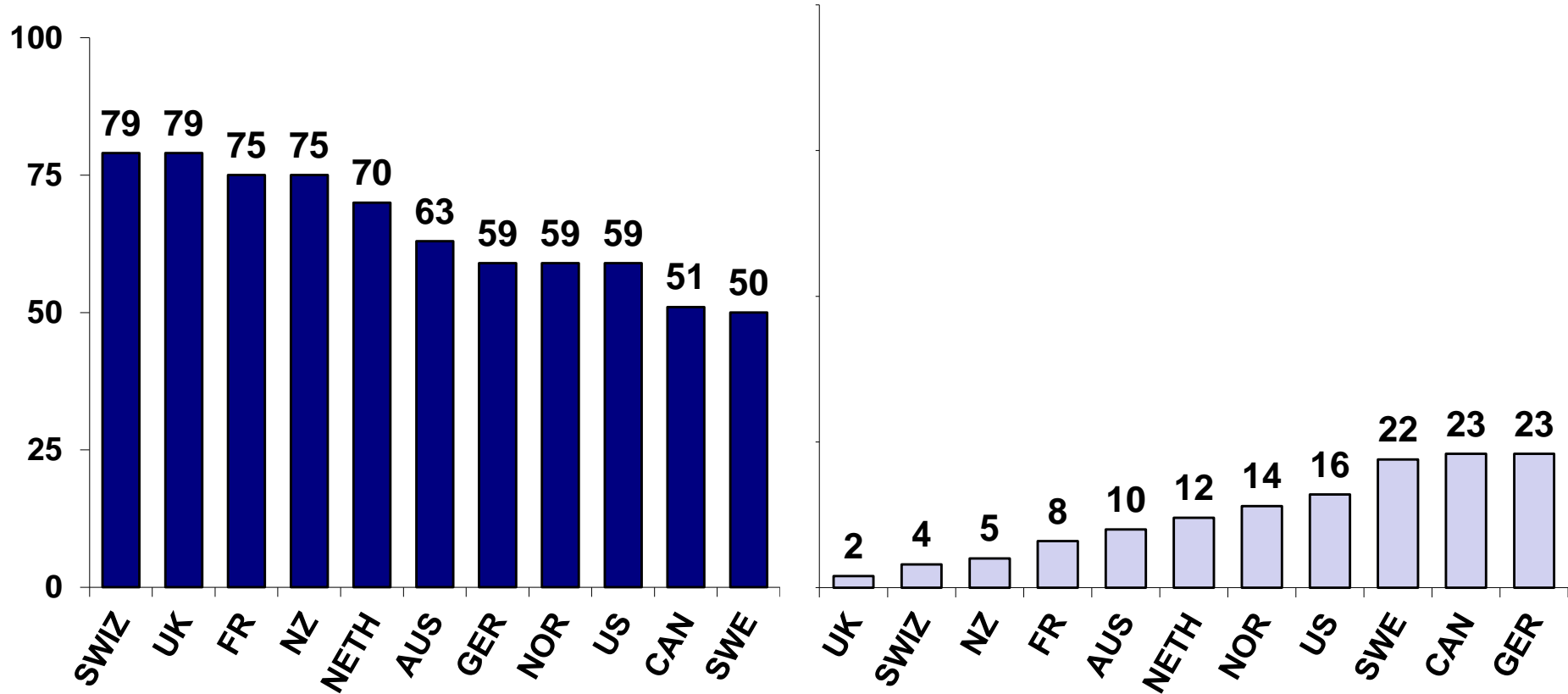


# Access to Doctor or Nurse When Sick or Needed Care

Same- or next-day appointment

Waited six days or more

Percent

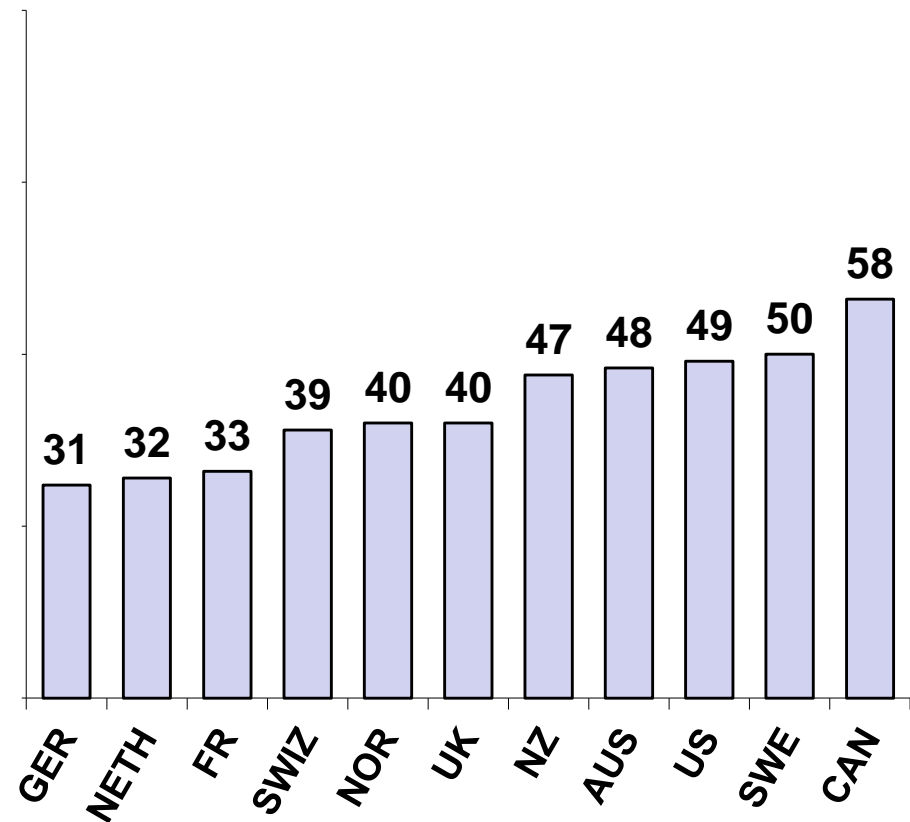
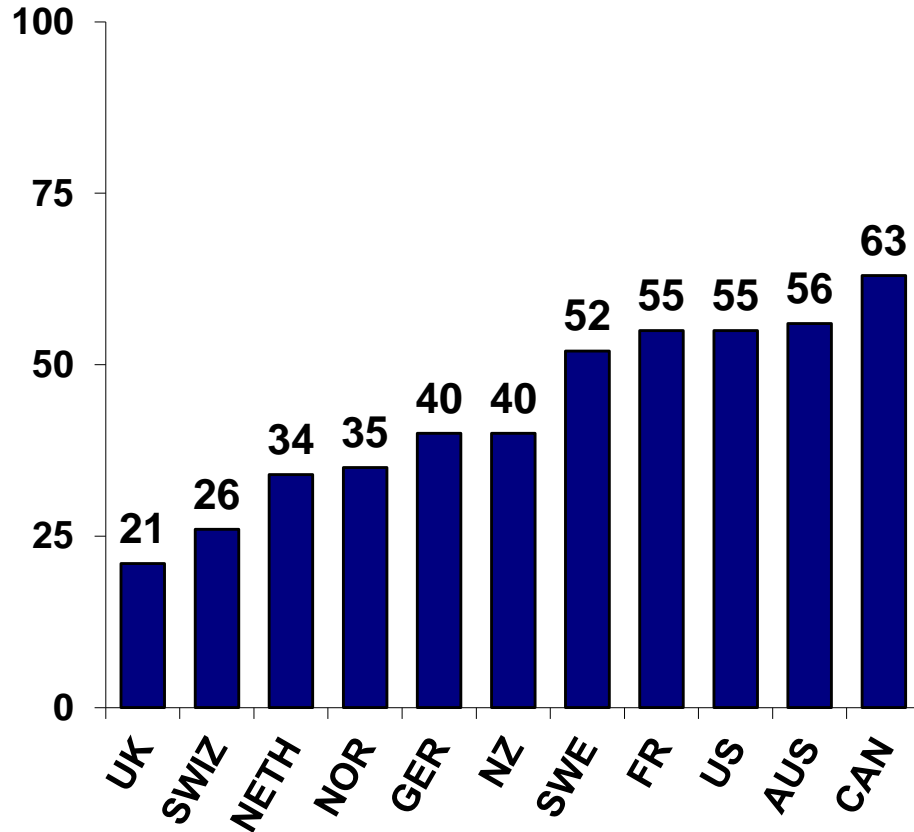


# After-Hours Care and Emergency Room Use

Difficulty getting after-hours care without going to the emergency room

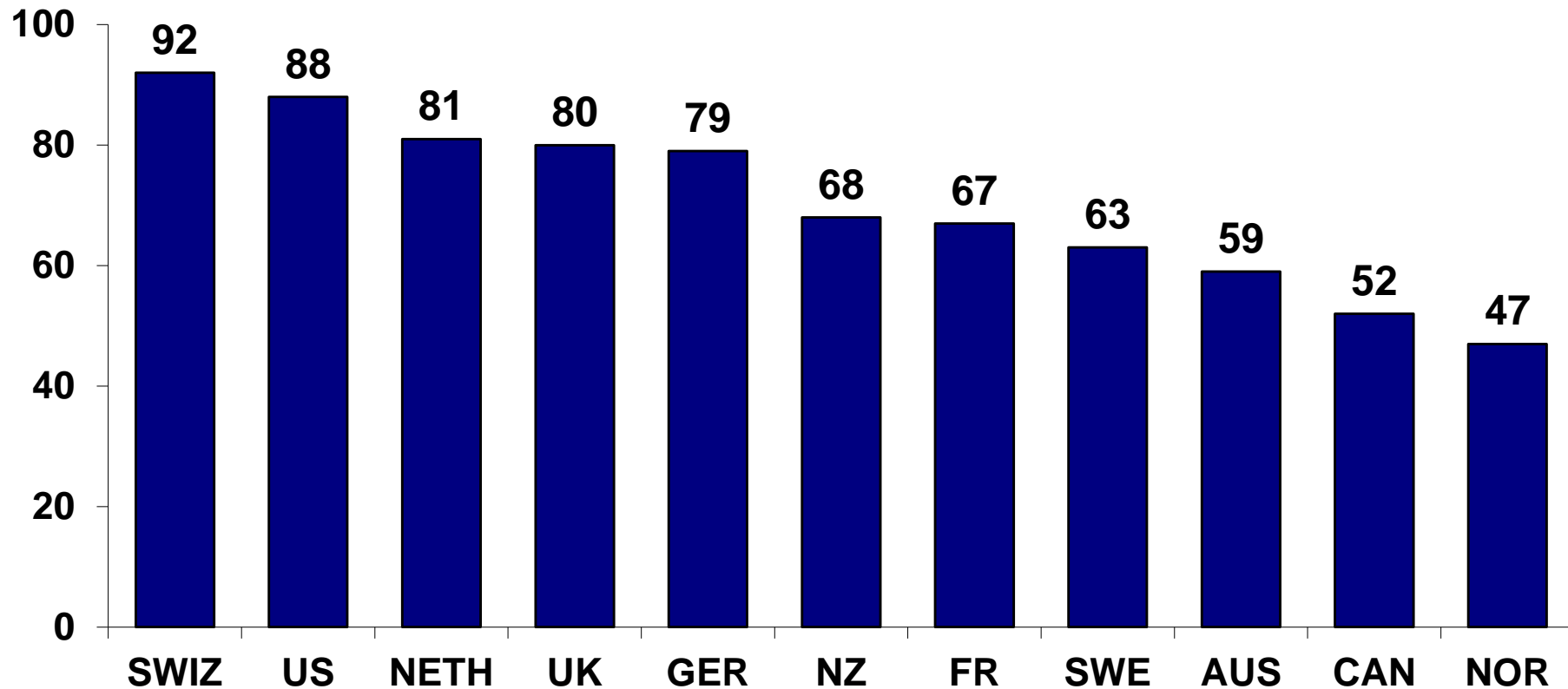
Used emergency room in past two years

Percent



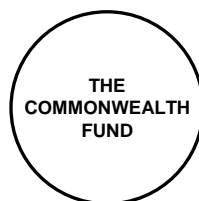
# Waited Less Than a Month to See Specialist

Percent



Base: Saw or needed to see a specialist in the past two years.

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



# Care Coordination and Care Transitions



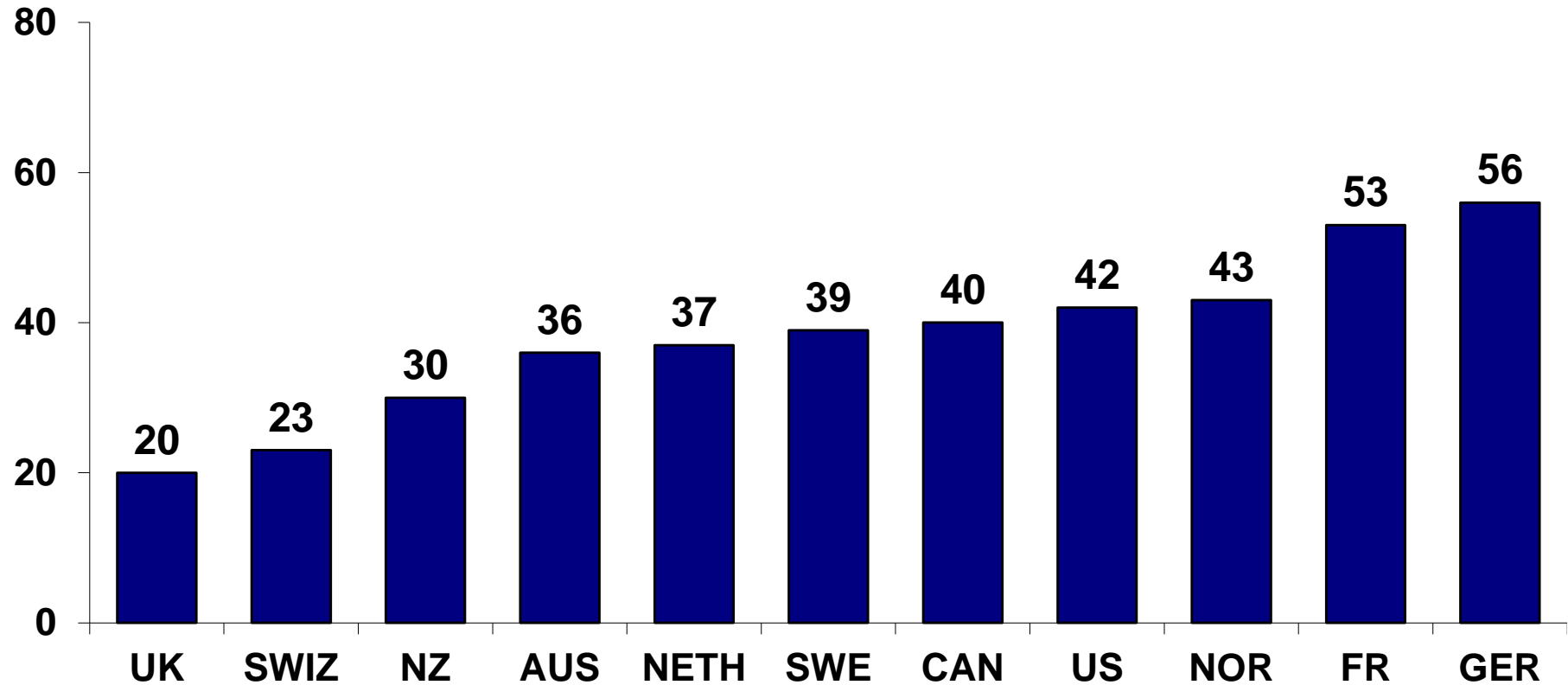
# Coordination Problems in the Past Two Years

Percent	AUS	CAN	FR	GER	NETH	NZ	NOR	SWE	SWIZ	UK	US
<b>Test results/ records not available at appointment <u>and/or</u> duplicate tests ordered</b>	<b>19</b>	<b>25</b>	<b>20</b>	<b>16</b>	<b>18</b>	<b>15</b>	<b>22</b>	<b>16</b>	<b>11</b>	<b>13</b>	<b>27</b>
<b>Providers failed to share important information with each other</b>	<b>12</b>	<b>14</b>	<b>13</b>	<b>23</b>	<b>15</b>	<b>12</b>	<b>19</b>	<b>18</b>	<b>10</b>	<b>7</b>	<b>17</b>
<b>Specialist did not have information about medical history <u>and/or</u> regular doctor not informed about specialist care</b>	<b>19</b>	<b>18</b>	<b>37</b>	<b>35</b>	<b>17</b>	<b>12</b>	<b>25</b>	<b>20</b>	<b>9</b>	<b>6</b>	<b>18</b>



# Experienced Coordination Gaps in Past Two Years

Percent



\* Test results/records not available at time of appointment, doctors ordered test that had already been done, providers failed to share important information with each other, specialist did not have information about medical history, and/or regular doctor not informed about specialist care.

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



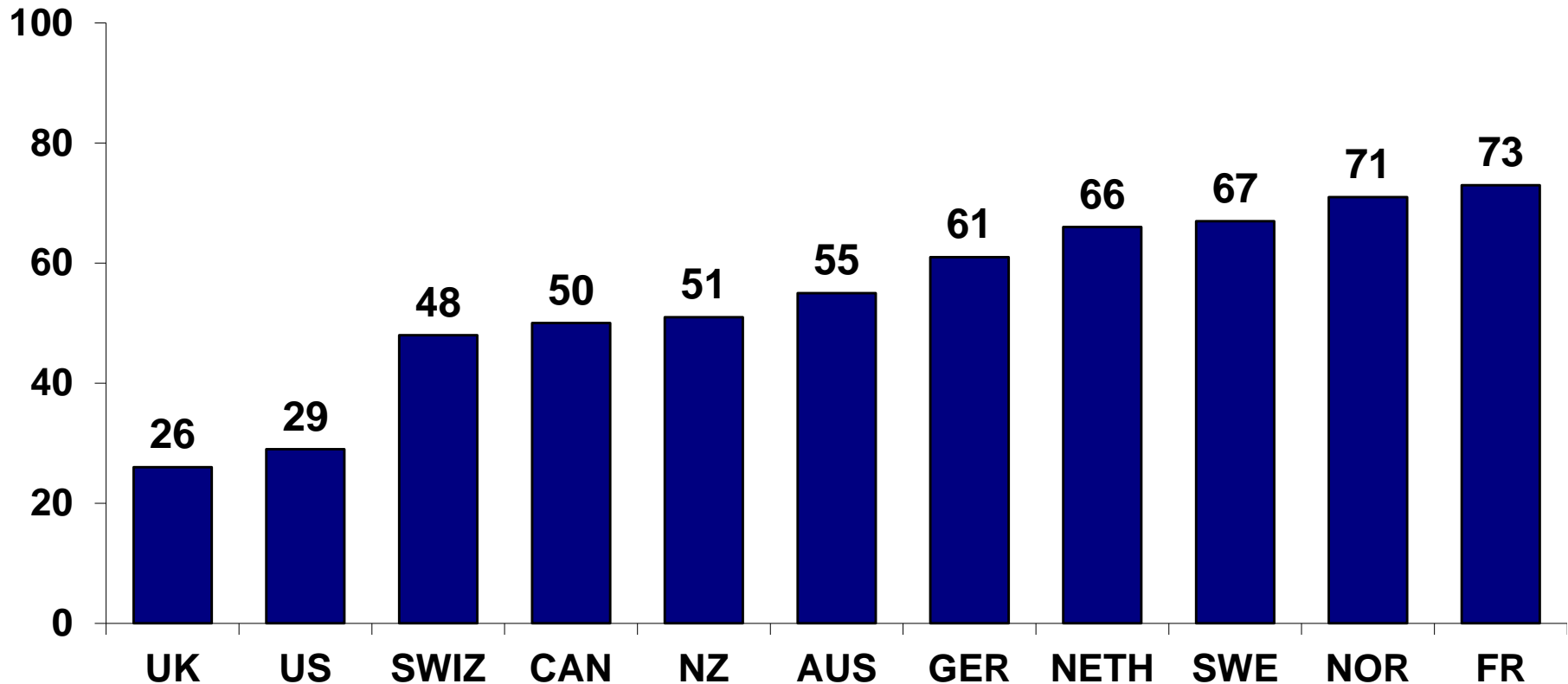
# Gaps in Hospital or Surgery Discharge in Past Two Years

<b>Percent did <u>NOT</u></b>	<b>AUS</b>	<b>CAN</b>	<b>FR</b>	<b>GER</b>	<b>NETH</b>	<b>NZ</b>	<b>NOR</b>	<b>SWE</b>	<b>SWIZ</b>	<b>UK</b>	<b>US</b>
<b>Receive instructions about symptoms and when to seek further care</b>	<b>16</b>	<b>16</b>	<b>33</b>	<b>23</b>	<b>22</b>	<b>17</b>	<b>29</b>	<b>27</b>	<b>13</b>	<b>11</b>	<b>7</b>
<b>Know who to contact for questions about condition or treatment</b>	<b>12</b>	<b>11</b>	<b>20</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>13</b>	<b>16</b>	<b>9</b>	<b>5</b>	<b>6</b>
<b>Receive written plan for care after discharge</b>	<b>30</b>	<b>27</b>	<b>33</b>	<b>26</b>	<b>44</b>	<b>31</b>	<b>44</b>	<b>46</b>	<b>28</b>	<b>19</b>	<b>7</b>
<b>Have arrangements made for follow-up visits</b>	<b>31</b>	<b>26</b>	<b>47</b>	<b>47</b>	<b>22</b>	<b>31</b>	<b>38</b>	<b>36</b>	<b>32</b>	<b>12</b>	<b>16</b>
<b>Receive clear instructions about what medicines to be taking</b>	<b>15</b>	<b>11</b>	<b>27</b>	<b>15</b>	<b>20</b>	<b>11</b>	<b>19</b>	<b>14</b>	<b>14</b>	<b>9</b>	<b>5</b>



# Any Gaps in Hospital or Surgery Discharge in Past Two Years

Percent

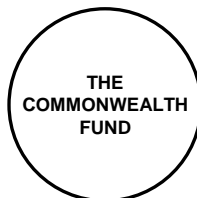


\* Last time hospitalized or had surgery, did NOT: 1) receive instructions about symptoms and when to seek further care; 2) know who to contact for questions about condition or treatment; 3) receive written plan for care after discharge; 4) have arrangements made for follow-up visits; and/or 5) receive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

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



# Patient Safety



# Medical, Medication, or Lab Test Errors in Past Two Years

Percent reported:	AUS	CAN	FR	GER	NETH	NZ	NOR	SWE	SWIZ	UK	US
<b>Wrong medication or dose</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>8</b>
<b>Medical mistake in treatment</b>	<b>10</b>	<b>11</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>13</b>	<b>17</b>	<b>11</b>	<b>4</b>	<b>4</b>	<b>11</b>
<b>Incorrect diagnostic/ lab test results*</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>5</b>
<b>Delays in abnormal test results*</b>	<b>7</b>	<b>11</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>10</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>10</b>
<b><i>Any medical, medication, or lab errors</i></b>	<b>19</b>	<b>21</b>	<b>13</b>	<b>16</b>	<b>20</b>	<b>22</b>	<b>25</b>	<b>20</b>	<b>9</b>	<b>8</b>	<b>22</b>

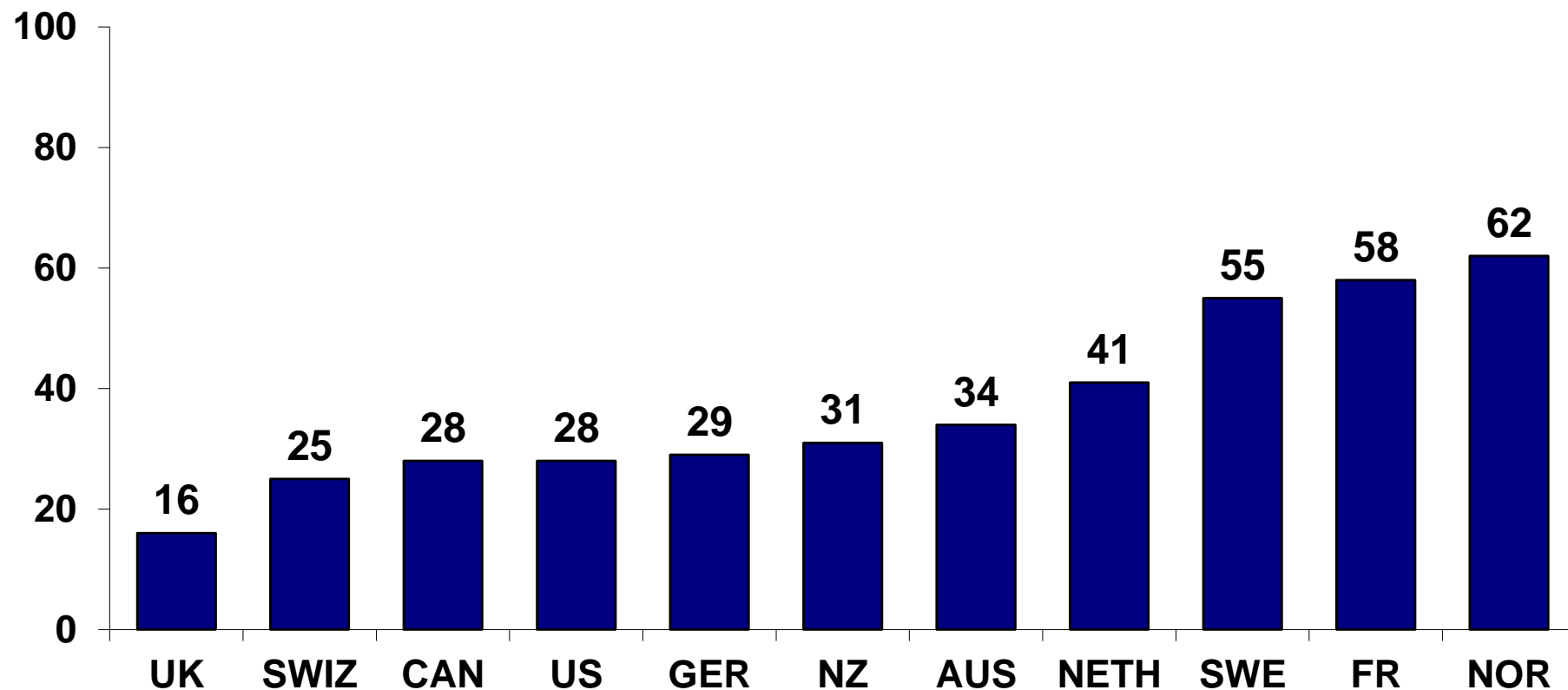


\* Base: Had blood test, x-rays, or other tests in past two years.

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

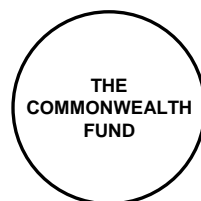
# Pharmacist or Doctor Did Not Review and Discuss Prescriptions in Past Year

Percent



Base: Taking two or more prescriptions.

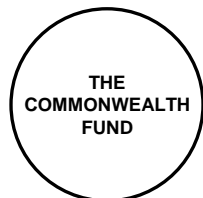
Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.



# Doctor–Patient Relationship and Patient Activation

# Doctor–Patient Relationship and Communication

<b>Percent reported regular doctor always/often:</b>	<b>AUS</b>	<b>CAN</b>	<b>FR</b>	<b>GER</b>	<b>NETH</b>	<b>NZ</b>	<b>NOR</b>	<b>SWE</b>	<b>SWIZ</b>	<b>UK</b>	<b>US</b>
<b>Spends enough time with you</b>	<b>85</b>	<b>77</b>	<b>82</b>	<b>86</b>	<b>87</b>	<b>87</b>	<b>71</b>	<b>70</b>	<b>88</b>	<b>87</b>	<b>81</b>
<b>Encourages you to ask questions <u>and</u> explains things in a way that is easy to understand</b>	<b>69</b>	<b>59</b>	<b>53</b>	<b>64</b>	<b>54</b>	<b>67</b>	<b>31</b>	<b>41</b>	<b>77</b>	<b>77</b>	<b>71</b>
<b><i>Always/often to both</i></b>	<b>66</b>	<b>54</b>	<b>50</b>	<b>61</b>	<b>52</b>	<b>65</b>	<b>27</b>	<b>37</b>	<b>73</b>	<b>72</b>	<b>65</b>

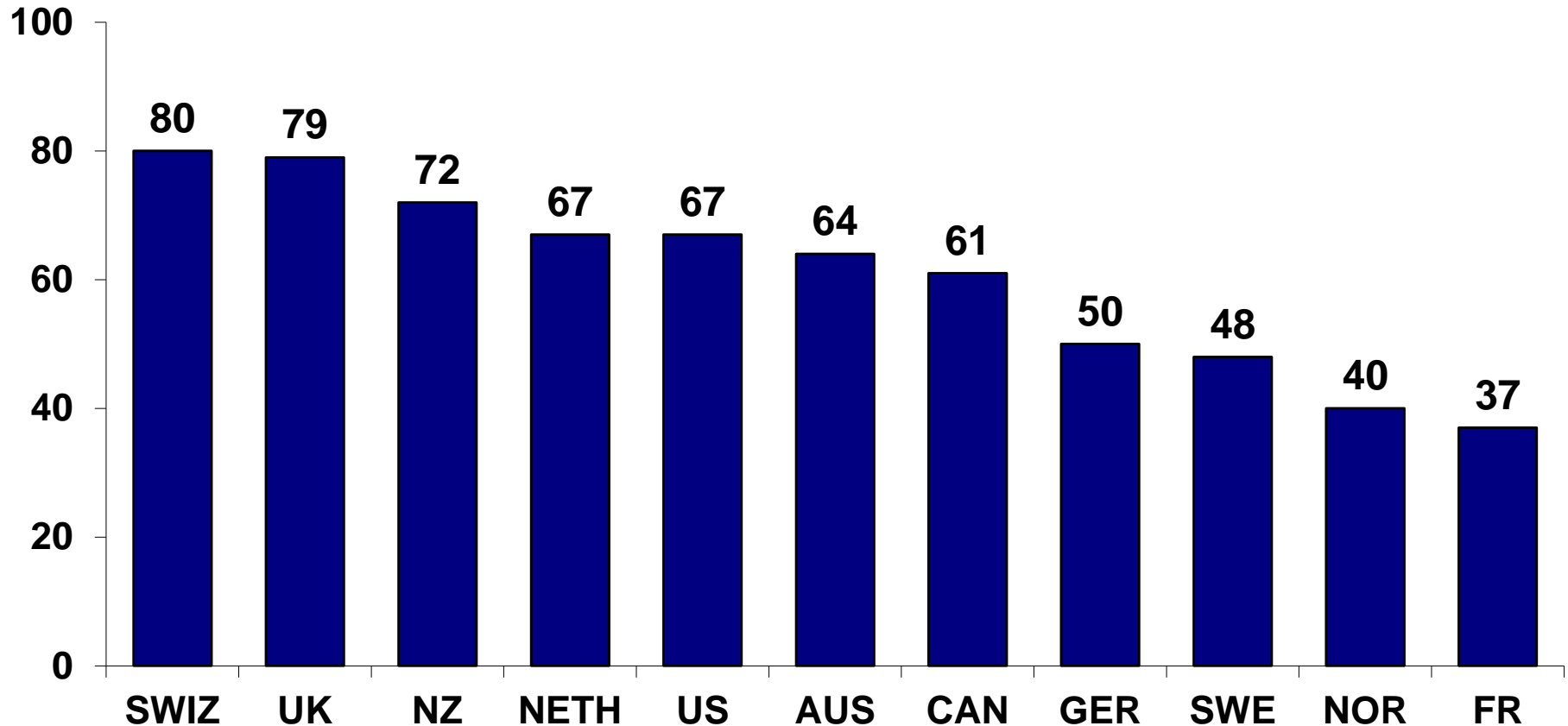


Base: Has a regular doctor/place of care.

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

# Shared Decision-Making with Specialists

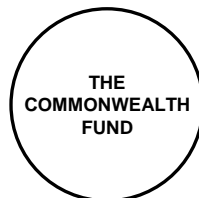
Percent reporting positive shared decision-making experiences with specialists\*



\* 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 two years.

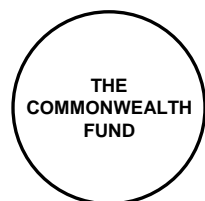
Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.

# Managing Chronic Conditions



# Patient Engagement in Care Management for Chronic Condition

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



Base: Has chronic condition.

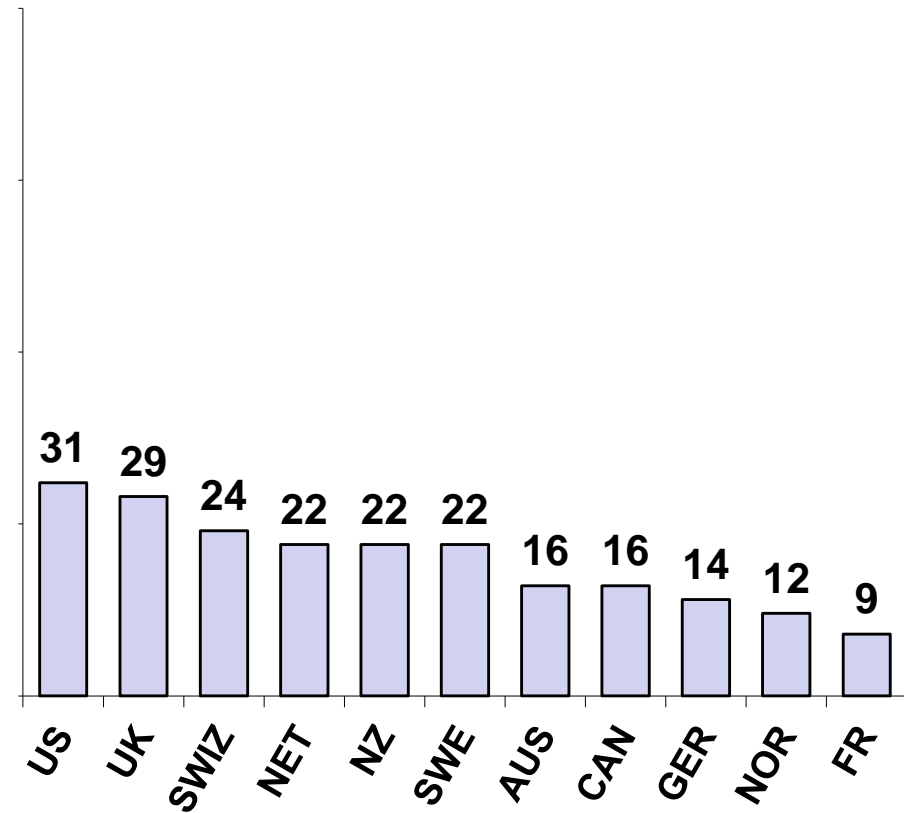
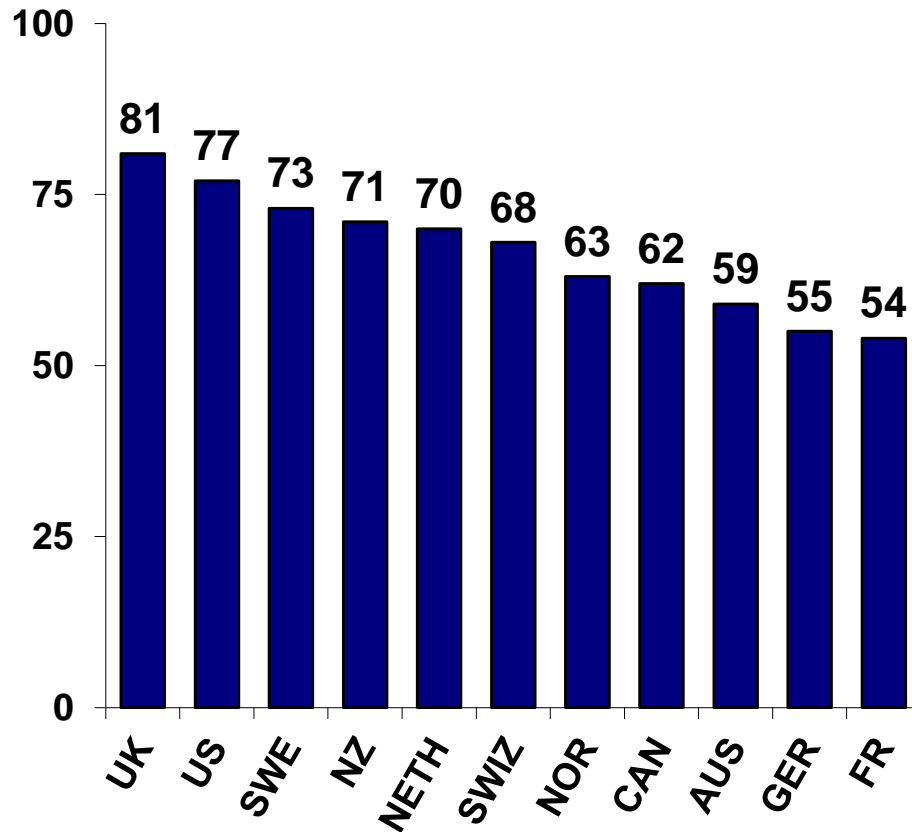
Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.

# Between Doctor Visits, Has a Health Care Professional Who . . .

You can easily call to ask a question or get advice

Contacts you to see how things are going

Percent



Base: Has chronic condition.

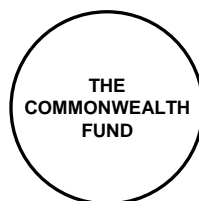
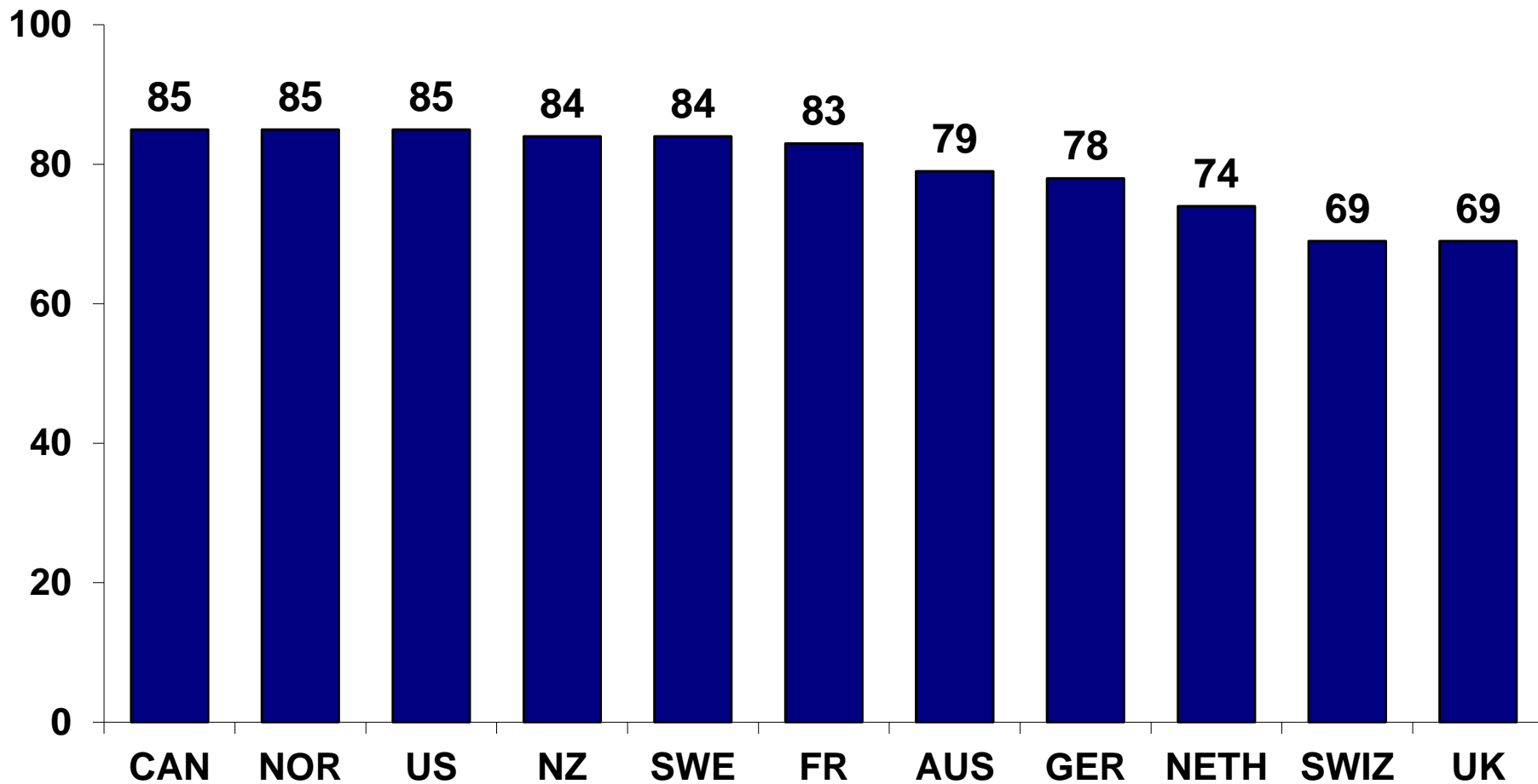
Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.



# Blood Pressure Under Control Last Time Checked

## Has Heart Disease, Hypertension, and/or Diabetes

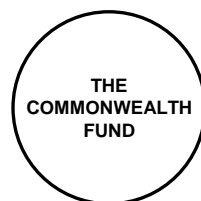
Percent yes, under control



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

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

# Medical Homes

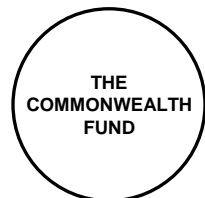


# Medical Homes

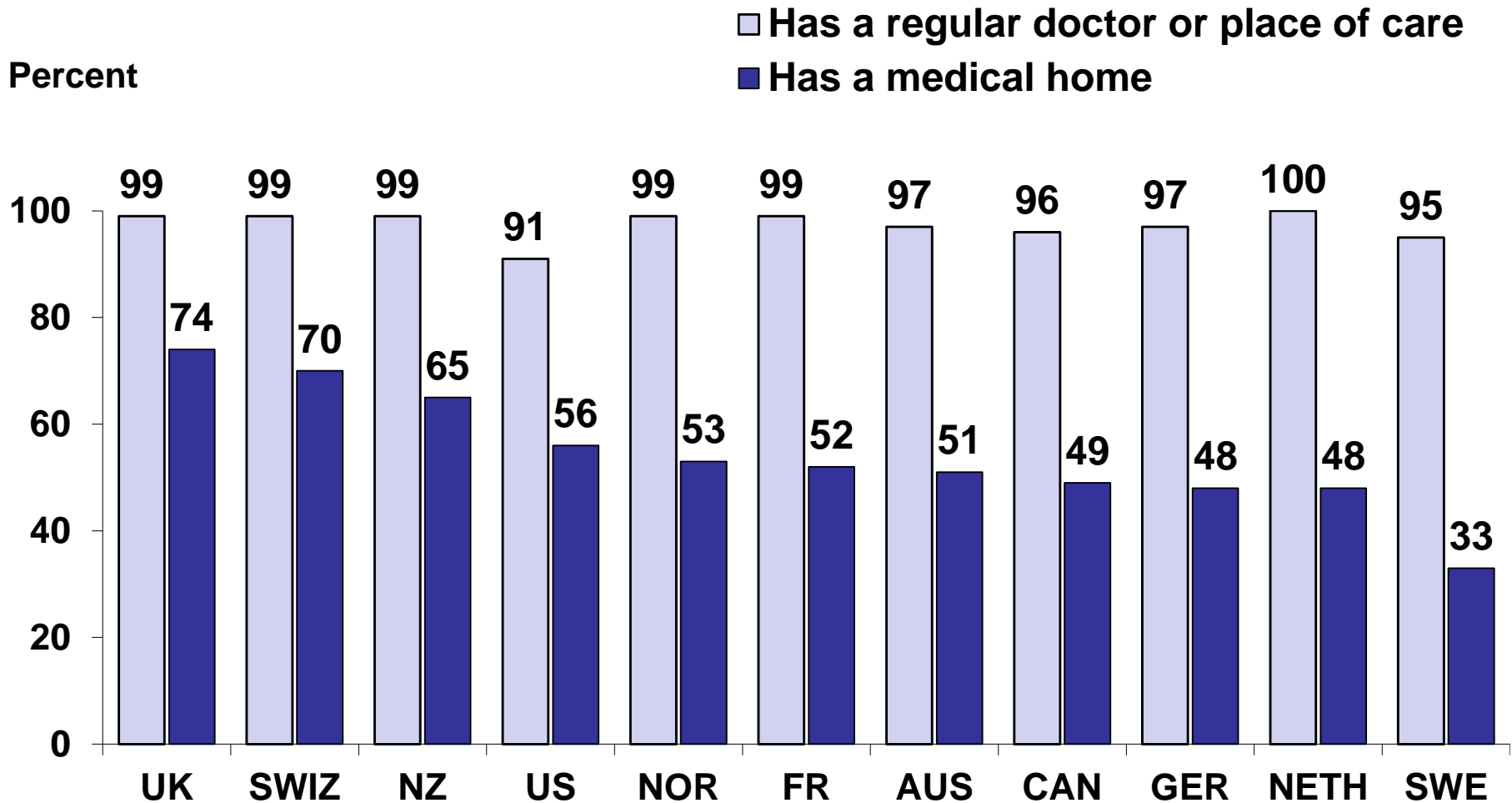
Percent	AUS	CAN	FR	GER	NETH	NZ	NOR	SWE	SWIZ	UK	US
<b>Has a regular doctor or place of care . . .</b>	<b>97</b>	<b>96</b>	<b>99</b>	<b>97</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>95</b>	<b>99</b>	<b>99</b>	<b>91</b>
<b>. . . who is accessible . . .</b>	<b>79</b>	<b>70</b>	<b>91</b>	<b>85</b>	<b>89</b>	<b>91</b>	<b>80</b>	<b>83</b>	<b>89</b>	<b>90</b>	<b>80</b>
<b>. . . knows you . . .</b>	<b>84</b>	<b>80</b>	<b>88</b>	<b>91</b>	<b>79</b>	<b>89</b>	<b>76</b>	<b>66</b>	<b>96</b>	<b>94</b>	<b>84</b>
<b>. . . and helps coordinate your care</b>	<b>66</b>	<b>71</b>	<b>60</b>	<b>56</b>	<b>59</b>	<b>72</b>	<b>67</b>	<b>42</b>	<b>80</b>	<b>83</b>	<b>71</b>
<b><i>Has a medical home*</i></b>	<b>51</b>	<b>49</b>	<b>52</b>	<b>48</b>	<b>48</b>	<b>65</b>	<b>53</b>	<b>33</b>	<b>70</b>	<b>74</b>	<b>56</b>

\* 1) Has a regular doctor/place; 2) able to get appointment same/next day last time sick and/or regular place of care always/often calls back the same day to answer question; 3) someone at regular place of care always/often knows important information about medical history; and 4) regular practice always/often helps coordinate and arrange care from other doctors/places and/or one person responsible for all care received for chronic condition.

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



# Patients with a Regular Doctor versus a Medical Home

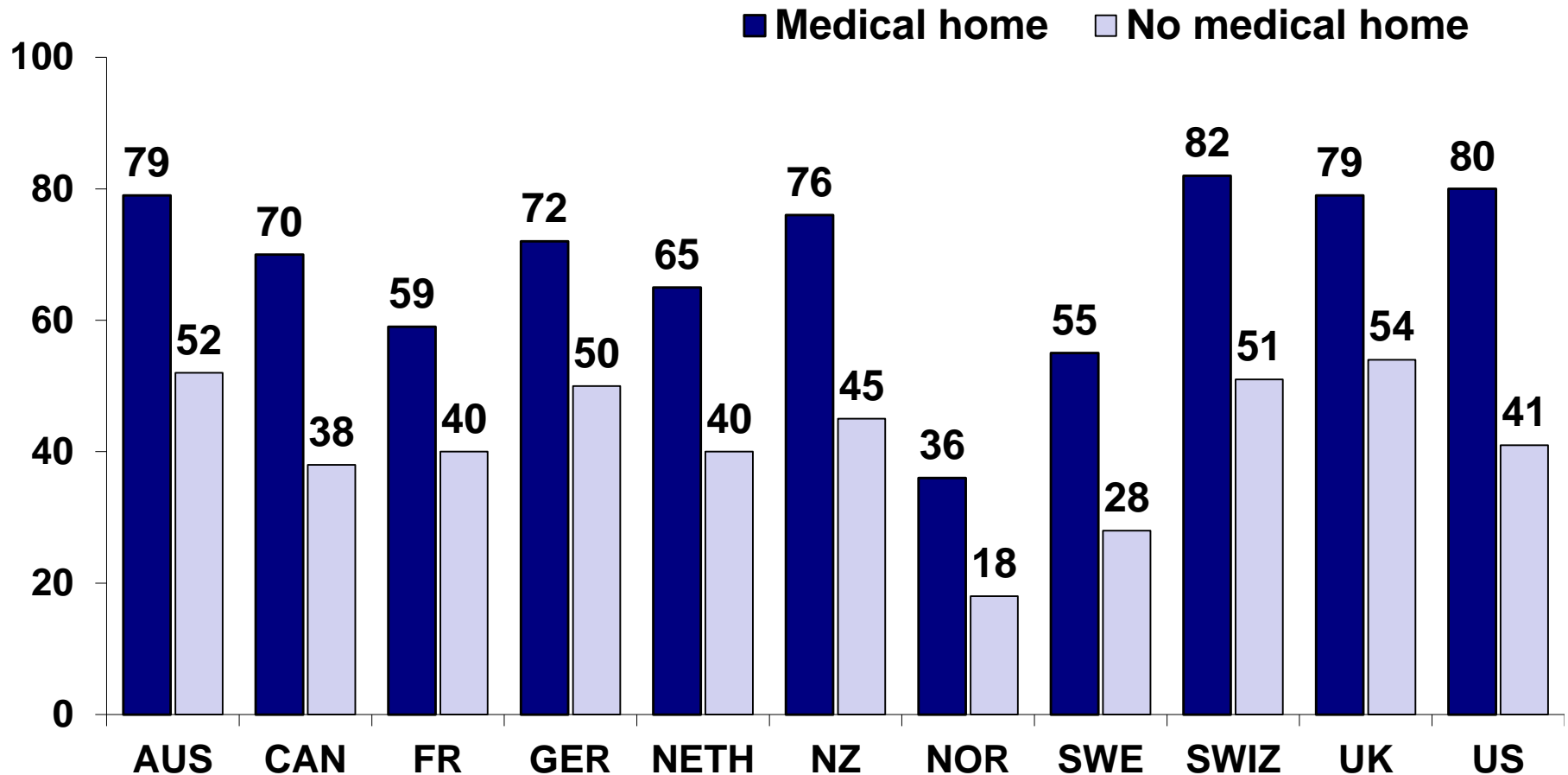


**Patients with a medical home have a regular practice who is accessible, knows them, and helps coordinate their care**



# Doctor–Patient Relationship and Communication, by Medical Home

Percent reporting positive doctor–patient relationship and communication\*



\* Regular doctor always/often: spends enough time with you, encourages you to ask questions, and explains things in a way that is easy to understand.

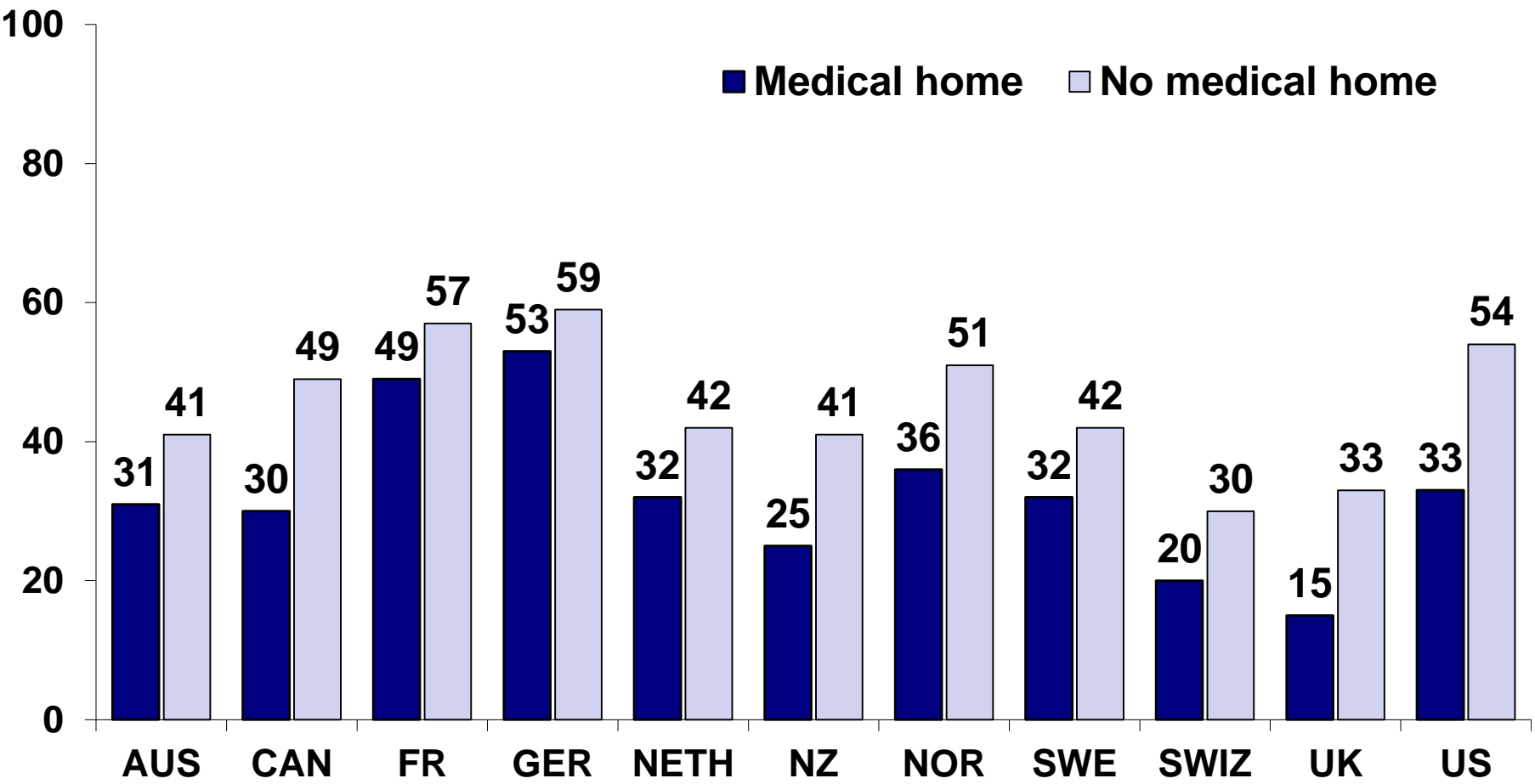
Base: Has a regular doctor/place of care.

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



# Experienced Coordination Gaps in Past Two Years, by Medical Home

Percent\*

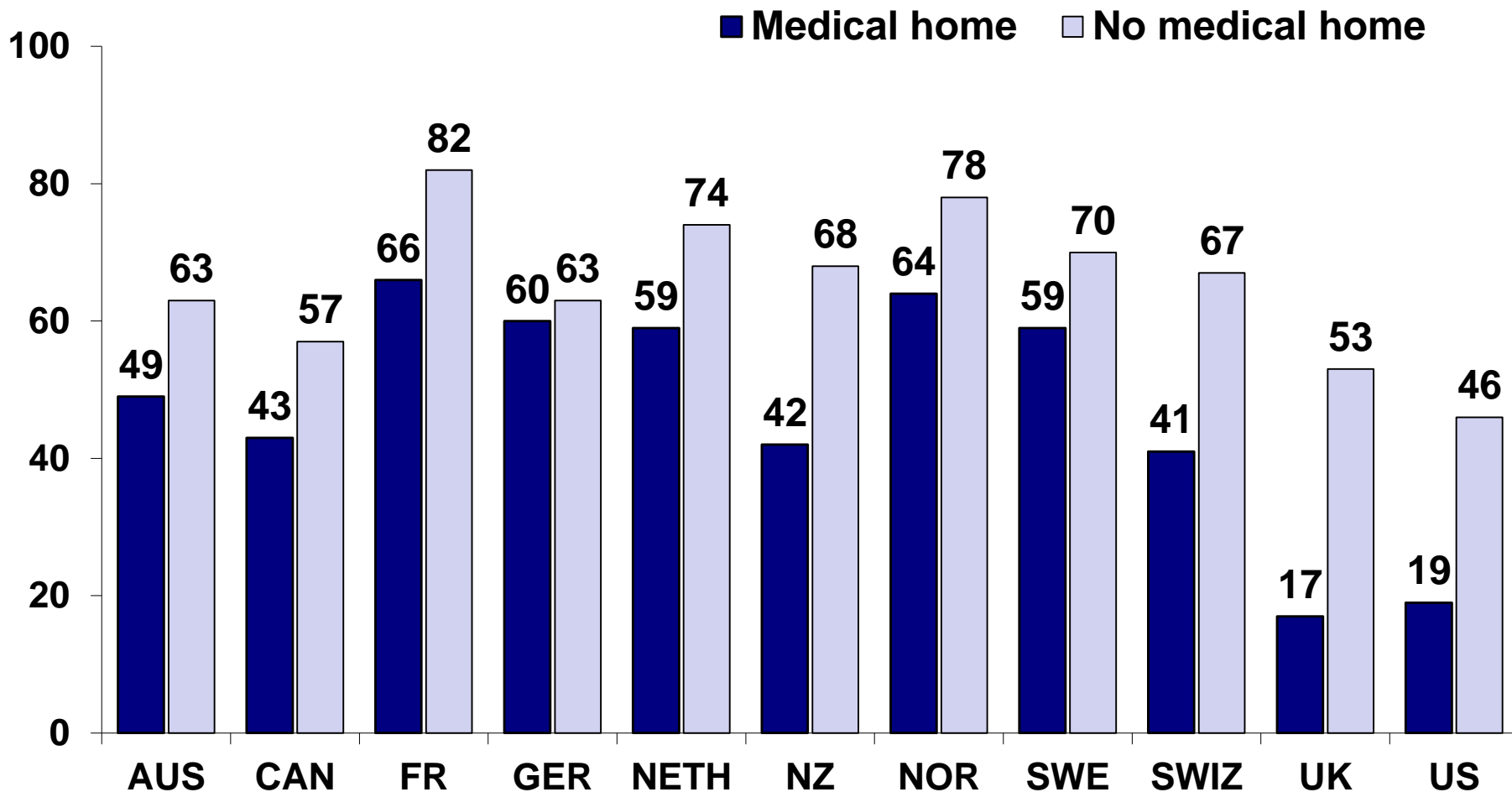


\* Test results/records not available at time of appointment, doctors ordered test that had already been done, providers failed to share important information with each other, specialist did not have information about medical history, and/or regular doctor not informed about specialist care.  
Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.



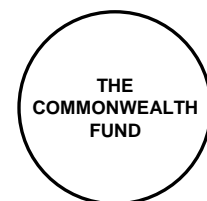
# Hospital or Surgery Discharge Gap in Past Two Years, by Medical Home<sup>31</sup>

Percent\*



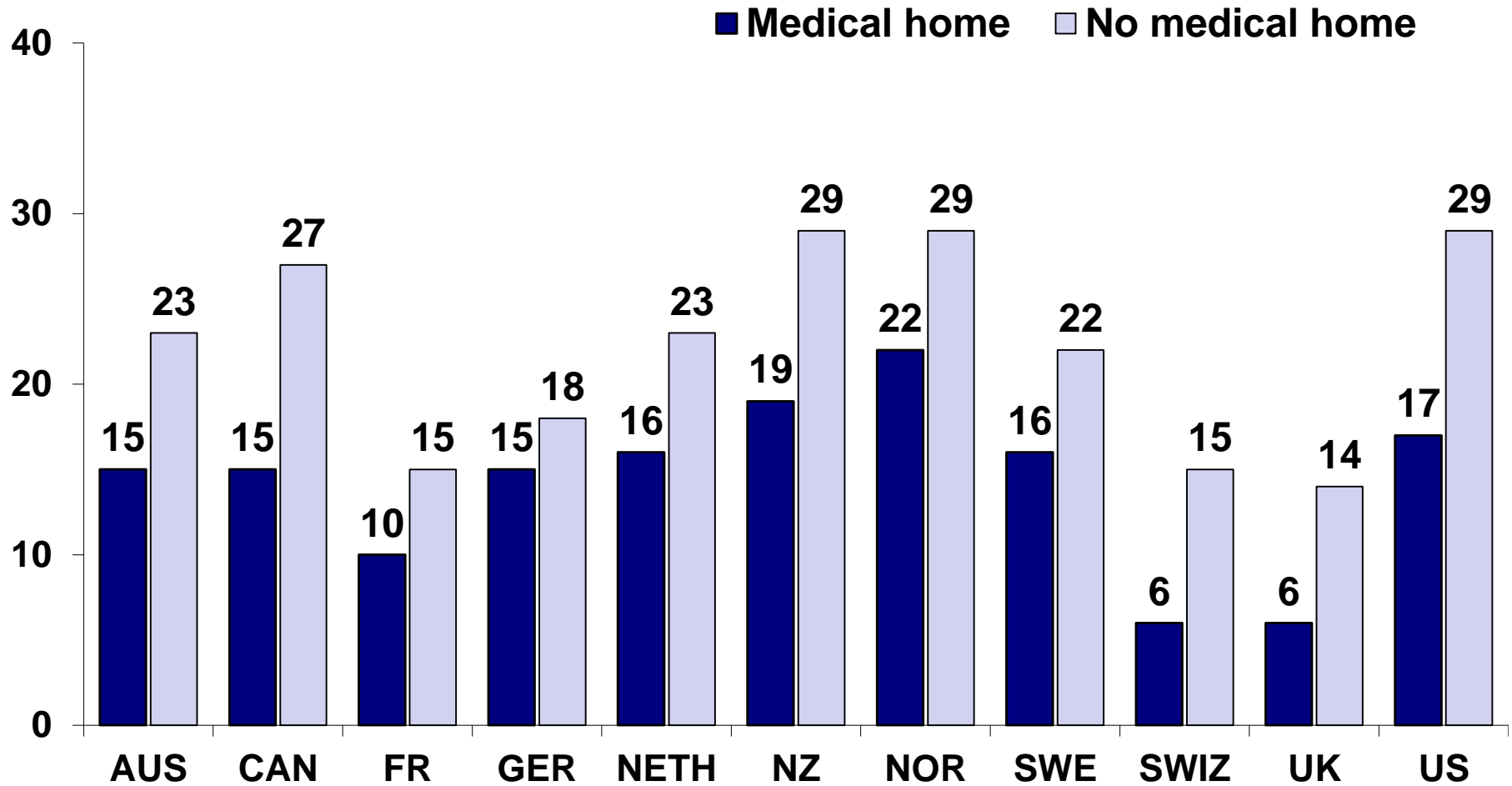
\* Last time hospitalized or had surgery, did NOT: 1) receive instructions about symptoms and when to seek further care; 2) know who to contact for questions about condition or treatment; 3) receive written plan for care after discharge; 4) have arrangements made for follow-up visits; and/or 5) receive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

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



# Medical, Medication, or Lab Test Errors in Past Two Years, by Medical Home

Percent\*

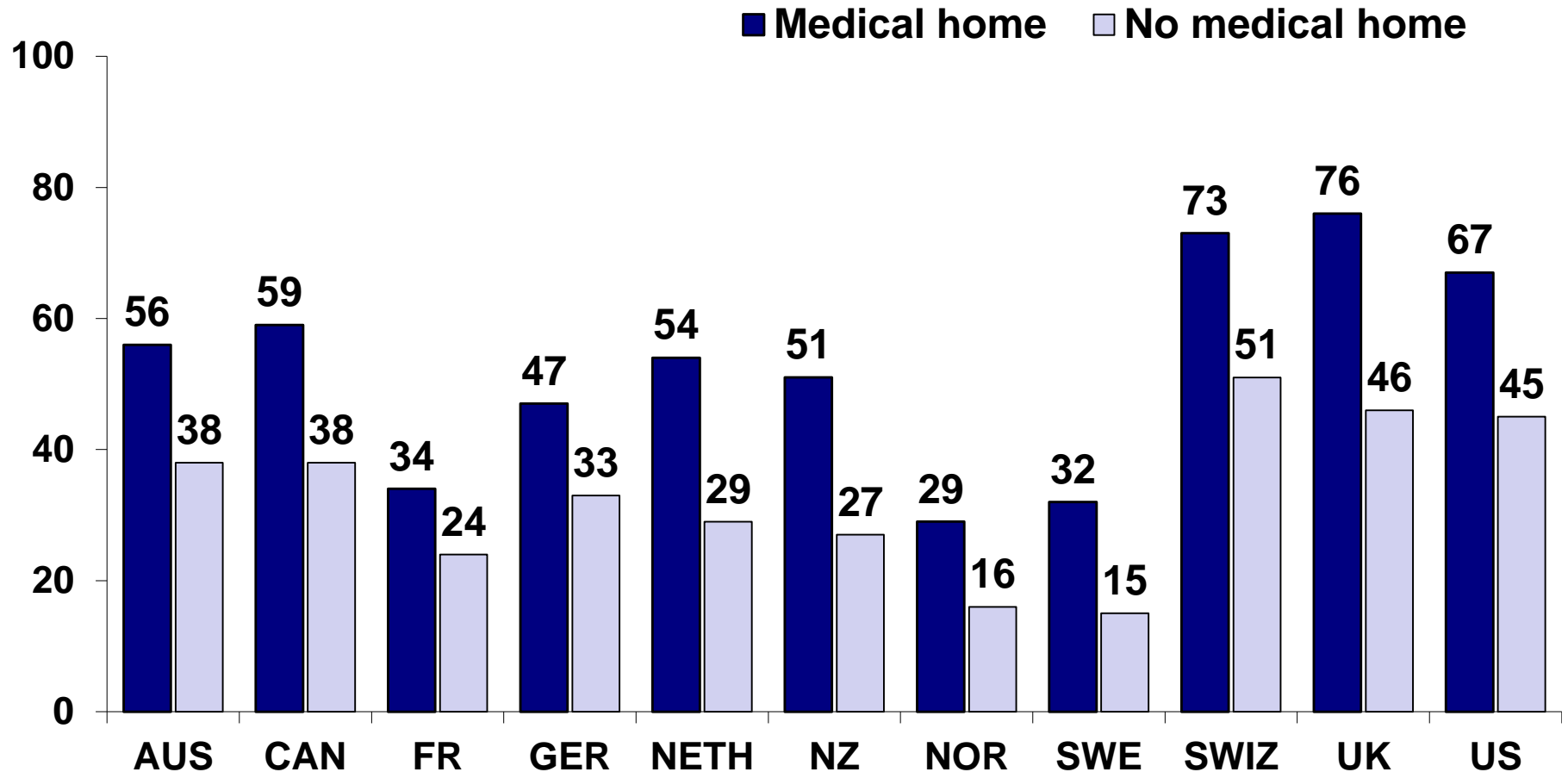


\* Reported medical mistake, medication error, and/or lab test error or delay in past two years.

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

# Patient Engagement in Care Management for Chronic Condition, by Medical Home

Percent reporting positive patient engagement in managing chronic condition\*



\* 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.

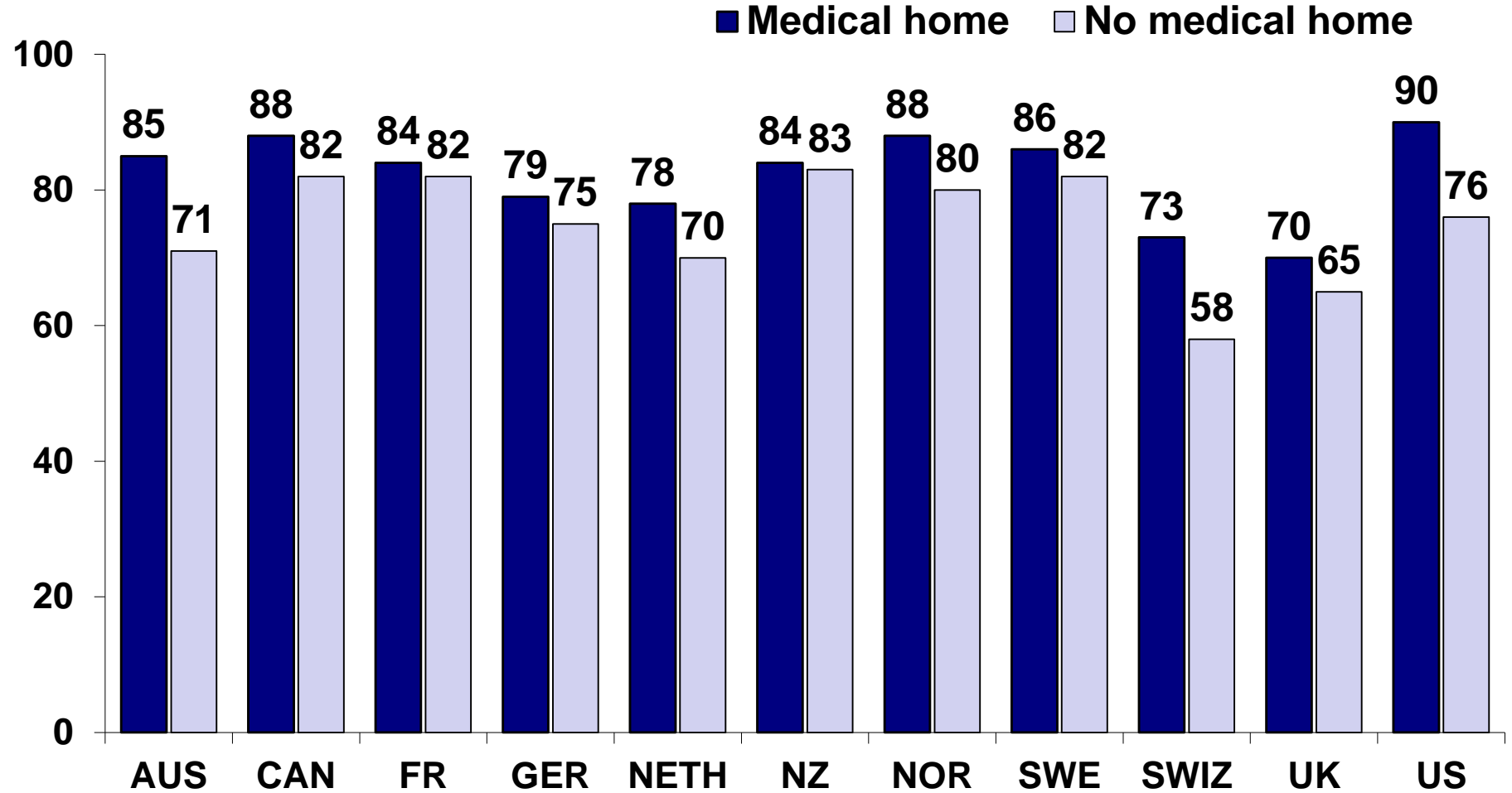
Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.



# Blood Pressure Under Control Last Time Checked, by Medical Home

## Has Heart Disease, Hypertension, and/or Diabetes

Percent

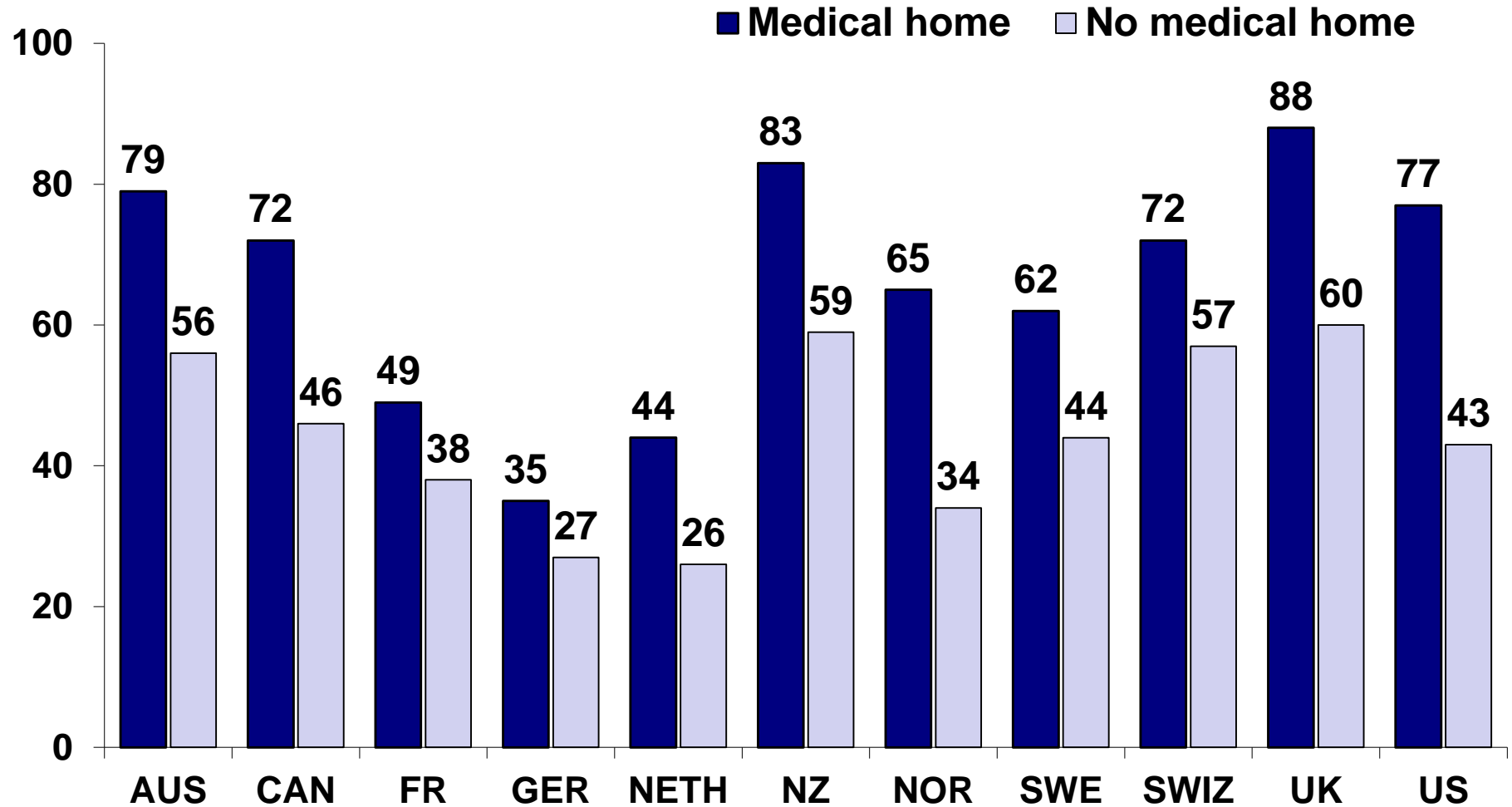


Base: Has heart disease, hypertension, and/or diabetes and blood pressure checked in past year.

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

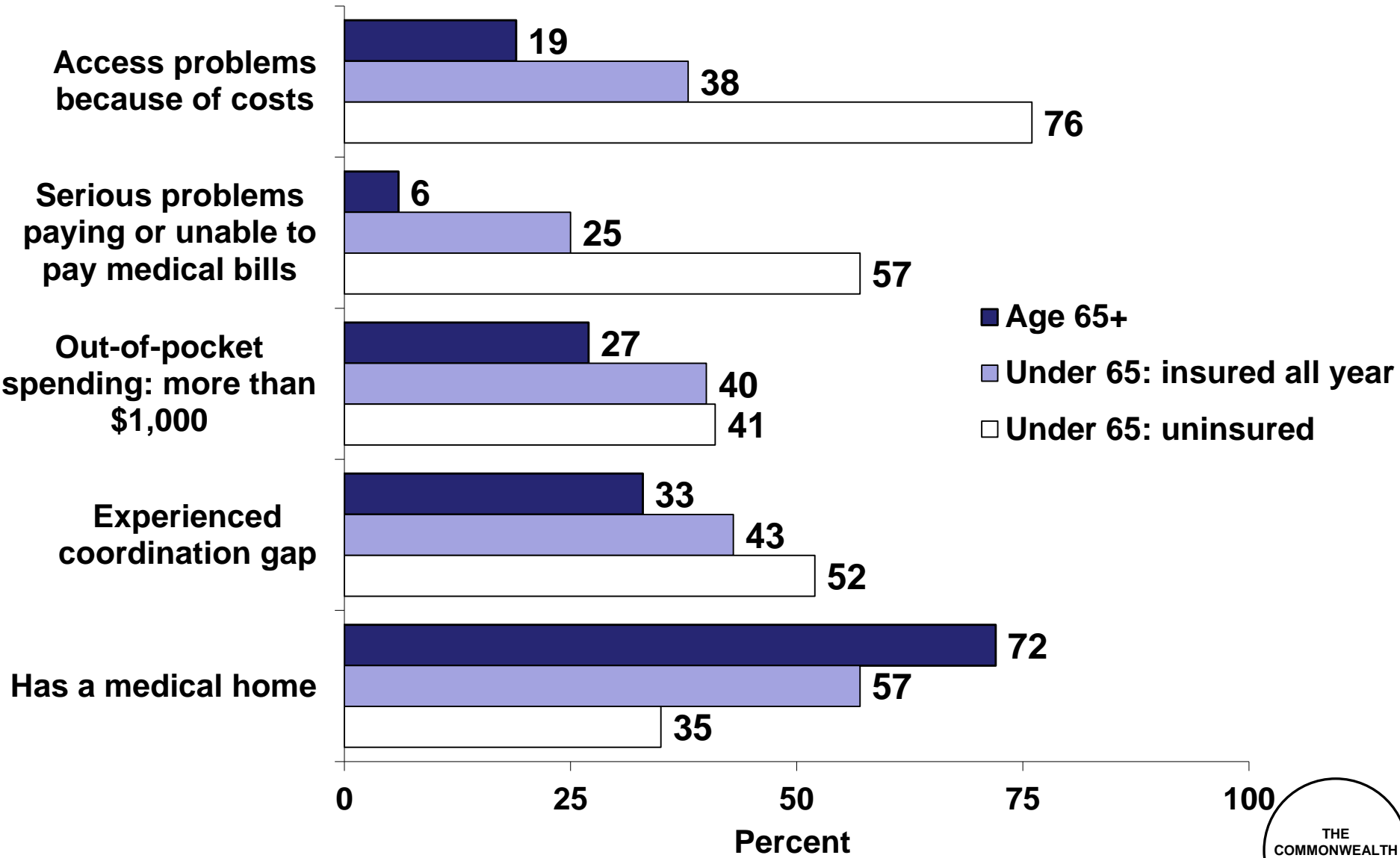
# Rated Quality of Care in Past Year as “Excellent” or “Very Good,” by Medical Home

Percent

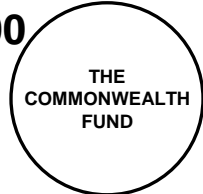


# **U.S. Sicker Adults, by Age and Insurance Status**

# Affordability, Access, and Coordination Experiences in the Past Year, by Age and Insurance Among U.S. Adults



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



# Cross-Cutting Themes and Implications

- **Room for improvement in all countries**
  - **Improving care coordination and system integration**
  - **Engaging patients in care and self-management**
- **No single health system model stands out**
  - **U.K. and Switzerland often lead but have very different systems**
- **U.S. is an outlier on access and affordability**
  - **Cost-sharing and benefit design matters**
- **Strong primary care “medical homes” make a difference in all countries**

## Acknowledgments and Cofunders

Thanks to coauthors David Squires, Michelle M. Doty, Roz Pierson, and Sandra Applebaum, and to Harris Interactive, Inc., and contractors for conducting the survey. Published in *Health Affairs* as: “New 2011 Survey of Patients with Complex Care Needs in Eleven Countries Finds That Care Is Often Poorly Coordinated,” Web First, November 9, 2011.

- **Australia: Bureau of Health Information**
- **Canada: Health Council of Canada, Ontario Quality Council, Quebec Health Commission, Health Quality Council of Alberta**
- **France: Haute Autorité de Santé (HAS), Caisse Nationale de l'Assurance Maladie des Travailleurs Salariés (CNAMTS)**
- **Germany: German National Institute for Quality Measurement in Health Care**
- **Netherlands: Dutch Ministry of Health, Welfare and Sport, and Scientific Institute for Quality of Healthcare, Radboud University Nijmegen**
- **Norway: Norwegian Knowledge Centre for the Health Services**
- **Sweden: Swedish Ministry of Health and Social Affairs**
- **Switzerland: Federal Office of Public Health**
- **United Kingdom: Health Foundation**