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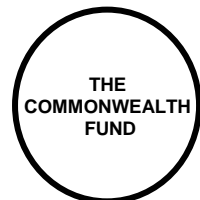
The Commonwealth Fund 2010 International Health Policy Survey in Eleven Countries

The Commonwealth Fund

November 2010

2010 International Health Policy Survey

- **Telephone survey March to June 2010 of adults ages 18 and older in Australia, Canada, France, Germany, the Netherlands, New Zealand, Norway, Sweden, Switzerland, the United Kingdom, and the United States.**
- **Final samples: 3,552 Australia, 3,302 Canada, 1,402 France, 1,005 Germany, 1,001 Netherlands, 1,000 New Zealand, 1,058 Norway, 2,100 Sweden, 1,306 Switzerland, 1,511 United Kingdom, and 2,501 United States.**
- **Conducted by Harris Interactive subcontractors, and Dutch Scientific Institute for Quality of Healthcare, Haute Autorité de Santé (HAS), Swedish Ministry of Health, Swiss Federal Office of Public Health, and Norwegian Knowledge for the Health Services.**
- **Examined differences between above- and below-average (median) income respondents, controlling for age and health status**



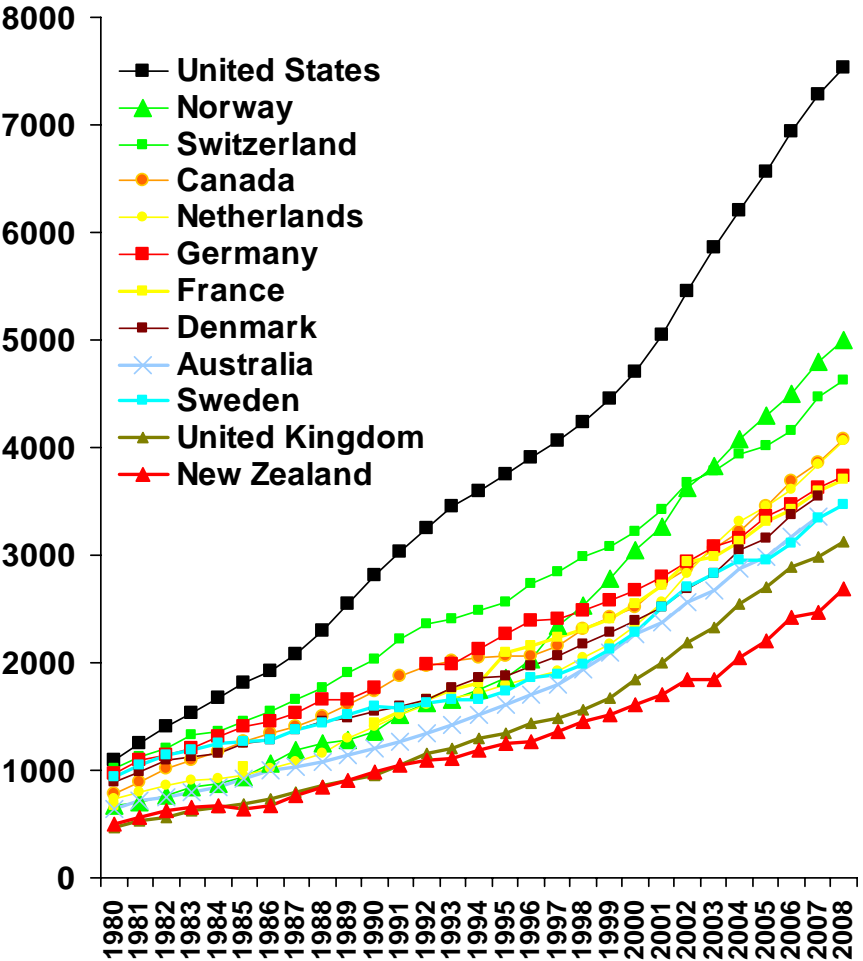
2010 International Health Policy Survey

- A selection of findings from the 2010 Commonwealth Fund International Health Policy Survey were originally published in: C. Schoen, R. Osborn, D. Squires, M. M. Doty, R. Pierson, and S. Applebaum, "How Health Insurance Design Affects Access to Care and Costs, by Income, in Eleven Countries," *Health Affairs* Web First, Nov. 18, 2010.
- This chartpack presents data beyond what was included in the article.

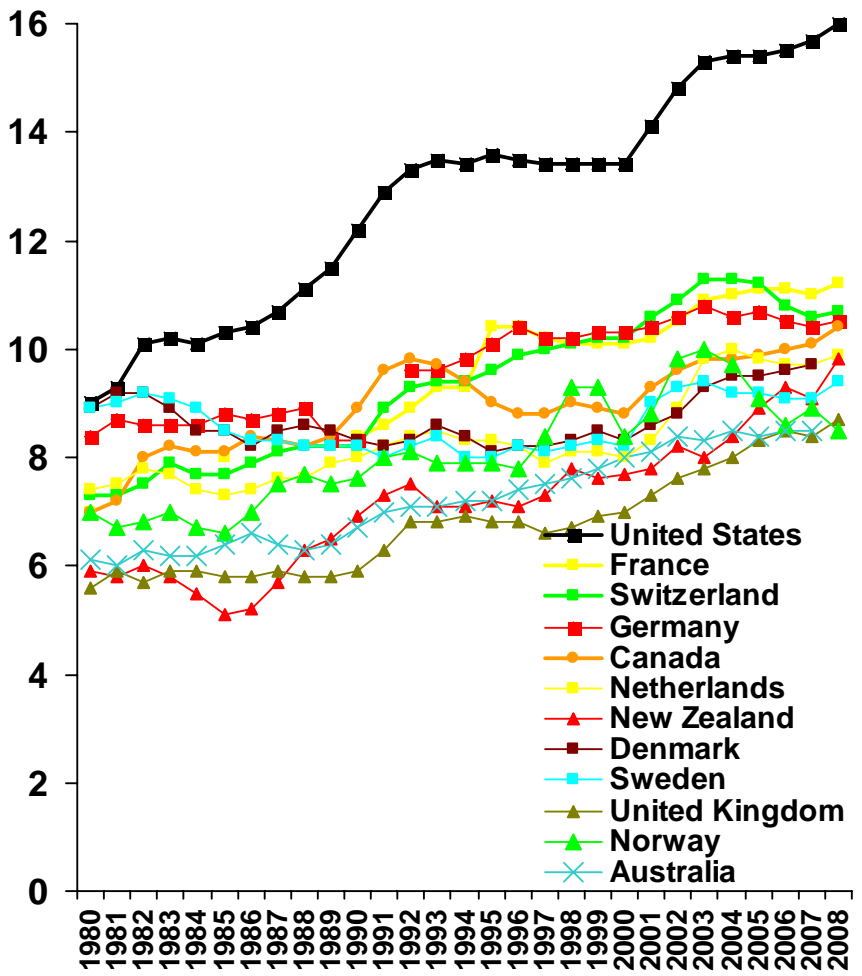


International Comparison of Spending on Health, 1980–2008

Average spending on health per capita (\$US PPP)



Total expenditures on health as percent of GDP



Source: OECD Health Data 2010 (June 2010).



System Views and Confidence



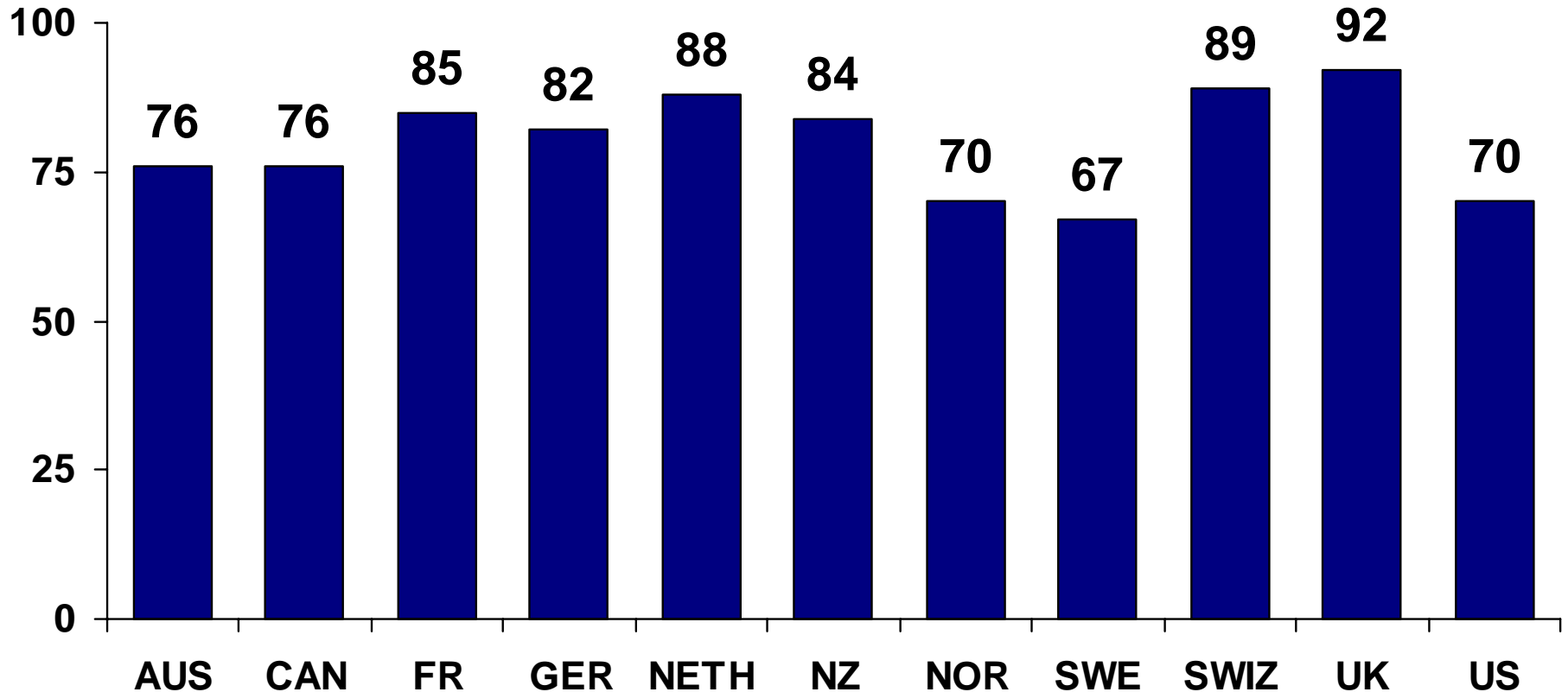
Overall Views of Health Care System, 2010

| Percent | AUS | CAN | FR | GER | NETH | NZ | NOR | SWE | SWIZ | UK | US |
|-----------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Only minor changes needed | 24 | 38 | 42 | 38 | 51 | 37 | 40 | 44 | 46 | 62 | 29 |
| Fundamental changes needed | 55 | 51 | 47 | 48 | 41 | 51 | 46 | 45 | 44 | 34 | 41 |
| Rebuild completely | 20 | 10 | 11 | 14 | 7 | 11 | 12 | 8 | 8 | 3 | 27 |



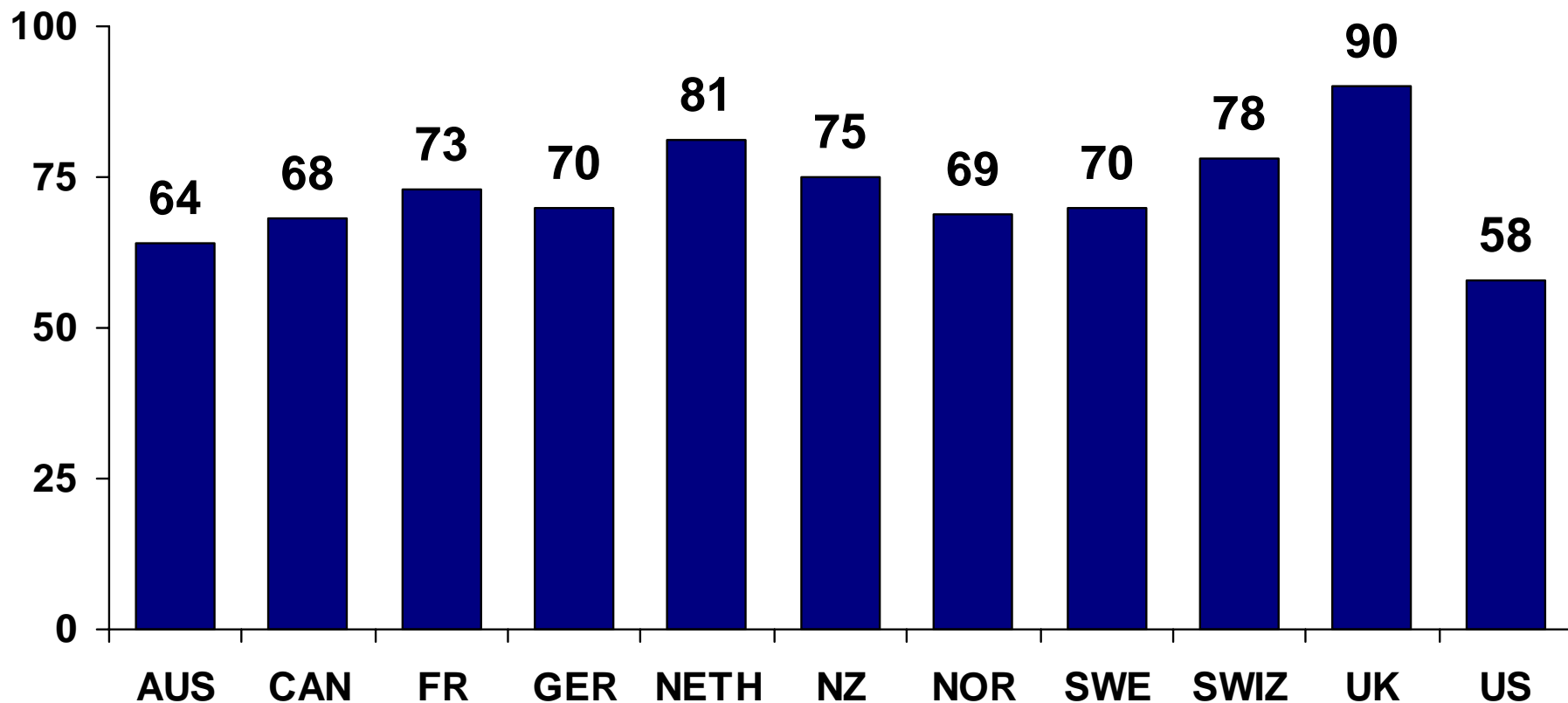
Confident Will Receive Most-Effective Treatment if Sick

Percent responded, if they became seriously ill, *confident/very confident* they would get most-effective treatment, including drugs and diagnostic tests

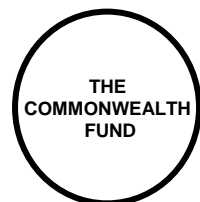


Confident Will Be Able to Afford Needed Care

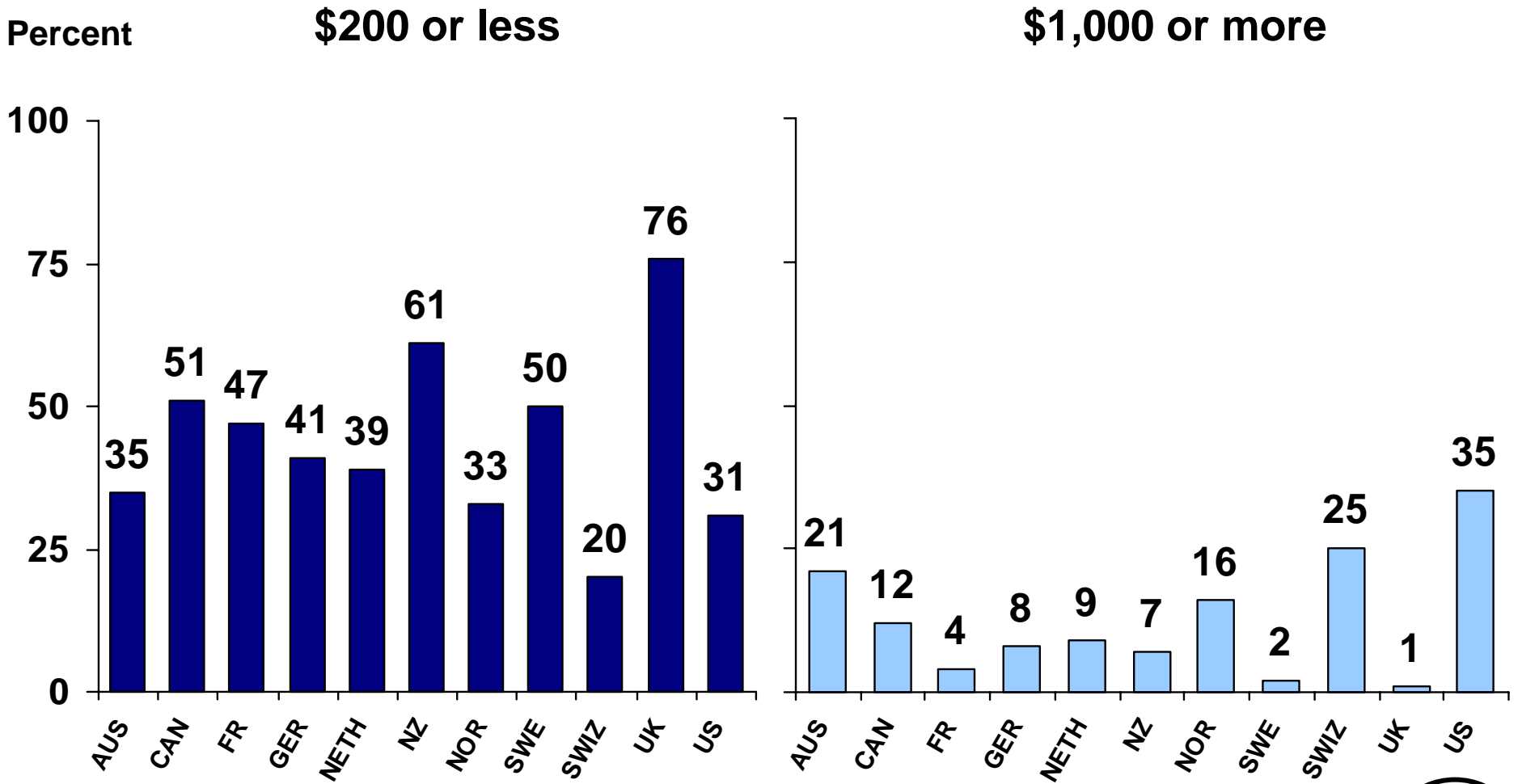
Percent responded, if they became seriously ill, *confident/very confident* they would be able to afford the care they needed



Affordability and Cost-Related Access Barriers



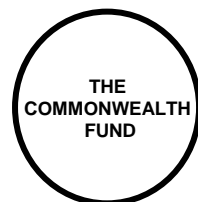
Out-of-Pocket Medical Costs in the Past Year, in U.S. Dollars



Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

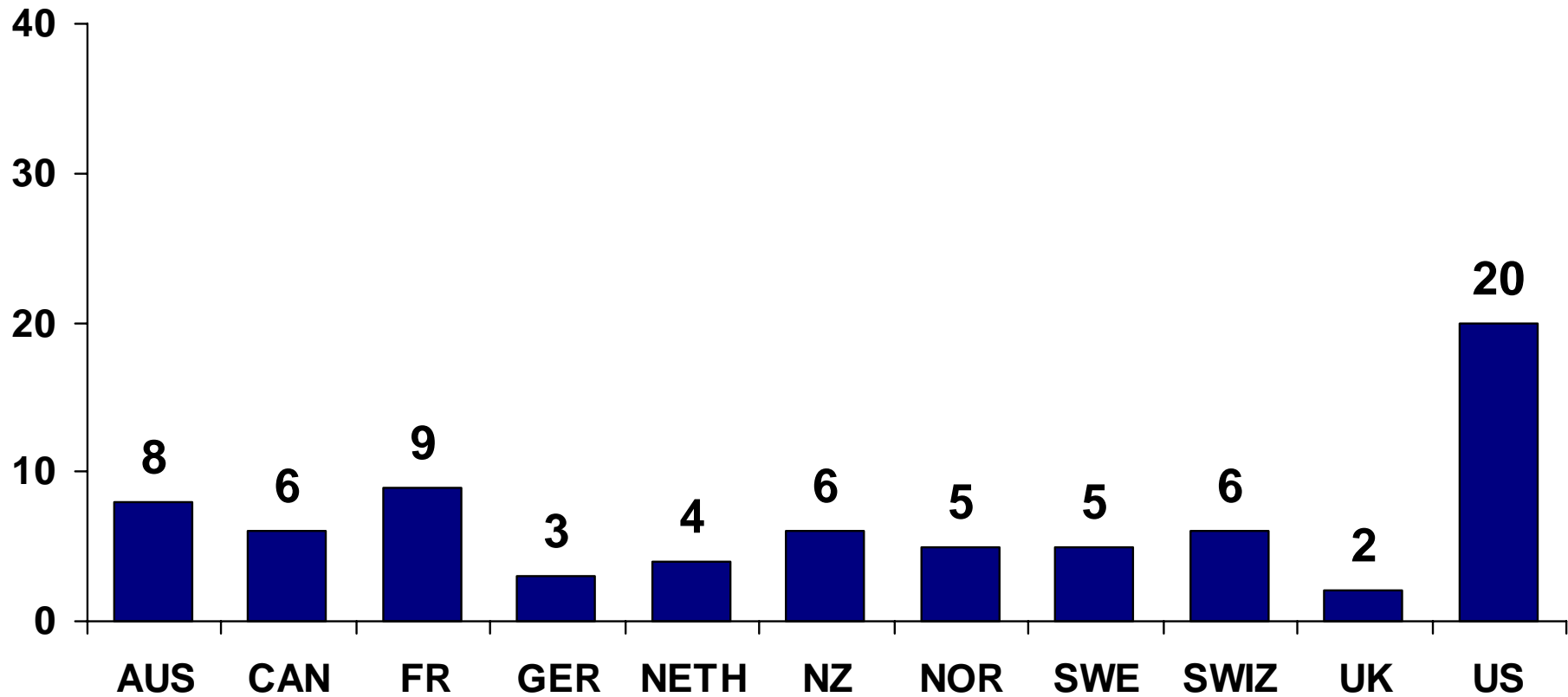
Cost-Related Access Problems in the Past Year

| Percent | AUS | CAN | FR | GER | NETH | NZ | NOR | SWE | SWIZ | UK | US |
|---|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|----------|-----------|
| Did not fill prescription or skipped doses | 12 | 10 | 7 | 6 | 3 | 7 | 6 | 7 | 4 | 2 | 21 |
| Had a medical problem but did not visit doctor | 13 | 4 | 6 | 16 | 2 | 9 | 6 | 5 | 6 | 2 | 22 |
| Skipped test, treatment, or follow-up | 14 | 5 | 6 | 10 | 3 | 8 | 5 | 4 | 4 | 3 | 22 |
| <i>Yes to at least one of the above</i> | 22 | 15 | 13 | 25 | 6 | 14 | 11 | 10 | 10 | 5 | 33 |



Serious Problems Paying or Unable to Pay Medical Bills in the Past Year

Percent

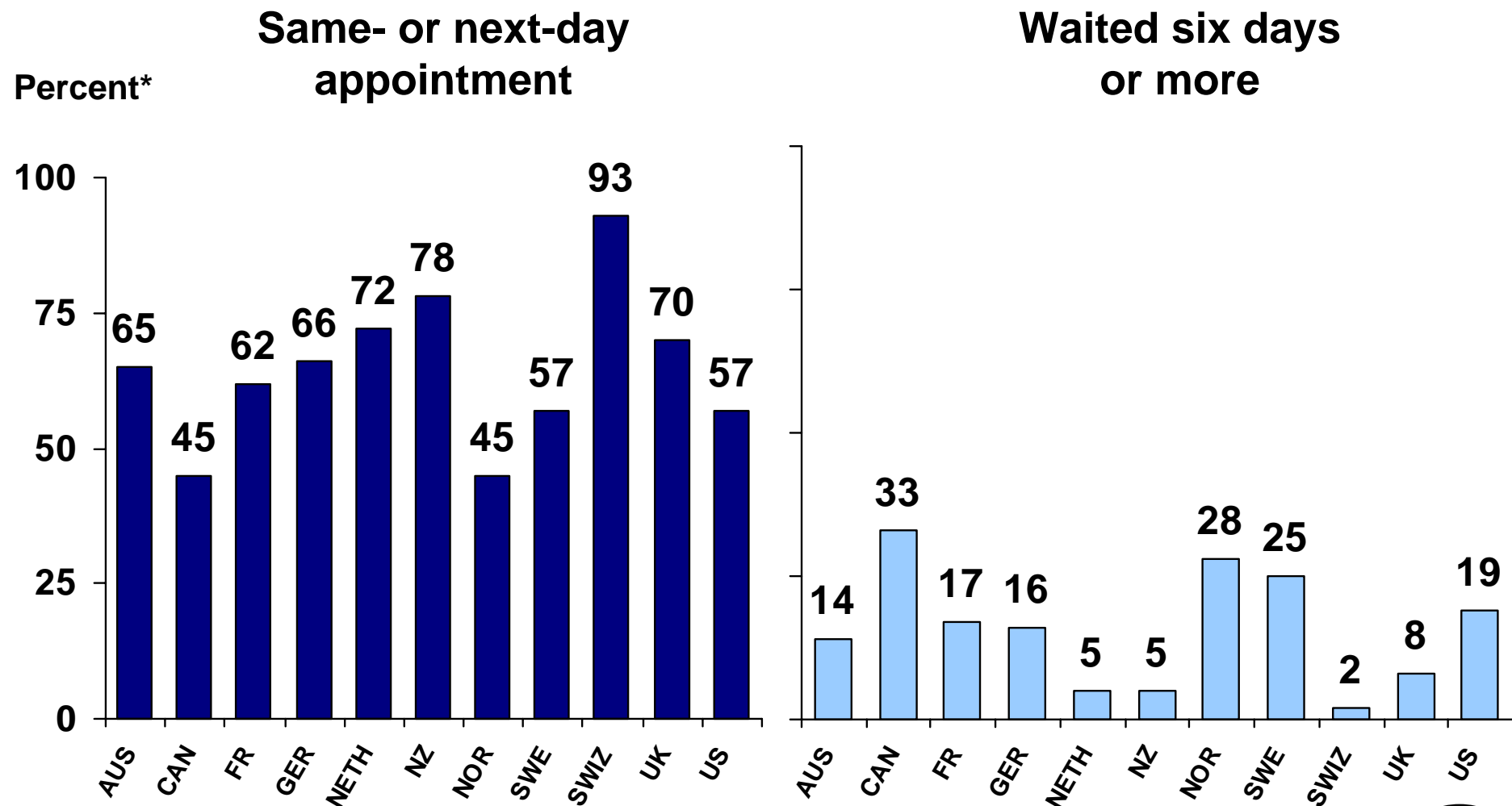


Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

Access to Needed Care and Waiting Times

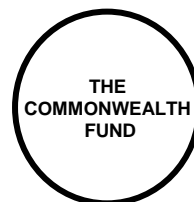


Access to Doctor or Nurse When Sick or Needed Care



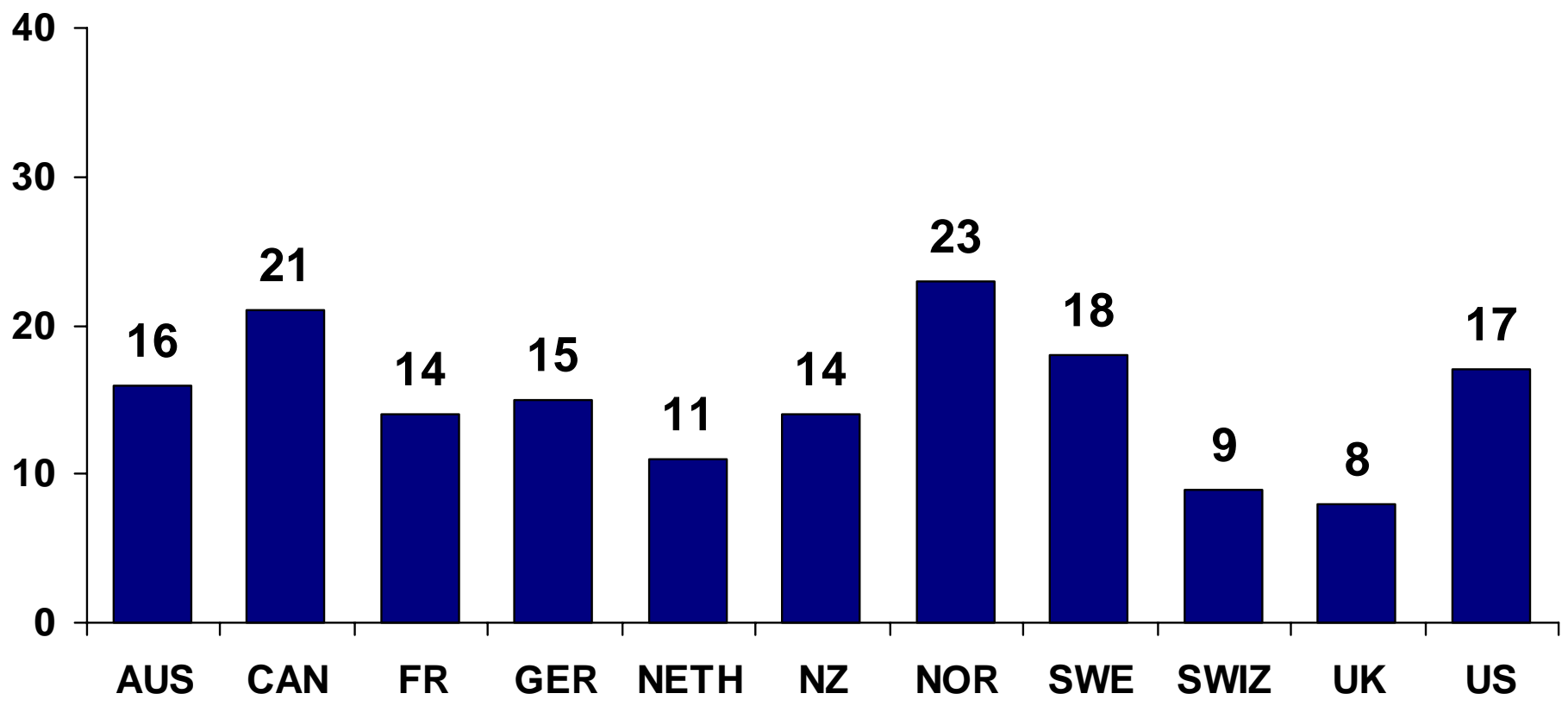
* Base: Answered question.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Worried About a Medical Problem That Took a Long Time to Be Diagnosed in Past Year

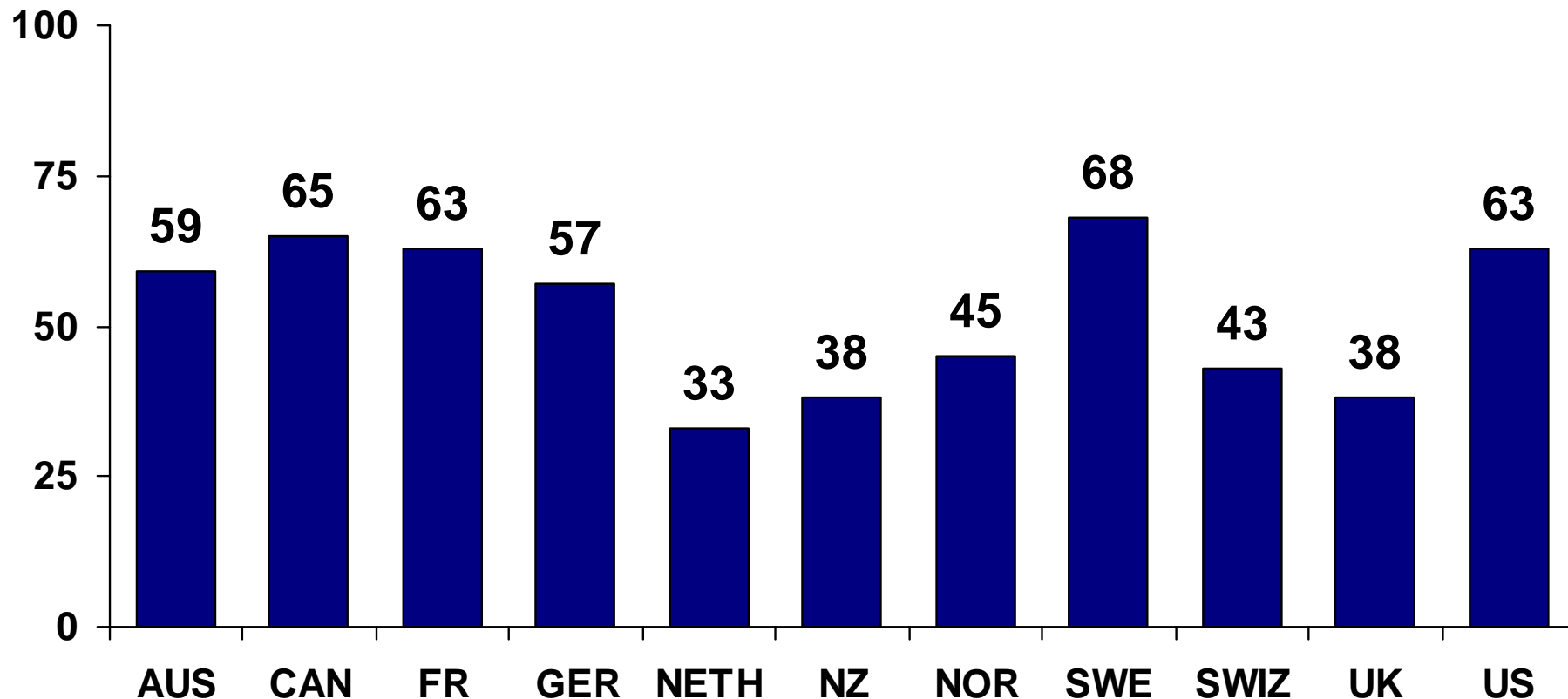
Percent



Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

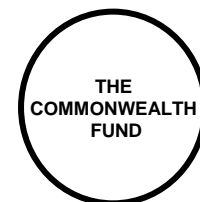
Difficulty Getting After-Hours Care Without Going to the Emergency Room

Percent reported *very/somewhat difficult* getting care on nights, weekends, or holidays without going to ER*

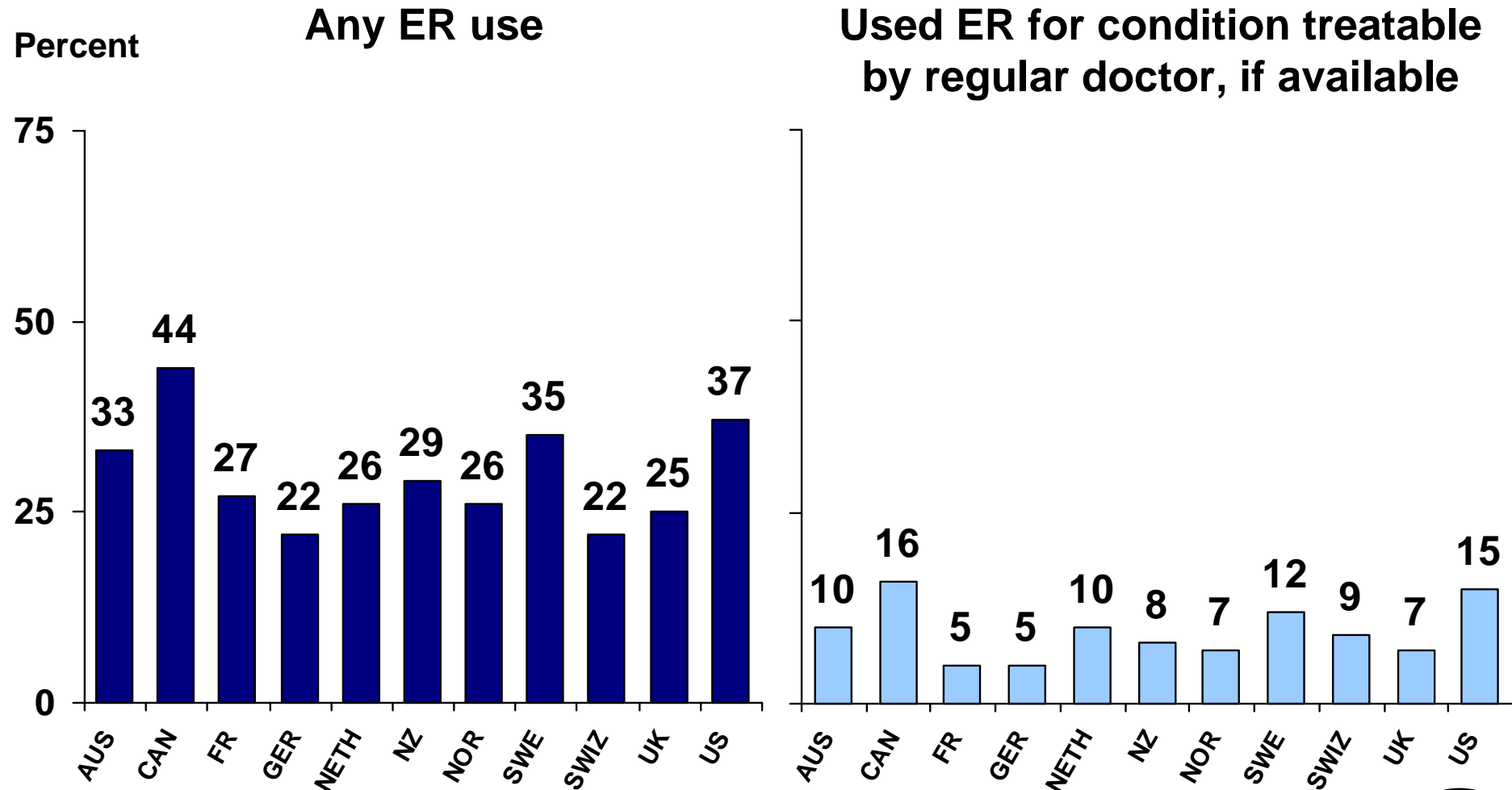


* Base: Needed care and answered question.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Emergency Room Use in Past Two Years

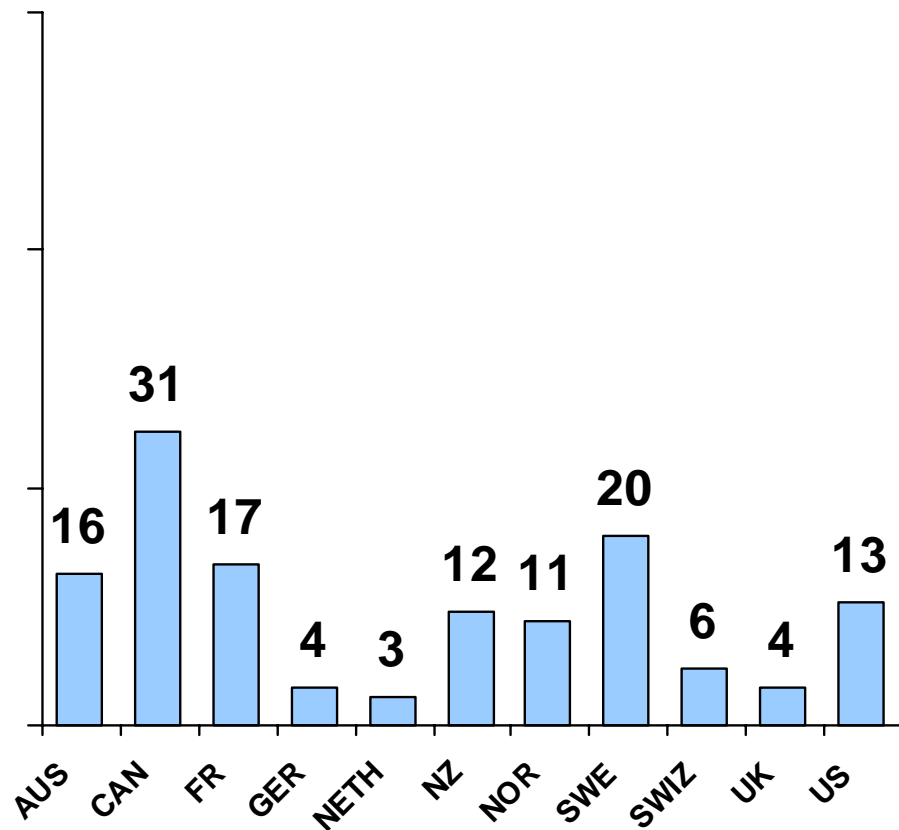
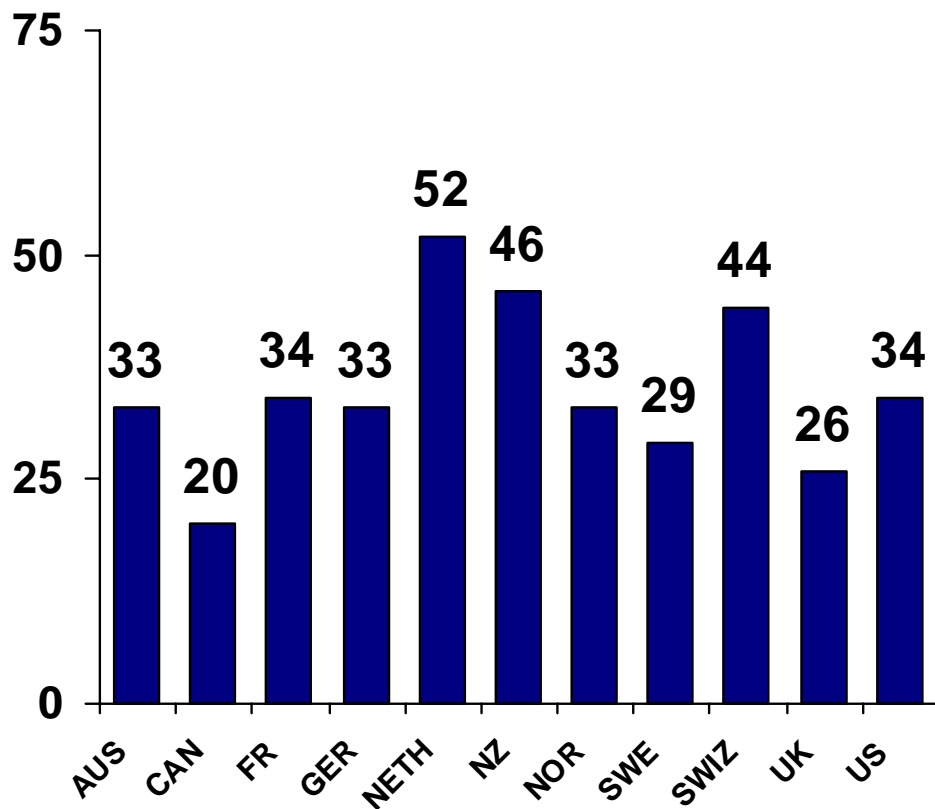


Wait Time in Emergency Room Before Being Treated

Less than 30 minutes

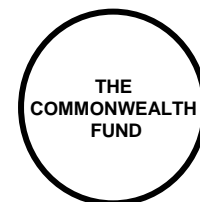
Four hours or more

Percent



Base: Used ER in past two years.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

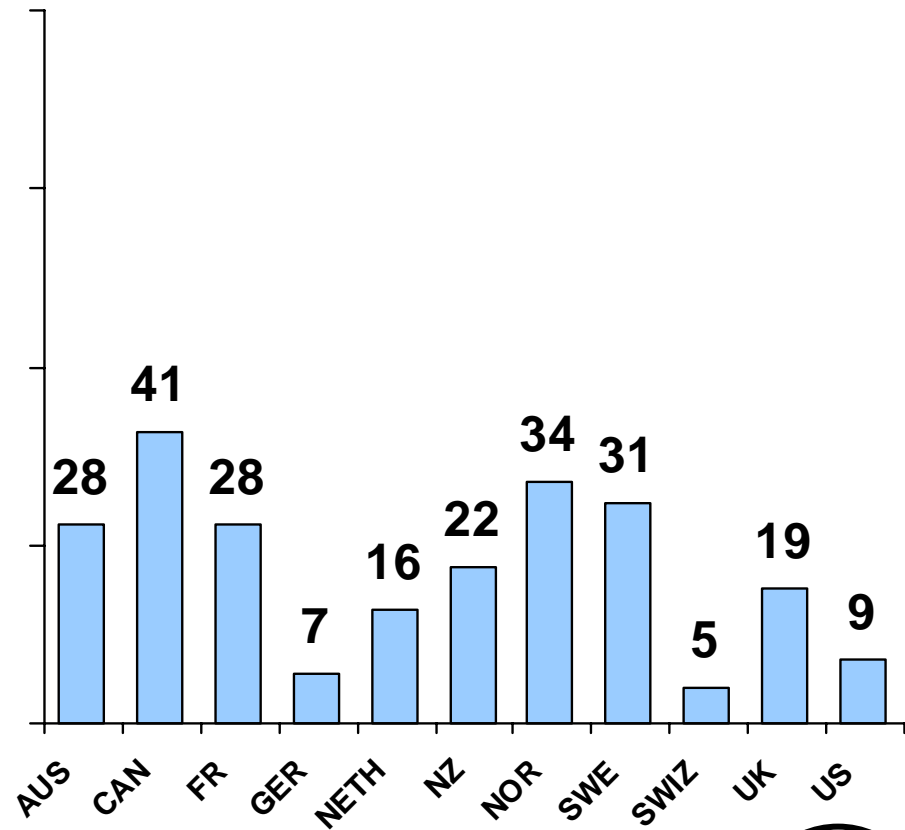
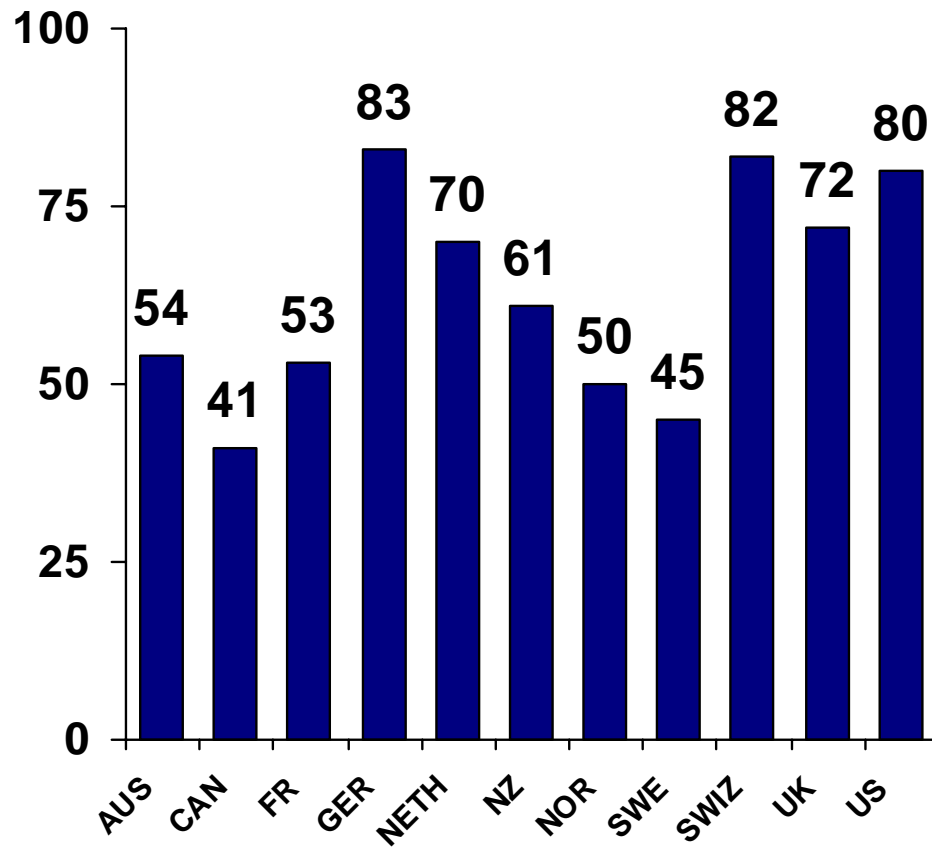


Wait Time for Specialist Appointment

Less than 1 month

Two months or more

Percent



Base: Needed to see a specialist in past two years.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

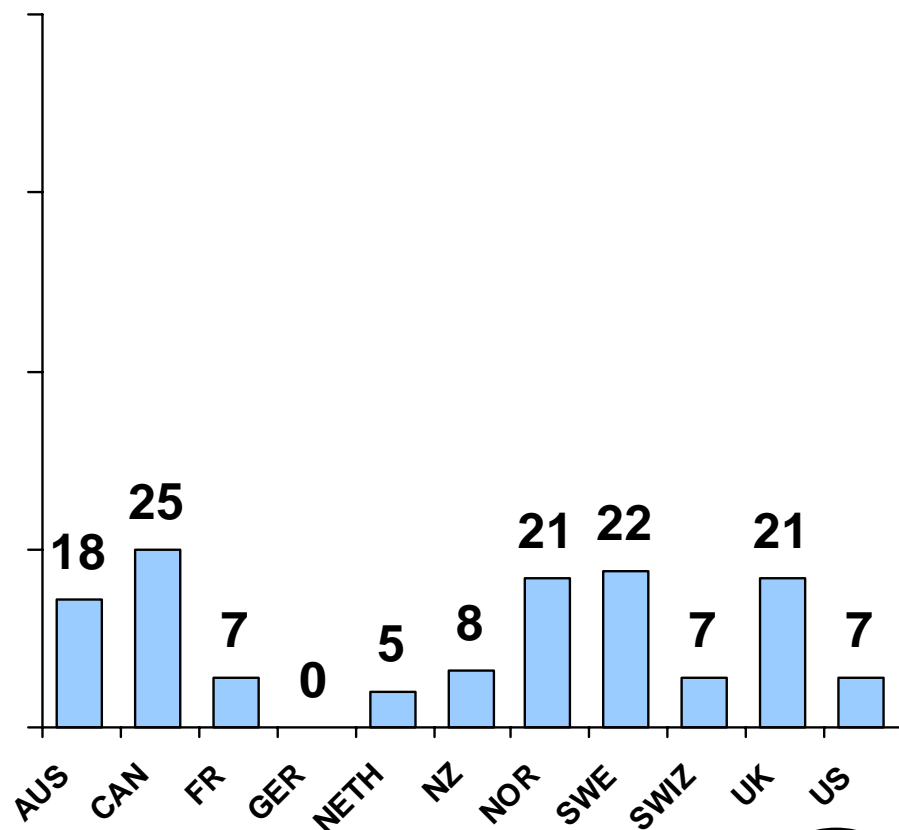
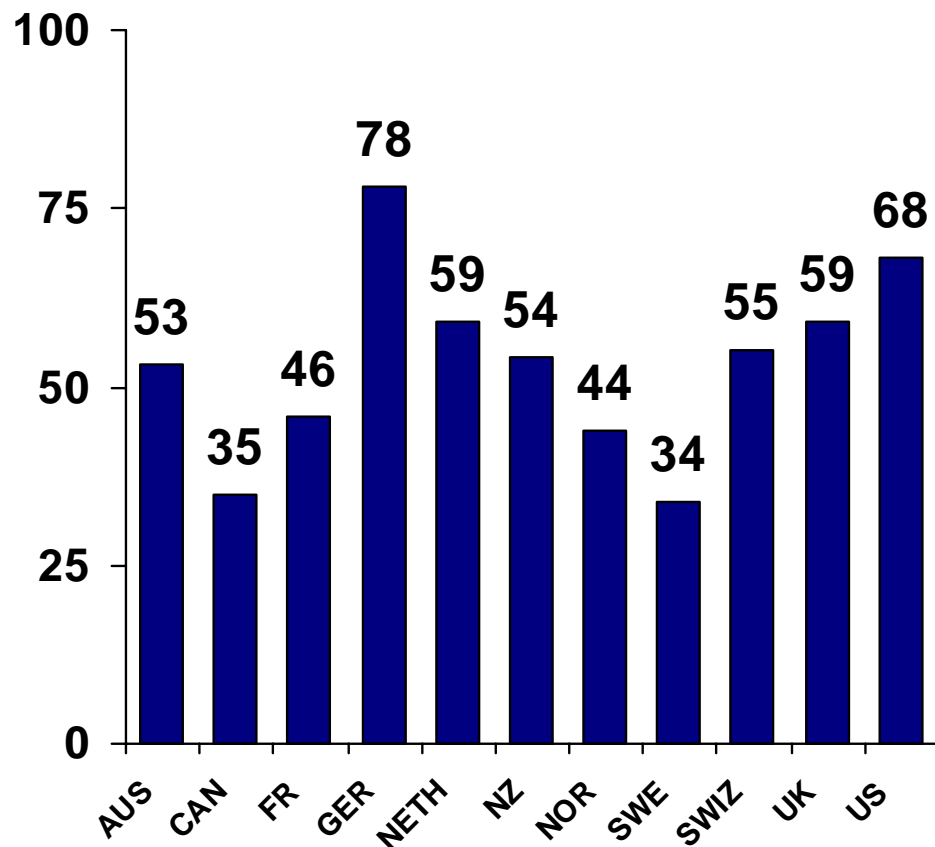


Wait Time for Elective Surgery

Less than 1 month

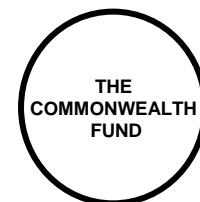
Four months or more

Percent



Base: Needed elective surgery in past two years.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

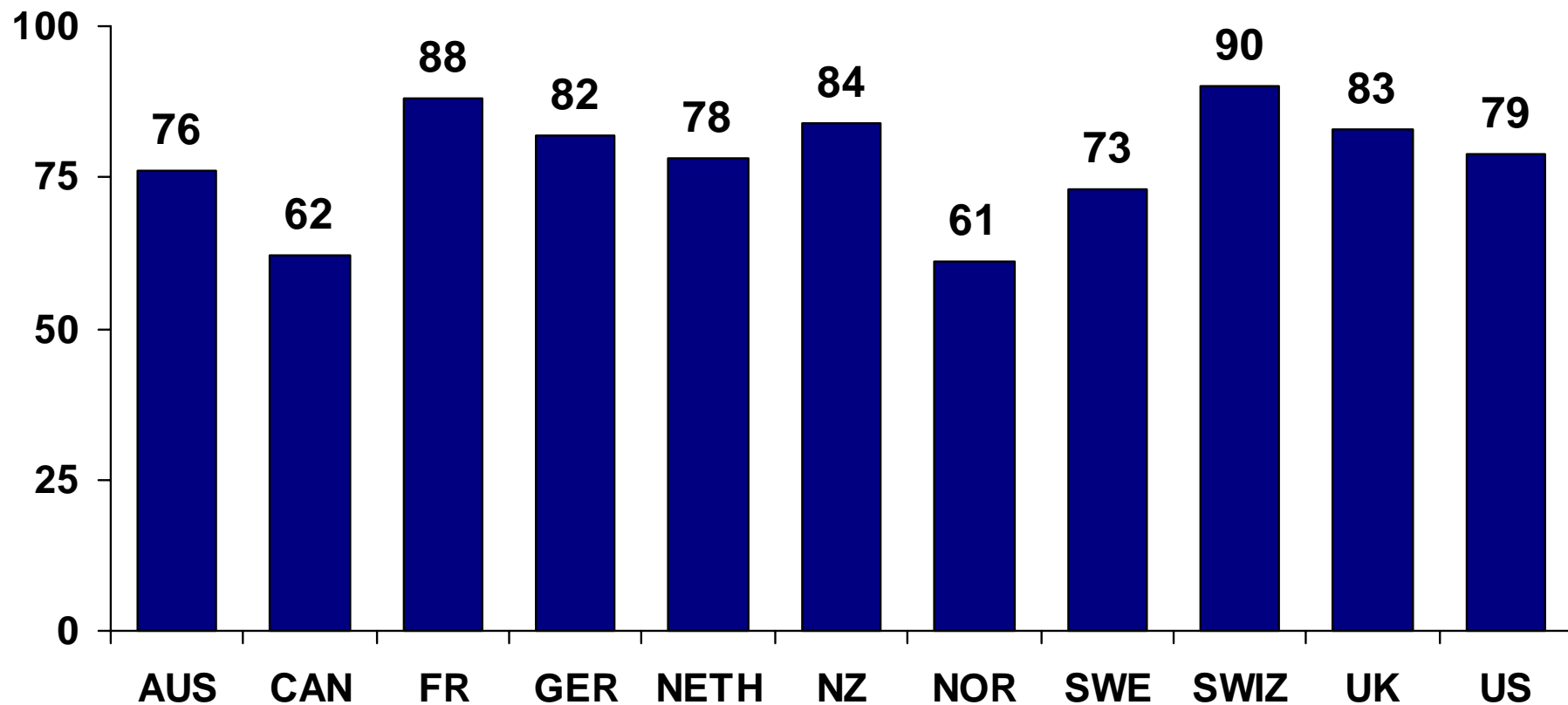


Primary Care and Patient-Centered Care



Easy to Contact Doctor by Phone During Regular Hours

Percent reporting *somewhat/very easy*



Base: Has regular doctor/place of care and tried contacting.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Online Access at Regular Place of Care

| Percent | AUS | CAN | FR | GER | NETH | NZ | NOR | SWE | SWIZ | UK | US |
|---|----------|----------|----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|
| Has e-mailed medical question to regular doctor or place of care in past two years | 2 | 4 | 2 | 7 | 2 | 4 | 4 | 6 | 3 | 9 | 6 |
| Can make an appointment via e-mail or Web site at regular place of care | 7 | 6 | 9 | 60 | 10 | 9 | 23 | 13 | 13 | 25 | 15 |

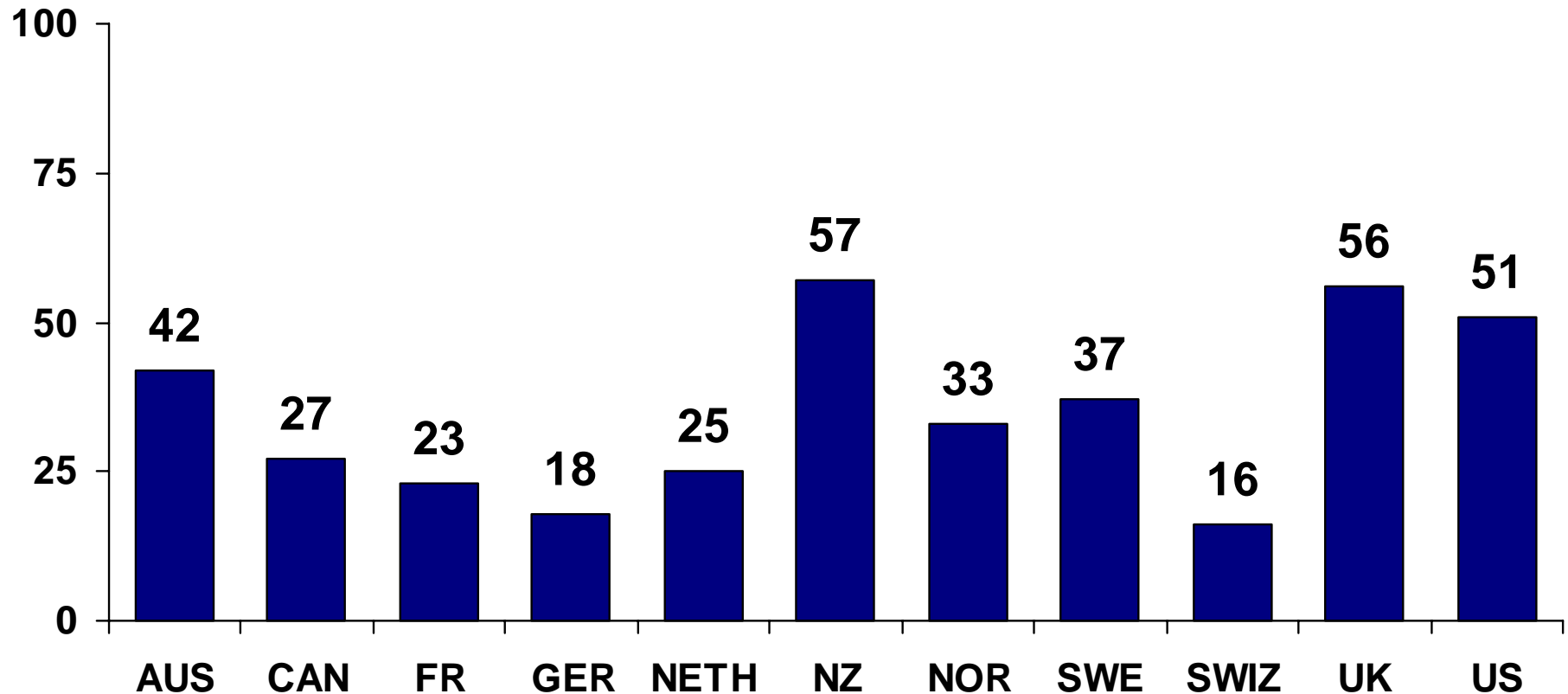
Base: Has regular doctor/place of care.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Nurse Regularly Involved in Care

Percent reported a nurse or other nonphysician clinician is regularly involved in care*



Base: Has regular doctor/place of care.

* For example, discusses test results, treatment plans or advises you on your health.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Doctor–Patient Communication

| Percent reports regular doctor <i>always/often</i> | AUS | CAN | FR | GER | NETH | NZ | NOR | SWE | SWIZ | UK | US |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Gives opportunity to ask questions about recommended treatment | 88 | 85 | 83 | 91 | 87 | 92 | 77 | 65 | 92 | 91 | 86 |
| Explains things in a way that is easy to understand | 91 | 89 | 89 | 94 | 93 | 92 | 86 | 74 | 94 | 89 | 89 |
| Involves you as much as you want in care decisions | 86 | 83 | 82 | 84 | 81 | 92 | 80 | 62 | 85 | 90 | 86 |
| Spends enough time with you | 85 | 80 | 85 | 91 | 89 | 90 | 76 | 67 | 90 | 88 | 82 |
| <i>All of the above</i> | 69 | 60 | 59 | 63 | 75 | 79 | 62 | 47 | 72 | 59 | 63 |

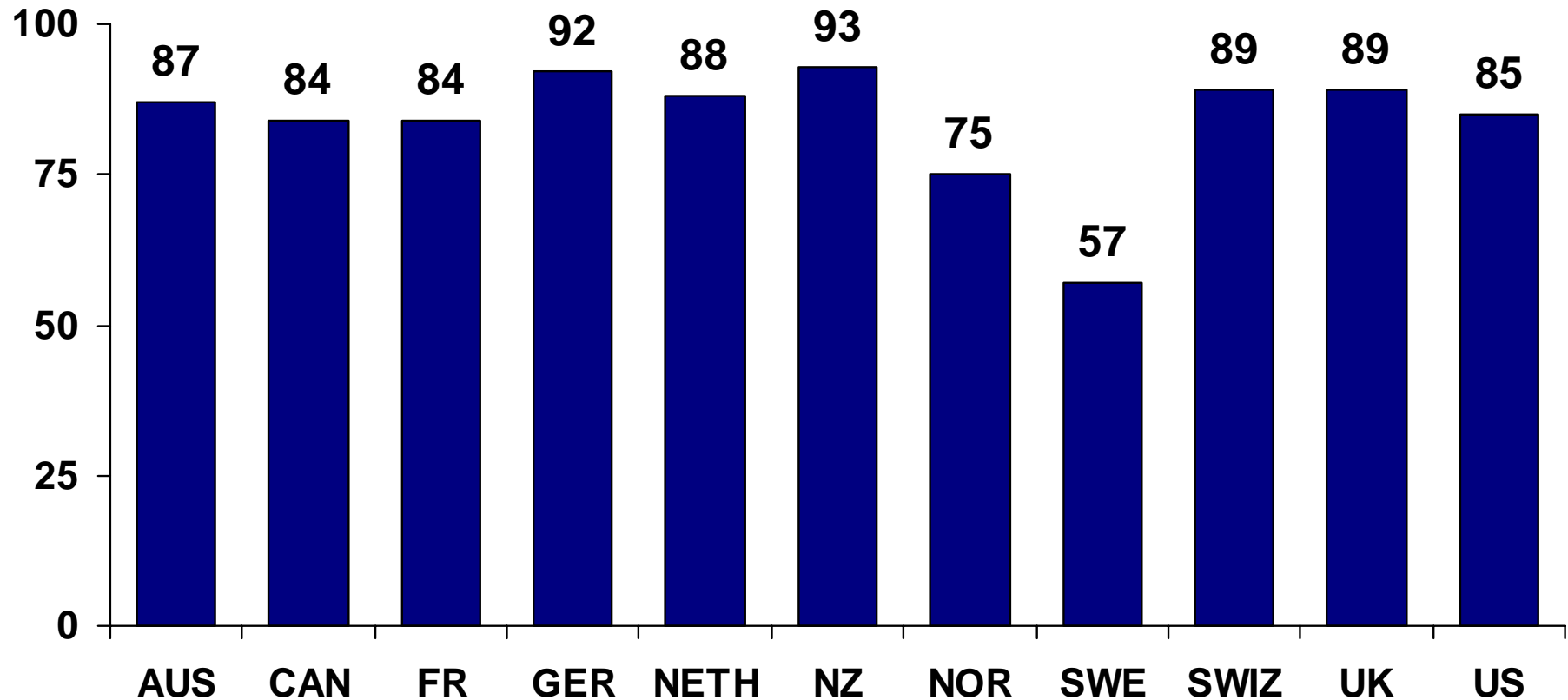
Base: Has regular doctor/place of care.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Regular Doctor Knows Important Information About Medical History

Percent reporting doctor *often/always* knows important information about medical history



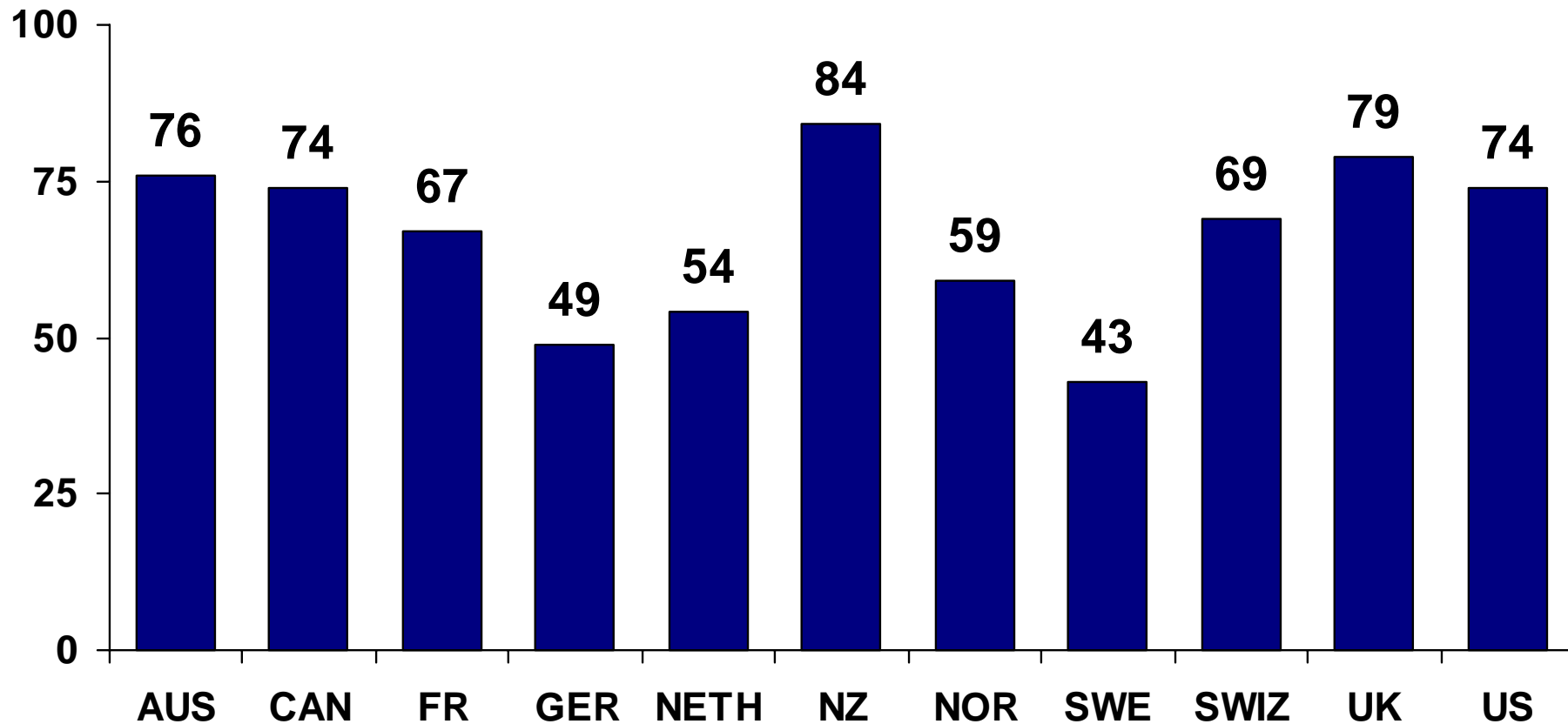
Base: Has regular doctor/place of care.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Quality of Care from Doctor

Percent rated care received in past 12 months from regular doctor as *very good/excellent*



Base: Has regular doctor/place of care.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

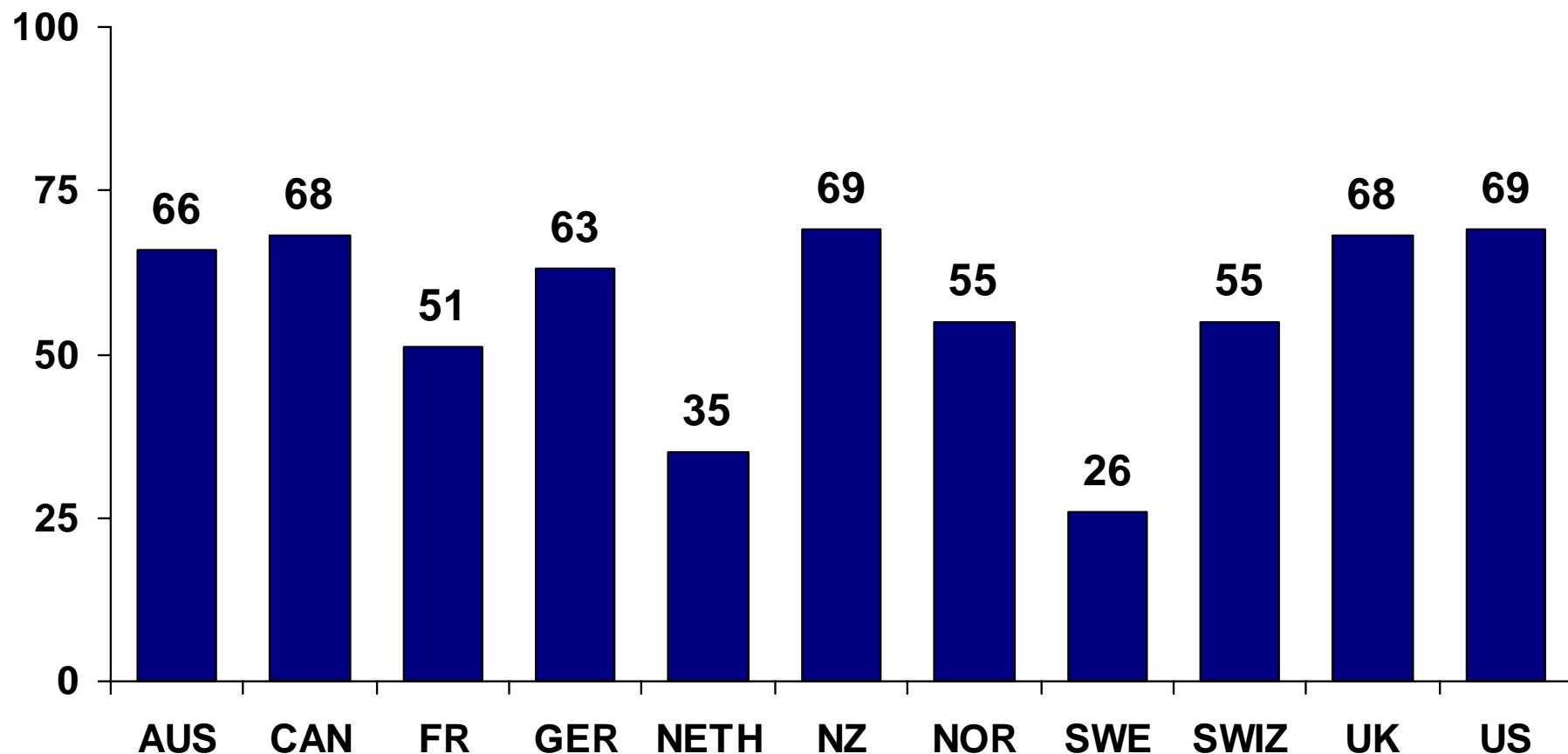


Coordination of Care



Regular Doctor Coordinates Care Received from Other Doctors and Places

Percent reporting doctor *always/often* coordinates or arranges care



Base: Has regular doctor/place of care.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Coordination Problems in the Past Two Years

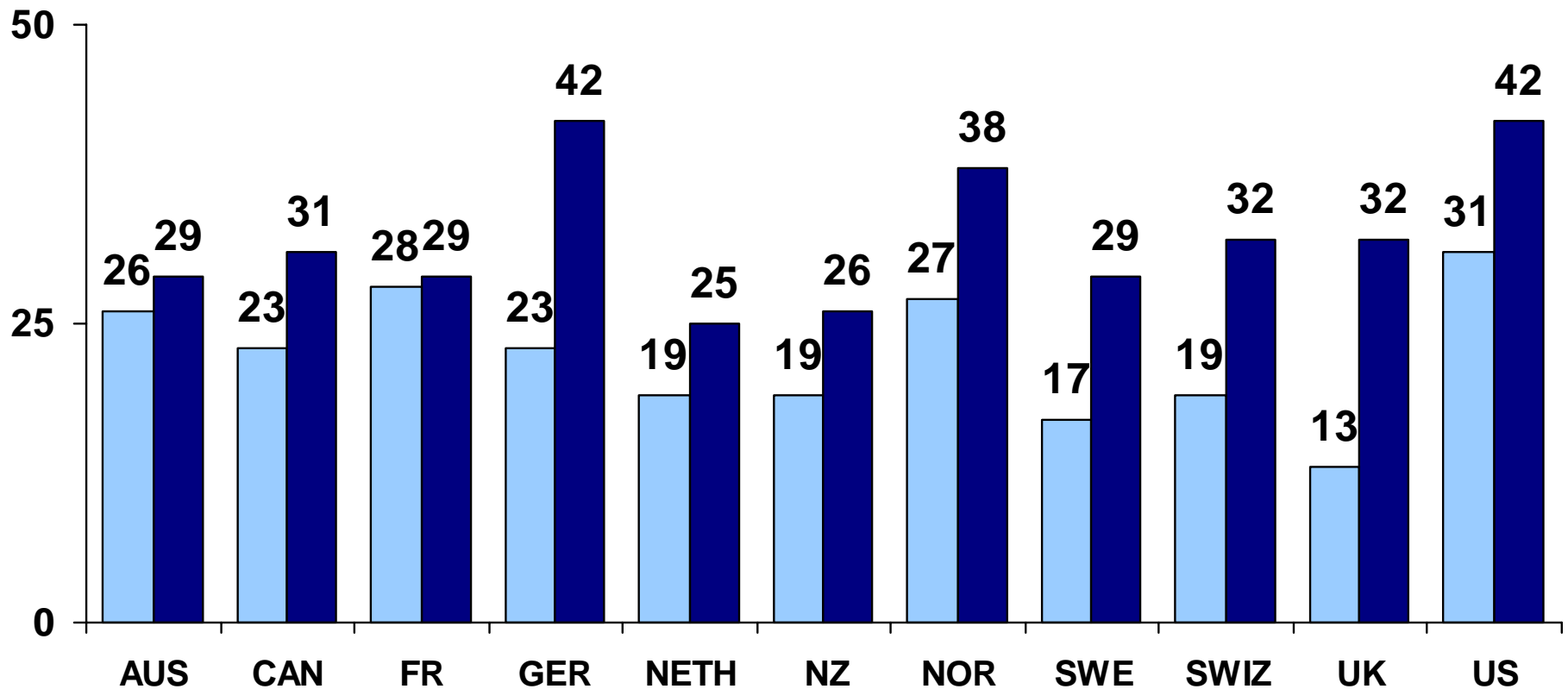
| Percent | AUS | CAN | FR | GER | NETH | NZ | NOR | SWE | SWIZ | UK | US |
|--|-----|-----|----|-----|------|----|-----|-----|------|----|----|
| Test results/ records not available at time of appointment | 11 | 11 | 7 | 8 | 8 | 9 | 10 | 9 | 7 | 9 | 15 |
| Received conflicting information from different health professionals | 20 | 20 | 16 | 17 | 15 | 18 | 24 | 18 | 16 | 10 | 23 |
| Duplicate tests: doctors ordered test that had already been done | 10 | 8 | 14 | 20 | 4 | 5 | 9 | 5 | 11 | 7 | 17 |
| <i>Yes to at least one of the above</i> | 28 | 28 | 28 | 29 | 21 | 23 | 31 | 23 | 24 | 19 | 37 |



Coordination Problems in the Past Two Years, by Number of Chronic Conditions

Percent experienced *any of three* coordination problems*

■ No chronic conditions
■ 2 or more chronic conditions



* Test results/records not available at time of appointment, received conflicting information from different health professionals, and/or doctors ordered test that had already been done.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

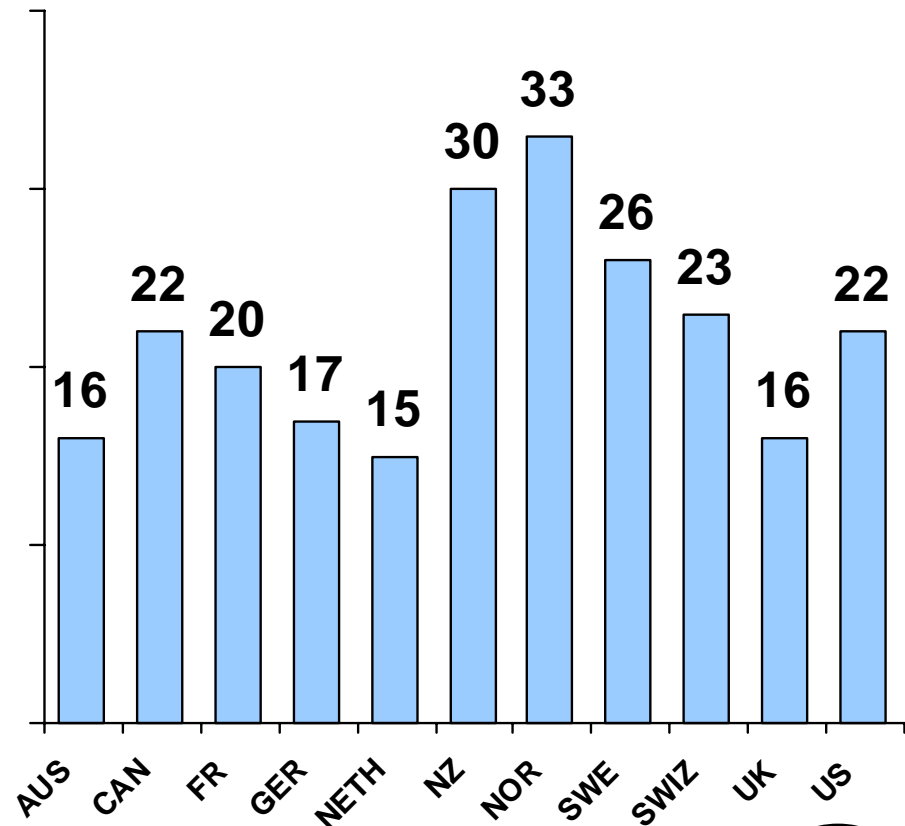
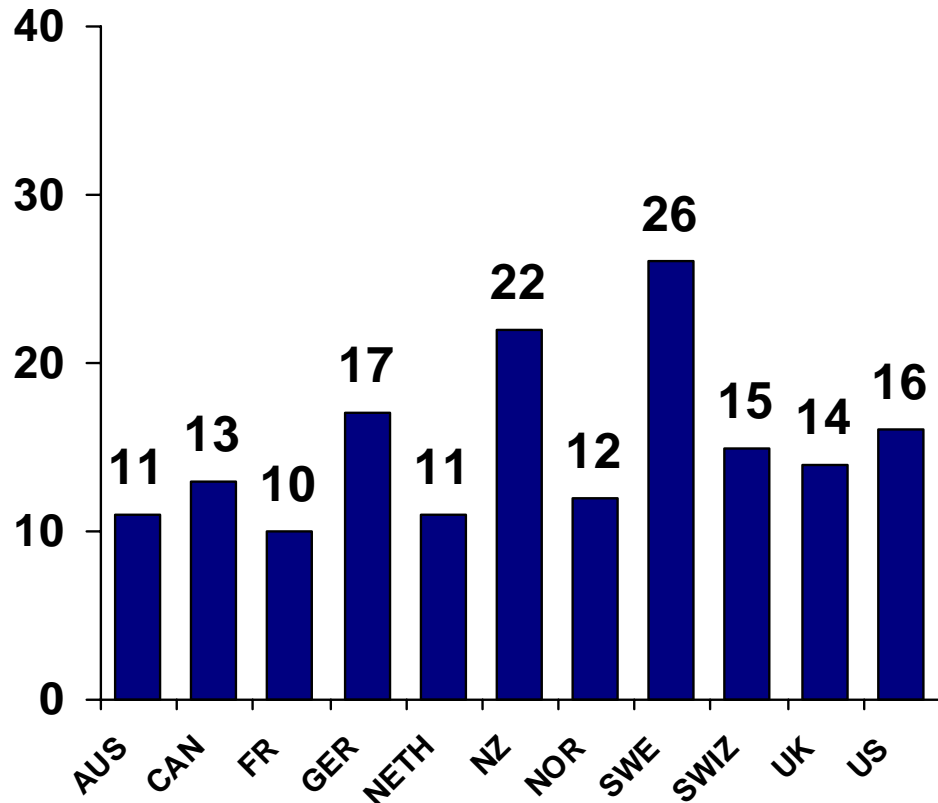


Gaps in Coordination of Specialist Care

Specialist did NOT have reason for visit/tests from regular doctor

Regular doctor NOT up-to-date about specialist care

Percent



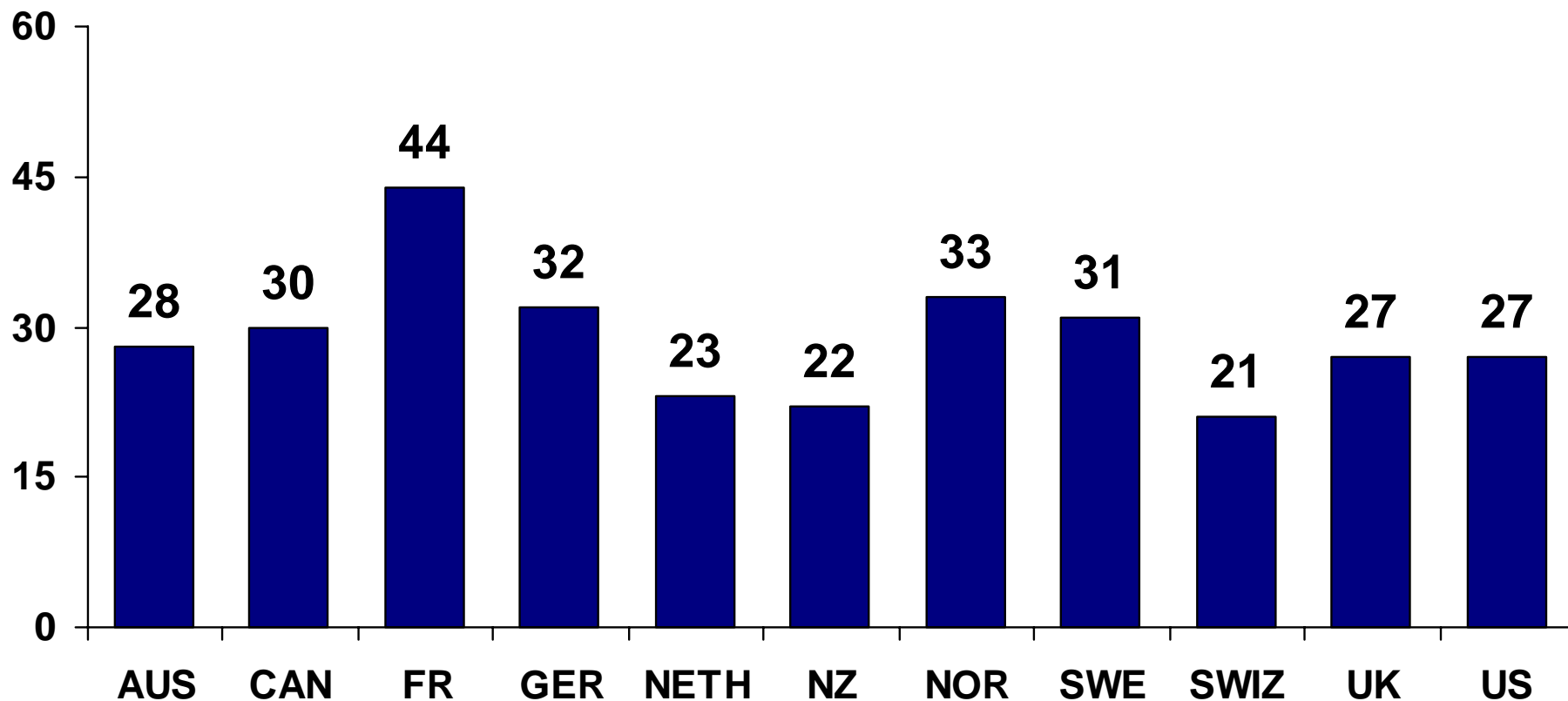
Base: Saw specialist in past two years and has regular doctor/place of care.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



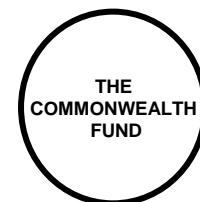
Gaps in Emergency Room Communication with Regular Doctor

Percent for whom regular doctor/place did NOT seem informed or up-to-date about care received in ER



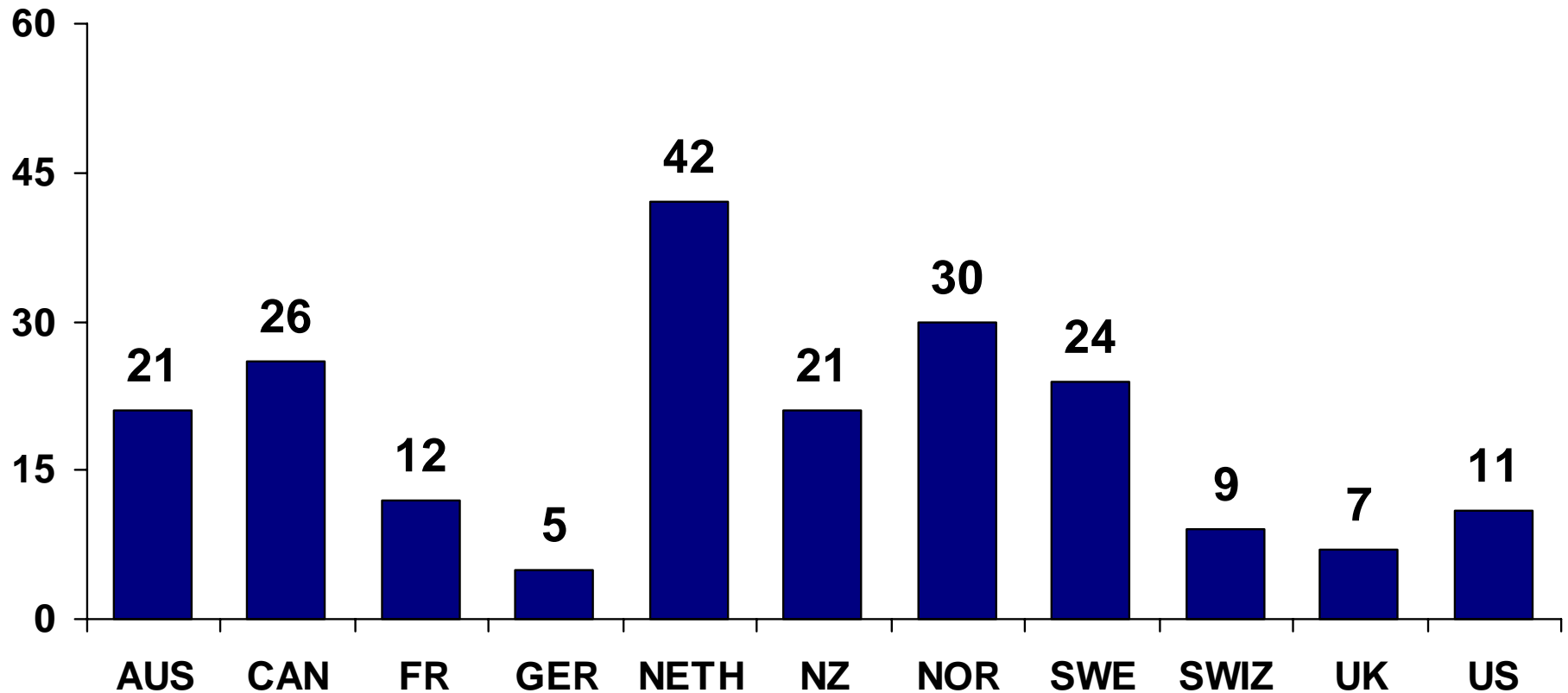
Base: Has regular doctor/place of care, used ER in past two years and was treated.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Failure to Communicate Test Results

Percent for whom someone *sometimes, rarely, or never* followed up to give results



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

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Perception of Inefficient or Wasteful Care

| Percent felt time wasted in past two years because... | AUS | CAN | FR | GER | NETH | NZ | NOR | SWE | SWIZ | UK | US |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Took long time to schedule tests or specialist appointments | 19 | 25 | 21 | 17 | 11 | 15 | 21 | 14 | 9 | 12 | 17 |
| Kept waiting long time to see doctor for a scheduled appointment | 35 | 33 | 25 | 30 | 18 | 25 | 28 | 16 | 27 | 18 | 29 |
| Care was poorly organized or poorly coordinated | 18 | 19 | 9 | 11 | 10 | 12 | 15 | 17 | 6 | 10 | 18 |
| <i>Yes to at least one of the above</i> | 48 | 49 | 38 | 43 | 30 | 36 | 44 | 34 | 37 | 29 | 38 |

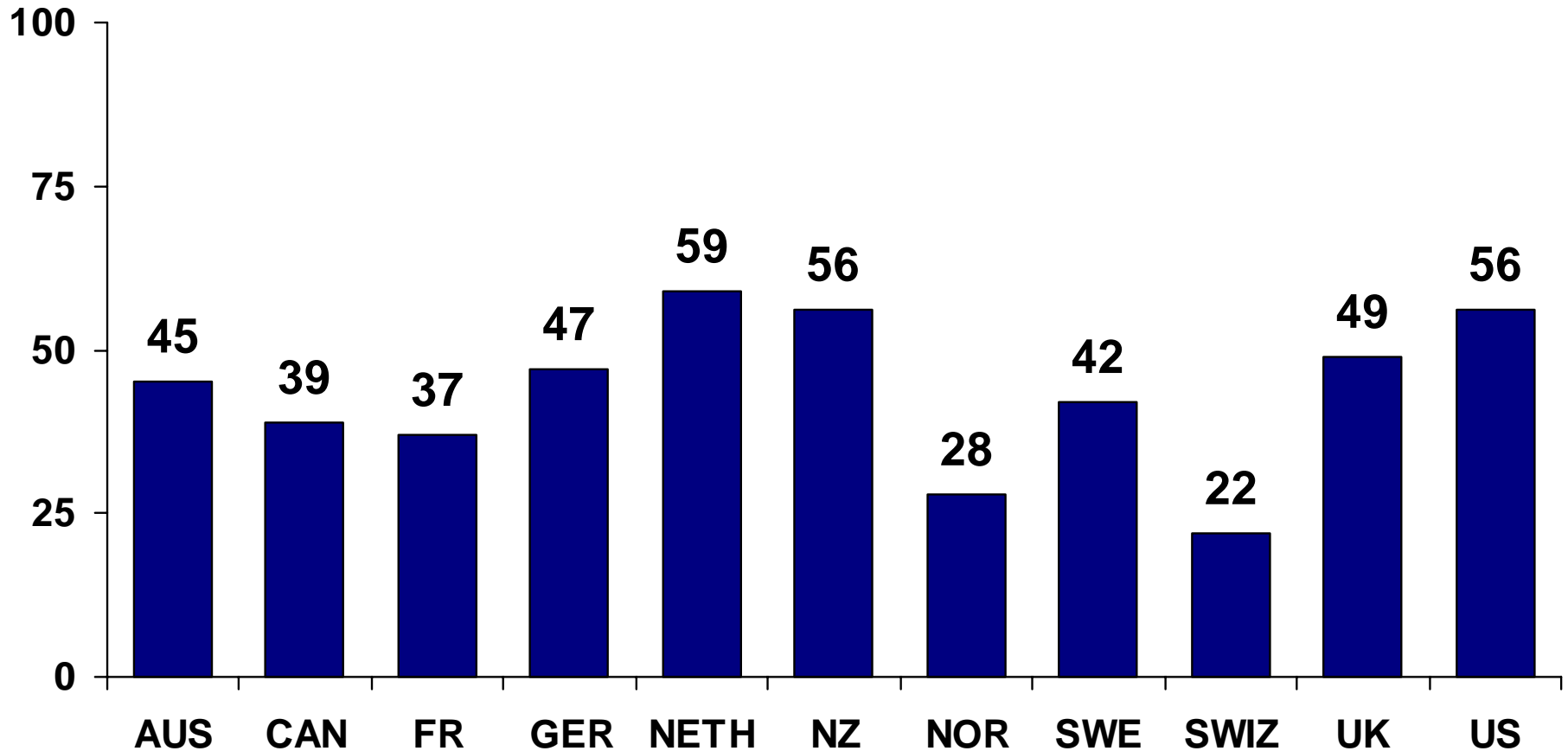


Preventive Care



Patient Receives Reminders for Due Preventive Care

Percent



Health Promotion and Lifestyle Discussions in Past Two Years

| Percent reported discussing at regular place of care:* | AUS | CAN | FR | GER | NETH | NZ | NOR | SWE | SWIZ | UK | US |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| A healthy diet and healthy eating | 53 | 52 | 37 | 50 | 17 | 53 | 34 | 29 | 33 | 45 | 70 |
| Exercise or physical activity | 54 | 56 | 56 | 51 | 23 | 51 | 43 | 43 | 47 | 37 | 72 |
| Things in your life that worry you or cause stress | 43 | 44 | 47 | 35 | 27 | 38 | 35 | 25 | 34 | 26 | 49 |
| <i>Discussed any of the above</i> | 67 | 71 | 74 | 70 | 42 | 64 | 61 | 55 | 63 | 53 | 82 |

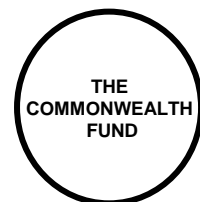
Base: Has regular doctor/place of care and visited in past two years.

* With doctor or other clinician.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Chronic Conditions and Self-Management



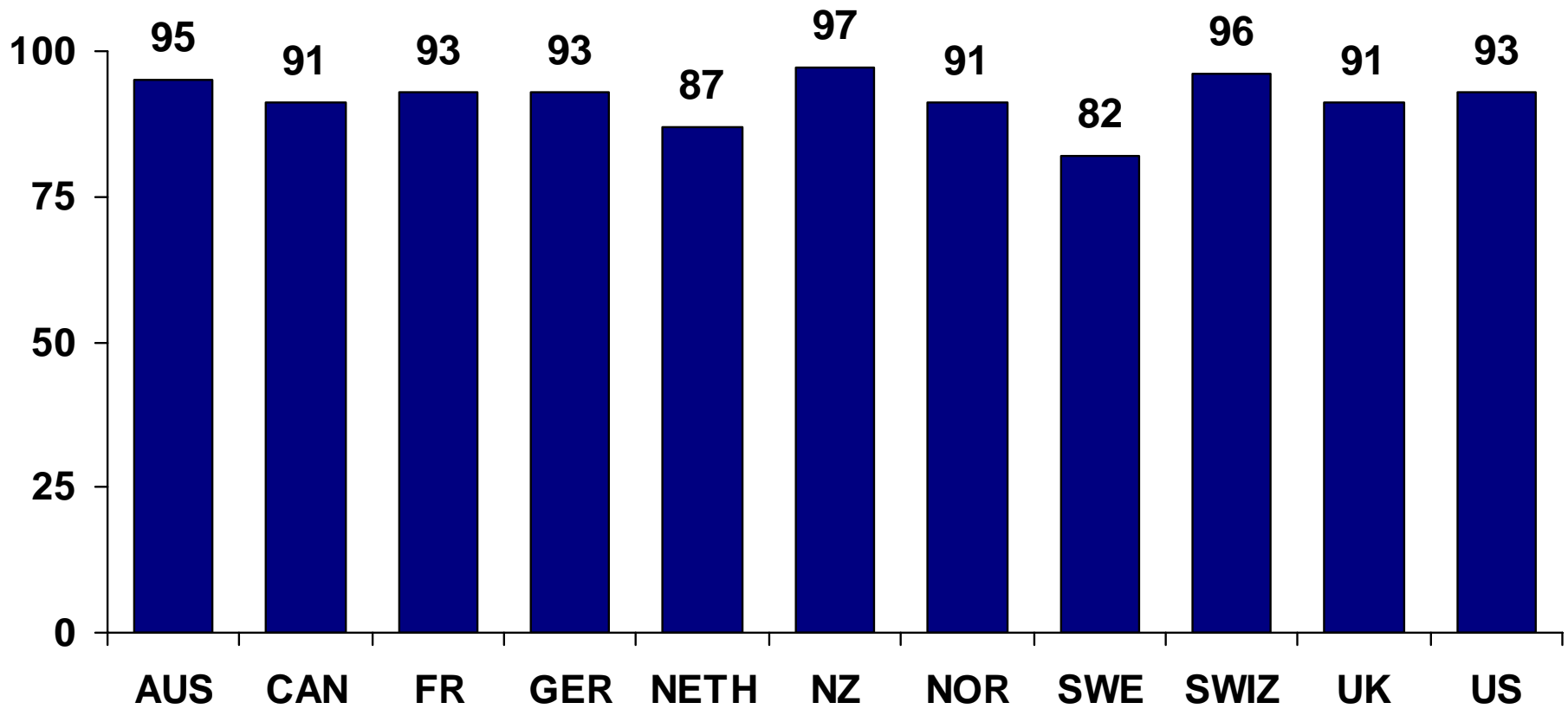
Number of Chronic Conditions

| Percent of respondents with the following number of chronic conditions: | AUS | CAN | FR | GER | NETH | NZ | NOR | SWE | SWIZ | UK | US |
|---|-----|-----|----|-----|------|----|-----|-----|------|----|----|
| None | 35 | 42 | 40 | 51 | 44 | 38 | 42 | 43 | 52 | 57 | 35 |
| One | 26 | 27 | 31 | 25 | 28 | 27 | 24 | 27 | 26 | 22 | 23 |
| Two or more | 40 | 31 | 29 | 25 | 29 | 35 | 33 | 30 | 22 | 21 | 40 |



Chronically Ill Patients Who Are Confident They Can Manage Health Problems

Percent reported *confident/very confident* they can manage their health problems



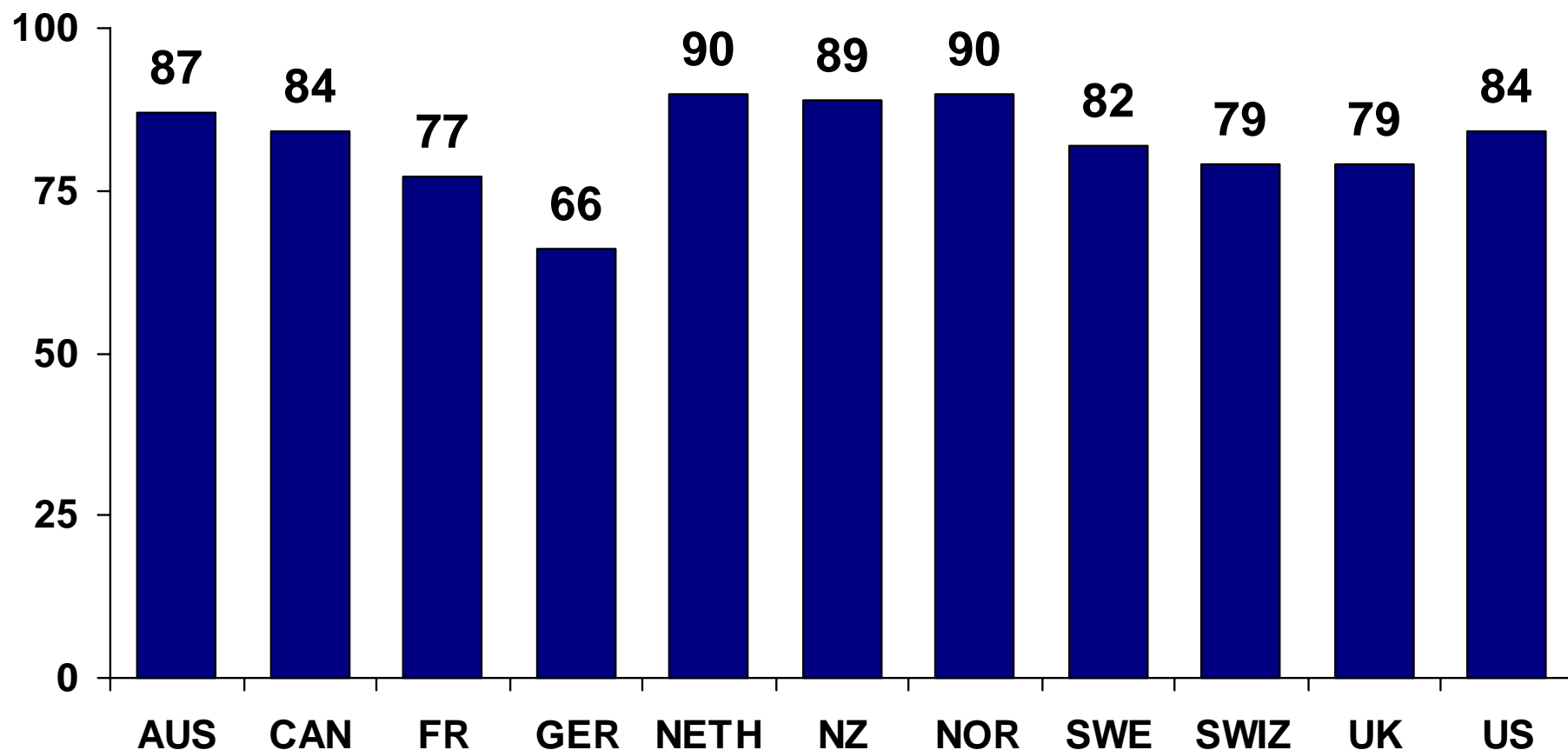
Base: Adults with asthma, diabetes, heart disease, hypertension, and/or high cholesterol.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



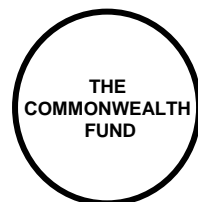
Blood Pressure in Normal Range Among Patients with Heart Disease and/or Hypertension

Percent reported blood pressure in normal range last time checked



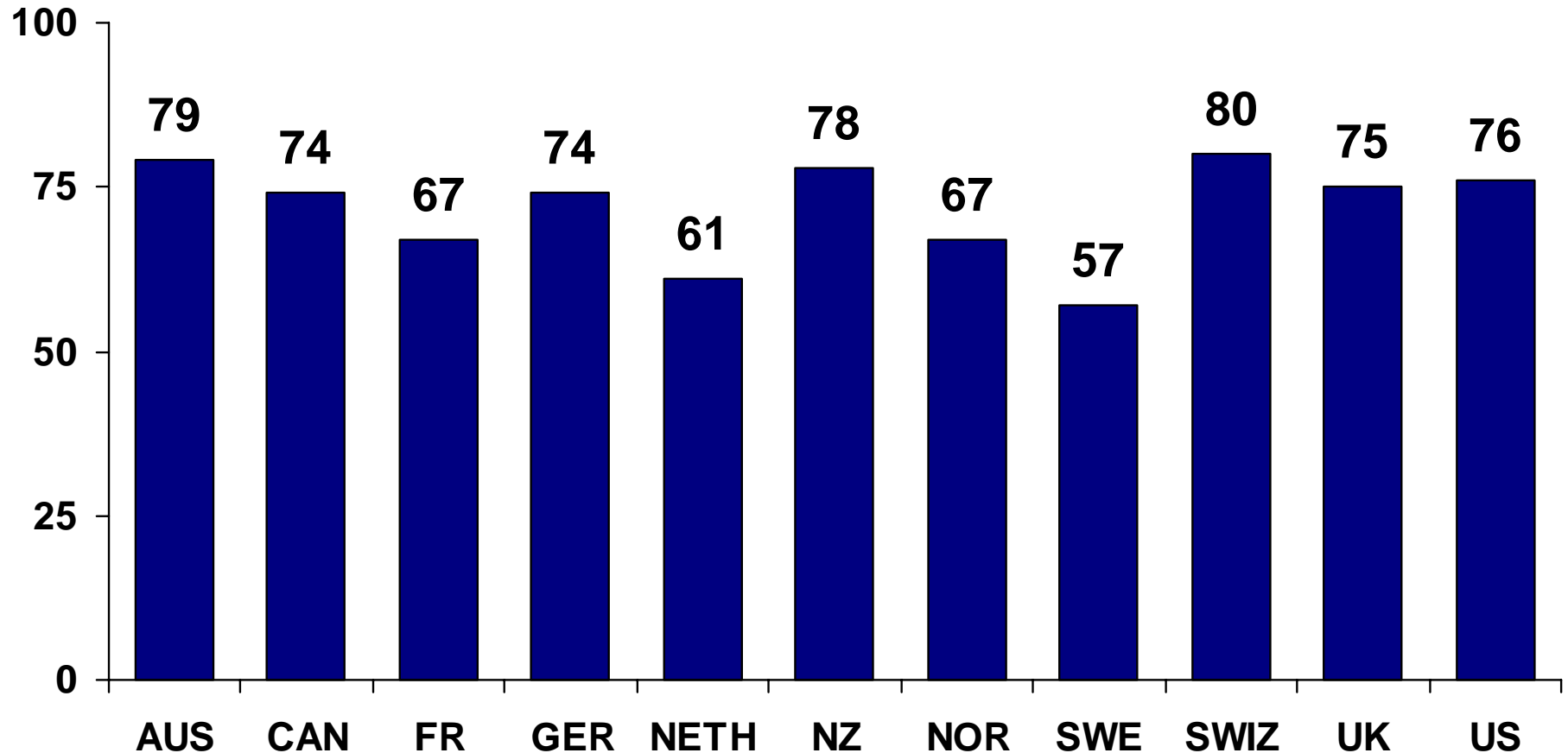
Base: Adults with heart disease and/or hypertension and had blood pressure checked in past year.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Diabetics with Glucose Level in Normal Range

Percent reported *often/always* keeping glucose level in normal range



Base: Adults with diabetes.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

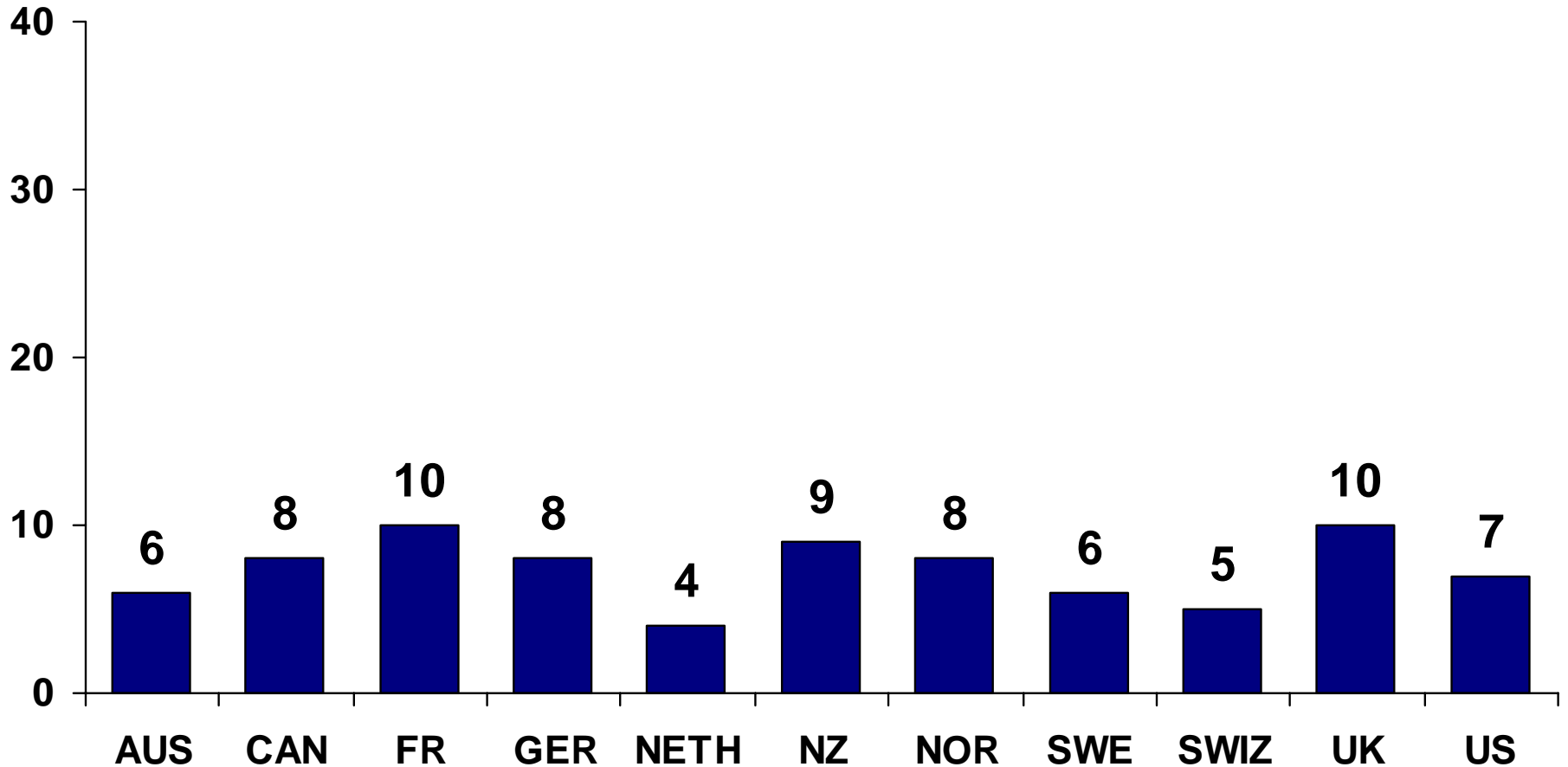


Prescription Drugs



Confusion Over New Prescription

Percent reported being unsure what new prescription drug was for or how to take it in past two years



Base: Regularly takes at least one prescription drug.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Experiences with Prescription Drugs in Past Two Years

| Percent reported someone from regular place of care: | AUS | CAN | FR | GER | NETH | NZ | NOR | SWE | SWIZ | UK | US |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Did not review all medications including those prescribed by other doctors | 21 | 31 | 42 | 45 | 54 | 28 | 52 | 60 | 35 | 43 | 23 |
| Did not explain the potential side effects of a medication | 22 | 26 | 45 | 46 | 61 | 27 | 49 | 52 | 41 | 41 | 23 |
| Did not give written list of all prescribed medications | 48 | 52 | 71 | 74 | 77 | 52 | 77 | 55 | 72 | 54 | 46 |
| <i>At least one of the above problems</i> | 56 | 67 | 86 | 83 | 90 | 63 | 88 | 84 | 84 | 68 | 60 |

Base: Has regular doctor/place of care and regularly takes at least one prescription drug.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Patient Safety



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

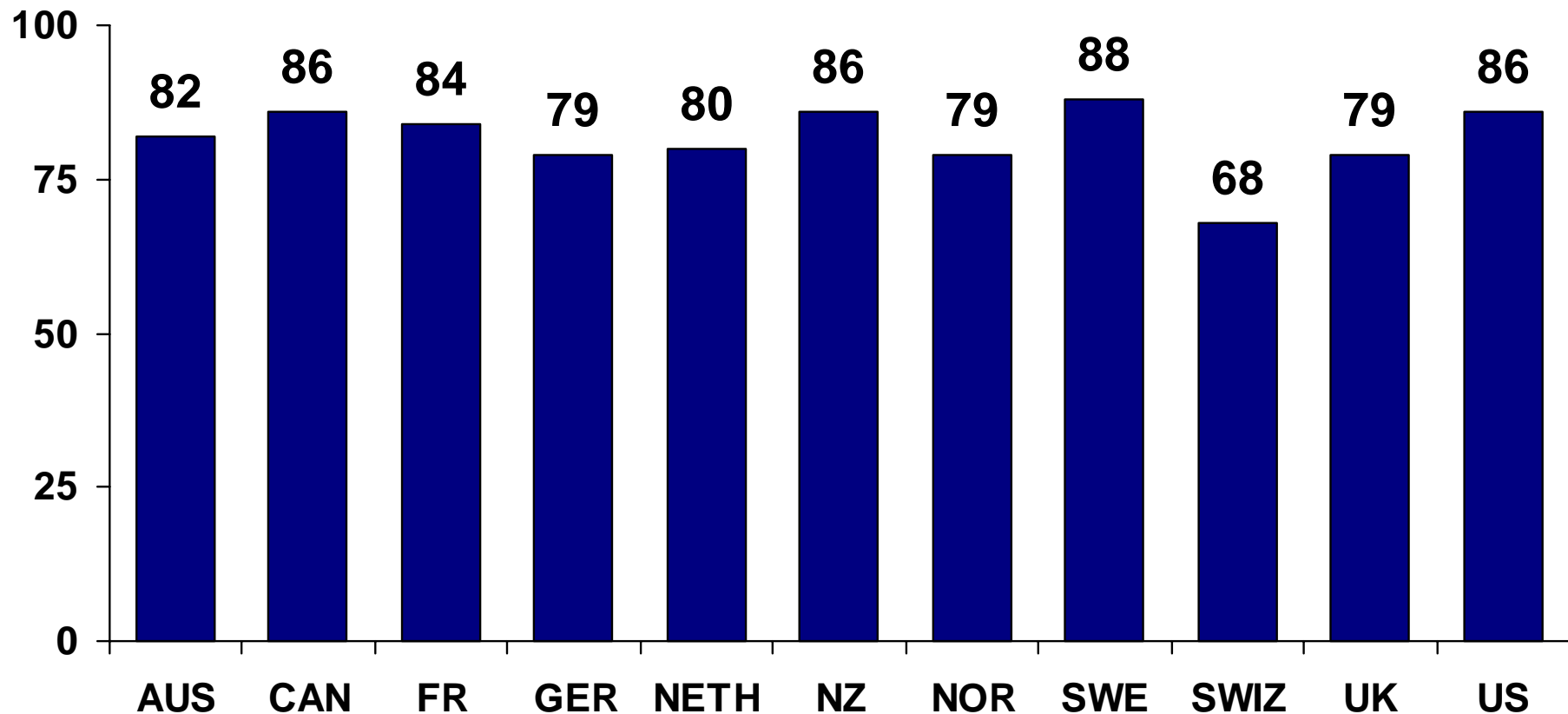
| Percent reported: | AUS | CAN | FR | GER | NETH | NZ | NOR | SWE | SWIZ | UK | US |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|
| Wrong medication or dose | 4 | 6 | 9 | 2 | 4 | 5 | 8 | 5 | 5 | 2 | 6 |
| Medical mistake in treatment | 8 | 8 | 6 | 6 | 5 | 6 | 11 | 6 | 8 | 3 | 10 |
| Incorrect diagnostic/lab test results* | 2 | 4 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 5 |
| Delays in abnormal test results* | 6 | 10 | 3 | 5 | 4 | 6 | 9 | 8 | 2 | 6 | 9 |
| <i>Any medical, medication, or lab errors</i> | 14 | 17 | 14 | 10 | 11 | 12 | 21 | 13 | 13 | 8 | 18 |

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

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

Medical, Medication, or Lab Test Errors Occurred Outside Hospital

Percent reported error occurred outside hospital



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

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

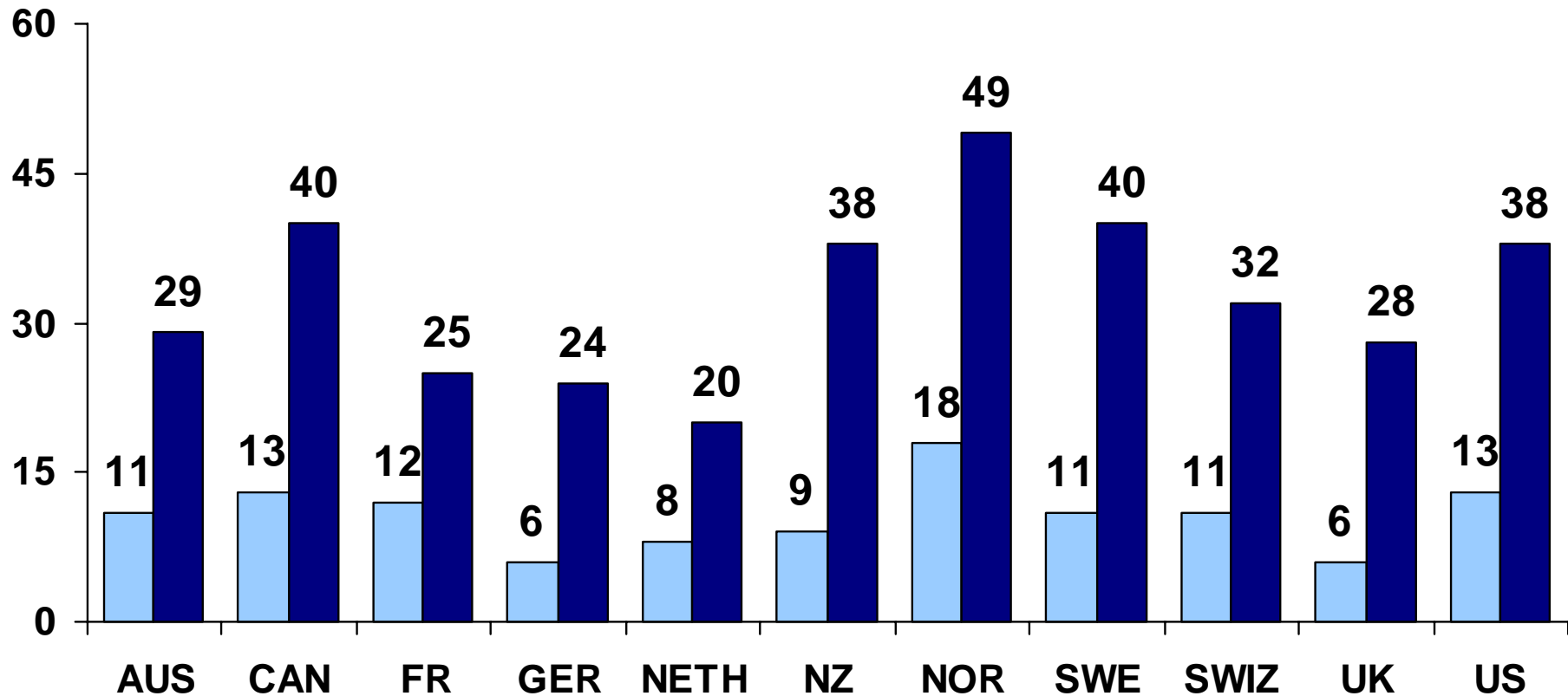


Any Medical, Medication, or Lab Test Errors, by Number of Doctors Seen

Percent

1 or 2 doctors

4 or more doctors



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

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Insurance Complexity



Problems with Health Insurance

| Percent reported in the past year: | AUS | CAN | FR | GER | NETH | NZ | NOR | SWE | SWIZ | UK | US |
|---|-----------|-----------|-----------|-----------|-----------|----------|----------|----------|-----------|----------|-----------|
| Spent a lot of time on paperwork or disputes over medical bills | 6 | 6 | 11 | 16 | 8 | 4 | 8 | 3 | 6 | 3 | 17 |
| Health insurance denied payment or did not pay as much as expected | 11 | 12 | 18 | 11 | 15 | 4 | 2 | 2 | 10 | 2 | 25 |
| Yes to either | 14 | 15 | 23 | 23 | 20 | 6 | 9 | 4 | 13 | 5 | 31 |



Confidence, Cost and Access Experiences, and Insurance Problems by Income

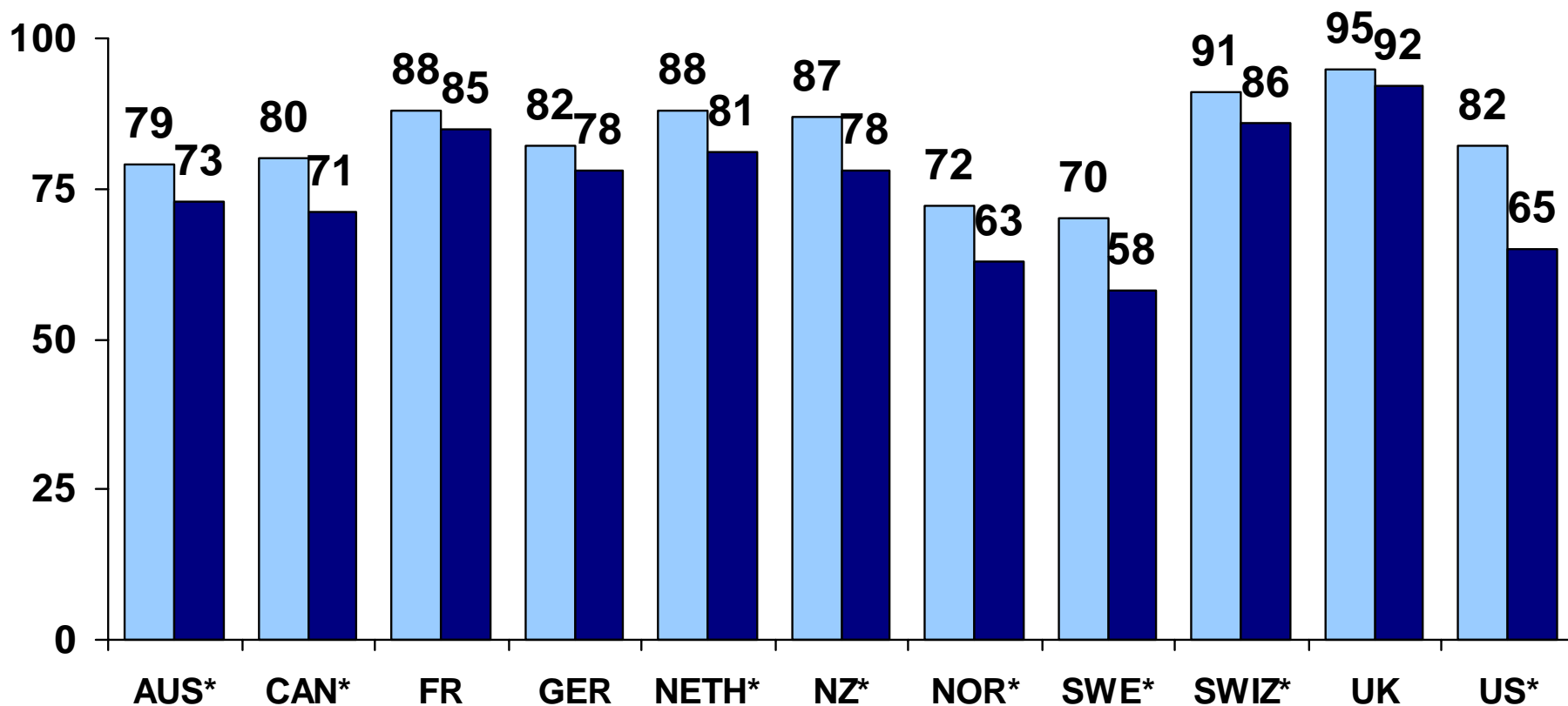
Slides 54 to 59: Adjusted percentages from logistic regression controlling for age, health status, and, in the U.S., insurance status.

Confident Will Receive Most-Effective Treatment if Sick, by Income

(Adjusted) percent
confident/very confident

■ Above-average income

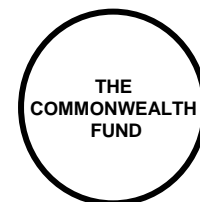
■ Below-average income



Note: Percentages adjusted based on logistic regression to control for health status, age, and—in the U.S.—insurance status.

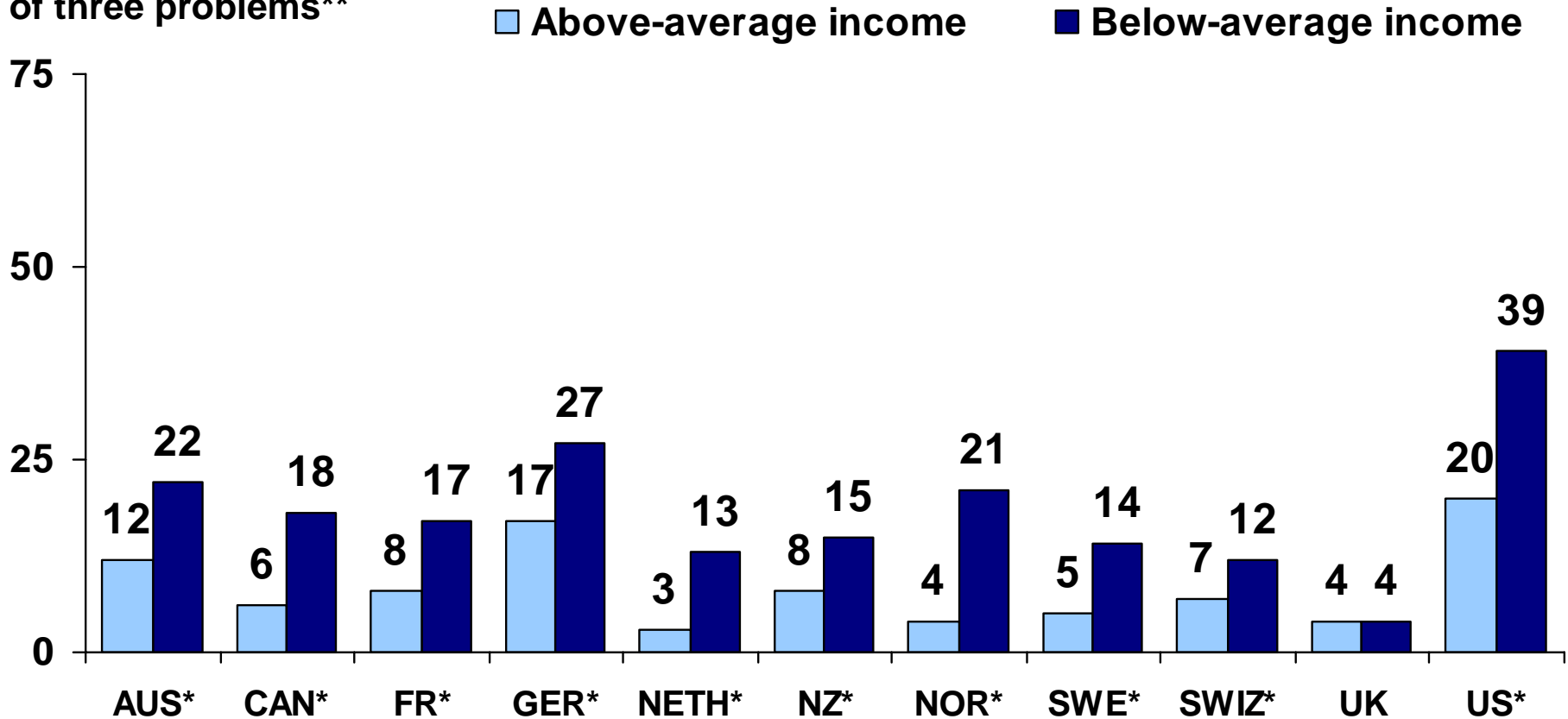
* Indicates significant within-country differences with below-average income ($p < 0.05$).

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Cost-Related Access Problems in the Past Year, by Income

(Adjusted) percent
experienced at least one
of three problems**



Note: Percentages adjusted based on logistic regression to control for health status, age, and—in the U.S.—insurance status.

* Indicates significant within-country differences with below-average income ($p < 0.05$).

** Did not fill/skipped prescription, did not visit doctor with medical problem, and/or did not get recommended care.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

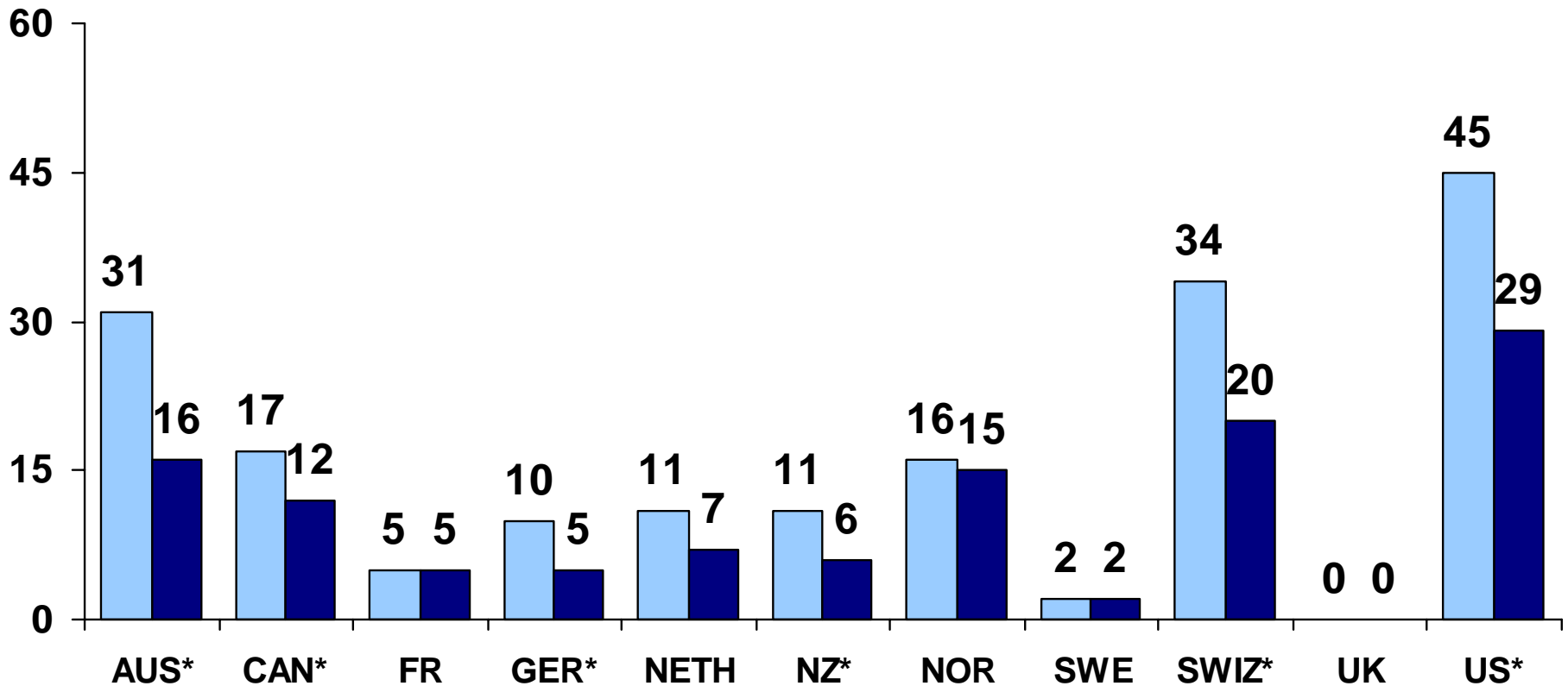


Out-of-Pocket Spending of \$1,000 or More in the Past Year, by Income

(Adjusted) percent

■ Above-average income

■ Below-average income



Note: Percentages adjusted based on logistic regression to control for health status, age, and—in the U.S.—insurance status.

* Indicates significant within-country differences with below-average income ($p < 0.05$).

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

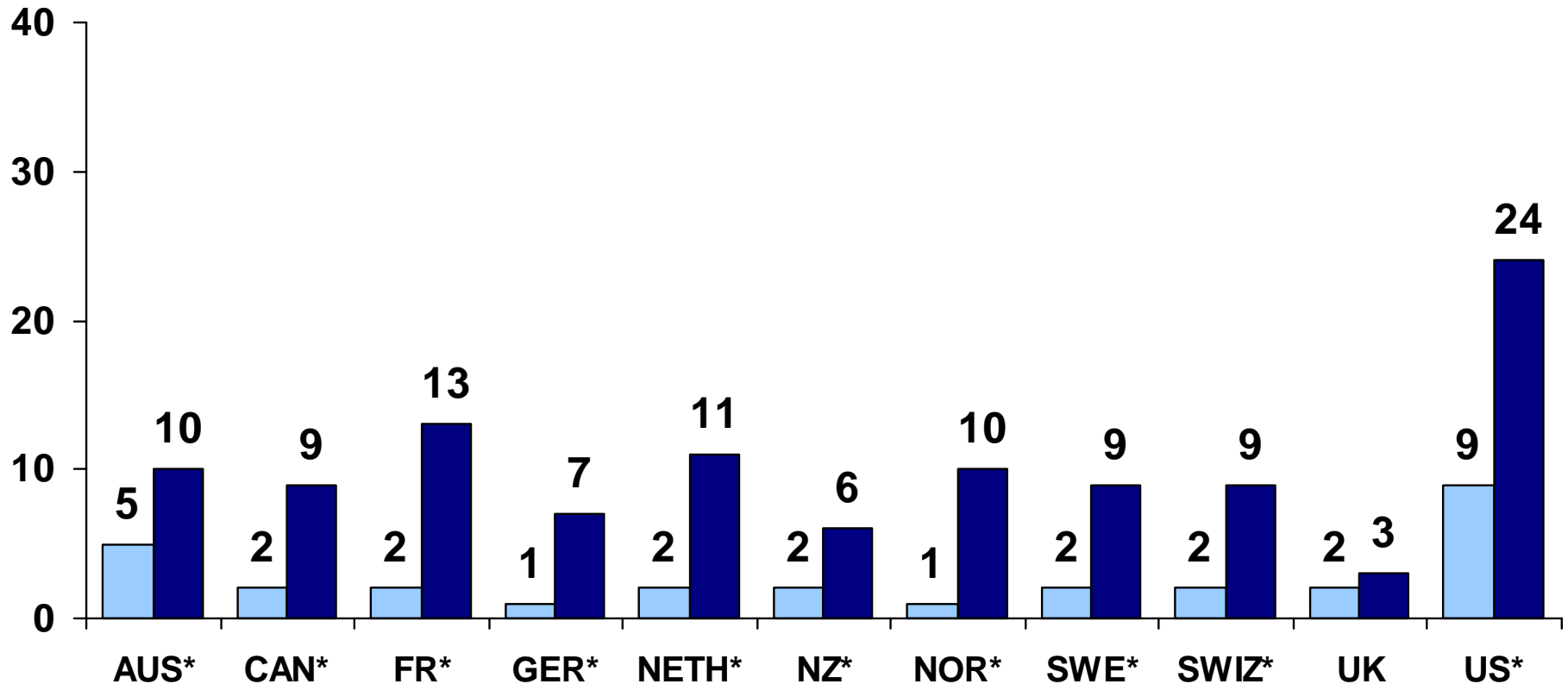


Serious Problems Paying or Unable to Pay Medical Bills in the Past Year, by Income

(Adjusted) percent

□ Above-average income

■ Below-average income



Note: Percentages adjusted based on logistic regression to control for health status, age, and—in the U.S.—insurance status.

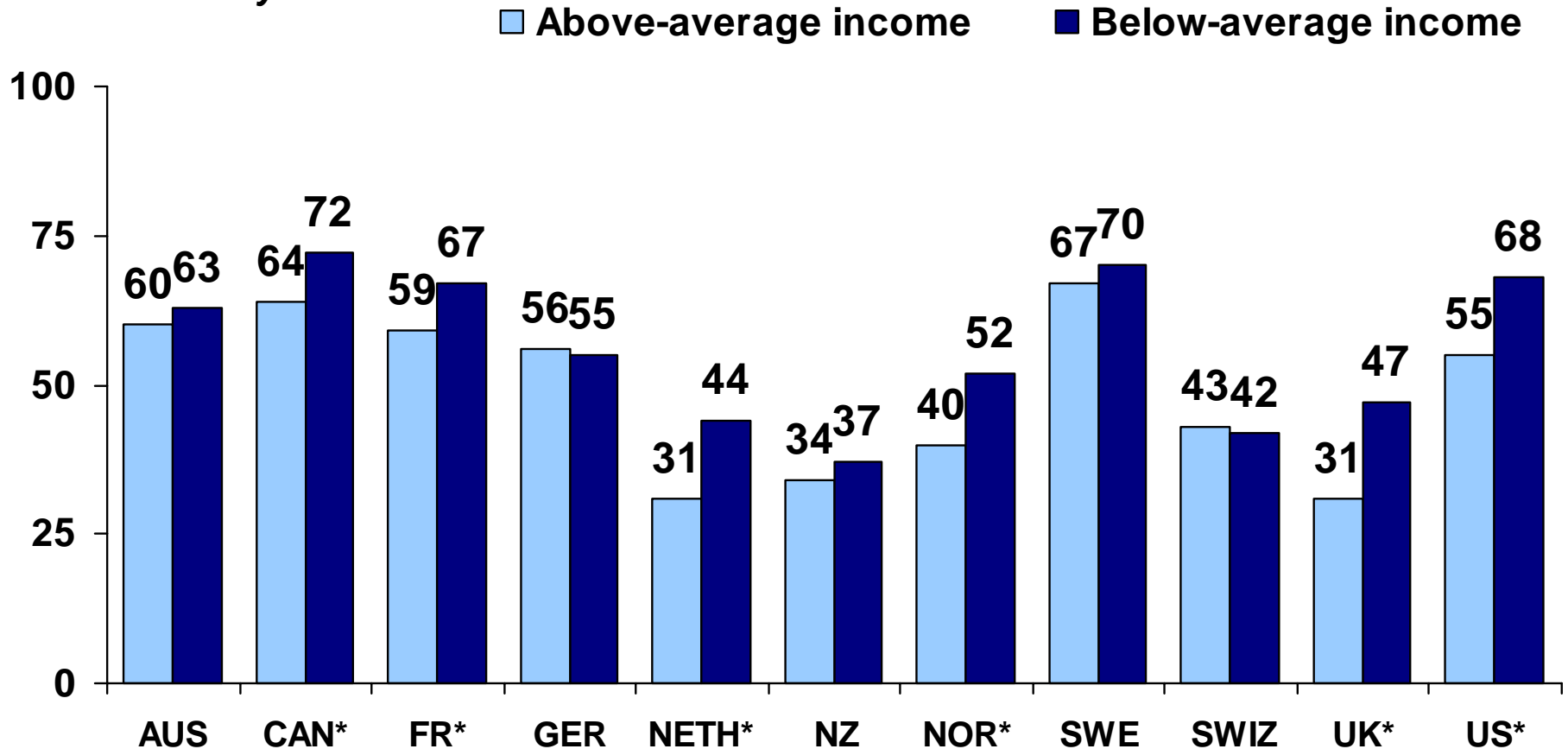
* Indicates significant within-country differences with below-average income ($p < 0.05$).

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Difficulty Getting After-Hours Care, by Income

(Adjusted) percent reported
somewhat/very difficult



Note: Percentages adjusted based on logistic regression to control for health status, age, and—in the U.S.—insurance status. Base: Needed care and answered question.

* Indicates significant within-country differences with below-average income ($p < 0.05$).

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

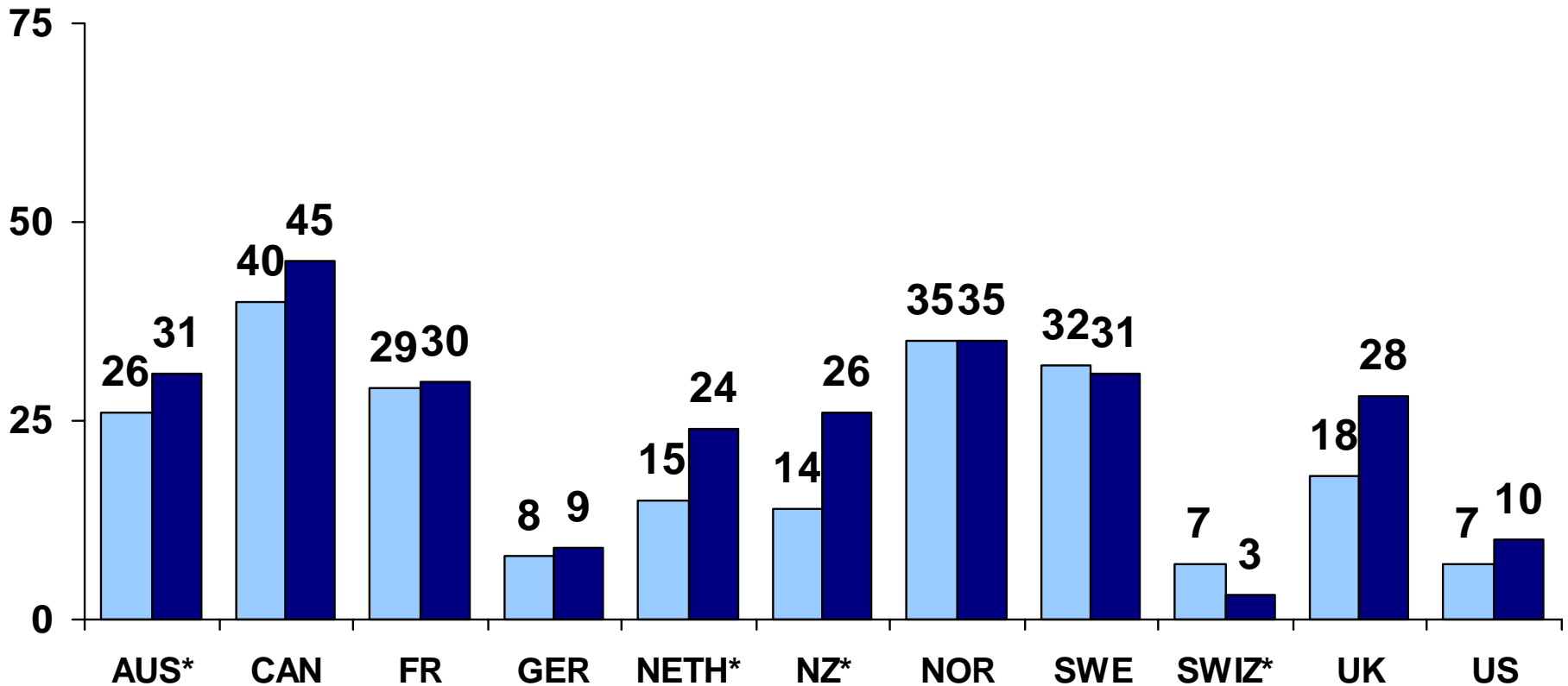


Waited Two Months or Longer for Specialist Appointment, by Income

(Adjusted) percent

□ Above-average income

■ Below-average income



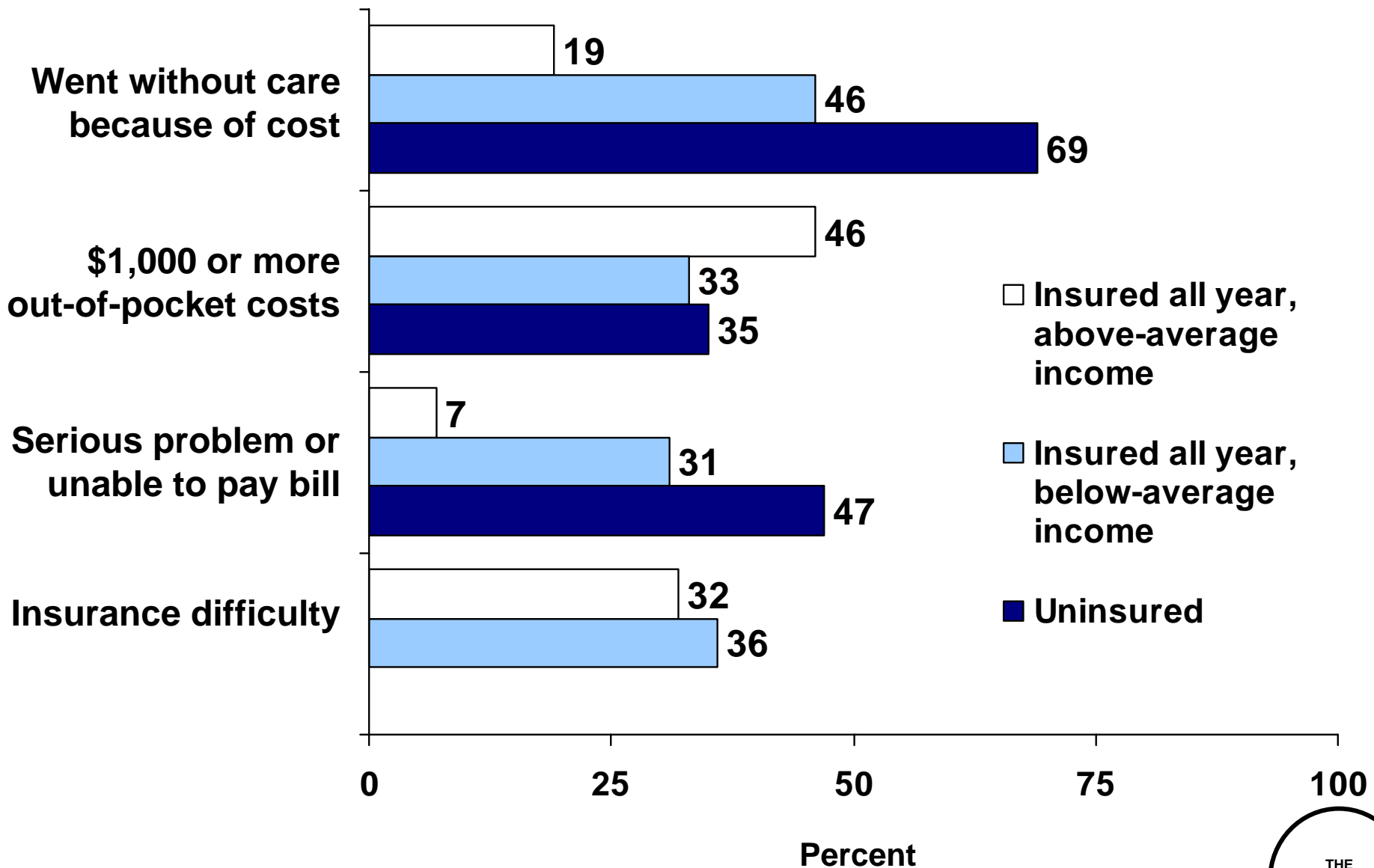
Note: Percentages adjusted based on logistic regression to control for health status, age, and—in the U.S.—insurance status. Base: Needed to see specialist in past two years.

* Indicates significant within-country differences with below-average income ($p < 0.05$).

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



U.S. Adults Under Age 65, by Insurance and Income



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- **Norway: Norwegian Knowledge Centre for the Health Services**
- **Sweden: Swedish Ministry of Health**
- **Switzerland: Federal Office of Public Health**
- **United Kingdom: Health Foundation**

