



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

Job #N1115
July 22, 2015

2015 International Survey of Primary Care Doctors

GLOBAL PROGRAMMING INSTRUCTIONS

TEXT

- ANY TEXT RESPONSES COLLECTED SHOULD BE FORWARDED IN A MICROSOFT EXCEL SPREADSHEET MATCHED BY UNIQUE ID (QID.)

WEB VS. PHONE/MAIL

- PHONE ONLY INSTRUCTIONS ARE DENOTED IN BLUE FONT AND/OR MARKED AS "PHONE ONLY" and/or "MAIL ONLY"

NON-RESPONSE CODES

- BLANKS ARE DENOTED BY AN "X" AND CORRESPOND TO SKIPS TO A GIVEN QUESTION IN THE "WEB" MODE OR TO QUESTIONS LEFT BLANK IN THE "MAIL" MODE
- CODES IN THE "PHONE" MODE MARKED WITH A "V" STANDS FOR "VOLUNTARY" AND SHOULD NOT BE READ TO RESPONDENTS

MULTIPLE - RESPONSE

- We will NET the new 'Multi-punch' code with "Not sure" for all cases where "Not Sure" is offered as an option as a separate variable.
- Implement a hierarchy for the few questions where a hierarchy may be warranted. On questions where a hierarchy is implemented, SSRS will create a separate variable in which the multiple-response options will be reassigned according to the hierarchy that is put in place.



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

GLOBAL WEB PROGRAMMING NOTES:

- **2015 International Survey of Primary Care Doctors** – the title of the survey should be displayed on every screen
- Respondents should be allowed to skip every question
- Header on every page should contain the client official logo(s)
- The body of the page (question area) should be WHITE
- Please code any skipped/left blank response for a question a respondent saw as an “X” and code all programmatically skipped question as missing or with no code.
- Footer – light grey background for all pages other than landing page – smaller text font – should contain the following information:

US FOOTER (Q500=11)

If you have any technical trouble with this survey, please contact us by emailing **info@internationaldoctorsurvey.org** or call **Rob Manley** at **1-800-633-1986, Ext. 4399**. If you would like to know more about the Commonwealth Fund click [here](#).

AUSTRALIA FOOTER (Q500=1)

If you have any technical trouble with this survey, please contact us by emailing **info@internationaldoctorsurvey-au.org** or call **Geoff Minter** at **02 9979 7615**. If you would like to know more about the Commonwealth Fund click [here](#)

CANADA FOOTER (Q500=2)

If you have any technical trouble with this survey, please contact us by emailing **info@internationaldoctorsurvey.ca** or call **Rob Manley** at **1-800-633-1986, Ext. 4399**. If you would like to know more about the Commonwealth Fund click [here](#).

NEW ZEALAND FOOTER (Q500=6)

If you have any technical trouble with this survey, please contact us by emailing **info@internationaldoctorsurvey.org.nz** or call **Geoff Minter** at **+642 9979 5277**. If you would like to know more about the Commonwealth Fund click [here](#)

UK FOOTER (Q500=10)

If you have any technical trouble with this survey, please contact us by emailing **info@internationaldoctorsurvey.uk** or call **Jen Sear** or **Marie Wright** at **0121 355 7421**. If you would like to know more about the Commonwealth Fund click [here](#)

- Question text should be in larger font than response options
- Question numbers will be removed before going live.
- Preferred fonts – Arial, Helvetica, or Verdana
- Grids:
 - Html tables should be programmed in a way that column widths are set as proportions of the screen size. This will allow content to adjust to different browser window sizes.



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

- If possible, we would like grids NOT to display table lines
- Columns should be of equal width
- Rows should be shaded – starting with the first row
- No vertical shading – i.e. columns

- **EM1: [ERROR MESSAGE]:** (PN: IF A RESPONDENT FAILS TO PROVIDE A RESPONSE TO QUESTIONS Q1a, Q1b, Q1, Q40, AND Q41 EM1 SHOULD BE PRESENTED. THE ERROR MESSAGE SHOULD APPEAR ABOVE THE QUESTION MISSED (ON THE SAME SCREEN) IN BOLD BLACK TEXT.)
- **EM1 “Your answers to these questions are very important to us. Can you please take a moment to respond to the question below?”**
- **EM1 FOR SWEDEN (per Indikator): “Your answer to this question is very important to us. We would appreciate if you can try to answer the question below”**

PN – WEB LINK LOGOS

THE USA SHOULD USE THE FUND’S LOGO THROUGHOUT THE WHOLE LINK

CANADA SHOULD HAVE ALL FIVE CANADA LOGOS, PLUS THE FUND’S LOGO (PER THE TEMPLATE FORWARDED.) THE REST OF THE LINK SHOULD USE THE FUND’S LOGO ONLY

UK SHOULD HAVE USE THE COMBINED UK/THE FUND’S LOGO THROUGHOUT THE WHOLE LINK

PN – PLEASE CALCULATE THE RESPONDENT’S RESPONSE RATE. THIS WOULD BE CALCULATED BY TAKING: THE TOTAL NUMBER OF QUESTIONS ASKED – THE TOTAL NUMBER OF SKIPPED QUESTIONS (SHOULD HAVE BEEN CODED AS ‘X’) OVER THE TOTAL NUMBER OF QUESTION ASKED.



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

SECTION 500: SAMPLE PRELOAD AND SCREENING

BASE: ALL RESPONDENTS

QID. PRELOAD – UNIQUE ID

BASE: ALL RESPONDENTS

[A. Same as in 2012; Q500 '12]

Q500.PRELOAD – COUNTRY

- 1 Australia
- 2 Canada
- 3 France
- 4 Germany
- 5 Netherlands
- 6 New Zealand
- 7 Norway
- 8 Sweden
- 9 Switzerland
- 10 United Kingdom
- 11 United States

BASE: ALL RESPONDENTS

[NEW 2015]

Q500a. MODE OF COMPLETION

(Mode the interview was completed on per respondent)

- 1 Web
- 2 Mail
- 3 Phone
- 4 Switzerland Only: Web and Phone

P.N.- PLEASE NOTE THAT ALL BLANKS (X's) FOR ANY CASES THAT FALL UNDER CODE 4 "Web and Phone" SHOULD BE NOTED AS CODE "9"

P.N.- SSRS ONLY - PLEASE NOTE THAT ALL OTHER BLANKS "original X's" SHOULD BE NOTED AS "-1"

P.N.- PLEASE NOTE THAT THE UK USED THE SAME WEB PROGRAM FOR PHONE AND WEB, AS THIS IS WHAT IS WHAT ADKINS MENTIONED THEY FEEL MOST CONFORABLE WITH. CONSEQUENTLY, FOR THE UK PHONE CLEAN, BLANKS SHOULD BE ACCEPTED AND CODES '8 or 9' FOR DON'T KNOW/REFUSALS WILL NOT BE USED IN THE SAME WAY AS IN FRANCE OR SWITZERLAND.



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[NEW 2015]

(For Germany and Norway the date shown is the date the interview got imputed into the database).

Q500b. DATE OF COMPLETION
(Date interview was completed per respondent)

(TWO DIGIT YEAR, TWO DIGIT MONTH, TWO DIGIT DAY)
For example "January 5th, 2015" would show up as "150105"

BASE: AUS. NZ. UK (Q500= 1.6.10)

[NEW 2015]

Q500c. DATE OF RECRUIT
(Date respondent was recruited)

(TWO DIGIT YEAR, TWO DIGIT MONTH, TWO DIGIT DAY)
For example "January 5th, 2015" would show up as "150105"

BASE: AUS. NZ. UK (Q500= 1.6.10)

[NEW 2015]

Q500c. DATE OF RECRUIT
(Date respondent was recruited)

(TWO DIGIT MONTH, TWO DIGIT DAY, TWO DIGIT YEAR)
For example "January 5th, 2015" would show up as "010515"

BASE: CANADA OR SWITZERLAND (Q500=2, 9)

[A. Same as in 2012; Q3005 '12]

Q500d. LANGUAGE OF INTERVIEW (BASED ON SELF-REPORTED DATA)

- 1 English
- 2 French
- 3 Italian
- 4 German

BASE: AUS (Q500= 1)

[NEW 2015]

Q500e. New South Wales Oversample

- 1 New South Wales Oversample
- 2 Not New South Wales Oversample



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: UK (Q500=10)

[C. Same since 2009; Q601 '09, Q501 '12]

Q501.PRELOAD – REGION FOR PHONE QUOTA [REGION 2]

- 1 England excluding London
- 2 London
- 3 Scotland
- 4 Wales
- 5 Northern Ireland

BASE: UK (Q500=10)

[F. Modified but same in 2009 and 2012; Q604 '09, Q504 '12]

Q504.PRELOAD – PRACTICE SETTING

- 1 GP Practice (General Practice)
- 2 CCG (Clinical Commissioning group)
- 3 LHB (Local health board)
- 4 LCG (Local Commissioning Group)
- 5 NHS (National Health Service)



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: France (Q500=3)

[C. Same since 2009; Q609 '09, Q509 '12]

Q509.PRELOAD - POSTCODE

BASE: UK (Q500=10)

[H. Similar to 2009 and 2012; Q613 '09, Q513 '12 - question was obtained through sample in IHP 2012, will now be asked as part of the screener]

Q513. JOB TITLE - FROM SCREENER

- 1 GP Partner
- 2 GP Principal
- 3 Salaried GP
- 4 GP Locum

BASE: US (Q500=11)

[H. Similar to 2009 and 2012; Q1504 '09, Q520 '12]

Q520.PRELOAD - SPECIALTY



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: US (Q500=11)

[C. Same since 2009; Q1500 '09, Q521 '12]

Q521.PRELOAD - STATE

- 01 Alabama
- 02 Alaska
- 03 Arizona
- 04 Arkansas
- 05 California
- 06 Colorado
- 07 Connecticut
- 08 Delaware
- 09 District of Columbia
- 10 Florida
- 11 Georgia
- 12 Hawaii
- 13 Idaho
- 14 Illinois
- 15 Indiana
- 16 Iowa
- 17 Kansas
- 18 Kentucky
- 19 Louisiana
- 20 Maine
- 21 Maryland
- 22 Massachusetts
- 23 Michigan
- 24 Minnesota
- 25 Mississippi
- 26 Missouri
- 27 Montana
- 28 Nebraska
- 29 Nevada
- 30 New Hampshire
- 31 New Jersey
- 32 New Mexico
- 33 New York
- 34 North Carolina
- 35 North Dakota
- 36 Ohio
- 37 Oklahoma
- 38 Oregon
- 39 Pennsylvania
- 40 Rhode Island
- 41 South Carolina



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

- 42 South Dakota
- 43 Tennessee
- 44 Texas
- 45 Utah
- 46 Vermont
- 47 Virginia
- 48 Washington
- 49 West Virginia
- 50 Wisconsin
- 51 Wyoming

BASE: US (Q500=11)

[C. Same since 2009; Q1501 '09, Q522 '12]

Q522.PRELOAD - REGION

- 1 EAST
- 2 MIDWEST
- 3 SOUTH
- 4 WEST

BASE: CANADA (Q500=2)

[H. Similar to 2009 and 2012; Q1509 '09, Q530 '12]

Q530.PRELOAD - SAMPLE FILE SPECIALTY

BASE: CANADA (Q500=2)

[C. Same since 2009; Q1507 '09, Q531 '12]

Q531.PRELOAD - SAMPLE FILE PROVINCE

- 1 Alberta
- 2 British Columbia
- 3 Manitoba
- 4 New Brunswick
- 5 Newfoundland
- 6 Northwest Territories
- 7 Nova Scotia
- 8 Nunavut
- 9 Ontario
- 10 Prince Edward Island
- 11 Quebec
- 12 Saskatchewan
- 13 Yukon Territory



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: CANADA (Q500=2)

[C. Same since 2009; Q1508 '09, Q532 '12]
Q532.PRELOAD - SAMPLE FILE GENDER

- 1 MALE
- 2 FEMALE

BASE: GERMANY (Q500=4)

[C. Same since 2009; Q1510 '09, Q540 '12]
Q540.PRAXIS-STEMPEL FROM QUESTIONNAIRE- SPECIALTY

- 1 GP/Internist
- 2 Pediatrician

BASE: GERMANY (Q500=4)

[C. Same since 2009; Q1519 '09, Q541 '12]
Q541.PRAXIS-STEMPEL FROM QUESTIONNAIRE - REGION

- 1 Schleswig-Holstein
- 2 Hamburg
- 3 Niedersachsen
- 4 Bremen
- 5 Nordrhein-Westfalen
- 6 Rheinland Pfalz
- 7 Saarland
- 8 Hessen
- 9 Baden Wuerttemberg
- 10 Bayern
- 11 Berlin
- 12 Mecklenburg Vorpommern
- 13 Brandenburg
- 14 Sachsen-Anhalt
- 15 Thüringen
- 16 Sachsen



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: SWEDEN (Q500=9)

[C. Same since 2009 – however per specifications from Indikator, only codes 1, 4, and 5 will be valid. In IHP 2012 only code 1 had been populated. Per Indikator, a few clarifications in parenthesis; Q1511 '09, Q545 '12]

Q545.PRELOAD - SAMPLE FILE SPECIALTY

- 1 Regular GP (municipality)
- 2 GP located at prisons
- 3 GP located in the military force
- 4 GP at private practice
- 5 Intern (under training)
- 6 Assistant doctor

BASE: SWEDEN (Q500=9)

[NEW 2015]

Q545a. PRELOAD – GROUP OF DOCTORS

- 1 GP specialists (To become a GP in Sweden you need five years of specialist training)
- 2 GP specialists under training (GPs under specialist training work independently with patients at the primary care center combined with studys)

BASE: SWEDEN (Q500=9)

[C. Same since 2009; Q1512 '09, Q546 '12]

Q546.PRELOAD - SAMPLE FILE PUBLIC/PRIVATE

- 1 Public practice
- 2 Private practice

BASE: SWEDEN (Q500=9)

[C. Same since 2009; Q1513 '09, Q547 '12]

Q547.PRELOAD - SAMPLE FILE REGION

- 1 Stockholm
- 2 Uppsala
- 3 Södermanland
- 4 Östergötland
- 5 Jönköping
- 6 Kronoberg
- 7 Kalmar
- 8 Gotland
- 9 Blekinge
- 10 Skåne



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

- 11 Halland
- 12 Västra Götaland
- 13 Värmland
- 14 Örebro
- 15 Västmanland
- 16 Dalarna
- 17 Gävleborg
- 18 Västernorrland
- 19 Jämtland
- 20 Västerbotten
- 21 Norrbotten

BASE: AUSTRALIA (Q500=1)

[C. Same since 2009; Q1515 '09, Q556 '12]

Q556.PRELOAD - SAMPLE FILE URBANICITY

- 1 MC - Major Cities
- 2 IR - Inner Regional
- 3 OR - Outer Regional
- 4 R - Remote

BASE: AUSTRALIA (Q500=1)

[C. Same since 2009; Q1525 '09, Q557 '12]

Q557.PRELOAD SAMPLE FILE REGION FROM POST CODE

- 1 New South Wales (NSW)
- 2 Australian Capital Territory (ACT)
- 3 Victoria (VIC)
- 4 Queensland (QLD)
- 5 South Australia (SA)
- 6 Western Australia (WA)
- 7 Tasmania (TAS)
- 8 Northern Territory (NT)



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: NEW ZEALAND (Q500=6)

[NEW 2015]

Q558.PRELOAD SAMPLE FILE REGION

- 1 Northern/Auckland
- 2 Central North Island
- 3 Lower North Island
- 4 South Island

BASE: NORWAY (Q500=7)

[C. Same since 2009; Q1522 '09, Q562 '12]

Q562.PRELOAD - SAMPLE FILE REGION

- 1 Østfold
- 2 Akershus
- 3 Oslo
- 4 Hedmark
- 5 Oppland
- 6 Buskerud
- 7 Vestfold
- 8 Telemark
- 9 Aust-Agder
- 10 Vest-Agder
- 11 Rogaland
- 12 Hordaland
- 14 Sogn og Fjordane
- 15 Møre og Romsdal
- 16 Sør-Trøndelag
- 17 Nord-Trøndelag
- 18 Nordland
- 19 Troms
- 20 Finnmark

BASE: FRANCE (Q500=3)

[C. Same since 2009; Q1524 '09, Q565 '12]

Q565.PRELOAD - SAMPLE FILE TOWN SIZE

- 1 Rural
- 2 Less than 20,000 inhabitants
- 3 20,000 to less than 100,000 inhabitants
- 4 More than 100,000 inhabitants
- 5 Paris and surrounding suburbs



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: SWITZERLAND (Q500=9)

[A. Same as in 2012; Q570 '12]

Q570.LINGUISTIC REGIONS – PRELOAD

- 1 German
- 2 French
- 3 Italian
- 4 Rhaeto-Romansch

BASE: SWITZERLAND (Q500=9)

[A. Same as in 2012; Q571 '12]

Q571.COMMUNITY TYPE – PRELOAD

- 1 City/large town
- 2 Suburbs of a city/large town
- 3 Small town
- 4 Village or rural location

BASE: SWITZERLAND (Q500=9)

[A. Same as in 2012; Q572 '12]

Q572 CANTONS - PRELOAD

- 01 ZH Zürich
- 02 BE Bern
- 03 LU Luzern
- 04 UR Uri
- 05 SZ Schwyz
- 06 OW Obwalden
- 07 NW Nidwalden
- 08 GL Glarus
- 09 ZG Zug
- 10 FR Fribourg
- 11 SO Solothurn
- 12 BS Basel-Stadt
- 13 BL Basel-Landschaft
- 14 SH Schaffhausen
- 15 AR Appenzell Ausserrhoden
- 16 AI Appenzell Innerrhoden
- 17 SG St. Gallen
- 18 GR Graubünden
- 19 AG Aargau
- 20 TG Thurgau
- 21 TI Ticino
- 22 VD Vaud
- 23 VS Valais
- 24 NE Neuchatel



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

- 25 GE Geneva
- 26 JU Jura

BASE: SWEDEN OR SWITZERLAND (Q500=8 or 9)

[A. Same as in 2012; Q573 '12 - with exception that it is NEW for Sweden in IHP 2015 and that the allowed range used to be 0-120]

Q573.COMPUTE FOR AGE from PRELOAD.]

[RANGE 18 -108]

BASE: SWEDEN OR SWITZERLAND (Q500=8 or 9)

[A. Same as in 2012; Q574 '12- with exception that it is NEW for Sweden in IHP 2015]

Q574.PRELOAD - SAMPLE FILE GENDER

- 1 Male
- 2 Female

BASE: SWITZERLAND (Q500=9)

[A. Same as in 2012; Q575 '12]

Q575.PRELOAD - SAMPLE FILE SPECIALTY

- 1 Allgemeine Innere Medizin
- 2 Praktischer Arzt
- 3 Pädiatrie



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

2015 International Survey of Primary Care Doctors – UK Screener

[SCREEN 1]

(INTERVIEWER NOTE: Click “next” to begin the recruitment screener)

BASE: ALL UK (Q500=10)

- S1. Hello, I’m _____ calling from [INSERT CALL CENTER NAME], a professional research firm. We are conducting an international survey of GPs in partnership with The Health Foundation and The Commonwealth Fund and would like to invite you to participate in this interview that should take about 15 minutes. For your participation, we will pay you £30 GBP, if you qualify. Your answers will be completely confidential and used for research purposes only.

Thank you for agreeing to participate in this important study. Please note this call may be monitored by my supervisor.

(IF NECESSARY: The Commonwealth Fund, located in the US, is a private foundation that aims to promote a high performing health care system that achieves better access, improved quality, and greater efficiency, particularly for society’s most vulnerable.)

Now, to get started...

BASE: ASK ALL

- S1. What is your specialty?
- 1 General Practitioner
 - 2 Other
 - 8 (DO NOT READ) Not Sure
 - 9 (DO NOT READ) Decline to answer

IF QS1=2, 8, OR 9, TERMINATE

BASE: S1=1

- S2. Which of the following best describes your current job title?

(INTERVIEWER NOTE: READ LIST)

- 1 GP Partner
- 2 GP Principal
- 3 Salaried GP
- 4 GP Locum
- 9 (DO NOT READ) Decline to answer

IF QS2=9, TERMINATE



53 West Baltimore Pike. Media, PA 19063
 484-840-4300 www.ssrs.com

BASE: S2=1-4

S3. What proportion of your time is spent in direct patient care?

(INTERVIEWER NOTE: If respondent is not sure, ask for best estimate; read list if necessary)

- 1 Less than 50%
- 2 50% or more
- 9 (DO NOT READ) Decline to answer

IF QS3=1 OR 9, TERMINATE

BASE: S3=2

S4. What region of the UK do you currently practice medicine in?

- 1 England excluding London
- 2 London
- 3 Scotland
- 4 Wales
- 5 Northern Ireland
- 9 (DO NOT READ) Decline to answer

(PN: S4 SHOULD BE USED TO DETERMINE FUTURE SCREENER AND MAIN SURVEY TERMINATES BY REGION FOR COMPLETED SURVEYS ONCE QUOTA IS MET (SEE TABLE BELOW). EACH REGION SHOULD TERMINATE ONCE QUOTA FOR COMPLETES IS FILLED IN THE MAIN SURVEY).

UK - Region	Quota
England excluding London	475
London	200
Scotland	135
Wales	110
Northern Ireland	80
Total	1000

IF QS4=9, TERMINATE



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: S4=1-5

S5. Thank you so much. We can take about 15 minutes now to complete the survey over the phone or I can send you an email with a web link or fax to complete the survey.

- 1 Phone Now
- 2 Phone Later
- 3 Email with web link (Online)
- 4 Fax
- 9 (DO NOT READ) Decline to answer/not interested in completing survey

IF QS5=9, TERMINATE

BASE: S5=1-4

S6. IF S5=1: (INTERVIEWER NOTE: If respondent wants to complete by PHONE now, enter full web survey **(PN: DISPLAY RESPONDENT'S (WEB LINK)) AND CONTINUE)**

IF S5=2: (INTERVIEWER NOTE: If respondent wants to complete by PHONE later, schedule a time for an appointment and collect/confirm a contact phone number)

IF S5=3: (INTERVIEWER NOTE: If respondent wants to complete by WEB, collect email address and send respondent an email with the web link **(PN: ENTER (WEB LINK))** and additional information (e.g., endorsement letters) to respondent's email address)

IF S5=4: (INTERVIEWER NOTE: If respondent wants to complete by fax, collect fax number and send respondent hardcopy version of the questionnaire) and additional information (e.g., endorsement letters) to respondent's email address)

[PN: ASK IF TERMINATE]

S7. Thank you for your time.



MAIN SURVEY

WEB ONLY: [SCREEN 1]

[BOLD, CENTERED] 2015 International Survey of Primary Care Doctors

INSTRUCTION: Thank you for your help with this important study.

To get started, please enter your unique passcode that you received by mail or email here:
<<PASSCODE>>

BASE: CAN (Q500=2)

[NEW 2015]

Would you prefer to take this survey in:

- 1 English
- 2 French



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: AUS (Q500=1)

[NEW 2015 – note, however, that the first paragraph is a modified version of the IHP 2014 intro]

2015 International Survey of Primary Care Doctors

Welcome and thank you for taking part in this survey, being conducted by **[FOR NSW Q557=1 SHOW** “the Bureau of Health Information of New South Wales and”) the Commonwealth Fund, a U.S. health care foundation, with support from The Royal Australian College of General Practitioners. This survey provides policymakers with a better understanding of the views and experiences of primary care doctors in caring for their patients. Your response is very important to help us better understand how primary care doctors view the health care system in Australia.

This survey should take about 15 minutes of your time. **WEB ONLY:** If necessary, you have the option to pause the survey and finish it later by clicking “Finish the survey later.” To resume taking the survey, go to the survey home page at www.internationaldoctorsurvey-au.org, and click the link to take you to the page where you left off. You will also need to log in again after thirty minutes of inactivity.

Thank you for your help with this important study.

Please click ‘NEXT’ to continue.



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: CAN NON-ONTARIO AND NON-QUEBEC (Q500=2 AND Q531=1-8, 10, 12-13)

[NEW 2015 – note, however, that the first paragraph is a modified version of the IHP 2014 intro]

2015 International Survey of Primary Care Doctors

Welcome and thank you for taking part in this survey, being conducted by the Canadian Institutes of Health Research (CIHR), the Canadian Institute for Health Information (CIHI), Canada Health Infoway, and other national health organizations, and the Commonwealth Fund, a U.S. health care foundation. This survey provides policymakers with a better understanding of the views and experiences of primary care doctors in caring for their patients. Your response is very important to help us better understand how primary care doctors view the health care system in Canada,

This survey should take about 15 minutes of your time. **WEB ONLY:** If necessary, you have the option to pause the survey and finish it later by clicking “Finish the survey later.” To resume taking the survey, go to the survey home page at www.internationaldoctorsurvey.ca (PN – use “.org” for USA and link it to “.com;” use “.uk” for the UK, and “.ca” for Canada), log in again with your passcode, and click the link to take you to the page where you left off. You will also need to log in again after thirty minutes of inactivity.

Thank you for your help with this important study.

Please click ‘NEXT’ to continue.



BASE: CAN ONTARIO (Q500=2 AND Q531=9)

[NEW 2015 – note, however, that the first paragraph is a modified version of the IHP 2014 intro]

2015 International Survey of Primary Care Doctors

Welcome and thank you for taking part in this survey, being conducted by Health Quality Ontario, other national health organizations, and the Commonwealth Fund, a U.S. health care foundation. This survey provides policymakers with a better understanding of the views and experiences of primary care doctors in caring for their patients. Your response is very important to help us better understand how primary care doctors view the health care system in Canada.

This survey should take about 15 minutes of your time. **WEB ONLY:** If necessary, you have the option to pause the survey and finish it later by clicking “Finish the survey later.” To resume taking the survey, go to the survey home page at www.internationaldoctorsurvey.ca (PN – use “.org” for USA and link it to “.com;” use “.uk” for the UK, and “.ca” for Canada), log in again with your passcode, and click the link to take you to the page where you left off. You will also need to log in again after thirty minutes of inactivity.

Thank you for your help with this important study.

Please click ‘NEXT’ to continue.



BASE: CAN QUEBEC (Q500=2 AND Q531=11)

[NEW 2015 – note, however, that the first paragraph is a modified version of the IHP 2014 intro]

2015 International Survey of Primary Care Doctors

Welcome and thank you for taking part in this survey, being conducted by Quebec Health and Welfare Commissioner, other national health organizations, and the Commonwealth Fund, a U.S. health care foundation. This survey provides policymakers with a better understanding of the views and experiences of primary care doctors in caring for their patients. Your response is very important to help us better understand how primary care doctors view the health care system in Canada.

This survey should take about 15 minutes of your time. **WEB ONLY:** If necessary, you have the option to pause the survey and finish it later by clicking “Finish the survey later.” To resume taking the survey, go to the survey home page at www.internationaldoctorsurvey.ca (PN – use “.org” for USA and link it to “.com;” use “.uk” for the UK, and “.ca” for Canada), log in again with your passcode, and click the link to take you to the page where you left off. You will also need to log in again after thirty minutes of inactivity.

Thank you for your help with this important study.

Please click ‘NEXT’ to continue.



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

PHONE ONLY INTRO FOR FRANCE

BASE: FRANCE (Q500=3)

[NEW 2015 – note, however, that this is basically pulled from IHP 2014, the only difference corresponds to the following three sections sentences A) " I am calling on behalf of la Haute Autorité de santé et la Caisse nationale d'assurance maladie and the Commonwealth Fund, a U.S. health care foundation", B) ". Your response is very important to help us better understand how primary care doctors view the health care system in France. This project is a follow-up to a similar international survey of physicians conducted in 2006, 2009, and 2012, and offers an opportunity for your voice to be heard, C) this sentence as part of the IF NECESSARY NOTE "This survey provides policymakers with a better understanding of the views and experiences of primary care doctors in caring for their patients", and D) this phrase got moved from the IF NECESSARY to actually show up in the main INTRO text "This survey provides policymakers with a better understanding of the views and experiences of primary care doctors in caring for their patients. It is also being conducted in 10 other countries".]

Good morning/afternoon/evening, my name is _____. I am calling on behalf of la Haute Autorité de santé et la Caisse nationale d'assurance maladie and the Commonwealth Fund, a U.S. health care foundation. We are conducting a worldwide study about healthcare issues. Your response is very important to help us better understand how primary care doctors view the health care system in France. This project is a follow-up to a similar international survey of physicians conducted in 2006, 2009, and 2012, and offers an opportunity for your voice to be heard. This survey provides policymakers with a better understanding of the views and experiences of primary care doctors in caring for their patients. It is also being conducted in 10 other countries. We are not selling anything.

(IF NECESSARY: The interview will take approximately 15 minutes, depending on your responses)

(IF NECESSARY: This survey is completely confidential. Your answers will be combined with those of other people and there will be nothing in the results that could identify you.)

(IF NECESSARY: This survey is being conducted by The Commonwealth Fund, a non-profit foundation in the United States that conducts international health research, and a partnership of international policy organizations.)

(IF NECESSARY: The answers you give will be kept strictly confidential and only be used to help understand how well the French health care system works in comparison to other countries.)



BASE: NZ (Q500=6)

[NEW 2015 – note, however, that the first paragraph is a modified version of the IHP 2014 intro]

2015 International Survey of Primary Care Doctors

Welcome and thank you for taking part in this survey, being conducted by the Commonwealth Fund, a U.S. health care foundation, with support from The Royal New Zealand College of General Practitioners. This survey provides policymakers with a better understanding of the views and experiences of primary care doctors in caring for their patients. Your response is very important to help us better understand how primary care doctors view the health care system in Australia.

This survey should take about 15 minutes of your time. **WEB ONLY:** If necessary, you have the option to pause the survey and finish it later by clicking “Finish the survey later.” To resume taking the survey, go to the survey home page at www.internationaldoctorsurvey.org.nz, and click the link to take you to the page where you left off. You will also need to log in again after thirty minutes of inactivity.

Thank you for your help with this important study.

Please click ‘NEXT’ to continue.



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: Sweden (Q500=8)

[NEW 2015 – note, however, that the first paragraph is a modified version of the IHP 2014 intro and, for Sweden, it includes information according to their confidentiality requirements]

2015 International Survey of Primary Care Doctors

Welcome and thank you for taking part in this survey, being conducted by Myndigheten för vårdanalys and an American health care foundation. This survey provides policymakers with a better understanding of the views and experiences of primary care doctors in caring for their patients. Your response is very important to help us better understand how primary care doctors view the health care system in Sweden. The information you provide are protected according to The Freedom of the Press Act (1949:105) and the Public Access to Information and Secrecy Act (2009: 400).

This survey should take about 15 minutes of your time. **WEB ONLY:** If necessary, you have the option to pause the survey and finish it later by clicking “Finish the survey later.” To resume taking the survey, go to the survey home page at **WEBSITE NAME - WE SUGGEST USING www.internationaldoctorsurvey**. **‘and the appropriate country-specific domain, for example in the UK, we are using “.uk”**, log in again with your passcode, and click the link to take you to the page where you left off. You will also need to log in again after thirty minutes of inactivity.

Thank you for your help with this important study.

Please click ‘NEXT’ to continue.

BASE: Switzerland (Q500=9)

[NEW 2015 – note, however, that the first paragraph is a modified version of the IHP 2014 intro]

Erhebung bei den Hausärzten in der Schweiz : International Health Policy Survey 2015 [BOLD, CENTERED]

Willkommen und vielen Dank für Ihre Teilnahme an dieser durch das Bundesamt für Gesundheit durchgeführten Erhebung. Diese erlaubt den politischen Entscheidungsträgern ein besseres Verständnis der Standpunkte und Erfahrungen der Hausärzte in Bezug auf die Betreuung ihrer Patienten. Ihre Antworten sind sehr wichtig, damit wir besser verstehen, wie die Hausärzte das Schweizer Gesundheitssystem sehen.

Das Ausfüllen des Fragebogens sollte etwa 20 Minuten dauern. **WEB ONLY:** Falls nötig können Sie den Fragebogen unterbrechen und später fertig ausfüllen, indem Sie auf den Button “Interview später abschliessen” klicken. Um das Ausfüllen fortzusetzen, können Sie



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

sich auf der Internetseite <https://survey.mis-trend.ch/IHP15> mit Ihren Zugangsdaten erneut einloggen. Nach 10-minütiger Inaktivität müssen Sie sich allenfalls erneut einloggen.

Vielen Dank für Ihre Mithilfe bei dieser wichtigen Erhebung.

Bitte klicken Sie auf 'Weiter', um weiterzufahren.

BASE: UK (Q500=10)

[NEW 2015 - note, however, that the first paragraph is a modified version of the IHP 2014 intro]

2015 International Survey of Primary Care Doctors

Welcome and thank you for taking part in this survey, being conducted by the Health Foundation and the Commonwealth Fund, a U.S. health care foundation. This survey provides policymakers with a better understanding of the views and experiences of primary care doctors in caring for their patients. Your response is very important to help us better understand how primary care doctors view the health care system in the UK.

This survey should take about 15 minutes of your time. **WEB ONLY:** If necessary, you have the option to pause the survey and finish it later by clicking "Finish the survey later." To resume taking the survey, go to the survey home page at www.internationaldoctorsurvey.uk (**DIPSLAY THE RESPNDENT'S UNIQUE LINK**) click the link to take you to the page where you left off. You will also need to log in again after thirty minutes of inactivity.

Thank you for your help with this important study.

Please click 'NEXT' to continue.



BASE: US (Q500=11)
[NEW 2015]

2015 International Survey of Primary Care Doctors

Welcome and thank you for taking part in this survey, being conducted by The Commonwealth Fund. This survey provides policymakers with a better understanding of the views and experiences of primary care doctors in caring for their patients. Your response is very important to help us better understand how primary care doctors view the health care system in the US.

This survey should take about 15 minutes of your time. **WEB ONLY:** If necessary, you have the option to pause the survey and finish it later by clicking “Finish the survey later.” To resume taking the survey, go to the survey home page at www.internationaldoctorsurvey.org (PN – use “.org” for USA and link it to “.com;” use “.uk” for the UK, and “.ca” for Canada), log in again with your passcode, and click the link to take you to the page where you left off. You will also need to log in again after thirty minutes of inactivity.

Thank you for your help with this important study.

Please click ‘NEXT’ to continue.



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

WEB ONLY: HELP LINK INSTRUCTIONS

Zusätzliche Hinweise

Bitte beantworten Sie JEDE Frage, indem Sie die Antwort oder die Kategorie auswählen, die Ihrer Meinung oder Ihrer Situation am besten entspricht.

Auf jeder Seite befinden sich 3 Buttons, mit denen Sie sich im Fragebogen bewegen können:

"Weiter" um zur nächsten Frage zu gelangen.

"Zurück" um zur vorhergehenden Fragen zurückzukehren.

"Interview später abschliessen" um den Fragebogen vorübergehend zu unterbrechen.

Falls Sie eine bestimmte Frage nicht beantworten können, können Sie auf "Weiter" klicken, um diese zu überspringen.

Um Antworten bei Fragen mit Skalen auszuwählen, klicken Sie bitte auf den Button neben Ihrer Antwort. Falls eine Frage eine Textantwort erfordert, klicken Sie bitte auf das Textfeld und geben Sie den Antworttext ein.

Zur Wiederaufnahme des Fragebogens gehen Sie bitte auf <https://survey.mis-trend.ch/IHP15> und loggen sich mit den Ihnen zugestellten Zugangsdaten ein. Sie gelangen direkt auf die letzte gestellte Frage.



Original Tracking Labels:

The Commonwealth Fund's original tracking labels have been left in green font.

Emphasized words:

Unlike 2012 in which words were underlined, IHP 2015 words to be emphasized have been put in bold font to be consistent across formats questionnaire formats.



53 West Baltimore Pike. Media, PA 19063
 484-840-4300 www.ssrs.com

BASE: AUSTRALIA (Q500=1)

[NEW 2015]

1a. Please select your state:

- 01 New South Wales (NSW)
- 02 Australian Capital Territory (ACT)
- 03 Victoria (VIC)
- 04 Queensland (QLD)
- 05 South Australia (SA)
- 06 Western Australia (WA)
- 07 Tasmania (TAS)
- 08 Northern Territory (NT)
- X WEB/MAIL ONLY: Blank
- 97 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

IF Q1a=X, SHOW EM1, IF RESPONDENT SKIPS AGAIN, ALLOW SKIP.

P.N.- Q1A SHOULD BE USED TO DETERMINE FUTURE MAIN SURVEY TERMINATES BY REGION FOR COMPLETED SURVEYS ONCE QUOTA IS MET . EACH REGION SHOULD TERMINATE ONCE QUOTA FOR COMPLETES IS FILLED IN THE MAIN SURVEY. PLEASE USE THIS WORDING "Thank you for your time."

(PN: IF RESPONDENT REFUSES REGION, SAMPLE INFORMATION SHOULD BE USED)

Australia - Region	Original (Main)	NSW Oversample	Total Quota
New South Wales (NSW)	157	243	400
Australian Capital Territory (ACT)	11		11
Victoria (VIC)	107		107
Queensland (QLD)	112		112
South Australia (SA)	41		41
Western Australia (WA)	52		52
Tasmania (TAS)	12		12
Northern Territory (NT)	8		8
Total	500		743

P.N.- Q1A SHOULD BE SET UP SUCH THAT ONCE A QUOTA IS REACHED WE MAY BE ABLE TO START SCREENING RESPONDENTS OUT.



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: NZ (Q500=6)

[NEW 2015]

1b. In which of these regions are you located?

- 1 Northern/Auckland
- 2 Central North Island
- 3 Lower North Island
- 4 South Island
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- X WEB/MAIL ONLY: Blank

IF Q1b=X, SHOW EM1, IF RESPONDENT SKIPS AGAIN, ALLOW SKIP.

P.N.- Q1B SHOULD BE USED TO DETERMINE FUTURE MAIN SURVEY TERMINATES BY REGION FOR COMPLETED SURVEYS ONCE QUOTA IS MET . EACH REGION SHOULD TERMINATE ONCE QUOTA FOR COMPLETES IS FILLED IN THE MAIN SURVEY. PLEASE USE THIS WORDING "Thank you for your time."

(PN: IF RESPONDENT REFUSES REGION, SAMPLE INFORMATION SHOULD BE USED)

New Zealand - Region	Quota
Northern/Auckland	181
Central North Island	90
Lower North Island	99
South Island	130
TOTAL	500

BASE: ALL RESPONDENTS

[Modified but same in 2009 and 2012 – it used to read “the following three statement;”; Q700 '09, Q805 '12]

[IHP 2012, 2009, 2006]

1. Welche der folgenden Aussagen beschreibt am ehesten Ihre allgemeine Meinung über das Gesundheitssystem in der Schweiz?
(Bitte eine Antwort auswählen.)

(PHONE ONLY: LESEN)



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

- 1 Im Grossen und Ganzen funktioniert das Gesundheitssystem recht gut und es sind nur kleine Änderungen nötig, dass es besser funktioniert.
 - 2 Es gibt Sachen in unserem Gesundheitssystem, die gut sind, aber es braucht grundsätzliche Änderungen, dass es besser funktioniert.
 - 3 In unserem Gesundheitssystem läuft so vieles falsch, dass wir es komplett neu aufbauen müssen.
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
8 PHONE ONLY: (V) Weiss nicht
9 PHONE ONLY: (V) Antwort verweigert
X WEB/MAIL ONLY: Blank

IF Q1=X, SHOW EM1, IF RESPONDENT SKIPS AGAIN ALLOW SKIP.

BASE: ALL RESPONDENTS

[Same since 2009 – Only AUS, NZ and UK read “practising” with an “s” instead of practicing with a “c”, according to the 2012 master questionnaire practicing was spelled with an “s”; Q705 ‘09, Q810 ‘12]

[IHP 2012, 2009]

2. Wie zufrieden sind Sie allgemein mit [IF AUS, NZ, UK (Q500=1,6 10 DISPLAY: “practising” IF ELSE, (Q500=2-5, 7-9, 11), DISPLAY: “Ihrer ärztlichen Tätigkeit”]?

(PHONE ONLY: LESEN)

- 1 Sehr zufrieden
 - 2 Zufrieden
 - 3 Leicht unzufrieden
 - 4 Sehr unzufrieden
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
8 PHONE ONLY: (V) Weiss nicht
9 PHONE ONLY: (V) Antwort verweigert
X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[Same since 2009; Q710 '09, Q815 '12]

[Haute Autorité de Santé, de l'Assurance Maladie preceded with minor changes at this question so that it better matches the English version without affecting the meaning.]

[IHP 2012, 2009, modified 2006]

3. Denken Sie, dass sich innerhalb der letzten drei Jahre die Qualität der medizinischen Versorgung Ihrer Patienten durch das Gesundheitssystem insgesamt verbessert hat, verschlechtert hat oder ungefähr gleich geblieben ist?

1 Verbessert

2 Verschlechtert

3 Ungefähr gleich

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank

BASE: ALL RESPONDENTS

[Modified 2012; Q820 '12 - 1) Sweden updated pipe in in 2015 to read "doctors in specialist health care", 2) the word "their" was removed IHP 2012 read "from all their providers" IHP 2015 reads "from all providers", 3)the "Don't know" response option was changed to "Not sure"] [IHP 2012]

4. Denken Sie bitte an die gesamte medizinische Versorgung Ihrer Patienten – nicht nur durch Sie, sondern durch alle Ärzte und [IF UK (Q500=10, DISPLAY: "consultants" IF SWEDEN (Q500=8, DISPLAY: "hospital or private specialists" IF ELSE, (Q500=1- 7, 9, 11), DISPLAY: "Spezialisten")] – Was halten Sie vom Umfang der medizinischen Versorgung, die die Patienten erhalten? Würden Sie sagen es ist...?

(PHONE ONLY: LESEN)

1 Viel zu wenig

2 Zu wenig

3 Etwa richtig

4 Zu viel

5 Viel zu viel

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 WEB/MAIL ONLY: Weiss nicht / PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank



SECTION B: ACCESS TO CARE AND CARING FOR PATIENTS

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-d) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[Same as in 2009 but different from 2012 - Question text same as 2009, 1) item C Sweden pipe-in added in IHP 2015 "doctors in specialist health care"; Q805 '09, Q905 '12]]

[Question text and Items A, B, D IHP 2012 and IHP 2009; Item C IHP 2012, IHP 2009, IHP 2006]

5. WEB/MAIL ONLY: Wie oft denken Sie, dass Ihre Patienten sich in einer der folgenden Situationen befinden? Wie oft...

PHONE ONLY: Ich werde Ihnen nun einige Aussagen vorlesen und möchte, dass Sie mir sagen, wie oft sich Ihre Patienten Ihrer Meinung in einer der folgenden Situationen befinden– häufig, manchmal, selten oder nie? Wie oft...

1 Häufig

2 Manchmal

3 Selten

4 Nie

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank

- a. haben Ihre Patienten Mühe, Medikamente oder andere Gesundheitsleistungen zu bezahlen [IF SWITZ (Q500=9), DISPLAY INSTEAD: haben Ihre Patienten Mühe, Medikamente oder andere Gesundheitsleistungen zu bezahlen, für die sie selber aufkommen müssen?]
- b. haben Ihre Patienten Mühe, bestimmte spezielle Diagnosetests zu erhalten
WEB/MAIL ONLY: (z.B., CT, Mammographie, MRI) PHONE ONLY: wie CT, Mammographie oder MRI
- c. müssen Ihre Patienten lange auf eine Behandlung bei einem [IF UK (Q500=10, DISPLAY: "consultant" IF SWEDEN (Q500=8, DISPLAY: "doctors in specialist health care" IF ELSE, (Q500=1- 7, 9, 11), DISPLAY: "Spezialisten warten"]
- d. müssen Ihre Patienten nach der Diagnose lange auf eine Behandlung warten?



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-b) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[NEW 2015]

[NEW IN 2015]

6. Wenn Sie an Ihre Entscheidungen bezüglich Behandlungen denken, wie häufig würden Sie sagen ...
(PHONE ONLY: LESEN)
- 1 Häufig
 - 2 Manchmal
 - 3 Selten
 - 4 Nie
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - 8 PHONE ONLY: (V) Weiss nicht
 - 9 PHONE ONLY: (V) Antwort verweigert
 - X WEB/MAIL ONLY: Blank
- a. kennen Sie die tatsächlichen Kosten der Untersuchungen oder Behandlungen, die Sie Ihren Patienten verschreiben
- b. berücksichtigen Sie die Kosten für das Gesundheitssystem wenn Sie Entscheidungen zu Behandlungen treffen



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

SECTION C: PROVIDING PATIENT CARE

BASE: ALL RESPONDENTS

[Similar to 2009 and 2012 - Response options 1, 3, 5, 8 slightly modified "More than 80%" used to read ">80%," "About 50%" used to read "~50%," and "Less than 20%" used to read "<20 %; AND that the "Don't know" code now reads "Not sure"; Q810'09, Q910 '12]

[IHP 2012, 2009]

7. **Welcher Anteil Ihrer Patienten, die einen Termin am selben oder am nächsten Tag möchten, bekommen diesen?**

(PHONE ONLY: LESEN)

- 1 **Fast alle (Mehr als 80%)**
- 2 **Die meisten (60-80%)**
- 3 **Etwa die Hälfte (Etwa 50%)**
- 4 **Einige (20-40%)**
- 5 **Wenige (Weniger als 20%)**
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 WEB/MAIL ONLY: **Weiss nicht** / PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[Same as in 2012 for US, UK, Switzerland and France; modified for all other countries - Sweden pipe in new in 2015, All other country pipe in new in 2015 (except for Switzerland and France)]; Q815 '09, Q915 '12]

[IHP 2012, 2009, modified 2006]

8. **Haben Sie in Ihrer Praxis eine Regelung (IF Sweden, DISPLAY: "e.g., includes practices you do or don't cooperate with") die es den Patienten erlaubt, auch [IF UK (Q500=10, DISPLAY: "out-of-hours" IF ELSE, (Q500=1-9, 11), DISPLAY: "ausserhalb der normalen Sprechstunden"] einen Arzt oder eine Arztgehilfin aufzusuchen, ohne sich an eine Notaufnahme eines Spitals zu wenden?**
[THIS FIRST RESPONSE LIST APPLIES TO ALL COUNTRIES EXCEPT NORWAY (Q500 = 1-6, 8-11)]

1 Ja

3 Nein

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank

[THIS SECOND RESPONSE LIST APPLIES TO NORWAY ONLY (Q500 = 7)]

1 Yes, practice has arrangements

2 Yes, regional arrangements

3 No

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-d) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[Modified 2012 - 1) Question text is different, 2) Item B is new (items A and C, D are identical to 2012's items 1, 5, 3; Q1010 '12)

Additionally per Vårdanalys, Item D got translated as "Coordinates health care and personal care with the municipality."

[Question text and Items A and C IHP 2012, Item B modified 2012]

9. **Unterstützen Sie und/oder Personal, welches mit Ihnen in Ihrer Praxis arbeitet, Patienten in der folgenden Weise ?** PHONE ONLY: Würden Sie sagen oft, gelegentlich oder nein?

- 1 **Ja, oft**
- 2 **Ja, gelegentlich**
- 3 **Nein**
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank

- a. **Sie machen Hausbesuche.**
- b. **Sie koordinieren mit dem Spital die Versorgung der Patienten nach einem Spitalaufenthalt.**
- c. **Sie kontaktieren Patienten zwischen den Arztterminen, um ihren Zustand zu überwachen.**
- d. **Sie koordinieren die Versorgung mit den Sozialdiensten oder anderen Pflegediensten (Spitex).**



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

SECTION D: CHRONIC CARE MANAGEMENT

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-h) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[NEW 2015 – items C, E, F, G, H]

[IHP 2006 -- MODIFIED for items A, B, D – Main question text modified since 2006 to be asked at the practice level; for items A and B main question text and the item-specific wording are modified; for item D only main question text is modified and item wording is the same as in IHP 2006]

[ITEM H is unknown if NEW or from IHP 2006]

Additionally per Vårdanalys, translations of items E and F do not include residential care, nursing homes, institutional care or home for the elderly. Only health care, personal care and services given in their own home.

[Question text and Item D IHP 2006; Items C, E, F, G, H NEW IN 2015]

10. **Wie häufig haben Sie die folgende Art Patienten in Ihrer Praxis?**

(PHONE ONLY: LESEN)

- 1 **Oft**
- 2 **Manchmal**
- 3 **Selten**
- 4 **Nie**
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank

- a. **Patienten mit multiplen chronischen Erkrankungen**
- b. **Patienten mit schweren psychischen Problemen**
- c. **Patienten mit Problemen im Zusammenhang mit der Einnahme gewisser Substanzen**
- d. **Patienten, die eine palliative Behandlung brauchen, inbegriffen für Krebs**
- e. **Patienten, die eine langfristige [IF NZ (Q500=6, DISPLAY: "home base support services" IF ELSE, (Q500=1- 5, 7-11), DISPLAY: "Pflege zu Hause brauchen"] WEB/MAIL ONLY: (z.B. Krankenpflege oder persönliche Betreuung) PHONE ONLY: .wie z.B. Krankenpflege oder persönliche Betreuung**
- f. **Patienten, die spezielle Hilfeleistungen brauchen WEB/MAIL ONLY: (z.B. Wohnung, Mahlzeiten, Transport) PHONE ONLY: wie z.B. Wohnung, Mahlzeiten, Transport**
- g. **Patienten, für die in eine andere Sprache übersetzt werden muss**
- h. **Patienten mit Demenz**



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-h) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[NEW 2015 – items C, E, F]

[IHP 2006 -- MODIFIED for items A, B, D – Main question text modified since 2006 to be asked at the practice level and to read “following patients” instead of “following types of patients”; for items A and B main question text and the item-specific wording are modified; for item D only main question text is modified and item wording is the same as in IHP 2006]

[ITEM H is unknown if NEW or from IHP 2006]

Additionally per Vårdanalys, translations of items E and F do not include residential care, nursing homes, institutional care or home for the elderly. Only health care, personal care and services given in their own home.

[Question text and Item D IHP 2006; Items C, E, F NEW IN 2015]

11. **Wie gut ist Ihre Praxis darauf vorbereitet, die Behandlung der folgenden Art Patienten zu handhaben?**

(PHONE ONLY: Items vorlesen)

- 1 **Gut vorbereitet**
- 2 **Einigermassen vorbereitet**
- 3 **Nicht vorbereitet**
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank

- a. **Patienten mit multiplen chronischen Erkrankungen**
- b. **Patienten mit schweren psychischen Problemen**
- c. **Patienten mit Problemen im Zusammenhang mit der Einnahme gewisser Substanzen**
- d. **Patienten, die eine palliative Behandlung brauchen, inbegriffen für Krebs**
- e. **Patienten, die eine langfristige [IF NZ (Q500=6, DISPLAY: “home base support services” IF ELSE, (Q500=1- 5, 7-11), DISPLAY: “Pflege zu Hause brauchen”] WEB/MAIL ONLY: (z.B. Krankenpflege oder persönliche Betreuung) PHONE ONLY: .wie z.B. Krankenpflege oder persönliche Betreuung**
- f. **Patienten, die spezielle Hilfeleistungen brauchen WEB/MAIL ONLY: (z.B. Wohnung, Mahlzeiten, Transport) PHONE ONLY: wie z.B. Wohnung, Mahlzeiten, Transport**
- g. **Patienten, für die in eine andere Sprache übersetzt werden muss**
- h. **Patienten mit Demenz**



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[Modified 2012 - Both question text and response options are different; Q1020 '12]

[Modified IHP 2012]

12. Arbeitet Ihre Praxis mit Personal wie Krankenschwestern oder Casemanagern, die die Behandlung von Patienten mit chronischen Erkrankungen, die regelmässige Nachbehandlungen brauchen, überwacht und koordiniert?

PHONE ONLY: (FALLS BEFRAGTER "Ja" ANTWORTET, NACHFRAGEN "Handelt es sich um Personal innerhalb Ihrer Praxis oder ausserhalb Ihrer Praxis?")

- 1 Ja, Personal innerhalb der Praxis
- 2 Ja, Personal ausserhalb der Praxis
- 3 Nein
- 4 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Yes , within and outside of practice
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank

BASE: ALL RESPONDENTS

[Similar to 2009 and 2012 - Question text is modified] ; Q825 '09, Q1025 '12]

(The note about "Does not include prescriptions" is new in IHP 2015)

[Modified IHP 2012, 2009]

13. Geben Sie Ihren Patienten mit chronischen Krankheiten **schriftliche** Anleitungen, wie sie sich zu Hause selbst behandeln können **WEB/MAIL ONLY: (z.B. Informationen zur Linderung von Symptomen, Verhinderung von Krankheitsausbrüchen oder wie sie ihren Gesundheitszustand zu Hause überwachen können)** **(Hinweis: Ohne Rezepte)**

PHONE ONLY: wie Informationen zur Linderung von Symptomen, Verhinderung von Krankheitsausbrüchen oder wie sie ihren Gesundheitszustand zu Hause überwachen können?

PHONE ONLY: Würden Sie sagen regelmässig, gelegentlich oder nein?

- 1 Ja, regelmässig
- 2 Ja, gelegentlich
- 3 Nein



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank

BASE: ALL RESPONDENTS

[NEW IN 2015]

14. Werden Ziele zum Selbstmanagement für Ihre Patienten mit chronischen Erkrankungen in ihrem Patientendossier vermerkt? PHONE ONLY: Würden Sie sagen regelmässig, gelegentlich oder nein?

- 1 Ja, regelmässig
- 2 Ja, gelegentlich
- 3 Nein

- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank



SECTION E: CARE COORDINATION

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-c) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[Similar to 2009 and 2012 - 1)UK and Sweden have country specific pipe-ins in the question text, 2) the second sentence of question text "Would you say always, often, sometimes, rarely or never?" is not included in IHP 2015, 3) for items A and B Sweden has modified their pipe-in to read "doctors in specialist health care" for IHP 2015, 4) items A and B pipe in for Australia, Canada, Germany, Netherlands, Norway, NZ, US has been added in 2015; Q915 '09, Q1105 '12] [Haute Autorité de Santé, de l'Assurance Maladie preceded with minor changes at this question so that it better matches the English version without affecting the meaning.] [IHP 2012]

15. **Wie oft erhalten Sie die folgenden Informationen, wenn Ihr Patient beim [IF UK (Q500=10, DISPLAY: "consultant" IF SWEDEN (Q500=8, DISPLAY: "doctors in specialist health care" IF ELSE, (Q500=1- 7, 9, 11), DISPLAY: "Spezialisten"] gewesen ist?**

(PHONE ONLY: LESEN)

1 Immer

2 Oft

3 Manchmal

4 Selten

5 Nie

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank

- a. **Ein Bericht vom [IF UK (Q500=10, DISPLAY: "consultant" IF SWEDEN (Q500=8, DISPLAY: "hospital or private specialist" IF ELSE, (Q500=1- 7, 9, 11), DISPLAY: "Spezialisten"] mit allen relevanten Gesundheits-Informationen.**
- b. **Informationen über Änderungen, die der [IF UK (Q500=10, DISPLAY: "consultant" IF SWEDEN (Q500=8, DISPLAY: "hospital or private specialist" IF ELSE, (Q500=1- 7, 9, 11), DISPLAY: "Spezialist"] bei den Medikamenten oder bei der Behandlung des Patienten gemacht hat.**
- c. **Sie erhalten die Informationen rechtzeitig, so dass sie zur Verfügung stehen, wenn Sie sie brauchen.**



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-b) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[Modified 2012 – the following text was not in 2012 “are admitted to the”, and this second question “Would you say always, often, sometimes, rarely or never?” is not included after the word “following?” in IHP 2015; Q1110 ‘12]

[Haute Autorité de Santé, de l’Assurance Maladie preceded with minor changes at the items so that they better match the English version without affecting the meaning.]

[IHP 2012]

16. **Wie oft erhalten Sie die folgenden Informationen, wenn Ihre Patienten in der Notfallaufnahme oder im Spital waren? Würden Sie sagen ...?**

(PHONE ONLY: LESEN)

1 Immer

2 Oft

3 Manchmal

4 Selten

5 Nie

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank

- a. **Benachrichtigung, dass Ihr Patient in der Notfallaufnahme war**
b. **Benachrichtigung, dass Ihr Patient aus dem Spital entlassen wurde**



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[Same since 2009– Note that in some hard copy version “Less than 24 hours” used to read “<,” and that “More than 30 days” used to read “>”; Q920 '09, Q1115 '12]

[IHP 2012, 2009]

17. Wie lange dauert es durchschnittlich nach der Entlassung Ihres Patienten aus dem Spital, bis Sie die Informationen erhalten, die Sie benötigen, um mit der Behandlung des Patienten – einschliesslich der empfohlenen Nachsorge – fortfahren zu können?

(PHONE ONLY: LESEN)

- 1 Weniger als 24 Stunden
- 2 24-48 Stunden
- 3 2-4 Tage
- 4 5-14 Tage
- 5 15-30 Tage
- 6 Mehr als 30 Tage
- 7 Bekomme diese Informationen selten oder nie

- 97 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 98 PHONE ONLY: (V) Weiss nicht
- 99 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: RESPONDENTS WHO TAKE LESS THAN 24 HOURS THROUGH MORE THAN 30 DAYS TO RECEIVE THE INFORMATION THEY NEED TO CONTINUE MANAGING THEIR PATIENT AFTER DISCHARGE FROM THE HOSPITAL (Q17=1-6 and 97)

[Modified but same in 2009 and 2012 - 1) WEB/PHONE ONLY LEAD IN added for 2015, 2) response options are different (only response options 1 through 3 match IHP 2009/2012), 3) in IHP 2009/2012 this was a multiple response question whereas it is a single response question in IHP 2015, 4) in IHP 2015 "usually" is now being bolded, 5) code '07' "Directly from the patient journal" got added for Sweden only ; Q2125 '09, Q1120 '12]

[Modified IHP 2012, 2009]

18. WEB/PHONE ONLY LEAD IN: Sie gaben an, dass es (INSERT CODE 1-6 FROM Q17) dauert, bis Sie die Informationen erhalten, die Sie benötigen, um mit der Behandlung des Patienten fortfahren zu können.

Wie erhalten Sie diese Informationen **normalerweise?**
(Hinweis: Bitte nur eine Antwort auswählen)

(PHONE ONLY: ANTWORTEN VORLESEN)

- 1 Fax
- 2 Post
- 3 Email
- 4 Online WEB/MAIL ONLY: (z.B., Internetportal/File Transfer) PHONE ONLY: wie z.B., Internetportal/File Transfer
- 07 (SWEDEN ONLY Q500=8) Directly from the patient journal
- 5 durch den Patient selber mitgebracht
- 6 Andere
- 97 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 98 PHONE ONLY: (V) Weiss nicht
- 99 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-c) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[NEW IN 2015]

19. **Kam im vergangenen Monat folgendes bei einem Ihrer Patienten vor?**
- 1 **Ja**
 - 2 **Nein**
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - 8 PHONE ONLY: (V) Weiss nicht
 - 9 PHONE ONLY: (V) Antwort verweigert
 - X WEB/MAIL ONLY: Blank
- a. **Das Patientendossier oder eine andere wichtige klinische Information war nicht verfügbar zum Zeitpunkt des Arzttermins**
- b. **Analysen oder Verfahren mussten wiederholt werden, weil keine Resultate verfügbar waren**
- c. **Ein Patient hatte Probleme, weil die Behandlung zwischen verschiedenen Orten oder Leistungserbringern nicht gut koordiniert war**



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-b) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[NEW IN 2015]

Additionally per Vårdanalys, translations does not include residential care, nursing homes, institutional care or home for the elderly. Only health care, personal care and services given in their own home.

20. Falls Patienten von Ihnen [IF NZ (Q500=6, DISPLAY: "home base support services" IF ELSE, (Q500=1- 5, 7-11), DISPLAY: "Pflege zu Hause brauchen ")] WEB/MAIL ONLY (z.B. Krankenpflege oder persönliche Betreuung), wie häufig (INSERT ITEM), PHONE ONLY: wie z.B. Krankenpflege oder persönliche Betreuung, wie häufig (INSERT ITEM)

PHONE ONLY: Würden Sie sagen regelmässig, gelegentlich oder nie?

- 1 Regelmässig
 - 2 Gelegentlich
 - 3 Nie
 - 4 WEB/MAIL ONLY Nicht zutreffend PHONE ONLY: (V) Nicht zutreffend
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - 8 PHONE ONLY: (V) Weiss nicht
 - 9 PHONE ONLY: (V) Antwort verweigert
 - X WEB/MAIL ONLY: Blank
- a. kommunizieren Sie oder anderes Personal Ihrer Praxis mit [IF CAN (Q500=2, DISPLAY: "case manager or" dem Erbringer der Heimpflegeleistungen für Ihren Patienten betreffend dessen Bedürfnisse und der Leistungen, die für ihn erbracht werden sollten?
- b. werden Sie über eine wichtige Änderung des Zustands Ihres Patienten oder seines Gesundheitsstatus informiert?



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[NEW IN 2015]

Additionally per Vårdanalys, Health care and personal care is not included only service such as cleaning, meals and transportations.

21. Wie einfach oder schwierig ist es, die Behandlung Ihrer Patienten mit den Pflegediensten (z.B. Spitex) oder einem anderem Hauslieferservice WEB/MAIL ONLY (z.B. Wohnung, Mahlzeiten, Transport) zu koordinieren? PHONE ONLY: wie z.B. Wohnung, Mahlzeiten, Transport, zu koordinieren?

(PHONE ONLY: LESEN)

- 1 Sehr einfach
- 2 Einfach
- 3 Etwas schwierig
- 4 Sehr schwierig
- 5 WEB/MAIL ONLY: Nicht zutreffend PHONE ONLY: (V) Nicht zutreffend
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank

SECTION F: END-OF-LIFE DISCUSSIONS AND ADVANCED CARE PLANNING

BASE: ALL RESPONDENTS

[NEW IN 2015]

22. Haben Sie Gespräche mit älteren oder kränkeren Patienten über die Behandlungen, die sie wollen oder nicht wollen für den Fall, dass sie sehr krank werden, verletzt sind, oder nicht mehr selber entscheiden können? PHONE ONLY: Würden Sie sagen regelmässig, gelegentlich oder nein ?

- 1 Ja, regelmässig
- 2 Ja, gelegentlich
- 3 Nein
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: RESPONDENTS WHO HAVE CONVERSATIONS WITH OLDER OR SICKER PATIENTS ABOUT THE HEALTH CARE TREATMENT THEY WANT OR DO NOT WANT IN THE EVENT THEY BECOME VERY ILL OR INJURED (Q22=1-2)

[NEW IN 2015]

23. WEB AND PHONE ONLY LEAD-IN: Sie gaben an, dass Sie (INSERT regelmässig/gelegentlich FROM Q22) Gespräche mit älteren oder kränkeren Patienten über ihre Behandlung haben, für den Fall, dass sie sehr krank werden, verletzt sind, oder nicht mehr selber entscheiden können:

FRANCE ONLY PHONE MODE LEAD-IN -- SET UP AS AN IF_NECESSARY NOTE (Q500=3): [IF NECESSARY - You mentioned that you (INSERT routinely/occasionally FROM Q22) have conversations with older or sicker patients about their health care treatment in the event they become very ill, injured or cannot make decisions for themselves:]

ALL MODES: Werden die Wünsche Ihrer Patienten dabei in ihrem Patientendossier festgehalten?

PHONE ONLY: Würden Sie sagen regelmässig, gelegentlich oder nein ?

- 1 Ja, regelmässig
- 2 Ja, gelegentlich
- 3 Nein
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank



SECTION G: OFFICE SYSTEMS AND INFORMATION TECHNOLOGY

BASE: ALL RESPONDENTS

[C. Same since 2009; Q1000 '09, Q1205 '12]

[Haute Autorité de Santé, de l'Assurance Maladie proceeded with minor changes at this question so that it better matches the English version without affecting the meaning- in particular "de facturation ou" was removed.]

[IHP 2012, 2009, 2006]

24. WEB/MAIL ONLY: **Arbeiten Sie in Ihrer Praxis mit elektronischen Patientendossiers (nicht gemeint sind Abrechnungssysteme)?**

PHONE ONLY: Arbeiten Sie in Ihrer Praxis mit elektronischen Patientendossiers, Abrechnungssysteme gehören nicht dazu?

- 1 **Ja**
2 **Nein**
7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
8 PHONE ONLY: (V) Weiss nicht
9 PHONE ONLY: (V) Antwort verweigert
X WEB/MAIL ONLY: Blank

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-b) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[Similar to 2009 and 2012; 1) The second sentence of the question text "Would you say routinely, occasionally or no?" is not included in IHP 2015 WEB and HC but is included in IHP 2015 Phone survey, 2) response option 8 "Don't know" was changed to "Not sure" in IHP 2015, 3) Items 3 and 4 were removed in IHP 2015; Q1005 '09, Q1210 '12]

[Item A IHP 2012, 2009, 2006; Item B IHP 2012, 2009]

25. **Verwenden Sie in Ihrer Praxis die folgenden Technologien** PHONE ONLY:
Würden Sie sagen regelmässig, gelegentlich oder verwenden Sie sie nicht?

- 1 **Ja, regelmässig**
2 **Ja, gelegentlich**
3 **Nein**
7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
8 WEB/MAIL ONLY **Weiss nicht** / PHONE ONLY: (V) Weiss nicht
9 PHONE ONLY: (V) Antwort verweigert
X WEB/MAIL ONLY: Blank
- a. **Elektronisches Anfordern von Labortests**



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

- b. Elektronische Alarm- oder Warnfunktion, wenn ein potentielles Problem mit der Dosierung eines Medikaments oder möglichen Wechselwirkungen mit anderen Medikamenten besteht



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[Modified 2012 — the "(Note: Do not include fax.)" is new in IHP 2015 ; Q1010 '09, Q1215 '12]
is new in IHP 2015]

[IHP 2012, 2009]

26. **Können Sie Rezepte elektronisch an Apotheken verschicken?**

WEB/MAIL ONLY: (Hinweis: ohne Fax.)

PHONE ONLY: Bitte Fax ausschliessen

1 Ja

2 Nein

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank

Q27 - deleted - 01/28/15

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-b) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[D. Modified 2012 - 1) "Note" was added to the instruction in the question in 2015, 2) Phone only instruction added in 2015, 3) item B added the word "results" to the end of the item in 2015; Q1220 '12]

Additionally per Vårdanalys, they found when reviewing previous translations the word ANY was left out of the Swedish question in earlier translations. They will correct this in this version.

[IHP 2012]

28. **Können Sie mit Ärzten ausserhalb Ihrer Praxis elektronisch die folgenden Dinge austauschen?**

(WEB/MAIL ONLY: Hinweis: ohne Fax.)

PHONE ONLY: **Schliessen** Sie bitte Fax als Methode für diesen elektronischen Austausch aus.

1 Ja

2 Nein

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 WEB/MAIL ONLY: **Weiss nicht** / PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank

a. **Krankheitsbilder von Patienten**

b. **Labordaten und andere diagnostische Tests**



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

Q28a - deleted - 01/28/15

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-b) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

(Question text modified; Q1135 '12)

(ITEM A - Q1135 Item 2 from 2012)

[ITEM B - NEW 2015]

28b. Bitte geben Sie an, ob Ihre Praxis den Patienten die Möglichkeit gibt:

1 Ja

2 Nein

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 WEB/MAIL ONLY: Weiss nicht / PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank

a. Eine E-Mail zu schicken zu einer medizinischen Frage oder einem Anliegen

b. Informationen aus Ihrem Patientendossier online anzuschauen, herunterzuladen oder per Internet zu übertragen



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-f) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). THE PHRASE COMPUTERIZED?" SHOULD APPEAR ABOVE THE TWO COLUMNS ON THE RIGHT ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[Similar to 2009 and 2012 -1) Question text is different, 2) Response options have been modified for PHONE, 3) 2015 item A=2012 item A, 2015 item B=2012 item C, 2015 item C=2012 item E, 2015 item D=2012 item D, 2015 item E=2012 item F, 2015 item F=2012 item G; Q1020-Q1055 '09, Q1060-Q1125 '12]

Additionally per Vårdanalys, this was translated as "Can the information system (i.e. EMR) your practice uses generate the following information about your patients"

[Question text Modified IHP 2012; Items A and C IHP 2012, 2009; Items B and D IHP 2012, 2009, 2006; Item E IHP 2012; Item F IHP 2012 modified]

29. **Können in Ihrer Praxis die folgenden Informationen zu Ihren Patienten durch einen informatikgestützten Prozess generiert werden?**

1 **Ja**

2 **Nein**

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank

- a. **Liste der Patienten nach Diagnose WEB/MAIL ONLY: (z.B. Diabetes oder Krebs)**
PHONE ONLY: wie Diabetes oder Krebs.
- b. **Liste der Patienten, bei denen Untersuchungen oder Vorsorgemassnahmen fällig oder überfällig sind WEB/MAIL ONLY: (z.B. Gripeschutzimpfung fällig)** PHONE ONLY: wie Gripeschutzimpfung fällig.
- c. **Liste aller Patienten erstellen, die ein bestimmtes Medikament einnehmen**
- d. **Liste aller Medikamente, die ein einzelner Patient einnimmt WEB/MAIL ONLY: (einschliesslich derer, die möglicherweise von anderen Ärzten verschrieben wurden)** PHONE ONLY: einschliesslich derer, die möglicherweise von anderen Ärzten verschrieben wurden.
- e. **Liste aller Laborresultate für einen Patienten erstellen WEB/MAIL ONLY: (einschliesslich derjenigen, die von einem anderen Arzt verordnet wurden)** PHONE ONLY: einschliesslich derjenigen, die von einem anderen Arzt verordnet wurden
- f. **Zusammenstellung der Diagnose pro Besuch erstellen, die Sie Ihren Patienten abgeben könnten**



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-d) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[Similar to 2009 and 2012 - Question text is different (items A through D are the same since 2009); Q1060 '09, Q1130 '12]

Additionally per Vårdanalys, the text for "reminder notices" (item A) was slightly changed to match terminology used in health care in the 2015 questionnaire.

[Haute Autorité de Santé, de l'Assurance Maladie proceeded with minor changes at this question so that it better matches the English version without affecting the meaning – the main question text, and text for items B and D were modified.]

[Modified IHP 2012]

30. **Werden die folgenden Arbeiten in Ihrer Praxis regelmässig mit einem informatikgestützten System ausgeführt?**
- 1 **Ja**
2 **Nein**
7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
8 PHONE ONLY: (V) Weiss nicht
9 PHONE ONLY: (V) Antwort verweigert
X WEB/MAIL ONLY: Blank
- a. **Verschicken von Erinnerungsschreiben an Patienten, wenn eine Vorsorgebehandlung, -untersuchung oder ein Folgetermin fällig ist** WEB/MAIL ONLY: (z.B., Gripeschutzimpfung oder HbA1C für Diabetes-Patienten) PHONE ONLY: wie Gripeschutzimpfung oder HbA1C für Diabetes Patienten
- b. **Nachverfolgung aller in Auftrag gegebenen Labortests, bis die Ergebnisse in der Praxis eingegangen sind.**
- c. **Sie erhalten eine Meldung oder eine Erinnerung, dem Patienten Testergebnisse mitzuteilen.**
- d. **Sie erhalten eine Erinnerung für leitlinienbasierte Eingriffe und/oder Vorsorgeuntersuchungen.**



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

SECTION H: MEASURING PRACTICE IMPROVEMENT

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-d) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[Similar to 2012 – Question text is the same, however, in terms of the items: 1) Item D in 2015 is modified from Item 4 in 2012, 2) PHONE only adaptations at item A to read “such as”; Q1100 ‘09, Q1305 ‘12]

[Item D IS NEW in 2015]

Additionally per Vårdanalys, Same as for question 30. And item B has also been slightly changed to match terminology used in health care.

[Haute Autorité de Santé, de l’Assurance Maladie preceded with minor changes at the items so that they better match the English version without affecting the meaning.]

(The response options seem to have been scrambled in 2012 as per the following note in the 2012 French questionnaire “Enquêteur : citer, une seule réponse possible, rotation aléatoire des sous questions”)

(The text for item ‘c’ was missing in the French version of the 2012 instrument)

[Item A IHP 2012, 2009, 2006; Item B IHP 2012, 2009; Item C IHP 2012, Item D IS NEW in 2015]

31. **Werden in Ihrer Praxis Daten in Bezug auf die folgenden Aspekte regelmässig empfangen und genutzt?**
- 1 **Ja**
 - 2 **Nein**
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - 8 PHONE ONLY: (V) Weiss nicht
 - 9 PHONE ONLY: (V) Antwort verweigert
 - X WEB/MAIL ONLY: Blank
- a. **Klinische Ergebnisse** WEB/MAIL ONLY: **(z.B. Prozentanteil der Diabetiker oder Asthmatiker, bei welchen die Krankheit unter Kontrolle ist)** PHONE ONLY: wie der Prozentanteil der Diabetiker oder Asthmatiker, bei welchen die Krankheit unter Kontrolle ist
- b. **Befragungen zur Zufriedenheit und zu den Erfahrungen Ihrer Patienten mit der Behandlung und Pflege**
- c. **Einweisungen in Spitäler und Notaufnahmen**
- d. **Anteil der Patienten, die empfohlene Vorsorgeuntersuchungen oder -behandlungen erhalten haben** WEB/MAIL ONLY: **(z.B. Pap Test, Impfungen, Darmspiegelung, Mammografie, etc.)** PHONE ONLY: z.B. Pap Test., Impfungen, Darmspiegelung, Mammografie, etc.



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[Modified but same in 2009 and 2012 - IHP 2015 is different in terms of the phrase "your own" being added; Q1105 '09, Q1310 '12]

[IHP 2012, 2009]

32. **Werden Bereiche Ihrer eigenen ärztlichen Leistung mindestens einmal jährlich mit Zielvorgaben abgeglichen?**

1 **Ja**

2 **Nein**

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank

BASE: ALL RESPONDENTS

[Similar to 2012 -PHONE only verbiage "Would you say routinely, occasionally or no?" was added in 2015; Q1110 '09, Q1315 '12]

[Haute Autorité de Santé, de l'Assurance Maladie proceeded with minor changes at the question-text so that it better matches the English version without affecting the meaning. Resulting from this, the response options were updated to match the question text. Additionally, response option 4 for "4.Vous n'êtes pas sûr" was not included]

[IHP 2012, 2009]

33. **Erhalten Sie Informationen darüber, wie die ärztliche Leistung Ihrer Praxis im Vergleich zur Leistung anderer Praxen abschneidet?** PHONE ONLY: Würden Sie sagen regelmässig, gelegentlich oder nein?

1 **Ja, regelmässig**

2 **Ja, gelegentlich**

3 **Nein**

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 WEB/MAIL ONLY: **Weiss nicht** / PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-c) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[Modified 2015 – 1) second line of question text was removed in 2015 Web/Phone, 2) ITEM C is new in 2012, 3) UK pipe in at item A added; Q1120 '09, Q1325/Q5000 '12]

Additionally per Vårdanalys, they will include "health care insurance" at items A and B, however they mentioned "The way item a is put it is not clear whether the question refers to the public SICK LEAVE insurance (which causes doctors administrative work certifying that the patient is or is not able to work) and/or they should think of only (private) HEALTH CARE insurances (about 700 000 Swedes have a private HEALTH CARE insurance). The main part of health care is tax funded and not insurance based - everyone is entitled to health care based on their medical needs. Minor changes done to translation but the problem persists - this will probably affect how respondents answer".

[Haute Autorité de Santé, de l'Assurance Maladie proceeded with minor changes at the question-text and to item C so that they better match the English version without affecting the meaning.]

[Item A IHP 2012; Item B IHP 2012, 2009; Item C IS NEW in 2015]

34. **Inwiefern ist die Zeit, die Sie oder Ihre Angestellten für die folgenden Punkte aufwenden, problematisch?**

(PHONE ONLY: LESEN)

- 1 **Grosses Problem**
- 2 **Kleines Problem**
- 3 **Kein Problem**
- 4 WEB/MAIL ONLY **Nicht zutreffend** / PHONE ONLY: (V) Nicht zutreffend
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank

- a. **Für administrative Tätigkeiten im Zusammenhang mit [IF UK (Q500=10, DISPLAY: "medical")] den Krankenkassen oder der Abrechnung.**
- b. **Patienten mit den benötigten Medikamenten oder der benötigten Behandlung zu versorgen, wenn ein eingeschränkter Versicherungsschutz besteht.**
- c. **Klinische Daten oder Daten zur Behandlungsqualität für staatliche Stellen oder andere externe Organisationen wie z.B. Krankenkassen zusammenstellen.**



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

SECTION I: PRACTICE PROFILE AND DEMOGRAPHIC DATA

BASE: ALL RESPONDENTS

[PN: DECIMALS SHOULD BE ALLOWED]

[PN: ALLOW RANGE 0-999]

[PN: If a respondent enters a non-numeric value please show the following error message ("Please enter a numeric value)."]

[Modified 2012 – Please note that the aid text "(For example, 2 fulltime doctors = 2.00 FTE)" is new in IHP 2015 ; Q1200 '09, Q2000 '12]

35. **In Vollzeitstellen gerechnet (VZÄ), wie viele Ärzte, einschliesslich Ihnen, sind in Ihrer Praxis tätig?**

WEB/MAIL ONLY: **(zum Beispiel: 2 Ärzte, die Vollzeit arbeiten = 2.00 VZÄ)**

PHONE ONLY: zum Beispiel: 2 Ärzte, die Vollzeit arbeiten = 2.00 VZÄ

(PHONE ONLY: NACHFRAGEN FALLS WEISS NICHT ODER VERWEIGERUNG. FALLS IMMER NOCH WEISS NICHT 9998 FÜR WEISS NICHT UND 9999 FÜR ANTWORT VERWEIGERT EINGEBEN. DEZIMALZAHLEN ERLAUBT (z.B., 99.99))

ENTRY SHOULD BE OF LENGTH OF 7, WITH LEADING ZEROS WHEN NECESSARY. (e.g. For 2 fulltime doctors, data to be reported as: 0002.00)

_____ [PN: MEMO BOX] **VZÄ Ärzte**

9996 MAIL ONLY (AS PART OF BACK END PROCEDURES AS DESCRIBED IN THE EDITING AND CODING MEMO): Invalid

9997 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

9998 PHONE ONLY: (V) Weiss nicht

9999 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank

Q36 – deleted – 01/13/15



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[PN: DECIMALS SHOULD BE ALLOWED]

[PN: ALLOW RANGE 0-168]

[PN: If a respondent enters a non-numeric value please show the following error message ("Please enter a number between 0.00-168)."]

[Modified but same in 2009 and 2012 - Only question text is different; Q1210 '09, Q2015 '12]

[IHP 2012, 2009, 2006]

37. **Wie viele Stunden arbeiten Sie durchschnittlich pro Woche für Ihre Praxis?**

(PHONE ONLY: NACHFRAGEN FALLS WEISS NICHT ODER VERWEIGERUNG.
FALLS IMMER NOCH WEISS NICHT 998 FÜR WEISS NICHT UND 999 FÜR
ANTWORT VERWEIGERT EINGEBEN. DEZIMALZAHLEN ERLAUBT (z.B., 99.99))

ENTRY SHOULD BE OF LENGTH OF 7, WITH LEADING ZEROS WHEN NECESSARY.
(e.g. For 2 full hours, data to be reported as: 0002.00)

_____ [PN: MEMO BOX] **Stunden**

996 MAIL ONLY (AS PART OF BACK END PROCEDURES AS DESCRIBED IN
THE EDITING AND CODING MEMO): Invalid

997 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response
code

998 PHONE ONLY: (V) Weiss nicht

999 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank



BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. 2 column grid. ITEMS (a-c) SHOULD BE ON THE far LEFT (DO NOT DISPLAY LETTERS). Numbers should be the 2nd column. ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[PN: ALLOW RANGE 0-100]

[PN: DECIMALS SHOULD BE ALLOWED]

[PN: If a respondent enters a non-numeric value please show the following error message ("Please enter a numeric value)."]

[Modified but same in 2009 and 2012 - Question text is different, items B and C added for 2015; Q1220 '09, Q2020 '12]

[Item A IHP 2012; Items B and C ARE NEW in 2015]

38. **Wie viel Prozent Ihrer Arbeitszeit verbringen Sie in einer typischen Woche ungefähr mit folgendem:**

WEB/MAIL ONLY: *[Note: Summe muss nicht unbedingt 100% ergeben.]*

PHONE ONLY: (IF NECESSARY: Summe muss nicht unbedingt 100% ergeben)

(PHONE ONLY: NACHFRAGEN FALLS WEISS NICHT ODER VERWEIGERUNG. FALLS IMMER NOCH WEISS NICHT 998 FÜR WEISS NICHT UND 999 FÜR ANTWORT VERWEIGERT EINGEBEN.)

ENTRY SHOULD BE OF LENGTH OF 7, WITH LEADING ZEROS WHEN NECESSARY. (e.g. For 2 percent, data to be reported as: 0002.00)

Prozent der Arbeitszeit

a **Persönliche Kontakte mit Patienten** _____ [PN: MEMO BOX]

b **Andere Kontakte mit Patienten (z.B. Email oder Telefon)** _____ [PN: MEMO BOX]

c **Administrative Aspekte** _____ [PN: MEMO BOX]

X WEB/MAIL ONLY: Blank

996 MAIL ONLY (AS PART OF BACK END PROCEDURES AS DESCRIBED IN THE EDITING AND CODING MEMO): Invalid

997 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

998 PHONE ONLY [PN- PLEASE ALLOW THIS CODE PER ITEM A through D]: (V) Weiss nicht

999 PHONE ONLY [PN- PLEASE ALLOW THIS CODE PER ITEM A through D]: (V) Verweigert Antwort



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[PN: DECIMALS SHOULD BE ALLOWED]

[PN: ALLOW RANGE 0-999]

[PN: If a respondent enters a non-numeric value please show the following error message ("Please enter a numeric value)."]

[NEW in 2015]

39. **Wieviel Zeit können Sie während [IF UK (Q500=10, DISPLAY: "appointment" IF ELSE, (Q500=1-9, 11), DISPLAY: "eines Routinetermins"] durchschnittlich mit einem Patienten verbringen?**

_____ [PN: MEMO BOX] **Minuten**

9996 MAIL ONLY (AS PART OF BACK END PROCEDURES AS DESCRIBED IN THE EDITING AND CODING MEMO): Invalid

9997 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

9998 PHONE ONLY: (V) Weiss nicht

9999 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank

BASE: NON SWEDEN/SWITZERLAND RESPONDENTS (Q600=1-7, 10-11)

[Same as in 2012; Q1240 '09, Q2040 '12]

[IHP 2012, Modified IHP 2009]

40. **Wie alt sind Sie?**

(PHONE ONLY: LESEN)

1 **Unter 35**

2 **35-44**

3 **45-54**

4 **55-64**

5 **65 oder älter**

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

IF Q40=X, SHOW EM1, IF RESPONDENT SKIPS AGAIN, ALLOW SKIP.

BASE: NON SWEDEN/SWITZERLAND RESPONDENTS (Q600=1-7, 10-11)

[Same since 2009; Q1245'09, Q2045 '12]

[IHP 2012, 2009, 2006]

41. WEB/MAIL ONLY: **Sind Sie ein(e)...**

PHONE ONLY: (NICHT FRAGEN. FALLS NICHT SICHER, BITTE FRAGEN, "Sind Sie ein(e)...?")

1 **Mann**

2 **Frau**

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank

IF Q41=X, SHOW EM1, IF RESPONDENT SKIPS AGAIN, ALLOW SKIP.



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[Same since 2009 --Inconsistency between the IHP 2012 paper and master instruments. The paper survey read "rural" whereas the master questionnaire reads "rural area.;" Q1235 '09, Q2035 '12]

Additionally per Vårdanalys, they will use registry information instead of this question for their analysis

[IHP 2012, 2009, 2006]

42. **Wo befindet sich Ihre Praxis?**

(PHONE ONLY: LESEN)

- 1 **Stadt**
- 2 **Vorort**
- 3 **Kleinstadt**
- 4 **Auf dem Land**
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank

BASE: ALL RESPONDENTS

[NEW IN 2015]

43. **Wie stressig ist Ihre Tätigkeit als** [IF NZ, UK (Q500=6, 10, DISPLAY: "general practitioner" IF ELSE, (Q500=1-5, 7-9, 11), DISPLAY: "**Hausarzt**"]?

(PHONE ONLY: LESEN)

- 1 **Äusserst stressig**
- 2 **Sehr stressig**
- 3 **Etwas stressig**
- 4 **Nicht allzu stressig**
- 5 **Überhaupt nicht stressig**
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[PN: SET UP AS A GRID. ITEMS (a-d) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[Modified 2012 - 1) question text is different, 2) Item D was added for 2015, 3) Item A removed Switzerland pipe-in, 4) item B updated pipe-in for all countries except UK, France, and Switzerland and now uses the word "of" instead of "from"]; Q2050 '12]

[Item D IS NEW in 2015]

(Please note that data collected for item D may benefit from being assessed in conjunction with data at Q24 – about whether the respondent uses electronic patient medical records in its practice or not)

[Question text IHP 2012; Item A IHP 2012, 2006; Items B and C IHP 2012; Item D IS NEW]

44. Bitte geben Sie an, wie zufrieden Sie mit den folgenden Aspekten Ihrer ärztlichen Tätigkeit sind.

(PHONE ONLY: LESEN)

- 1 Sehr zufrieden
 - 2 Zufrieden
 - 3 Etwas unzufrieden
 - 4 Sehr unzufrieden
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - 8 PHONE ONLY: (V) Weiss nicht
 - 9 PHONE ONLY: (V) Antwort verweigert
 - X WEB/MAIL ONLY: Blank
-
- a. Mit Ihrem Einkommen durch die Praxistätigkeit
 - b. Mit Ihrem Einkommen im Vergleich zum Einkommen [IF UK (Q500=10, DISPLAY: "consultants" IF SWEDEN (Q500=8, DISPLAY: "hospital or private specialists" IF ELSE, (Q500=1- 7, 9, 11), DISPLAY: "von Spezialisten"]
 - c. Mit der Zeit, die Sie pro Patient aufbringen können
 - d. Mit dem elektronischen System für Patientendossiers, welches Sie aktuell in Ihrer Praxis verwenden



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

SECTION J: US-ONLY QUESTIONS

US1 - deleted - 01/16/15

BASE: US (Q500=11)

[PN: If a respondent enters a non-numeric value please show the following error message ("Please enter a number between 1925-2015)."]

[PN: ALLOW RANGE 1925-2015]

[NEW 2015]

[NEW IN 2015]

US1a. What year did you complete your residency?

_____ [PN: MEMO BOX] Year

9996 MAIL ONLY (AS PART OF BACK END PROCEDURES AS DESCRIBED IN THE EDITING AND CODING MEMO): Invalid

9997 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

X WEB/MAIL ONLY: Blank

BASE: US (Q500=11)

[Modified but same in 2009 and 2012 – only difference is the inclusion of this text

"Permanente, Mayo Clinic"; Q1415 '09, Q1435 '12]

[IHP 2012, 2009]

US2. Is your practice part of a larger integrated provider system (e.g., Kaiser Permanente, Mayo Clinic, VA, etc.)?

1 Yes

2 No

7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Antwort verweigert

X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: US (Q500=11)

[PN: SET UP AS A GRID. ITEMS (a-c) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[Modified 2012 - Both question text and response options are different (Items A and C are the same as in IHP 2012); Q1410 '12]

[IHP 2012]

US3. How are you paid for seeing patients?

WEB/MAIL ONLY: *(Please select "yes" or "no" for each item.)*

- 1 Yes
 - 2 No
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - 8 PHONE ONLY: (V) Weiss nicht
 - 9 PHONE ONLY: (V) Antwort verweigert
 - X WEB/MAIL ONLY: Blank
-
- a. Fee-for-service based
 - b. Capitation
 - c. Salary based

BASE: US (Q500=11)

[PN: SET UP AS A GRID. ITEMS (a-c) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[Modified 2009 - Only question text is different (Items A and B are the same as in IHP 2009; ITEM C is NEW in IHP 2015); Q1115 '09]

[IHP 2009, 2006]

US4. PHONE ONLY: I am going to read you a few statements.

Do you personally receive extra financial support or incentives based on any of the following?

(Note: This includes bonuses, special payments, higher fees, or reimbursements.)

- 1 Yes
 - 2 No
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - 8 WEB/MAIL ONLY: Not sure/ PHONE ONLY: (V) Weiss nicht
 - 9 PHONE ONLY: (V) Antwort verweigert
 - X WEB/MAIL ONLY: Blank
-
- a. High patient satisfaction ratings
 - b. Achieving certain clinical care targets



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

QUS4 ITEM c - deleted - 01/28/15

BASE: US (Q500=11)

[NEW 2015]

US4a. Medicare and Medicaid offer incentives to practices that demonstrate “meaningful use of health IT.” Are you currently receiving these incentive payments?

- 1 Yes
- 2 No
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 WEB/MAIL ONLY: Not sure/ PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank

BASE: US (Q500=11)

[PN: SET UP AS A GRID. ITEMS (a-b) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

[Modified 2012 - Both question text and response options are different; Q1430 '12]

US5. Is your practice currently participating in the following:

- 1 Yes
 - 2 No
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - 8 WEB/MAIL ONLY: Not sure/ PHONE ONLY: (V) Weiss nicht
 - 9 PHONE ONLY: (V) Antwort verweigert
 - X WEB/MAIL ONLY: Blank
-
- a. Accountable Care Organization (ACO)
 - b. Patient-Centered Medical Home (PCMH) or Advanced Primary Care Practice (APCP)



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: US (Q500=11)

[NEW IN 2015]

US6. Thinking about the healthcare law that was passed in 2010, also known as the Affordable Care Act (ACA) or Obamacare, would you say that you have a:

- 1 Very favorable opinion
- 2 Somewhat favorable opinion
- 3 Somewhat unfavorable opinion
- 4 Very unfavorable opinion
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 WEB/MAIL ONLY: Not sure/ PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

SECTION K: CAN-ONLY QUESTIONS

BASE: CANADA ONLY (Q500=2)

[PN: SET UP AS A GRID. ITEMS (a-c) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

CAN-1. Does your practice offer any of the following means of electronic communication for patients?

- 1 Yes
 - 2 No
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - 8 WEB/MAIL ONLY: Not sure
 - X WEB/MAIL ONLY: Blank
-
- a. Request appointments or referrals online
 - b. Request refills for prescriptions online
 - c. View test results on a secure website

BASE: CANADA ONLY (Q500=2)

CAN-2. What is the **primary** setting of your practice site?
(Please select one.)

- 1 A private solo practice
- 2 A physician group practice
- 3 Community clinic/health centre
- 4 Hospital-based practice
- 6 Other
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: IF NOT IN PRIVATE SOLO PRACTICE (IF CAN-2= 2-7 AND Q500=2)

CAN-3. How satisfied are you with how members of the practice share information about patients to facilitate collaborative care?

- 1 Very satisfied
- 2 Satisfied
- 3 Somewhat dissatisfied
- 4 Dissatisfied
- 5 Not applicable
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- X WEB/MAIL ONLY: Blank

BASE: CANADA ONLY (Q500=2)

CAN-4. Is your practice part of a primary care model supported by public funding (e.g., GMF or Cliniques-réseau in Québec, Family Health Teams in Ontario, Primary Care Networks or family care clinics in Alberta, etc.)?

- 1 Yes
- 2 No
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

SECTION L: GERMANY-ONLY QUESTIONS

BASE: GERMANY ONLY (Q500=4)

- GER-1. Die finanziellen Anreize zur Delegation ärztlicher Leistungen an qualifizierte Medizinische Fachangestellte (MFA) sind ausreichend.
- 1 Ja
 - 2 Nein
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - X WEB/MAIL ONLY: Blank

BASE: GERMANY ONLY (Q500=4)

- GER-2. Es gibt geeignete Weiterbildungsangebote in meinem Fachgebiet für die Qualifizierung von MFAs zur Übernahme von bisher ärztlichen Tätigkeiten.
- 1 Ja
 - 2 Nein
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - X WEB/MAIL ONLY: Blank

BASE: GERMANY ONLY (Q500=4)

[PN: SET UP AS A GRID. ITEMS (a-f) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

- GER-3. Welche ärztlichen Aufgaben könnten speziell weitergebildete MFAs auf Anweisung selbstständig ausführen?
- 1 Stimme gar nicht zu
 - 2 Stimme eher nicht zu
 - 3 Teils-teils
 - 4 Stimme eher zu
 - 5 Stimme voll und ganz zu
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - X WEB/MAIL ONLY: Blank
- a. Durchführung von Routinehausbesuchen bei chronisch kranken Patienten
 - b. Definierte Untersuchungen (z.B. Fußinspektion bei Diabetikern)
 - c. Medikamentenanamnese einschließlich der Befragung zu Nebenwirkungen
 - d. Selbständige Durchführung von Injektionen und Impfungen



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

- e. Selbständige Durchführung von Verbandswechsel
- f. Beratung und Schulung von Patienten und Angehörigen

BASE: GERMANY ONLY (Q500=4)

[PN: SET UP AS A GRID. ITEMS (a-d) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

GER-4. Die Delegation ärztlicher Leistungen an speziell weitergebildeten MFAs erfordert...

- 1 Stimme gar nicht zu
 - 2 Stimme eher nicht zu
 - 3 Teils-teils
 - 4 Stimme eher zu
 - 5 Stimme voll und ganz zu
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - X WEB/MAIL ONLY: Blank
-
- a. ... eine Neuausrichtung der Aufgabenverteilung im Praxisteam
 - b. ...eine Einführung einer neuen Versorgungsebene für nichtärztliche Gesundheitsberufe verbunden mit der Zuweisung neuer Rollen an nichtärztliche Gesundheitsberufe
 - c. ... ausreichend finanzielle Anreize zur Delegation ärztlicher Leistungen
 - d. ... ausreichend hochwertige Weiterbildungsangebote für MFAs

BASE: GERMANY ONLY (Q500=4)

GER-5. Die Delegation ärztlicher Leistungen an speziell weitergebildete MFAs wirkt sich meiner Meinung nach auf die ärztliche Tätigkeit folgendermaßen aus:

- 1 Man hat mehr Zeit für die ärztlichen Tätigkeiten
- 2 Man hat unverändert viel Zeit für die ärztlichen Tätigkeiten
- 3 Man hat weniger Zeit für ärztliche Tätigkeiten (z.B. aufgrund notwendiger Kontrollen zur Qualitätssicherung in der Delegation)
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: GERMANY ONLY (Q500=4)

[PN: SET UP AS A GRID. ITEMS (a-e) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

GER-6. Die Delegation ärztlicher Leistungen an speziell weitergebildete MFAs wirkt sich meiner Meinung nach auf die Versorgung von Patienten folgendermaßen aus:

- 1 Stimme gar nicht zu
 - 2 Stimme eher nicht zu
 - 3 Teils-teils
 - 4 Stimme eher zu
 - 5 Stimme voll und ganz zu
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - X WEB/MAIL ONLY: Blank
-
- a. Die Qualität der Versorgung wird verbessert
 - b. Die Koordination der Versorgung wird verbessert
 - c. Die Zufriedenheit der Patienten mit der Versorgung wird verbessert
 - d. Die Therapie-Adhärenz der Patienten wird positiv beeinflusst
 - e. Die Patientensicherheit wird erhöht



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

SECTION M: NORWAY-ONLY QUESTIONS

BASE: NORWAY (Q500=7)

[PN: SET UP AS A GRID. ITEMS (a-c) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

NOR-1. Now we would like to ask some question about health care for cancer patients, and your opinion on access and coordination of cancer care. Please think about your experiences from the past 12 months.

- 1 Always
- 2 Often
- 3 Sometimes
- 4 Rarely
- 5 Never
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 Do not know
- 9 Blank/No answer

- a. How often do you feel that the waiting time from referral of patients until the first consultation is satisfactory?
- b. How often do you feel that communication with the hospital during the examination and treatment of patients is satisfactory?
- c. How often do you feel that communication with the hospital following the discharge of patients is satisfactory?



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

SECTION N: SWEDEN-ONLY QUESTIONS

BASE: SWEDEN (Q500=8)

SWED-1. To what extent can patients at your practice choose a permanent personal doctor?

- 1 Always
- 2 Often
- 3 Sometimes
- 4 Rarely
- 5 Never
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- X WEB/MAIL ONLY: Blank

BASE: SWEDEN (Q500=8)

[PN: SET UP AS A GRID. ITEMS (a-c) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

SWED-2. To what extent do you, in your contacts with other caregivers, have

- 1 To a high extent
 - 2 To some extent
 - 3 To a small extent
 - 4 Not at all
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - X WEB/MAIL ONLY: Blank
-
- a. the mandate required to coordinate and plan the care of your patients?
 - b. the time required to coordinate and plan the care of your patients?
 - c. the communication channels required to plan and coordinate the care of your patients?
 - d. the IT systems required to coordinate and plan the care of your patients?



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: SWEDEN (Q500=8)

SWED-3. To what extent do you perform patient-oriented tasks that other health care professionals could perform in order to make greater benefit of your skills as a doctor?

- 1 To a high extent
- 2 To some extent
- 3 To a small extent
- 4 Not at all
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- X WEB/MAIL ONLY: Blank



SECTION 0: SWITZERLAND-ONLY QUESTIONS

BASE: SWITZERLAND (Q500=9)

SWI-1. Reservieren Sie in Ihrer Praxis Zeit, um Termine am selben Tag anbieten zu können?

1 Ja

2 Nein

8 WEB/MAIL ONLY: Weiss nicht / PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Verweigert Antwort

X WEB/MAIL ONLY: Blank

BASE: SWITZERLAND (Q500=9)

[PN: SET UP AS A GRID. ITEMS (a-c) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

SWI-2. Bitte geben Sie an, wie zufrieden Sie mit den folgenden Dingen sind.

1 Sehr zufrieden

2 Zufrieden

3 Ein "bisschen" unzufrieden

4 Sehr unzufrieden

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Verweigert Antwort

X WEB/MAIL ONLY: Blank

a. Der Qualität Ihrer Aus- und Weiterbildung

b. Der Zusammenarbeit mit den Spezialisten, die Ihre Patienten aufsuchen

c. Der Zusammenarbeit mit dem Gesundheitspersonal, mit dem Ihre Patienten im Spital zu tun haben

BASE: SWITZERLAND (Q500=9)

SWI-3. Wie häufig nehmen Sie an einem Qualitätszirkel / Gruppe zur Qualitätsverbesserung teil?

1 Wöchentlich

2 Mehrmals im Monat

3 Monatlich

4 Mehrmals im Jahr

5 Nie

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Verweigert Antwort

X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: SWITZERLAND (Q500=9)

SWI-4. **Gibt es in Ihrer Notfall-Dienst-Region einen durch Allgemeinmediziner betriebenen Notfall-Dienst, welcher zu einem Spital gehört?**

1 **Ja**

2 **Nein**

8 WEB/MAIL ONLY: **Weiss nicht**/ PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Verweigert Antwort

X WEB/MAIL ONLY: Blank

BASE: SWITZERLAND (Q500=9)

SWI-5. **Nehmen Sie neue Patientinnen und Patienten auf?**

1 **Ja**

2 **Nein**

8 WEB/MAIL ONLY: **Weiss nicht**/ PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Verweigert Antwort

X WEB/MAIL ONLY: Blank

BASE: SWITZERLAND (Q500=9)

SWI-6. **Welches trifft hauptsächlich auf Ihre Praxis zu?**

1 **Einzelpraxis**

2 **Gemeinschaftspraxis**

3 **Medizinische Notfallstelle oder Klinik, die zu einem Spital gehört**

4 **Walk-in-Praxis, wie z.B. der City-Notfall in Bern oder die Permanence am Zürcher Hauptbahnhof**

7 **Anderes (bitte angeben):** _____

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Verweigert Antwort

X WEB/MAIL ONLY: Blank

BASE: SWITZERLAND AND SAMPLE-AGE=60+ (Q500=9 AND Q573=60+)

SWI-7. **Haben Sie eine(n) NachfolgerIn für Ihre Praxis?**

1 **Ja**

2 **Nein**

8 WEB/MAIL ONLY: **Weiss nicht**/ PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Verweigert Antwort

X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: SWITZERLAND AND SAMPLE-AGE=60-64 (Q500=9 AND Q573=60-64)

SWI-8. Hören sie mit 65 Jahren auf zu arbeiten?

1 Ja

2 Nein

8 WEB/MAIL ONLY: Weiss nicht/ PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Verweigert Antwort

X WEB/MAIL ONLY: Blank

BASE: SWITZERLAND (Q500=9)

SWI-9. Wie häufig haben Ihre Patienten im allgemeinen Mühe, Informationen zu verstehen, die Sie ihnen geben, wie z.B.: wie von Ihnen verschriebene Medikamente einnehmen, Anweisungen zu Symptomen, auf die geachtet werden muss, oder in welcher Situation eine weitere Behandlung angebracht ist?

1 Oft

2 Manchmal

3 Selten

4 Nie

8 WEB/MAIL ONLY: Weiss nicht/ PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Verweigert Antwort

X WEB/MAIL ONLY: Blank

BASE: SWITZERLAND AND OFTEN/SOMETIMES PATIENTS HAVE DIFFICULTY UNDERSTANDING INFORMATION GIVEN (Q500=9 AND SWI-9=1 or2)

[PN: SET UP AS A GRID. ITEMS (a-b) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

SWI-10. Wie stellen Sie sicher, dass Ihre Patienten die Informationen verstehen, die Sie ihnen geben?

1 Ja, regelmässig

2 Ja, gelegentlich

3 Nein

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Verweigert Antwort

X WEB/MAIL ONLY: Blank

a. Fragen Sie Ihre Patienten, ob Sie die Informationen verstehen, die Sie ihnen geben?

b. Verlangen Sie von Ihren Patienten, dass Sie die Informationen wiederholen, die Sie ihnen geben?



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: SWITZERLAND (Q500=9)

SWI-11. Haben Sie Patienten, mit denen keine Kommunikation in einer der Landessprachen möglich ist?

1 Ja

2 Nein

8 WEB/MAIL ONLY: Weiss nicht / PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Verweigert Antwort

X WEB/MAIL ONLY: Blank

BASE: SWITZERLAND (Q500=9 AND SWI-11 = 1)

[PN: SET UP AS A GRID. ITEMS (a-f) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

SWI-12. Wenn dies vorkommt, welche Hilfsmittel werden in Ihrer Praxis verwendet, um Kommunikationsprobleme zu lösen?

1 Immer

2 Häufig

3 Manchmal

4 Selten

5 Nie

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Verweigert Antwort

X WEB/MAIL ONLY: Blank

a. Abgabe von schriftlicher Information/Anweisungen, die in der Sprache des Patienten verfasst ist

b. Direktes Dolmetschen in Ihrer Praxis durch einen interkulturellen Übersetzer

c. Dolmetschen per Telefon

d. Übersetzen mit Hilfe von Familienmitgliedern

e. Übersetzen mit Hilfe von Praxisangestellten (inkl. Arzt/Ärztin)

f. Verwenden von Symbolen / Zeichnungen oder anderen Hilfsmitteln



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: SWITZERLAND (Q500=9)

[PN: SET UP AS A GRID. ITEMS (a-d) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

SWI-13. Wie Sie vielleicht wissen, könnten **neu eingeführte Massnahmen und Instrumente** dazu führen, die Koordination zwischen den Gesundheitsfachpersonen zu verbessern. Glauben Sie, dass...
(Bitte wählen Sie für jede Aussage "Ja" oder "Nein")

1 **Ja**

2 **Nein**

8 PHONE ONLY: (V) Weiss nicht

9 PHONE ONLY: (V) Verweigert Antwort

X WEB/MAIL ONLY: Blank

- a. ... die Leistungserbringer den Einsatz von Behandlungsplänen und Leitlinien als Verlust an therapeutischer Freiheit und Handlungsautonomie betrachten werden, ja oder nein?
- b. ... eine erhöhte Transparenz in den Bereichen der Qualitätssicherung und der Überprüfbarkeit der erbrachten Leistungen zu Verunsicherung führen kann, ja oder nein?
- c. ... die finanziellen und personellen Aufwendungen für die notwendigen Prozessumstellungen zu hoch sind, ja oder nein?
- d. ... Patientenpfade oder Disease-Management-Programme die Wahlfreiheit der Patienten einschränken können, ja oder nein?



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

SECTION L: UK-ONLY QUESTIONS

BASE: UK ONLY (Q500=10)

[PN: SET UP AS A GRID. ITEMS (a-c) SHOULD BE ON THE LEFT (DO NOT DISPLAY LETTERS). ALL COLUMNS SHOULD BE THE SAME WIDTH.]

UK-1. In the past 12 months, have you participated in a significant event review or audit (SEA) for any of the following? :

- 1 Yes
 - 2 No
 - 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
 - 8 WEB/MAIL ONLY: Not sure/ PHONE ONLY: (V) Weiss nicht
 - 9 PHONE ONLY: (V) Antwort verweigert
 - X WEB/MAIL ONLY: Blank
- a. Clinical incident (e.g., a significant missed diagnosis)
 - b. Administrative incident
 - c. Patient complaints

BASE: ANY UK-1a-c=1

UK-1d. Did any of the SEAs in which you participated in the past 12 months lead to discussions about how to prevent similar incidents or complaints from happening in the future?

- 1 Yes
- 2 No
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 WEB/MAIL ONLY: Not sure/ PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank

BASE: UK ONLY (Q500=10)

UK-2. In the past 12 months, have you been involved in any activities intended to improve quality in general practice?

- 1 Yes
- 2 No
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 WEB/MAIL ONLY: Not sure/ PHONE ONLY: (V) Weiss nicht



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank

BASE: UK ONLY (Q500=10)

UK-3. In the past 12 months, have you participated in revalidation?

- 1 Yes
- 2 No
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 WEB/MAIL ONLY: Not sure/ PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank

BASE: UK-3=1)

UK-3a. When you participated in revalidation, was the effect on your work:

- 1 Very positive
- 2 Somewhat positive
- 3 No impact
- 4 Somewhat negative
- 5 Very negative
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 WEB/MAIL ONLY: Not sure/ PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank

BASE: UK ONLY (Q500=10)

UK-4. Has the stress of your work made you ill in the last 12 months?

- 1 Yes
- 2 No
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 WEB/MAIL ONLY: Not sure/ PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: UK ONLY (Q500=10)

UK-5. In five years, do you intend to:

- 1 Continue in general practice
- 2 Retire from all work
- 3 Leave medicine for a different career
- 4 Continue in medicine but leave general practice
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 WEB/MAIL ONLY: Not sure/ PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank



53 West Baltimore Pike. Media, PA 19063
484-840-4300 www.ssrs.com

BASE: CANADA, FRANCE, SWITZERLAND AND THE US (Q500=2, 3, 9, 11)

(C. Same since 2009; Q1250 '09, Q3000 '12)

Q3000 Wir sind fast am Ende des Fragebogens. Möchten Sie eine Zusammenfassung der Resultate dieser Befragung per Email erhalten?

- 1 Ja
- 2 Nein
- 3 (US AND CANADA ONLY) Yes but did not provide an email address
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- 8 PHONE ONLY: (V) Weiss nicht
- 9 PHONE ONLY: (V) Antwort verweigert
- X WEB/MAIL ONLY: Blank

BASE: 'CANADA, FRANCE, SWITZERLAND OR THE US AND SAID 'YES' TO WANTING SURVEY HIGHLIGHTS ENT VIA EMAIL [(Q500=2, 3, 9, 11) AND (Q3000=1)]

(C. Same since 2009; Q2127 '09, Q3001 '12)

(Email addresses excluded from data file due to confidentiality purposes)

Q3001 Könnten Sie bitte Ihre Email-Adresse angeben, damit wir Ihnen diese Zusammenfassung schicken können?

Enter Email Address

BASE: ALL AUS/NZ RESPONDENTS (Q500=1 or Q500=6)

[NEW 2015]

QINC1. Would you like to receive the honorarium of \$50 (cheque) for your contribution to this important research?

- 1 Yes, please
- 3 No, do not want the \$50
- 7 MAIL ONLY (AS PART OF BACK END PROCEDURES ONLY): Multiple-response code
- X Blank

P.N.- PLEASE SEND AUTOMATED EMAIL TO e-research1@minter.com.au WITH

- **LINK AND PASSCODE FOR THE COMPLETED INTERVIEW**
- **AND TEXT FOR EITHER**
 - "YES, ACCEPTED HONORARIUM" (1)
 - "NO, DID NOT ACCEPT HONORARIUM" (r)
- OR**
 - Skipped this question (x)



53 West Baltimore Pike. Media, PA 19063
 484-840-4300 www.ssrs.com

BASE: ALL RESPONDENTS

[NEW 2015]

Sie sind am Ende des Fragebogens angelangt. Vielen Dank, dass Sie sich Zeit dafür genommen haben!

Error Messages
You entered (PROGRAM DISPLAYS NUMBER). Please enter a number between (PROGRAM DISPLAYS NUMBER)
Please enter a numeric value.
Please enter a number between (PROGRAM DISPLAYS NUMBER) and (PROGRAM DISPLAYS NUMBER).
Please enter a number up to (NUMBER) decimal places
Navigation Buttons
Next
Previous
Finish the survey later
Restart
Password
Suspend screen
This Survey has been Suspended at your request.
Please return later to finish the survey.
When you do, remember your name, password, and URL
Quota Thank You Wording
Thank you for your time

Canadian-French
Error Messages
Vous avez entré (PROGRAM DISPLAYS NUMBER). Veuillez entrer un nombre entre (PROGRAM DISPLAYS NUMBER)
Veuillez entrer un nombre.
Veuillez entrer un nombre (PROGRAM DISPLAYS NUMBER) et (PROGRAM DISPLAYS NUMBER).
Veuillez entrer un nombre avec un maximum de (NUMBER) décimales.
Navigation Buttons
Suivant
Précédent
Poursuivre l'enquête plus tard
Reprendre
Mot de passe



53 West Baltimore Pike. Media, PA 19063
 484-840-4300 www.ssrs.com

Suspend screen
L'enquête a été interrompue à votre demande
Merci de revenir plus tard pour poursuivre l'enquête
Lorsque vous reviendrez, vous aurez besoin de votre nom, votre mot de passe et l'hyperlien suivant :
Quota Thank You Wording
Merci pour votre temps.

BASE: (Applies to all self-administered modes) – All countries but France and excluding any phone-based interviews in Switzerland and the UK (Q500=1-2, 4-8, 11 OR (Q500=9,10 and Q500a=1))

“QreResponseRate“

Total Questions Asked – Total Questions Skipped

Total Questions Asked

For example if a respondent was asked 104 question and skipped 5 their overall item response rate would be:

$$\frac{104 - 5}{104} = 95\%$$