

The 2001 Commonwealth Fund International Health Policy Survey

Accompanies May/June 2002 *Health Affairs* article

**Charts Originally Presented at the 2001 International
Symposium on Health Care Policy Charts**

2001 International Health Policy Survey

- **Topics: System Views; Access, Quality and Cost; Worries About the Future -- By Income and Trends**
- **Survey of 1,400 adults in each of five countries, Australia, Canada, New Zealand, United Kingdom and United States**
- **Conducted by Harris Interactive and subcontractors from April 23, 2001 to May 31, 2001.**
- **Low income defined as adults reporting incomes “below” or “much below” average (median) national income.**
- **Margin of error + or - 3 percentage points for differences between countries and + or - 2% for country averages**

Views of Health Care System in Five Nations - 1988-2001

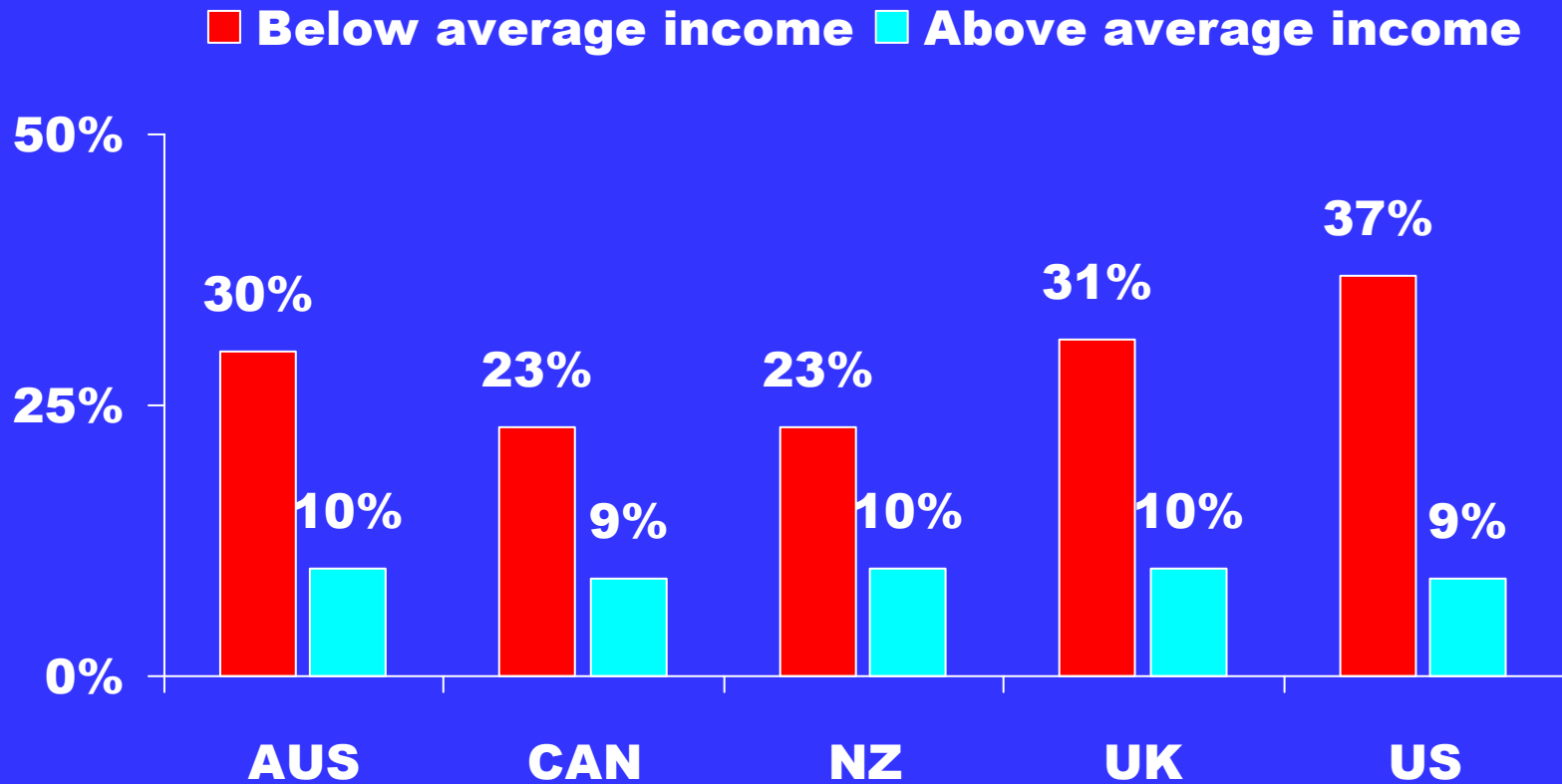
	Rebuild Completely			Only Minor Changes Needed		
	1988*	1998**	2001	1988*	1998**	2001
Australia	17	30	19	34	19	25
Canada	5	23	18	56	20	21
New Zealand	x	32	20	x	9	18
United Kingdom	17	14	18	27	25	21
United States	29	33	28	10	17	18

x 1988 data not available.

*Harvard/Harris/Baxter, 1988.

**1998 Commonwealth Fund International Health Policy Survey.

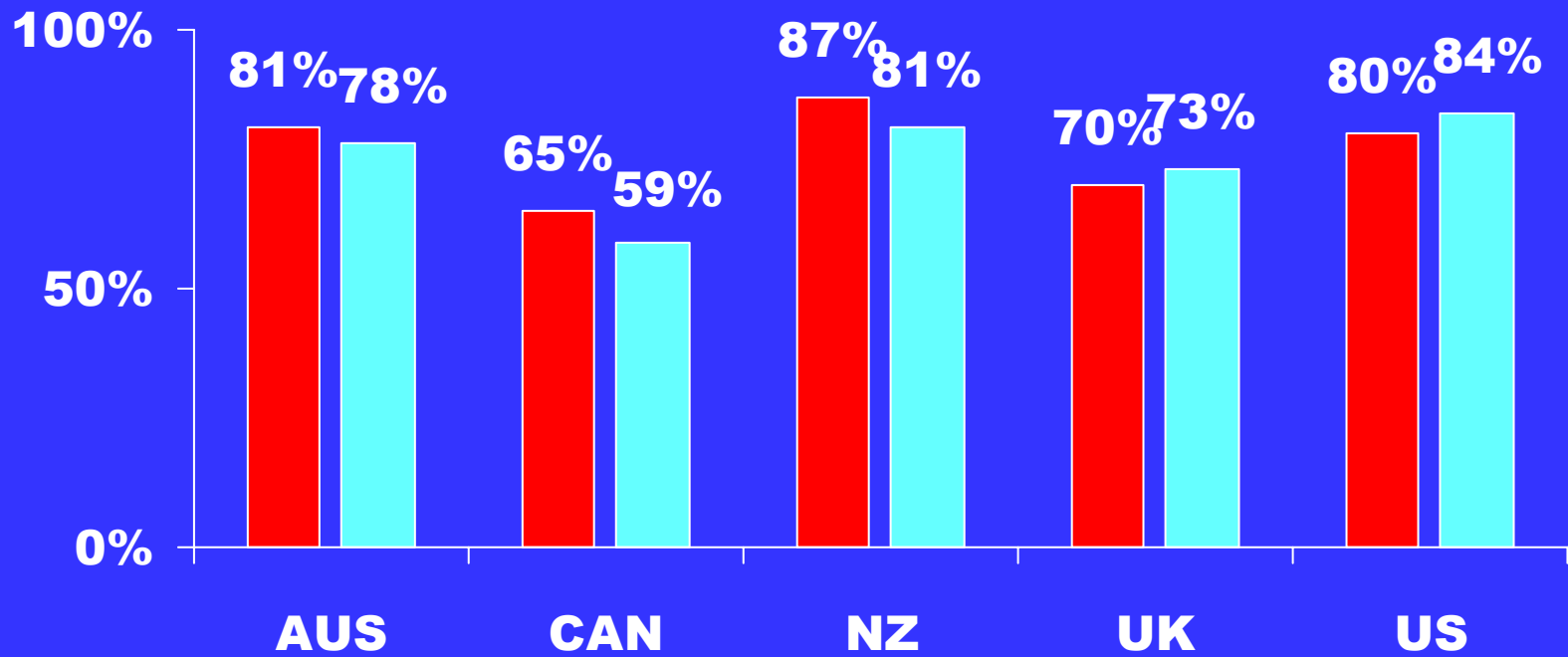
Income and Health: Percent Reporting Fair or Poor Health



Percent Who Believe that Adults with Low Incomes Have More Problems Getting Care than Those with Higher Incomes

Percent

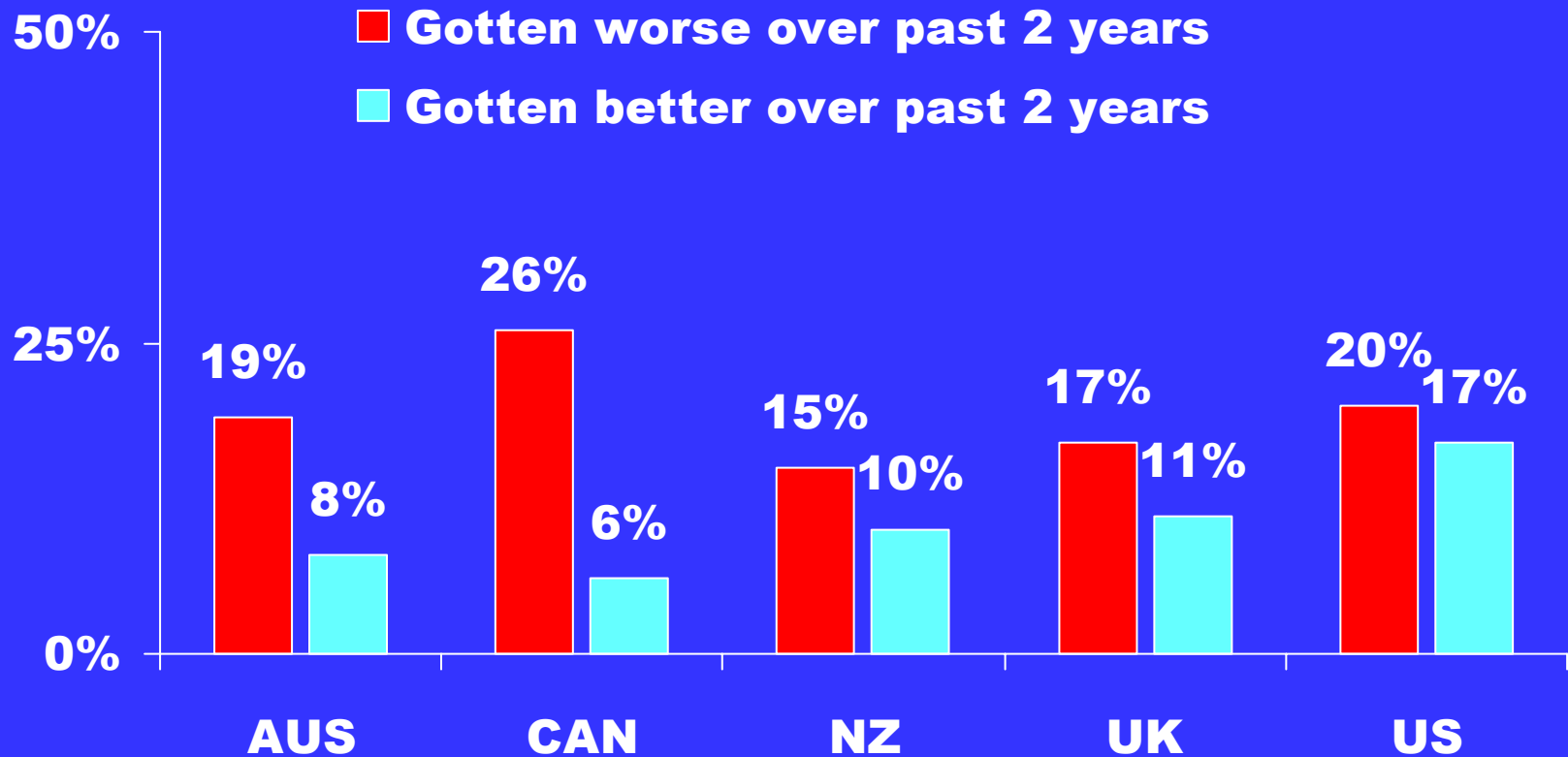
■ Below average income ■ Above average income



Access

Views of Change in Own and Family's Access to Care 2001

Percent

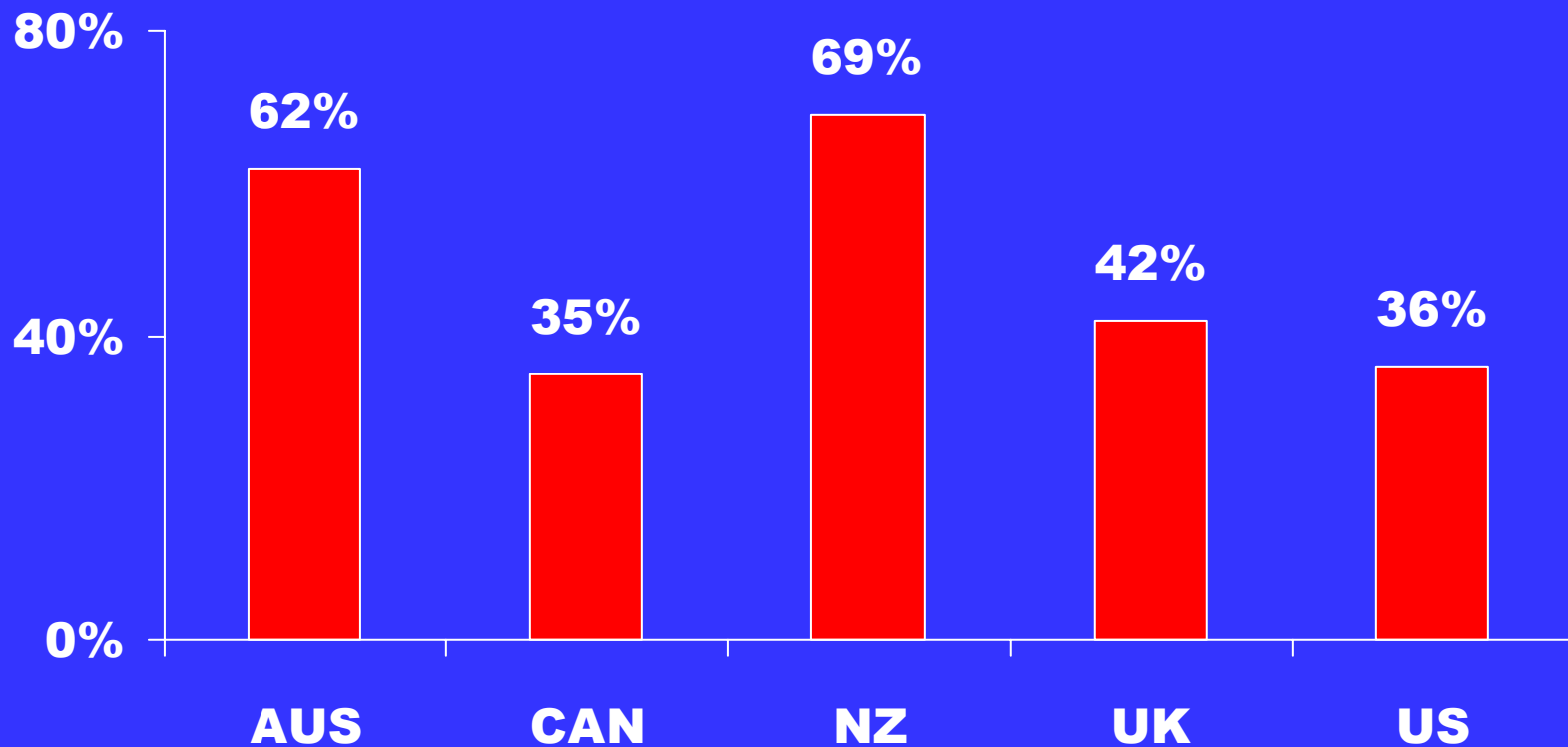


Difficulties Getting Care, 2001

Percent of adults reporting:	AUS	CAN	NZ	UK	US
Very or somewhat difficult to get care in evening or on weekends	34	41	23	33	41
Often or sometimes unable to get care because it is not available where you live	17	21	18	13	20
Extremely/very difficult to see a specialist when needed	12	16	11	13	17

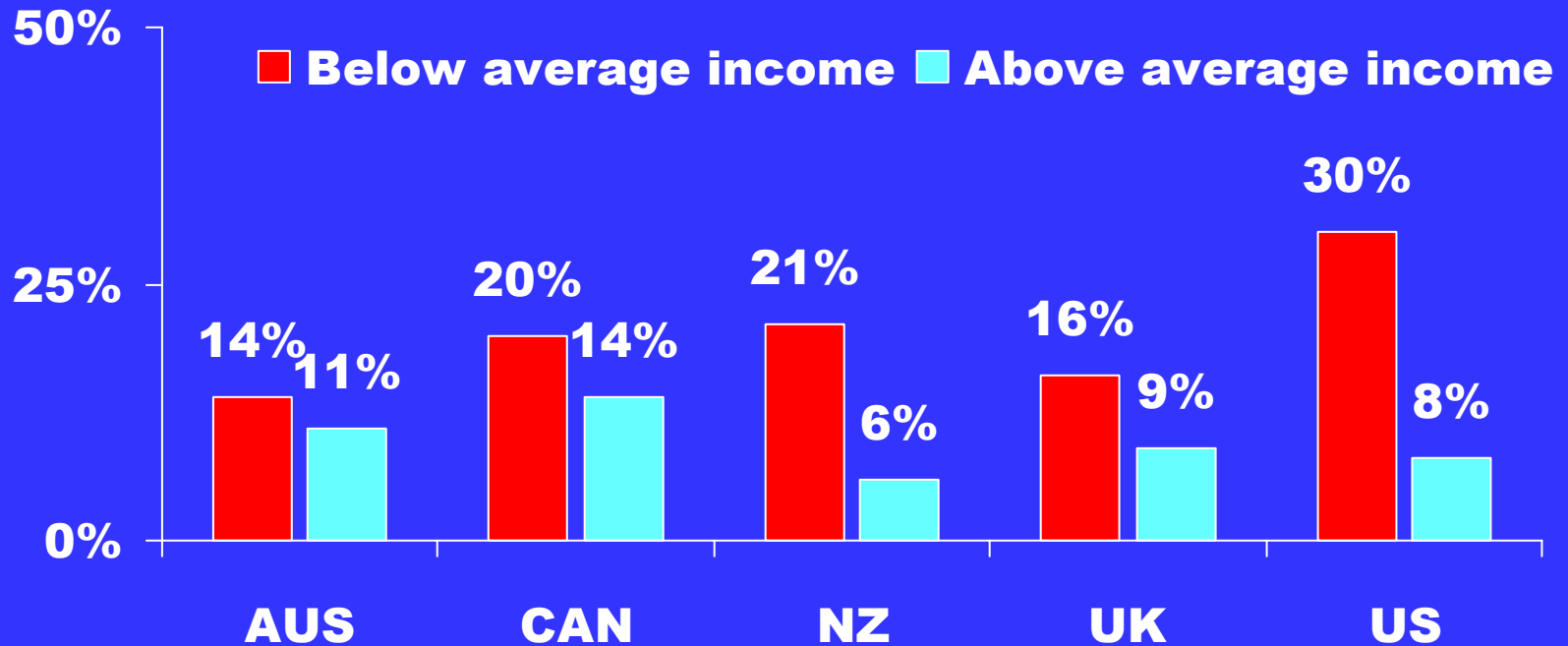
Same Day Access to Doctors

Percent of patients able to get same day appointment when sick



Extremely or Very Difficult to See A Specialist When Needed, by Income

Percent

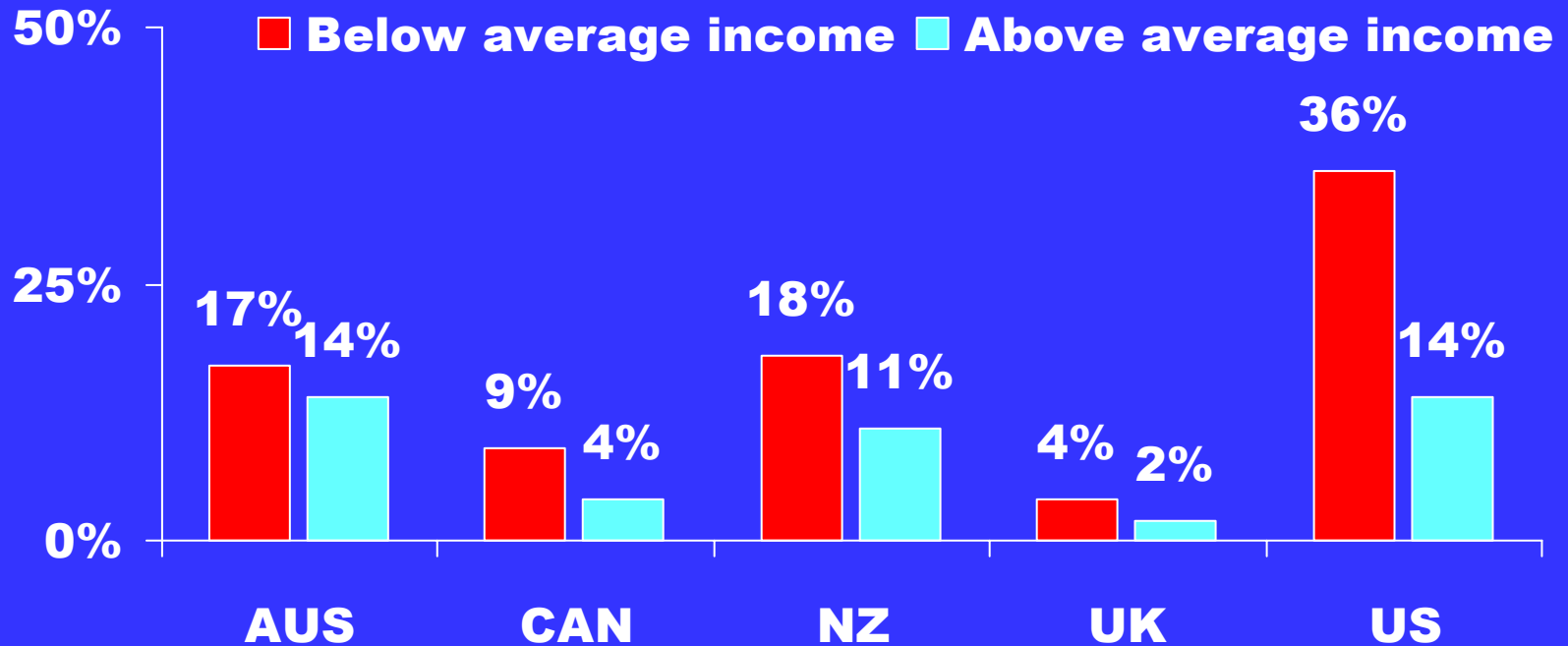


Had Access Problems in Past Year Due to Cost

Percent in the past year who:	AUS	CAN	NZ	UK	US
Did not fill a prescription due to cost	19	13	15	7	26
Had a medical problem but did not visit doctor due to cost	11	5	20	3	24
Did not get test, treatment or follow-up due to cost	15	6	14	2	22
Needed dental care but did not see a dentist due to cost	33	26	37	19	35

Did Not Get a Recommended Test, Treatment or Follow-up Due to Cost, by Income

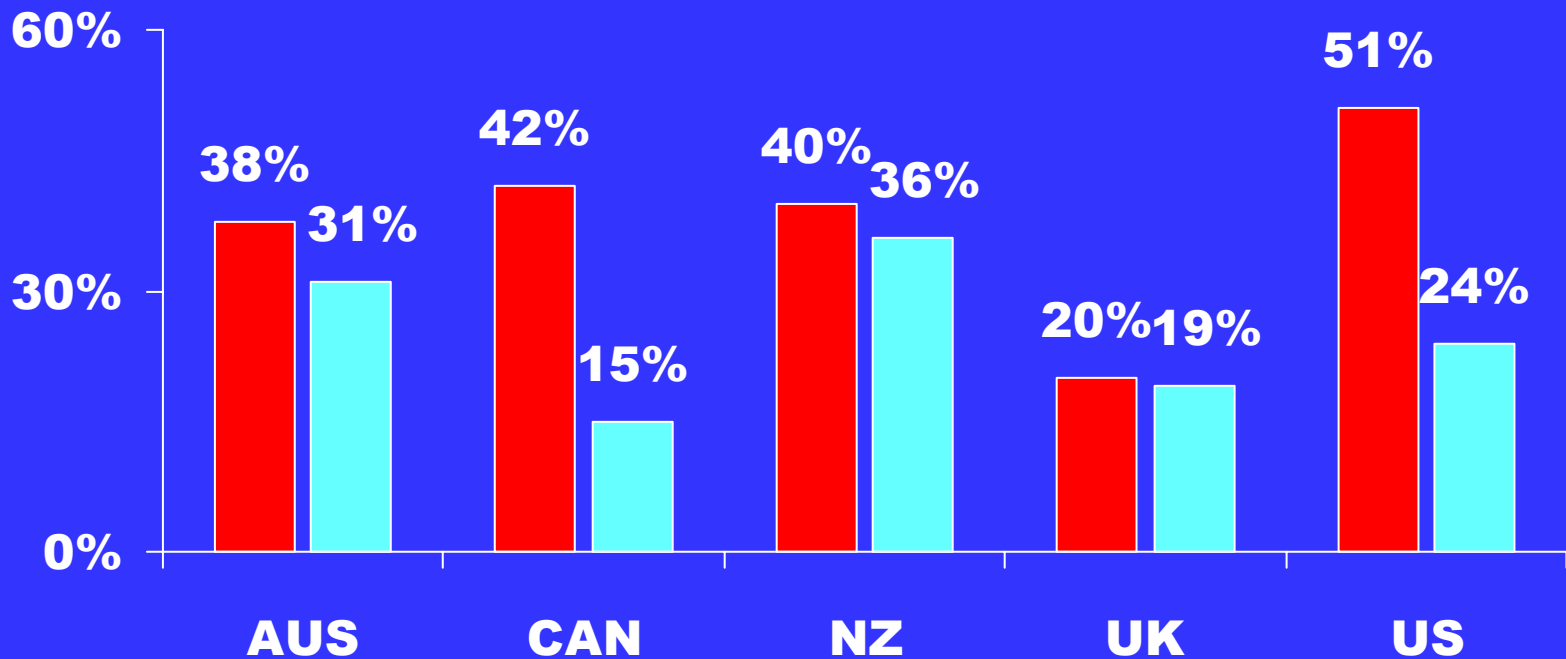
Percent



Did Not Get Needed Dental Care Due to Cost, by Income

Percent

■ Below average income ■ Above average income

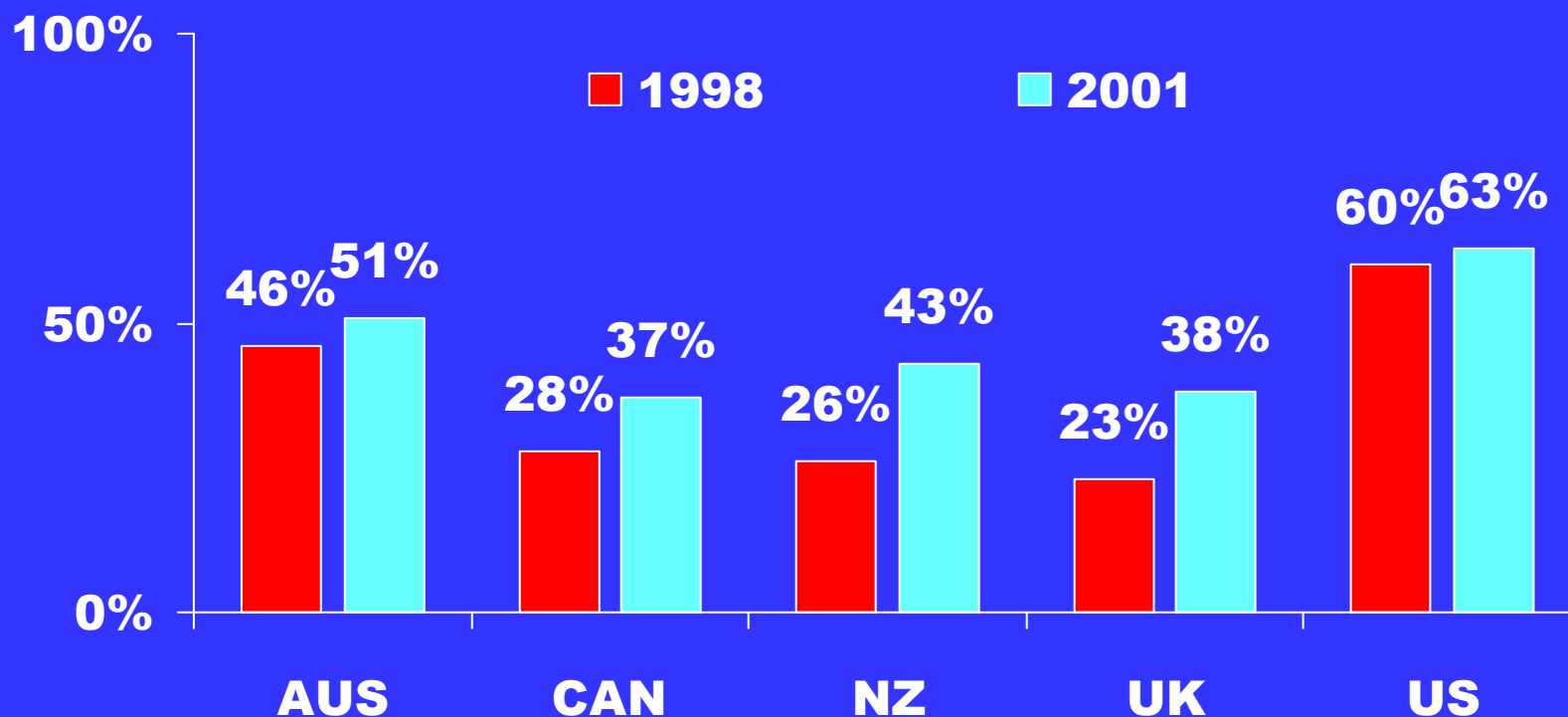


Quality

Waited Less Than One Month for Elective or Non-Emergency Surgery

Base: Those with elective surgery in the past 2 years

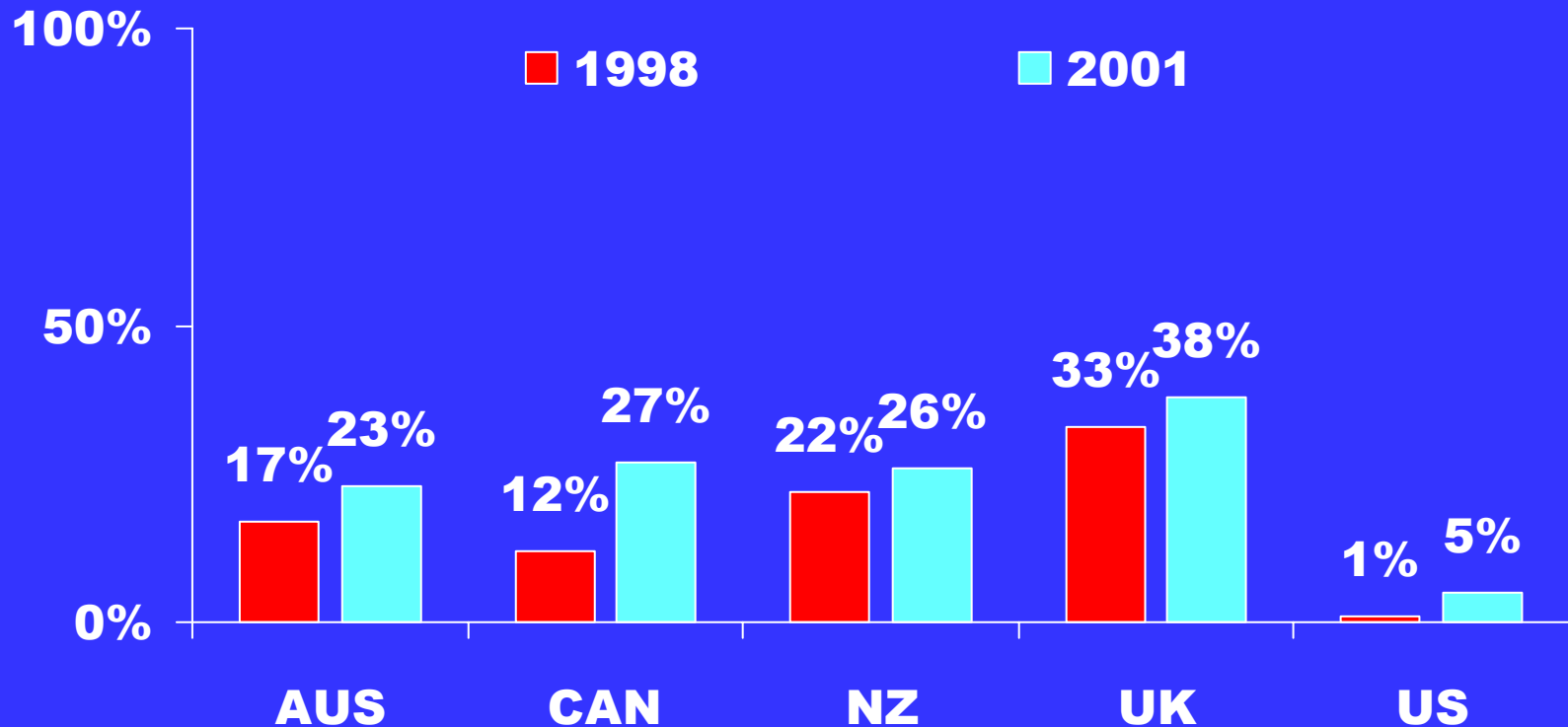
Percent



Waited Four Months or More for Elective or Non-Emergency Surgery

Base: Those with elective surgery in the past 2 years

Percent



Hospital Care Quality Concerns, 2001

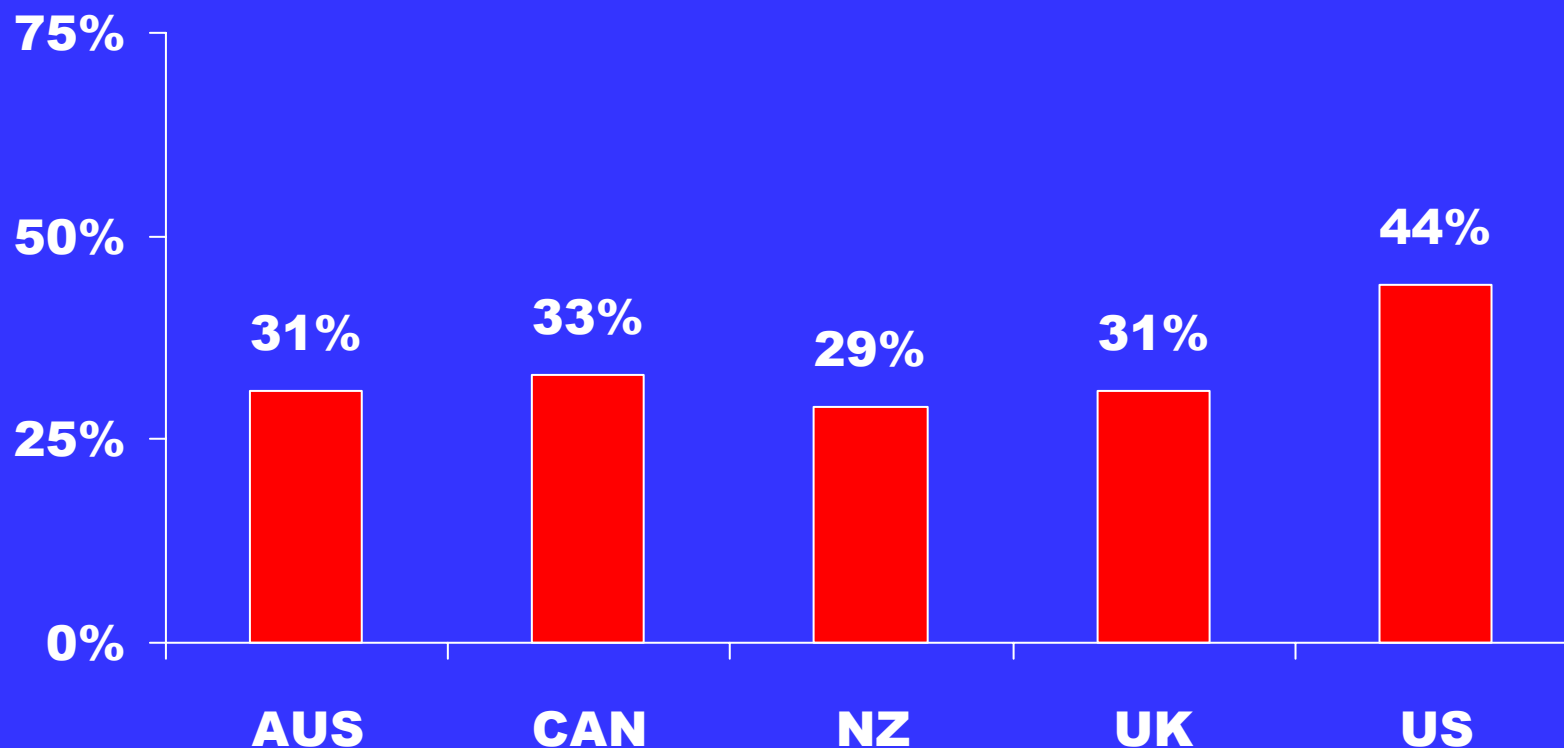
Base: Hospitalized in Past Two Years

Percent of those hospitalized who:	AUS	CAN	NZ	UK	US
Rated overall hospital experience fair or poor	18	19	20	22	20
Rated availability of nurses as fair or poor	24	22	22	28	22

Received Conflicting Information from Different Health Professionals When Sick

Base: Adults with a serious illness, injury, or disability in past 2 years

Percent “often” or “sometimes” received conflicting information

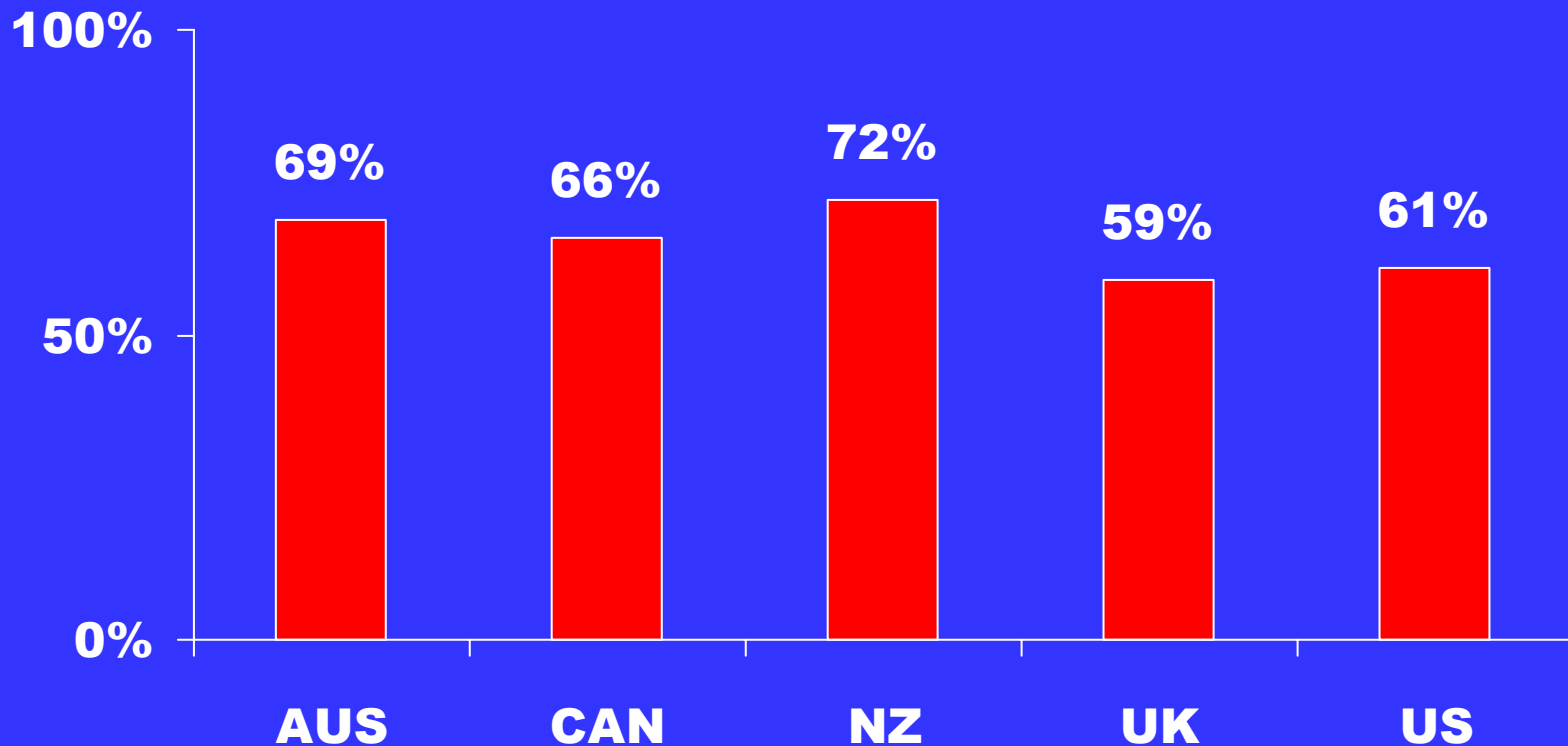


Physician Ratings

Percent rating physician as excellent or very good on:	AUS	CAN	NZ	UK	US
Treating you with dignity and respect	80	79	84	73	72
Listening carefully to your health concerns	73	74	75	67	65
Providing all the information you want	72	67	73	58	63
Spending enough time	69	62	71	54	58
Knowing you and your family situation	63	59	67	51	57
Being accessible by phone or in person	59	55	64	48	52

Composite Physician Ratings

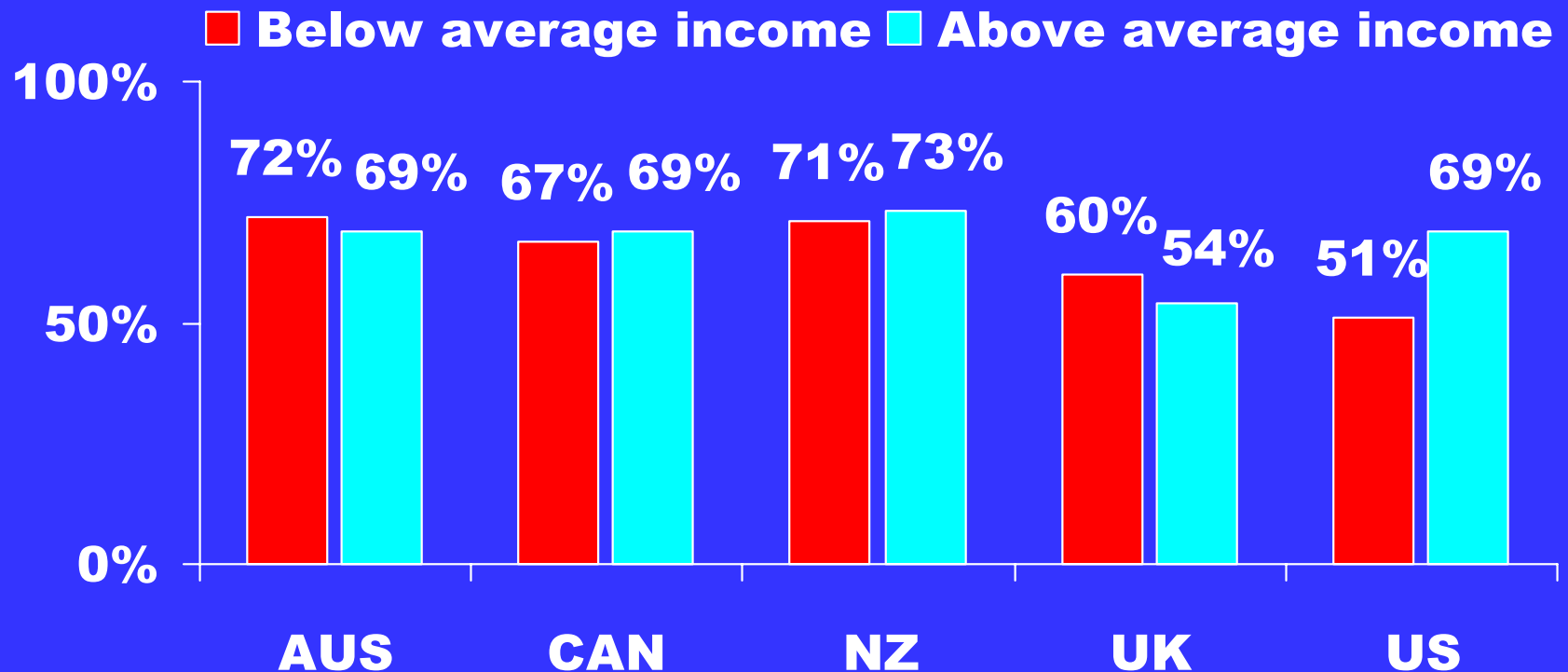
Percent rating physicians excellent or very good on six measures of responsiveness



*Average excellent or very good rating of: treating you with dignity & respect, listening carefully, being accessible by phone or in person, spending enough time, knowing you, and providing you with all the information you want.

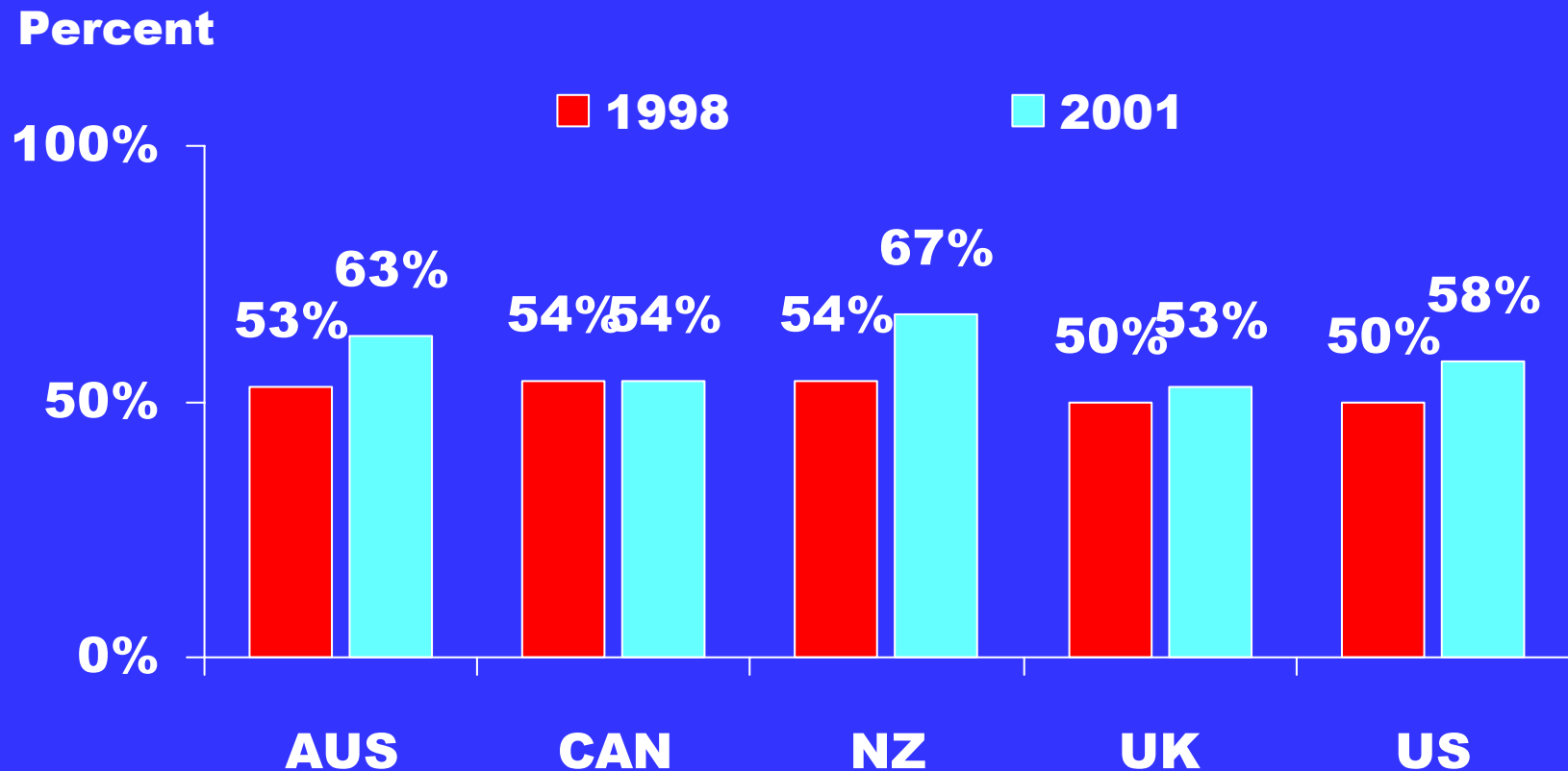
Composite Rating of Physicians, by Income

Percent rating physicians excellent or very good on six measures*



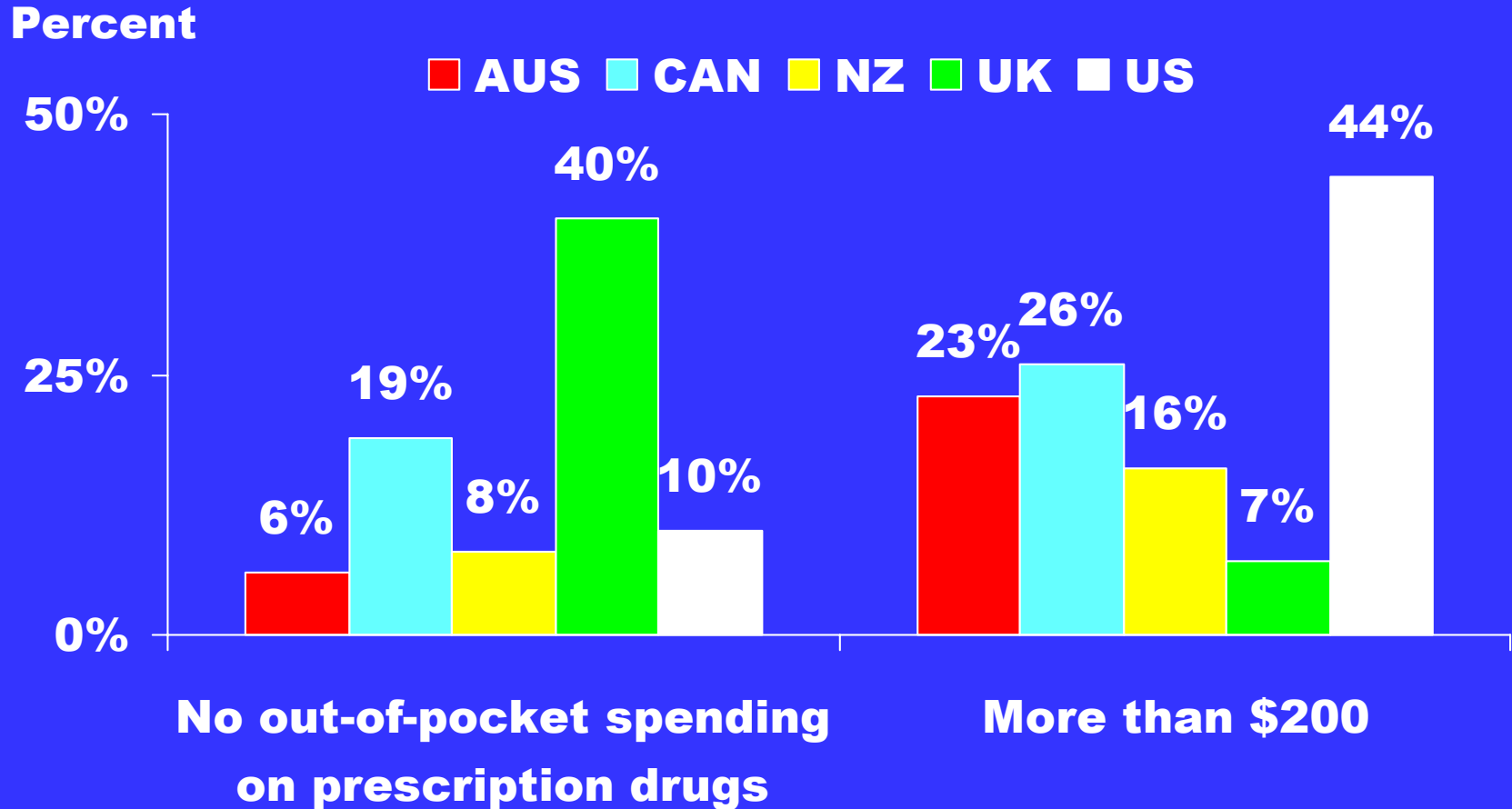
*Average excellent or very good rating of: treating you with dignity & respect, listening carefully, being accessible by phone or in person, spending enough time, knowing you, and providing you with all the information you want.

Rated Overall Medical Care Received in the Past 12 Months as Excellent or Very Good

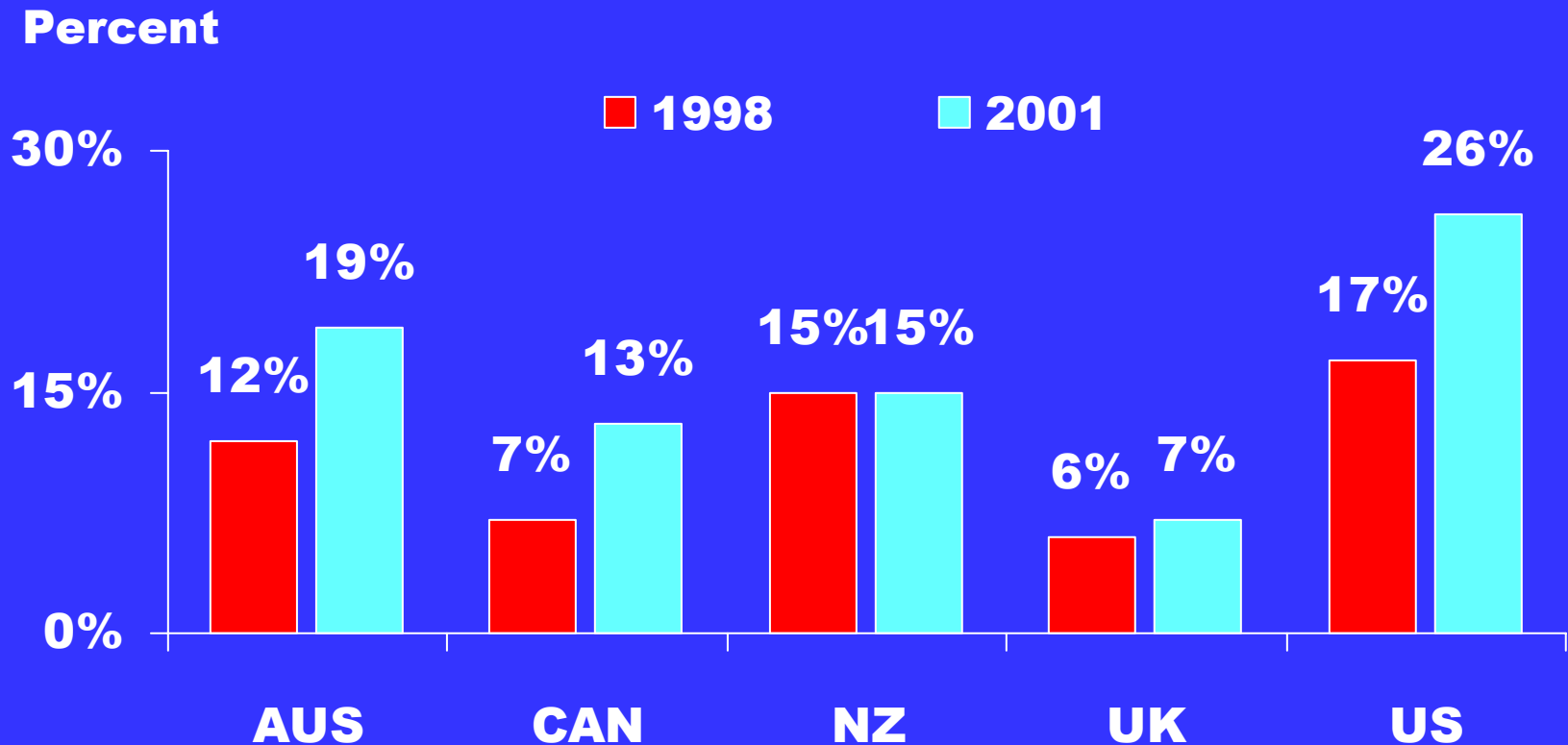


Costs and Worries About the Future

Out of Pocket Costs for Prescription Drugs

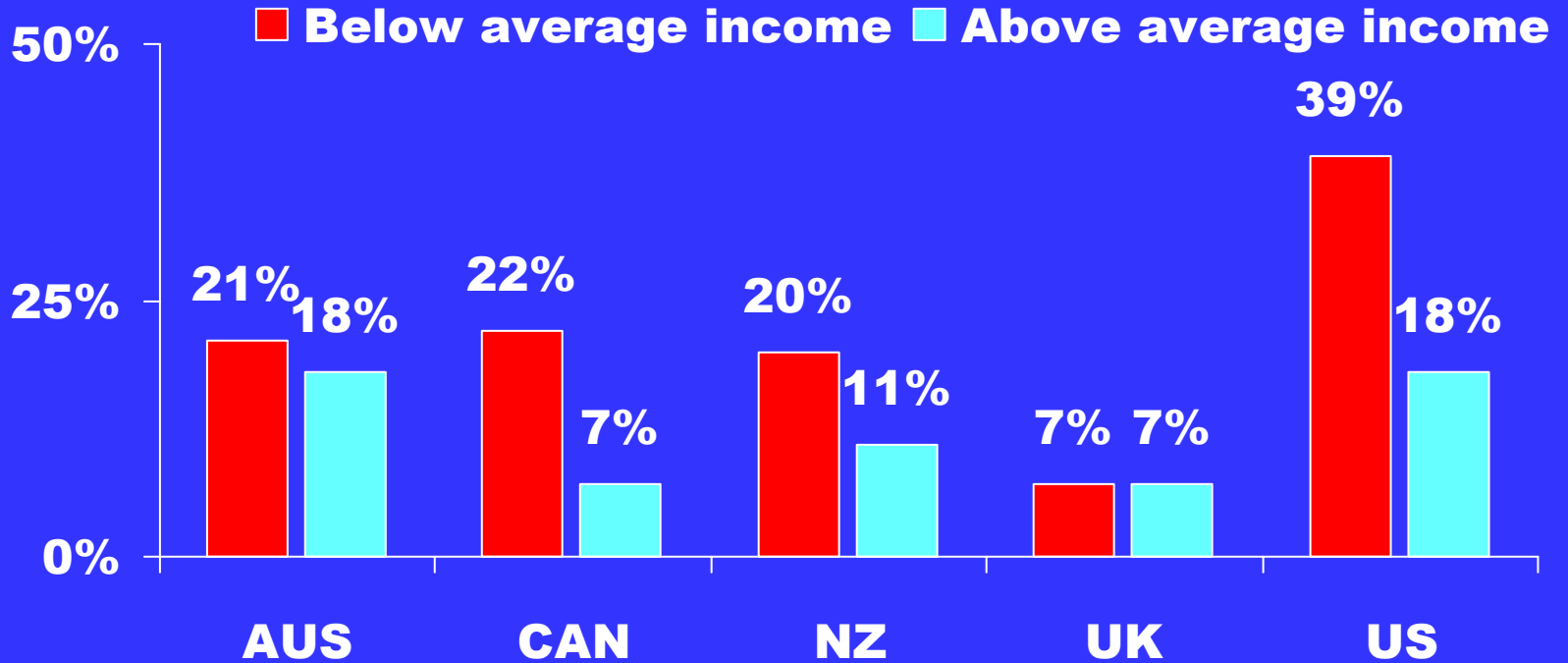


Did Not Fill A Prescription Due To Cost In Past Year, 1998 and 2001

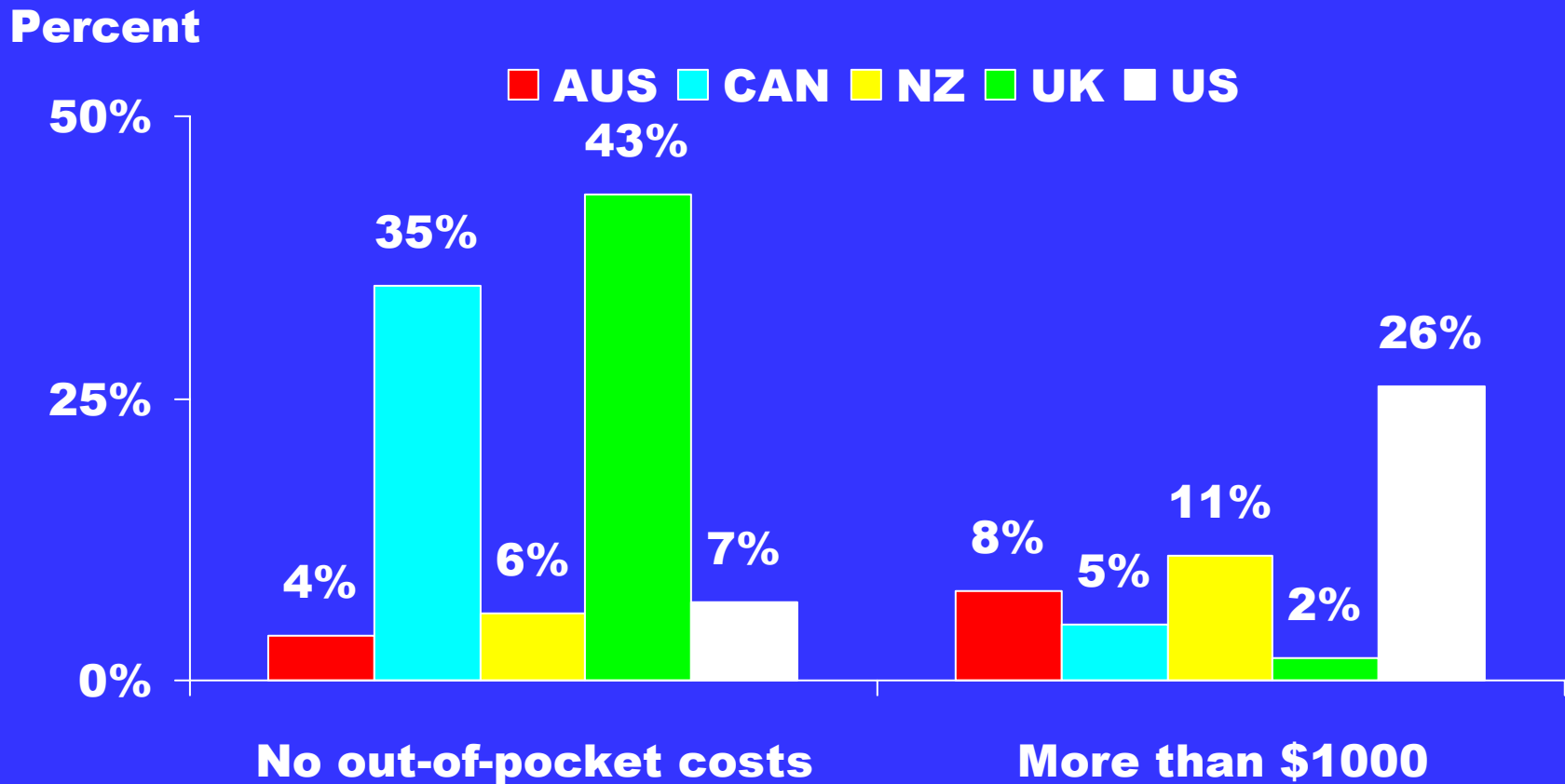


Did Not Fill a Prescription Due to Cost in Past Year, by Income

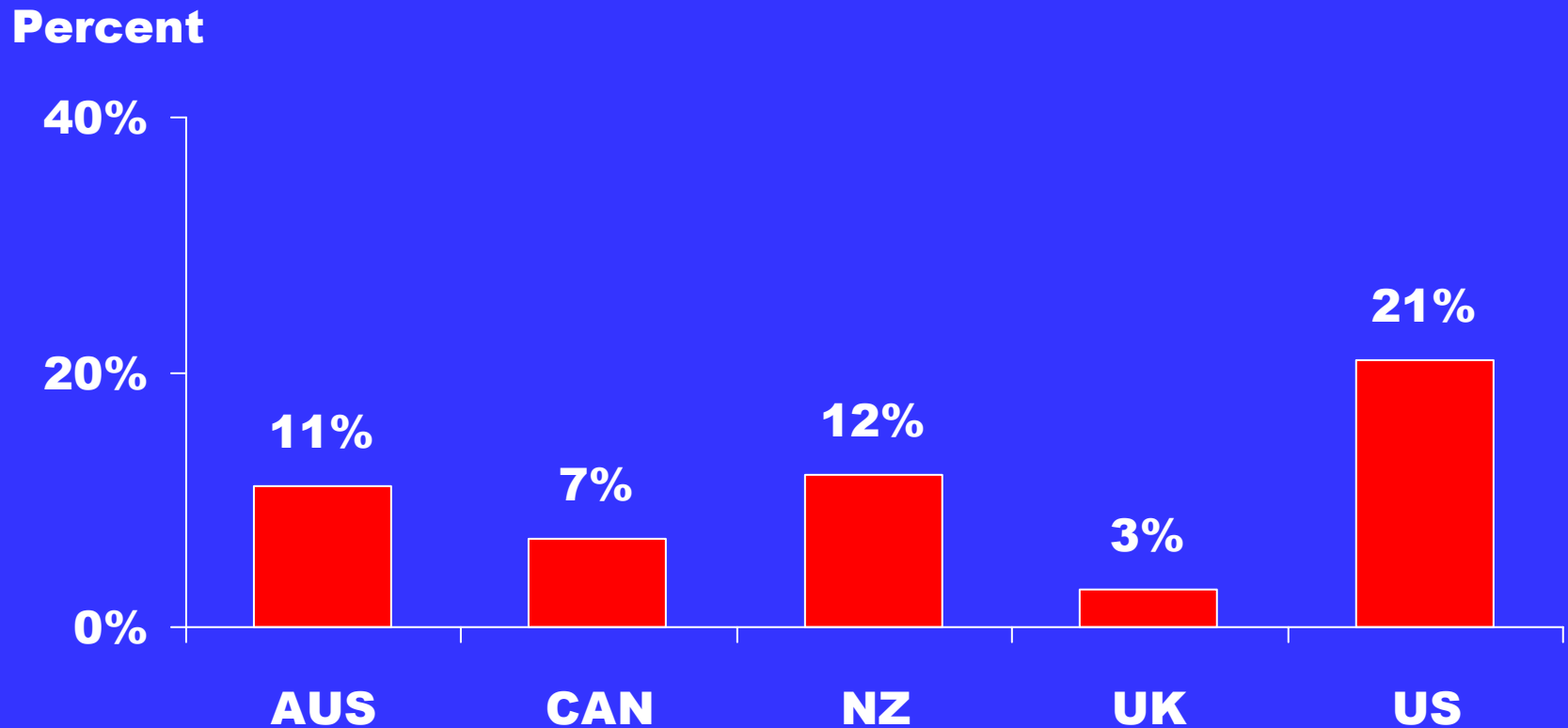
Percent



Total Out of Pocket Costs, 2001



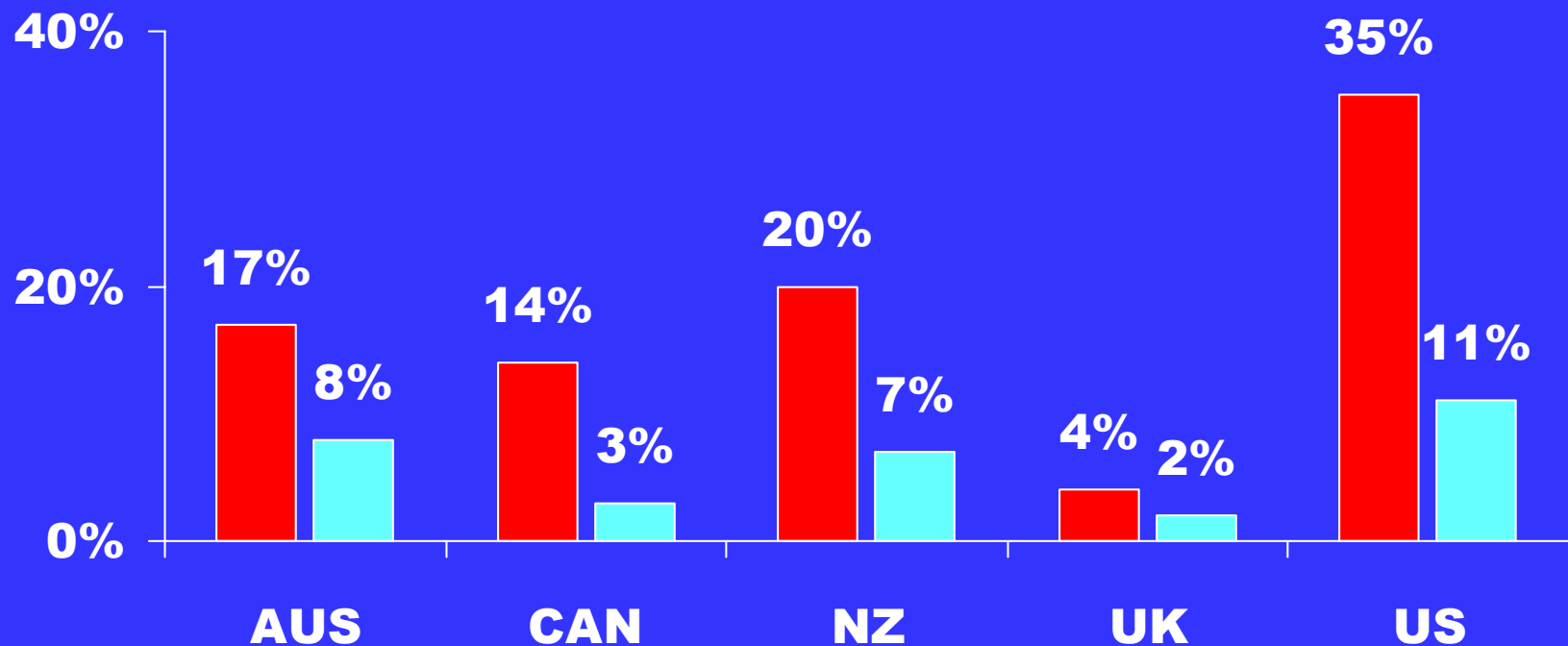
Had Problems Paying Medical Bills In Past Year, 2001



Had Problems Paying Medical Bills in the Past Year, By Income

Percent

■ Below average income ■ Above average income

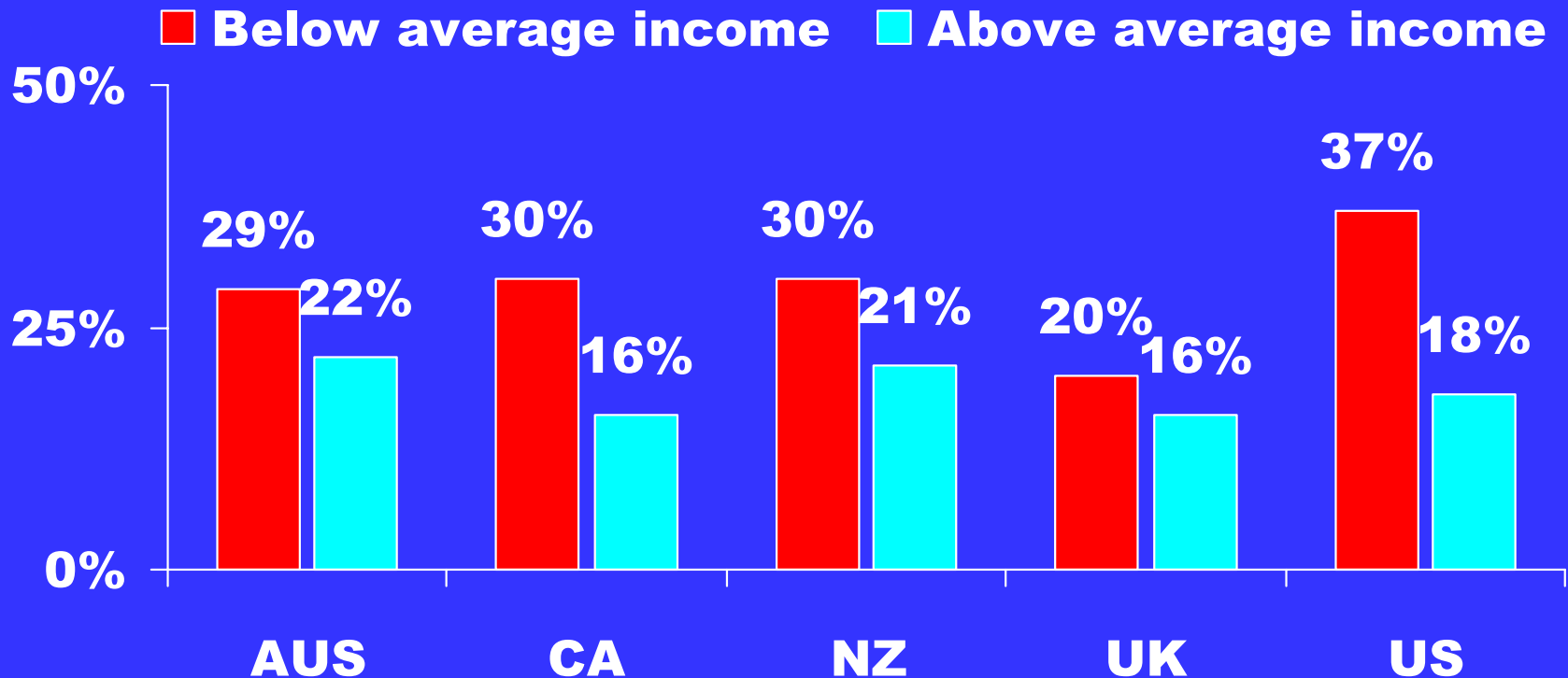


Worries About the Future

Percent saying “very worried” that:	AUS	CAN	NZ	UK	US
Would not be able to get most advanced care if seriously ill	24	23	24	18	22
Would not be able to afford treatment if seriously ill	26	20	24	15	29
Will not be able to pay for long term care for family member	30	26	32	23	35
Will wait too long to get non-emergency care	19	17	20	15	14

Composite of “Very Worried” About Future Ability to Get Care, by Income

Percent they are very worried on a series of measures*



*Country averages of percent very worried: they would not be able to get the most advanced care if seriously ill, would not be able to afford treatment if seriously ill, would not be able to pay for long term care or would wait too long for non-emergency care.

Methodology

Surveys of nationally representative, non-institutionalized adult populations in each of the five countries were conducted by telephone during April-May 2001 by Harris Interactive and their international affiliates. Interviews resulted in a sample of 1412 adults in Australia, 1400 in Canada, 1400 in New Zealand, 1400 in the United Kingdom, and 1401 in the United States. Identical instruments were used in all of the countries. The surveys were designed by a team of researchers at the Harvard School of Public Health and the Commonwealth Fund and reviewed by experts in each country.