

**Appendix 1: Profiles of Health Spending and Coverage in Eleven Countries**

	Health spending, 2011 <sup>a</sup>		Benefit package <sup>c</sup>			
	<i>Per capita, USD<sup>b</sup></i>	<i>% GDP</i>	Deductible	Caps on out-of-pocket (OOP) spending on covered benefits	Core benefit?	
					<i>Medication</i>	<i>Dental</i>
Australia	\$3,800	8.9%	No	Various caps <sup>d</sup>	Yes	Programs for children and low income
Canada	\$4,522	11.2%	No	No	No <sup>e</sup>	Programs for low-income children
France	\$4,118	11.6%	No	No, but most cost-sharing covered by private insurance. Cost-sharing exemption for chronically ill.	Yes	Yes
Germany	\$4,495	11.3%	No	Yes. 2% income; 1% income for chronically ill + low income	Yes	Yes
Netherlands	\$5,099	11.9%	€350 (US\$460)	No.	Yes	Children covered
New Zealand	\$3,182	10.3%	No	No.	Yes	Programs for children
Norway	\$5,669	9.3%	No	Yes. NOK 1,980 (US\$332)	Yes	Children covered; programs for low income
Sweden	\$3,925	9.5%	No	Yes. SEK 1,100 (US\$168) for health services & SEK 2,200 (US\$336) for drugs	Yes	Children covered; subsidies for adults
Switzerland	\$5,643	11.0%	300–2,500 CHF (\$319–\$2,655)	Yes. 700 CHF (US\$743) maximum after deductible	Yes	No
U.K.	\$3,405	9.4%	No	No.	Yes	Children covered; subsidies/OOP cap for adults
U.S.	\$8,508	17.7%	Yes, no limit <sup>f</sup>	No <sup>f</sup>	Varies <sup>g</sup>	Varies <sup>h</sup>

<sup>a</sup> Source: 2013 OECD Health Data. Australia data for 2010.

<sup>b</sup> Adjusted for differences in cost of living.

<sup>c</sup> Source: Thomson S, Osborn R, Squires D, Jun M, editors. International profiles of health care systems, 2013. New York (NY):Commonwealth Fund; forthcoming 2013.

<sup>d</sup> Once an annual threshold of AUS\$413 in out-of-pocket costs for 'gap expenses' is reached, the Medicare benefit payment is increased from 85% to 100% of the fee schedule (though providers are still permitted to balance bill above the fee schedule). Copayments are reduced for prescription drugs once an annual threshold of AUS \$1,363 is reached.

<sup>e</sup> Varies by province; there is no national requirement for medication coverage in Canadian Medicare.

<sup>f</sup> Prior to January 1, 2014.

<sup>g</sup> Yes for Medicaid; supplement for Medicare; varies among private insurers.

<sup>h</sup> Yes for Medicaid; no for Medicare and most private insurance.

**Appendix 2: Trends in Cost-Related Access and Affordability in Eleven Countries, 2010 and 2013**

Country	In the past year...				
	Did not see doctor when sick or did not get recommended care because of cost	Did not fill Rx or skipped doses because of cost	<i>Had either/both access problem</i>	Had serious problem paying or unable to pay medical bills	Had \$1,000 or more out-of-pocket medical spending
<b>AUS</b>					
2013	14 <sup>a</sup>	8 <sup>a</sup>	16 <sup>a</sup>	8	25
2010	19	13	22	8	25
<b>CAN</b>					
2013	8	8 <sup>a</sup>	13	7	14
2010	8	10	15	6	14
<b>FR</b>					
2013	14 <sup>a</sup>	8	18 <sup>a</sup>	13 <sup>a</sup>	7
2010	9	7	14	9	8
<b>GER</b>					
2013	10 <sup>a</sup>	9 <sup>a</sup>	15 <sup>a</sup>	7 <sup>a</sup>	11
2010	23	6	25	3	9
<b>NETH</b>					
2013	20 <sup>a</sup>	8 <sup>a</sup>	22 <sup>a</sup>	9 <sup>a</sup>	7 <sup>a</sup>
2010	4	3	6	4	10
<b>NZ</b>					
2013	20 <sup>a</sup>	6	21 <sup>a</sup>	10 <sup>a</sup>	9
2010	12	7	14	6	8
<b>NOR</b>					
2013	8	5	10	6	17
2010	8	6	11	5	18
<b>SWE</b>					
2013	4 <sup>a</sup>	4 <sup>a</sup>	6 <sup>a</sup>	4	2
2010	6	8	11	5	2
<b>SWIZ</b>					
2013	10	6	13	10 <sup>a</sup>	24 <sup>a</sup>
2010	9	4	11	6	31
<b>UK</b>					
2013	4	2	4	1	3 <sup>a</sup>
2010	5	2	5	2	1
<b>US</b>					
2013	32 <sup>a</sup>	21	37 <sup>a</sup>	23	41
2010	28	21	34	21	40

Source: 2010 and 2013 Commonwealth Fund International Health Policy Surveys

Note: Excluding respondents who did not answer question.

<sup>a</sup> Indicates significant difference with 2010 (p < 0.05).

### Appendix 3: U.S. Adults' Experiences and Views, by Age, 2013

	Under 65	65 and over
<b>Access and affordability problems in the past year...</b>		
Did not see doctor when sick or did not get recommended care because of cost	36 <sup>f</sup>	15
Did not fill Rx or skipped doses because of cost	23 <sup>f</sup>	12
<i>Had either/both access problem</i>	41 <sup>f</sup>	18
Had serious problem paying or unable to pay medical bills	25 <sup>f</sup>	13
Had \$1,000 or more out-of-pocket medical spending	41	40
<b>Dental care</b>		
Skipped dental care or checkups because of cost in the past year	35 <sup>f</sup>	21
Has not visited dentist in past 2 years	27	31
<b>Access to primary care</b>		
Saw a doctor or nurse last time they needed care		
<i>Same or next day</i>	48	50
<i>Waited 6+ days</i>	27	23
When you call your doctor's office with a question during practice hours, how often do you hear back on the same day? <sup>a</sup>		
<i>Always/often</i>	70 <sup>f</sup>	81
<i>Sometimes/ rarely or never</i>	30 <sup>f</sup>	19
<b>Access to specialist care</b>		
Wait time to see a specialist <sup>b</sup>		
<i>Less than 4 weeks</i>	74 <sup>f</sup>	83
<i>2 months or more</i>	6	6
<b>After-hours care and emergency room use</b>		
Adults report it is somewhat/very easy to obtain care after hours <sup>c</sup>	38	41
Adults report using the ER in the past 2 years	40	35
Waited 2 hours or more before being treated <sup>d</sup>	31 <sup>f</sup>	17
<b>Email access to doctor</b>		
Adults report they can email their regular doctor/ place of care with a medical concern <sup>e</sup>	28	28
Adults report emailing their regular doctor/place of care with a medical question in past 2 years <sup>e</sup>	6	6
<b>Insurance-related administrative complexity</b>		
"Spent a lot of time on paperwork or disputes" for medical bills or insurance in past year	19 <sup>f</sup>	12
"Insurance denied payment" or "did not pay as much as expected" in past year	29 <sup>f</sup>	21
<i>Had either/both difficulties</i>	34 <sup>f</sup>	25
<b>Health system views</b>		
Works well, only minor changes needed	22 <sup>f</sup>	40
Needs fundamental changes	50 <sup>f</sup>	38
Needs to be completely rebuilt	28 <sup>f</sup>	22

Source: 2013 Commonwealth Fund International Health Policy Survey in Eleven Countries

Note: Excluding respondents who did not answer question.

<sup>a</sup> Base: Tried to call.

<sup>b</sup> Base: Needed to see a specialist in past two years.

<sup>c</sup> Base: Needed after hours care.

<sup>d</sup> Base: Used ER in past two years.

<sup>e</sup> Base: Has a regular doctor or place of care.

<sup>f</sup> Indicates significant difference with US respondents age 65 and over ( $p < 0.05$ ).

**Appendix 4: Adults' Access and Affordability Problems in Eleven Countries, by Their Health System Views, 2013**

Country, health system views (unweighted N)	Experienced cost-related access problem <sup>a</sup>	Had serious problem paying or unable to pay medical bills	Had \$1,000 or more out-of-pocket medical spending	Waited 6 days or more for appointment to see doctor or nurse	Somewhat/ very difficult to get after-hours care <sup>b</sup>	Waited two months or more to see a specialist <sup>c</sup>	Spent a lot of time on paperwork and/or insurance denied payment/did not pay as expected
<b>AUS</b>							
<i>Only minor changes needed (1,064)</i>	7 <sup>d</sup>	2 <sup>d</sup>	14 <sup>d</sup>	12	42 <sup>d</sup>	17	9 <sup>d</sup>
<i>Needs fundamental changes/rebuilding (1,081)</i>	24	13	35	15	64	19	24
<b>CAN</b>							
<i>Only minor changes needed (2,148)</i>	8 <sup>d</sup>	5 <sup>d</sup>	10 <sup>d</sup>	23 <sup>d</sup>	53 <sup>d</sup>	21 <sup>d</sup>	11 <sup>d</sup>
<i>Needs fundamental changes/rebuilding (3,162)</i>	17	9	18	40	69	35	18
<b>FR</b>							
<i>Only minor changes needed (543)</i>	14 <sup>d</sup>	9 <sup>d</sup>	4 <sup>d</sup>	11 <sup>d</sup>	54 <sup>d</sup>	14 <sup>d</sup>	17 <sup>d</sup>
<i>Needs fundamental changes/rebuilding (828)</i>	20	16	8	19	71	21	29
<b>GER</b>							
<i>Only minor changes needed (466)</i>	12	6	9	14	40	8	13 <sup>d</sup>
<i>Needs fundamental changes/rebuilding (625)</i>	16	8	13	16	47	12	19
<b>NETH</b>							
<i>Only minor changes needed (496)</i>	21	7 <sup>d</sup>	6	13	42	4	18
<i>Needs fundamental changes/rebuilding (476)</i>	23	11	8	14	46	3	19
<b>NZ</b>							
<i>Only minor changes needed (481)</i>	9 <sup>d</sup>	3 <sup>d</sup>	7	3 <sup>d</sup>	34 <sup>d</sup>	15	5
<i>Needs fundamental changes/rebuilding (503)</i>	33	17	11	7	55	24	9
<b>NOR</b>							
<i>Only minor changes needed (481)</i>	7	4	14	27	32 <sup>d</sup>	22	4 <sup>d</sup>
<i>Needs fundamental changes/rebuilding (506)</i>	13	7	20	29	49	30	11
<b>SWE</b>							
<i>Only minor changes needed (1,089)</i>	5	3	2	18 <sup>d</sup>	59 <sup>d</sup>	15	3
<i>Needs fundamental changes/rebuilding (1,232)</i>	8	5	2	24	69	19	4
<b>SWIZ</b>							
<i>Only minor changes needed (819)</i>	8 <sup>d</sup>	3 <sup>d</sup>	21 <sup>d</sup>	-- <sup>e</sup>	45 <sup>d</sup>	3	15 <sup>d</sup>
<i>Needs fundamental changes/rebuilding (669)</i>	18	18	28	-- <sup>e</sup>	58	3	37
<b>UK</b>							
<i>Only minor changes needed (614)</i>	2 <sup>d</sup>	0 <sup>d</sup>	2 <sup>d</sup>	12 <sup>d</sup>	25 <sup>d</sup>	7	1 <sup>d</sup>
<i>Needs fundamental changes/rebuilding (362)</i>	8	3	6	23	42	9	8
<b>US</b>							
<i>Only minor changes needed (527)</i>	21 <sup>d</sup>	12 <sup>d</sup>	34 <sup>d</sup>	20 <sup>d</sup>	47 <sup>d</sup>	3	17 <sup>d</sup>
<i>Needs fundamental changes/rebuilding (1,400)</i>	44	27	44	29	66	7	38

Source: 2013 Commonwealth Fund International Health Policy Survey in Eleven Countries

Note: Excluding respondents who did not answer question.

<sup>a</sup> Did not see doctor when sick, did not get recommended care, or did not fill Rx/skipped doses because of cost.

<sup>b</sup> Base: Needed after hours care.

<sup>c</sup> Base: Needed to see specialist in past two years.

<sup>d</sup> Indicates significant within-country difference with respondents saying needs fundamental change/rebuilding ( $p < 0.05$ ).

<sup>e</sup> Question asked differently in Switzerland.

**Appendix 5: Cost-Related Access and Affordability Problems in the Past Year in Eleven Countries, 2013**

Country	In the past year...					Skipped dental care or checkups because of cost in the past year	
	Did not see doctor when sick or did not get recommended care because of cost	Did not fill Rx or skipped doses because of cost	Had either/both access problem	Had serious problem paying or unable to pay medical bills	Had \$1,000 or more out-of-pocket medical spending	Has not visited dentist in past 2 years	
<b>AUS</b>	14 b,d,e,f,g,h,i,j,k	8 h,j,k	16 b,e,f,g,h,i,j,k	8 c,h,j,k	25 b,c,d,e,f,g,h,j,k	29 b,c,d,e,h,i,j	28 b,d,e,f,g,h,i
<b>CAN</b>	8 c,e,f,h,i,j,k	8 g,h,i,j,k	13 c,e,f,h,i,j,k	7 c,f,h,i,j,k	14 c,d,e,f,h,i,j,k	21 d,f,h,i,j,k	23 c,d,e,f,g,h,k
<b>FR</b>	14 d,e,f,g,h,i,j,k	8 h,j,k	18 e,g,h,i,j,k	13 d,e,g,h,i,j,k	7 d,g,h,i,j,k	20 d,f,h,i,j,k	27 d,e,f,g,h,i
<b>GER</b>	10 e,f,h,j,k	9 g,h,i,j,k	15 e,f,g,h,i,j,k	7 f,h,i,j,k	11 e,g,h,i,j,k	8 e,f,g,h,i,k	10 e,f,i,j,k
<b>NETH</b>	20 g,h,i,j,k	8 h,j,k	22 g,h,i,j,k	9 h,j,k	7 g,h,i,j,k	19 f,g,h,i,j,k	19 f,g,h,j,k
<b>NZ</b>	20 g,h,i,j,k	6 j,k	21 g,h,i,j,k	10 g,h,j,k	9 g,h,i,j,k	32 g,h,i,j	41 g,h,i,j,k
<b>NOR</b>	8 h,j,k	5 j,k	10 h,j,k	6 i,j,k	17 h,i,j,k	25 h,i,j,k	11 i,j,k
<b>SWE</b>	4 i,k	4 j,k	6 i,k	4 i,j,k	2 i,k	12 j,k	10 i,j,k
<b>SWIZ</b>	10 j,k	6 j,k	13 j,k	10 j,k	24 j,k	11 j,k	22 k
<b>UK</b>	4 k	2 k	4 k	1 k	3 k	6 k	26
<b>US</b>	32	21	37	23	41	33	27

Source: 2013 Commonwealth Fund International Health Policy Survey in Eleven Countries

Note: Excluding respondents who did not answer question.

Reading from top to bottom starting with Australia, the letter indicates significant differences (as determined through a chi-squared test) with countries below at  $p < 0.05$ , as indicated: <sup>b</sup>Different from CAN; <sup>c</sup>Different from FRA; <sup>d</sup>Different from GER; <sup>e</sup>Different from NET; <sup>f</sup>Different from NZ; <sup>g</sup>Different from NOR; <sup>h</sup>Different from SWE; <sup>i</sup>Different from SWIZ; <sup>j</sup>Different from UK; <sup>k</sup>Different from US.

**Appendix 6: Access to Care and Wait Times in Eleven Countries, 2013**

Country	Saw a doctor or nurse last time they needed care		When you call your doctor's office with a question during practice hours, how often do you hear back on the same day? <sup>L</sup>		Wait time to see a specialist <sup>m</sup>	
	<i>Same or next day</i>	<i>Waited 6+ days</i>	<i>Always/often</i>	<i>Sometimes/ rarely or never</i>	<i>Less than 4 weeks</i>	<i>2 months or more</i>
<b>AUS</b>	58 b,d,e,f,g,j,k	14 b,f,g,h,k	79 b,c,d,e,h,k	21 b,c,d,e,h,k	51 b,d,e,i,j,k	18 b,d,e,g,i,j,k
<b>CAN</b>	41 c,d,e,f,g,h,j,k	33 c,d,e,f,g,h,j,k	67 d,e,f,g,h,i,j,k	33 d,e,f,g,h,i,j,k	39 c,d,e,f,g,h,i,j,k	29 c,d,e,f,h,i,j,k
<b>FR</b>	57 d,e,f,g,j,k	16 f,g,h,k	63 d,e,f,g,h,i,j,k	37 d,e,f,g,h,i,j,k	51 d,e,f,i,j,k	18 d,e,g,i,j,k
<b>GER</b>	76 e,g,h,j,k	15 f,g,h,k	90 e,f,g,h,i,j,k	10 e,f,g,h,i,j,k	72 f,g,h,i,j	10 e,f,g,h,i,k
<b>NETH</b>	63 f,g,h,j,k	14 f,g,h,k	84 g,j,k	16 g,j,k	75 f,g,h	3 f,g,h,j
<b>NZ</b>	72 g,h,j,k	5 g,h,j,k	80 k	20 k	59 g,i,j,k	19 i,j,k
<b>NOR</b>	52 h	28 h,j	78 h,k	22 h,k	46 h,i,j,k	26 h,i,j,k
<b>SWE</b>	58 j,k	22 j,k	84 j,k	16 j,k	54 i,j,k	17 i,j,k
<b>SWIZ</b>	-- <sup>n</sup>	-- <sup>n</sup>	82 j,k	18 j,k	80	3 j,k
<b>UK</b>	52	16 k	75	25	80	7
<b>US</b>	48	26	73	27	76	6

Source: 2013 Commonwealth Fund International Health Policy Survey in Eleven Countries

Note: Excluding respondents who did not answer question.

Reading from top to bottom starting with Australia, the letter indicates significant differences (as determined through a chi-squared test) with countries below at  $p < 0.05$ , as indicated: <sup>b</sup>Different from CAN; <sup>c</sup>Different from FRA; <sup>d</sup>Different from GER; <sup>e</sup>Different from NET; <sup>f</sup>Different from NZ; <sup>g</sup>Different from NOR; <sup>h</sup>Different from SWE; <sup>i</sup>Different from SWIZ; <sup>j</sup>Different from UK; <sup>k</sup>Different from US.

<sup>L</sup> Base: Tried to call. Between-country significant differences are equivalent for "always/often" and "sometimes/rarely or never".

<sup>m</sup> Base: Needed to see a specialist in past two years.

<sup>n</sup> Question asked differently in Switzerland

**Appendix 7: Adult and Primary Care Physician Reports on After-Hours Care, ER Use and Email Access in Eleven Countries, 2012 and 2013**

Country	After-hours care		Emergency room		Email access to doctor		
	Adults report it is somewhat/very easy to obtain care after hours, 2013 <sup>L</sup>	Primary care physicians report practice has arrangements for after-hours care, 2012 <sup>m</sup>	Adults report using the ER in the past 2 years, 2013	Waited 2 hours or more before being treated, 2013 <sup>n</sup>	Primary care physicians report patients can email practice with questions or concerns, 2012	Adults report they can email their regular doctor/place of care with a medical concern, 2013 <sup>o</sup>	Adults report emailing their regular doctor/place of care with a medical question in past 2 years, 2013 <sup>o</sup>
<b>AUS</b>	46 b,c,d,e,f,g,h,j,k	81 b,d,e,f,h,j,k	22 b,c,f,g,h,i,j,k	25 b,c,f,j	21 b,c,d,e,f,g,h,i,j,k	24 b,c,d,e,f,h,i	9 b,c,d,e,f,i,j
<b>CAN</b>	38 d,e,f,g,i,j	46 c,d,e,f,g,h,i,j,k	41 c,d,e,f,g,h,i,j	48 c,d,e,f,g,h,i,j,k	11 c,d,e,f,g,h,i,j,k	10 d,e,f,g,h,i,j,k	2 e,f,g,h,i,j,k
<b>FR</b>	36 d,e,f,g,i,j	76 d,e,f,h,j,k	31 d,e,j,k	36 d,e,f,i,j,k	39 d,e,g,i	9 d,e,f,g,h,i,j,k	2 e,f,g,h,i,j,k
<b>GER</b>	56 h,i,j,k	90 e,g,h,i,j,k	22 f,g,h,i,j,k	23 f,g,h	45 f,g,i,j,k	19 e,i,j,k	3 e,g,h,i,j,k
<b>NETH</b>	56 h,i,j,k	95 f,g,h,i,k	24 h,k	17 g,h,k	47 f,g,i,j,k	32 f,g,h,j	20 f,g,h,i,j,k
<b>NZ</b>	54 h,j,k	90 g,h,i,j,k	28 k	14 g,h,k	39 g,i	16 g,i,j,k	5 h,i,j
<b>NOR</b>	58 h,i,j,k	80 h,j,k	28 k	34 i,j	27 h,i,j,k	22 i,k	6 h,i,j
<b>SWE</b>	35 i,j	68 i,j,k	32 i,j,k	32 i,j	44 i,j,k	20 i,j,k	9 i,j,k
<b>SWIZ</b>	49 j,k	78 j,k	28 k	18 k	68 j,k	29	15 k
<b>UK</b>	69 k	95 k	27 k	16 k	35	25	13 k
<b>US</b>	39	35	39	28	35	28	6

Sources: 2012 and 2013 Commonwealth Fund International Health Policy Surveys

Note: Excluding respondents who did not answer question.

Reading from top to bottom starting with Australia, the letter indicates significant differences (as determined through a chi-squared test) with countries below at p<0.05, as indicated: <sup>b</sup>Different from CAN; <sup>c</sup>Different from FRA; <sup>d</sup>Different from GER; <sup>e</sup>Different from NET; <sup>f</sup>Different from NZ; <sup>g</sup>Different from NOR; <sup>h</sup>Different from SWE; <sup>i</sup>Different from SWIZ; <sup>j</sup>Different from UK; <sup>k</sup>Different from US.

<sup>L</sup> Base: Needed after hours care.

<sup>m</sup> Practice has arrangement for patients to see doctor or nurse after hours without going to emergency department. In Norway, respondents were asked whether their practice had arrangements or there were regional arrangements.

<sup>n</sup> Base: Used ER in past two years.

<sup>o</sup> Base: Has a regular doctor or place of care.

**Appendix 8: Insurance-Related Administrative Costs and Complexity in Eleven Countries**

Country	Adults, 2013			Primary care physicians, 2012
	"Spent a lot of time on paperwork or disputes" for medical bills or insurance in past year	"Insurance denied payment" or "did not pay as much as expected" in past year	<i>Had either/both difficulties</i>	Report that the time they or their staff spend getting patients needed care because of coverage restrictions is a major problem
<b>AUS</b>	6 c,h,i,j,k	15 f,g,h,j,k	16 c,f,g,h,i,j,k	11 b,c,d,e,f,i,k
<b>CAN</b>	5 c,d,e,h,i,j,k	14 c,f,g,h,j,k	15 c,e,f,g,h,i,j,k	23 d,e,f,g,h,j,k
<b>FR</b>	10 f,g,h,i,j,k	17 e,f,g,h,j,k	23 d,e,f,g,h,j,k	20 d,e,g,h,j,k
<b>GER</b>	8 f,h,i,j,k	14 f,g,h,j,k	17 f,g,h,i,j,k	41 e,f,g,h,i,j,k
<b>NETH</b>	9 f,h,i,j,k	13 f,g,h,j,k	19 f,g,h,i,j,k	28 f,g,h,j,k
<b>NZ</b>	4 h,i,j,k	6 h,i,k	7 h,i,j,k	18 g,h,i,j,k
<b>NOR</b>	7 h,i,j,k	3 i,k	8 h,i,j,k	12 i,k
<b>SWE</b>	2 i,k	3 i,k	4 i,k	12 i,k
<b>SWIZ</b>	16 j	16 j,k	25 j,k	24 j,k
<b>UK</b>	2 k	3 k	4 k	10 k
<b>US</b>	18	28	32	54

Sources: 2012 and 2013 Commonwealth Fund International Health Policy Surveys

Note: Excluding respondents who did not answer question.

Reading from top to bottom starting with Australia, the letter indicates significant differences (as determined through a chi-squared test) with countries below at  $p < 0.05$ , as indicated: <sup>b</sup>Different from CAN; <sup>c</sup>Different from FRA; <sup>d</sup>Different from GER; <sup>e</sup>Different from NET; <sup>f</sup>Different from NZ; <sup>g</sup>Different from NOR; <sup>h</sup>Different from SWE; <sup>i</sup>Different from SWIZ; <sup>j</sup>Different from UK; <sup>k</sup>Different from US.



**Appendix 9: Adults' Views of the Health System in Eleven Countries, 2013**

Country	Which statement about your countries' health system would you most agree with?		
	Works well, only minor changes needed	Needs fundamental changes	Needs to be completely rebuilt
<b>AUS</b>	48 b,c,d,i,j,k	43	9 e,j,k
<b>CAN</b>	42 e,f,i,j,k	50	8 c,e,g,j,k
<b>FR</b>	40 e,f,g,i,j,k	49	11 e,i,j,k
<b>GER</b>	42 e,i,j,k	48	10 e,i,j,k
<b>NETH</b>	51 h,j,k	44	5 g,h,k
<b>NZ</b>	47 i,j,k	45	8 g,j,k
<b>NOR</b>	46 i,j,k	42	12 i,j,k
<b>SWE</b>	44 i,j,k	46	10 i,j,k
<b>SWIZ</b>	54 j,k	40	7 j,k
<b>UK</b>	63 k	33	4 k
<b>US</b>	25	48	27

Source: 2013 Commonwealth Fund International Health Policy Survey in Eleven Countries

Note: Excluding respondents who did not answer question.

Reading from top to bottom starting with Australia, the letter indicates significant differences (as determined through a chi-squared test) with countries below at  $p < 0.05$ , as indicated:

<sup>b</sup>Different from CAN; <sup>c</sup>Different from FRA; <sup>d</sup>Different from GER; <sup>e</sup>Different from NET; <sup>f</sup>Different from NZ; <sup>g</sup>Different from NOR; <sup>h</sup>Different from SWE; <sup>i</sup>Different from SWIZ; <sup>j</sup>Different from UK; <sup>k</sup>Different from US.