

# International Health Policy and Practice: Comparing the U.S. and Canada on Effectiveness and Patient-centered Care

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*Affordable, quality health care. For everyone.*

# Outline

- Why compare countries' health care systems?
- The Commonwealth Fund International Survey Program
- Are we as good as our neighbors to the north/south?



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# Why Compare Countries' Health Care Systems?

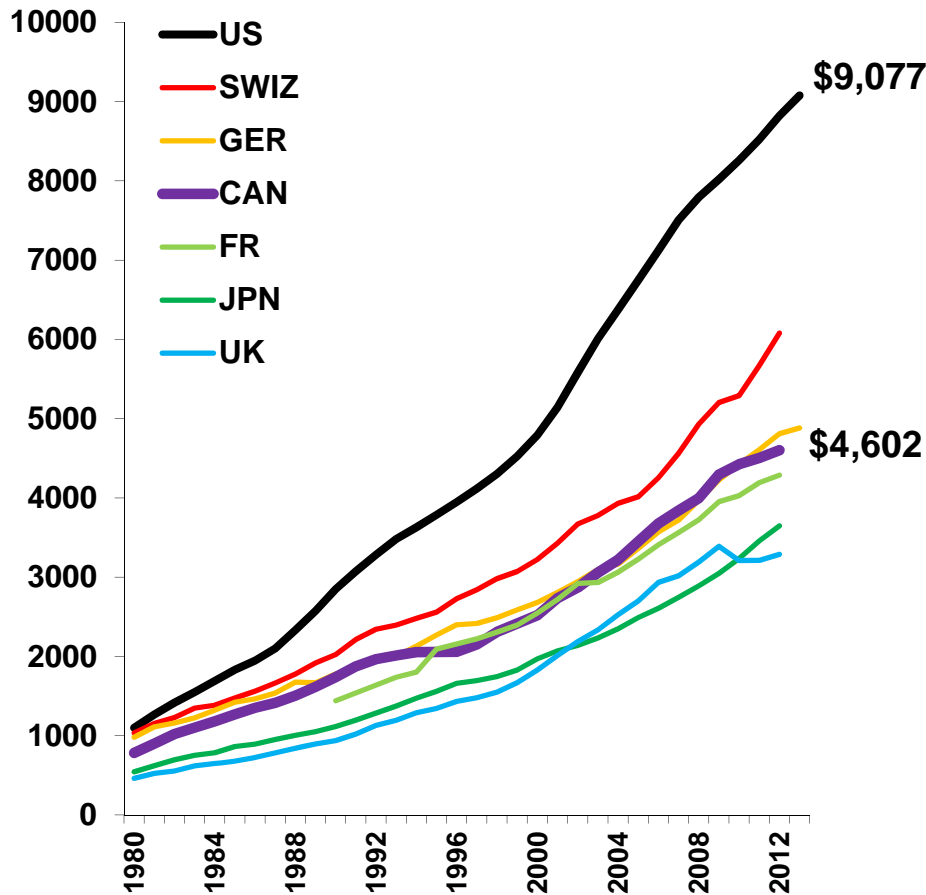


President Delivers State  
of the Union Speech

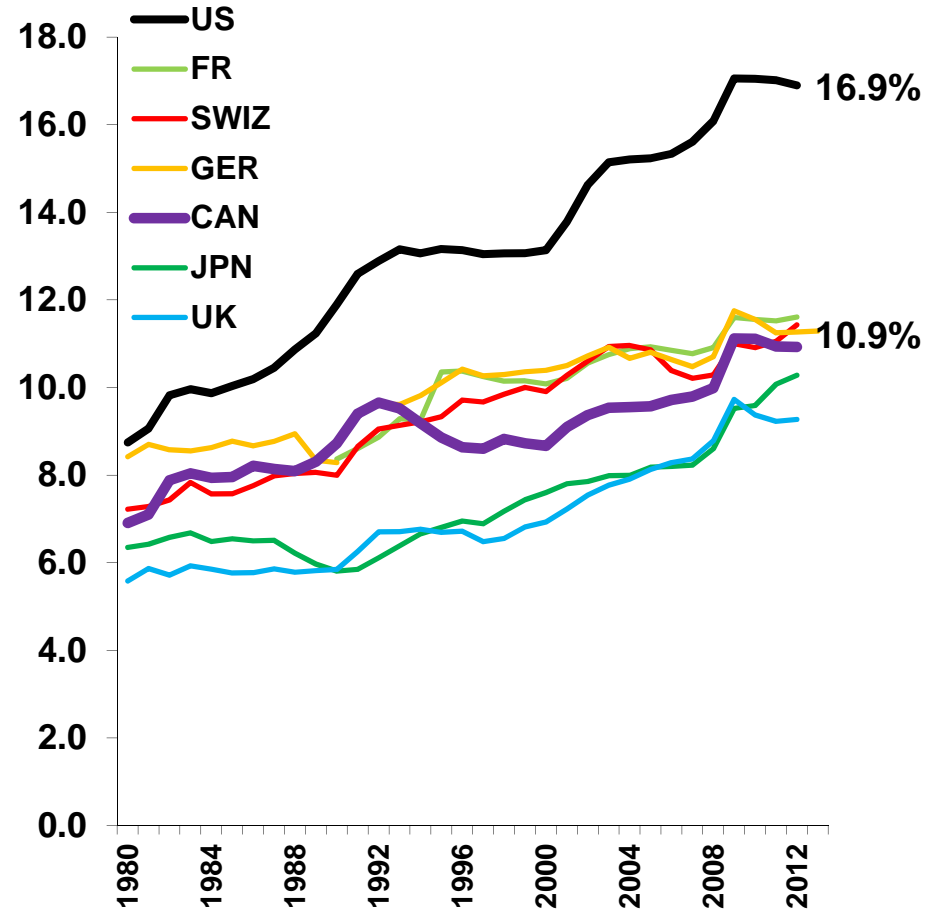
*“Americans have the best  
health care system in the  
world” - 2004*

# International Trends in Health Spending

Health spending per capita  
(\$US PPP)



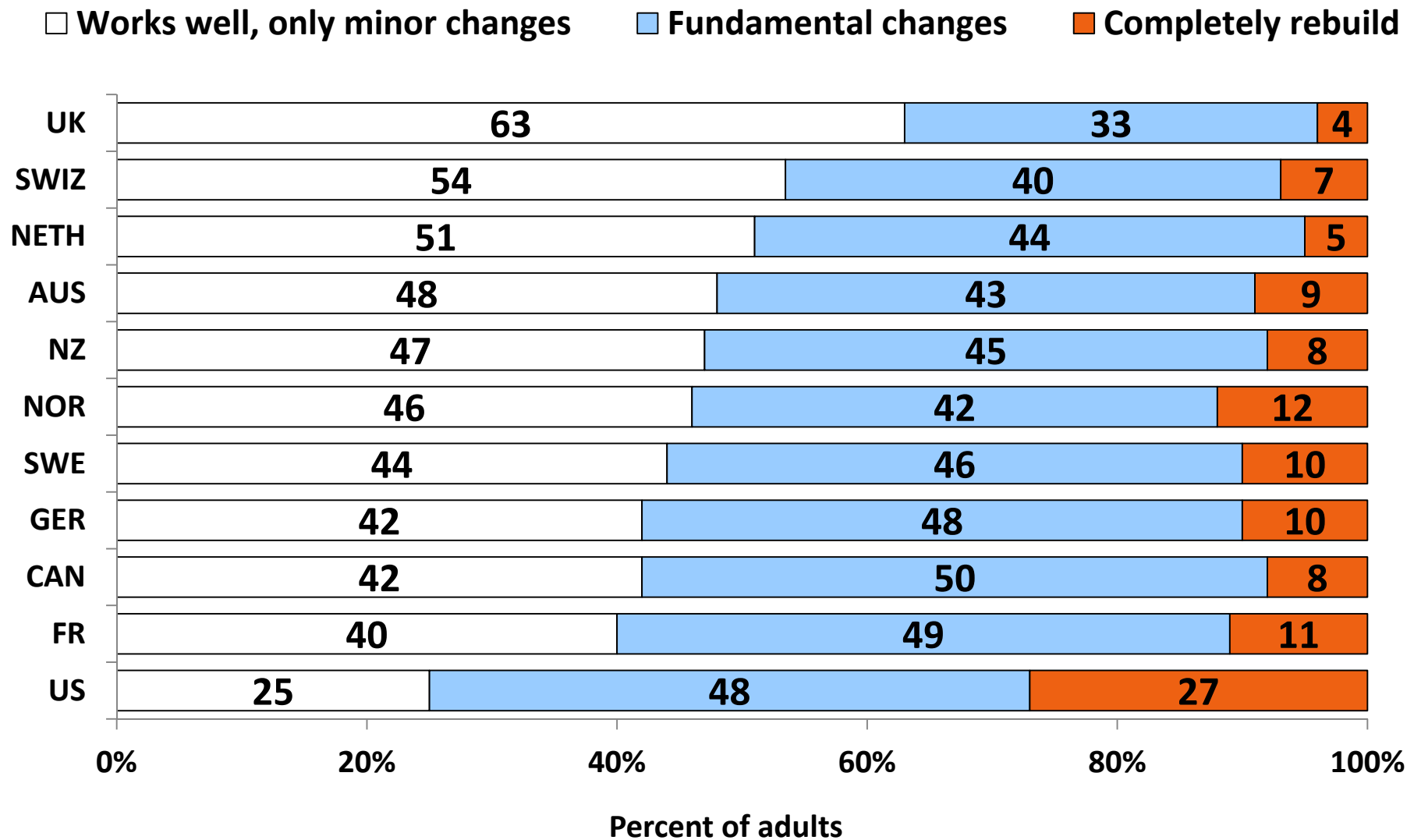
Total health spending as  
percent of GDP



Note: PPP = Purchasing power parity.

Source: OECD Health Data 2014; U.S. National Health Expenditure Accounts.

# Adults' Views of Health Care System, 2013



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

# Commonwealth Fund Annual International Surveys

- 17<sup>th</sup> year of an 11-country survey (Since 1998)
  - Initially: Australia, Canada, New Zealand, U.K., and U.S.
  - Recent years: France, Germany, Netherlands, Norway, Sweden, Switzerland
- 3-year survey cycle:
  - **General population:**
    - 1998, 2001, 2004, 2007, 2010, 2013
  - **Sicker/Older population:**
    - 1999, 2002, 2005, 2008, 2011, 2014
  - **Physicians:**
    - 2000, 2006, 2009, 2012, 2015 (in field)

# What do we hope to learn?

- **Shared goals and strategies:** for reform and increasing transferability of innovations
- **Measurement:** expanding portfolio of internationally comparable metrics to compare country performance and track reforms, to know “what works” and “what doesn’t”

# Areas Studied

- General themes:

- Views of the health system
- Access and affordability
- Primary care
- Doctor-patient relationship
- Prevention/health promotion
- Care coordination
- Health information technology
- Patient safety
- Quality improvement
- Chronic illness/management
- Use of the ED
- Hospital care
- Medications
- System complexity
- Health care coverage
- Demographics

- Focus on objective measures rather than opinions.



# Survey Sample

	Total Sample	Minimum	Maximum	United States	Canada
2011 Survey of Sicker Adults	18,667	750	4,804	1,200	3,958
2012, Survey of Primary Care Providers	9,776	500	2,124	1,012	2,124
2013, Survey of Adults	20,045	1,000	5,412	2,002	5,412

# Survey Administration Protocol

- **Sicker Adults (2011)**
  - *Mode:* Computer-assisted telephone interviews
  - *Field period:* March – June 2011
- **Primary Care Physicians (2012)**
  - *Mode:* Mail and phone survey of primary care physicians
  - *Field period:* March – July 2012
- **General Population (2013)**
  - *Mode:* Computer-assisted telephone interviews
  - *Field period:* February- June 2013

# “Mirror, Mirror” Ranking of Health Care System Performance

## COUNTRY RANKINGS

Top 2*
Middle
Bottom 2*



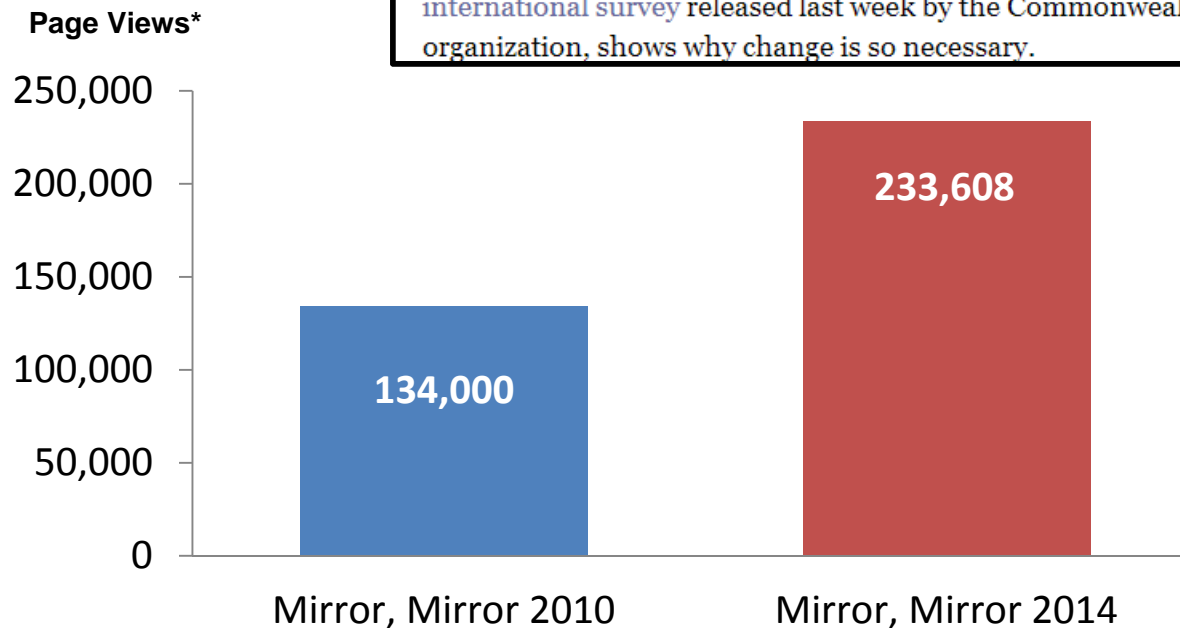
	AUS	CAN	FRA	GER	NETH	NZ	NOR	SWE	SWIZ	UK	US
<b>OVERALL RANKING (2013)</b>	4	10	9	5	5	7	7	3	2	1	11
<b>Quality Care</b>	2	9	8	7	5	4	11	10	3	1	5
Effective Care	4	7	9	6	5	2	11	10	8	1	3
Safe Care	3	10	2	6	7	9	11	5	4	1	7
Coordinated Care	4	8	9	10	5	2	7	11	3	1	6
Patient-Centered Care	5	8	10	7	3	6	11	9	2	1	4
<b>Access</b>	8	9	11	2	4	7	6	4	2	1	9
Cost-Related Problem	9	5	10	4	8	6	3	1	7	1	11
Timeliness of Care	6	11	10	4	2	7	8	9	1	3	5
<b>Efficiency</b>	4	10	8	9	7	3	4	2	6	1	11
<b>Equity</b>	5	9	7	4	8	10	6	1	2	2	11
<b>Healthy Lives</b>	4	8	1	7	5	9	6	2	3	10	11

# Mirror, Mirror: Dimensions and Indicators

<b>QUALITY</b> (44 indicators)	<b>ACCESS</b> (12 indicators)	<b>EFFICIENCY</b> (11 indicators)	<b>EQUITY</b> (High/low income comparison 10 indicators)	<b>HEALTHY LIVES</b> (WHO and OECD data, 3 indicators)
Effective Care (13)	Cost-Related Access (5)	Expenditures (2)	Access to care (10)	Mortality amenable to health care (1)
Safe Care (7)	Timeliness of Care (7)	Administrative Burden (4)		Infant Mortality (1)
Coordinated Care (13)		Duplication (3)		Healthy Life Expectancy (1)
Patient-Centered Care (11)		Tech usage (2)		

# Media Coverage of IHP Survey Findings

Findings published annually in *Health Affairs*.



Mirror, Mirror is the most frequently viewed publication on the Fund's website

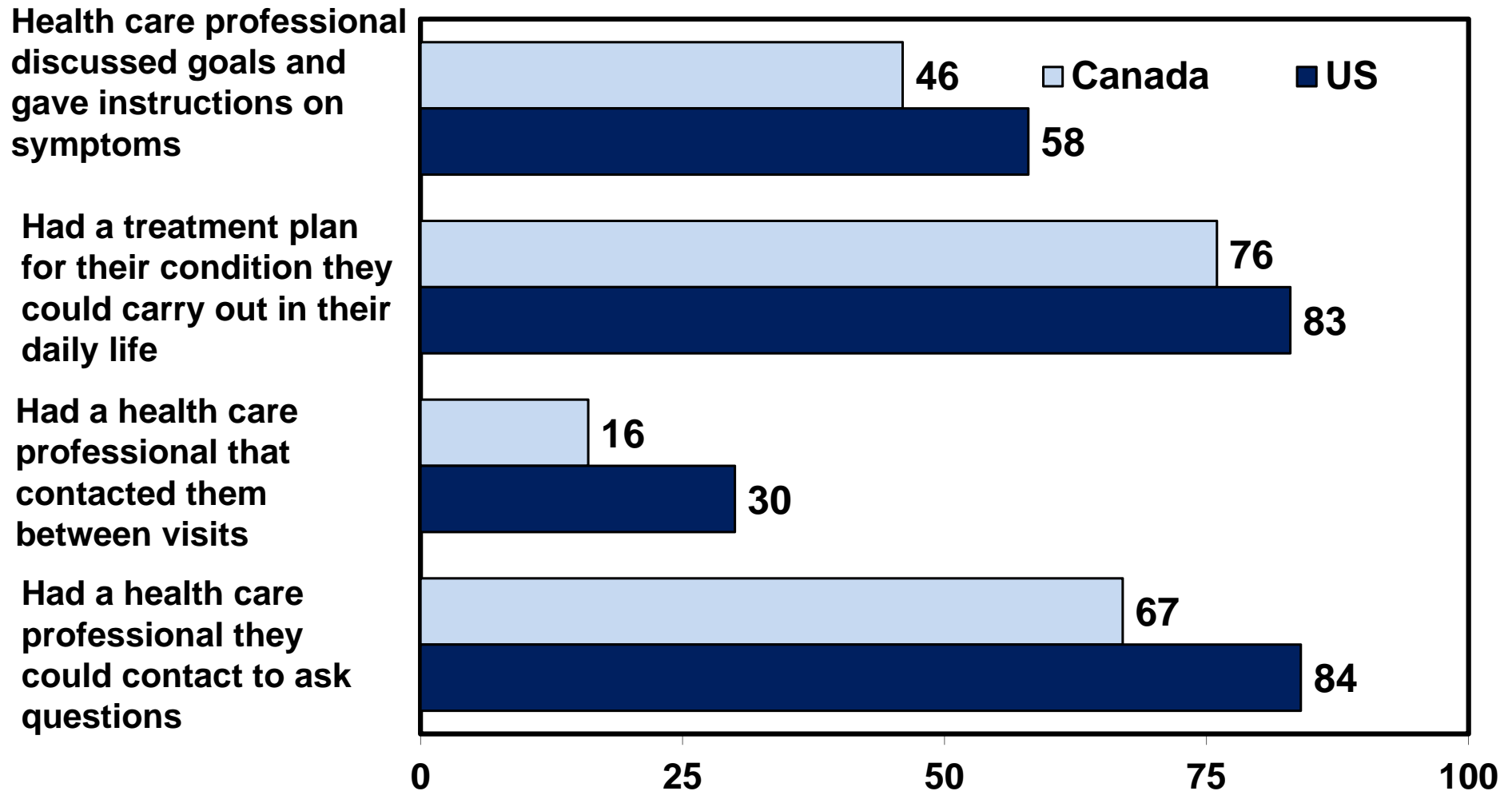
\*Views since June 2014 for 2014 edition; views from 2010-2013 for 2010 edition.

# Ranking of Canada and US Health Care System Performance: Effectiveness

	CANADA	USA
QUALITY CARE	9	5
EFFECTIVE CARE	7	3
SAFE CARE	10	7
COORDINATED CARE	8	6
PATIENT-CENTERED CARE	8	4

# Managing Patients with Chronic Conditions: <sup>15</sup> U.S. and Canada Older Adults

Percent of adults who had a chronic condition and:



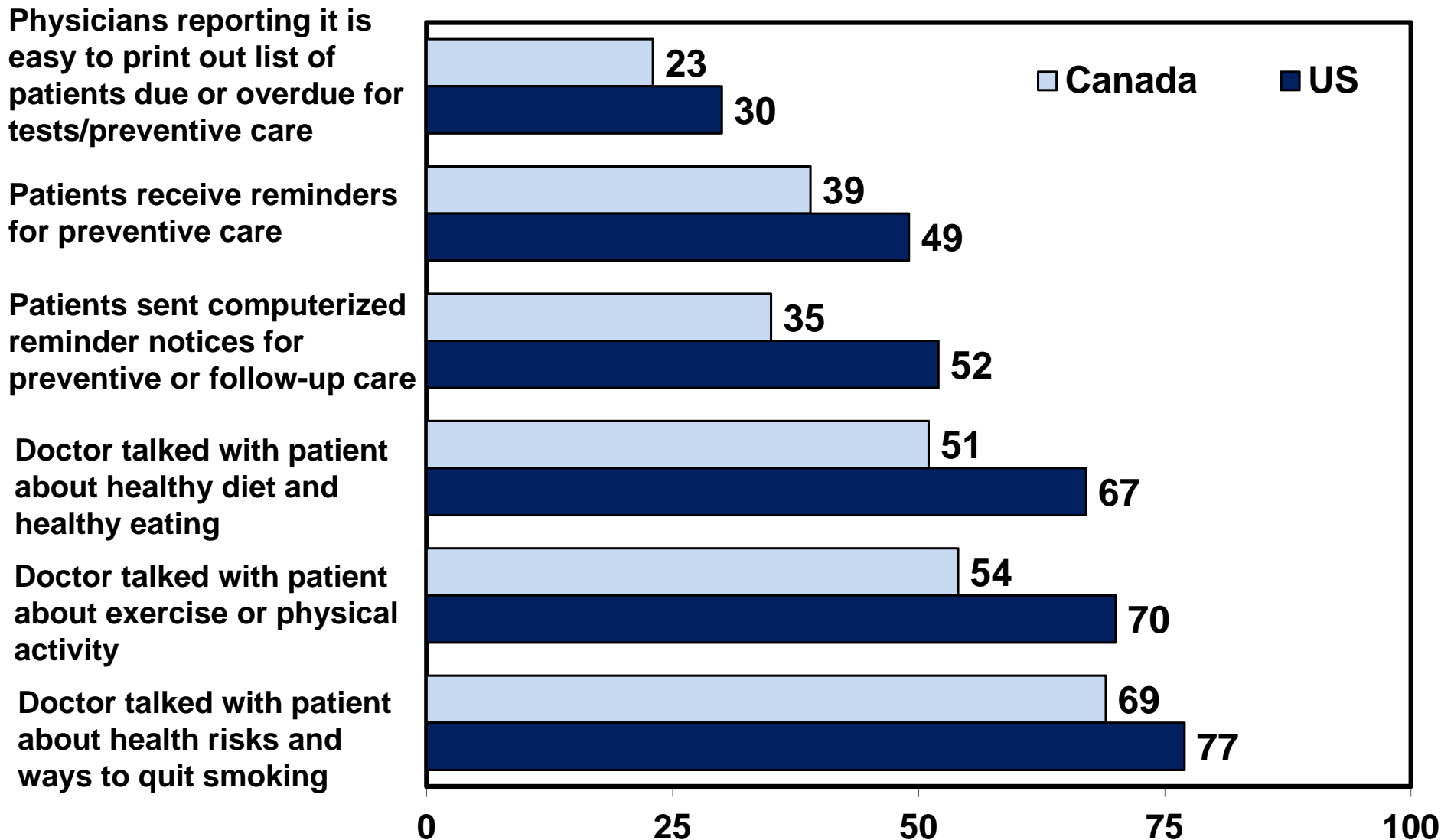
Source: 2014 Commonwealth Fund International Health Policy Survey of Older Adults in Eleven Countries.



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# Prevention: U.S. and Canada

Percent reported:



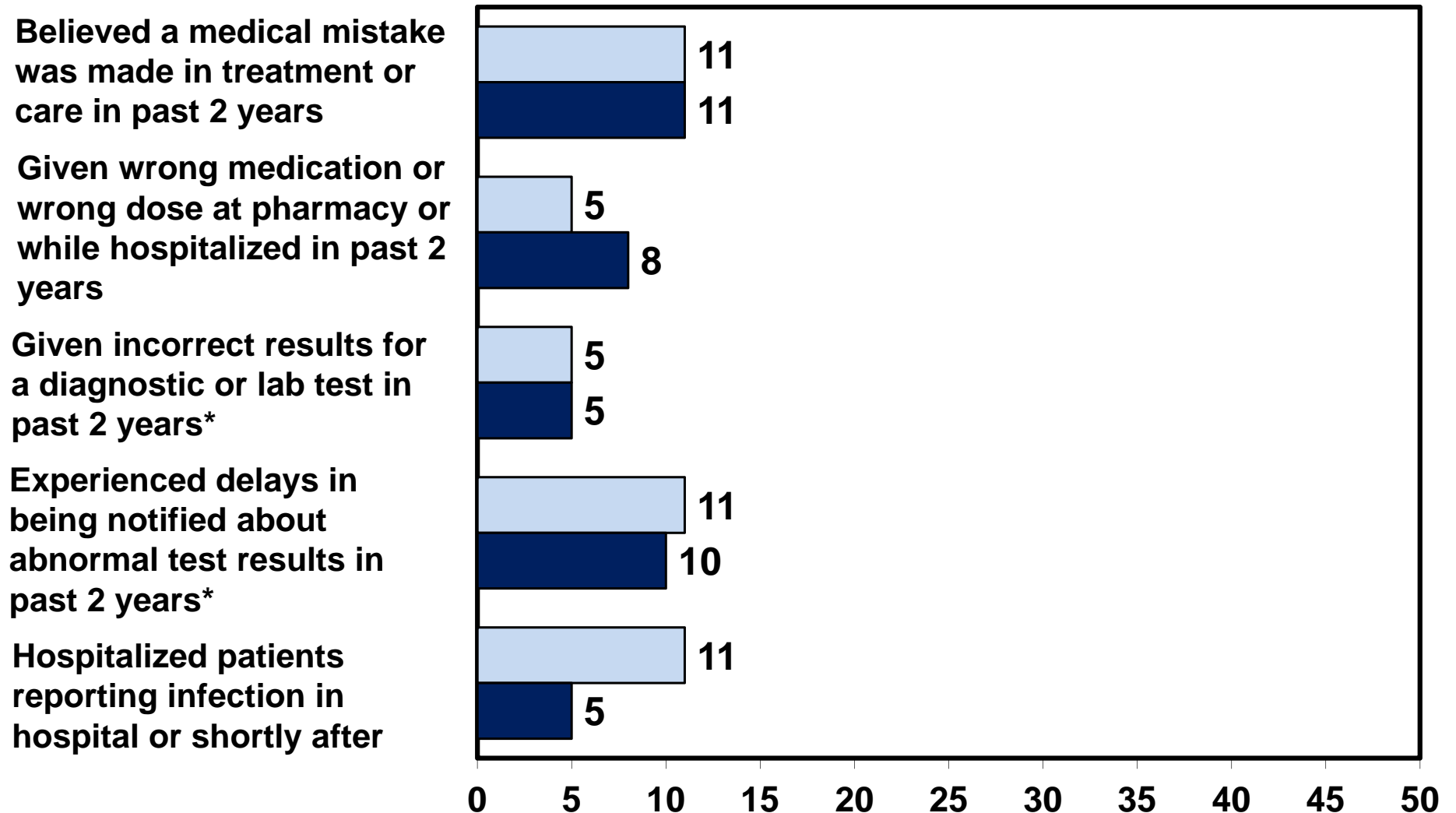
Source: The Commonwealth Fund: 2014 Update "Mirror, Mirror on the Wall"



# Safe Care Measures: US and Canada

Percent of Patients who reported:

□ Canada ■ US



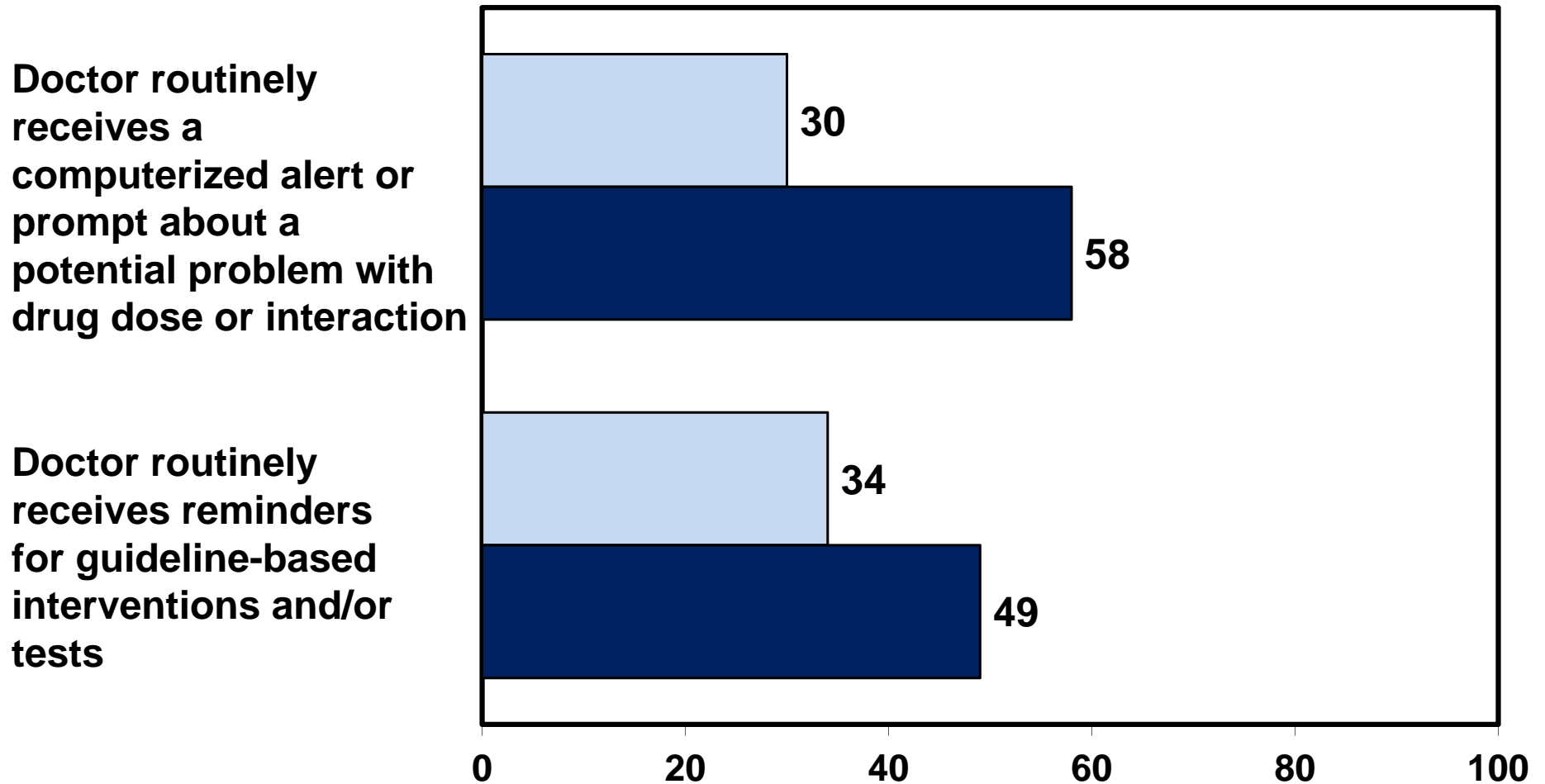
\*Base: had a lab test ordered

Source: The Commonwealth Fund: 2014 Update "Mirror, Mirror on the Wall"

# Safe Care Measures: US and Canada Cont'd

Percent of Physicians who report

□ Canada ■ US

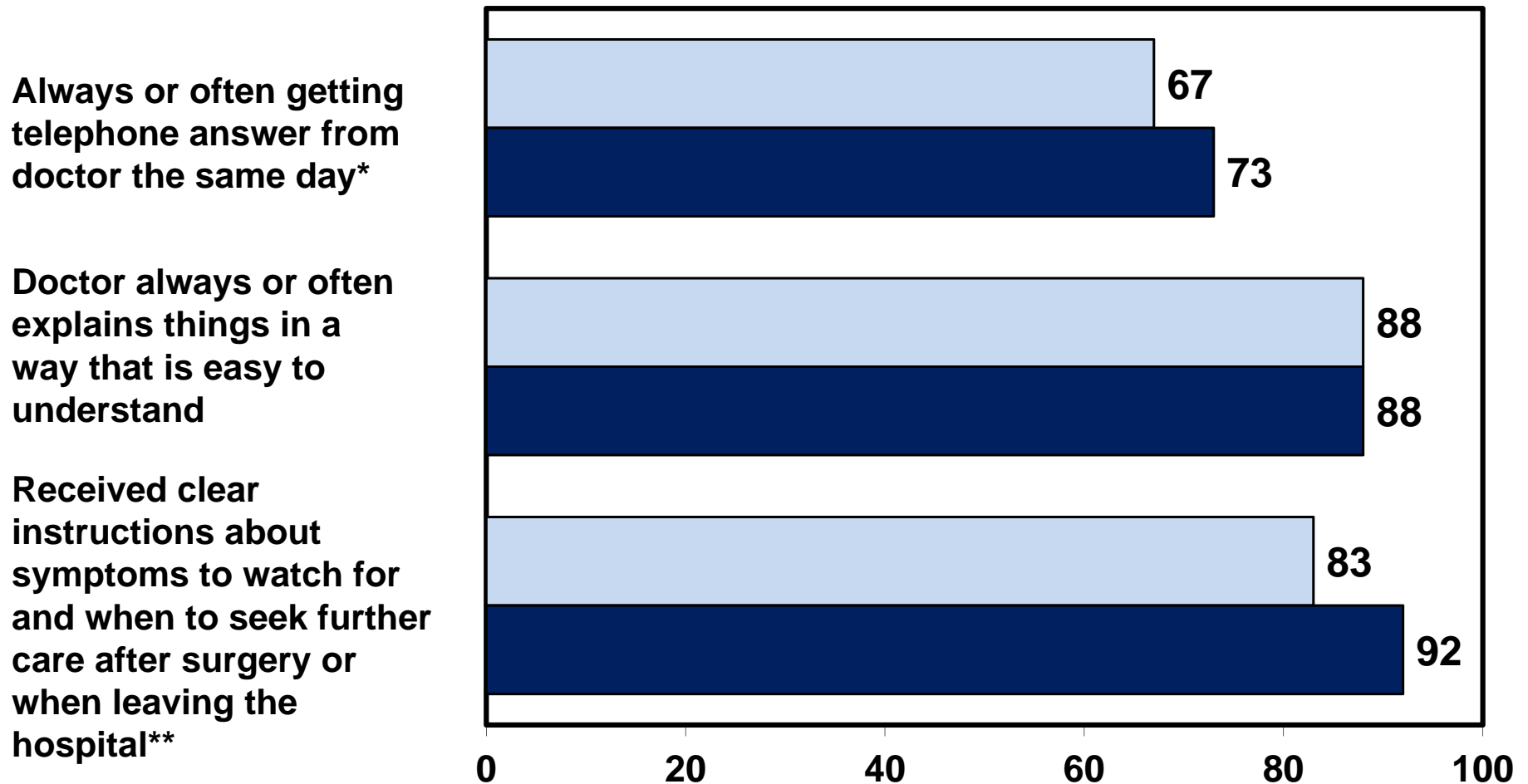


Source: The Commonwealth Fund: 2014 Update "Mirror, Mirror on the Wall"

# Patient-Centered Care: US and Canada, Communication

Percent of Patients who report:

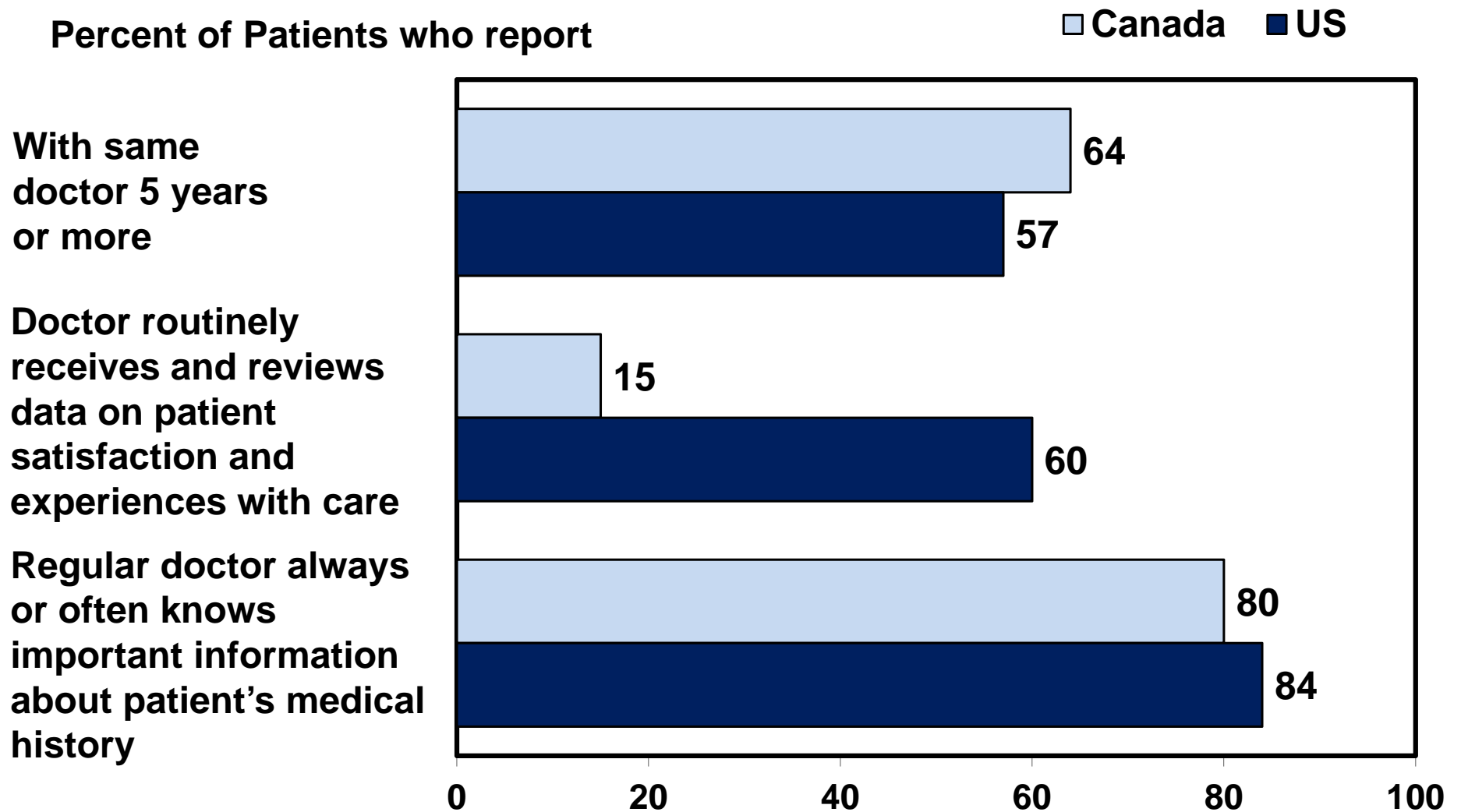
□ Canada ■ US



\*Base: have a regular doctor and tried to contact by phone; \*\*Base: those who had surgery or been hospitalized

Source: The Commonwealth Fund: 2014 Update :Mirror, Mirror on the Wall

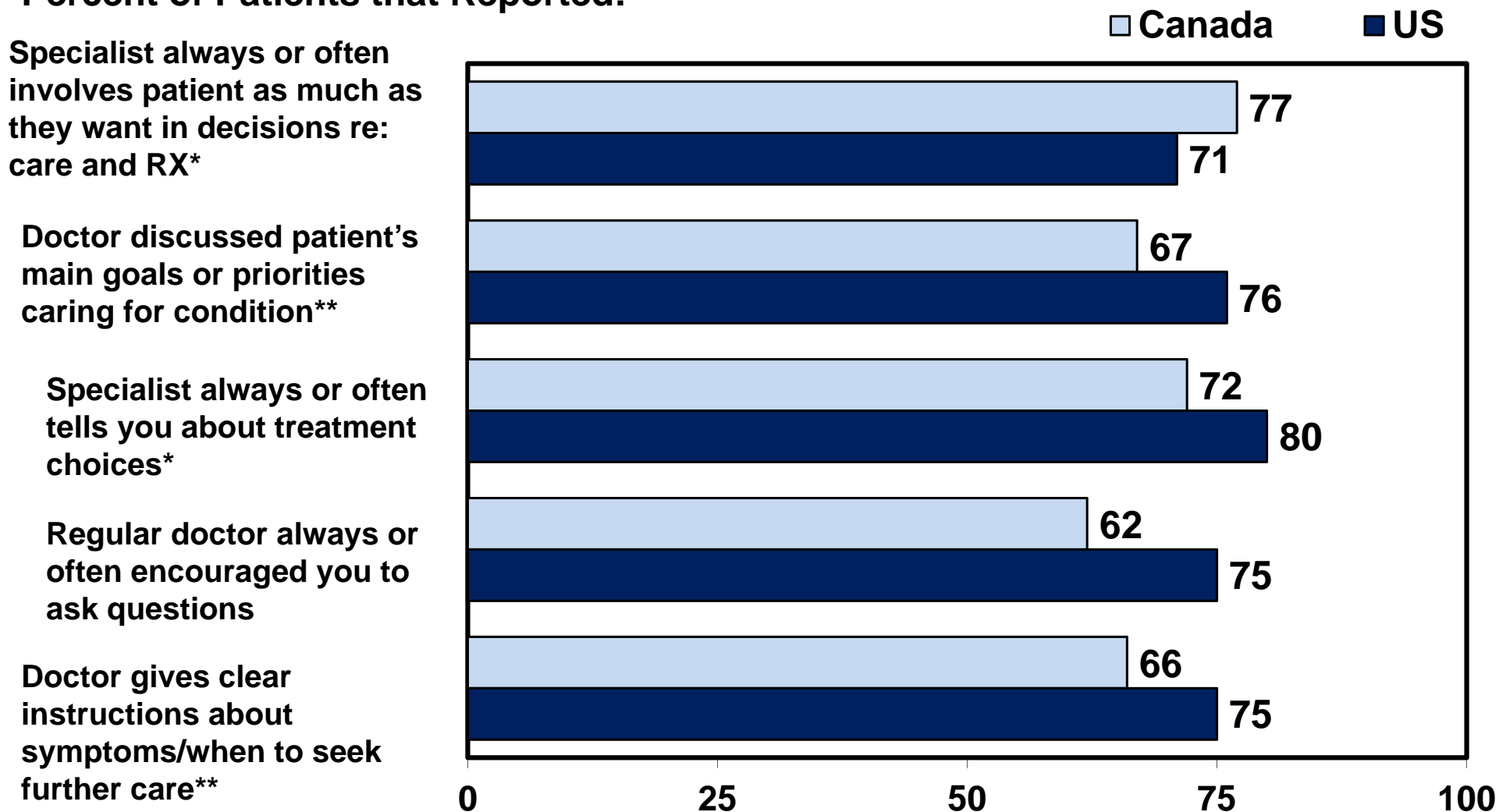
# Patient-Centered Care: US and Canada, Continuity and Feedback



Source: The Commonwealth Fund: 2014 Update "Mirror, Mirror on the Wall"

# Patient-Centered Care: U.S. and Canada, Engagement and Patient Preferences

Percent of Patients that Reported:



\*Base: saw or needed to see specialist in past 2 years; \*\*Base: has chronic condition  
Source: The Commonwealth Fund: 2014 Update "Mirror, Mirror on the Wall"

# Other Dimension Rankings: Canada and US Health Care System Performance

	CANADA	USA
ACCESS	9	9
COST-RELATED PROBLEM	5	11
TIMELINESS OF CARE	11	5
EFFICIENCY	10	11
EQUITY	9	11
HEALTHY LIVES	8	11
OVERALL RANKING	10	11

# Conclusions

- Comparison of countries' health systems with systematically-collected data can offer a useful antidote to conventional wisdom
- We expect the results to inform national policy discussions about delivery system reform, especially in the U.S.



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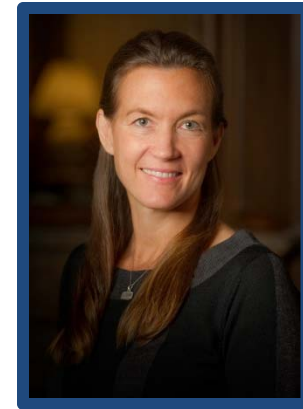
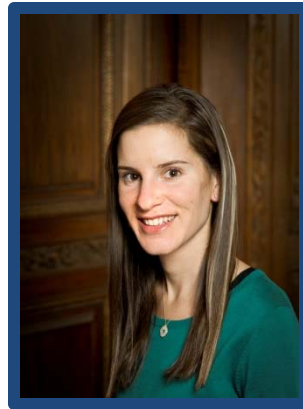
# Survey Co-funders in 2014

- *Australia*: New South Wales Bureau of Health Information.
- *Canada*: Canadian Institute for Health Information, Canadian Institutes of Health Research, Health Quality Ontario, Commissaire à la Santé et au Bien-être du Québec, and Health Quality Council of Alberta.
- *France*: Haute Autorité de Santé and Caisse Nationale d'Assurance Maladie des Travailleurs Salariés.
- *Germany*: Federal Ministry of Health and the National Institute for Quality Measurement in Health Care.
- *Netherlands*: Ministry of Health, Welfare, and Sport and the Scientific Institute for Quality of Healthcare at Radboud University Nijmegen Medical Centre.
- *Norway*: Norwegian Knowledge Centre for the Health Services.
- *Sweden*: Ministry of Health and Social Affairs.
- *Switzerland*: Federal Office of Public Health.
- *United Kingdom*: The Health Foundation.



# Acknowledgements

## CMWF IHP Survey Team



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# References

1. Karen Davis, Kristof Stremikis, David Squires, and Cathy Schoen. *Mirror, Mirror On The Wall*. Online: The Commonwealth Fund 2014.
2. Commonwealth Fund Commission, *Why Not the Best?* 2011.
3. Institute of Medicine, *Crossing the Quality Chasm*, 2001.

# **APPENDIX**

# Calculation of Ranks

- Countries ranked by calculating means and ranking scores from highest to lowest
- Tied observations assigned the score that would be assigned if no tie occurred
- Summary ranking created for each *Scorecard* domain of quality and access by averaging individual ranked scores within each country and ranking these averages from highest to lowest (1=highest; 11=lowest)