# How does New South Wales compare? 2016 Commonwealth Fund International Health Policy Survey of adults



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### For more information

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# Data source and methods

### Data source

### 2016 Commonwealth Fund International Health Policy Survey of Adults

Each year, The Commonwealth Fund, a philanthropic organisation in the United States, commissions an international survey to support the creation of public reports that benchmark the performance of comparable healthcare systems. The survey focuses on different populations, generally following a three-year cycle. In 2015, it was conducted with primary care physicians, while in 2014, it sampled older adults aged 55+ years.

The 2016 International Health Policy Survey drew its sample from adults aged 18+ years. The Bureau of Health Information, as a partner, invested in an additional sample to ensure the number of NSW participants was sufficient to compute robust estimates of performance measures for NSW and to make statistically valid comparisons with the countries participating in the survey. For the first time this year, sampling was also conducted to ensure estimates were possible for Primary Health Networks (PHN)

Fieldwork in all countries took place between March and June 2016. The survey assessed public confidence in the healthcare system including questions of access, cost and quality. SSRS produced a comprehensive methodological report that details the sample design, data collection, data processing and survey procedures used in conducting the survey. Final samples were weighted to reflect the distribution of the adult population, by age, education profile and regional profiles in each country. The characteristics and populations used to calculate weights for each country are summarised in the SSRS methodology report. There were 5,248 respondents in Australia, with 3,845 in NSW (with approximaetly 350 in each of 10 PHNs).

The response rates for countries sampled for the 2015 survey varied from 11% in Norway to 48% in Switzerland (Table 1).

Table 1: 2016 Commonwealth Fund IHP Survey of Adults sample information by country

Country	Method Phone (landline and mobile)	Number of respondents	Response rate
Australia		5248	25%
NSW		3835	
Central and Eastern Sydney		401	
Hunter New England and Central C	Coast	418	
Murrumbidgee		371	
Nepean Blue Mountains		359	
North Coast		378	
Northern Sydney		384	
South Eastern NSW		382	
South Western Sydney		377	
Western NSW		375	
Western Sydney		390	
Canada		4547	21%
France		1103	25%
Germany		1000	27%
Netherlands		1227	32%
New Zealand		1000	31%
Norway		1093	11%
Sweden		7124	17%
Switzerland	Phone and Online (86%)	1520	47%
United Kingdom		1000	22%
United States		2001	18%

### Methods

### Statistical analysis

Reported percentages are the weighted estimates that are intended to reflect the views of adults about their experiences of healthcare.

Consistent with published reports on Commonwealth Fund data, non-response categories, such as 'not sure', 'declined to answer', and 'not applicable', were excluded from reporting and statistical analyses. Values based on fewer than 30 respondents are not reported.

## Comparisons

The NSW estimates are compared with the rest of Australia and each of the 10 other countries. Results are shown for all of Australia, any differences between Australia and NSW are based on comparisons with the rest of Australia. A main response category was determined for each question, and responses were dichotomised such that the response value of interest (for example 'always') is coded as 1, and all other values, excluding non-response categories, are coded as 0. Logistic regression is then used to fit this binary variable on an explanatory variable for each respondent country, with appropriate adjustment for survey weights using the SAS procedures SURVEYLOGISTIC for the analysis. Any country values different from NSW are noted with shading to identify statistically significant differences at a 5% significance level. If no difference is flagged than with the available data, we are unable to detect statistical differences in the performance based on the statistical model. For Primary Heath Networks comparisons are not made.

#### References

- 1. SSRS. International Health Policy Survey 2016 Methodology Report [Unpublished].
- 2. Osborn, R., et al., In New Survey Of Eleven Countries, US Adults Still Struggle With Access To And Affordability Of Health Care. Health affairs (Project Hope), 2016. 35(12): p. 2327.
- 3. SAS Institute. The SAS System for Windows, version 9.3 Cary (NC). SAS Institute 2005. (Note: SAS and all other SAS Institute Inc. product or service names are registered trademarks or trademarks of SAS Institute Inc. in the USA and other countries. ® indicates USA registration)

		NS	W resu	ult con	npared	to cour	ntry res	sult:	Signi W	ficantly orse	Si	gnific bette	antly	Pi	rimary	Health	Netwo	orks wit	thin NS	w	
Question Overall views	Response	Australia	Canada	France	Germany	Netherlands	New Zealand	Norway	Sweden	Switzerland	United Kingdom	United States	NSN	Central and Eastern Sydney	grand and central	Nepean Blue Mountains	North Coast	Northern Sydney	South Eastern NSW	South Western Sydney	Western NSW Western Sydney
Overall views	On the whole, the system works pretty well and only minor	47	35	54	60	44	42	61	32	59	46	21	48	49 4	11 52	53	44	53	48	47 4	44 57
Which of the following statements comes closest to expressing your overall view of the healthcare system in your country?	changes are necessary to make it work better  There are some good things in our health care system, but fundamental changes are needed to make it better  Our health care system has so much wrong with it that we need to completely rebuild it	49	56 9	41	37 3	48 8	53 6	34 5	60 8	38	47 7	56 24	48	49 5	5 7	43	50 5	44			50 39 6 4
Overall, how do you rate the medical care that you have received in the past 12 months from your regular GPs practice?	Excellent Very good Good Fair or poor	39 42 16 3	43 33 15 9	53 27 11	42	39 30 24 7	41 42 14 3	38 31 21 10	25 25 31 19	28 44 24 4	37 39 17 7	42 33 18 7	38 19	21 1	10 41	37	32		20	40 3 22 1	42 37 38 40 18 19 3 3
How would you rate the overall quality of medical care in your country?	Excellent Very good Good Fair or poor	16 44 31 9	14 32 32 22	5 47 37 11	7 42 47 4	15 37 33 15	15 43 29 13	15 36 32 17	12 28 36 24	17 49 30 5	21 44 25 11	10 17 34 39	44 31	32 3	12 53	3 43 3 30	njamini	18 46 30 5	45 31	43 4 38 2	15 16 45 45 27 33 13 6
Accessibility - primary care  Is there one doctor, or on doctor's group, health center, or clinic you usually go to for most	Has a regular GP or place	94	93	99	99	99.8	96	98	92	90	94	88	95	91 9	6 97	98	96	95	99	93 9	97 93
of your medical care?	No regular GP or place of care	6	7 85		1 98	99	4	2 95	8 42	10 85	6	12 77			4 3	-	4	5	_	-	3 7
Is there one doctor you usually go to for your medical care?	Have a regular GP  No regular GP	14	15	99	2	1	89 11	95 5	42 58		81 19	23			0 92		91 9	88 12			91 86 9 14
How easy or difficult is it to get medical care in the evenings, on weekends, or holidays	Very easy Somewhat easy	19 34	10 25	3 33	7 30	28 46	23 32	19 36	6 21	9 32	21 26	17 28		26 1 36 2	6 14 27 27		18 20	24 40			19 26 30 36
without going to the hospital emergency department?	Somewhat difficult  Very difficult	30 17	28	47 17	28 35	20 6	31 14	28 17	31 42	37 22	28 25	27 28		27 2 10 2	anajaan	nônim	nimmi	ģaana ģ	imminin	minim	23 28 28 10
	On the same day	45	31	23		53	50	33	38	30	42	37		50 3	-	-	-	47	_	-	46 50
Last time you were sick or needed medical attention, how quickly could you get an appointment to see a doctor or a nurse?	The next day In 2 to 7 days	23	14	33	28 28	27 16	27 20	14 37	16 30	27 37	16 30	18 30		18 2 30 3			20 33	24 27			22 21 24 26
appointment to see a occtor or a nurse?	In over 8 days or never	3	22	6	19	4	2	17	16	6	12	15			5 2		6	1			8 3
When you contact your regular doctor's office with a medical question during regular practice hours, how often do you get an answer that same day?	Always Often Sometimes Rarely or never	58 28 8 7	25 16 17	37 49 10 3	ue manu	61 27 9 4	55 29 11 5	51 27 11 11	48 28 11 13	53 35 9 3	51 27 12 10	42 30 19 9	28 8	33 3 10 1	19 70 16 19 12 6 3 5	) 22 6	27	60 31 6 4	19 10	28 2	68 66 21 25 7 6 4 3
Accessibility - timliness of ED, specialist and elective surge			"						13	J	10	3		J .	3   3				J		
The last time you went to the hospital emergency department, how long did you wait before being treated?  After you were advised to see or decided to see a specialist, how long did you have to wait.	Never treated Laft without being treated  Less than than 1 hour 1 hour to less than 4 hours 4 or more hours Less than four weeks 1 month to less than 2 months	0 56 34 10 58	1 35 34 30 39	0 58 40 1 60	3 72	2 66 28 4 69	1 59 31 10 51	1 51 35 14 40	2 47 30 21 52	1 61 31 8 74	1 49 42 8 53	0 56 33 11 73	64 28 8 56	64 7 26 1	9 35 8 2 51 55	58 526 13 552	67 22 11 55	ģiiiiiii ģ	50 43 7	63 6 33 2 4 66 4	0 0 69 60 25 35 6 5 44 60
for an appointment?	2 months or longer Less than 1 month	14	31	4	3	7	21	31	20	9	21	7 63	15	13 1	18 12	10	19	7	11	8 2	27 17 63 57
After you were advised you needed surgery, how many days, weeks or months did you have to wait for the non-emergency or elective surgery?	One to less than four months 4 months or more	30	45 19	47 2		43 5	40	44 16	49	33	36 14	33	25	34 1	8 22	15		19	25	27 3	30 37
Accessibility - cost barriers to care and unmet need	4 months of more	9	: 19	: Z	: 0	. 5	; 13	10	1Z	,	14	4			6 ; 15	22	: 10	É	16	13 :	7 ; 6
During the past 12 months, was there a time when you skipped: a consultation, a test or follow up, or medication or doses, due to cost? (derived)	Yes No	14 86	*********	17 83	7 93	8 92	18 82	10 90	9 91	26 74	7 93				0 7		12 88	9 91			8 7 92 93
During the past 12 months, was there a time when you had a medical problem but did not visit a doctor because of the cost?	Yes No	91	6 94	9 91	3 97	3 97	14 86	5 95	4 96	20 80	4 96	22 78			4 4	3 97	6 94	5 95	7 93	4 96 9	4 3 96 97
During the past 12 months, was there a time when you skipped a medical test, treatment, or follow-up that was recommended by a doctor because of the cost?	Yes	8 92	6 94	13 87		4 96	10 90	4 96	3 97	13 87	3 97	20 80		and a	5 4 95 96	uğunu.	8 92	4 96	7 93		6 5 94 95
During the past 12 months, was there a time when you did not fill a prescription for medicine, or you skipped doses of your medicine because of the cost?	Yes	6		4 96	3	5 95	6 94	3 97	6 94	11 89	2 98	18 82	3	_	6 3	2	3	4 96	3	5	2 2 98 98
During the past 12 months, was there a time when you skipped dental care or dental checkurs because of the cost?	Yes	22	29	23	15	11	23	23	20	25	11	33	18	21 1	9 13	15	21	13	17	19 1	16 17
In the past 12 months, about how much (of your own money) have you and your family spent (out-of-pocket) for medical treatments or services that were not covered by insurance?	None S1 to less than \$100 \$100 to less than \$500 \$500 to less than \$1,000 \$1000 or more (AUD)	78 28 9 29 11 24	71 28 8 29 13 22	77 27 12 33 18	17 22 42 10	89 37 13 25 15	77 29 17 35 11	77 19 10 38 17	24 14 44 13	75 11 5 14 18	89 61 7 17 8	67 18 7 21 14	28 10 29 11	26 2 9 1	24 24 9 7 29 34	1 28 10 1 33 1 15	21 11 34 12	87 27 8 35 7 24	32 10 20	30 2 9 29 2 10 1	84 83 26 36 9 10 27 28 15 10 23 15
In the past 12 months, were there times when you had serious problems paying or were unable to pay your medical bills?	Yes No	5 95	7 93	23 77		7 93	5 95	8 92	6 94	11 89	1 99	20 80		5 9	6 7 04 93	5 95	6 94	3 97			4 5 96 95
In the past 12 months, were there times when you spent a lot of time on paperwork or disoutes related to medical bills?	Yes	5	5	28	5	8	3	5	3	12	0	16	6	8	7 6	6	3	4	8	7	5 6
In the past 12 months, were there times when your insurance denied payment for your	No Yes	95 9	95 15	72 25	95 8	92 8	97	95 2	97 3	88 13	100	84 28		92 9 10 1	93 94 11 8	-	97 7	96 12	92 10	-	95 94 7 5
medical care or did not pay as much as you expected?	No Yes	91 50	85 61	75 50	_	92 51	98 57	98 65	97 54	87 48	99 46	72 61		90 8	9 92 0 48	-	-	88 44	90 54	_	93 95 51 52
When you experienced emotional distress such as anxiety or great sadness which you found difficult to cope with by yourself, were you able to get help from a professional when you needed it?  When you experienced emotional distress such as anxiety or great sadness which you	No, did not want to see a professional  Could not get help from a professional	38 12	28 11	28 22	32 3	46 3	36 7	19 16	33 13	42 10	41 13	23 15	39 13	40 3 24 1	9 36	43	34 13	37 19	40 6	38 4 8	42 39 7 9
When you expenenced emotional distress such as anxiety or great samess which you found difficult to cope with by yourself, were you able to get help from a professional when you needed it? (excludes those who did not want help)	Yes  Could not get help from a professional	81 19	84 16	70 30	19111111	94 6	89 11	80 20	80 20	83 17	79 21	80 20		majan	8 26	nêmm.	njama)	ğırının ü	91 9	mini	

		NS	W resu	ult con	npared	to coun	itry res	sult:	Signi	icantly orse	Sig	gnific bette	antly	Р	rimary	Health	Netw	orks w	ithin N	SW		
Question	Response	Australia	Canada	France	Germany	Netherlands	New Zealand	Norway	Sweden	Switzerland	United Kingdom	United States	MSN	Central and Eastern Sydney	gland and Central	Nepean Blue Mountains	North Coast	Northern Sydney	South Eastern NSW	South Western Sydney	Western NSW	Western Sydney
Appropriateness - responsiveness of primary care  During the past two years have you and your doctor or other clinical staff at the place you	Yes	48	51	35	26	42	47	27	28	34	45	68	48	45 5	i2 4	6 48	47		50	57	45	52
usually go to for care talked about a healthy diet and healthy eating?  During the past two years have you and your doctor or other clinical staff at the place you	No Yes	52 51	49 <b>56</b>	65 23	74 24	58 39	53 47	73 38	72 45	66 43	55 41	32 <b>70</b>		55 4 47 5	18 54 51 48				50 51	43 55		48 55
usually go to for care talked about exercise or physical activity?  During the past two years have you and your doctor or other clinical staff at the	No Yes	49 63	44 72	77 50	76 17	61 56	53 62	62 26	55 53	57 37	59 62	30 75			19 52	-		48	49	45 56		45 65
place you usually go to for care talked about the health risks of smoking and ways to quit? (of smokers)	No	37	28	50	83	44	38	74	47	63	38	25	46	52 4	12 37	7 49	35	51	63	44	41	35
During the past two years have you and your doctor or other clinical staff at the place you usually go to for care talked about alcohol use?	Yes No	27 73	24 76	9 91	92	26 74	24 76	9 91	22 78	11 89	27 73	33 67			28 23 72 73		71	26 74	29 71	26 74		71
During the past two years have you and your doctor or other clinical staff at the place you usually go to for care talked about things in your life that worry you or cause stress?	Yes No	36 64	35 65	16 84	15 85	26 74	32 68	28 72	27 73	33 67	28 72	<b>42</b> 58			38 30 32 70		37 63	31 69	35 65	34 66		31 69
When you need care or treatment, how often does your regular GP or medical staff you see know important information about your medical history?	Always Often Sometimes Rarely or never	66 19 11 4	65 20 10 5	45 30 17 8	47 42 10 0	83 13 2 2	69 19 10 3	53 29 8 11	47 23 12 17	58 26 12 5	71 17 8 5	61 23 12 5	17	21 1 13	70 75 18 17 9 6 3 2	7 12 8	4	73 18 5 4	70 14 10 6	72 15 7 6	17 8	71 15 6 8
When you need care or treatment, how often does your regular GP or medical staff you see spend enough time with you?	Always Often Sometimes Rarely or never	68 23 7 2	58 22 13 7	30 54 16 1	43 42 13 1	78 15 4 2	67 21 10 2	48 30 12 10	48 26 14 12	55 32 10 2	67 18 9 6	59 23 13 6	24 7 1	29 2 8 1	9 5 3 1	5 22 4	19 8 1	27 6 1	73 18 6 3	9	23 5 1	65 30 5 1
When you need care or treatment, how often does your regular GP or medical staff you see involve you as much as you want to be in decisions about your care and treatment?	Always Often Sometimes Rarely or never	68 20 10 2	65 20 10 5	34 24 25	46 41 12 1	77 16 4 3	71 17 9 3	25 11 10	52 27 10 10	57 30 8 5	72 17 6 5	66 19 10 5	20 9 3	25 1 12 1 3	57 76 19 18 10 6 4 1	B 14 9 2	18 8 1	67 24 8 1	76 14 6 5	70 21 8 2	18 5 2	68 20 9 2
When you need care or treatment, how often does your regular GP or medical staff you see explain things in a way that is easy to understand	Always Often Sometimes Rarely or never	78 15 5	71 18 8 3	43 24 3	48 37 15 1	83 13 2 2	17 9 1	27 10 6	28 11 6	27 7	75 16 6 3	18 8 2	13 4 1	14 1 4 1	78 82 16 16 6 2 0 0	6 11 2	9 3 1	82 15 2 1	82 10 6 2	85 11 3 0	14 3 0	9 3
How often does your regular doctor or someone in your GP's practice help coordinate or arrange the care you receive from other doctors and places?	Always Often Sometimes Rarely or never	56 24 13 7	57 21 12 10	14 49 18 18	42 30	54 20 10 16	52 29 9 10	26 11 24	20 14 26	53 28 11 7	55 20 11 14	24 16 12	24 11	27 2 13 1	53 60 24 23 15 13 7 7	2 20 2 10	10	61 28 8 3	64 20 12 4	59 25 8 8	22 8	65 23 8 4
Appropriateness - coordination problems  Thinking about the past two years, when receiving care for a medical problem, was there ever a time when you received conflicting information from different doctors or healthcare professionals?	Yes No	14	17 83	9 91	8 92	9 91	15 85	21 79	22 78	19 81	13 87	18 82			14 11						9	7
In the past two years, have you experienced the following: the specialist did not have basic medical information or test results from your regular doctor about the reason for your visit?	Yes	12 88	14 86		13 87	17 83	8 92	15 85	21 79	20 80	14 86	18 82			13 10 37 90		· · · · · · ·	9	7 93	12 88		8 92
In the past two years, have you experienced the following: after you saw the specialist, your regular GP did not seem informed and up-to-date about the care you got?	Yes No	17	23 77	21 79	15 85	20 80	14 86	33 67	33 67	18 82	12 88	25 75		oonioo	20 13				immi		7 93	
Appropriateness - chronic disease care  During the past year, when you received care, has any healthcare professional		72				62	00			66	-	65			59 78	Ţ						
you see for your condition discussed with you your main goals or priorities in caring for this condition?	Yes No	28	42	32	30	38	40	49		34		35	29	30 3	31 23	2 26	33	22	34	23		
During the past year, when you received care, has any healthcare professional you see for your condition, discussed with you your treatment options, including possible side effects?	Yes	71 29	61 39	64 36	64 36	60 40	64 36	41 59	44 56	63 37	58 42	63 37		oongoo	70 73 30 23	můmm	ojooo	ğanını	ůmmi			79 21
During the past year, when you received care, has any healthcare professional you see for your condition, given you a written plan to help you manage your own care?	Yes	51 49	29 71	54 46	47 53	39 61	50 50	19 81	23 77	28 72	44 56	47 53			50 44 50 50		- j		i i			60 40
How confident are you that you can control and manage your health problems? By control and manage your health problems, we mean knowing what to do to control symptoms, prevent flare-ups, or monitor your condition.	Very confident Confident Not very or not at all confident Yes, definitely	55 37 7 72	39 50 11 61	8 63 29	27 55 17	46 42 12 76	55 42 3 78	43 49 8 62	30 55 15	34 59 8 63	45 49 6 76	48 45 8	39 8	13	55 45 39 45 6 10	0 5	48 3	40 6	41 49 10 73	55 41 4	27 7	53 39 8 73
In general, do you feel that you have had as much support from health professionals as you need to help you manage your health problems?	Yes, to some extent	22	25 14	60	45 0	18 5	16 6	25 13	28	31	13 10	26 15	21	29 2		1 17		11		21	15	
Appropriateness - medication and medical mistakes									15													
In the past 12 months, has a doctor, nurse, or pharmacist reviewed with you all the medications you take?  In the past two years, have you ever been given the wrong medication or wrong dose by a	Yes No Yes	77 23	78 22 5	45 55 4		72 28 5	71 29 5	55 45 7	59 41 6	64 36 6	79 21 4	18 5		25 2	30 85 20 15 4 3	5 16	· i · · · · ·				16	16 3
doctor, nurse, hospital or pharmacist?  In the past two years, was there a time you thought a medical mistake was made in your	No Yes	97 4	95 8	96 4	96 3	95 4	95 6	93 13	94 9	94 10	96 4	95 9	97 5	-	96 97		95 7	98	95 8	97 3		97 3
Appropriateness - hospital care	No	96	92	96	97	96	94	87	91	90	96	91			91 99		93	97	92	97	97	97
When you left the hospital, did someone discuss with you the purpose of taking each of your medications?	Yes No	87 13	84 16	66 34	-	81 19	83 17	75 25	86 14	89 11	87 13	91 9	11	19		5 14	á		86 14	98 2	90 10	87 13
When you left the hospital, did the hospital make arrangements or make sure you had follow-up care with a doctor or other healthcare professional?	Yes No	85 15	76 24	dama	82 18	78 22	81 19	67 33	74 26	86 14	81 19	83 17		mini	95 91 5 9		ojoioo	89 11	88 12	89 11		88 12
When you left the hospital, did you receive written information on what to do when you returned home and what symptoms to watch for?	Yes No	82 18	76 24	70 30	87 13	74 26	83 17	58 42	57 43	64 36	85 15	94 6			31 7 19 2				84 16	87 13		89 11
After you left the hospital, did the doctors 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?	Yes	87 13	81 19	74 26		85 15	87 13	72 28	67 33	79 21	90 10	85 15			39 84 11 16		85 15		84 16	88 12		81 19
Thinking about the last time you were in the hospital, were you involved as much as you wanted in decisions about your care and treatment?	Yes, definitely Yes, to some extent No	67 22 11	59 24 17	35 39 25	55 41 4	65 27 7	70 14 16	64 23 13	64 21 15	64 29 6	74 18 8	63 22 15	73 18 9	15 2	35 70 27 17 8 12	7 11	28	75 10 15	61 28 11	74 12 13	14	86 7 7
During this hospital stay, how often did doctors treat you with courtesy and respect?	Always Usually Sometimes or never	81 14 6	75 12 13	69 27 4	48 40 12	79 14 7	80 12 8	75 17 8	77 14 9	72 19 8	76 16 8	74 15 11			78 83 18 15 4 3	5 10	4	85 12 3	74 11 15	88 9 3	8	97 2 1
During this hospital stay, how often did nurses treat you with courtesy and respect?	Always Usually Sometimes or never	81 13 7	66 20 14	51 35 14	52 40 8	81 13 6	75 16 9	76 17 7	81 14 6	69 26 6	81 14 4	71 14 15		20 1	39 86 10 11 2 2	1 10	85 6 9	88 10 2	68 16 16	95 3 1	2	94 3 3

		NS	W resi	ult com	pared	to coun	try resu	ult:	Signifi wo	cantly rse	Si	gnifica bette	antly r		Primar	ry Healt	h Netw	vorks v	vithin N	SW		
Question	Response	Australia	Canada	France	Germany	Netherlands	New Zealand	Norway	Sweden	Switzerland	United Kingdom	United States	NSM		Hunter New England and Central Coast	Murumbidgee	North Coast	Northern Sydney	South Eastern NSW	South Western Sydney	Western NSW Western Sydney	
Efficiency	Francisco de la constantina della constantina de	6	9	21	12	7	8	6	5	12	7	12	7	8	7	5 6	6 7	4	11	6	5 5	4
In the past 12 months, how often has a doctor recommended a test or treatment that you	Frequently or occasionally  Rarely	12	16	39	30		15	13	9	22	9	20	9	5		9 1						- 1
did not feel was necessary for your health?			ě		ā	86																
Thinking about the past two years, when receiving care for a medical problem, was there	Never	83	75	40	58	: 86	77	81	86	66	84	68	85	-	-	86 8	-	-	-	83	-	н.
ever a time when doctors ordered a medical test that you felt was unnecessary because	Yes	6	6		6	3	4	6	5		5	-	6	8					8			4
the test had already been done?  Thinking about the past two years, when receiving care for a medical problem, was there	No	93	94	79	94	97	96	94	95	89	95	89	94	-	_	96 9	-	-	-	95	_	-
ever a time when test results or medical records were not available at the time of your	Yes	5	9	13	6	5	7	8	10	7	7	12	5	6		2 3			10	2		-1
scheduled medical care appointment?	No	95	91	87	94	95	93	92	90	93	93	88	95		-	98 9	-	-		-	-	4
In the past two years, have you experienced delays in being notified about abnormal test	Yes	6	7	6	2	4	8	10	9	3	6	10	6	5		6 4			12	5		
results?	No	94	93	94	98	96	92	90	91	-	94	90	94	95	-	94 9	_	-	-	-	96 95	н.
In the past two years, have you been given incorrect results for a diagnostic or lab test?	Yes	5	5	6	2	2	5	4	3	3	4	8	3	3	4	6 4	4 6	4	4	3	2 2	
	No	95	95	94	98	98	95	96	97	97	96	92	97	97	96	94 9	6 94	4 96	96	97	98 98	4
The last time you went to the hospital emergency department was it for a condition that	Yes	29	43	22	44	34	32	41	34	37	30	49	30				9 34	4 17	33	22	47 24	
you thought could have been treated at your regular place of care?	No	71	57	78	56	66	68	59	66	63	70	51	70	76	76	77 6	1 66	83	67	78	53 76	4
Socio-demographics, health status and healthcare use				,												4	4		Щ.			4
	18 to 34 years	34	25	26	25	26	29	29	28	25	29	30	31	35	19	51 5	9 18	3 29	26	30	42 31	Л
Age	35 to 49 years	26	27	25	25	26	27	27	24	27	26	25	26	28	24	19 1	7 31	1 23	35	31	22 29	
	50 to 64 years	22	28	25	26	26	25	24	23	26	23	26	23	20	31	14 1	2 28	8 21	21	24	23 23	8 8 8 995 995 996 116 6 111 11 12 23 38 85 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
	65 years and over	17	19	25	25	22	19	21	25	22	22	19	19	17	26	15 1	2 22	2 27	18	15	14 16	
Were you born in this country or somewhere else?	Yes, born in this country	78	82	80	84	93	81	93	86	70	90	85	79	66	89	85 8	0 90	74	81	67	91 72	1
were you born in this country or somewhere else:	No, not born in this country	22	18	20	16	7	19	7	14	30	10	15	21	34	11	15 2	0 10	26	19	33	9 28	
Have you ever been told by a doctor that you have: stroke, arthritis, cancer, depression, anxiety, o other mental health problem, chronic lung problems, heart disease, high blood	No condition	57	41	60	59	60	53	45	44	52	57	38	54	61	42	61 5	9 51	1 58	47	56	51 60	4
pressure, diabetes?	Yes, has chronic condition	43	59	40	41	40	47	55	56	48	43	62	46	39	58	39 4	1 49	9 42	53	44	49 40	4
In the past two years, have you experienced emotional distress such as anxiety or great	Yes	20	27	12	7	19	21	20	24	21	17	26	16	16	22	16 1	1 21	1 13	17	19	14 11	1
sadness which you found difficult to cope with by yourself?	No	80	73	88	93	81	79	80	76	79	83	74	84	84	78	84 8	9 79	87	83	81	86 89	4
	None	78	59	67	89	80	77	74	63	69	76	65	81	85	80	82 8	2 79	83	76	83	72 85	4
How many times have you used a hospital emergency department for your own medical care in the past two years?	One	13	20	17	9	13	15	15	20	20	13	17	12	11	13	10 1	0 12	10	14	10	16 10	ï.
	Two or more	10	21	16	3	7	9	12	16	11	11	18	7	4	7	8 7	7 9	6	10	8	12 5	1
Have you seen or needed to see any specialist doctors or consultants in the past two	Yes	42	50	58	46	48	40	56	48	54	37	52	42	40	46	42 4	3 43	3 : 44	48	42	40 38	### 10 #### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ##### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 #### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ### 10 ########
years?	No	58	50	42	54	52	60	44	52	46	63	48	58	60	54	58 5	7 57	7 56	52	58	60 62	
	Yes	13	12	16	12	. 8	14	20	15	15	9	15	12	9	13	12 8	3 14	4 : 15	15	13	14 10	1
Have you needed non-emergency or elective surgery in the past two years?	No	87	88	84	88	92	86	80	85	85	91	85	88	91	87	88 9	2 86	6 85	85	87	86 90	1
During the past two years, have you been in the hospital as an inpatient, that is overnight	Yes	16	14	30	14	18	17	20	18	23	16	17	19	15	22	18 1	9 20	) 19	20	19	21 13	1
or longer?	No	84	86	70	86	82	83	80	82		84	83	81								79 87	
		-					_	_	_	-	_								_			_