

The NSW viewpoint

The 2017 Commonwealth Fund International Health Policy Survey

Adults aged 65+ years

BUREAU OF HEALTH INFORMATION

Level 11, 67 Albert Avenue
Chatswood NSW 2067
Australia

Telephone: +61 2 9464 4444

Email: BHI-eng@health.nsw.gov.au

bhi.nsw.gov.au

© Copyright Bureau of Health Information 2018

This work is copyrighted. It may be reproduced in whole or in part for study or training purposes subject to the inclusion of an acknowledgement of the source. It may not be reproduced for commercial usage or sale. Reproduction for purposes other than those indicated above requires written permission from the Bureau of Health Information.

State Health Publication Number: (BHI) 180010

Suggested citation:

Bureau of Health Information. *Chartpack: The NSW viewpoint, 2017 Commonwealth Fund International Health Policy Survey, Adults aged 65+ years.* Sydney (NSW); BHI; 2018.

Published January 2018

Please note that there is the potential for minor revisions of data in this chartpack.

Please check the online version at bhi.nsw.gov.au for any amendments.

The conclusions in this report are those of BHI and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW public health organisation is intended or should be inferred.

Contents

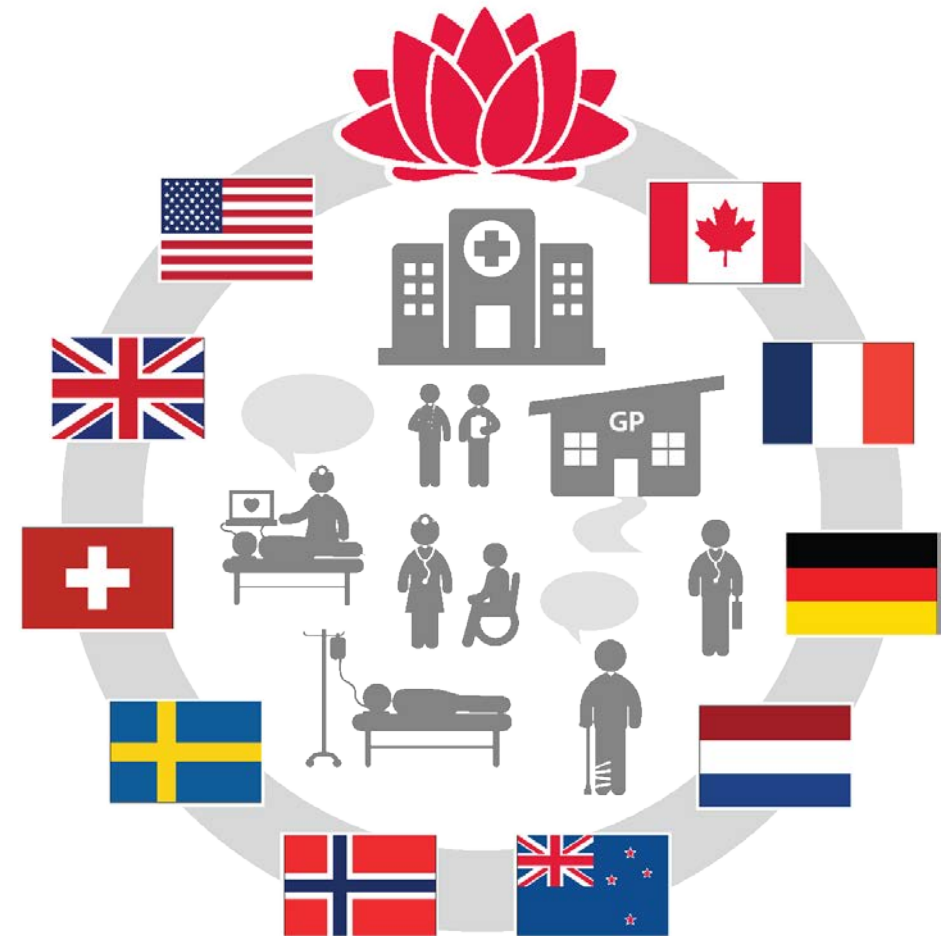
<u>Key findings</u>	<u>4</u>
<u>About this chartpack</u>	<u>5</u>
<u>How does NSW compare overall?</u>	<u>7</u>
Thematic charts	
• <u>Theme 1: Accessibility</u>	<u>11</u>
• <u>Theme 2: Integration of care</u>	<u>18</u>
• <u>Theme 3: Experiences of people with high needs</u>	<u>34</u>

Key findings

The 2017 Commonwealth Fund International Health Policy Survey compares views about, and experiences of, healthcare among people aged 65+ years in NSW with those in Australia and 10 comparator countries.

Key findings include:

- **Seven in 10 NSW adults aged 65+ years said they were satisfied with the quality of care they received** – a significantly lower percentage than in six comparator countries.
- **Looking across 51 survey questions** – NSW outperformed five or more comparator countries on 22 questions; and was outperformed by five or more countries on 15 questions.
- **The results highlight some areas of unmet need in NSW**, particularly in mental health care, and as a result of cost barriers to medical and dental care.
- **Questions about integration of care generally show strong performance.** For example, among NSW people with a chronic condition, 89% said they had a treatment plan, and 92% of hospitalised patients had arrangements made for follow-up care after discharge – no comparator country performed significantly better than NSW.
- **Within NSW, people with ‘high needs’ (three or more chronic conditions or functional limitations) had less positive experiences than those without high needs.** There were more questions with significant gaps between these two groups in NSW (13 of 23 questions) than in most comparator countries.



About this chartpack

Background

The 2017 Commonwealth Fund International Health Policy Survey of Older Adults (65+ years) was conducted between March and June 2017. Topics included access to care, patient experiences with GPs and hospital care, care for chronic conditions, and end of life care. This chartpack summarises NSW results, placing them in an international context.

Data and methods

NSW results are based on the responses of 1,175 people. The response rate of 25% was mid-range internationally. Results are weighted to be representative of the age, sex, education, and regional profile of NSW and of the population in each comparator country and are reported in terms of the percentage in 'top' category (generally the most positive response option).

To determine statistically significant differences, logistic regression was used to compare NSW performance with that of the rest of Australia and 10 other countries. Significant differences ($p < 0.05$) are denoted with an asterisk (*). Within each jurisdiction, logistic regression was also used to compare experiences of people with and without 'high needs' (three or more chronic conditions or functional limitations). This chartpack provides a synthesis of results for 51 questions including one question analysed in two ways. There are more detailed results for a subset of 23 questions, focusing on themes of accessibility and integration of care.

There are some important methodological limitations to acknowledge. Response rate is relatively low; sampling excluded adults living in nursing homes; some questions had high non-response rates in certain jurisdictions – see supplementary information on the BHI website at bhi.nsw.gov.au.

Table 1: Number of respondents, response rates, and margins of error

	Respondents	Response rate	Margin of error
Australia	2500		3.8
NSW	1175	25%	3.7
Canada	4549	23%	2.0
France	750	24%	3.9
Germany	751	19%	4.0
Netherlands	750	52%	3.9
New Zealand	500	26%	5.1
Norway	750	15%	4.3
Sweden	7000	29%	1.5
Switzerland	3238	45%	2.5
United Kingdom	753	22%	4.0
United States	1392	19%	3.4

Margin of error based on an estimate of ~50%.

About the respondents surveyed

Table 2: Percentage of the respondents with selected population demographic, health status and service use characteristics

	NSW	Country average	Australia	Canada	France	Germany	Netherlands	New Zealand	Norway	Sweden	Switzerland	United Kingdom	United States
Demographic													
Aged 75+ years (of those 65+ in survey)	47	44	45	43	48	46	43	41	42	45	46	46	42
Male	45	45	46	45	43	42	45	46	46	46	44	43	44
Born in the (surveyed) country	81	89	79	83	98	91	96	76	97	93	79	92	93
Health status													
Have been diagnosed with a chronic condition	79	81	79	86	79	82	75	72	79	84	80	85	89
Have a chronic condition (and currently treating)	76	78	76	84	79	81	74	69	75	78	76	83	88
Need help with daily activities due to health problem	29	16	29	12	18	10	17	15	11	12	11	20	17
Experienced emotional distress or anxiety/difficulty coping	32	18	27	19	12	20	20	16	15	11	16	19	19
'High needs' (3+ chronic conditions or needed help with activities)	43	35	43	38	34	33	30	29	26	36	30	39	49
Fair or poor self-rated health	22	25	19	19	30	38	33	12	29	27	21	24	27
Service use													
Saw four or more doctors in past year (excluding during hospital stay)	14	15	11	15	9	27	13	13	7	15	15	18	25
Saw/needed to see specialist in the past two years	68	61	66	61	53	70	66	57	53	57	65	57	67
Admitted to hospital overnight in the past two years	30	28	29	22	16	40	27	26	33	28	32	23	28
Used a hospital emergency department in the past two years	36	31	42	38	18	29	23	34	26	36	26	31	39

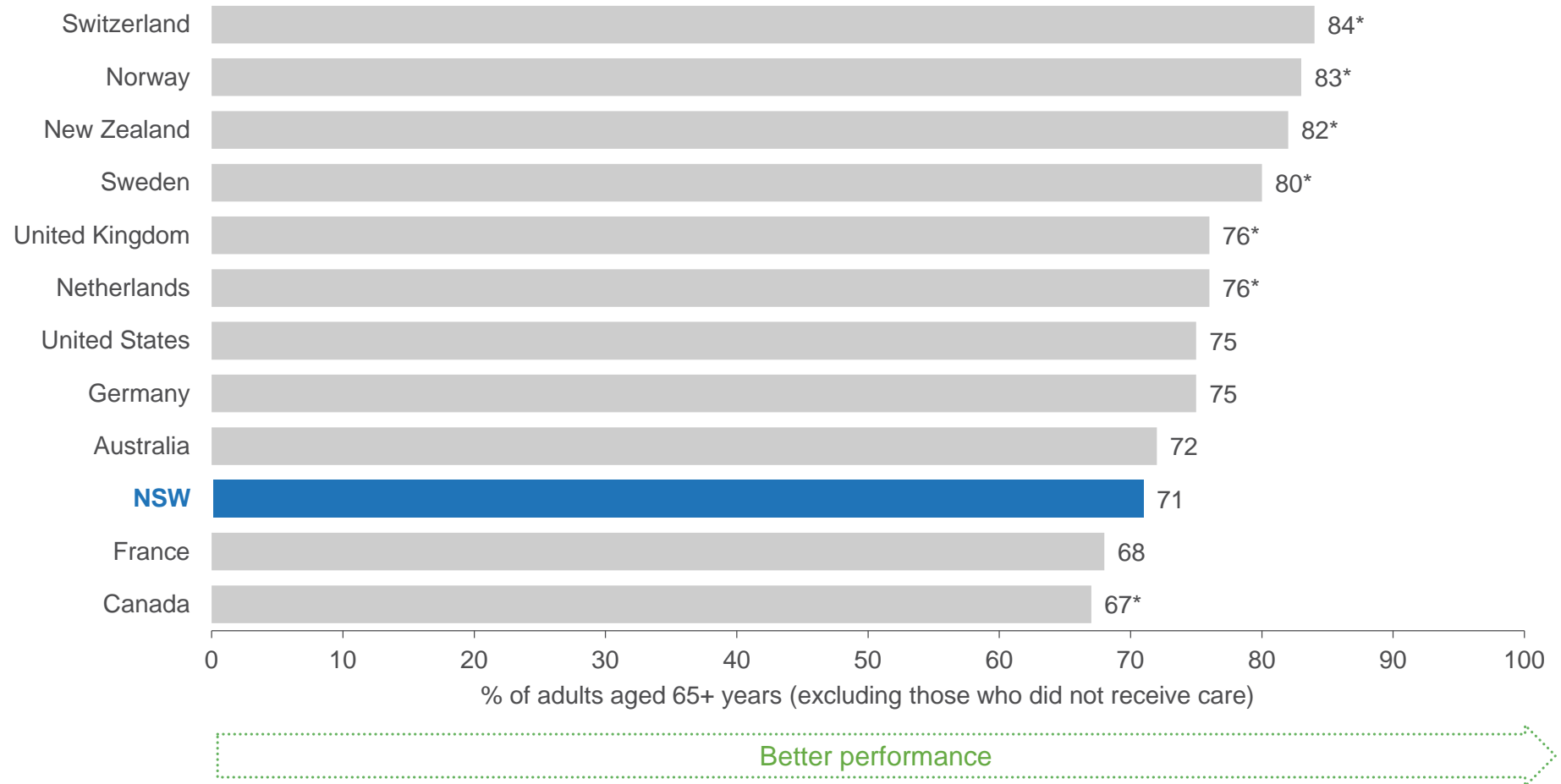
Note: Chronic conditions include high blood pressure, heart disease, diabetes, chronic lung disease, mental health problems, cancer, joint pain or arthritis, and stroke

How does NSW compare overall?

The NSW viewpoint

Seven in 10 were satisfied with the quality of care

Overall, how satisfied are you with the quality of healthcare you have received during the past 12 months? (% 'completely' or 'very satisfied')



* estimate is significantly different from the NSW result.

The NSW viewpoint

NSW compared with 10 countries for the 51 questions included in the survey

Synthesis across 51 questions: The number of times NSW outperformed or was outperformed by each of 10 comparator countries

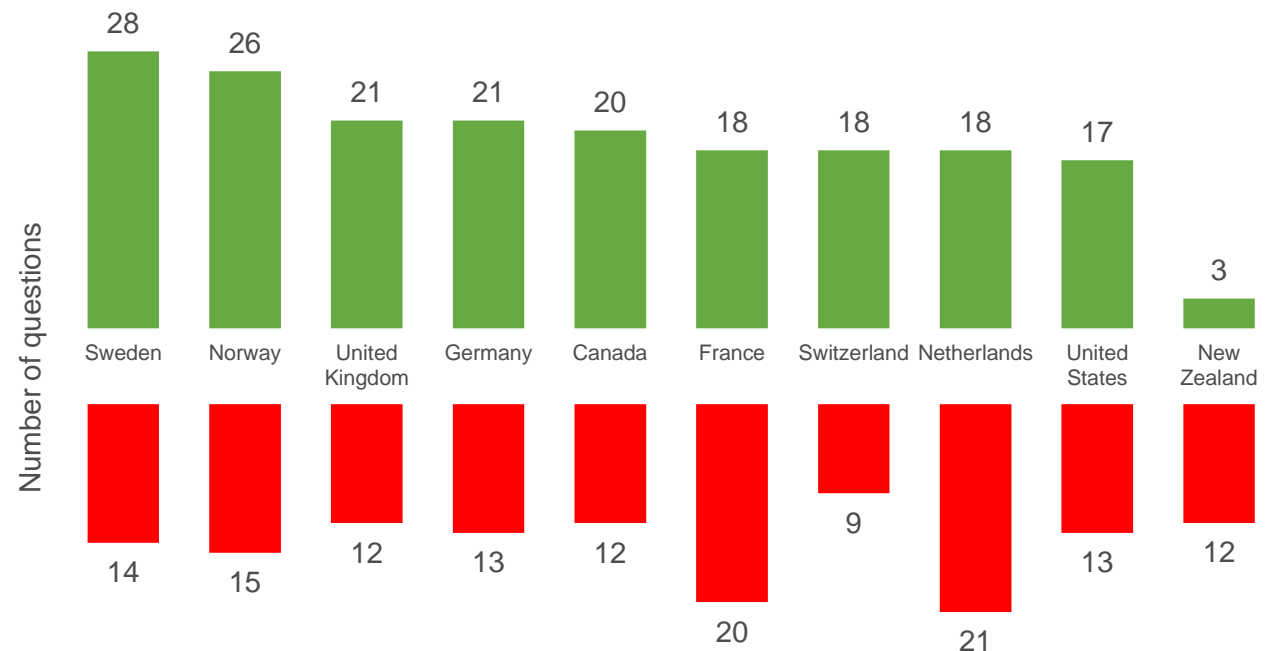
■ NSW outperformed comparator country ■ NSW was outperformed by comparator country

Number of questions for which NSW outperformed comparator countries

e.g. Experiences of care were more favourable in NSW than in Sweden for 28 questions; and more favourable in Norway for 26 questions.

Number of questions for which NSW was outperformed by comparator countries

e.g. Experiences of care were less favourable in NSW than in the Netherlands for 21 questions; and less favourable than in France for 20 questions.



Notes: Synthesis across 51 questions: The number of times NSW result was significantly different from each comparator country based on logistic regression tests ($p < 0.05$). Full results and comparisons with the rest of Australia are available in supplementary tables. There is greater power to detect differences in comparison with countries with larger sample sizes (e.g., Sweden, Canada) and less power to detect significant differences in comparison with countries with smaller sample sizes (e.g., New Zealand, the United Kingdom).

How far from the best? A focus on 23 selected questions related to accessibility and integration of care

Table 3: Summary of 23 chartpack questions: Percentage for NSW and comparisons with other countries

	Measure	NSW (%)	How far from the best? (percentage point difference)	Best performer	# of countries NSW outperformed	# of countries NSW was outperformed by
Overall	'Completely' or 'very' satisfied with care received in the past year	71	13	Switzerland	1	6
	Have a medical home (regular place with timely access, coordination and history)	80	5	New Zealand	7	0
	'Very difficult' to get care after hours	26	19	Netherlands	2	5
	Most recent visit to the emergency department could have been treated by GP	17	0	NSW	6	0
Accessibility	Skipped treatment, consultation or prescription due to cost in the past year	14	11	Sweden	1	6
	Skipped dental visit due to cost	21	17	Netherlands	0	8
	Able to get professional help when in distress (including did not want help)	33	26	Norway	0	7
	Not able to get professional help for distress (and wanted help)	28	26	Netherlands	0	6
	GP/place 'always' coordinates care received from other doctors and places	64	4	New Zealand	7	0
	GP/place 'always' involves you in decisions	67	7	United States	4	2
	A healthcare professional contacts you between visits about your chronic condition	25	6	United States	7	1
	Have a treatment plan for chronic condition	89	0	NSW	10	0
	Confident in ability to control and manage health problems/chronic condition	83	12	New Zealand	0	10
	Test results or medical records were not available at the time of appointment	8	6	France	4	1
Integration of care	Received conflicting information from different healthcare professionals	12	10	France	1	2
	Doctors ordered unnecessary test that had already been done	11	7	Sweden	0	7
	Medical mistake was made in treatment or care	11	8	France	0	2
	Specialist did not have information from regular GP	3	1	France	5	0
	GP was not up-to-date following specialist care	8	3	France	8	0
	Usual place of care did not seem up-to-date about hospital care	10	6	New Zealand	1	0
	Hospital arranged follow-up care if needed	92	1	Australia	7	0
	Aware of who to contact with questions following discharge	89	5	Switzerland	2	1
	Had the support needed to manage condition at home following discharge	87	8	New Zealand	1	1

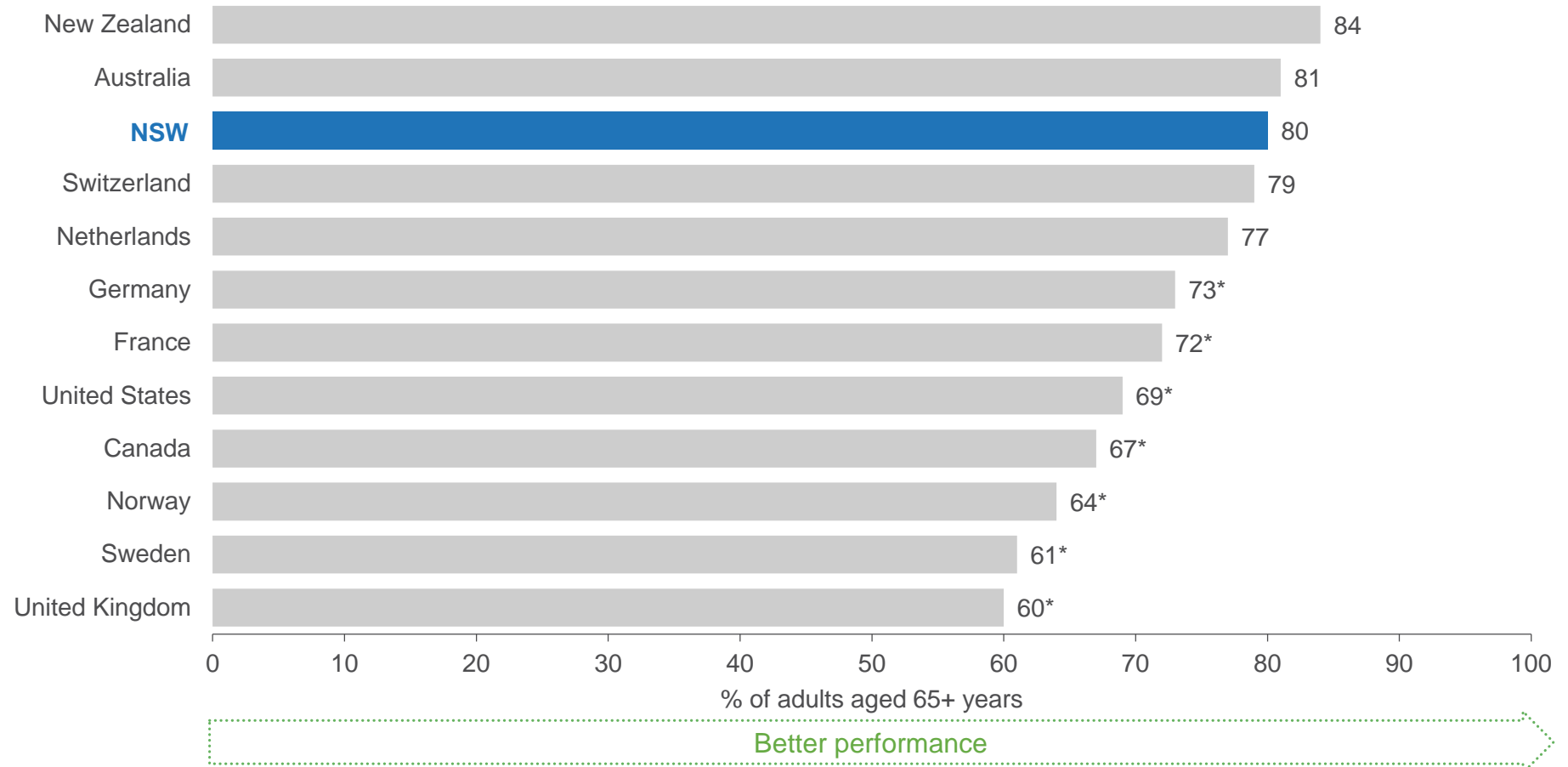
Notes: Number of countries NSW outperformed, or was outperformed by, is based on logistic regression models ($p < 0.05$). The best performer and NSW percentage point difference from the best are based on unrounded percentages. Full results provided in supplementary tables. Across all 51 questions assessed, NSW outperformed five or more countries on 22 questions and was outperformed by five or more countries on 15 questions.

Theme 1: Accessibility

The NSW viewpoint

Eight in 10 have a primary care provider with features of a 'medical home'

Do you have a regular place of care with timely access, where GP knows your medical history and coordinates care when needed (medical home combined questions) (% who answered positively)



Notes: *estimate is significantly different from NSW result.

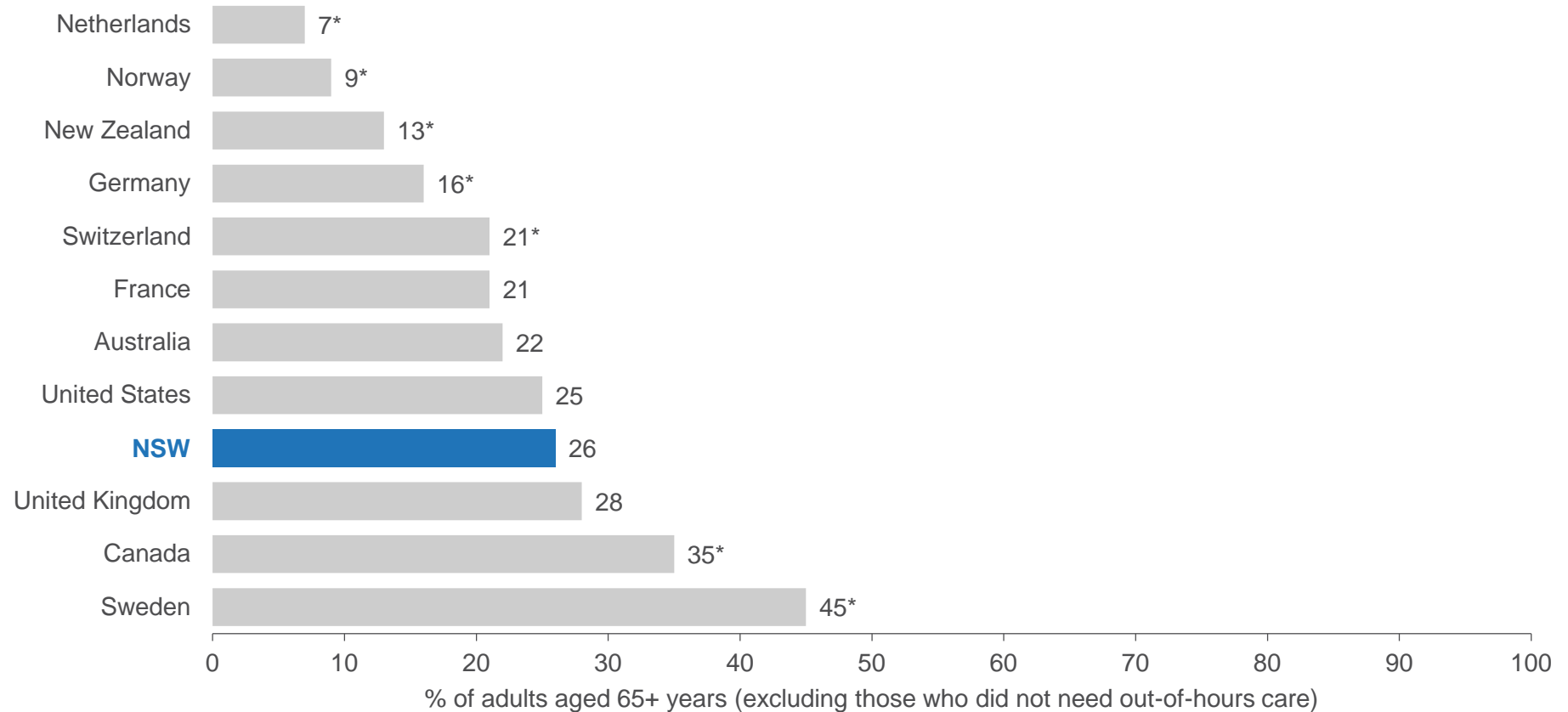
For the purposes of this analysis respondents have a 'medical home' if: They have a regular doctor or GP clinic; AND their regular doctor 'always or often' knows about their medical history; AND they are able to get an appointment on the same or next day, or the GP or clinic gives a same-day response to telephone calls; AND their GP clinic 'always or often' coordinates care received from other places.

A patient-centred medical home refers to a primary care model that coordinates multidisciplinary care for their patients. This type of primary care has been shown to improve patient experiences and reduce avoidable hospitalisations, ED use and costs (Jackson, C. L. 2012. Australian general practice: primed for the 'patient-centred medical home'? *Med J Aust* 197 (7):365-6).

The NSW viewpoint

About a quarter said out-of-hours access to primary care was difficult

How easy or difficult is it to get medical care in the evenings, on weekends, or holidays without going to the hospital emergency department?
(% who said 'very difficult')



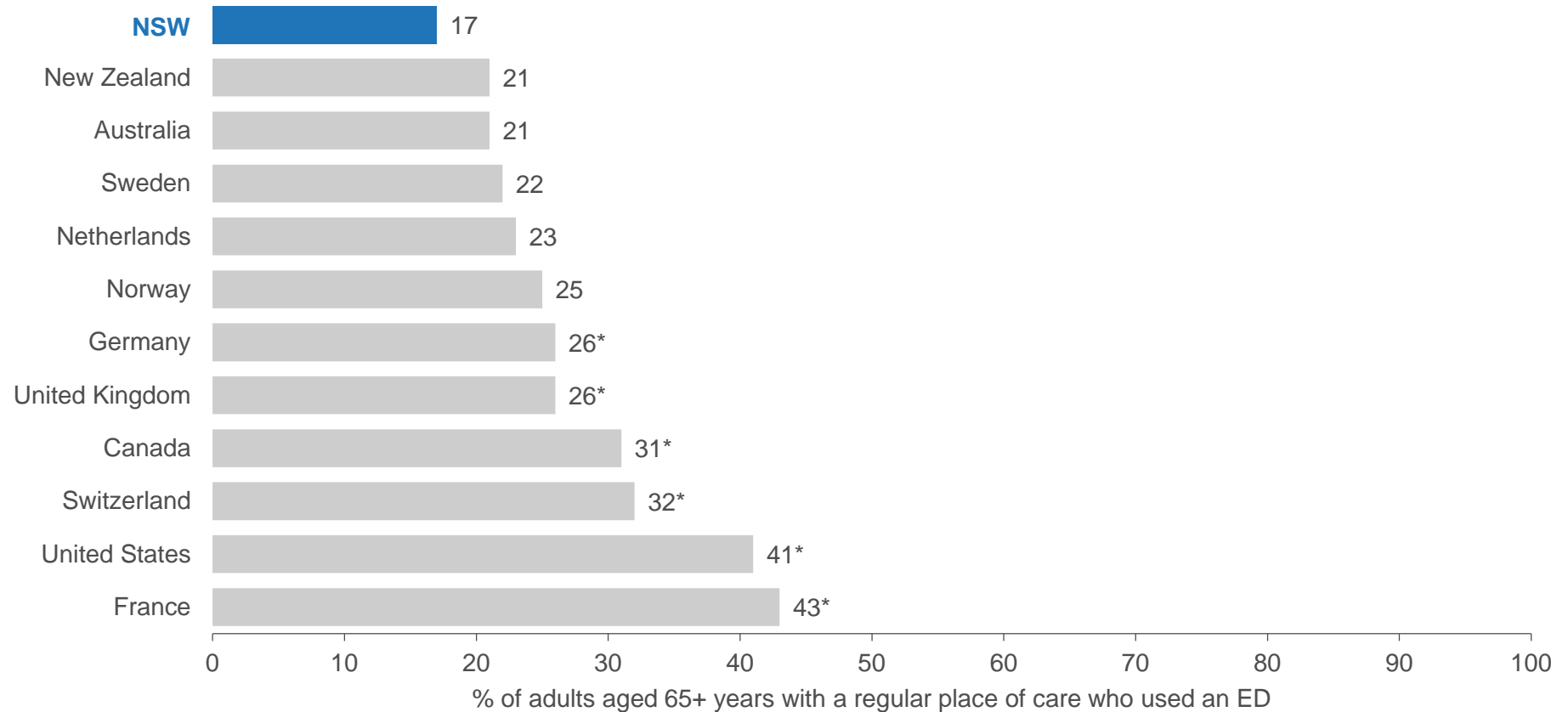
Notes: *estimate is significantly different from NSW result.

Results exclude those who said they did not need out-of-hours care, which was 15% of respondents in NSW and ranged from 13% in Australia to 51% in Sweden.

The NSW viewpoint

Comparatively few patients used an emergency department for primary care

The last time you went to the emergency department, was it for a condition that you thought could have been treated by the staff at your GP practice/regular place of care? (% who said 'yes')

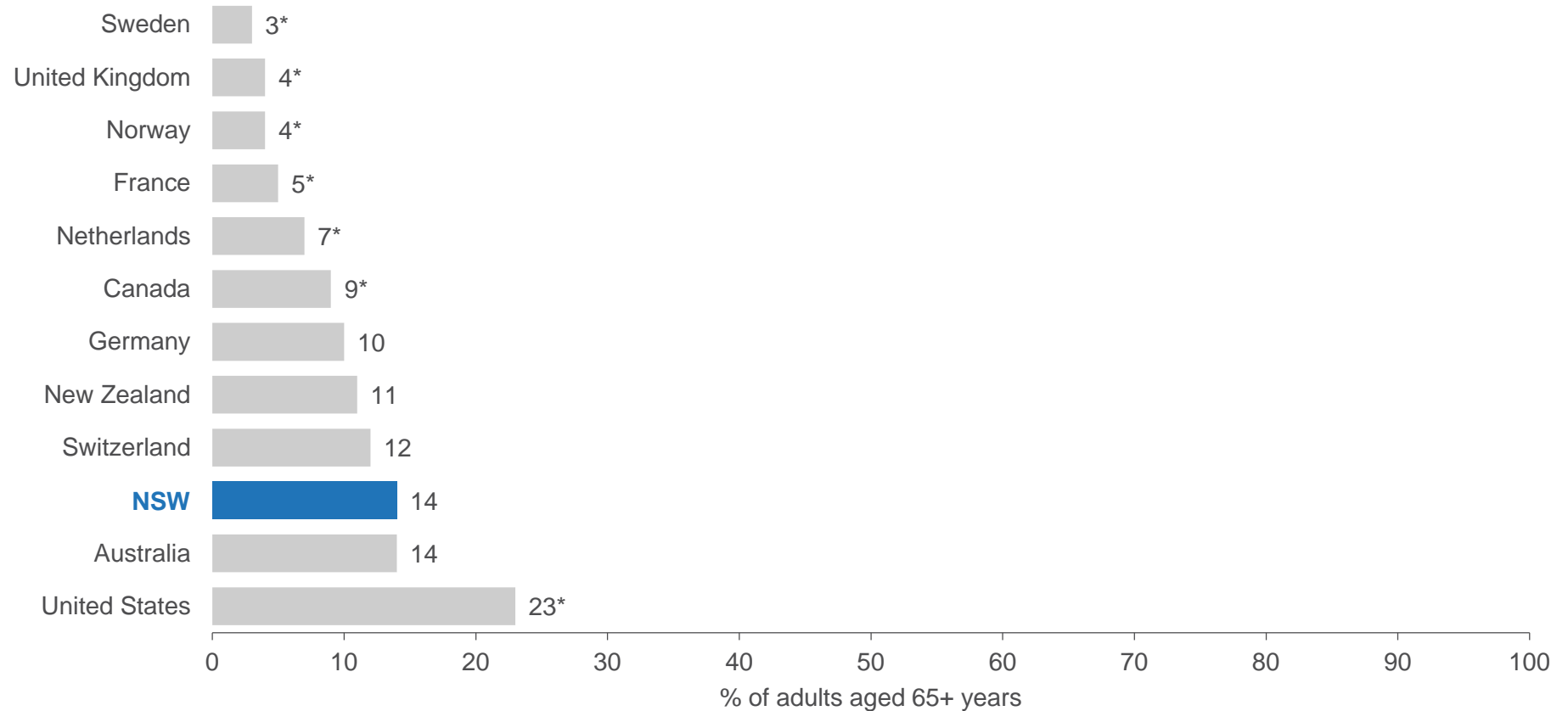


Note: *estimate is significantly different from NSW result.

The NSW viewpoint

More than one in 10 skipped care due to cost

During the past 12 months, was there a time when you skipped either a consultation, a test or follow-up, or medication or doses, due to cost? (% who said 'yes')

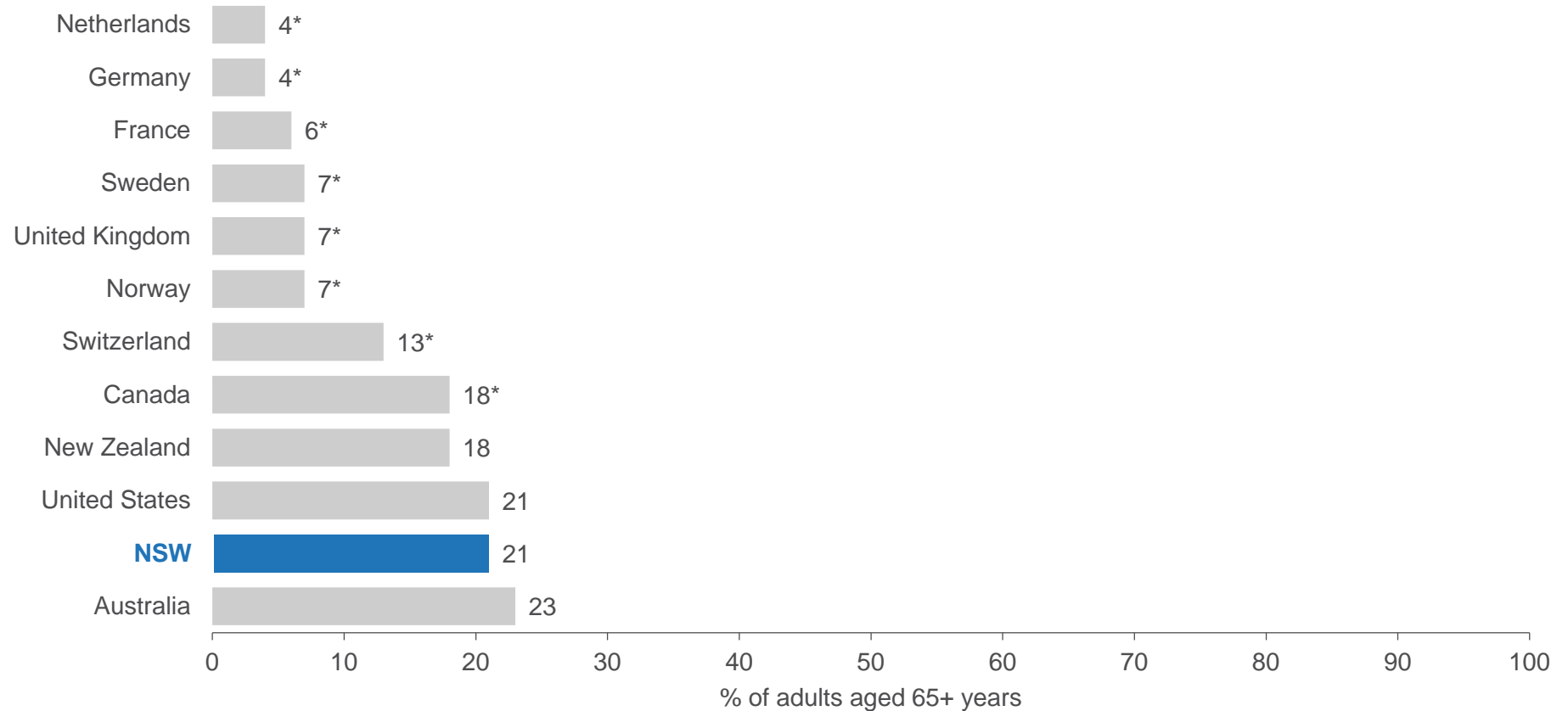


Note: *estimate is significantly different from NSW result.

The NSW viewpoint

More than two in 10 did not visit a dentist due to cost

During the past 12 months, was there a time you did not visit a dentist when you needed to, because of the cost? (% who said 'yes')

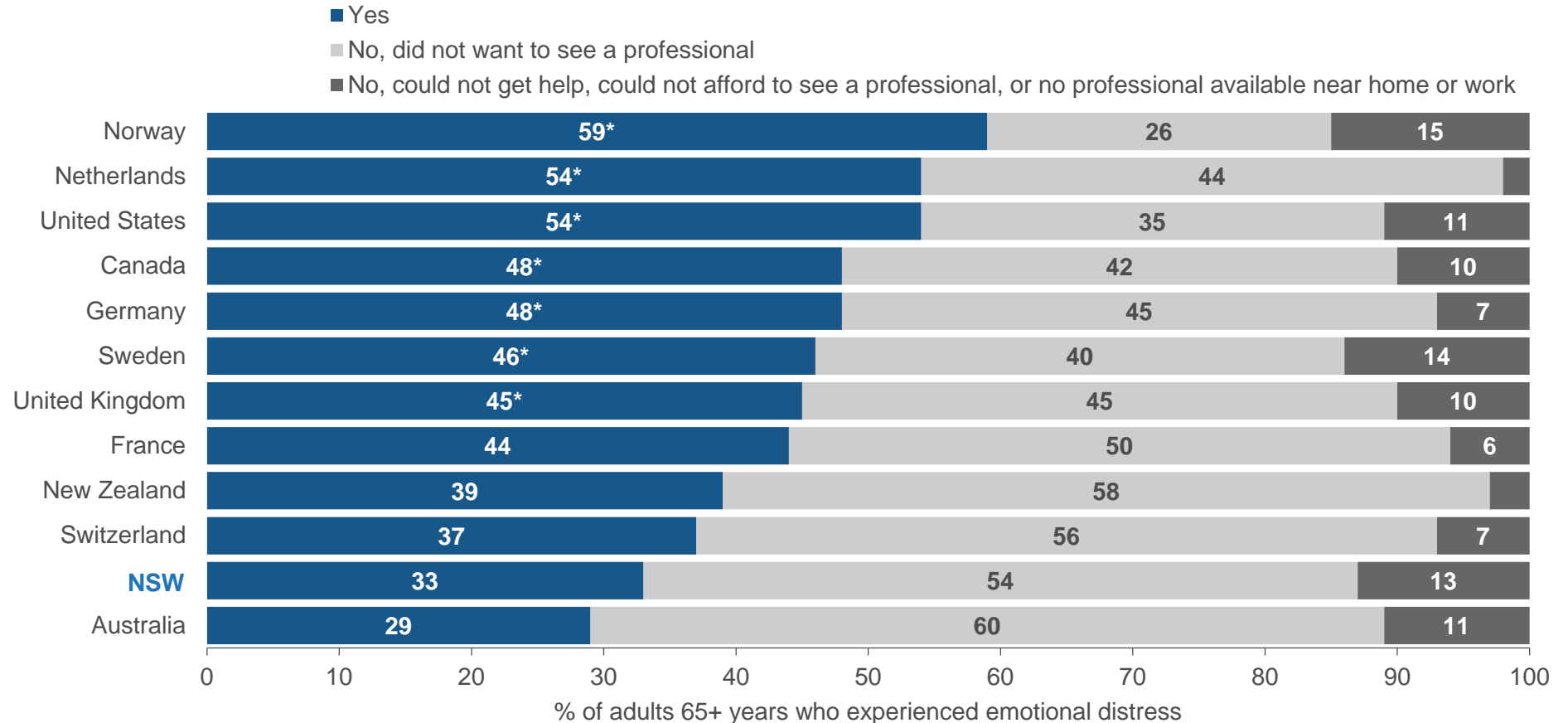


Note: *estimate is significantly different from NSW result.

The NSW viewpoint

Of those who experienced emotional distress, three in 10 received professional help

When you experienced emotional distress, were you able to get help from a professional when you needed it?



Notes: *estimate is significantly different from NSW result.

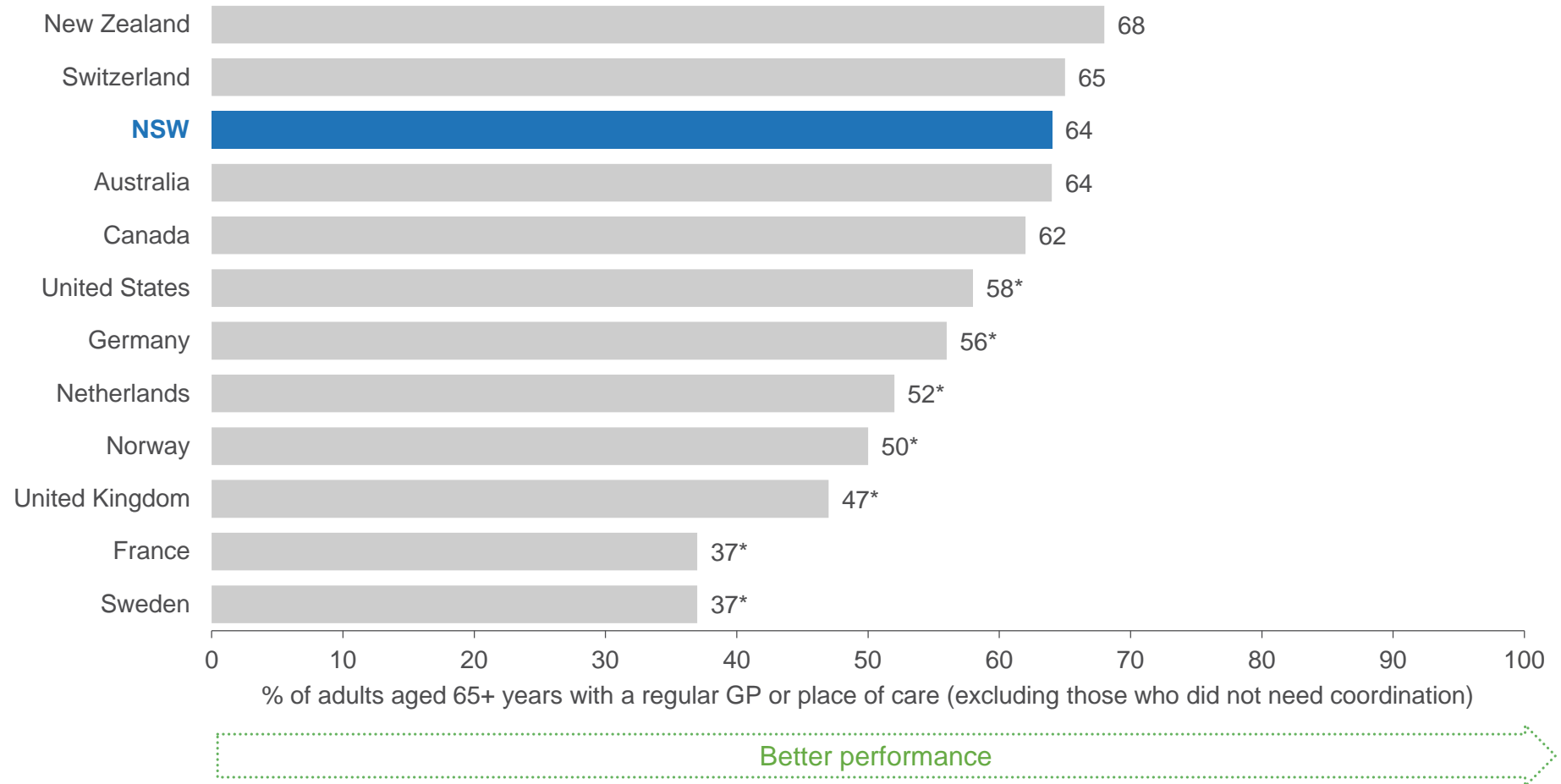
In NSW 32% of people said *in the past two years, they experienced emotional distress such as anxiety or great sadness which they found difficult to cope with by themselves*, a significantly higher percentage than in all comparator countries. Results ranged from 11% in Sweden to 32% in NSW.

Theme 2: Integration of care

The NSW viewpoint

A majority said care was coordinated

How often does your regular doctor or someone in your doctor's practice help coordinate or arrange the care you receive from other doctors and places? (% who said 'always')



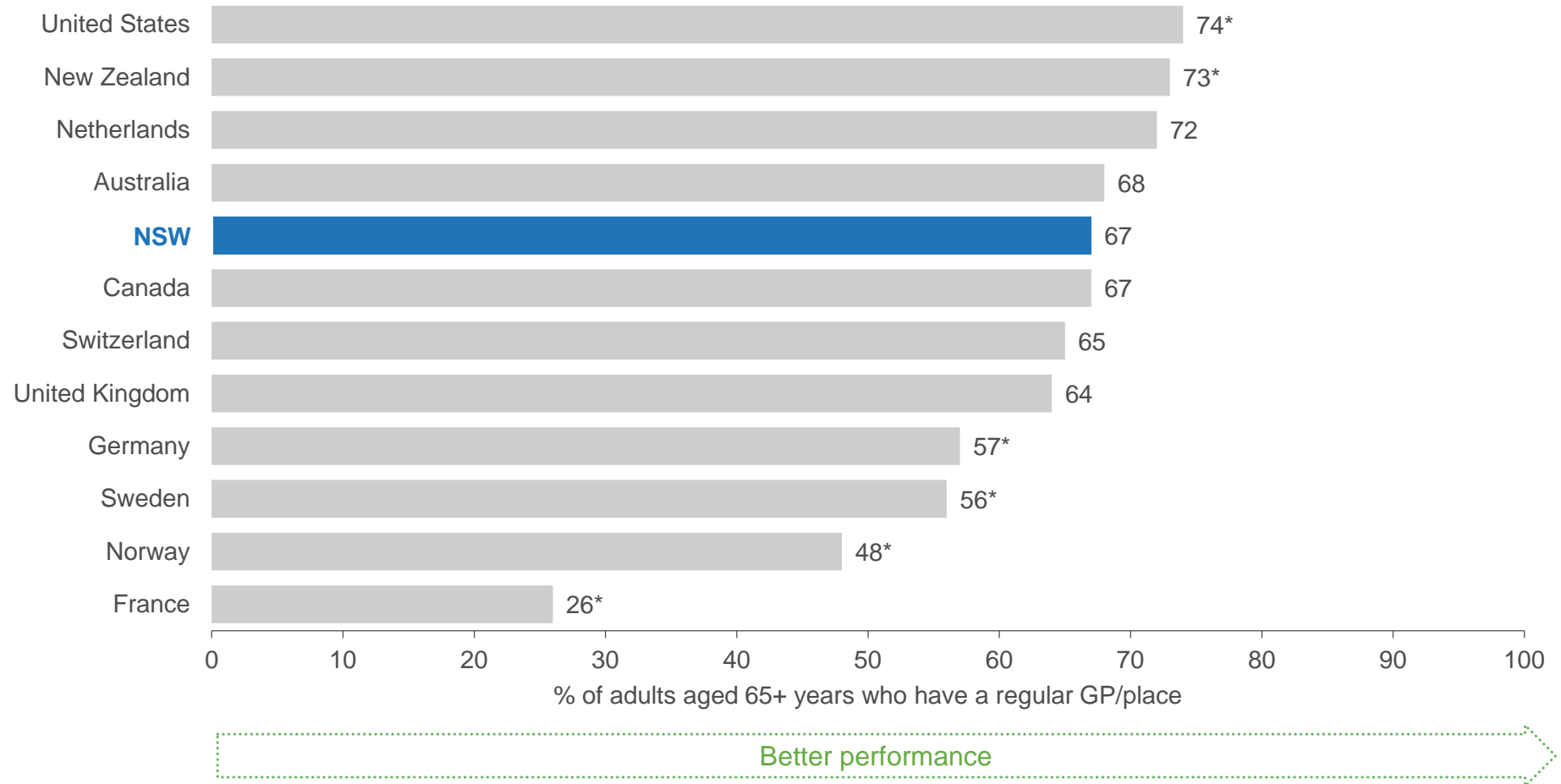
Notes: *estimate is significantly different from NSW result.

Results exclude those who said they did not need care coordination, which was 5% of respondents in NSW and ranged from 3% in the United States and Australia, to 32% in Sweden.

The NSW viewpoint

Almost seven in 10 said they were involved, as much as they wanted to be in decisions about their care

How often does your regular doctor or the medical staff you see at your usual place of care involve you as much as you want in decisions about your treatment or care? (% who said 'always')

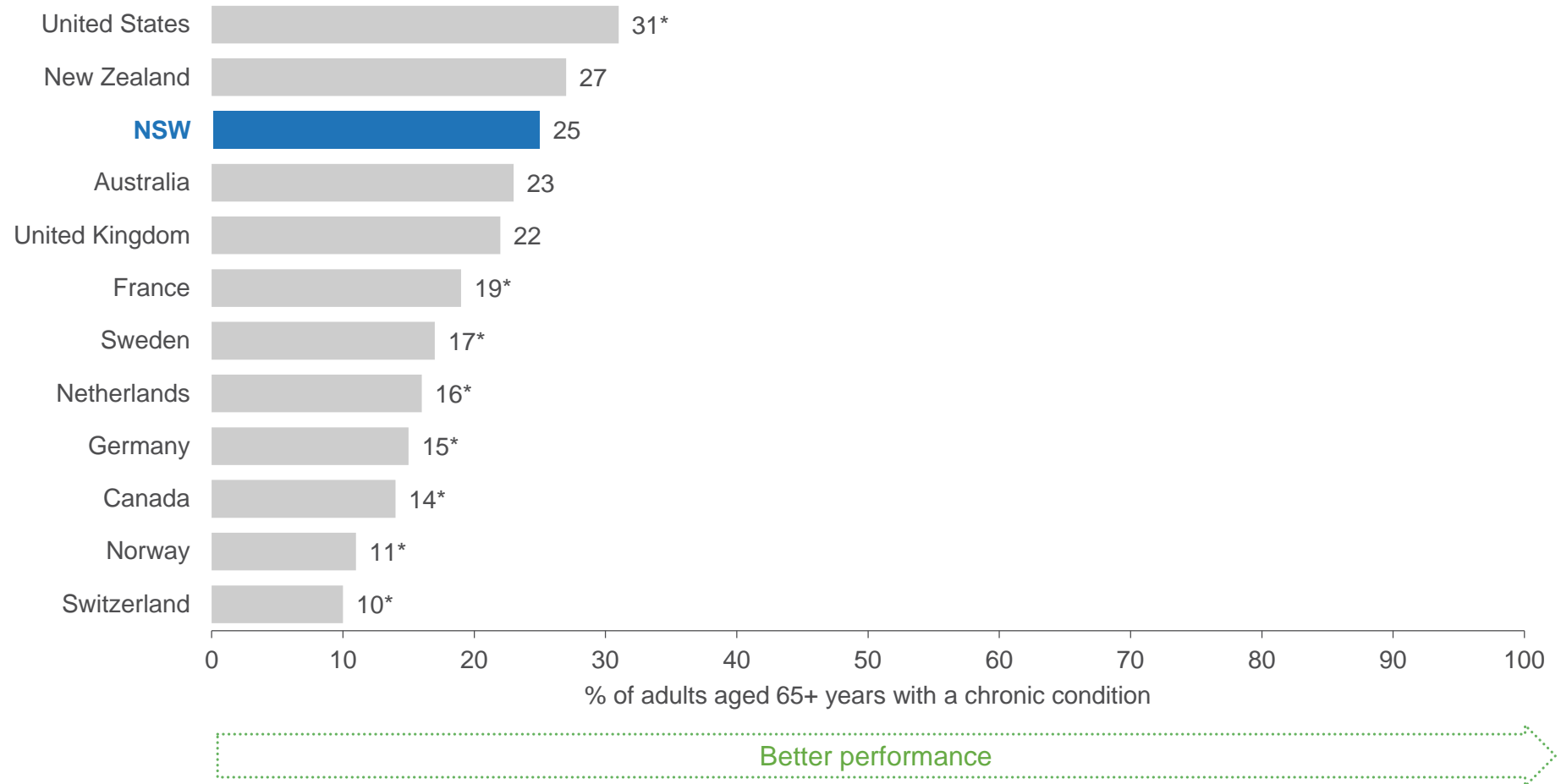


Note: *estimate is significantly different from NSW result.

The NSW viewpoint

Among patients with a chronic condition, a quarter were contacted between doctor visits – relatively high internationally

Between doctor visits, is there a healthcare professional who contacts you to see how things are going? (% who said 'yes')

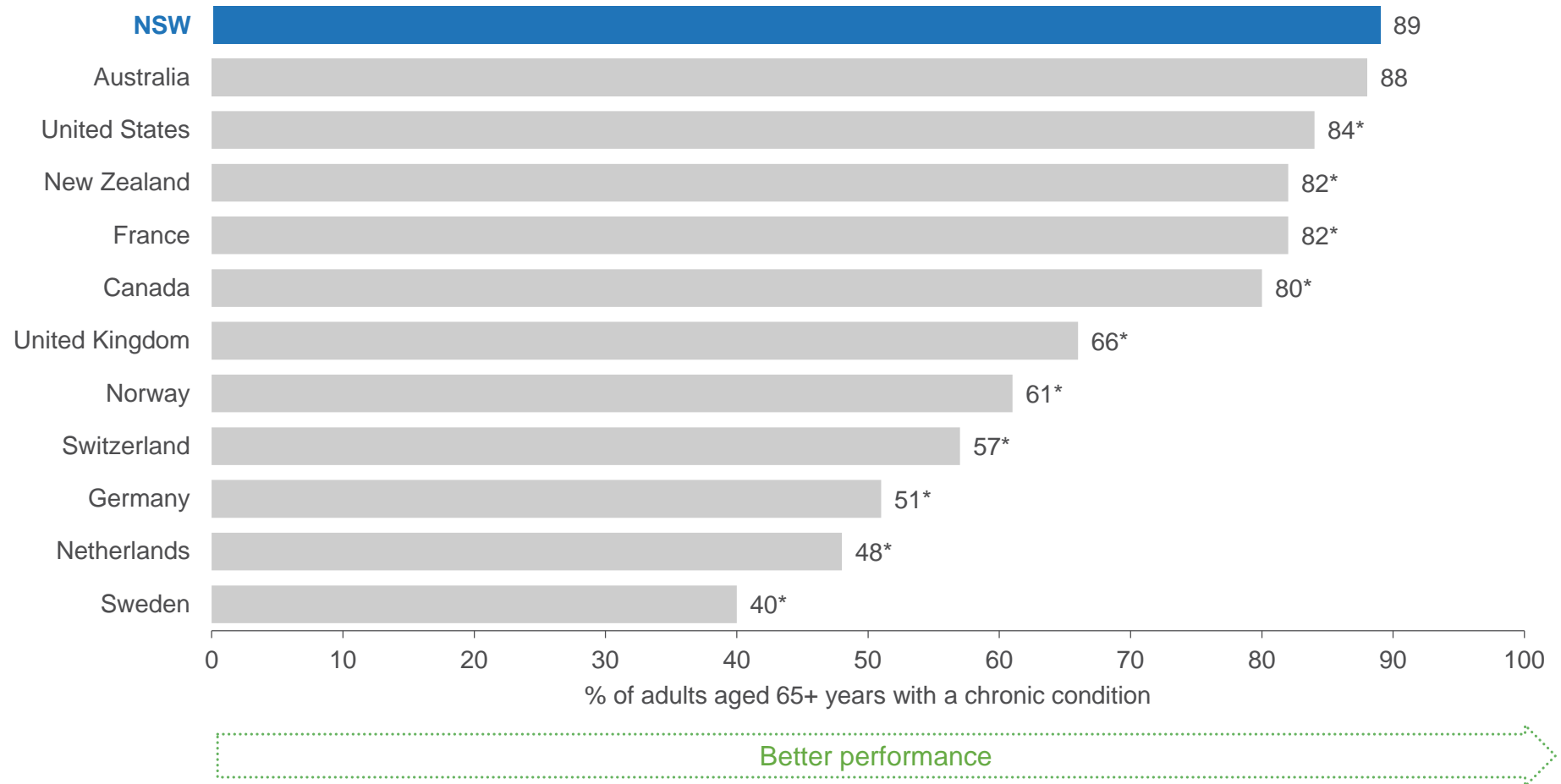


Notes: *estimate is significantly different from NSW result. Chronic conditions include high blood pressure, heart disease, diabetes, chronic lung disease, mental health problems, cancer, joint pain or arthritis, and stroke. In NSW, 76% of adults aged 65+ years had a current chronic condition they were receiving treatment for. Results ranged from 69% in New Zealand to 88% in the United States.

The NSW viewpoint

Nine in 10 with a chronic condition have a treatment plan – the highest result internationally

Do you have a treatment plan for your chronic condition that you can carry out in your daily life? (% who said 'yes')

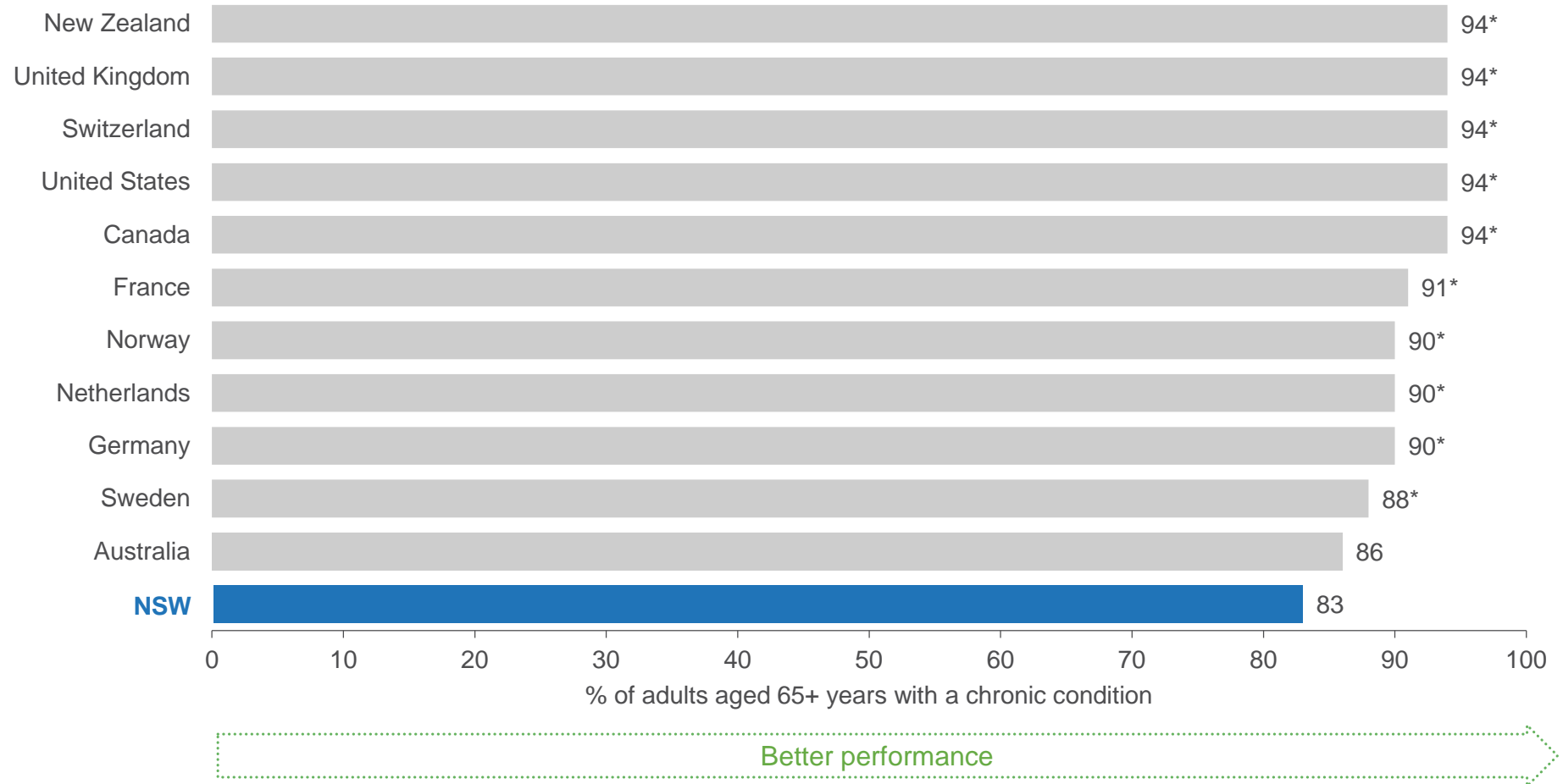


Notes: *estimate is significantly different from NSW result. Chronic conditions include high blood pressure, heart disease, diabetes, chronic lung disease, mental health problems, cancer, joint pain or arthritis, and stroke. In NSW, 76% of adults aged 65+ years had a current chronic condition they were receiving treatment for. Results ranged from 69% in New Zealand to 88% in the United States.

The NSW viewpoint

More than eight in 10 were confident about managing their health problems, but relatively low internationally

How confident are you that you can control and manage your health problems (related to chronic conditions)? (% confident or very confident)

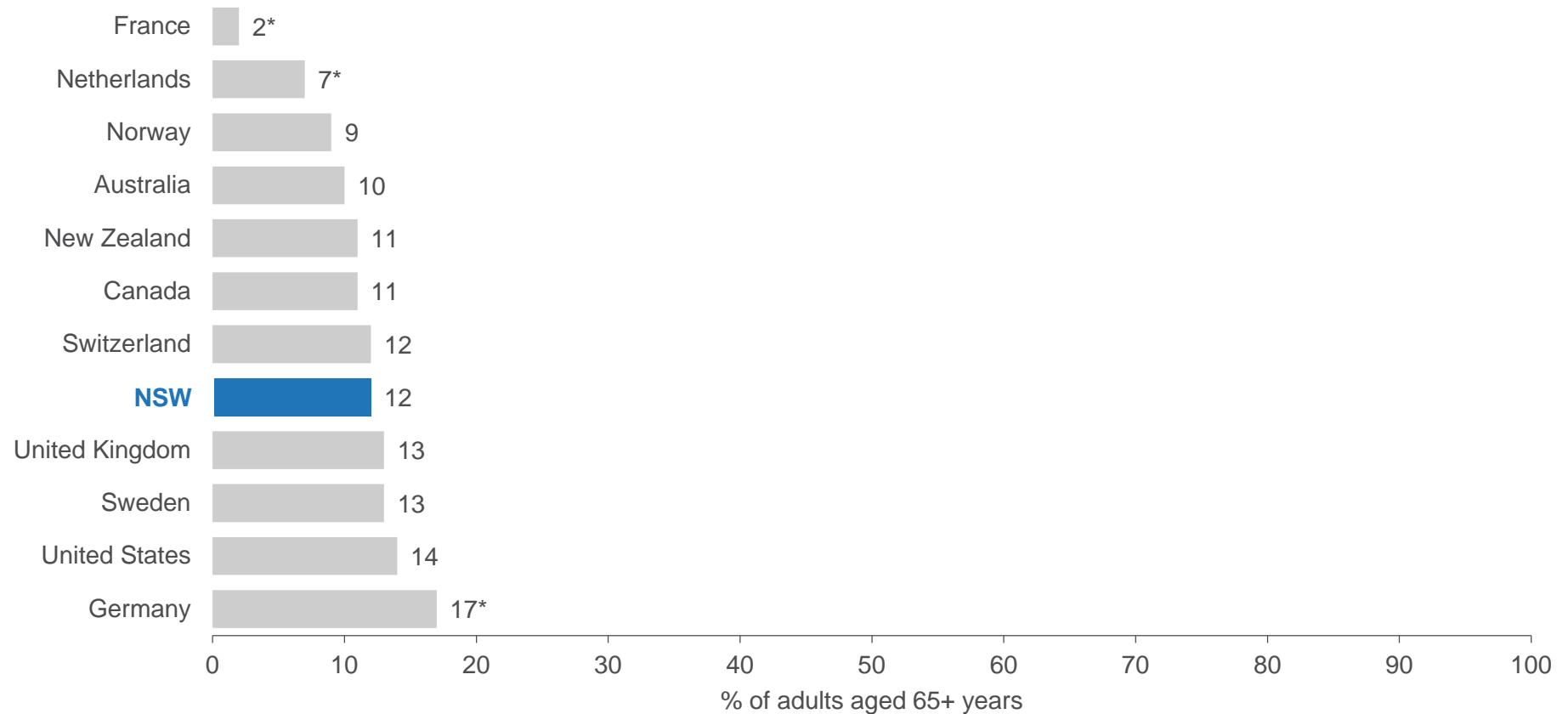


Notes: *estimate is significantly different from NSW result. Chronic conditions include high blood pressure, heart disease, diabetes, chronic lung disease, mental health problems, cancer, joint pain or arthritis, and stroke. In NSW, 76% of adults aged 65+ years had a current chronic condition they were receiving treatment for. Results ranged from 69% in New Zealand to 88% in the United States.

The NSW viewpoint

More than one in 10 received conflicting information from healthcare professionals

Was there ever a time in the past two years when you received conflicting information from different doctors or healthcare professionals?
(% who said 'yes, this happened')

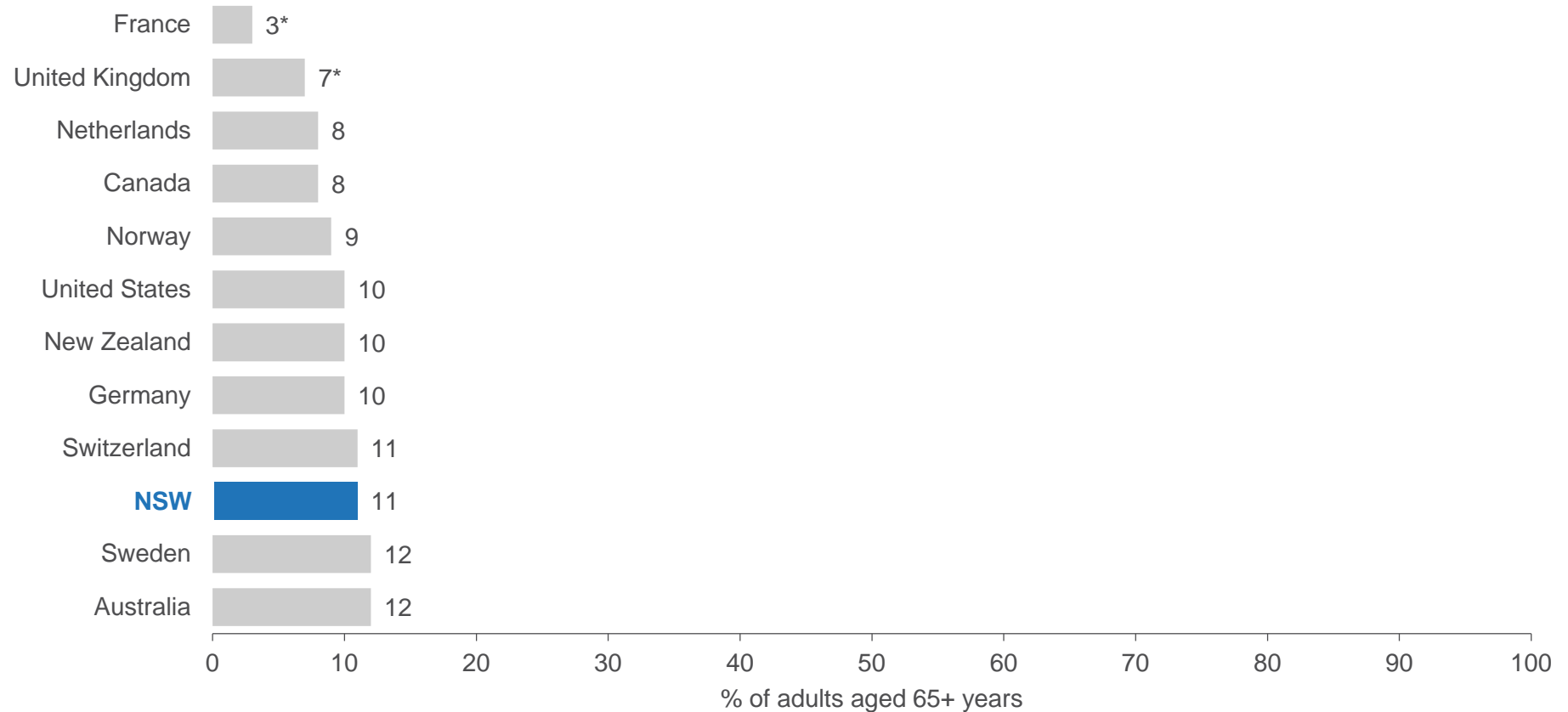


Note: *estimate is significantly different from NSW result.

The NSW viewpoint

More than one in 10 experienced a medical mistake

Was there ever a time in the past two years when you thought a medical mistake was made in your treatment or care? This could include being given the wrong medication or the wrong result from a medical test (% who said 'yes, this happened').

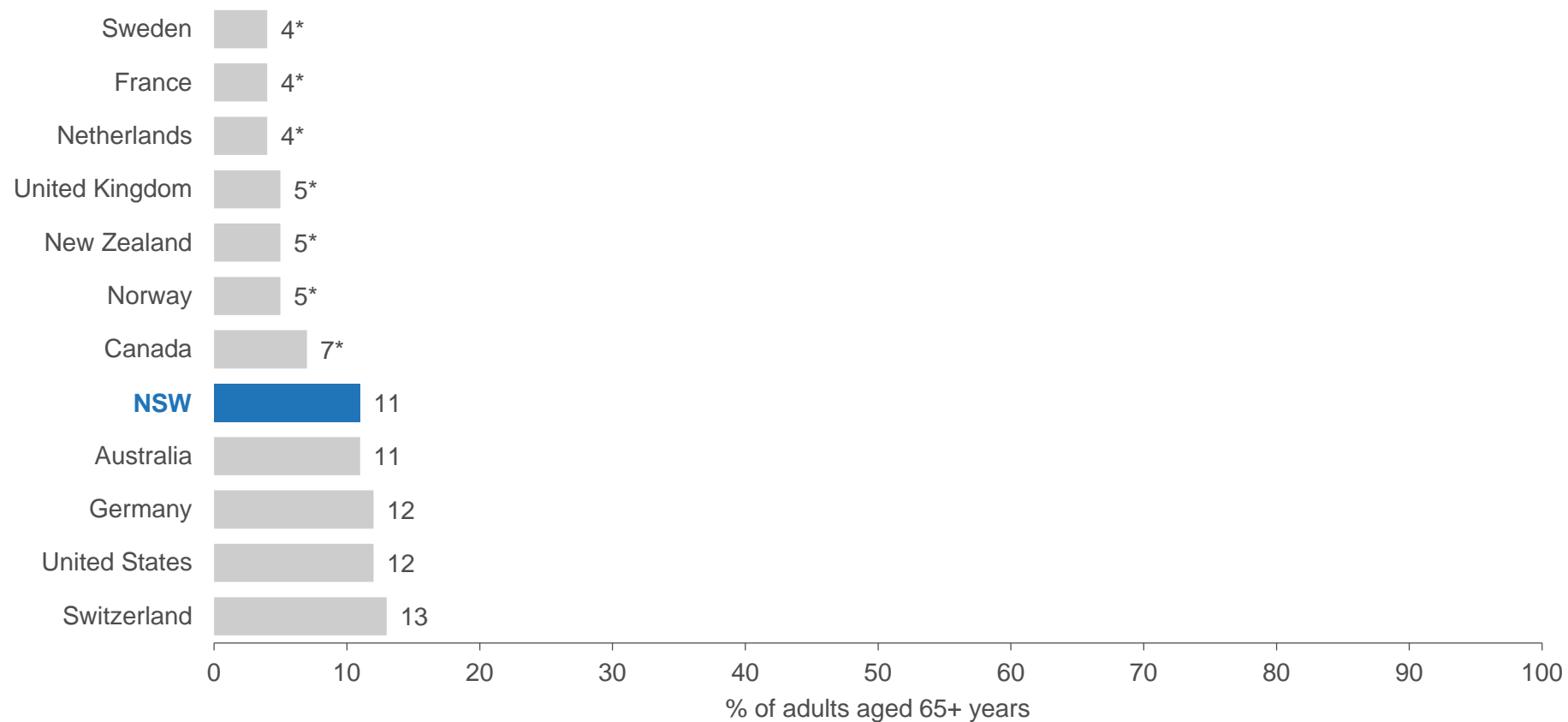


Note: *estimate is significantly different from NSW result.

The NSW viewpoint

More than one in 10 said they had an unnecessary test

Was there ever a time in the past two years when doctors ordered a medical test that you felt was unnecessary because the test had already been done? (% who said 'yes, this happened')

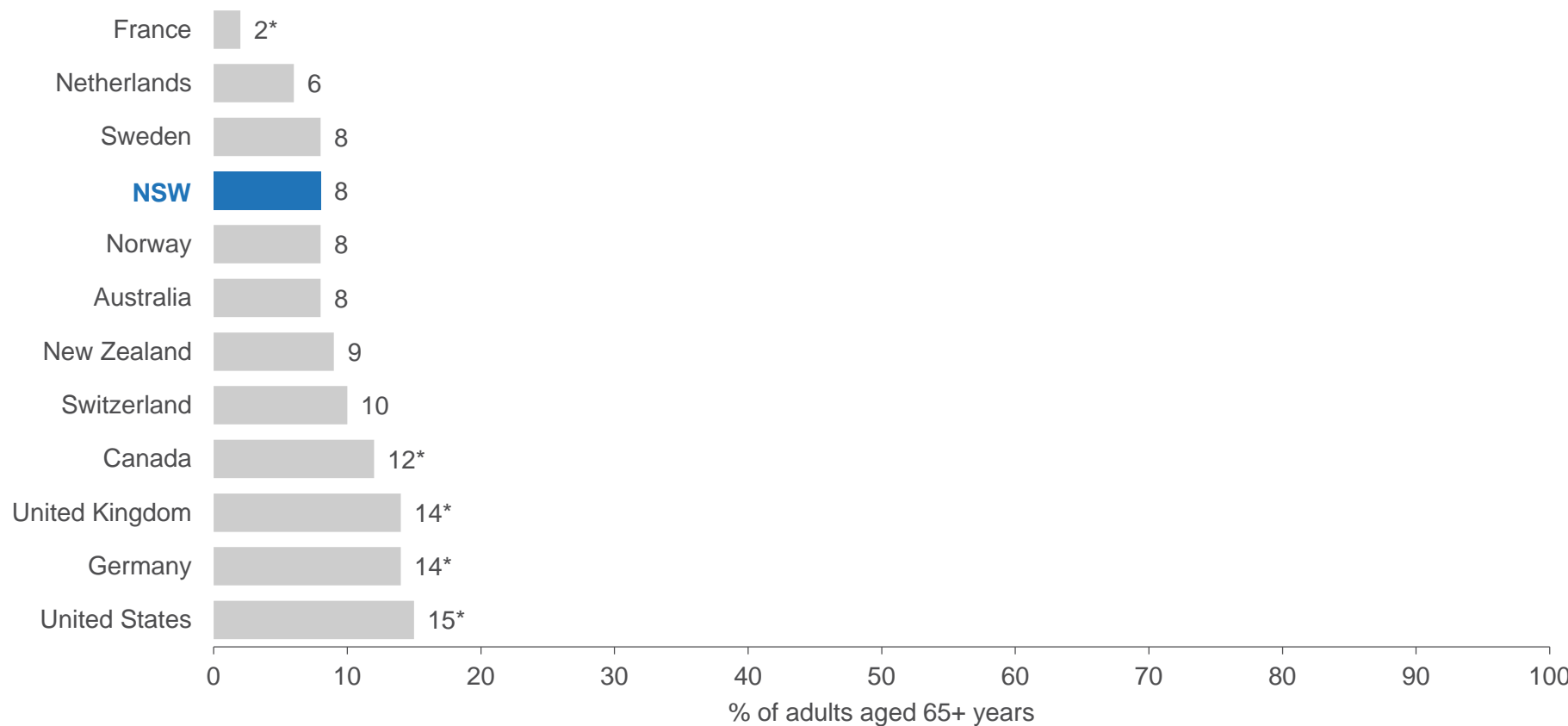


Note: *estimate is significantly different from NSW result.

The NSW viewpoint

A minority said medical records were not available

In the past two years, when receiving care for a medical problem, was there ever a time when test results or medical records were not available at the time of your scheduled medical care appointment? (% who said 'yes, this happened')

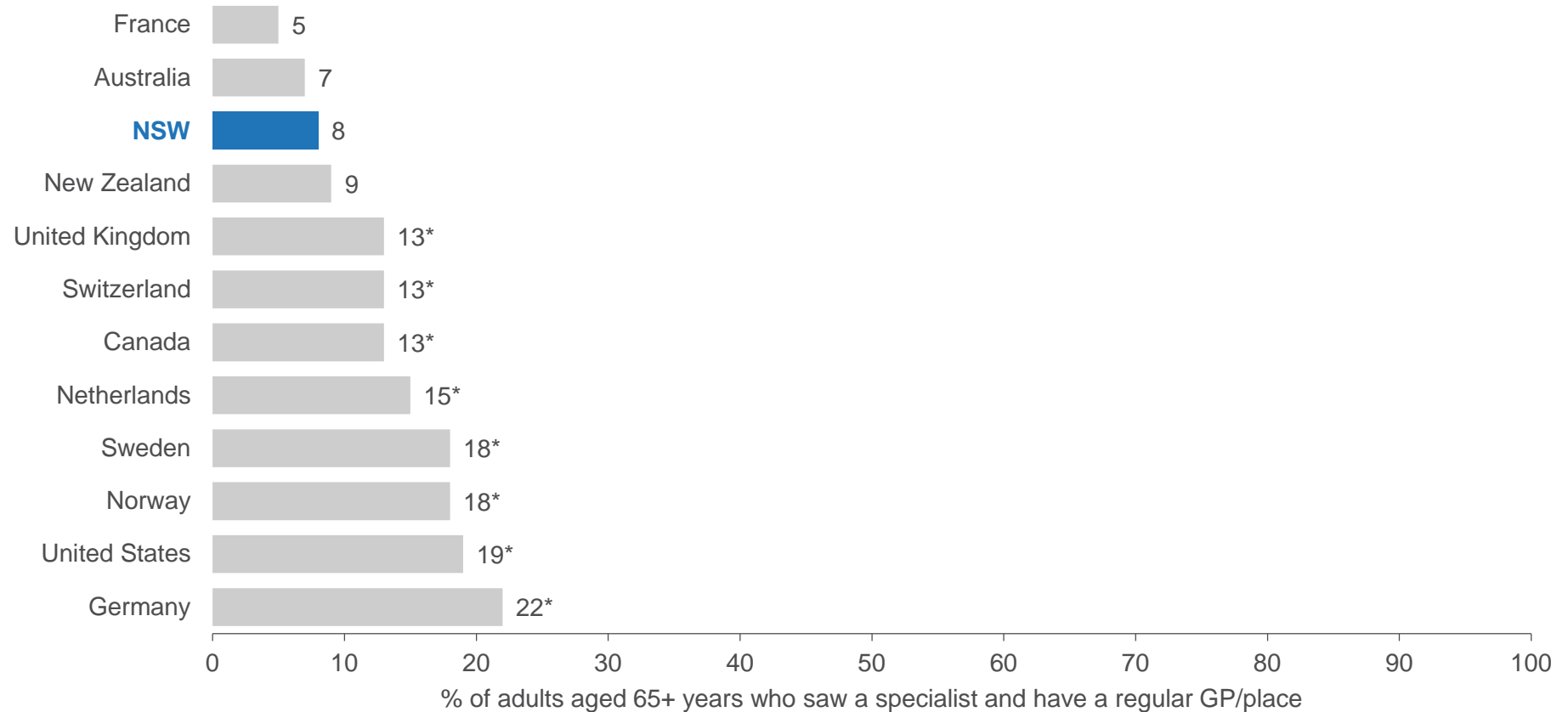


Note: *estimate is significantly different from NSW result.

The NSW viewpoint

Fewer than one in 10 said GP was not up-to-date about specialist care

In the past two years, was there a time after you saw a specialist that your regular GP or place of care did not seem informed and up-to-date? (% who said 'yes')

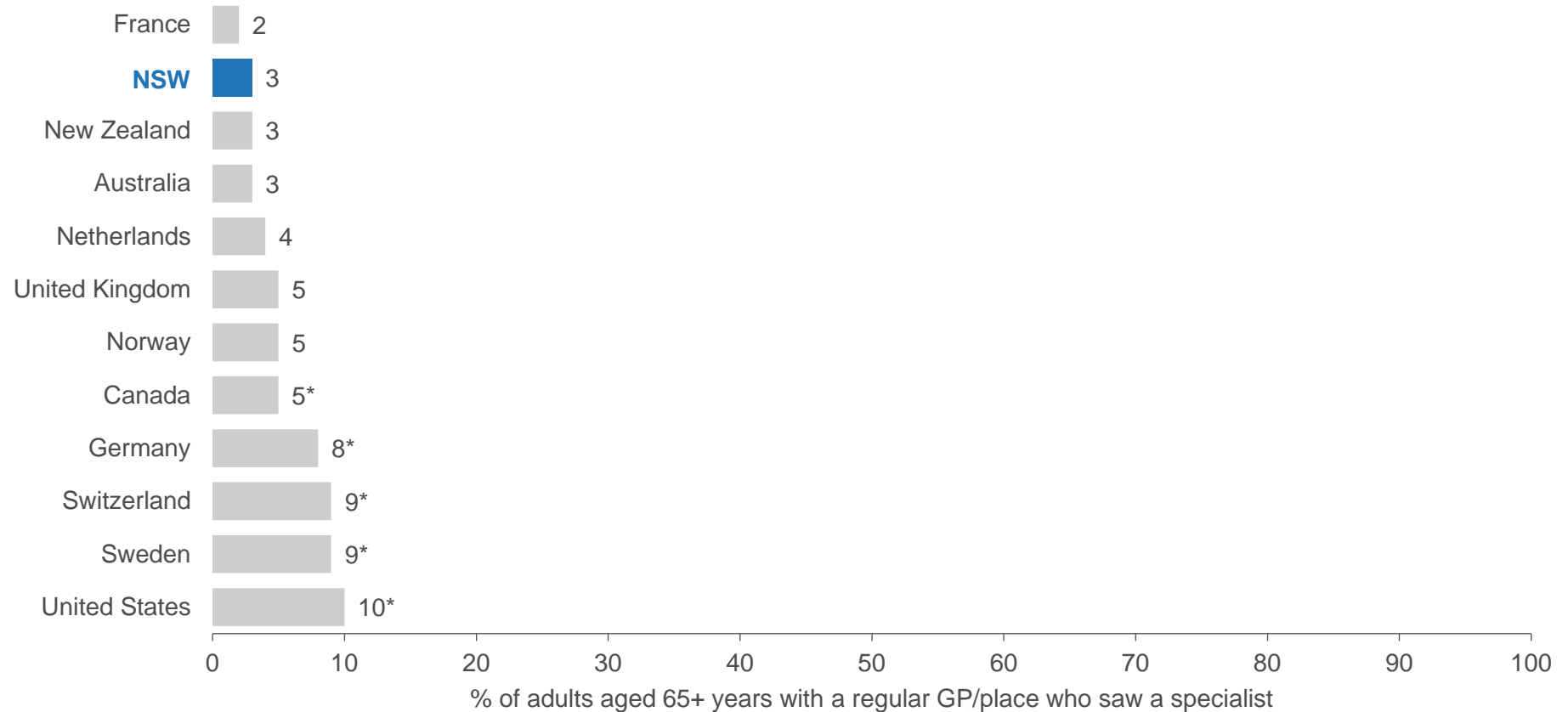


Note: *estimate is significantly different from NSW result.

The NSW viewpoint

Comparatively good performance internationally with few people who said specialist did not have information from GP

In the past two years, was there a time when a specialist did not have basic medical information or test results from your regular GP or place of care? (% who said 'yes')

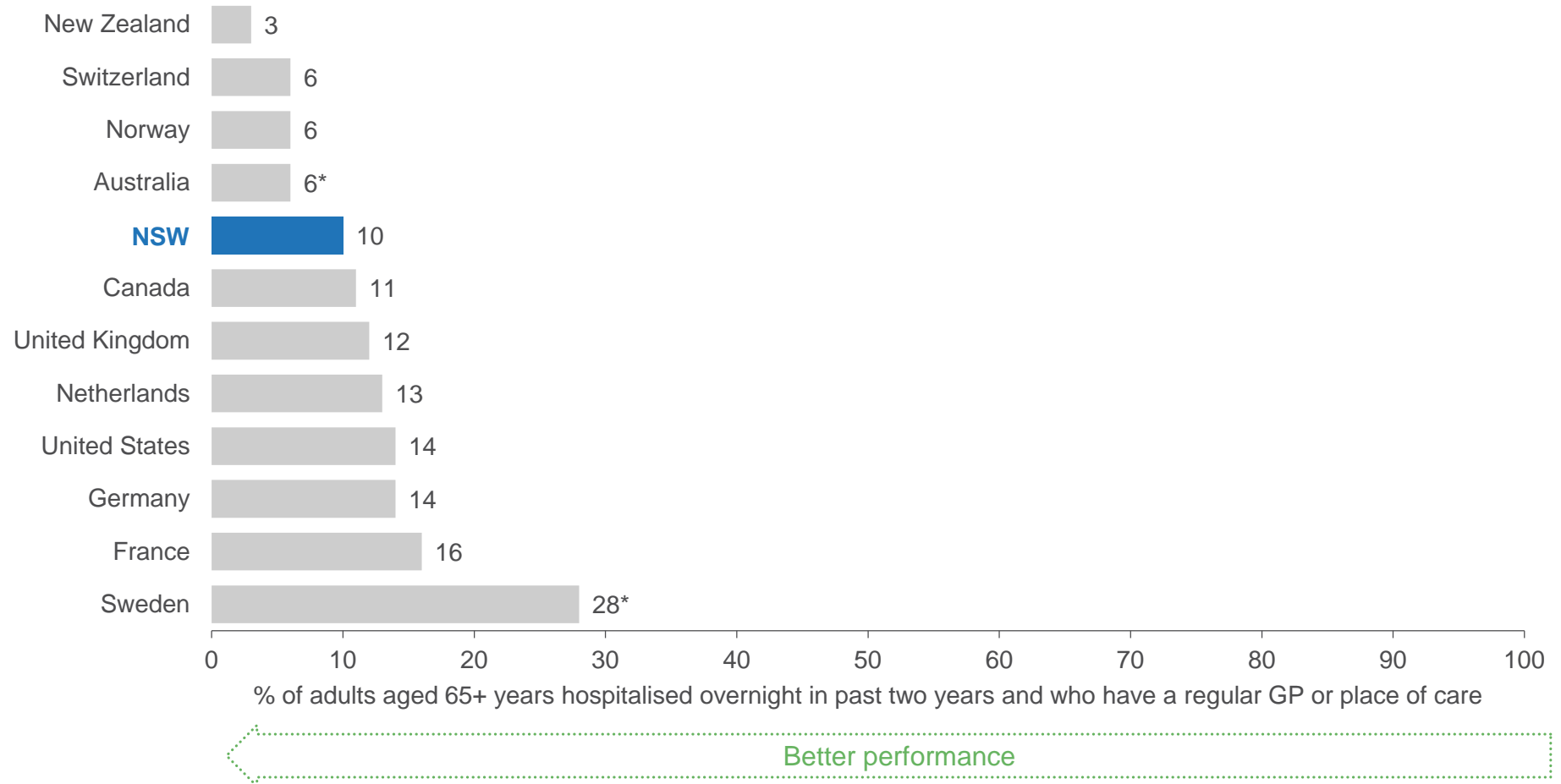


Note: *estimate is significantly different from NSW result.

The NSW viewpoint

One in 10 patients said GP was not informed about their hospital care

After you left the hospital, did your regular GP or staff at the place where you usually get medical care seem informed and up-to-date about the care you received in the hospital? (% who said 'no')

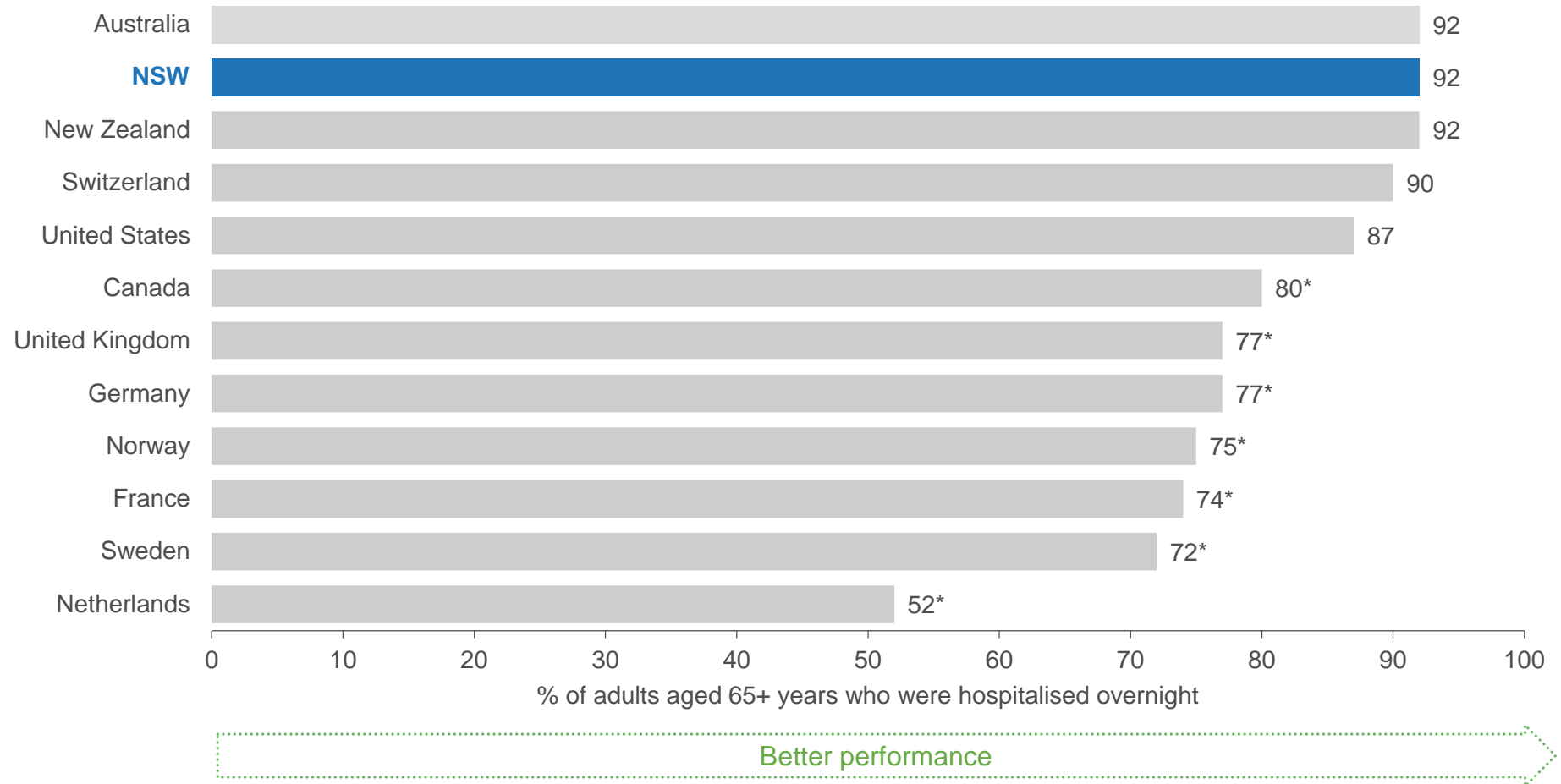


Note: *estimate is significantly different from NSW result.

The NSW viewpoint

More than nine in 10 hospital patients had follow-up care arranged – high performance internationally

When you left the hospital, did the hospital make arrangements for, or make sure you had, follow-up care with a doctor or other healthcare professional? (% who said 'yes')

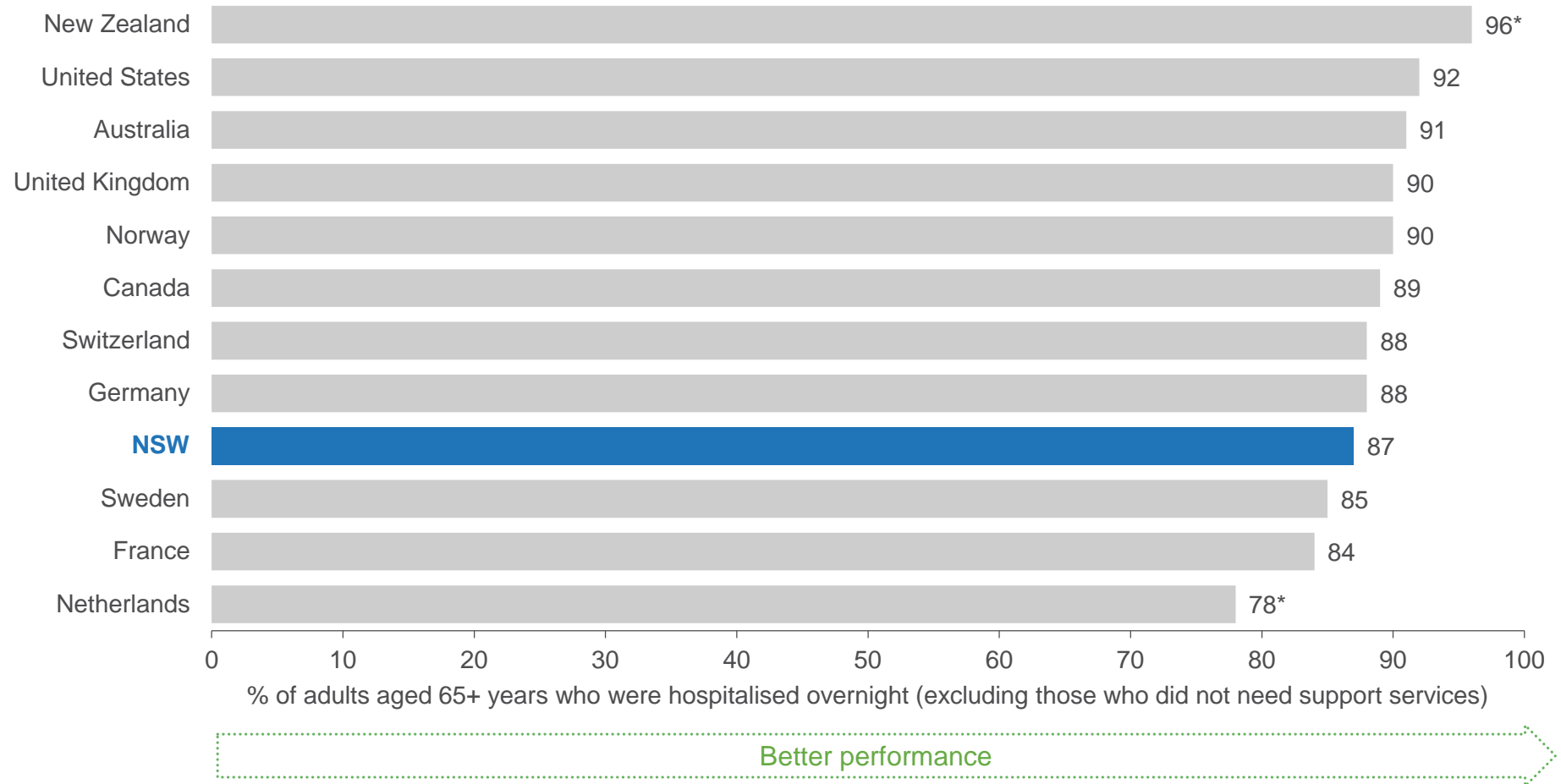


Notes: *estimate is significantly different from NSW result.
Results include both public and private hospital patients.

The NSW viewpoint

Almost nine in 10 hospitalised patients had support to manage their condition at home following discharge

After you left the hospital, did you feel that you had the support and services you needed to help you manage your health condition at home? (% who said 'yes')

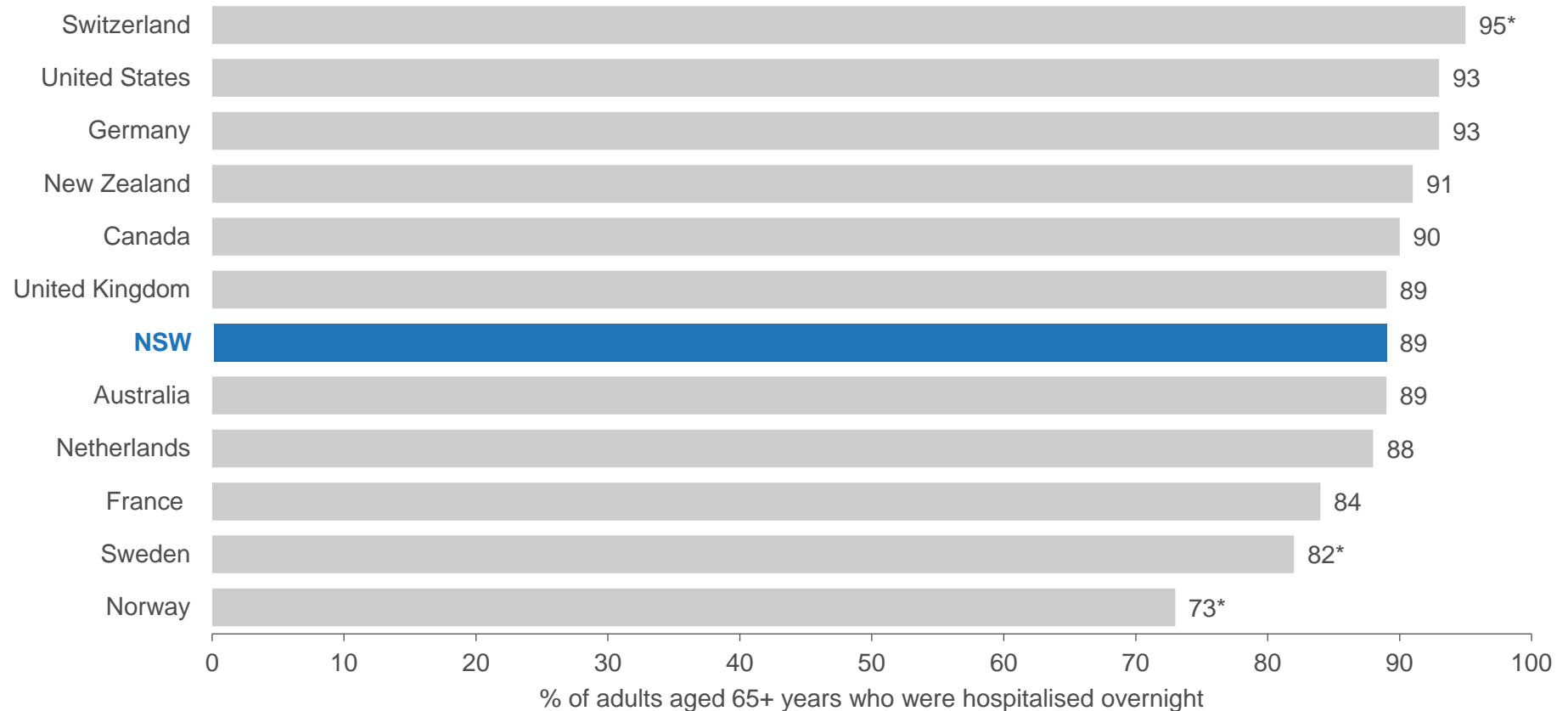


Notes: *estimate is significantly different from NSW result.
Results include both public and private hospital patients.

The NSW viewpoint

Almost nine in 10 hospitalised patients said they knew who to contact with questions about their condition

When you left the hospital, did you know who to contact if you had a question about your condition or treatment? (% who said 'yes')



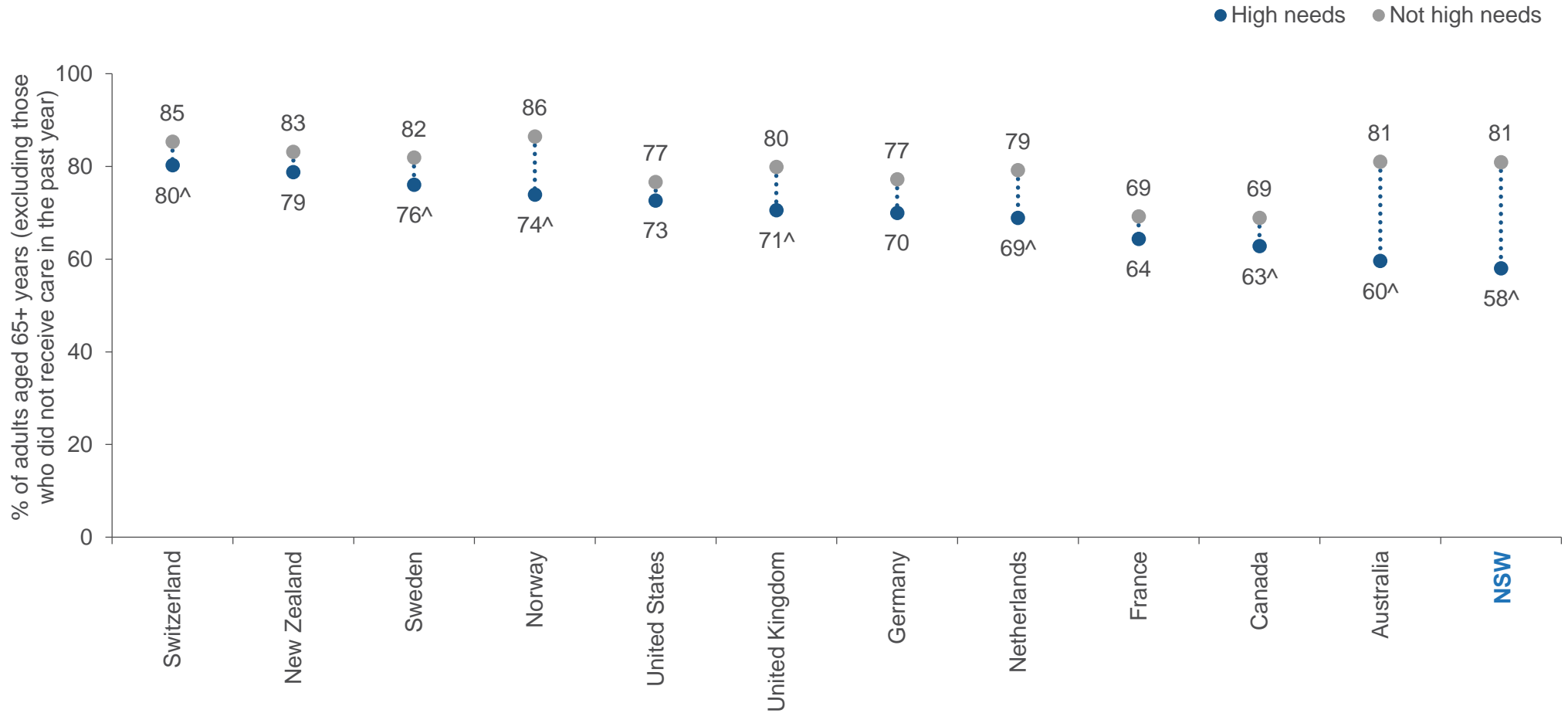
Notes: *estimate is significantly different from NSW result.
Results include both public and private hospital patients.

Theme 3: Experiences of people with high needs

The NSW viewpoint

A significant gap between those with and without high needs in satisfaction with care received

Overall, how satisfied are you with the quality of healthcare you have received during the past 12 months? (% 'completely satisfied' or 'very satisfied'), by people with or without high needs



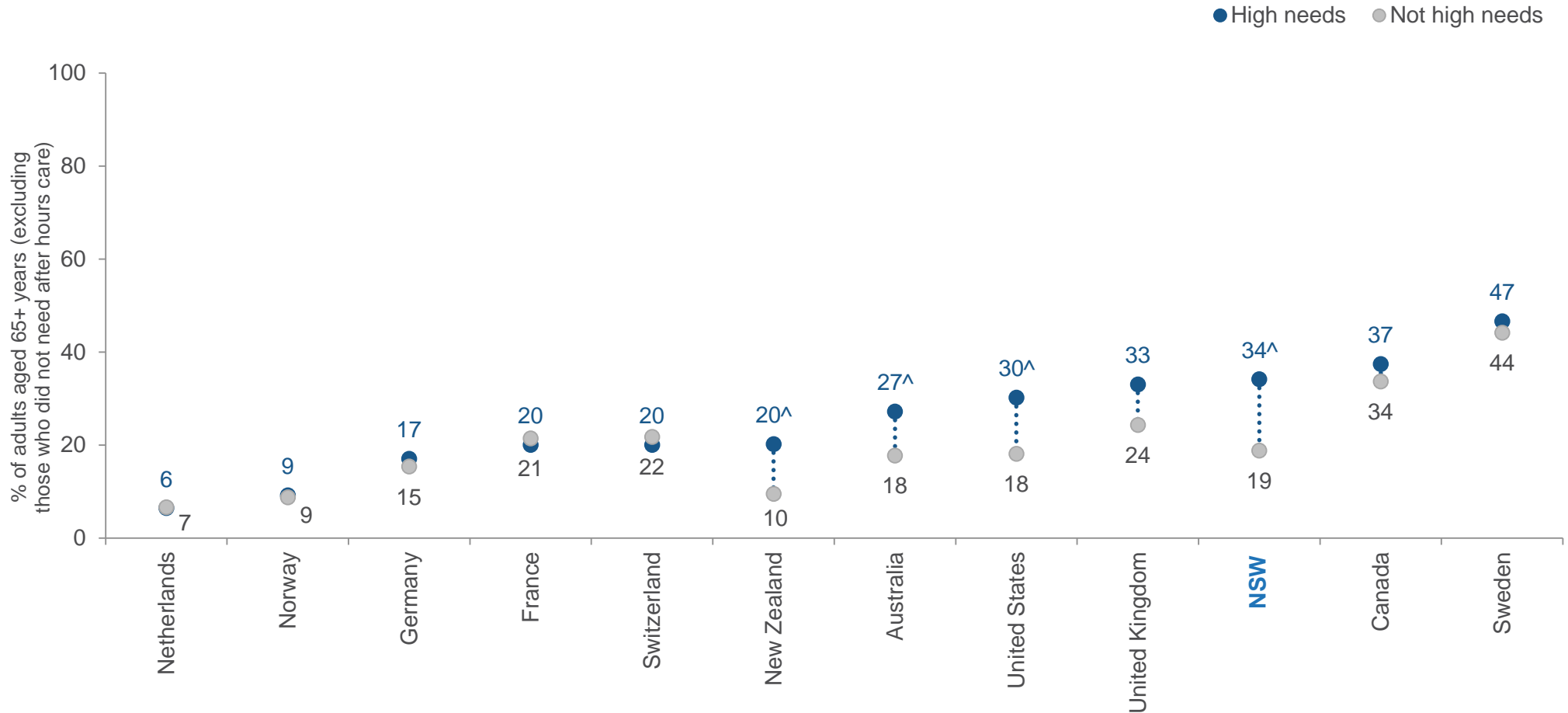
Notes: [^]estimate is significantly different from the group without high needs.

High needs refers to people with three or more chronic conditions or those who said they needed help with daily activities due to their health problems. Chronic conditions include high blood pressure, heart disease, diabetes, chronic lung disease, mental health problems, cancer, joint pain or arthritis, or stroke. In NSW, 43% of adults aged 65+ years had high needs. The country average was 36% and ranged from 26% in Norway to 49% in the United States.

The NSW viewpoint

A significant gap between those with and without high needs in difficulty getting access to out-of-hours care

How easy or difficult is it to get medical care in the evenings, on weekends, or holidays without going to the hospital emergency department? (% who said 'very difficult'), by people with and without high needs



Notes: [^]estimate is significantly different from the group without high needs.

High needs refers to people with three or more chronic conditions or those who said they needed help with daily activities due to their health problems. Chronic conditions include high blood pressure, heart disease, diabetes, chronic lung disease, mental health problems, cancer, joint pain or arthritis, or stroke. In NSW, 43% of adults aged 65+ years had high needs. The country average was 36% and ranged from 26% in Norway to 49% in the United States.

The NSW viewpoint

Comparatively more gaps between those with and without high needs

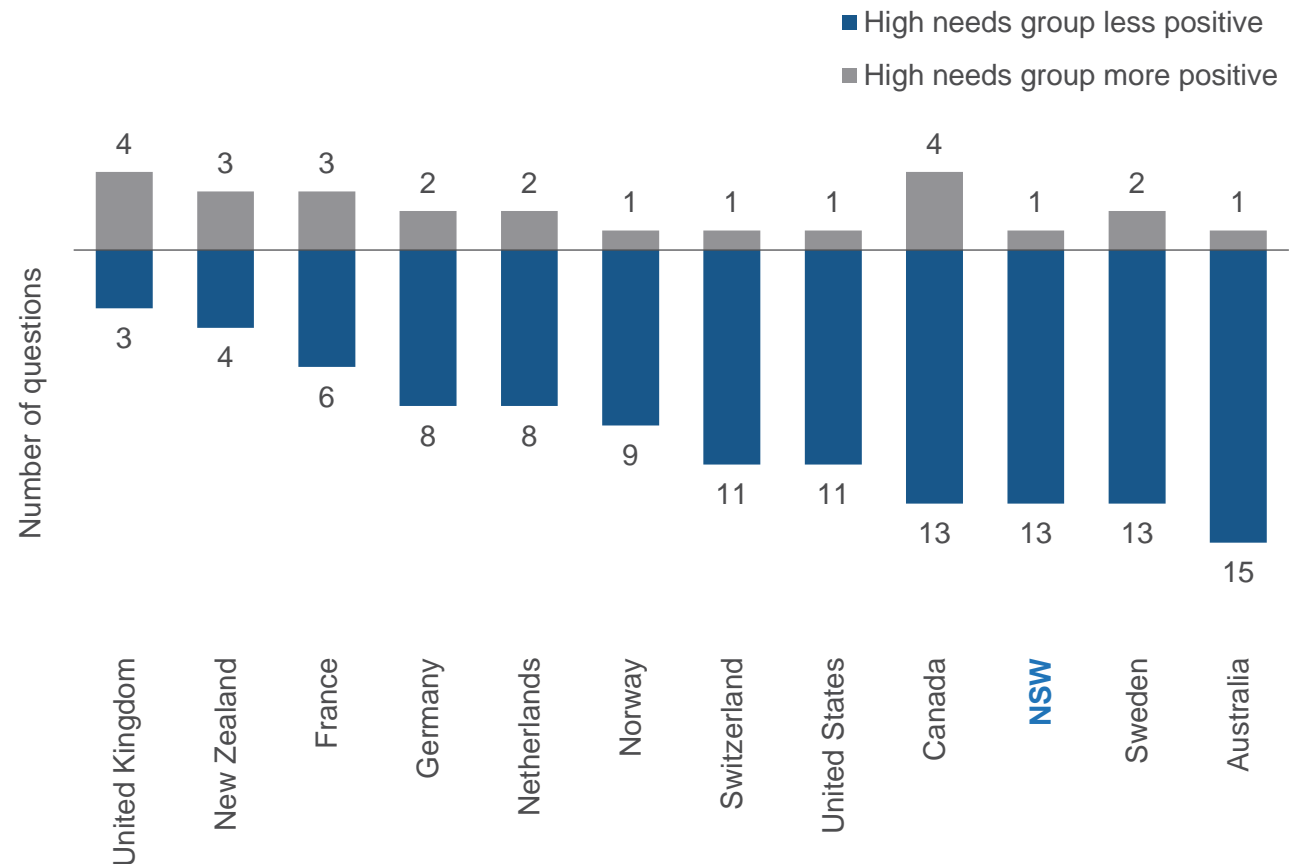
Synthesis across 23 chartpack questions: The number of times people with high needs had more or less positive results than those without high needs, and average percentage point difference

Number of questions for which the high needs group answered more positively.

e.g. in NSW the high needs group answered more positively for one question (contacted by provider between visits about their condition)

Number of questions for which the high needs group answered less positively.

e.g. in NSW the high needs group answered less positively for 13 questions (e.g. skipping care due to cost)



Notes: High needs refers to people with three or more chronic conditions or who said they needed help with activities due to their health problems. Chronic conditions include high blood pressure, heart disease, diabetes, chronic lung disease, mental health problems, cancer, joint pain or arthritis, or stroke. Logistic regression models were used within each jurisdiction to assess differences between groups ($p < 0.05$). Countries with smaller sample sizes have less power to detect significant differences between groups. See supplementary information for detailed results.

The **Bureau of Health Information** is a board-governed organisation that provides independent information about the performance of the NSW public healthcare system.

See **bhi.gov.au** for supplementary information about methods and data tables:

[NSW-Data-Tables-2017-Commonwealth-Fund-International-Health-Policy-Survey.xlsx](#)

For more information

Enquiries: BHI-enq@health.nsw.gov.au

Media assistance: BHI-bhimedia@health.nsw.gov.au