

**The Commonwealth Fund  
2015 International Health Policy Survey of  
Primary Care Physicians in 10 Countries**

**EMBARGOED UNTIL 4:00 P.M. ET, DEC 7, 2015**

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**Teleconference Chart Pack**

**R. Osborn, D. Moulds, E. Schneider, M.M. Doty, D. Squires, D. Sarnak,  
“Primary Care Physicians In Ten Countries Report Challenges Caring For  
Patients With Complex Health Needs,” *Health Affairs*, December 8, 2015.**



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# Overview of Findings

- **Sample: 11,547 primary care physicians surveyed in Australia, Canada, Germany, Netherlands, New Zealand, Norway, Sweden, Switzerland, United Kingdom, and United States**

## Key US findings:

- **Many US primary care practices report that they are not well prepared to manage patients with complex needs**
- **US ranks last on primary care practice capacity to provide care after-hours (evenings, weekends, and holidays)**
- **US shows significant progress on electronic medical record adoption and ranks first for primary care practices giving patients electronic access to information from their medical record**
- **US primary care doctors report significant gaps in information flow and care coordination with specialists, hospitals, home care, and community social services providers**
- **More than one-half of US doctors say time spent on insurance issues is a major problem**
- **US doctors are least likely to say health system works well**



# Doctors' Views of Practice Preparedness to Manage Patients with Complex Needs

	Multiple Chronic Conditions	Palliative Care	Dementia	Long-Term Home Care Services	Social Services in the Community	Severe Mental Health Problems	Substance Use-Related Issues
AUS	●	◐	◐	◐	◐	◐	○
CAN	◐	◐	◐	◐	◐	○	○
GER	◆ ●	◐	◆ ◐	◐	◆ ◐	◐	○
NETH	◆ ●	◆ ●	◐	◆ ●	○	◆ ◐	○
NZ	●	◐	◐	◐	◐	○	○
NOR	●	◐	◆ ◐	◆ ●	◐	◆ ◐	◆ ◐
SWE	◐	○	◐	◐	◐	○	○
SWIZ	●	◐	◐	◐	◆ ◐	◐	○
UK	●	◆ ●	◐	◐	◐	◐	◆ ◐
US	●	◐	◐	◐	◐	○	○

 >75% of doctors reporting "well-prepared"
  >25% and ≤ 75% of doctors reporting "well-prepared"
  ≤ 25% of doctors reporting "well-prepared"

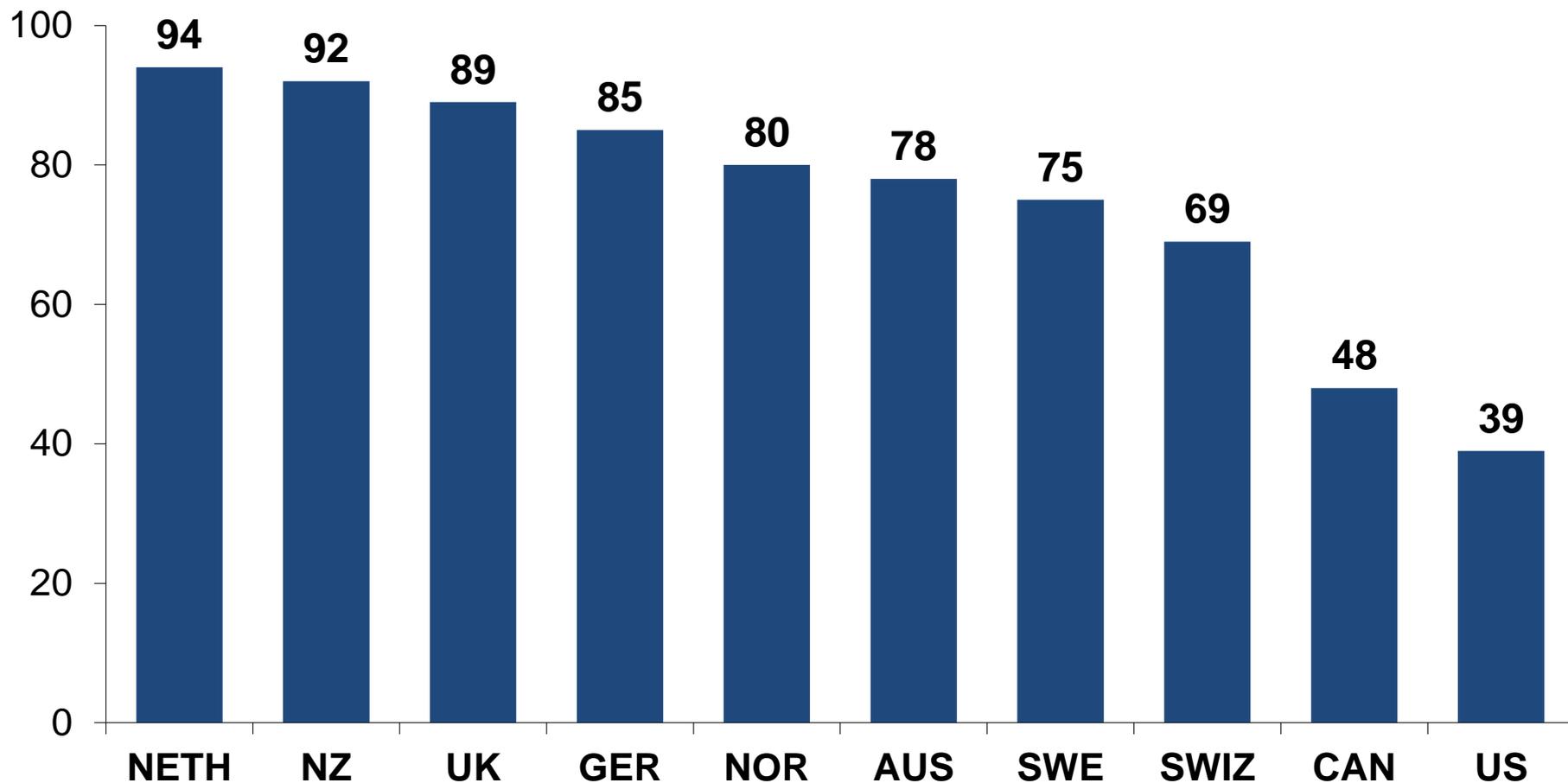
◆ Top 2 countries in each category

Base: Excludes doctors who report that they "never" see these patients.

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.

# Practice Has Arrangement for Patients' After-Hours Care to See Doctor or Nurse

Percent



\* In Norway, respondents were asked whether the practice has arrangements or if there are regional arrangements.



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Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.

# Primary Care Practice Provides Patient with Electronic Access

Percent reporting their practice offers patients the option to:	AUS	CAN	GER	NETH	NZ	NOR	SWE	SWIZ	UK	US
E-mail about medical question or concern	30	15	50	57	53	32	61	80	38	57
View online, download, or transmit information from their medical record	11	7	8	13	24	3	20	11	28	60

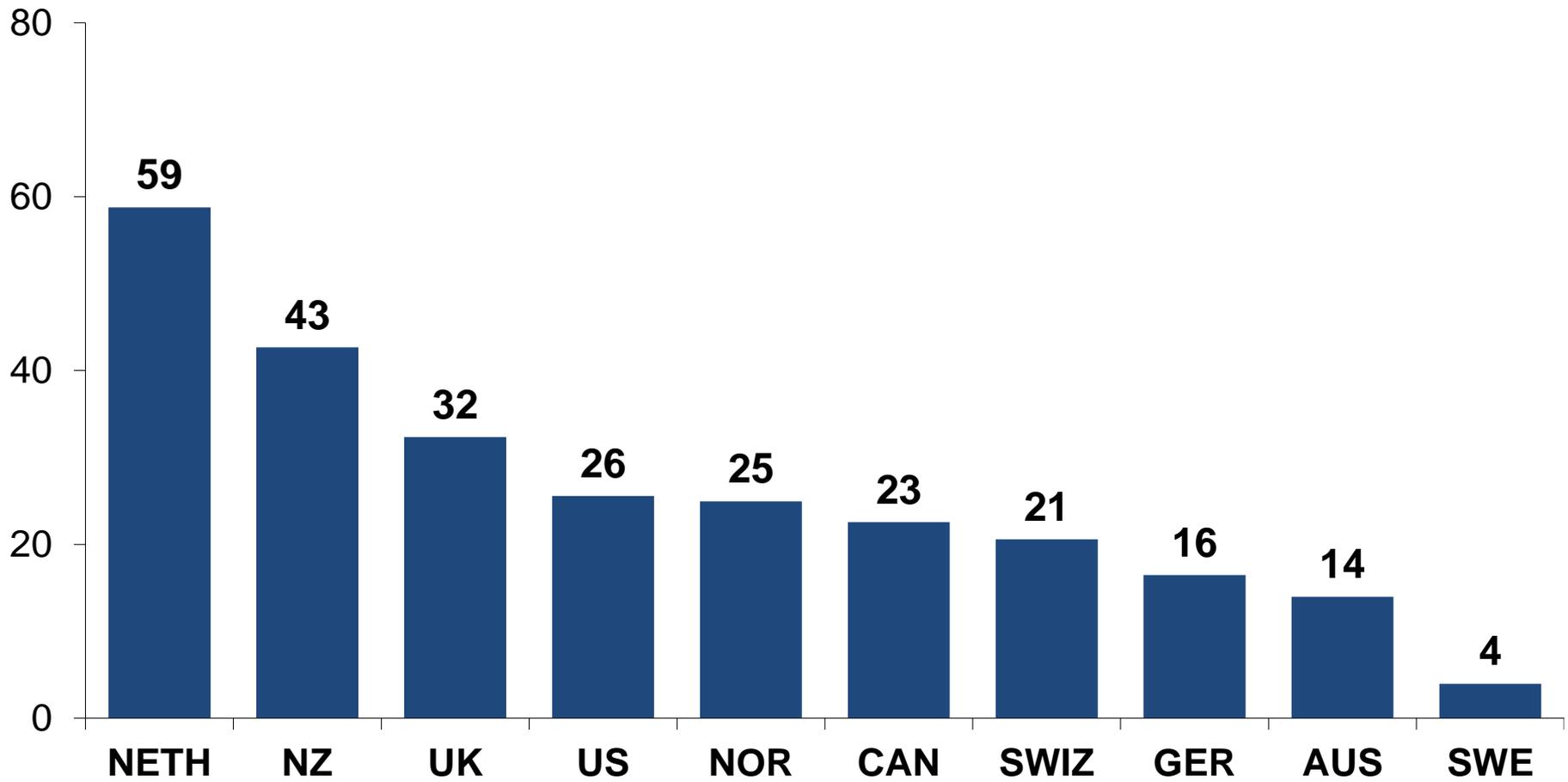
Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



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# Primary Care Doctors' Communication with Emergency Department and Hospital

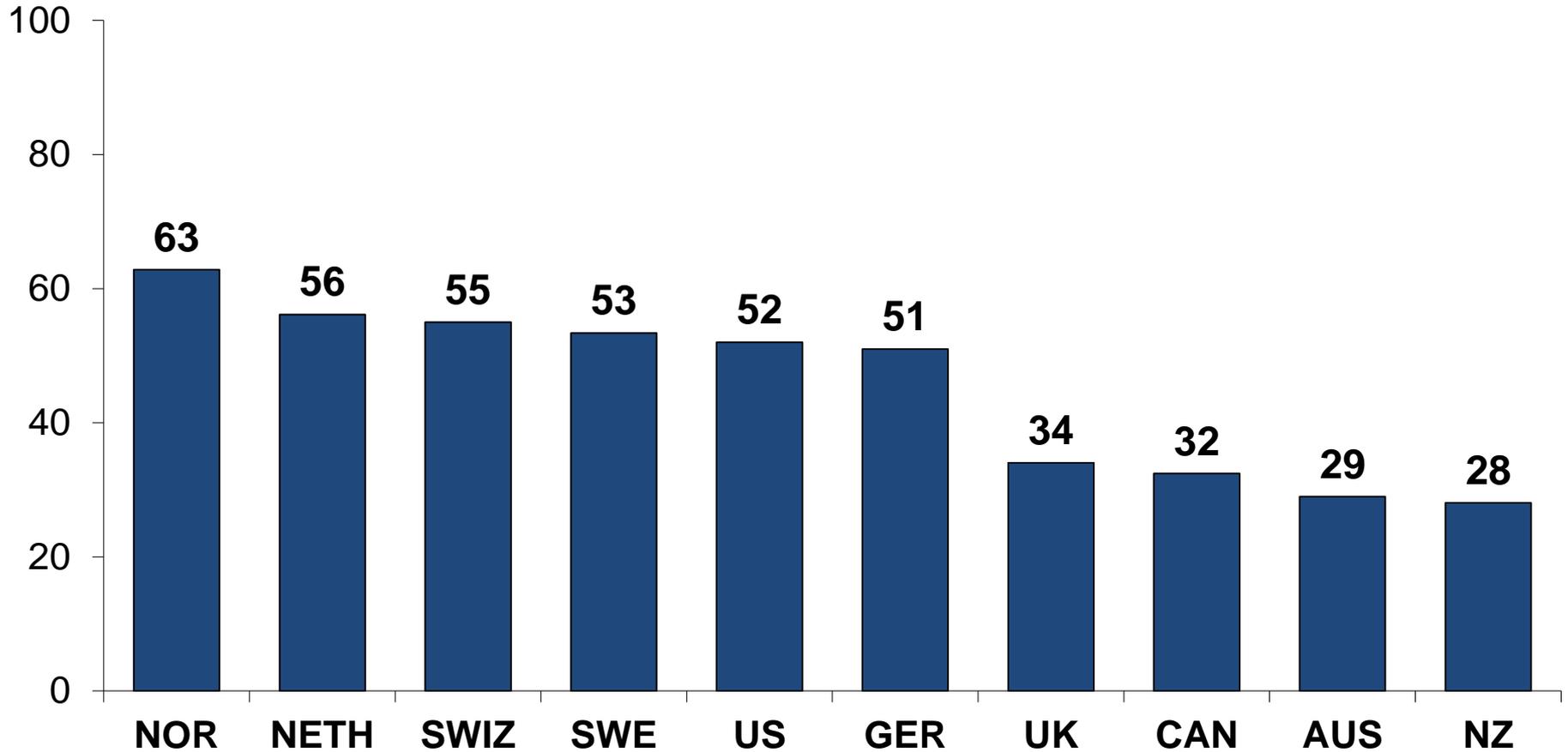
Percent who report they *always* receive notification  
when patient is seen in the ED and discharged from the hospital:



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# Practice *Routinely* Communicates with Home Care Providers About Patients' Needs and Services

Percent



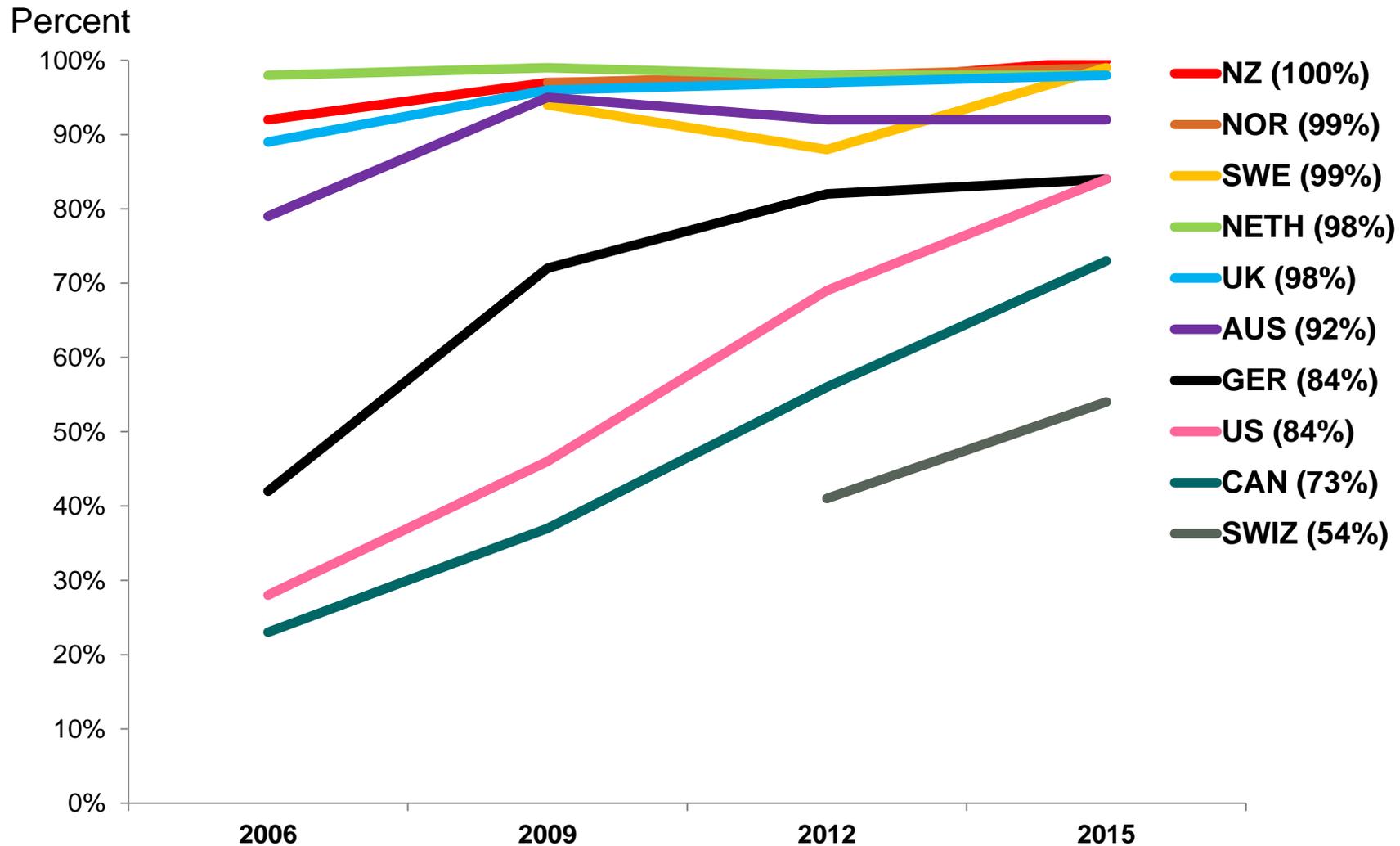
Base: Excludes those who responded "not applicable."

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



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# Doctors' Use of Electronic Medical Records, 2006-2015



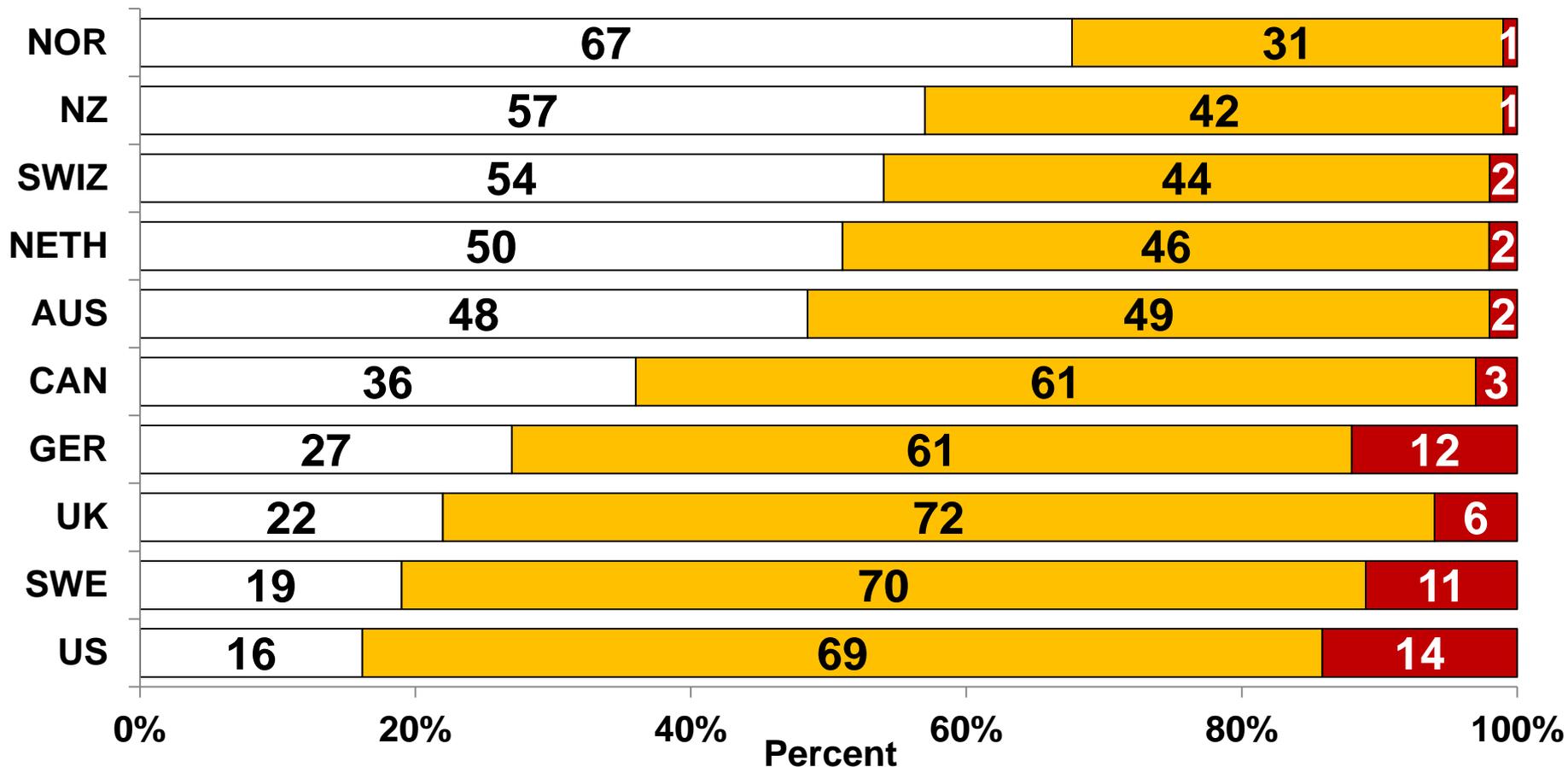
Source: 2006-2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



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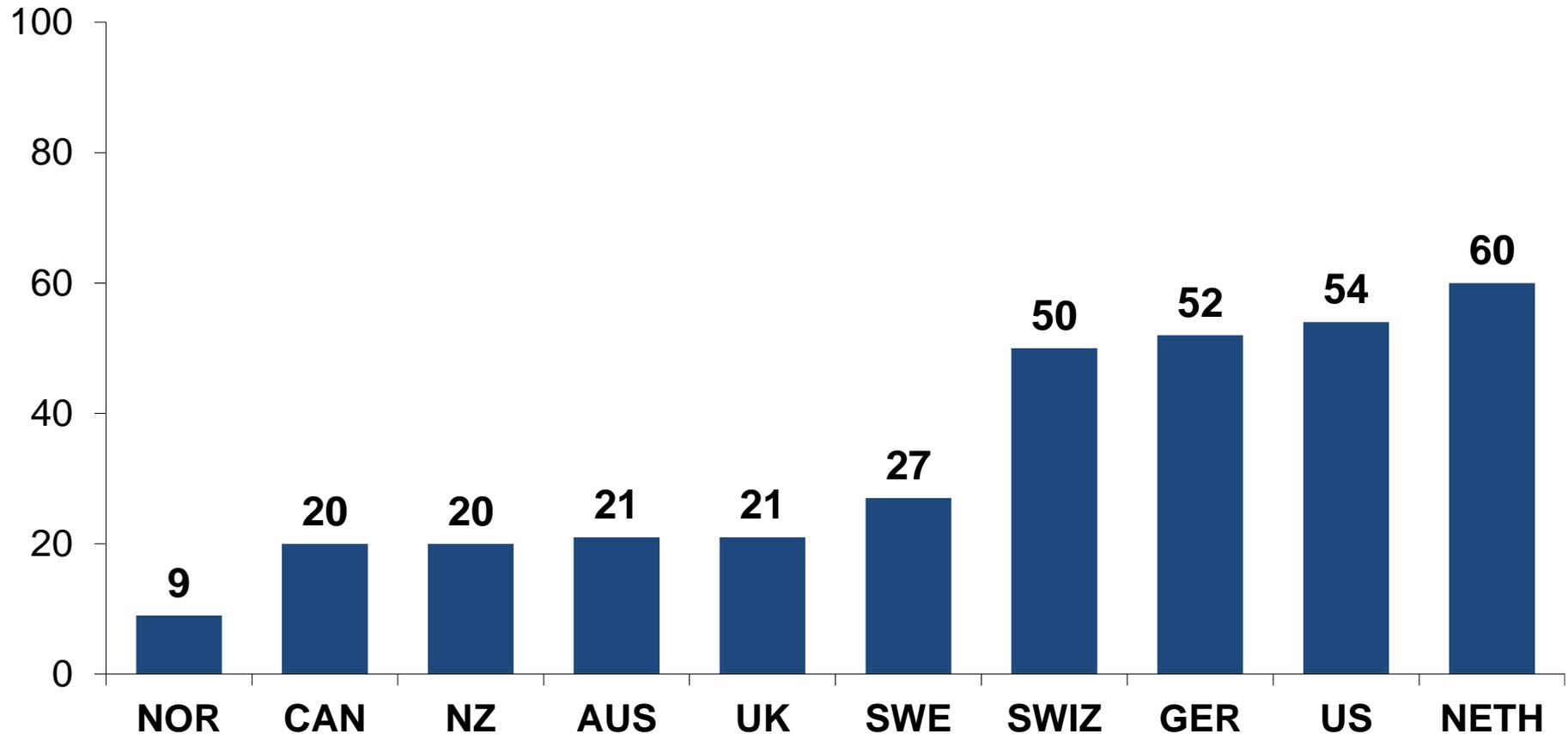
# Overall Views of Health Care System Among Primary Care Physicians, 2015

□ Works well, only minor changes    ■ Fundamental changes    ■ Completely rebuild



# Time Practice Spends on Insurance Issues or Claiming Payments is a MAJOR Problem

Percent reporting time spent on administrative issues/claiming payments is a MAJOR problem:

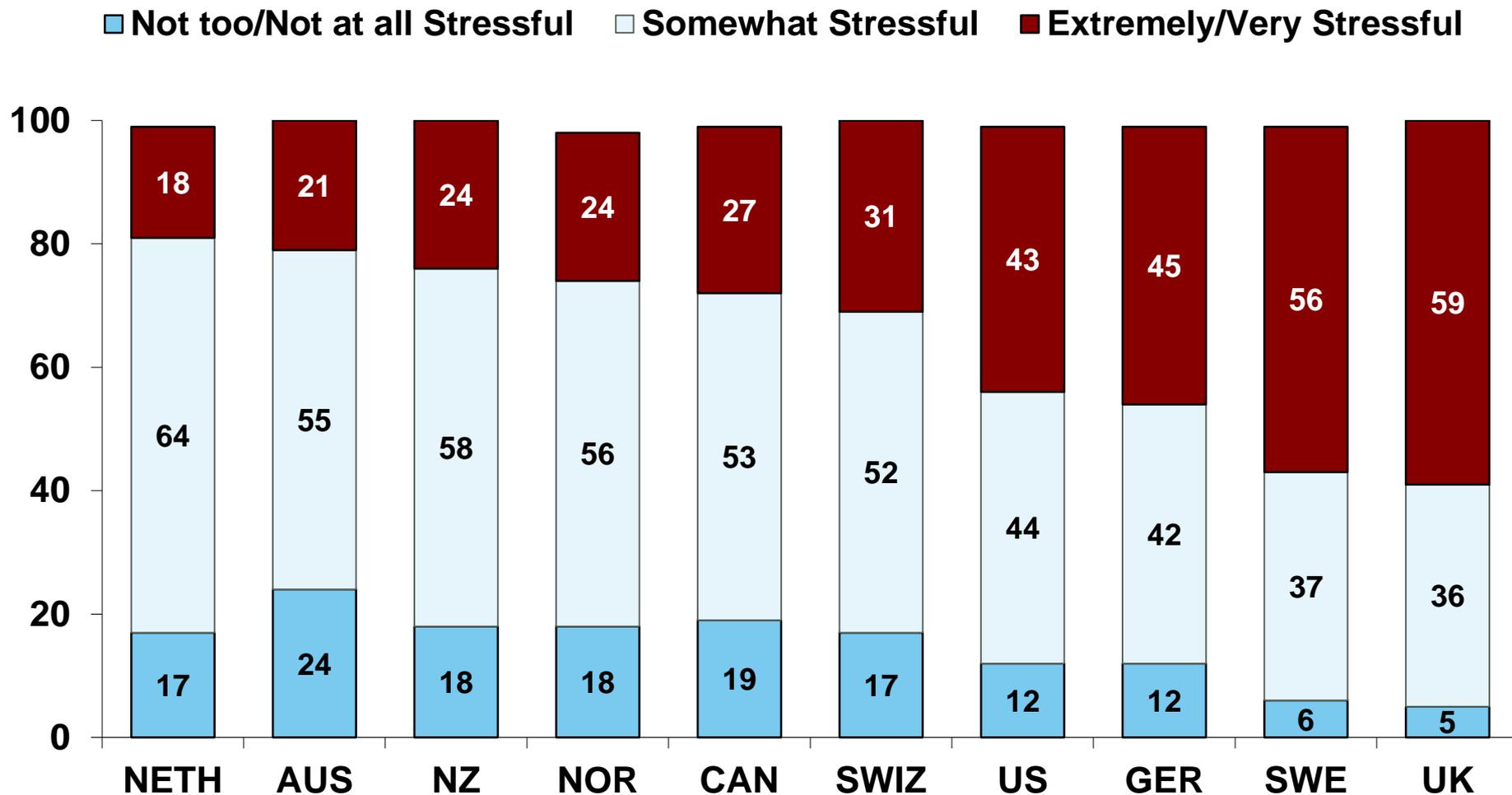


Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



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# How Stressful is Your Job as Primary Care Physician?



- **Managing complex patients requires re-thinking primary care, including:**
  - Multidisciplinary teams and case managers
  - Email access and after-hours care
  - Home visits
- **Policies and payment incentives need to be aligned to encourage care coordination and delivery system integration**
- **In addition to adoption of electronic medical records, greater interoperability and use of clinical decision support is needed**
- **It's important for policymakers to hear from doctors on the frontlines**
- **As the Affordable Care Act gains further traction, the reforms underway—coverage expansion, additional support for primary care, medical homes, value-based purchasing—have the potential to be transformative**
- **But, re-designing delivery systems to better care for patients with complex conditions will need continuous iteration and evaluation to understand what works best**
- **Looking to other countries offers an opportunity for valuable cross-national lessons to be learned**



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### Country Partners and Co-funders:

- Australia: New South Wales (Bureau of Health Information)
- Canada: Canadian Institute for Health Information, Health Quality Ontario, Canadian Institutes of Health Research, Quebec Health Commission, Canada Health Infoway
- France: Haute Autorité de Santé (HAS), Caisse Nationale de l'Assurance Maladie des Travailleurs Salariés (CNAMTS)
- Germany: Federal Ministry of Health, BQS Institute for Quality and Patient Safety
- 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, The Swedish Agency for Health and Care Services Analysis (Vårdanalys)
- Switzerland: Federal Office of Public Health
- United Kingdom: The Health Foundation



# Doctors' Views on Whether Their Practice is Well Prepared to Manage Care of Patients with Complex Needs 14

Country	Multiple chronic conditions (%)	Palliative care (%)	Dementia (%)	Long-term home care services (%)	Social services in the community (%)	Severe mental health problems (%)	Substance use-related issues (%)
AUS	85	48	46	47	41	34	19
CAN	70	42	42	40	28	24	15
GER	88	58	67	68	71	32	14
NET	88	92	65	80	25	44	16
NZ	81	62	41	54	48	24	20
NOR	86	54	69	78	41	56	36
SWE	66	25	57	51	45	14	6
SWIZ	80	48	49	64	55	26	25
UK	79	81	64	60	44	43	41
US	76	41	47	46	32	16	16

Base: Excludes doctors who report that they "never" see these patients.

Source: 2015 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.



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## Methodology

- **18<sup>th</sup> survey in the International Health Policy Series**
- **Nationally representative random samples of primary care doctors**
- **Primary care doctors include general practice or family physicians in all countries, as well as internists and pediatricians in the United States, Germany, and Switzerland.**
- **Views and experiences of primary care doctors in 10 countries**
- **Samples: Australia (747), Canada (2,284), Germany (559), Netherlands (618), New Zealand (503), Norway (864), Sweden (2,905), Switzerland (1,065), United Kingdom (1001), and United States (1,001)**
- **The survey was conducted by SSRS and country contractors**
- **Survey in the field March to June 2015 (plus France – September to November 2015)**
- **Data collection varied by country and included telephone, on-line and mail surveys.**
- **Response rates ranged from 19 percent in Germany to 47 percent in Sweden**

