

# 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians

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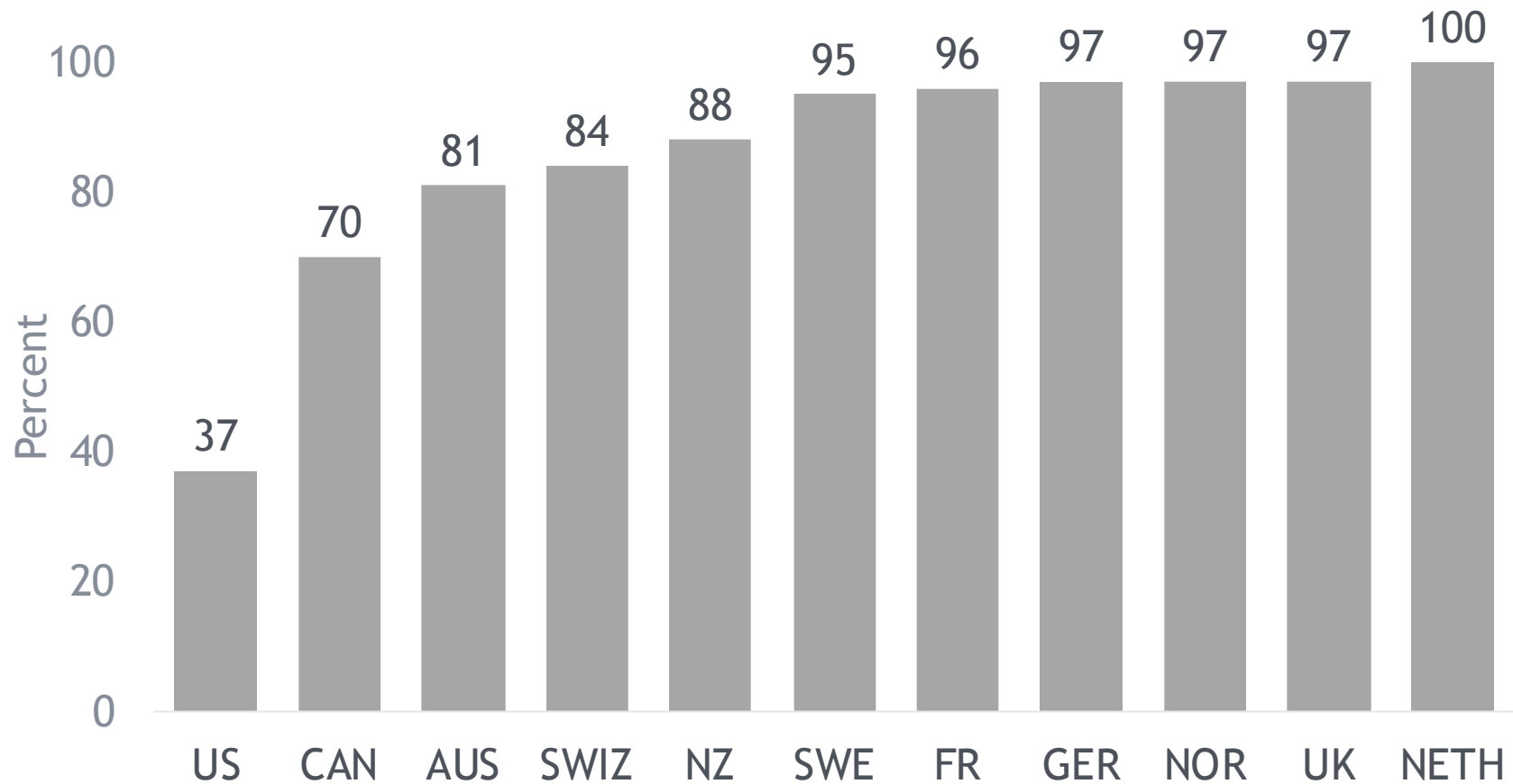
Chartpack for:

Michelle M. Doty, Roosa Tikkanen, Arnav Shah, and Eric C. Schneider, “Primary Care Physicians’ Role in Coordinating Medical and Health-Related Social Needs in Eleven Countries,” *Health Affairs*, published online Dec. 10, 2019.

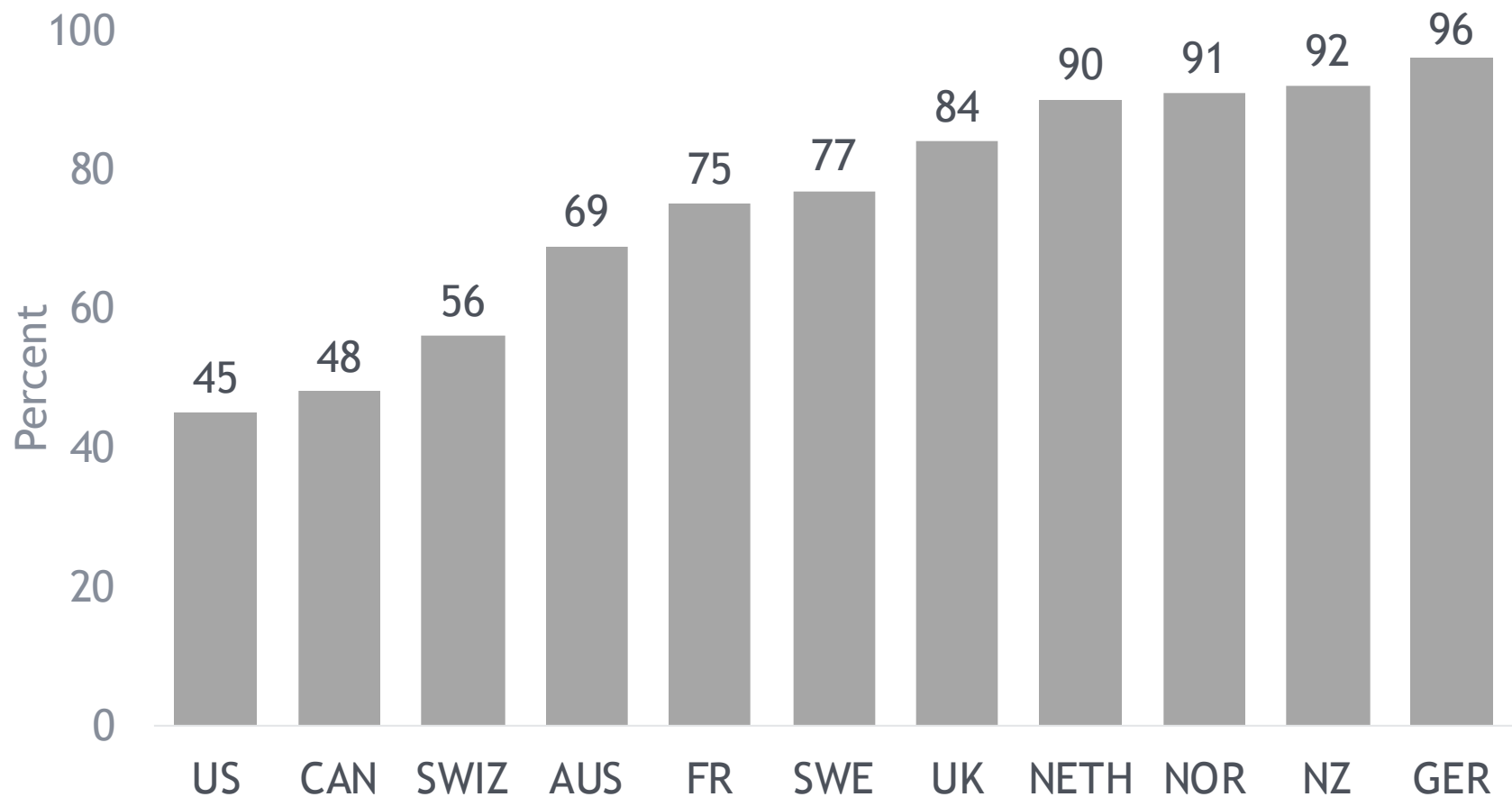


The  
Commonwealth  
Fund

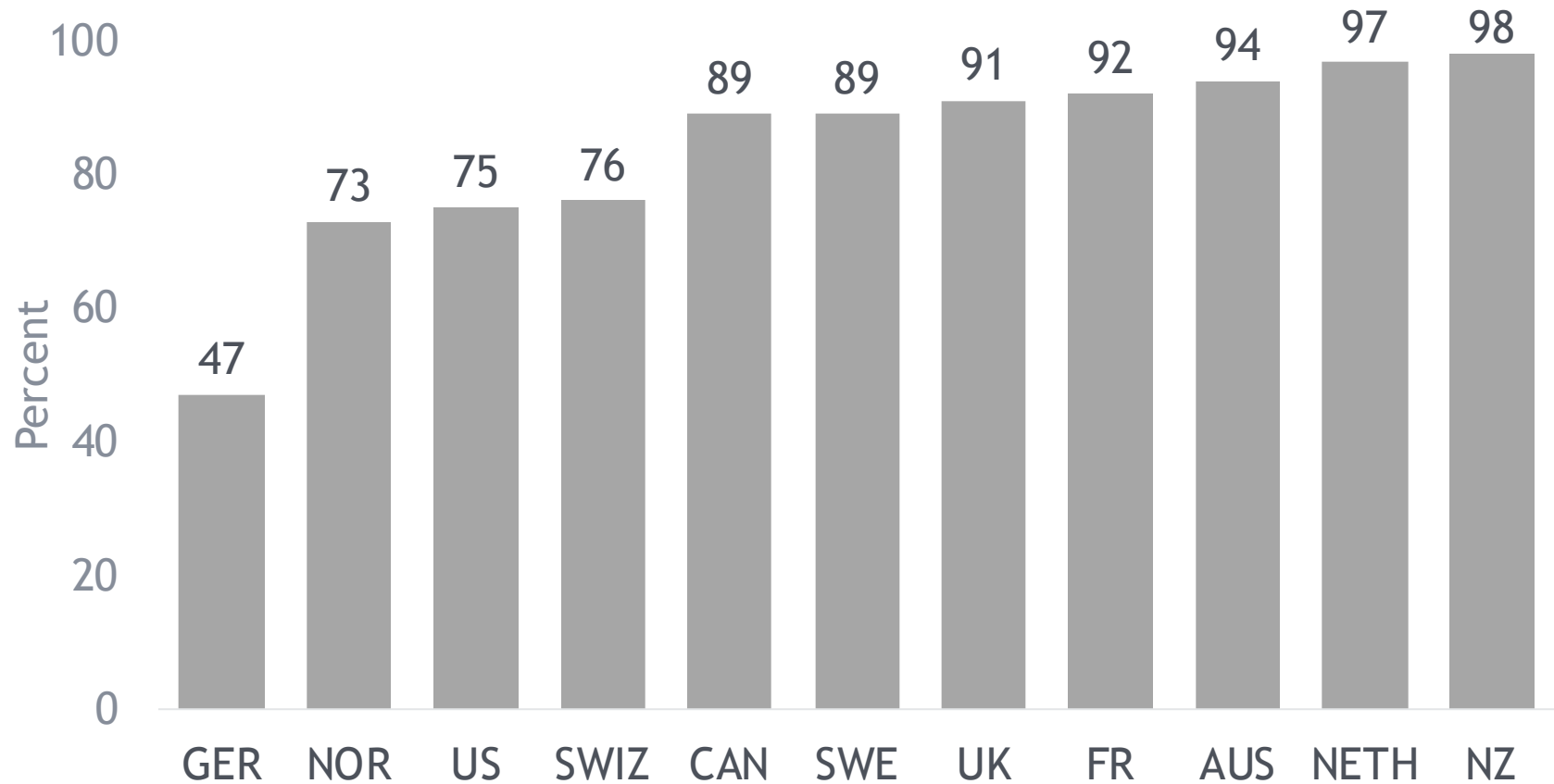
# Primary care physician or other health care professional at practice frequently or occasionally makes home visits



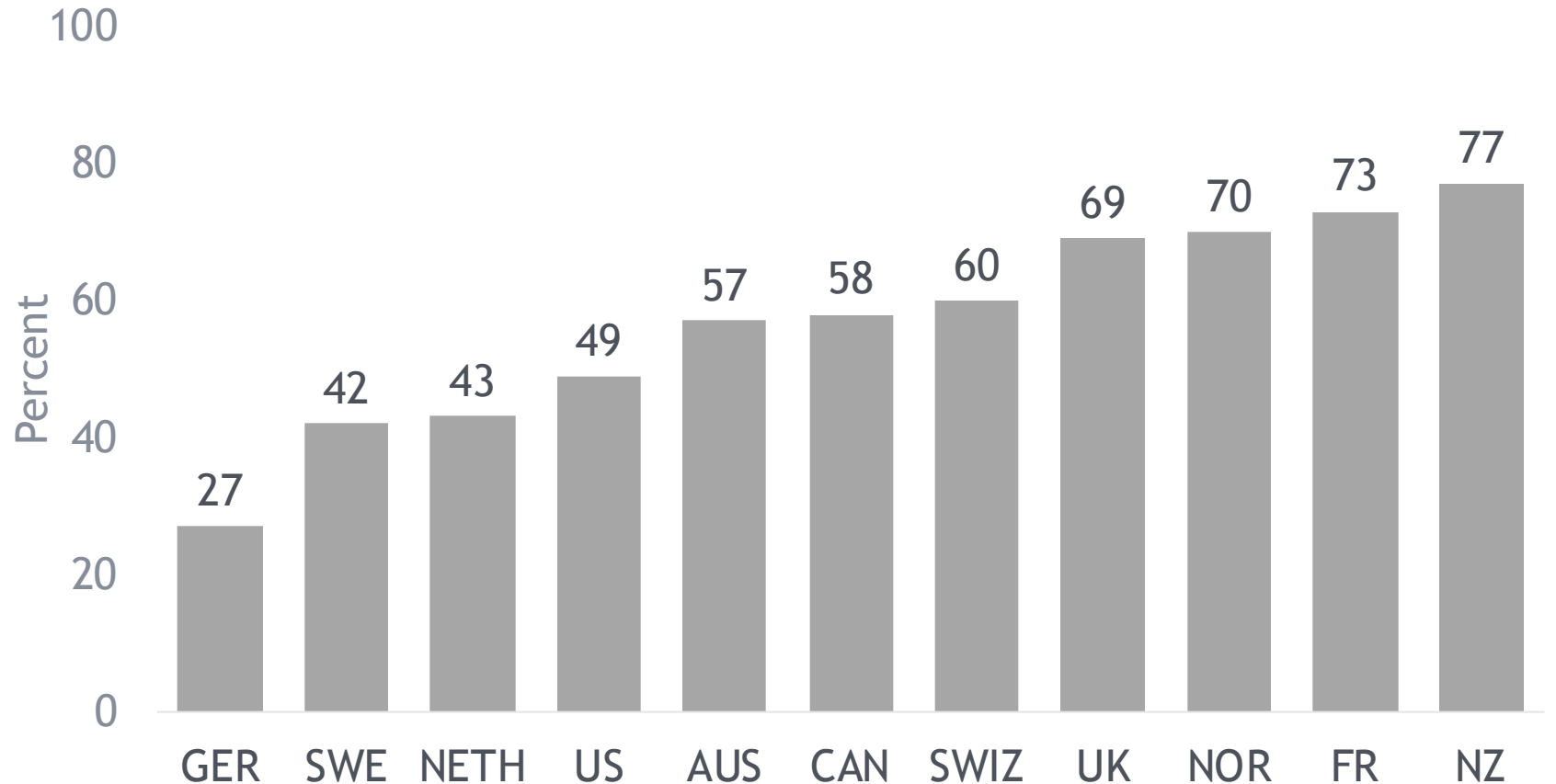
# Practice has arrangements where patients can be seen when practice is closed (not including the ER)



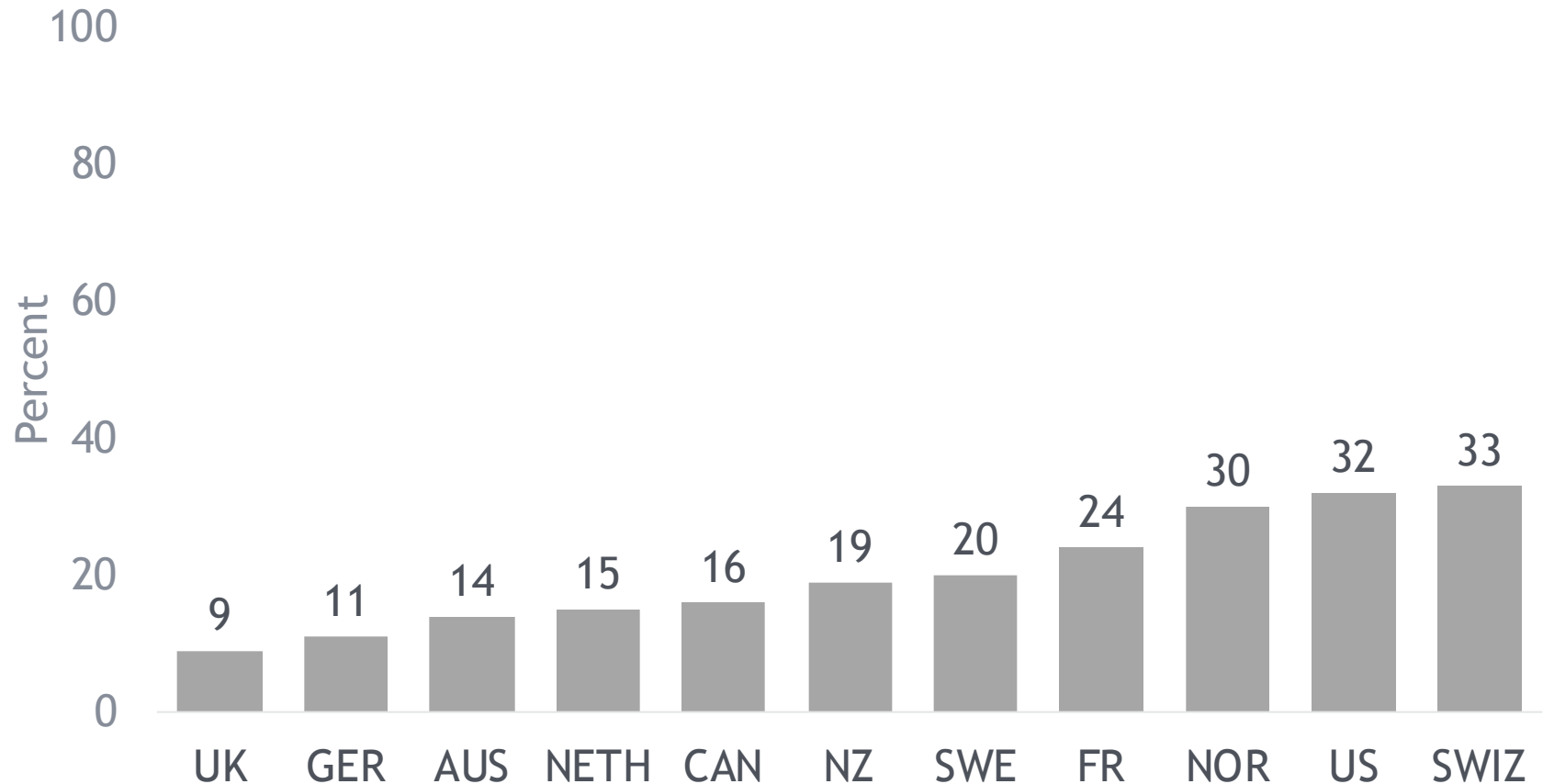
## Specialist coordination: Usually sends patient history and reason for consultation



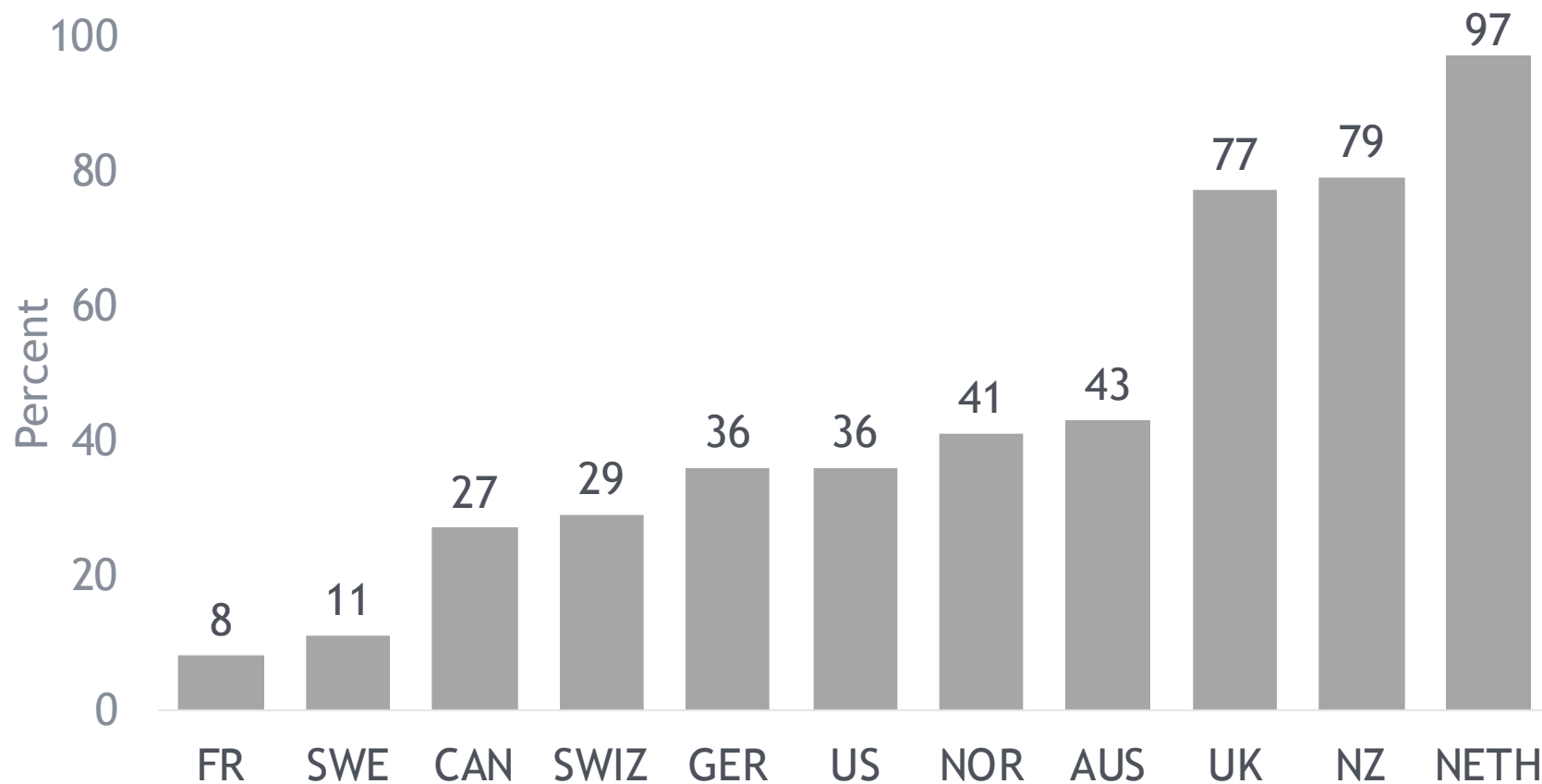
**Specialist coordination:**  
**Usually is informed about changes to patient's medication or care plan**



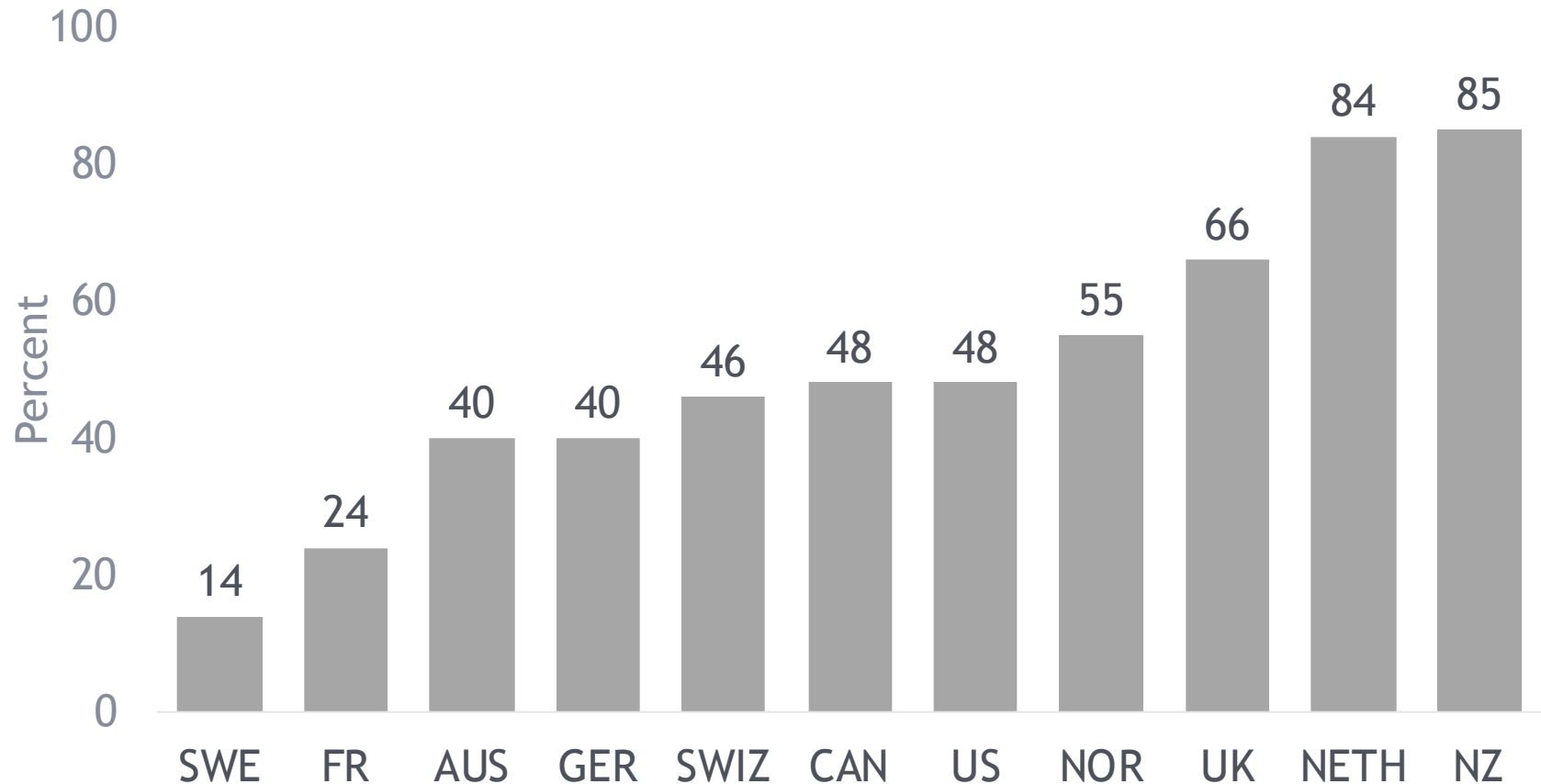
## Specialist coordination: Usually receives results from specialist within 1 week



## After-hours coordination: Usually notified when patient seen for after-hours care

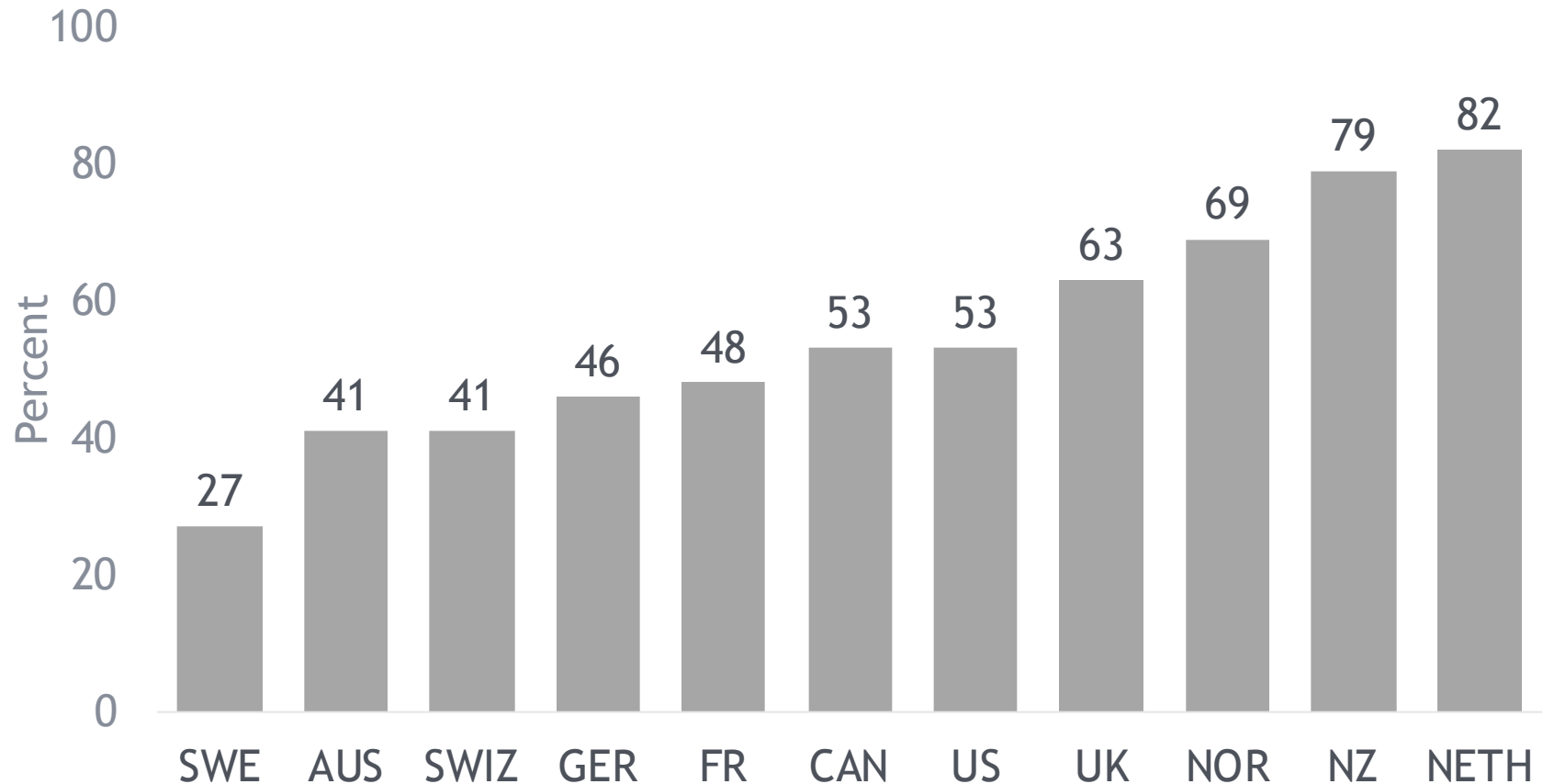


## Emergency Department coordination: Usually notified when patient has been seen in an ED

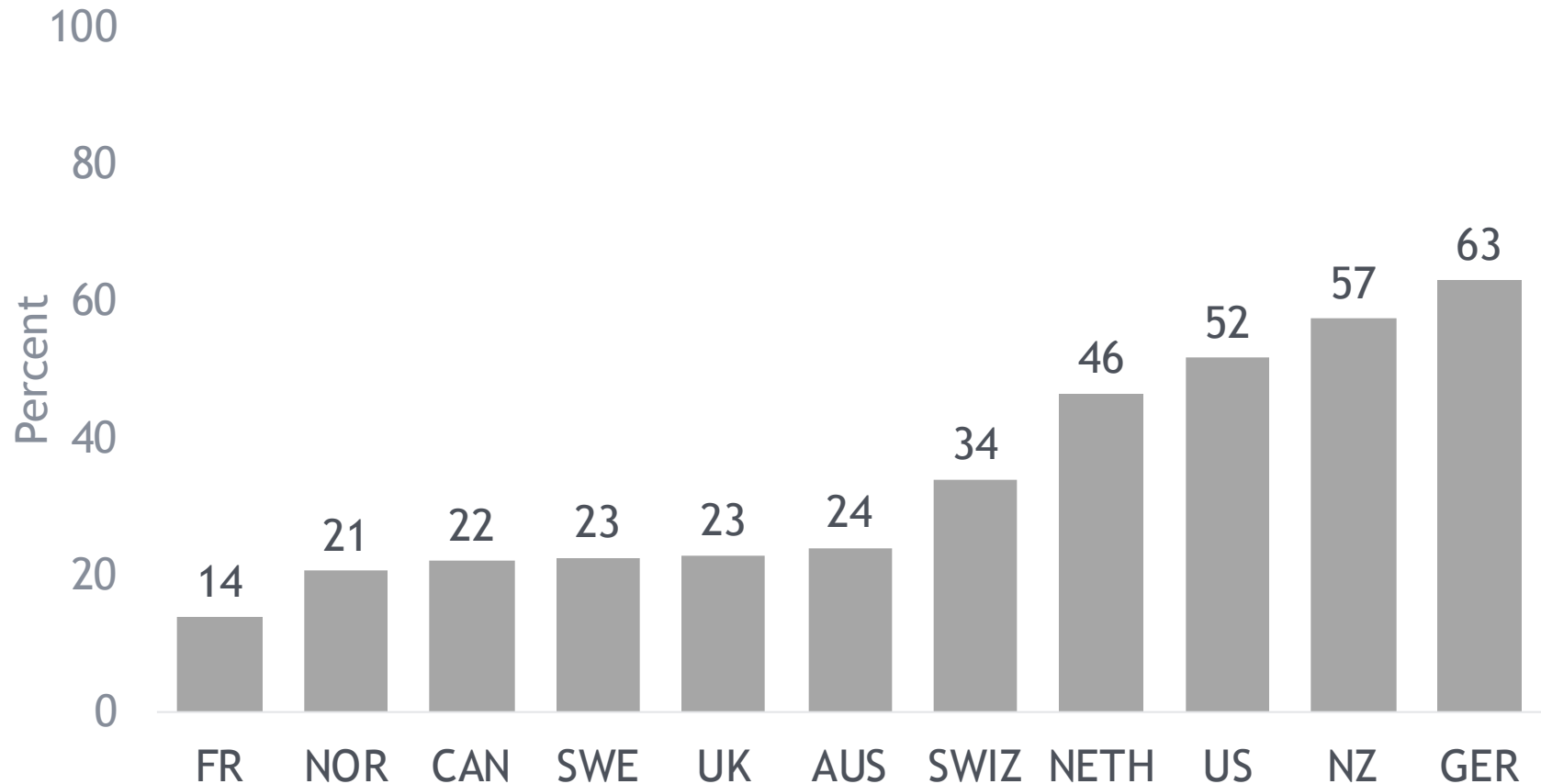




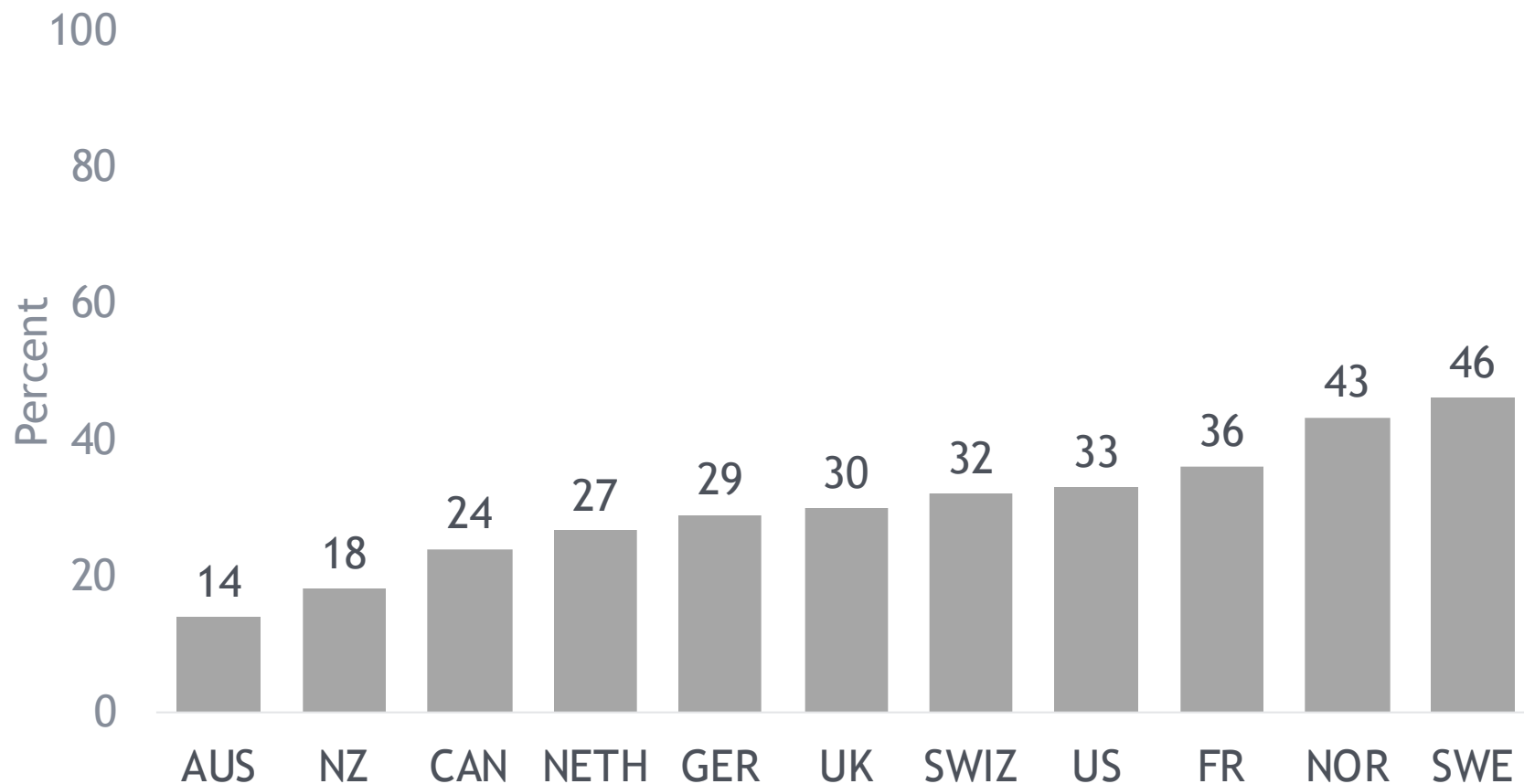
# Hospital care coordination: Usually notified when patient has been admitted



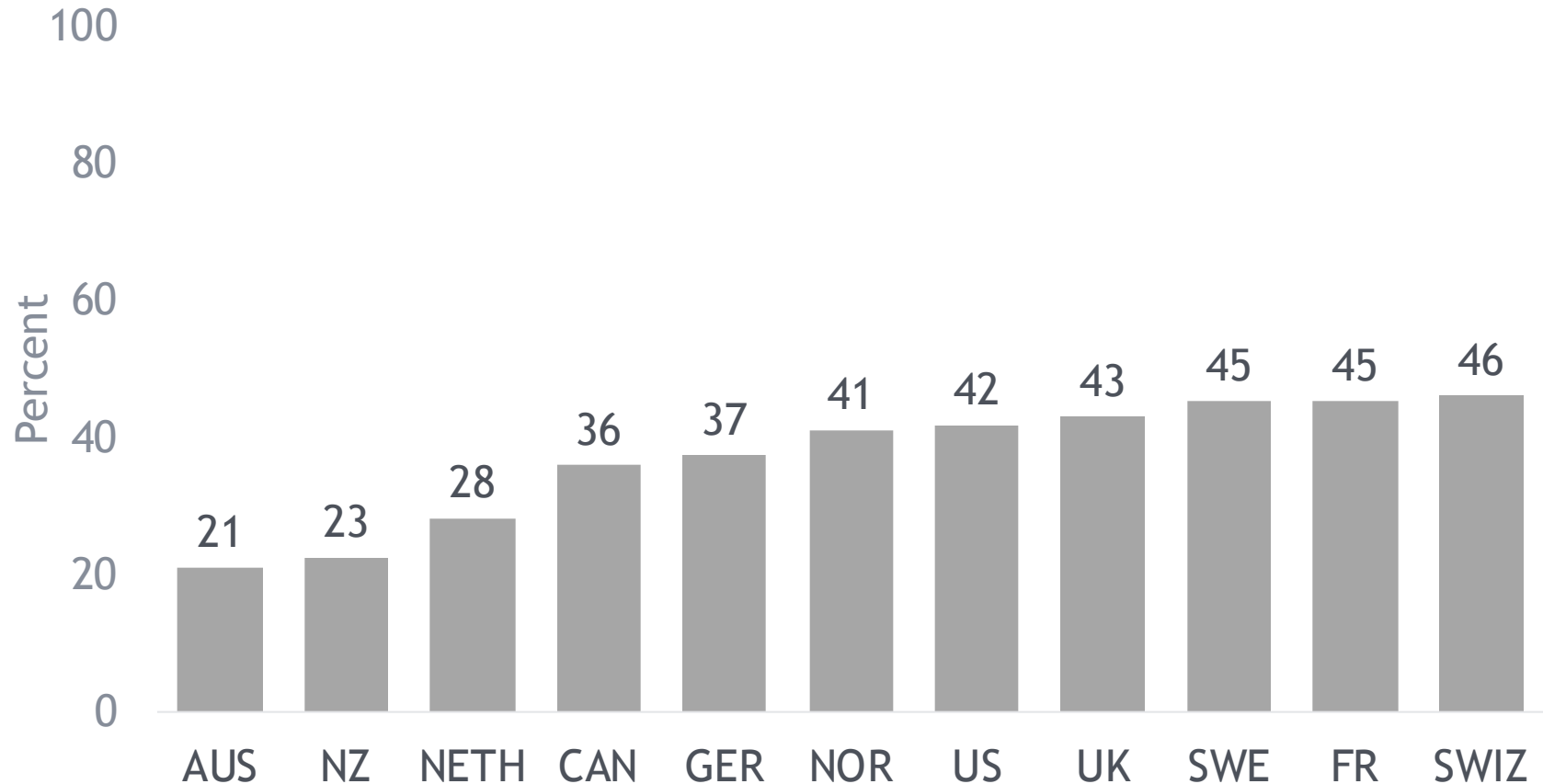
## Hospital care coordination: Following discharge, information needed to continue managing patient received $\leq 48$ hours



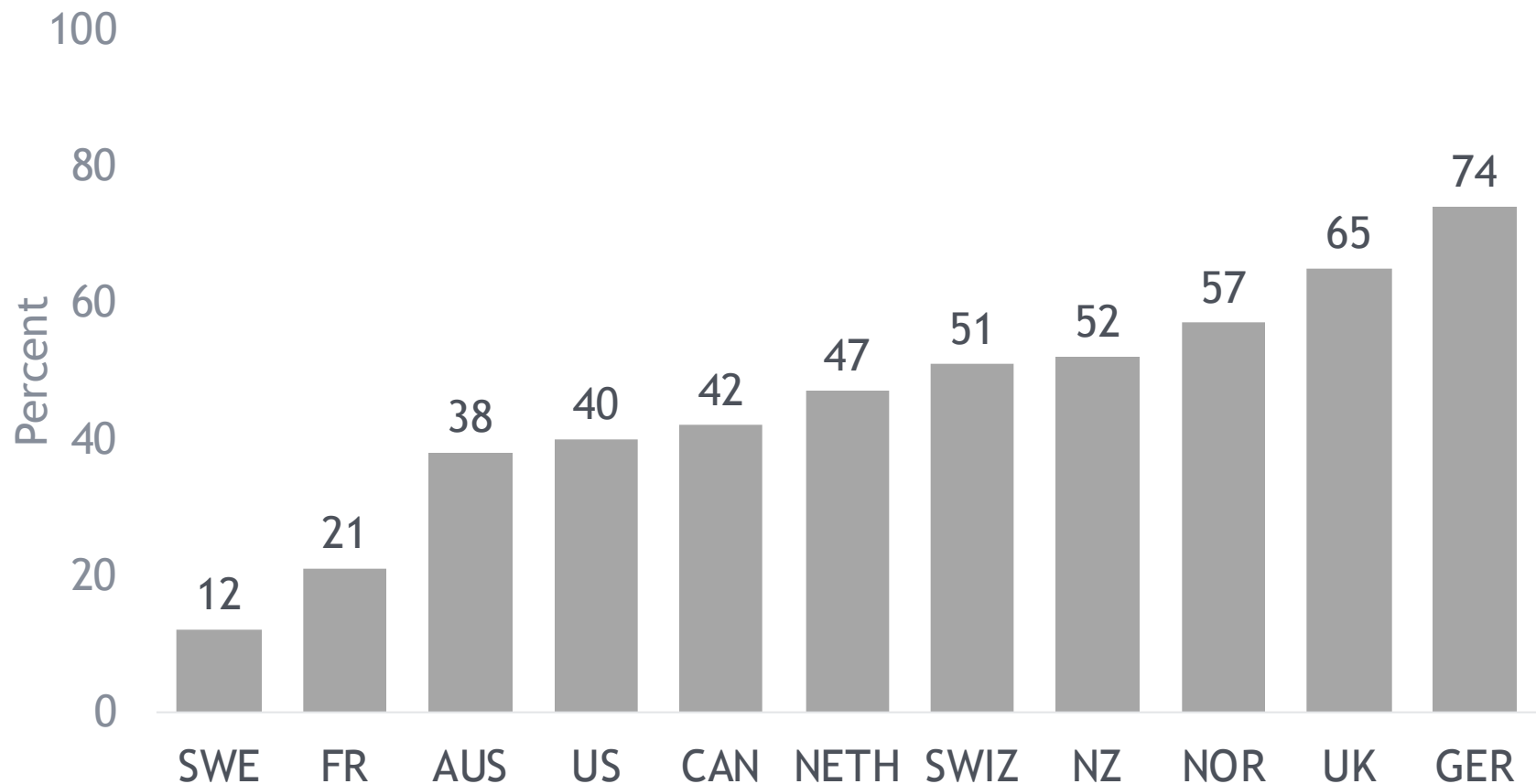
## Home-based nursing provider coordination: Usually communicates about patient needs and services to be provided



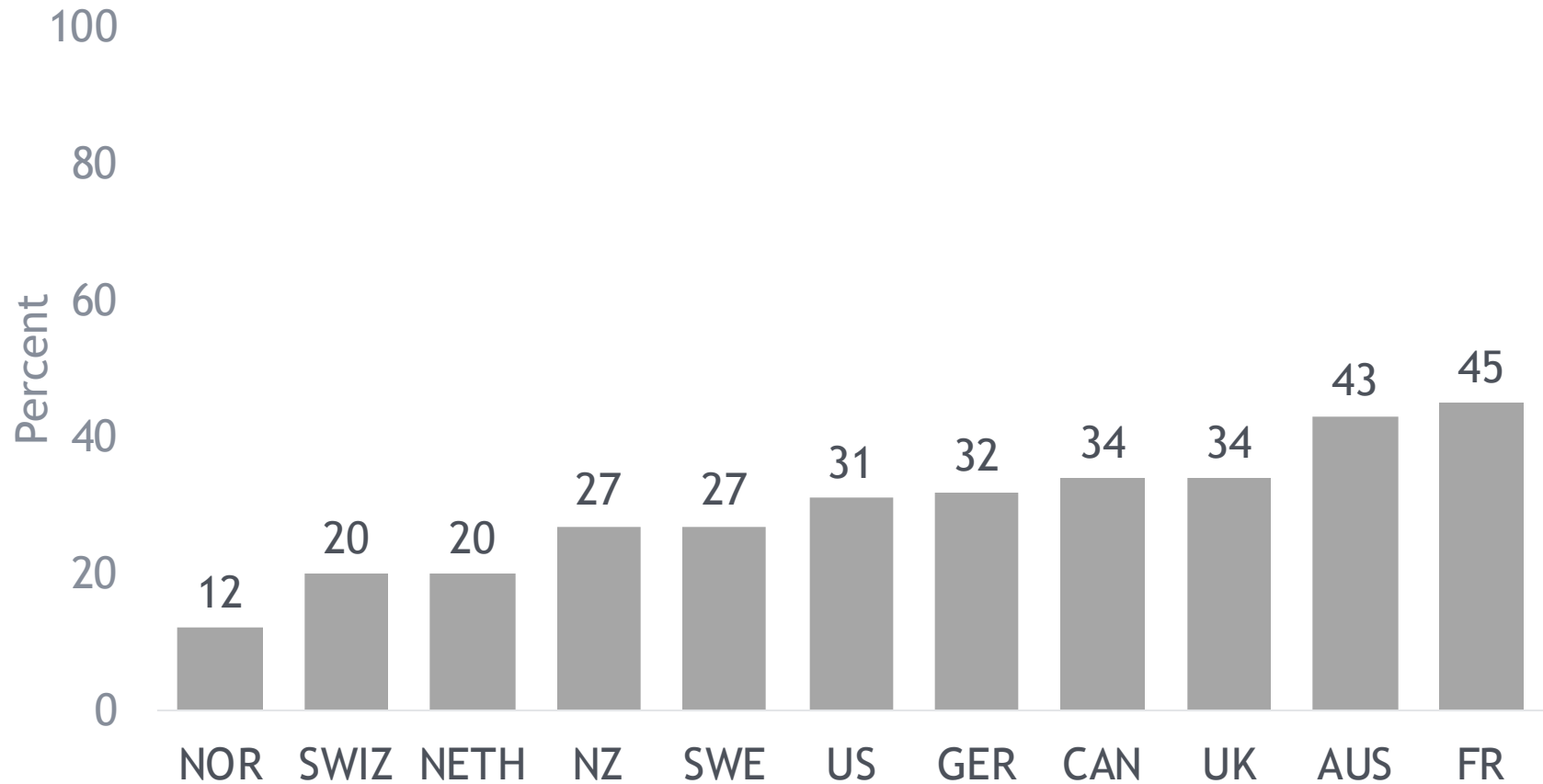
# Home-based nursing provider coordination: Is usually advised of relevant changes in patient condition or status



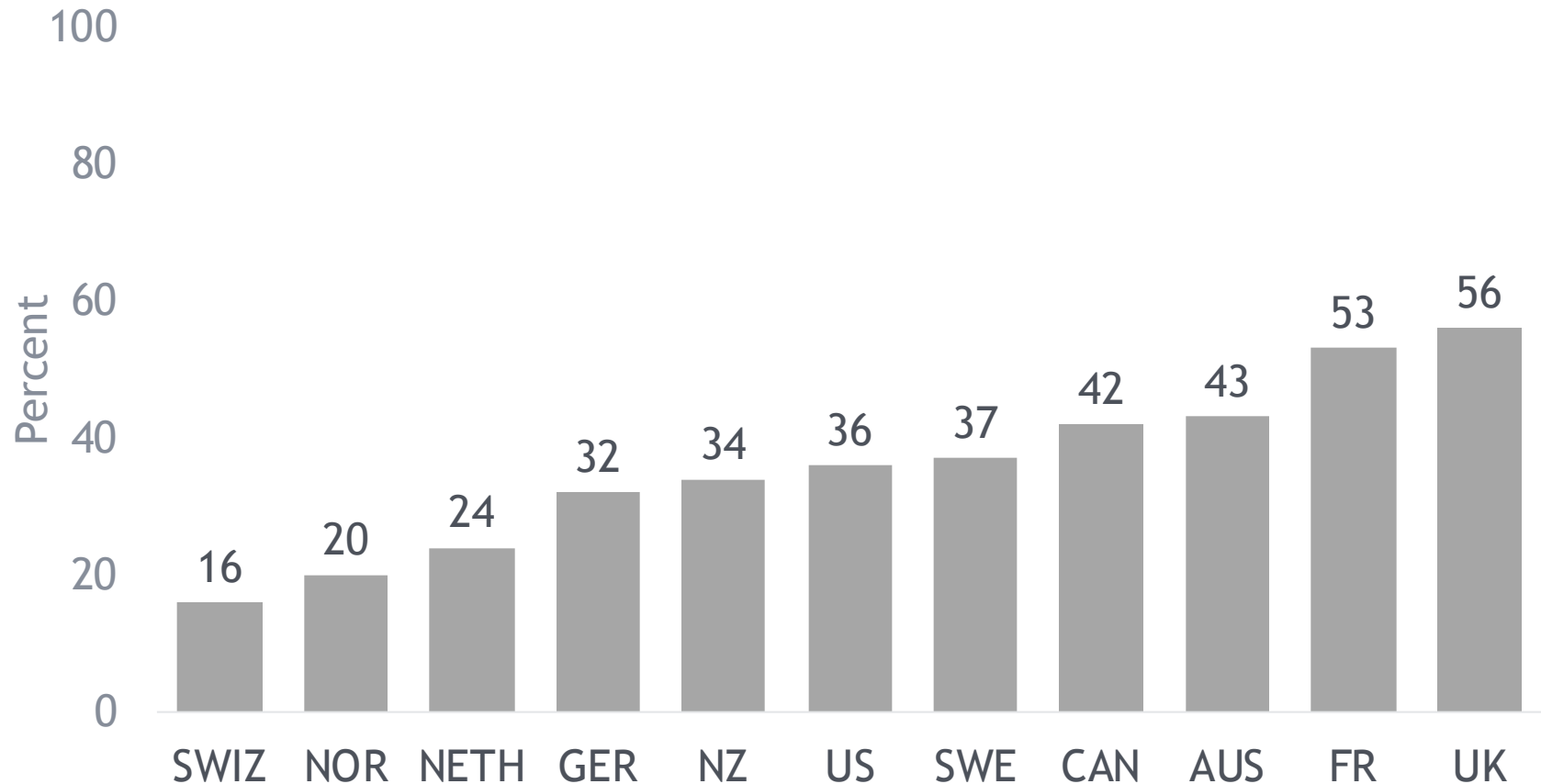
# Frequently coordinates with social services or community providers



# Lack of a referral system or mechanism to make referrals



# Inadequate staffing to make referrals and coordinate care with social service organizations

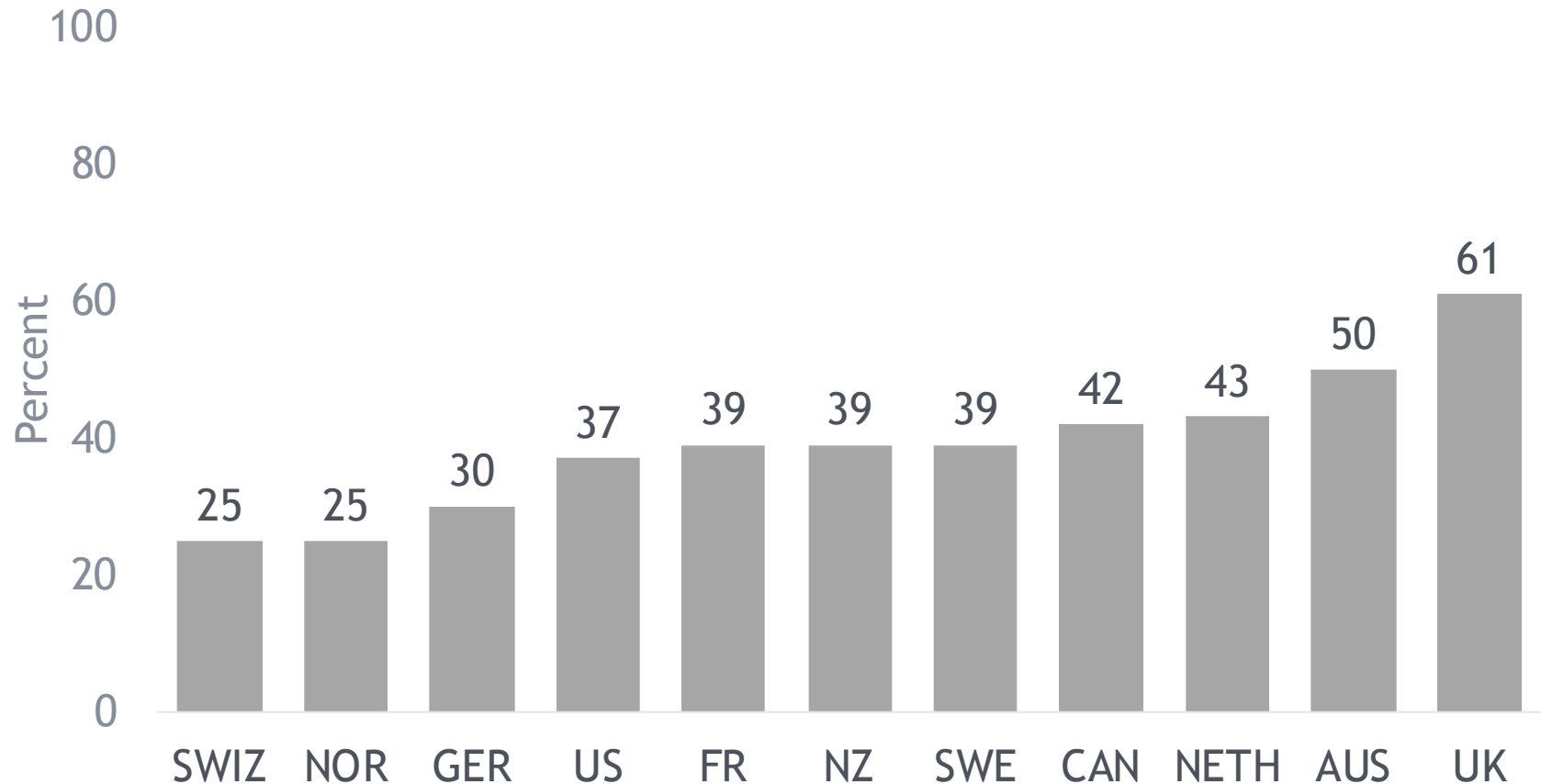


Source: Michelle M. Doty et al., "Primary Care Physicians' Role in Coordinating Medical and Health-Related Social Needs in Eleven Countries," *Health Affairs*, published online Dec. 10, 2019.

Definition: Percent of primary care physicians who reported this as a 'major' challenge for the primary care physician or other professional in their practice, in coordinating patient care with social services.

Swiss respondents had the option to report "do not coordinate with social services," and 14 percent of them chose this option. Their responses were excluded from these analyses.

# Lack of follow-up from social service organizations about services patient received or needs



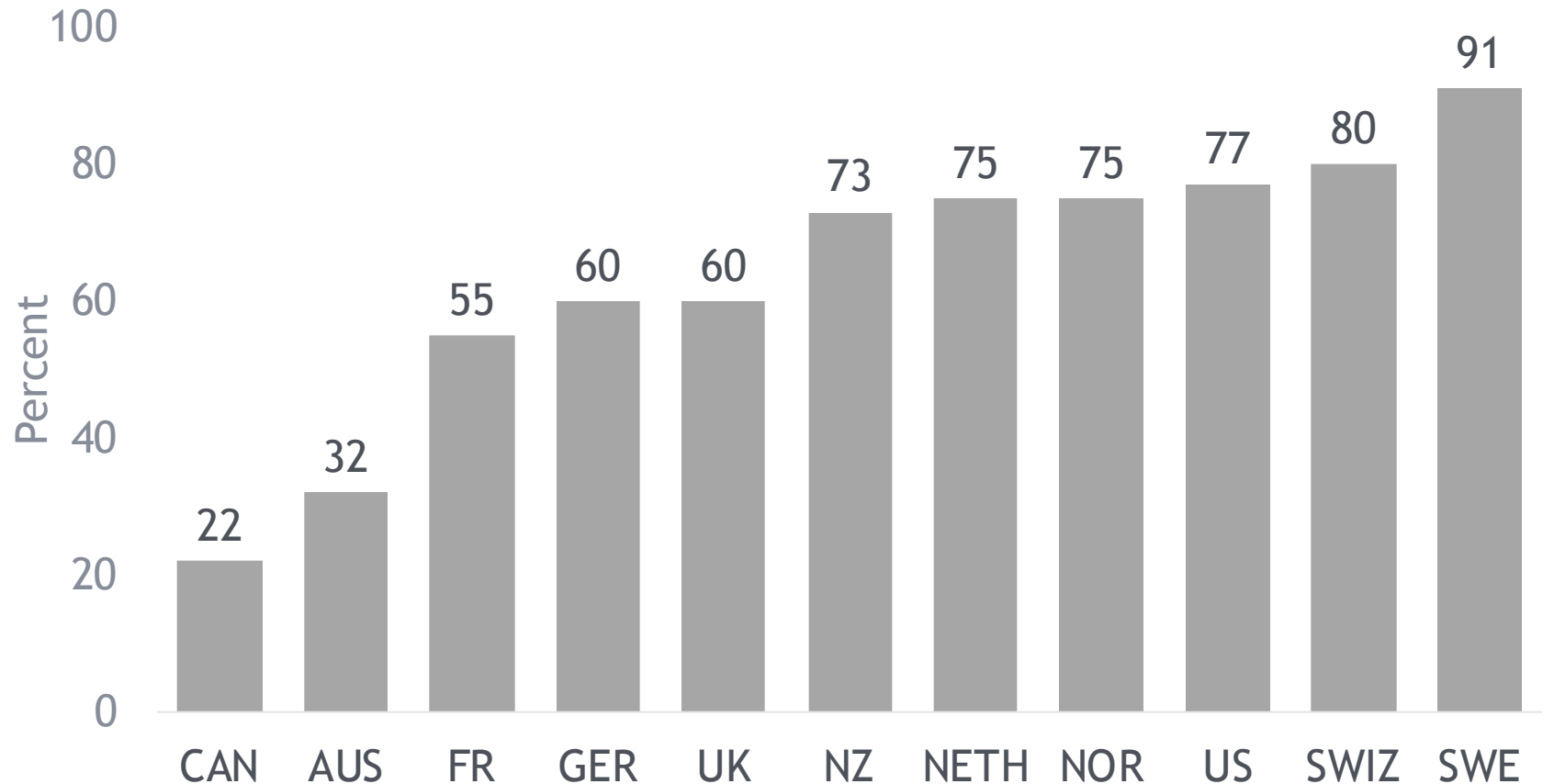
Source: Michelle M. Doty et al., "Primary Care Physicians' Role in Coordinating Medical and Health-Related Social Needs in Eleven Countries," *Health Affairs*, published online Dec. 10, 2019.

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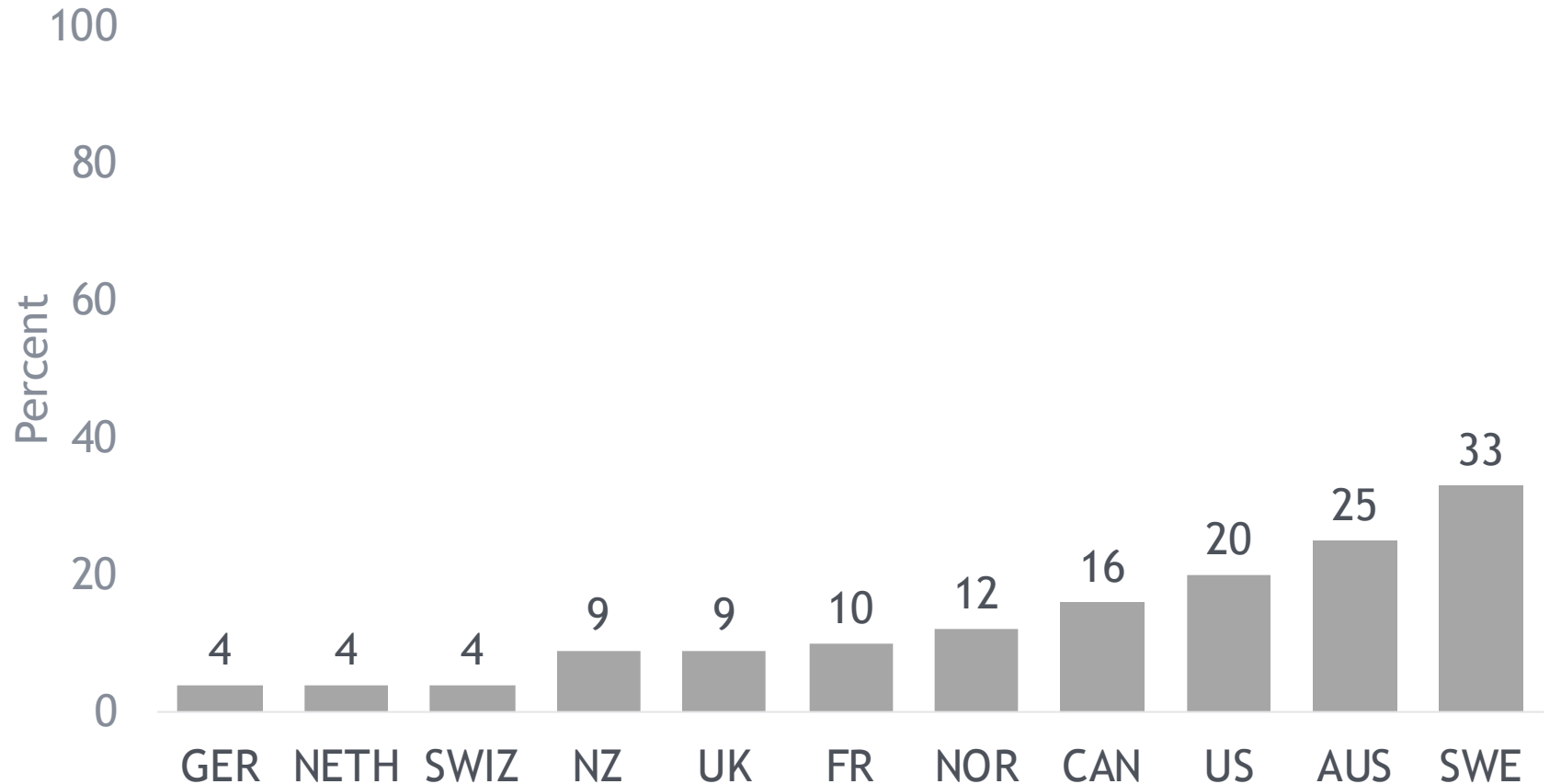
Swiss respondents had the option to report "do not coordinate with social services," and 13 percent of them chose this option. Their responses were excluded from these analyses.



# Practice offers patients option to communicate via email or secure website about a medical question



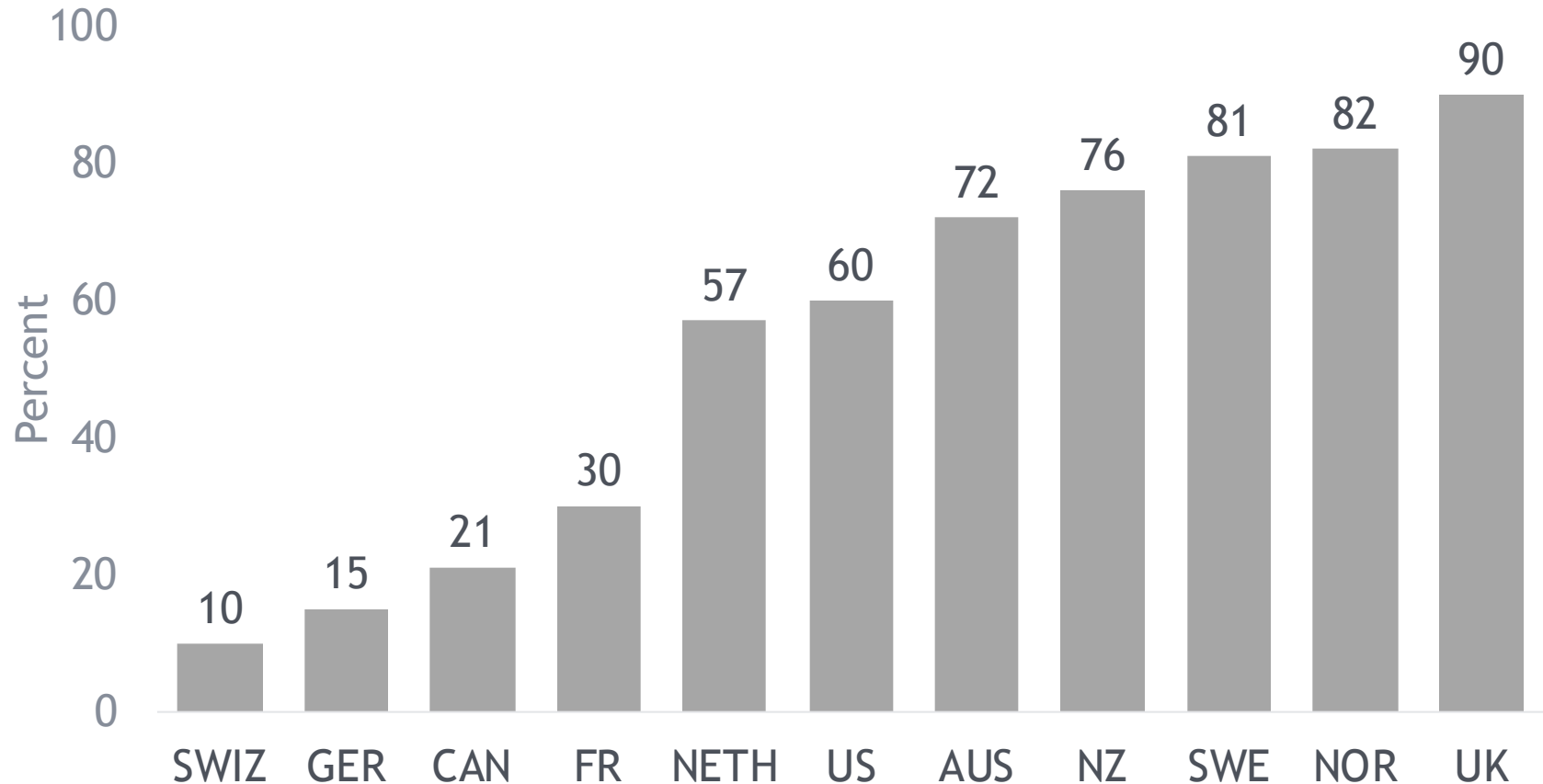
## Practice frequently or occasionally uses video consultations



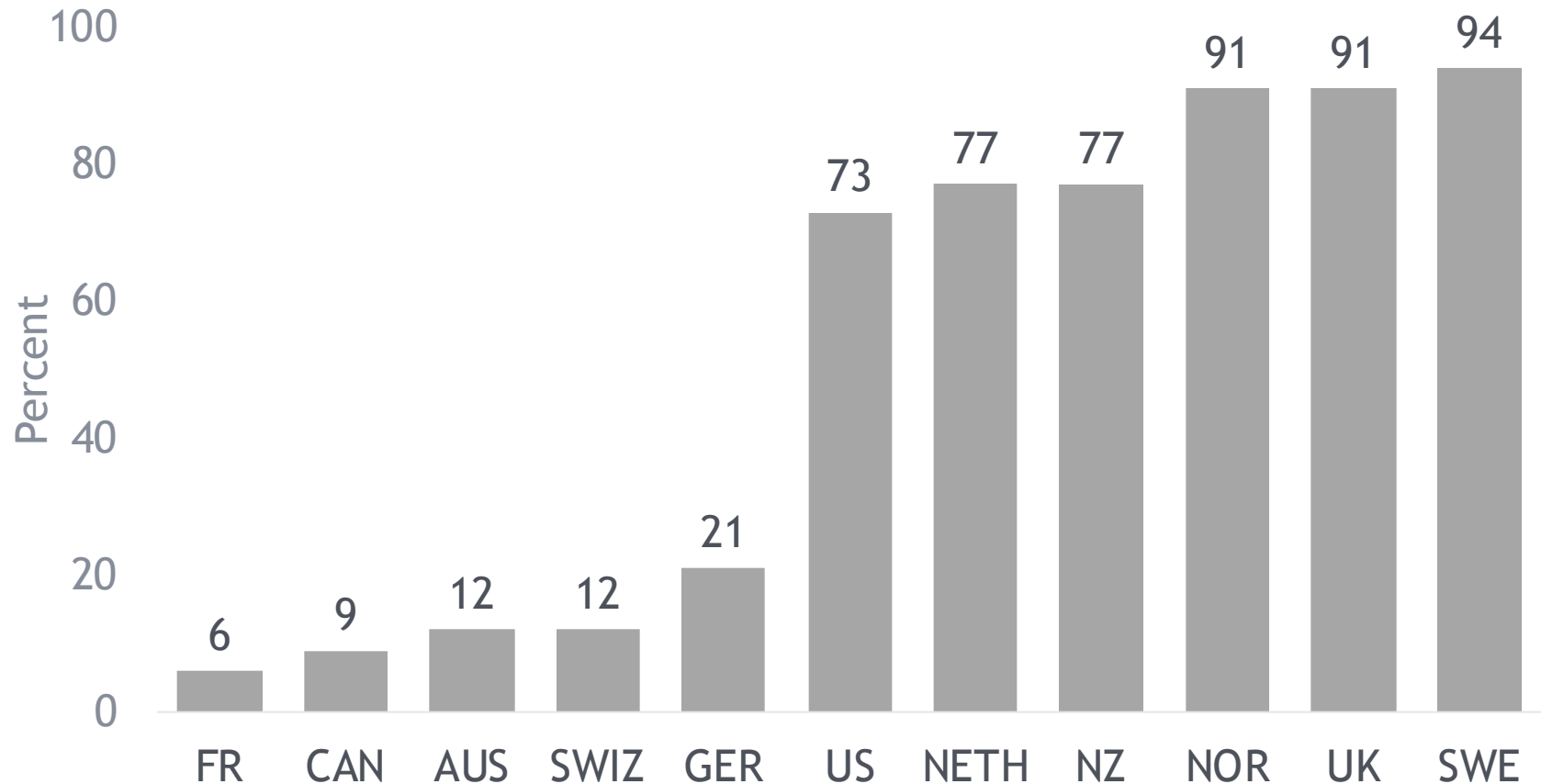
# Usually or often uses remote monitoring or connected medical devices to monitor patients with chronic conditions



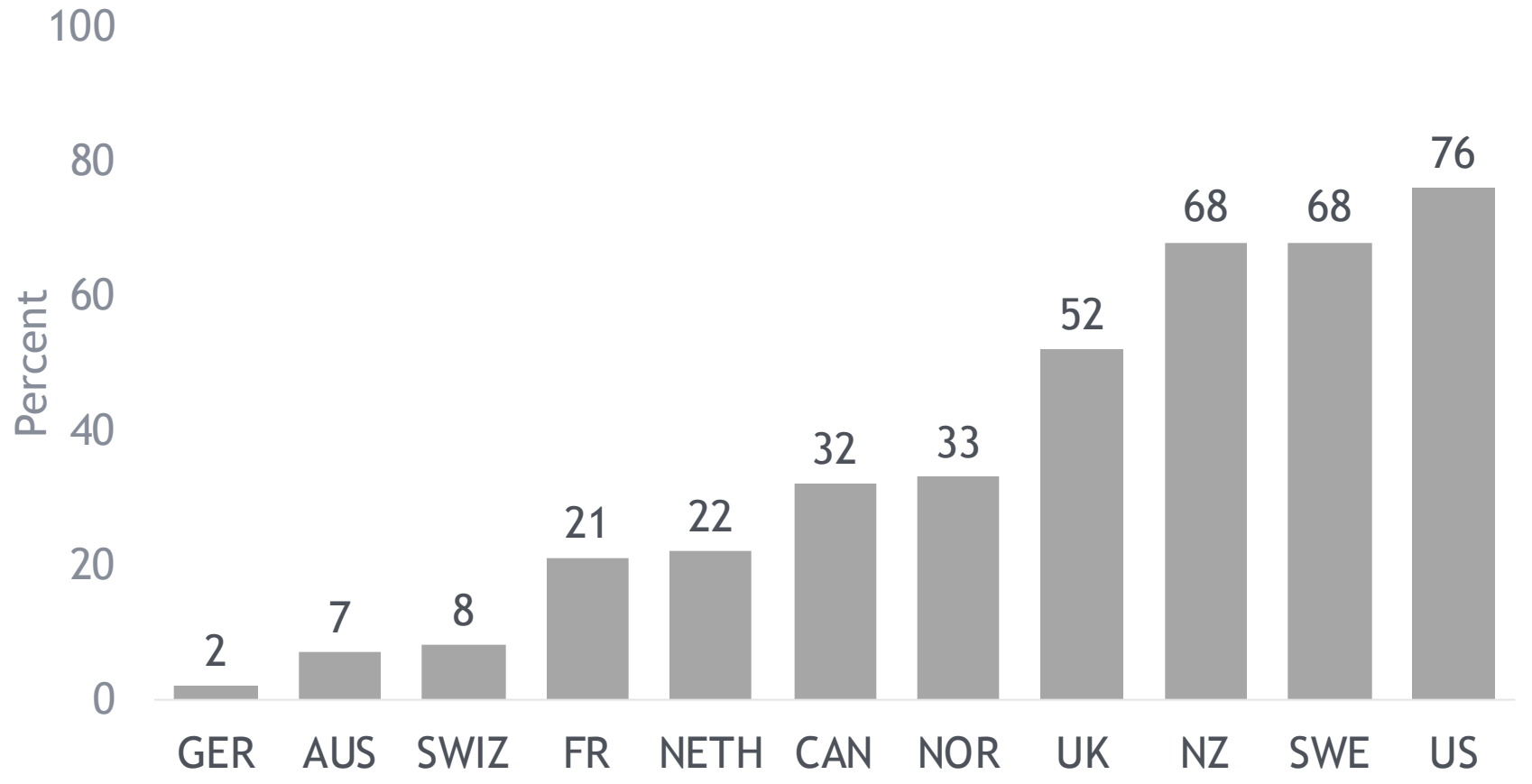
## Practice offers patient option to request appointments online



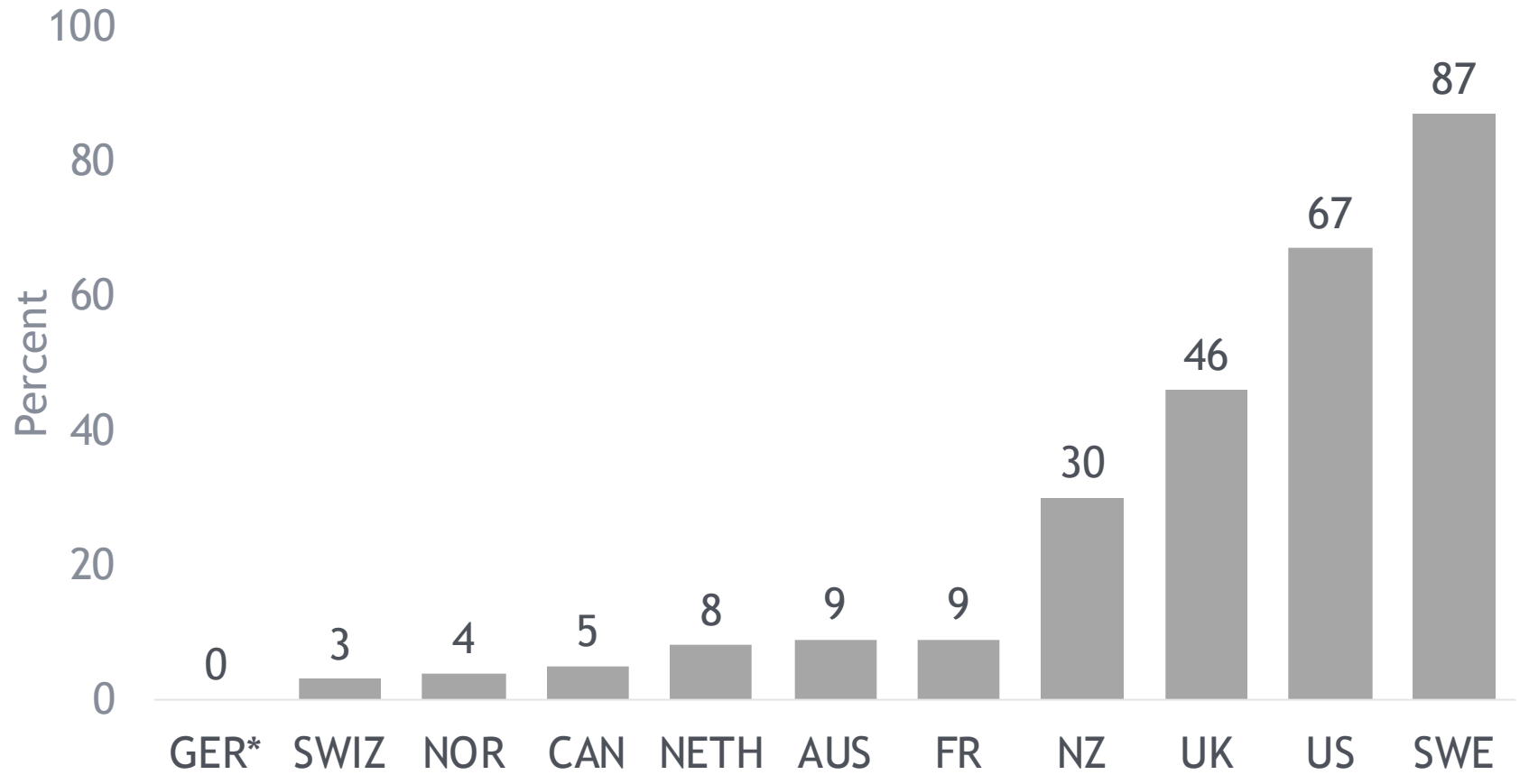
# Practice offers patient option to request refills for prescriptions online



# Practice offers patient option to view test results online



# Practice offers patient option to view patient visit summaries online



\* GER response <1%.

Data: 2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.

Source: Michelle M. Doty et al., "Primary Care Physicians' Role in Coordinating Medical and Health-Related Social Needs in Eleven Countries," *Health Affairs*, published online Dec. 10, 2019.

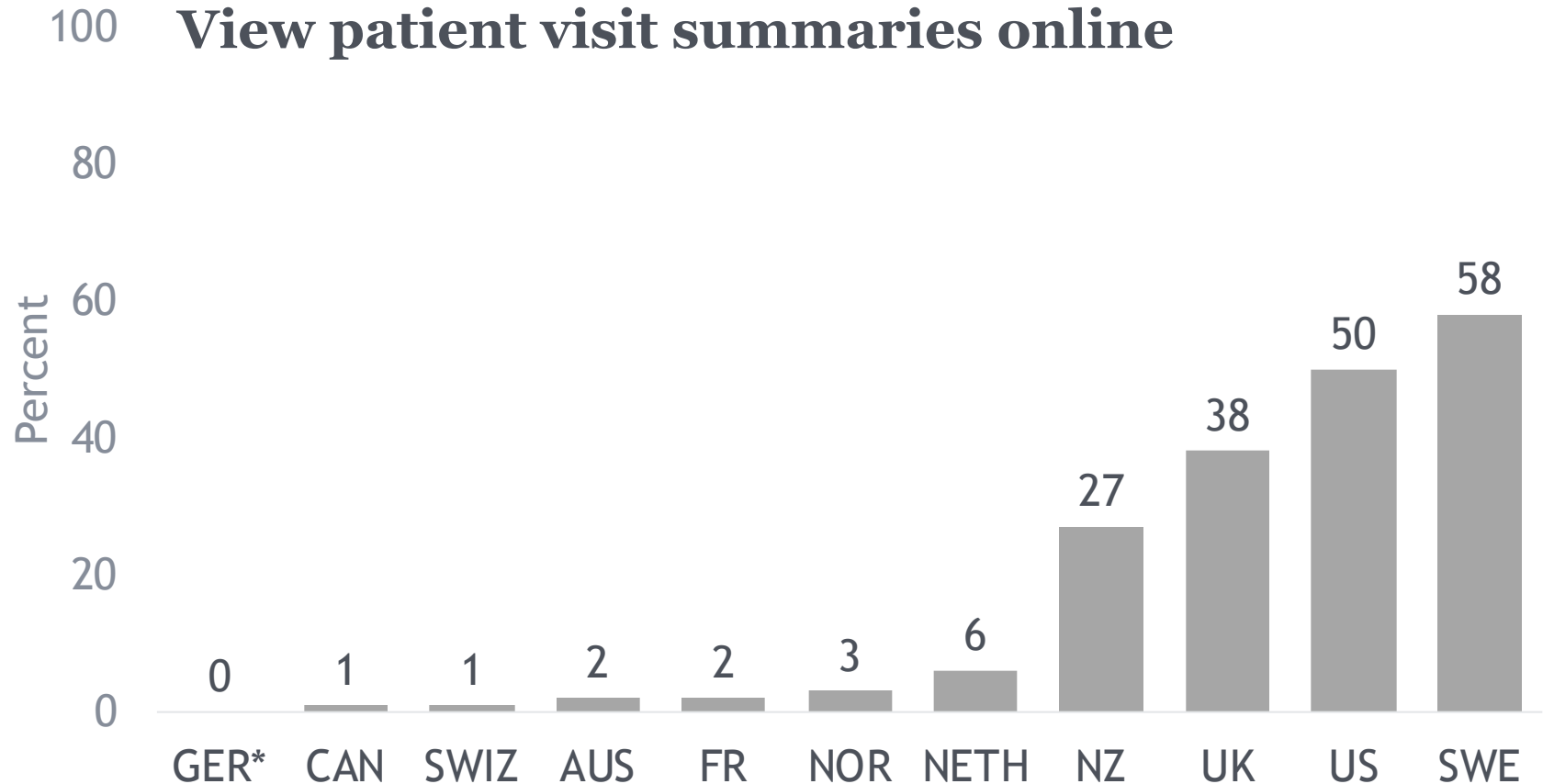
## Practice offers all four of following functions:

Request appointments online

Request refills for prescriptions online

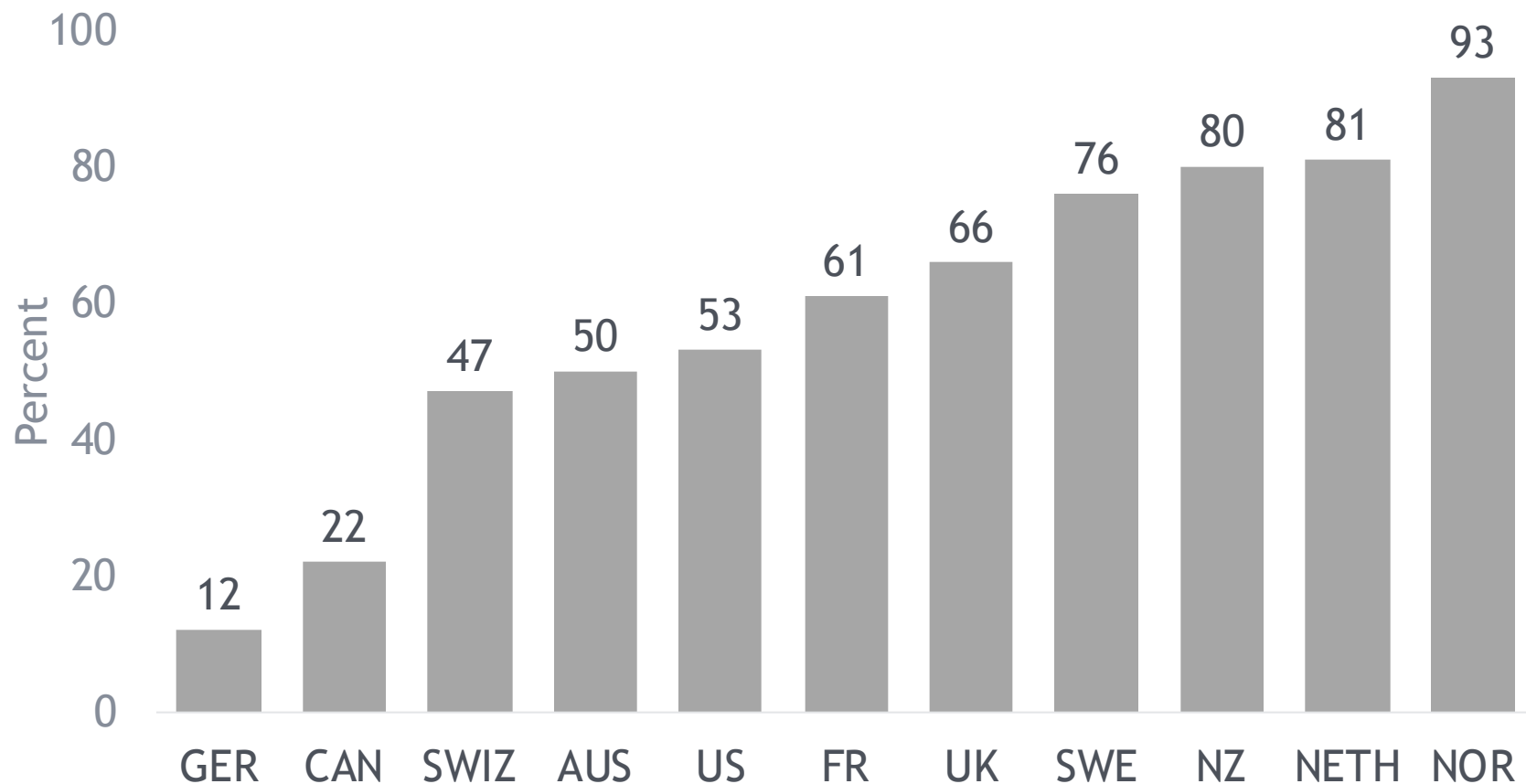
View test results online

View patient visit summaries online

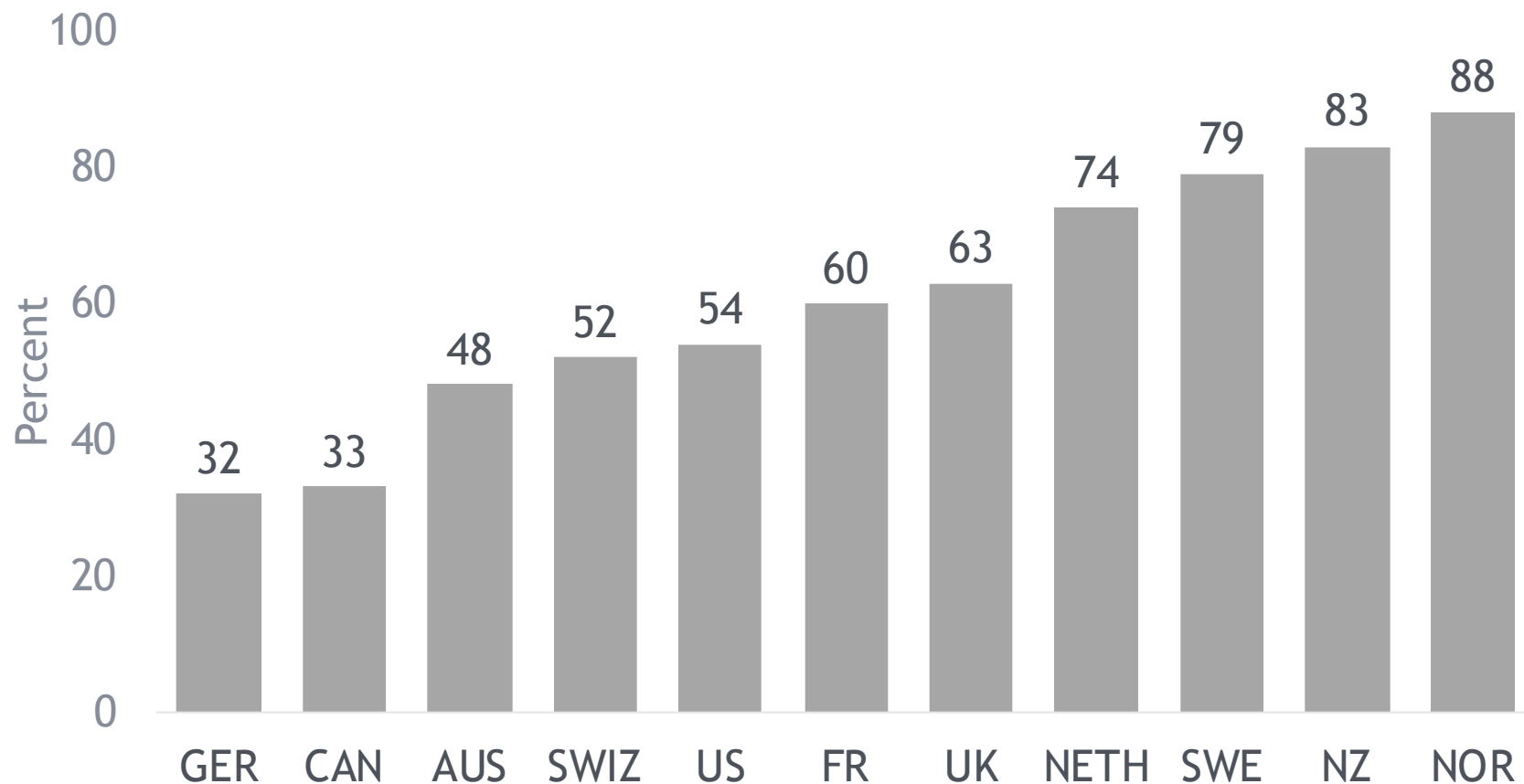




## Able to electronically exchange patient clinical summaries with any doctors outside practice



## Able to electronically exchange laboratory and diagnostic test results with any doctors outside practice



## Able to electronically exchange lists of all medications taken by a patient with any doctors outside practice

