

2019 Commonwealth Fund International Health Policy Survey of Primary Care Physicians
Presented at The Health Affairs/Commonwealth Fund IHP Survey Release Event, Washington, DC, December 11, 2019
Top-line Results for 11 Countries

Slide Measure	AUS	CAN	Percent (%) of primary care physicians in:									
	FRA	GER	NET	NOR	NZ	SWE	SWI	UK	US			
Extended Access to Primary Care												
1	Primary care physician or other health care professional at practice frequently or occasionally makes home visits	81	70	96	97	100	97	88	95	84	97	37
2	Practice has arrangements where patients can be seen when practice is closed (not including the ER)	69	48	75	96	90	91	92	77	56	84	45
Primary Care Physicians' Experiences Coordinating Patient Care with Clinical Providers Across Settings												
3	Usually sends patient history and reason for consultation	94	89	92	47	97	73	98	89	76	91	75
4	Usually is informed about changes to patient's medication or care plan	57	58	73	27	43	70	77	42	60	69	49
5	Usually receives results from specialist within 1 week	14	16	24	11	15	30	19	20	33	9	32
6	Usually notified when patient see for after-hours care	43	27	8	36	97	41	79	11	29	77	36
7	Usually notified when patient has been seen in an ED	40	48	24	40	84	55	85	14	46	66	48
8	Usually notified when patient has been admitted to a hospital	41	53	48	46	82	69	79	27	41	63	53
9	Following hospital discharge, information needed to continue managing patient received ≤48 hours	24	22	14	63	46	21	57	23	34	23	52
10	Usually communicates about patient needs and services to be provided	14	24	36	29	27	43	18	46	32	30	33
11	Usually is advised of relevant changes in patient condition or status	21	36	45	37	28	41	23	45	46	43	42
Coordinating Patient Care with Social Services and Other Community Providers												
12	Frequently coordinates with social services or community providers	38	42	21	74	47	57	52	12	51	65	40
<i>Major challenges in coordinating patient care with social services</i>												
13	Lack of a referral system	43	34	45	32	20	12	27	27	18	34	31
14	Inadequate staffing to make referrals and coordinating with social service organizations	43	42	53	32	24	20	34	37	14	56	36
15	Lack of follow-up from social service organizations about services patient received or needs	50	42	39	30	43	25	39	39	22	61	37
Health Information Technology That Facilitates Coordinating Care with Patients												
16	Practice offers patients option to communicate via email or secure website about a medical question	32	22	55	60	75	75	73	91	80	60	77
17	Practice frequently or occasionally uses video consultations	25	16	10	4	4	12	9	33	4	9	20
18	Usually or often uses remote monitoring or connected medical devices to monitor patients with chronic conditions	4	7	2	6	7	1	5	4	2	9	11
<i>Practice offers patients the option to:</i>												
19	Request appointments online	72	21	30	15	57	82	76	81	10	90	60
20	Request refills for prescriptions online	12	9	6	21	77	91	77	94	12	91	73
21	View test results online	7	32	21	2	22	33	68	68	8	52	76
22	View patient visit summaries online	9	5	9	<1	8	4	30	87	3	46	67
23	ALL four functions	2	1	2	0	6	3	27	58	1	38	50
Health Information Technology That Facilitates Coordinating Care with Providers Across Settings												
<i>Able to electronically exchange the following with any doctors outside practice:</i>												
24	Patient clinical summaries	50	22	61	12	81	93	80	76	47	66	53
25	Laboratory and diagnostic test results	48	33	60	32	74	88	83	79	52	63	54
26	Lists of all medications taken by a patient	46	29	48	14	81	85	82	72	44	67	53