

# How Canada Compares: Results from the Commonwealth Fund International Health Policy Survey on Primary Care Physicians

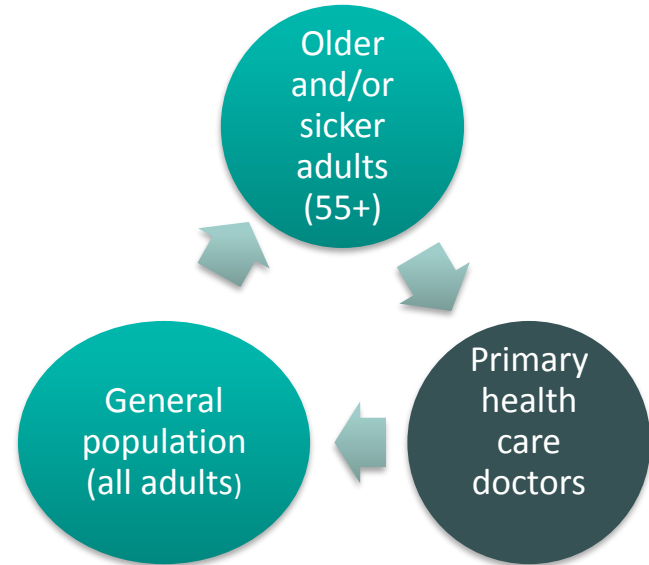
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# 2015 CMWF Survey Characteristics

- **Focus on primary health care doctors**
- **11 developed countries including Canada**
- **Canadian sample size: 2284 respondents**
  - 37% response rate; results weighted to PHC physician population
- **Target population on a 3-year cycle since 2004**
- **Canadian funding partners for 2015 CMWF survey:**

CIHI, Infoway, CIHR, Health Quality Ontario (HQO), Quebec Health and Welfare Commissioner (QHWC)



# Objectives

1. Tell the **Canadian** story on the experience of primary care doctors and their perception of the health care system.
2. Understand if **primary care models** make a difference in care delivery



## Results

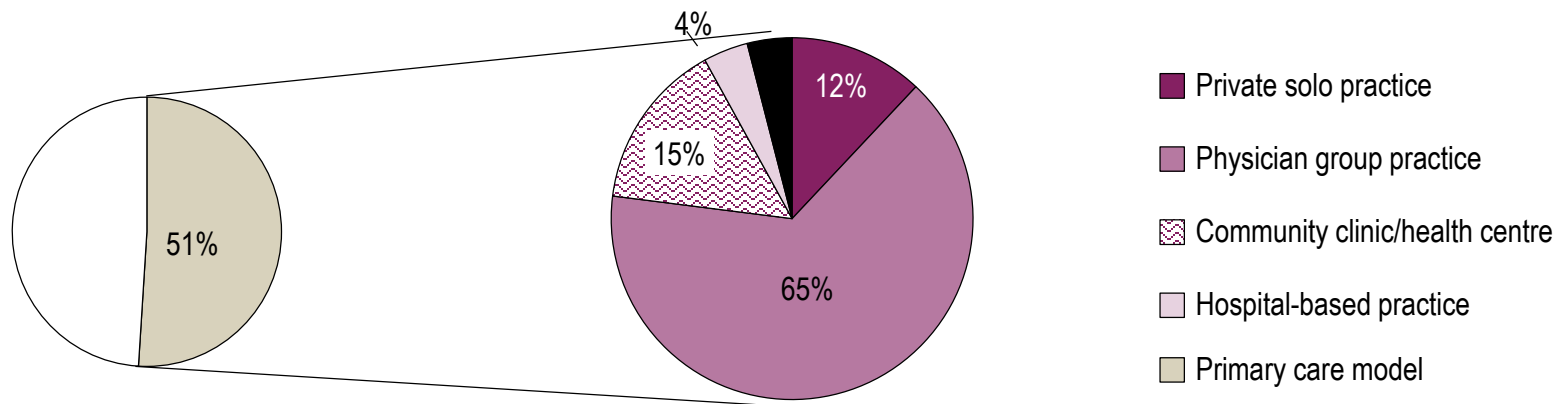
1. Timely Access to care
2. Coordination of Care
3. IT Adoption and Performance Measurement
4. How practice organization influences practice

# How Canadian doctors are practising

**51%**

of Canadian primary care doctors work in a practice that is part of a primary care model

These practices are arranged in a variety of formats, with **12%** of doctors the sole physician in the team.



\* Examples include groupes de médecine de famille (GMFs) or cliniques-réseau in Quebec, family health teams in Ontario, and primary care networks or family care clinics in Alberta. (Provincial breakdowns are provided in the appendix.)

# Timely Access to Care

Canada compared with the CMWF average results

Below average

5

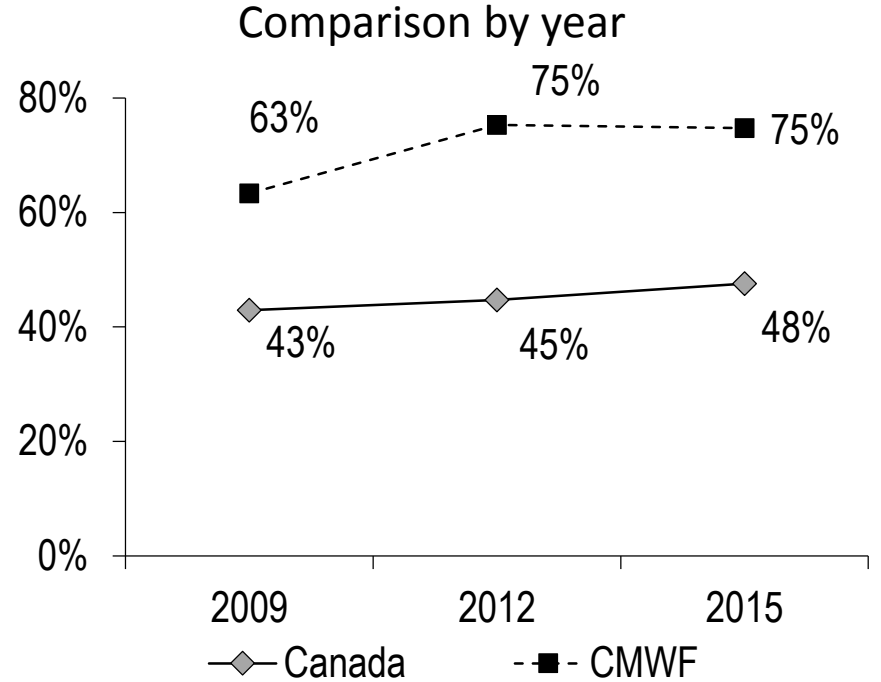
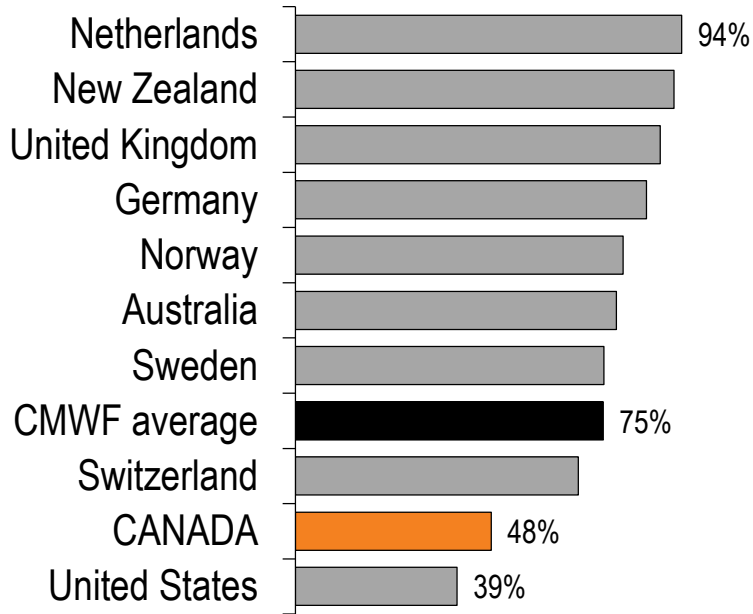
Same as average

1


Above average

0

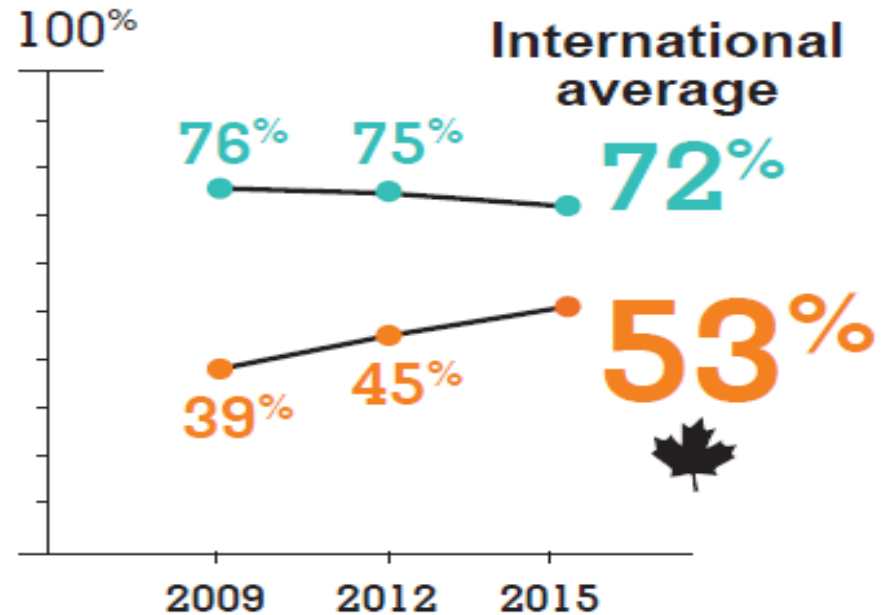
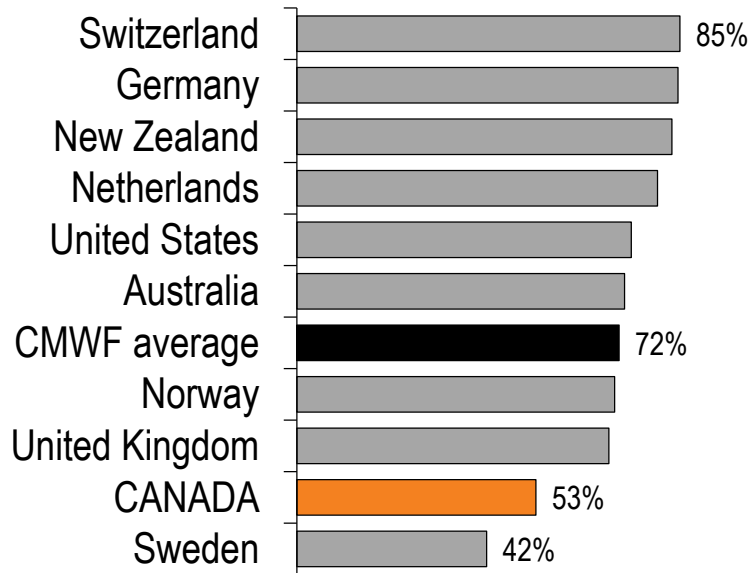
# Access to after-hours care significantly below average in Canada



Compared with the CMWF average results

 Below average

# Timely access (same or next day) to primary care a challenge in Canada but improving

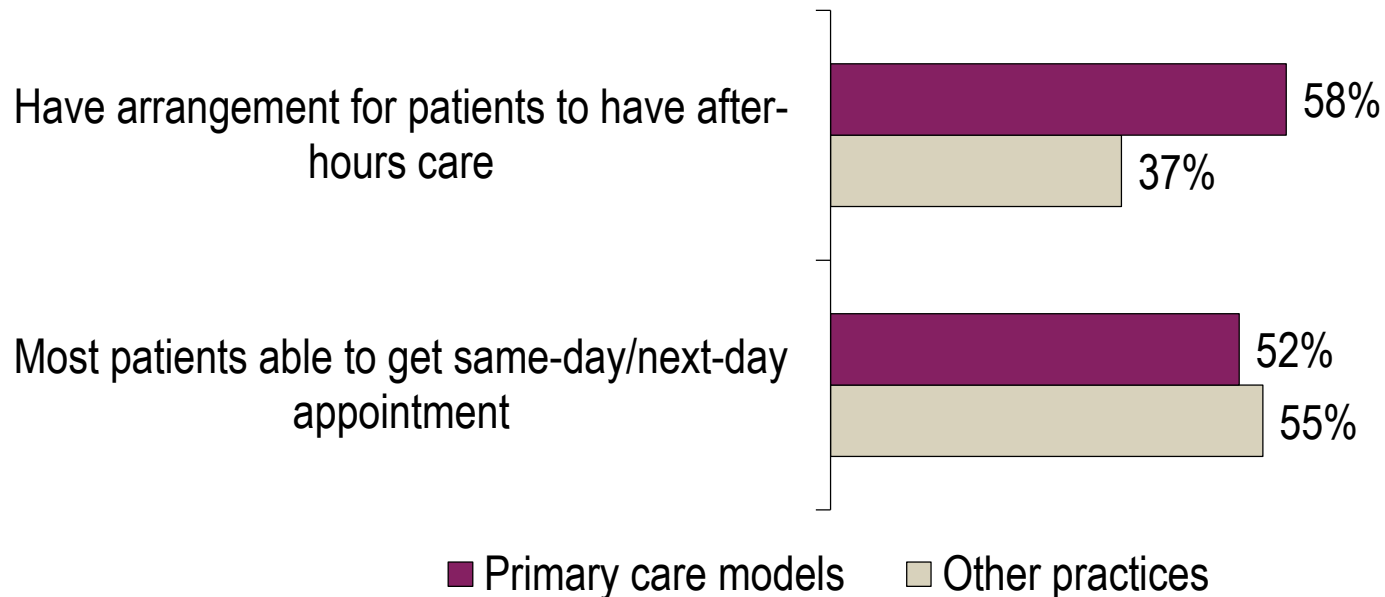


Compared with the CMWF average results

● Below average



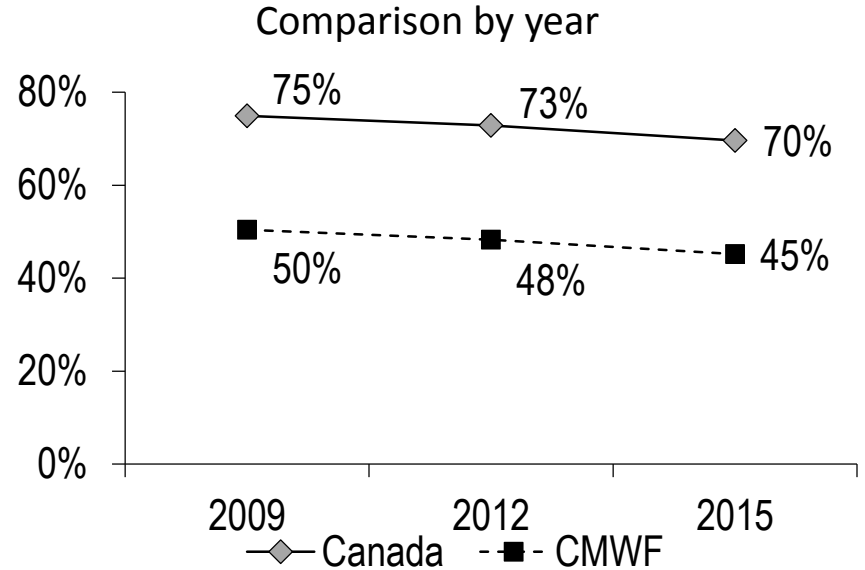
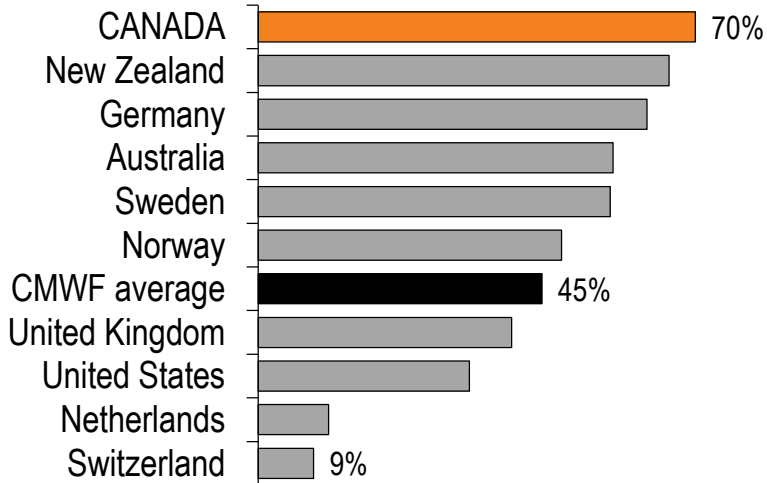
# Primary care models and access to care




# Wait times for specialists are longest in Canada

**70%**

of Canadian primary care doctors thought their patients **often** experienced long wait times to see a specialist.



Compared with the CMWF average results

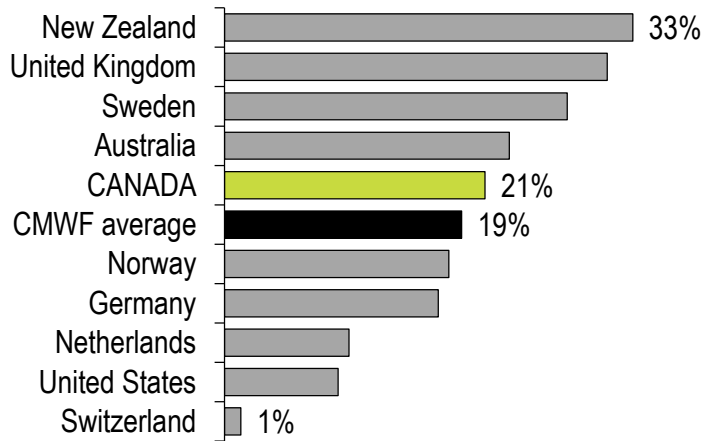
 Below average

# Wait times for treatment after diagnosis are improving in Canada

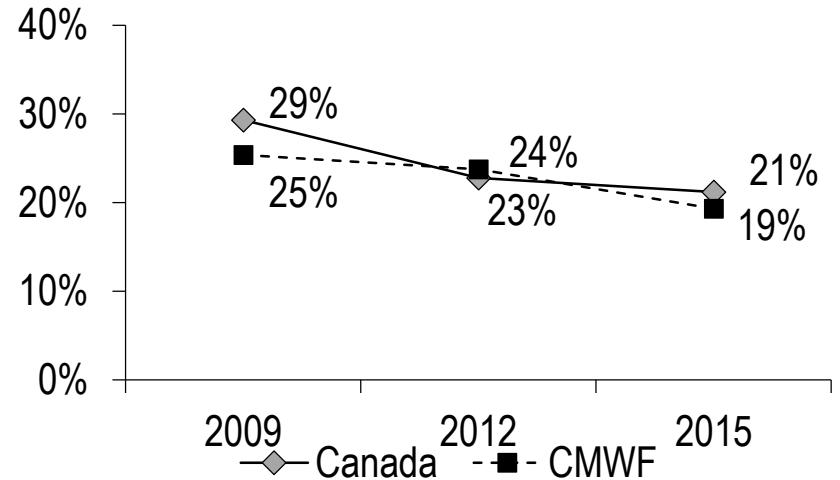
**21%**

of Canadian primary care doctors thought their patients **often** experienced long wait times to receive treatment after diagnosis.


How does Canada compare (2015)?



Comparison by year



Compared with the CMWF average results

 Same as average



# Coordination of Care

## Canada compared with the CMWF average results

Below average



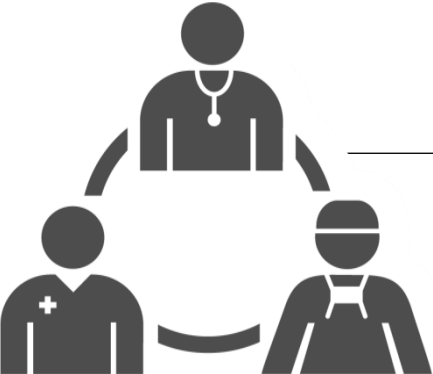
Same as average




Above average



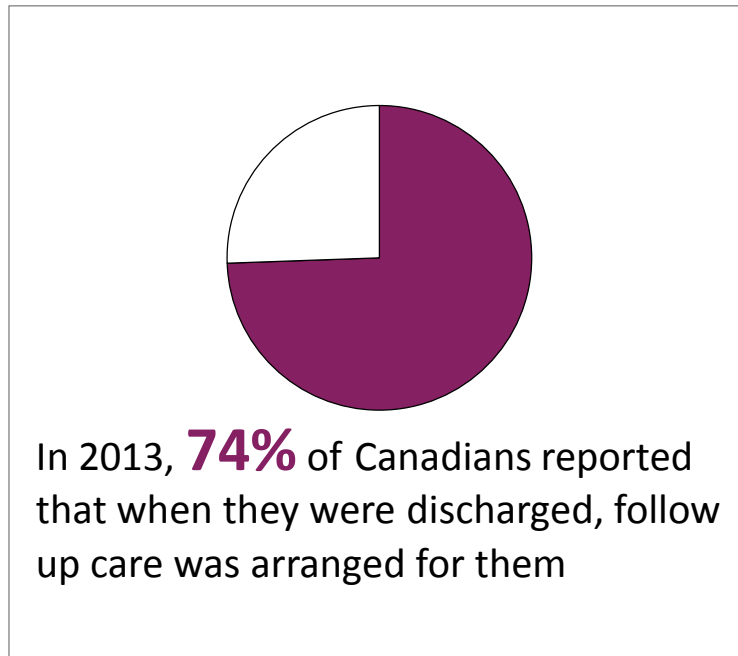
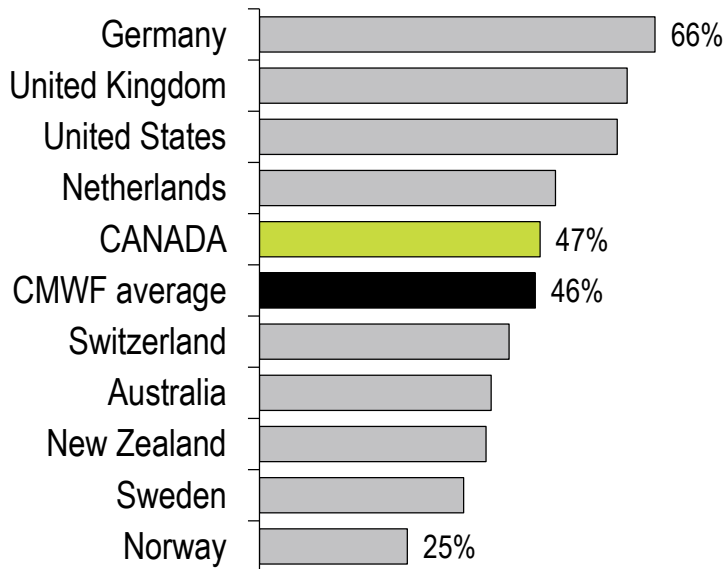
# Coordination with specialists better than average in Canada, but all countries have low results

When their patient has been seen by a specialist, Canadian primary care doctors <b>always</b> received		Canada	CMWF average
	A report back from the specialist with <b>all relevant</b> health information	29%	23%
	Information about <b>changes</b> the specialist made to the patient's medication or care plan	27%	23%
	Information that is timely and available when needed	13%	9%


Compared with the CMWF average results

 Above average

# Half of Canadian Family Physicians coordinated follow up care for patient being discharged

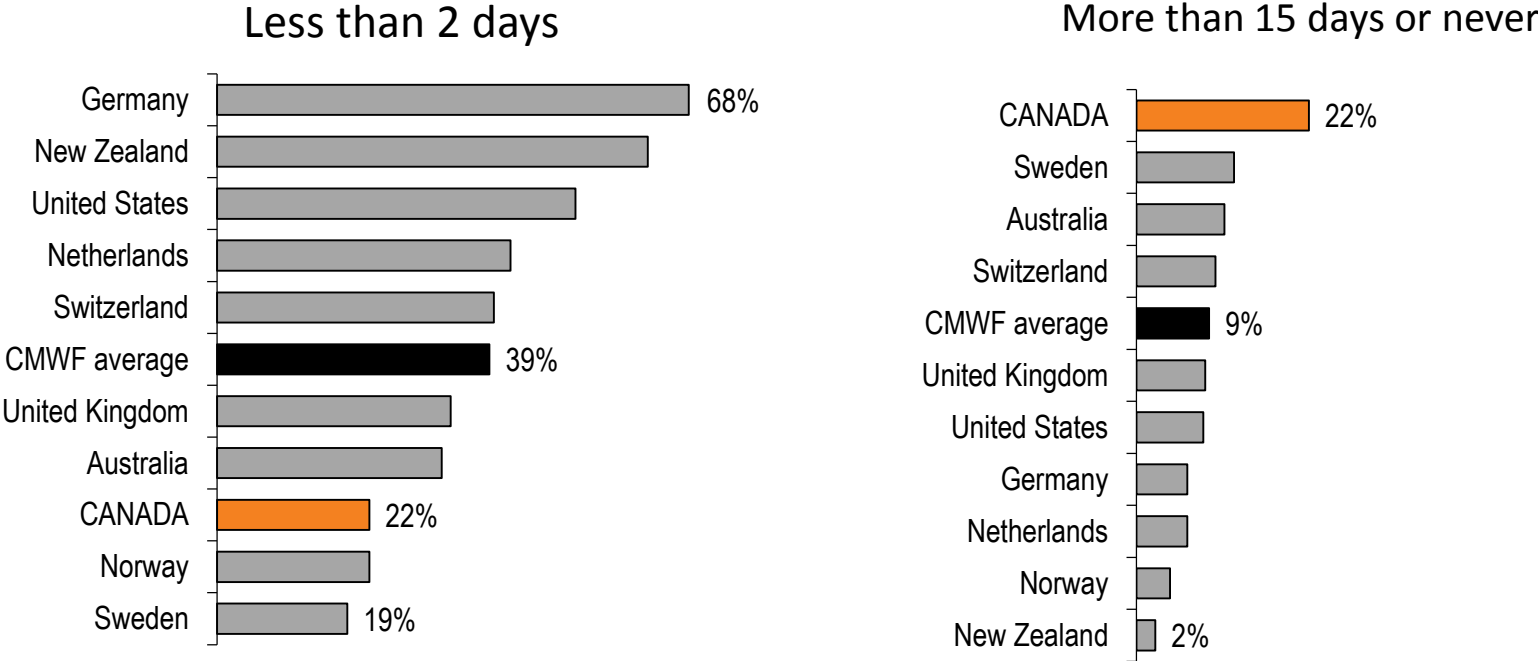


Compared with the CMWF average results

 Same as average

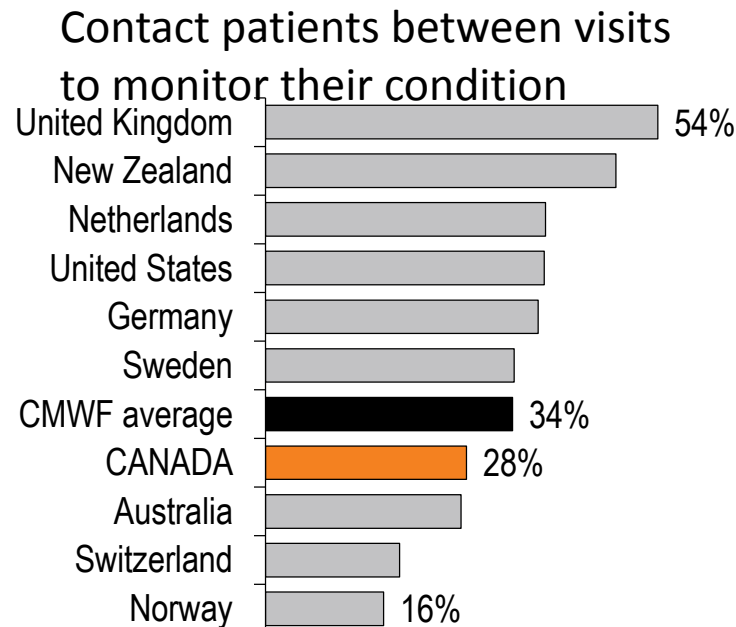
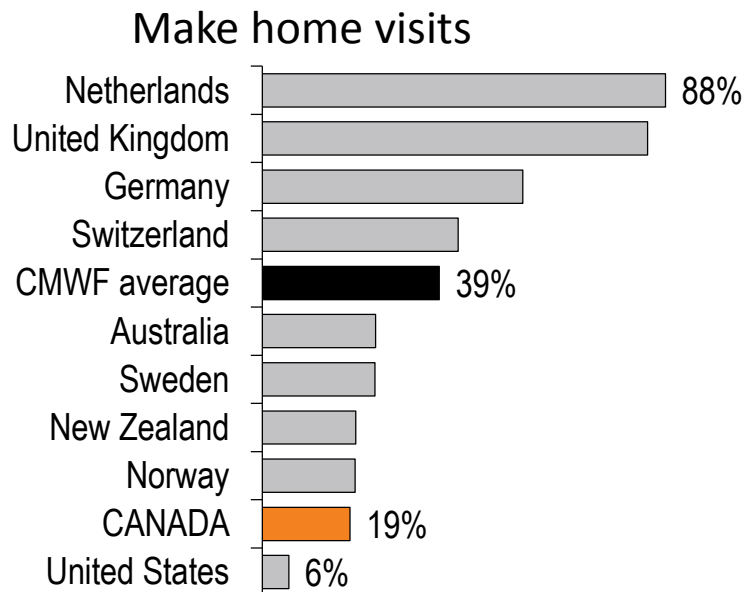
# Coordination of discharge information from hospitals less timely in Canada

How long on average to get the information they need after a patient is discharged from hospital to continue managing the patient's care.




# Home contact with patients is less frequent in Canada

Proportion of primary care doctors who reported that they or other personnel in their practice **frequently** provide care in the following ways:



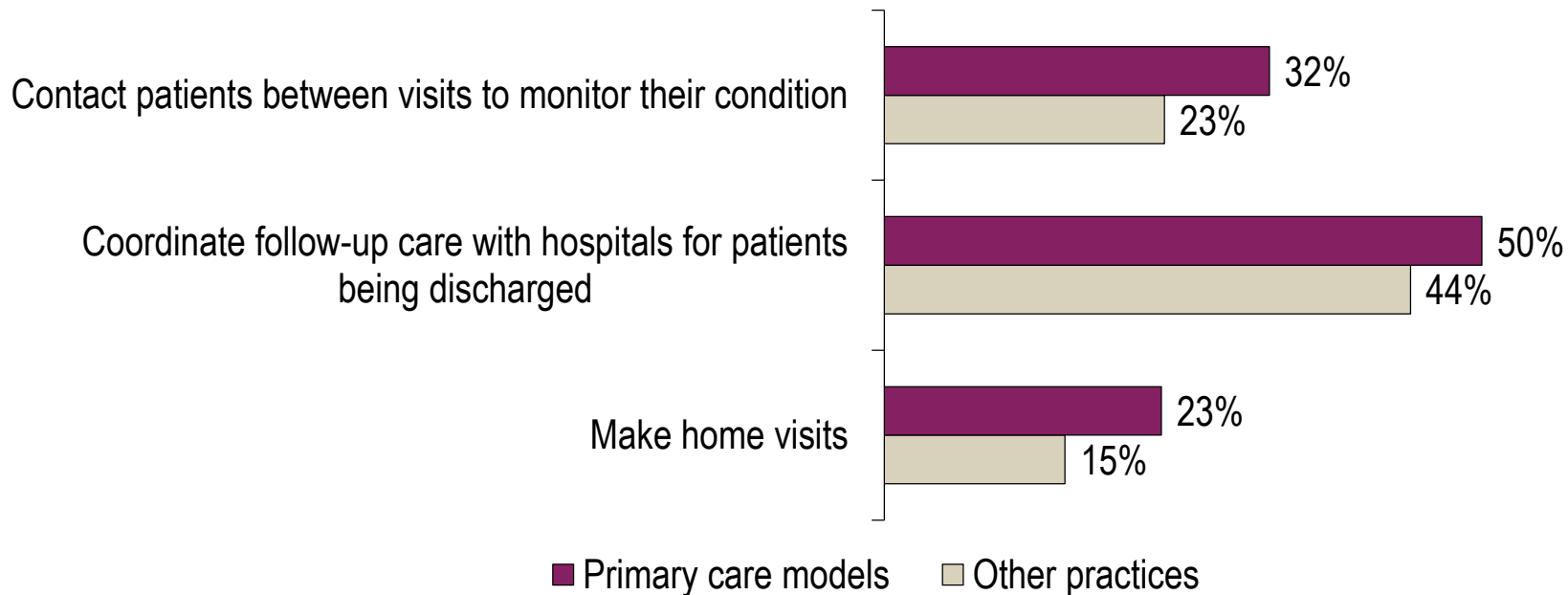
Compared with the CMWF average results

 Below average



# Primary care models and coordination of care

Physicians/other personnel who **frequently**





# IT Adoption and Performance Measurement

Canada compared with the CMWF average results

Below average



Same as average



Above average

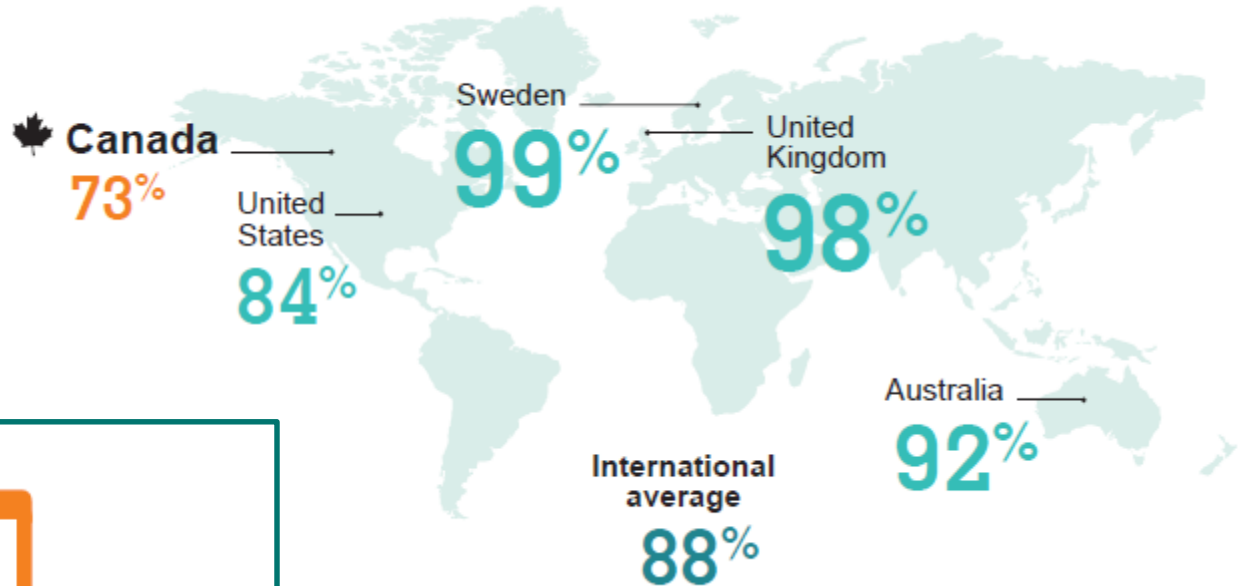


# EMR use is lower in Canada than other countries

Fewer family doctors in Canada

**use  
EMRs**

compared with the international average.



2009  
37%



2015

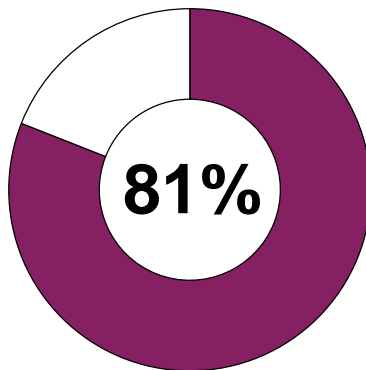


73%

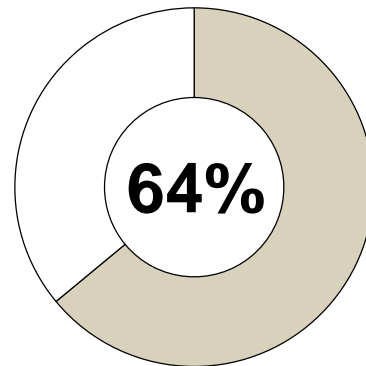
# Primary care models and electronic medical records



Primary Care Models



Other Practice Types



# Canadian primary care doctors less than half as likely to measure patient outcomes or experiences



Measure clinical outcomes such as percentage of patients with diabetes or asthma with good control

Canada

23%

CMWF average

51%



Survey patient satisfaction and experiences with care

17%

47%

# How does Canada compare?

*Below international average in **19** out of **28** indicators of PHC performance*

	Below average	Same as average	Above average
Access to care	5	1	0
Coordination of care	6	1	6
Information technology adoption	4	0	0
Performance measurement	4	1	0

Source: Commonwealth Fund International Health Policy Survey of Primary Care Physicians, 2015

# Key Findings

- Timely access to primary and specialist care remains a challenge in Canada.
- Coordination of care between primary care doctors and other health providers and services varies by sector, but overall room for improvement
- Use of electronic medical records (EMRs) in Canada than the international average, but uptake is increasing
- The way primary care is organized influences how care is delivered. In general, Canadian physicians working in models supported by public funds had better overall results than their Canadian peers in other models.



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