PROGRESS IN MEASURING PATIENT EXPERIENCES IN OECD COUNTRIES

HCQI Subgroup meeting on Measuring Patient Experiences
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Most OECD countries have developed at least one survey to collect national data on patient experiences regularly.

There is also progress in view of international reporting of patient experiences.

– Australia, Canada, Japan, Luxembourg, the Netherlands, Singapore and Spain included at least some OECD-proposed questions in their national surveys.

– Germany, Finland and England have similar questions in their national surveys.
• Waiting time of more than 4 weeks for getting appointment with a specialist
• Waiting time of more than 1 hour on the day of consultation with a doctor
• Consultation skipped due to difficulties in travelling
• Consultation skipped due to costs
• Medical tests, treatment or follow-up skipped due to costs
• Prescribed medicines skipped due to costs
• Doctor spending enough time with patients during the consultation
• Regular doctor spending enough time with patients during the consultation
• Doctor providing easy-to-understand explanations
• Regular doctor providing easy-to-understand explanations
• Doctor giving opportunity to ask questions or raise concerns
• Regular doctor giving opportunity to ask questions or raise concerns
• Doctor involving patients in decisions about care or treatment
• Regular doctor involving patients in decisions about care or treatment
Regular doctor spending enough time with patients during the consultation, 2010 (or nearest year)

1. Patient experience with any doctor. 
Note: 95% confidence intervals represented by H. 
Source: The Commonwealth Fund International Health Policy Survey 2010 and other national sources.
Regular doctor involving patient in decisions about care and treatment, 2010 (or nearest year)

1. Patient experience with any doctor.

*Note:* 95% confidence intervals represented by H.

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Measuring patient experiences for international reporting

• Need nationally representative data
  – Sample frames and methods
  – Modes of data collection
  – Sample size
  – Response rates

• Periodicity and stability of the survey
Country presentations

• Canada
• England
The Subgroup on Measuring Patient Experiences is invited to:

- COMMENT on the national and international developments in the areas;
- COMMENT on methodologies for measuring patient experiences in particular on sampling and data collection methods;
- PROVIDE additional updates, if there are any;
- PROVIDE advice on how to proceed.