

The Commonwealth Fund 2000 International Health Policy Survey of Physicians

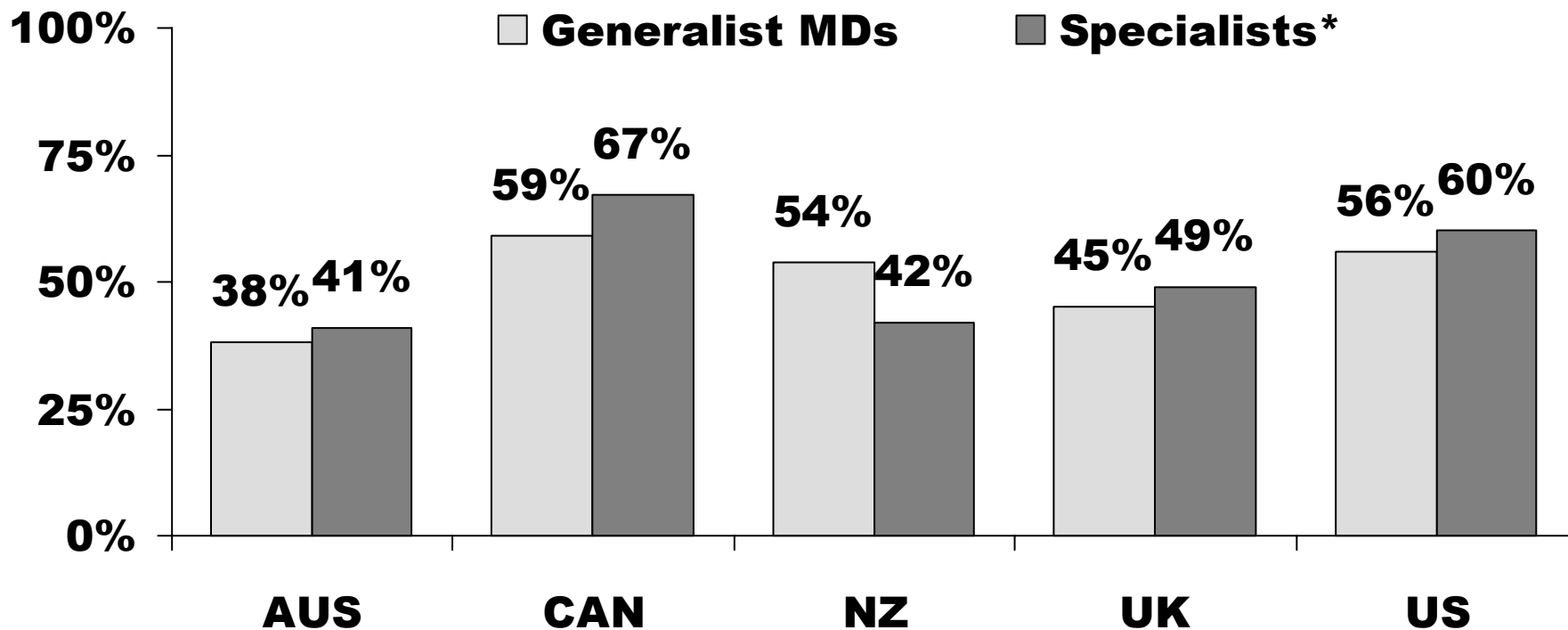
Accompanies May/June 2001 *Health Affairs* article

**Charts Originally Presented at the 2000 International
Symposium on Health Care Policy**

The Commonwealth Fund 2000 International Health Policy Survey of Physicians

- **Survey of about 500 physicians in five countries: Australia (517), Canada (533), New Zealand (493), United Kingdom (500) and United States (528)**
- **Conducted by Harris Interactive and subcontractors from April 27 through July 27, 2000**
- **Specialists restricted to: cardiologists, gastroenterologists and oncologists**
- **Conducted by mail, with an online option, or telephone.**
- **Margin of error per country + or - 4 percentage points**

Percent Who Think Their Ability to Provide Quality Care Has Gotten Worse in the Past Five Years ³



* Cardiologists, gastroenterologists, and oncologists.

2000 International Health Policy Survey of Physicians
Commonwealth Fund/Harvard/Harris

Concerns About the Future

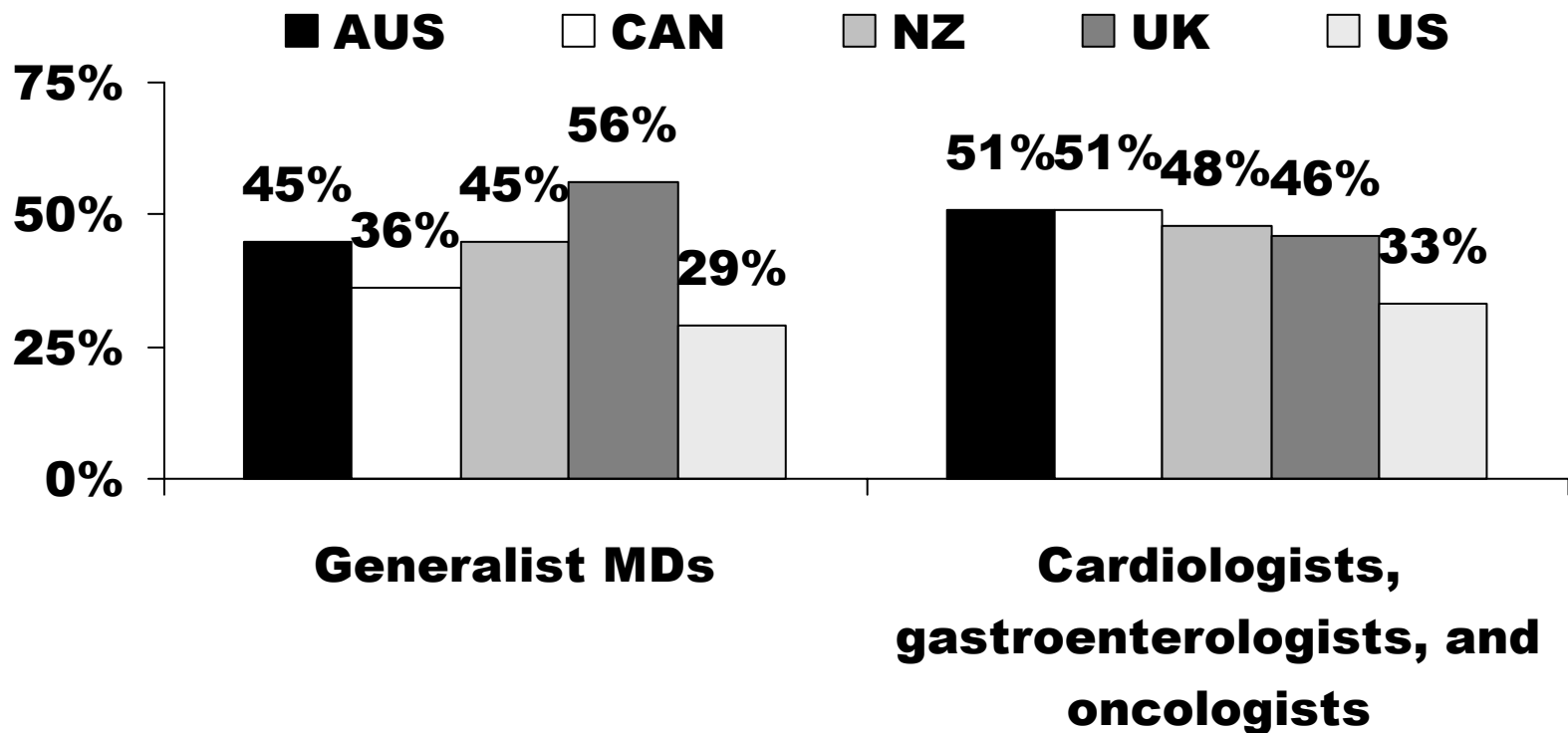
Percent “very concerned”	AUS	CAN	NZ	UK	US
Quality of care will decline	45	61	53	39	54
Patients will not be able to afford the care they need	34	32	55	23	54
Patients will wait longer than they should for medical treatment	54	74	67	68	43

Base: Generalist MDs

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Protecting Against Medical Errors

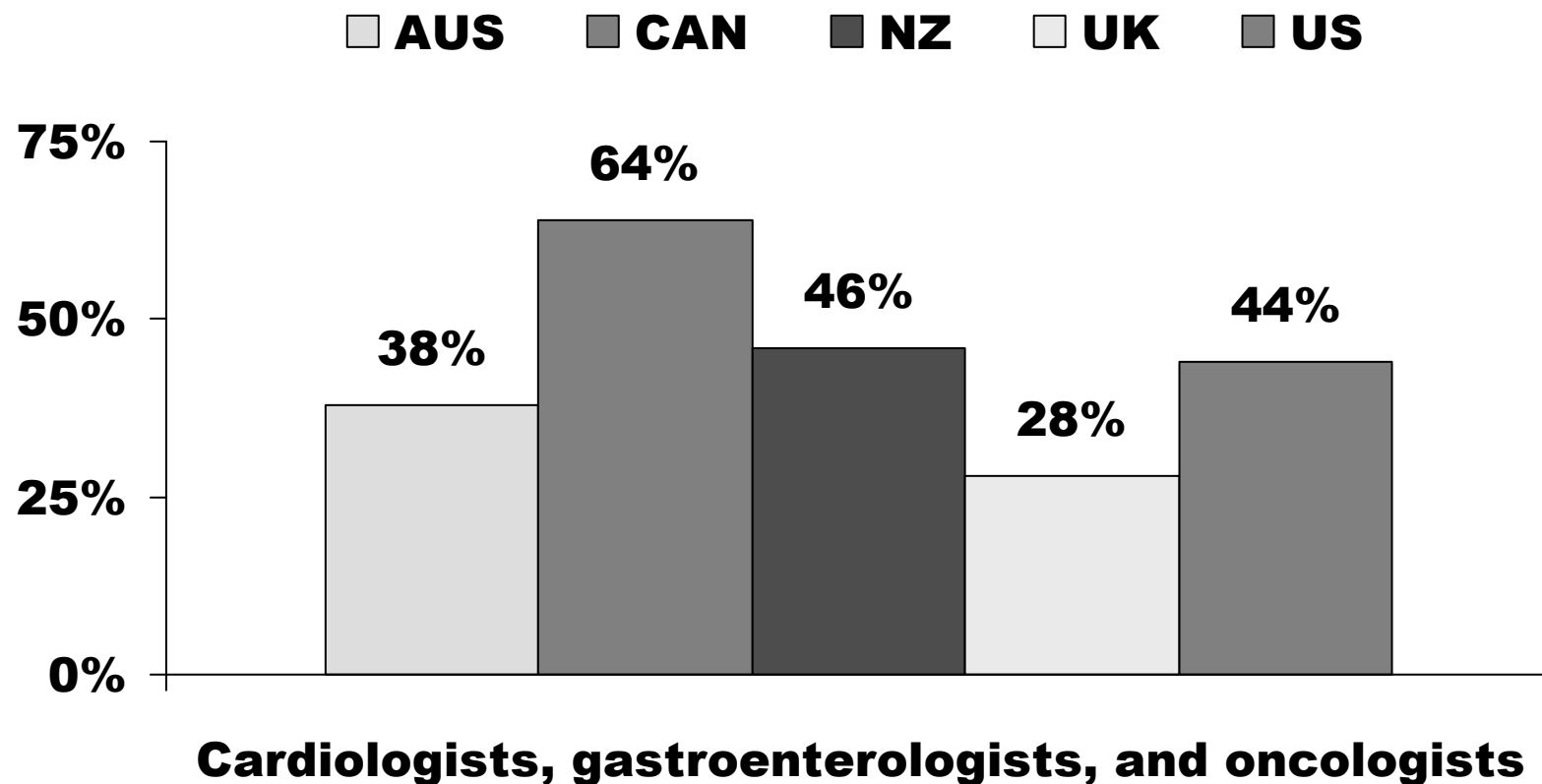
Percent rating their hospital as “fair” or “poor” on finding and addressing medical errors



Note: Some report no tracking process.

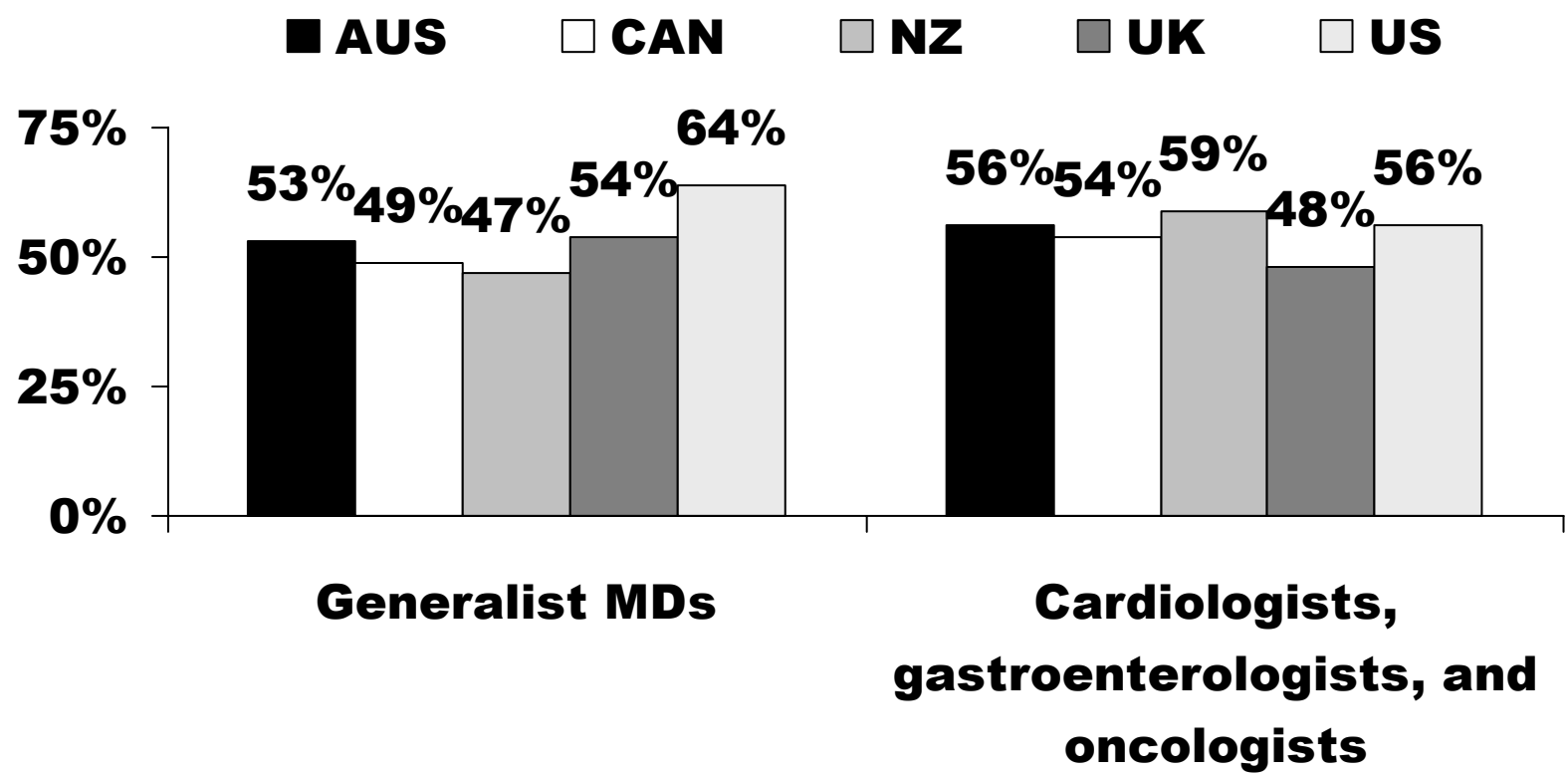
Reporting of Medical Errors

Percent of specialists who say hospital staff are discouraged or not encouraged to report medical errors



Improved Systems for Reducing Medical Errors

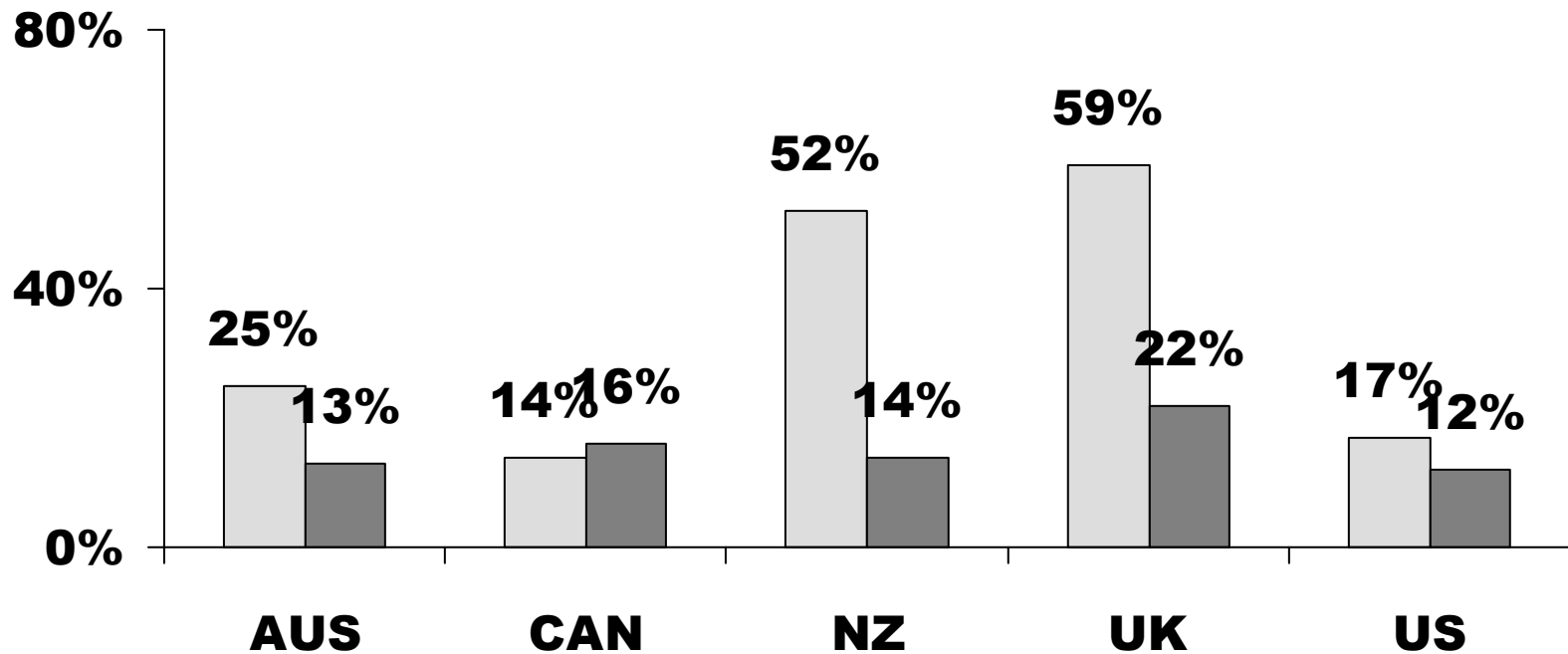
Percent who say that improved systems for reducing medical errors would be highly effective



Use of Electronic Medical Records

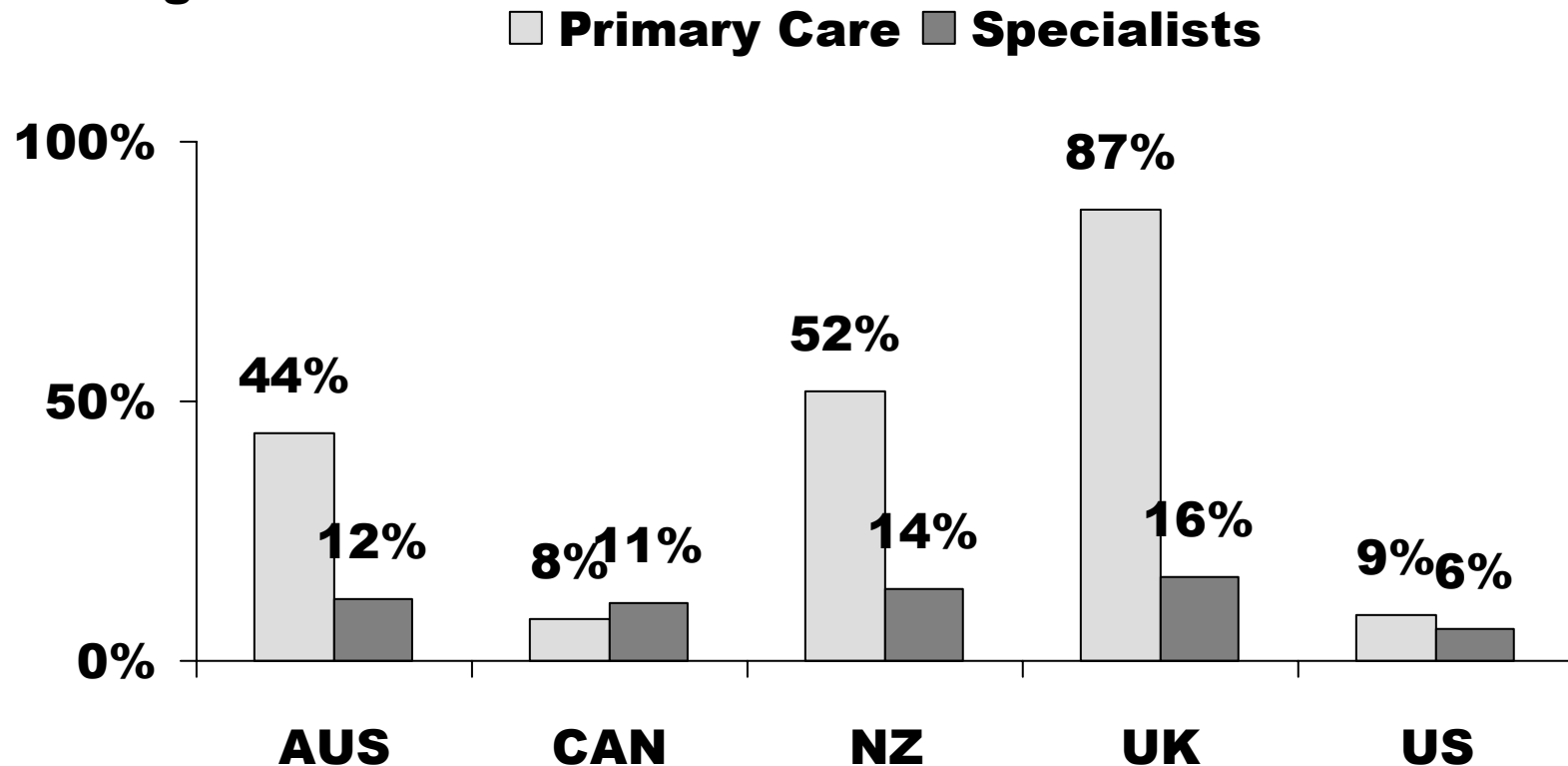
Percent of doctors who report using electronic medical records

□ Primary Care ■ Specialists



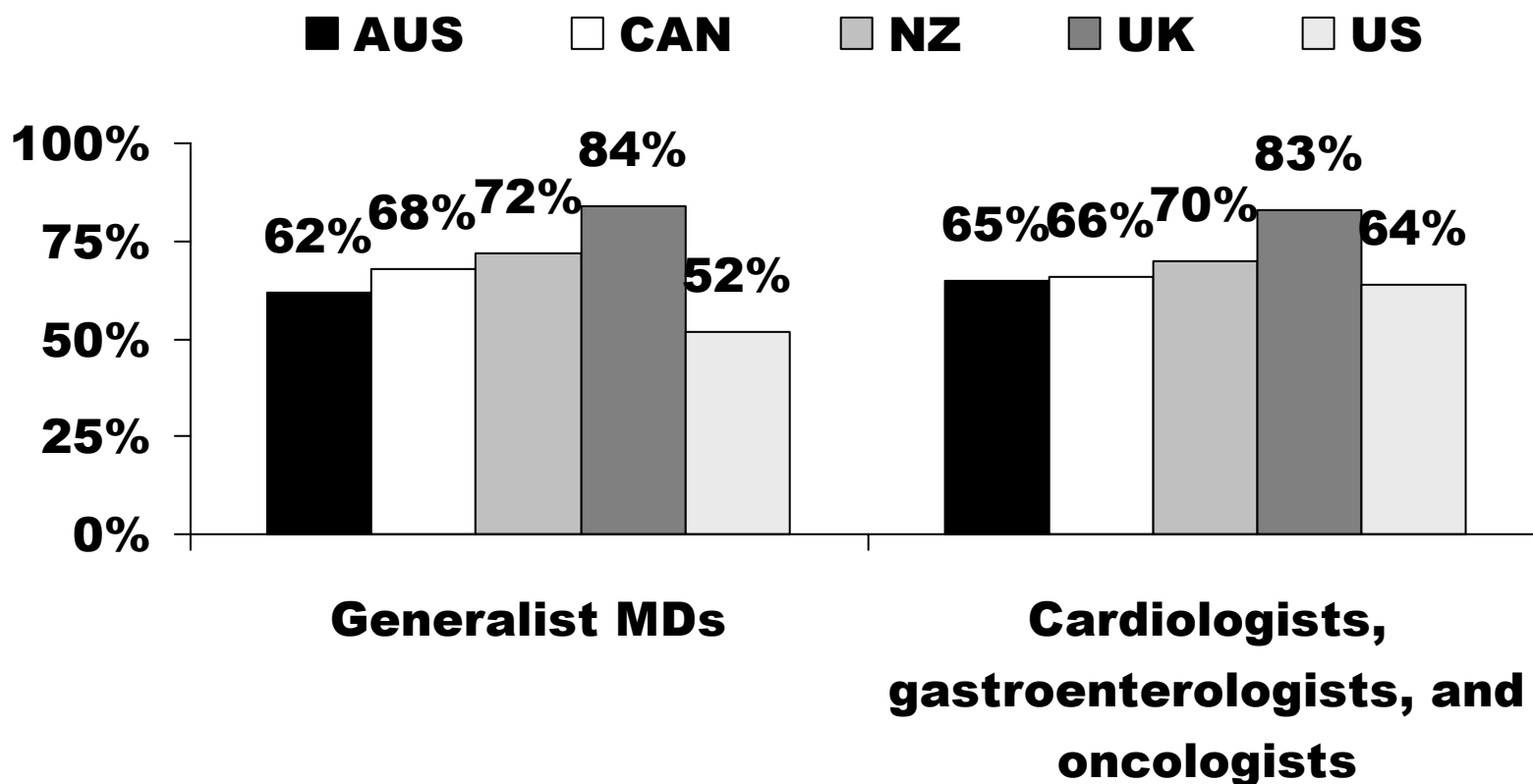
Use of Electronic Prescribing of Prescription Drugs

Percent of doctors who report using electronic prescribing of drugs “often”



Satisfaction with Nursing Staff Levels in Their Hospital

Proportion saying nursing staff levels are “fair” or “poor” in their hospital



Adequacy of Community Medical Resources Staff, Equipment, and Facilities

Percent reporting “too little/too few”	AUS (%)	CAN (%)	NZ (%)	UK (%)	US (%)
Latest medical and diagnostic equipment	13	63	28	48	8
Hospital beds	67	72	57	80	11
General practitioners	17	54	6	45	18
Medical specialists or consultants	31	61	35	62	13
Home care	55	59	47	66	24
Long-term care and rehabilitation facilities	74	73	49	81	35

Base: Generalist MDs

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Ratings of Hospital Resources

Percent rating hospital as “fair” or “poor”	AUS (%)	CAN (%)	NZ (%)	UK (%)	US (%)
Nursing staff levels	65	66	70	83	64
Emergency room facilities	33	62	43	55	26

Base: Cardiologists, gastroenterologists, and oncologists

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Major Problems in Medical Practice

Percent reporting “major” problem	AUS (%)	CAN (%)	NZ (%)	UK (%)	US (%)
Limitations on or long waits for specialist referrals	56	66	81	84	29
Long waiting times for surgical or hospital care	67	64	82	78	8
Patients cannot afford necessary prescription drugs	10	17	28	10	48
Limitations on drugs you can prescribe your patients	12	18	37	8	43
Not having enough time with patients	38	42	32	62	43
External review of clinical decisions to control costs	22	13	16	19	36

Base: Generalist MDs

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Perceptions of Patient's Problems

Percent reporting “often”	AUS (%)	CAN (%)	NZ (%)	UK (%)	US (%)
Patients have difficulty affording out-of-pocket costs	34	20	61	26	63
Patients do not receive preventive care	25	23	36	38	36
Patients lack access to newest drugs or medical technology	15	26	51	25	27
Patients get sicker because they are not able to get the health care they need	7	12	25	18	18

Base: Generalist MDs

Waiting Times for Treatment Breast Biopsy

Percent reporting	AUS	CAN	NZ	UK	US
A 50 year old woman with an ill-defined mass in her breast, but no adenopathy, would wait:					
Less than 1 week	49	14	24	12	50
1-2 weeks	34	46	39	71	34
3-4 weeks	12	30	29	15	7
More than 1 month	5	7	9	1	1

Base: Generalist MDs

Waiting Times for Treatment Hip Replacement

Percent reporting	AUS (%)	CAN (%)	NZ (%)	UK (%)	US (%)
A 65-year-old man who requires a routine hip replacement					
Would wait less than 1 week	3	1	2	--	9
Would wait 1 week to less than 1 month	2	3	1	--	62
Would wait 1 to 6 months	24	32	5	6	20
Would wait more than 6 months	71	60	92	93	1

Base: Generalist MDs

Usefulness of Quality Information

Percent saying “very useful”	AUS	CAN	NZ	UK	US
Electronic prescribing of drugs	55	35	57	90	42
Electronic patient medical records	43	43	49	68	48
Comparisons of medical outcomes of selected procedures	36	42	37	37	42
Treatment guidelines or protocols	45	51	32	30	35
Reports from patients and families about satisfaction with care	36	35	37	34	44
Profiles comparing doctors’ practices relative to peers	25	25	31	26	27

Base: Generalist MDs

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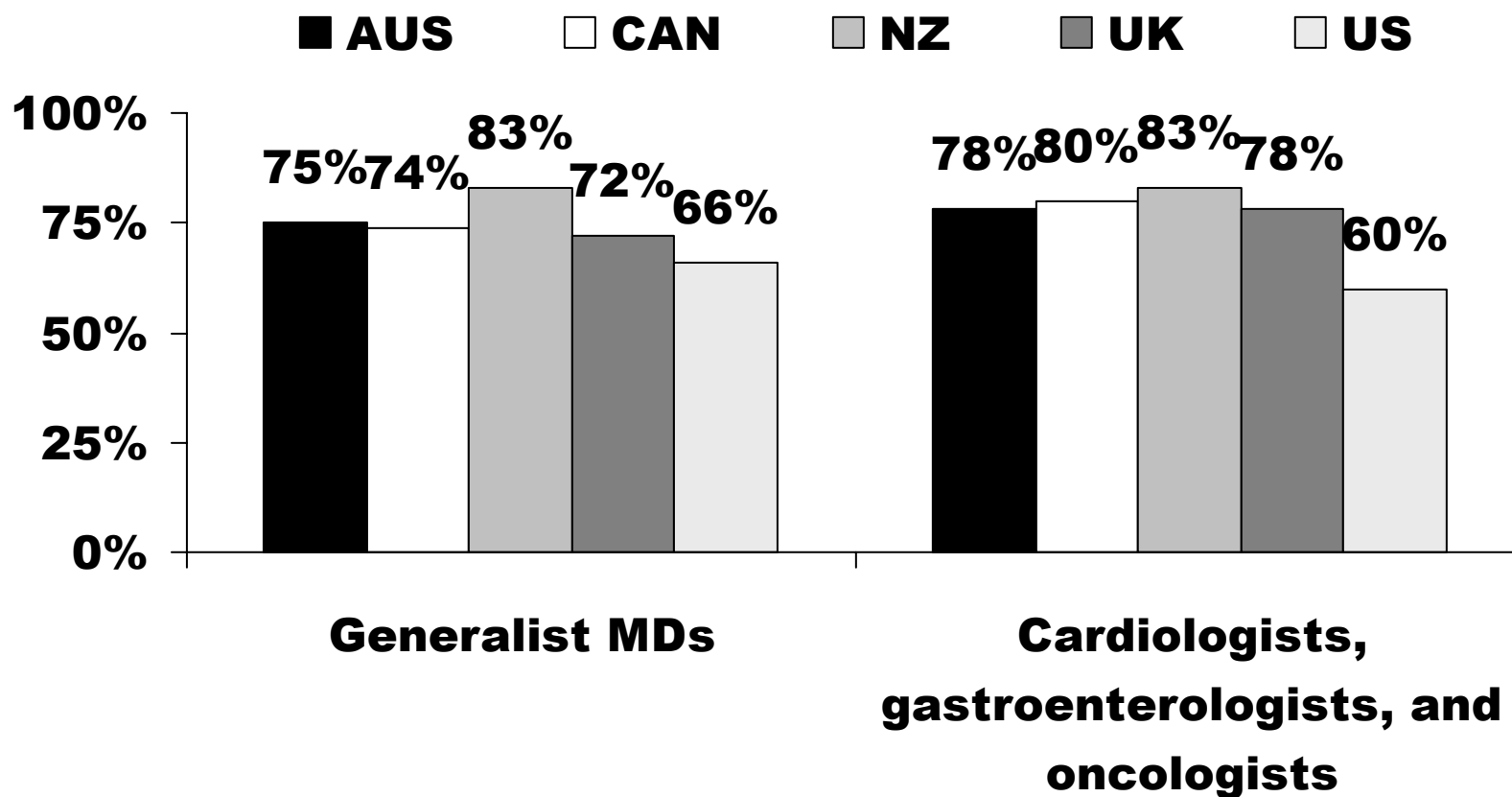
Ways to Improve Quality of Care

Percent saying highly effective	AUS	CAN	NZ	UK	US
Spending more time with patients	71	70	65	76	78
Better access to specialized medical care	57	77	73	71	49
Better access to new prescription medications	33	40	50	16	48
Improved systems for reducing medical errors	53	49	47	54	64
Better nursing or home care follow up after discharge	77	76	65	76	68
Better access to preventive care and patient education	70	70	76	62	80

Base: Generalist MDs

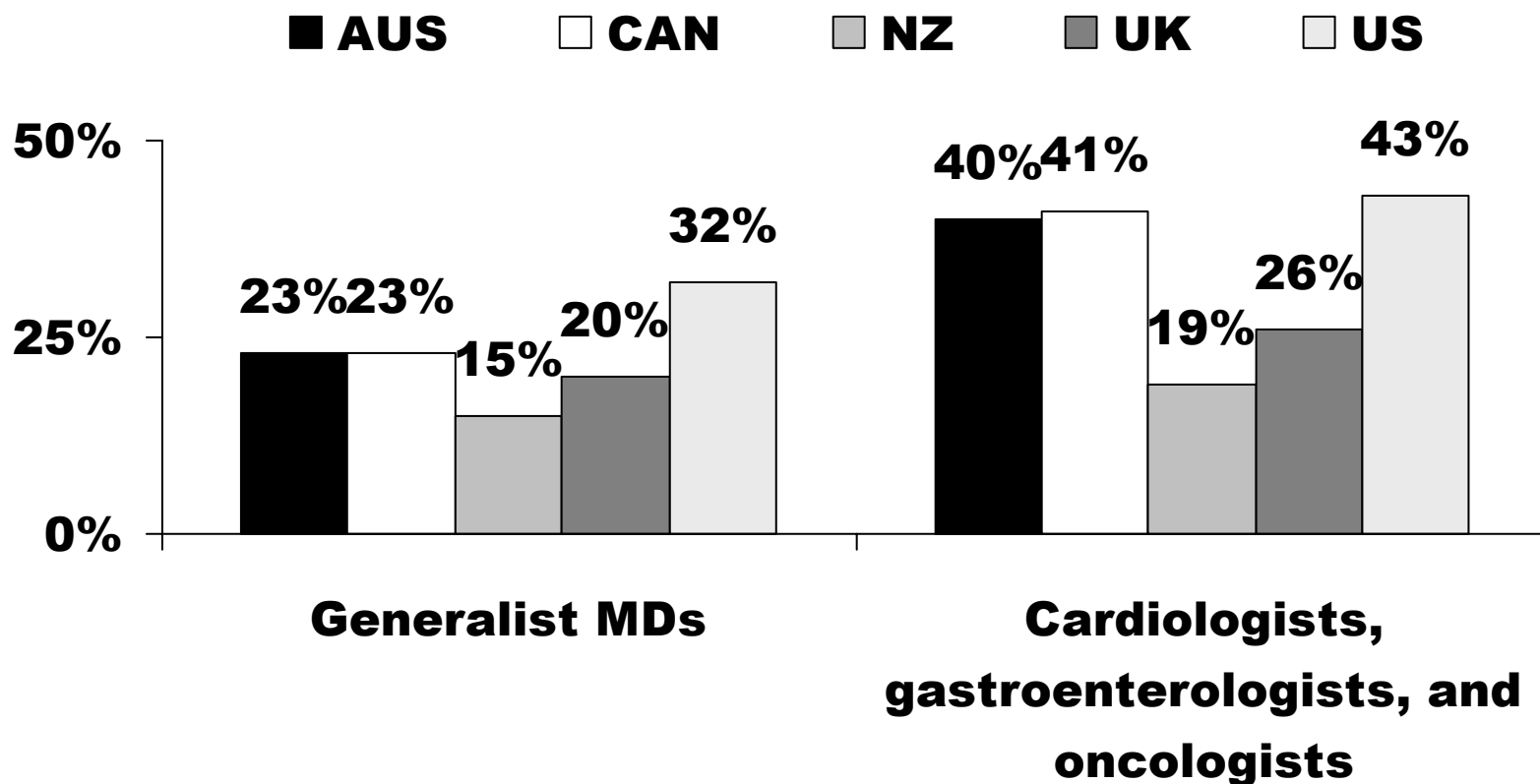
Release of Quality Information on Hospitals to the Public

Percent favoring release to the public



Satisfaction with Ability to Keep Up with Developments

Proportion saying they are “very satisfied” with their ability to keep up



Overall View of Health Care System: Generalist MDs vs. The Public

	AUS		CAN		NZ		UK		US	
	Public	MDs	Public	MDs	Public	MDs	Public	MDs	Public	MDs
System works well – minor changes needed	19	27	20	25	9	23	25	23	17	16
Some good things – fundamental change needed	49	65	56	72	57	70	58	70	46	72
System needs complete rebuilding	30	7	23	4	32	7	14	7	33	12

Doctor Base: Generalist MDs

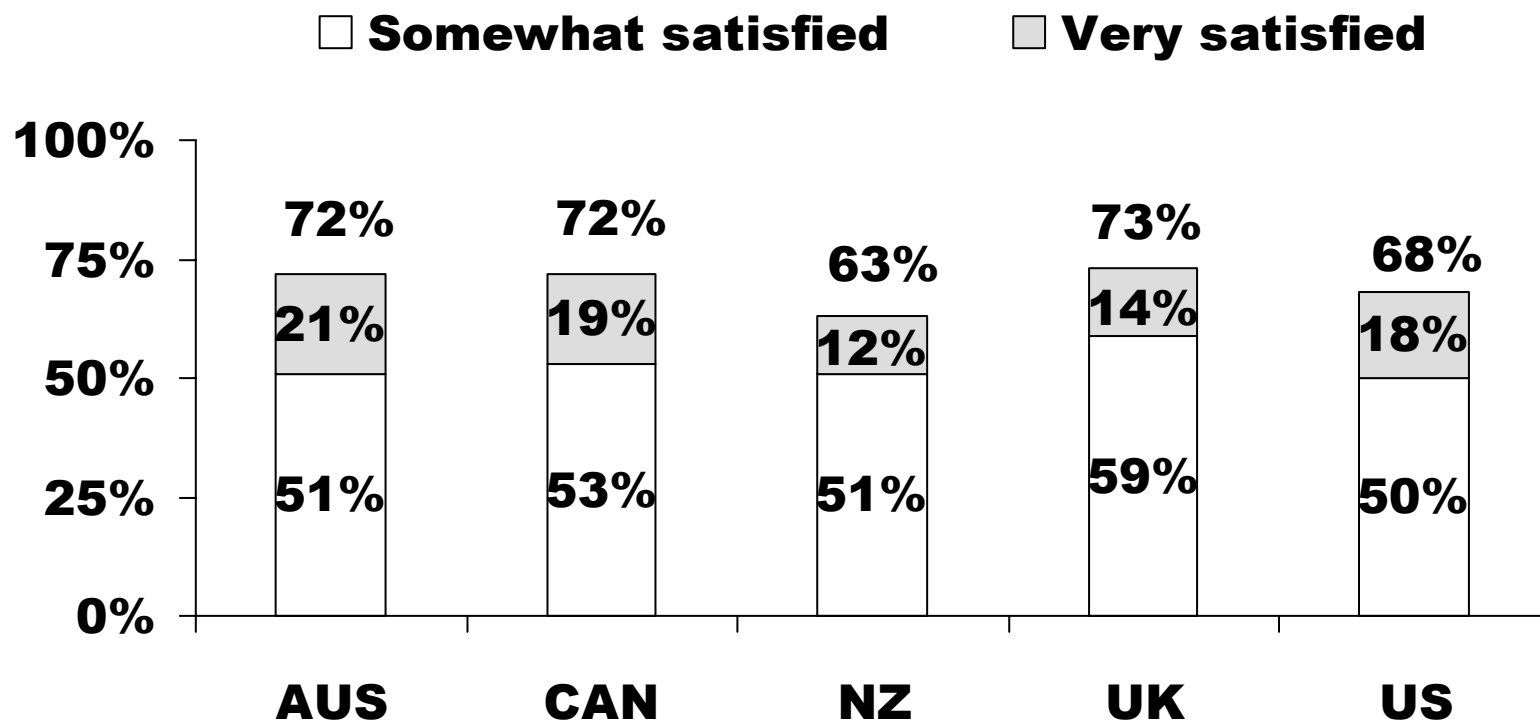
Public: 1998 Survey Adults

2000 International Health Policy Survey of Physicians

Commonwealth Fund/Harvard/Harris and Commonwealth Fund 1998 International Health Policy Survey

Satisfaction with Medical Practice

Percent reporting “very satisfied” or “somewhat satisfied”



Base: Generalist MDs

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Methodology

The Commonwealth Fund 2000 International Health Policy Survey of Physicians elicited the health care system views and experiences of physicians in five nations – Australia, Canada, New Zealand, the UK, and the US. The survey was conducted by a combination of mail, telephone, and internet by Harris Interactive in the United States and its subcontractors in the four other countries. In four of the countries, interviews were conducted in English only; in Canada, they were conducted in both French and English. Conducted from April 27, 2000 to July 27, 2000, the survey resulted in final samples of 517 physicians in Australia, 533 in Canada, 493 in New Zealand, 500 in the United Kingdom and 528 in the United States.

To obtain a comparable representation of both generalists and specialist physicians, the sample was stratified into two categories: generalist physicians – general practitioners and primary care physicians – and a sample of medical specialists, limited to cardiologists, gastroenterologists and oncologists. This ratio of generalists to medical specialists is the norm found in four countries. Only in the U.S. are medical specialists found in a higher proportion to generalists. Approximately 400 randomly selected generalist physicians and 100 medical specialist physicians were interviewed in each country. The physicians were selected from lists of practicing physicians in each country that were available through private or government sources.