

# Global Views On Healthcare – 2018

What does the world think about healthcare?

IPSOS GLOBAL ADVISOR

GAME CHANGERS



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- The findings come from surveys conducted in 2018 on the Ipsos Global Advisor platform using the Ipsos Online Panel system.
- The survey comprising questions A1-A5 was conducted between April 20 and May 4, 2018 with 20,767 adults across 27 countries: Argentina, Australia, Belgium, Brazil, Canada, Chile, China, France, Great Britain, Germany, Hungary, India, Italy, Japan, Malaysia, Mexico, Peru, Poland, Russia, Saudi Arabia, Serbia, South Africa, South Korea, Spain, Sweden, Turkey and the United States.
- The survey comprising questions B1-B13 was conducted between May 25 and June 8, 2018 with 23,249 adults across 28 countries (the same as above plus Colombia).
- All survey respondents are aged 18-64 in Canada and the U.S. and 16-64 in all other countries .
- The sample size per country in each survey is approximately N=1,000 for Australia, Brazil, Canada, China, France, Italy, Japan, Malaysia, Spain, Germany, Great Britain, and the U.S., and approximately N=500 for Argentina, Belgium, Colombia, Chile, Hungary, India, Mexico, Peru, Poland, Russia, Saudi Arabia, Serbia, South Africa, South Korea, Sweden, and Turkey.
- Weighting has been employed to balance demographics and ensure that the sample's composition reflects that of the adult population according to the most recent country census data.
- A survey with an unweighted probability sample of this size would have an estimated margin of error of +/- 3.1 percentage points for a sample of 1,000 and an estimated margin of error of +/- 4.5 percentage points for a 500 sample 19 times out of 20.
- In 17 of the countries surveyed ,internet penetration is sufficiently high to think of the samples as representative of the national population within the age ranges covered: Argentina, Australia, Belgium, Canada, France, Germany, Hungary, Italy, Japan, Poland, Serbia, South Korea, Spain, Sweden, Great Britain, and U.S. Brazil, Chile, China, Colombia, India, Malaysia, Mexico, Russia, Peru, Saudi Arabia, South Africa, and Turkey have lower levels of internet penetration. Samples from those countries should not be considered to be fully nationally representative, but instead to represent a more affluent, connected population, representing an important and emerging middle class.
- Results may not always sum to 100% or may be 1 point higher/lower than the actuals due to rounding, multiple responses or the exclusion of don't knows or not stated responses.



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# Personal Health Perceptions

Do citizens feel like they are living a healthy lifestyle?

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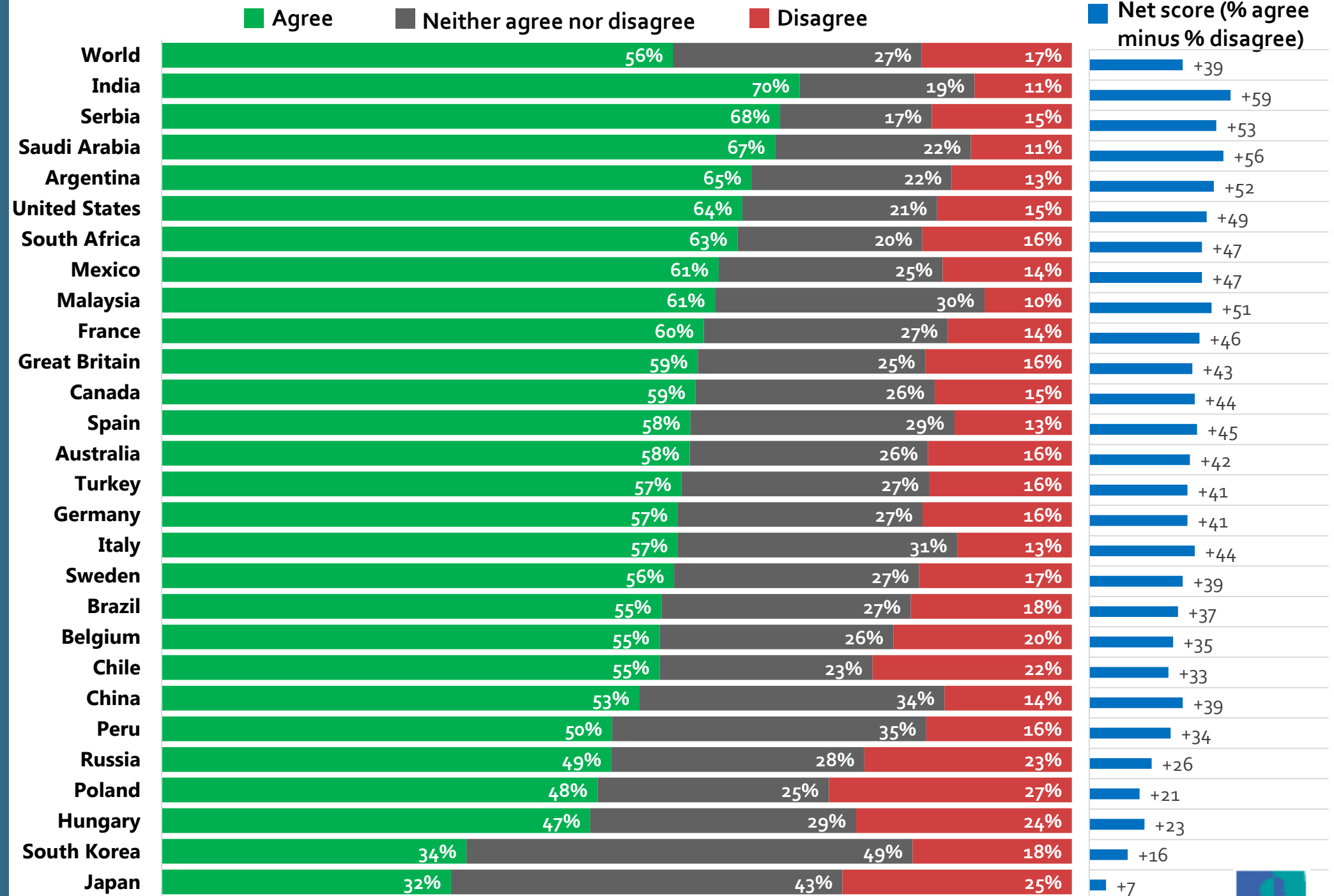
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# Personal Health Perceptions – Good Health

QA1. Please indicate your level of agreement with each of the following statements. – *I am in good health.*



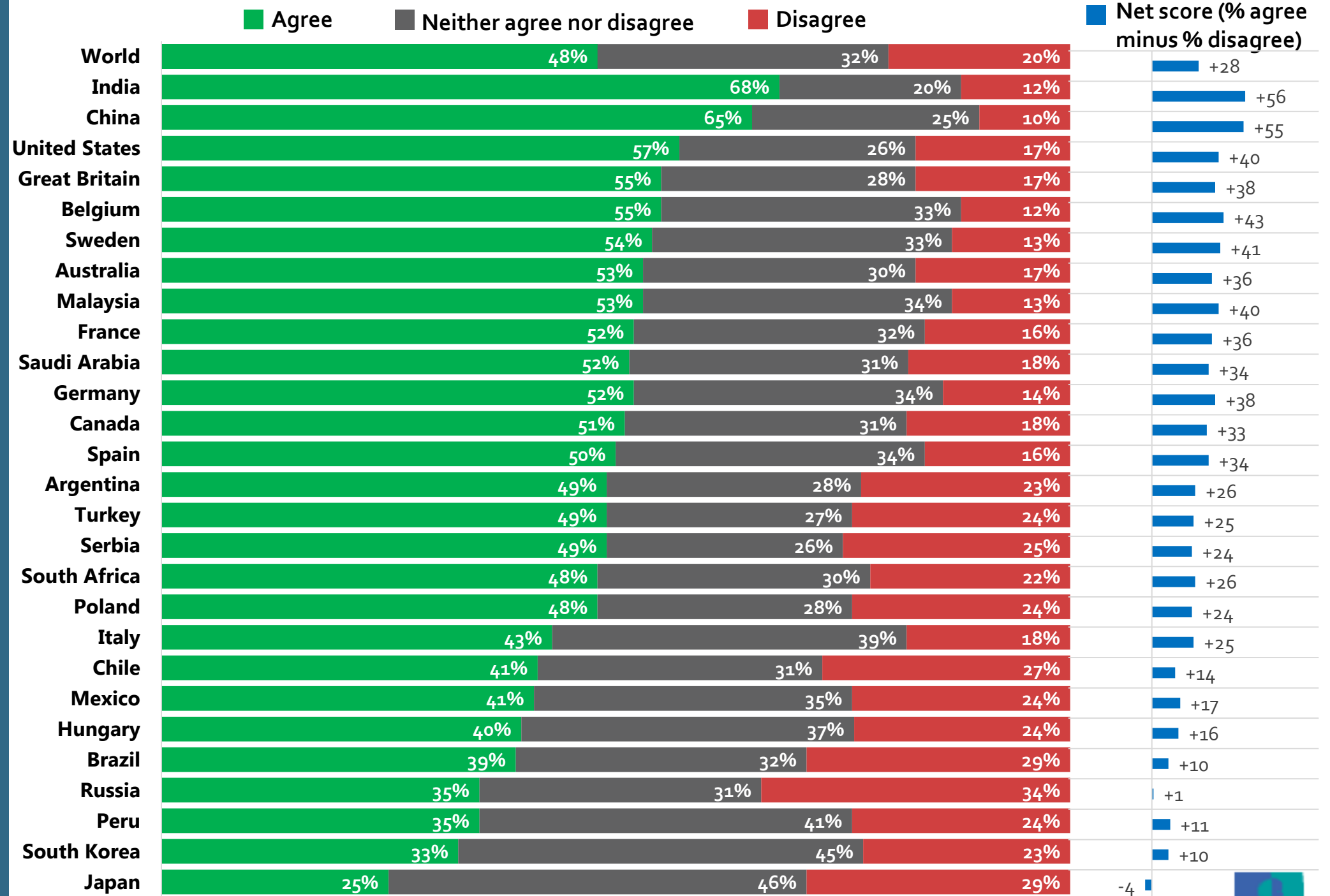
Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018





## Personal Health Perceptions – Healthy Diet

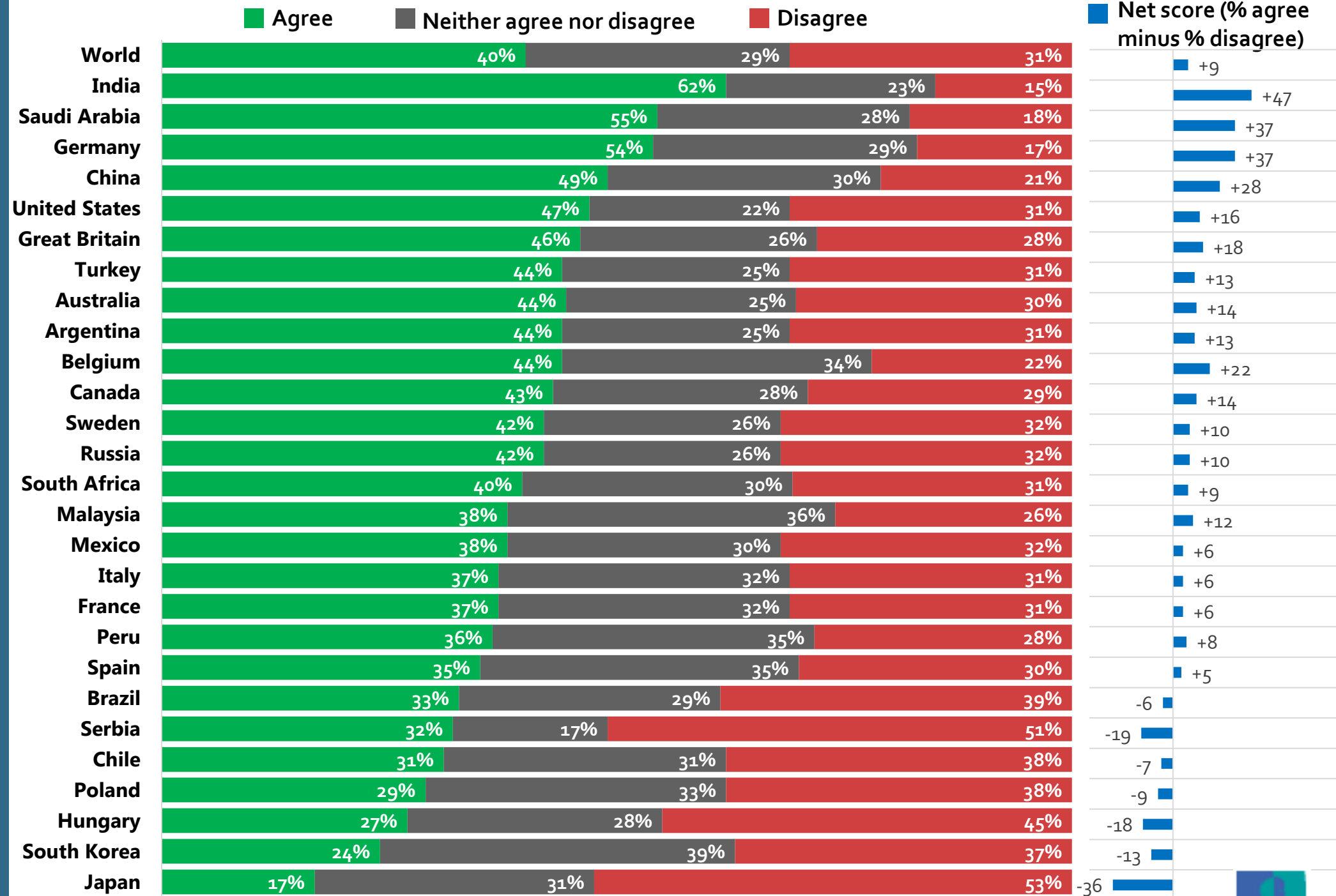
QA1. Please indicate your level of agreement with each of the following statements. – *I eat a healthy diet.*



Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

# Personal Health Perceptions – Exercise

QA1. Please indicate your level of agreement with each of the following statements. – *I get enough exercise.*

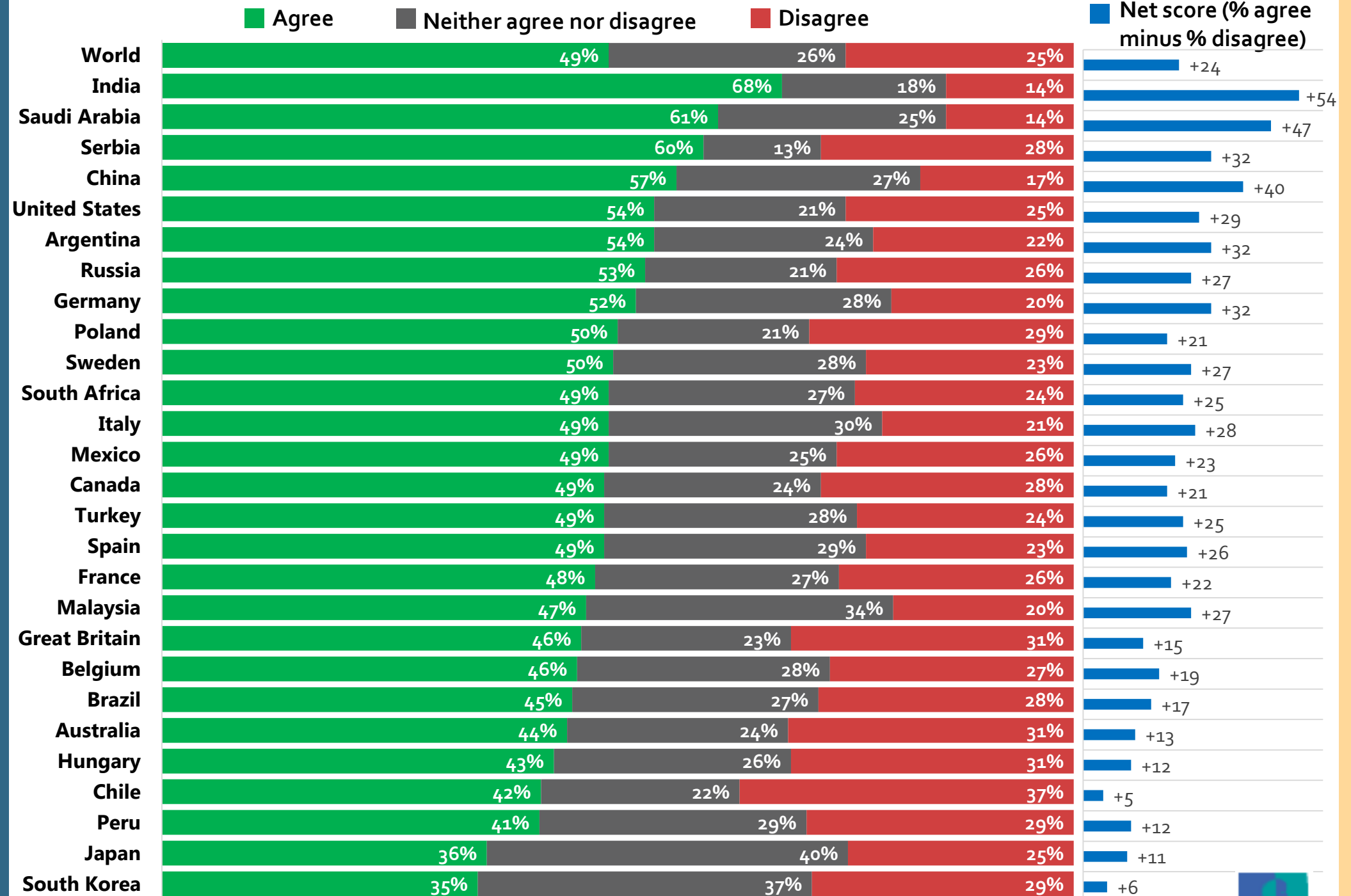


Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018



# Personal Health Perceptions – Sleep

QA1. Please indicate your level of agreement with each of the following statements. – *I get enough sleep.*



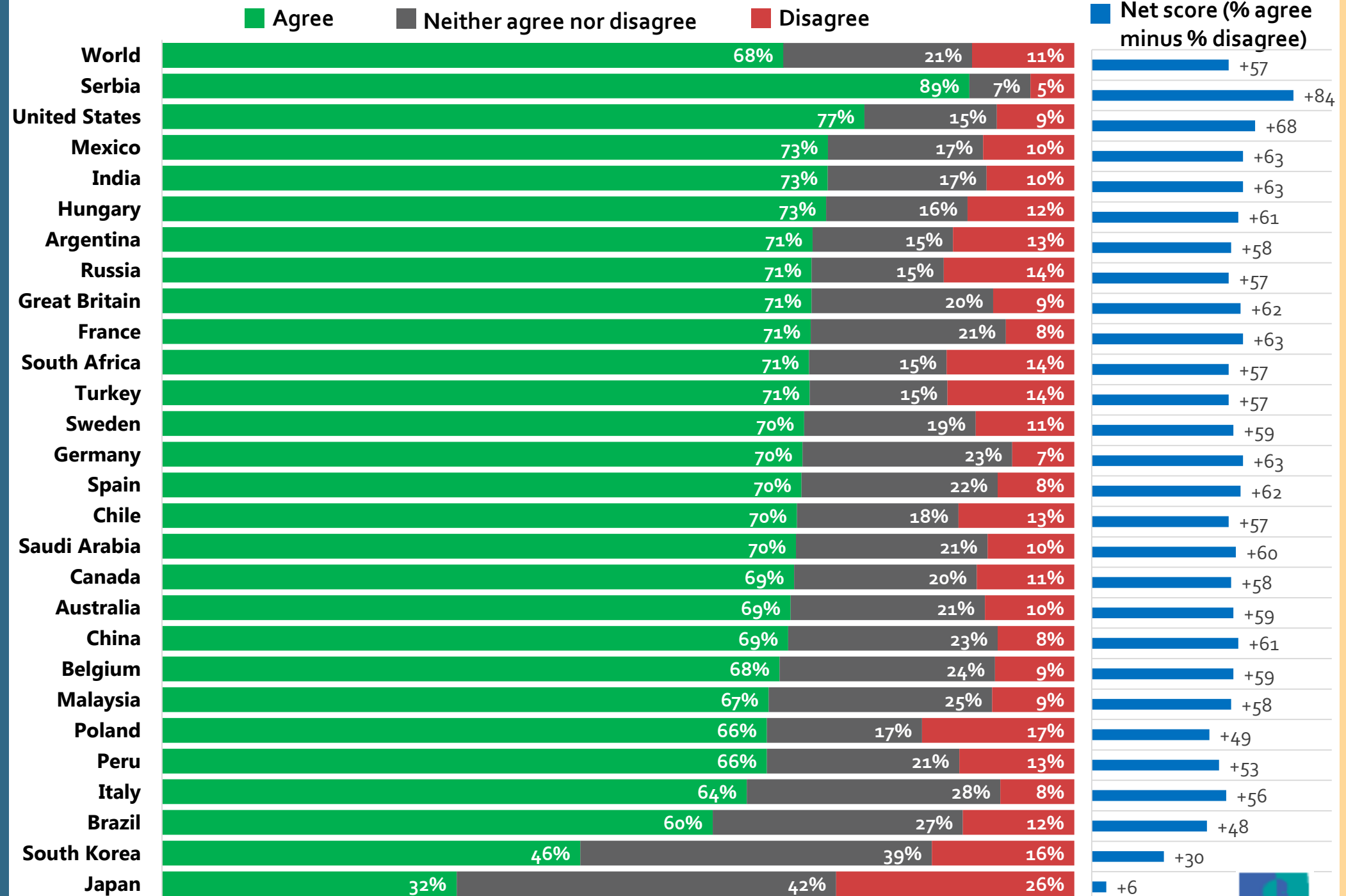
Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018





# Personal Health Perceptions – Social Engagement

QA1. Please indicate your level of agreement with each of the following statements. – *I am in frequent contact with family members and/or friends.*

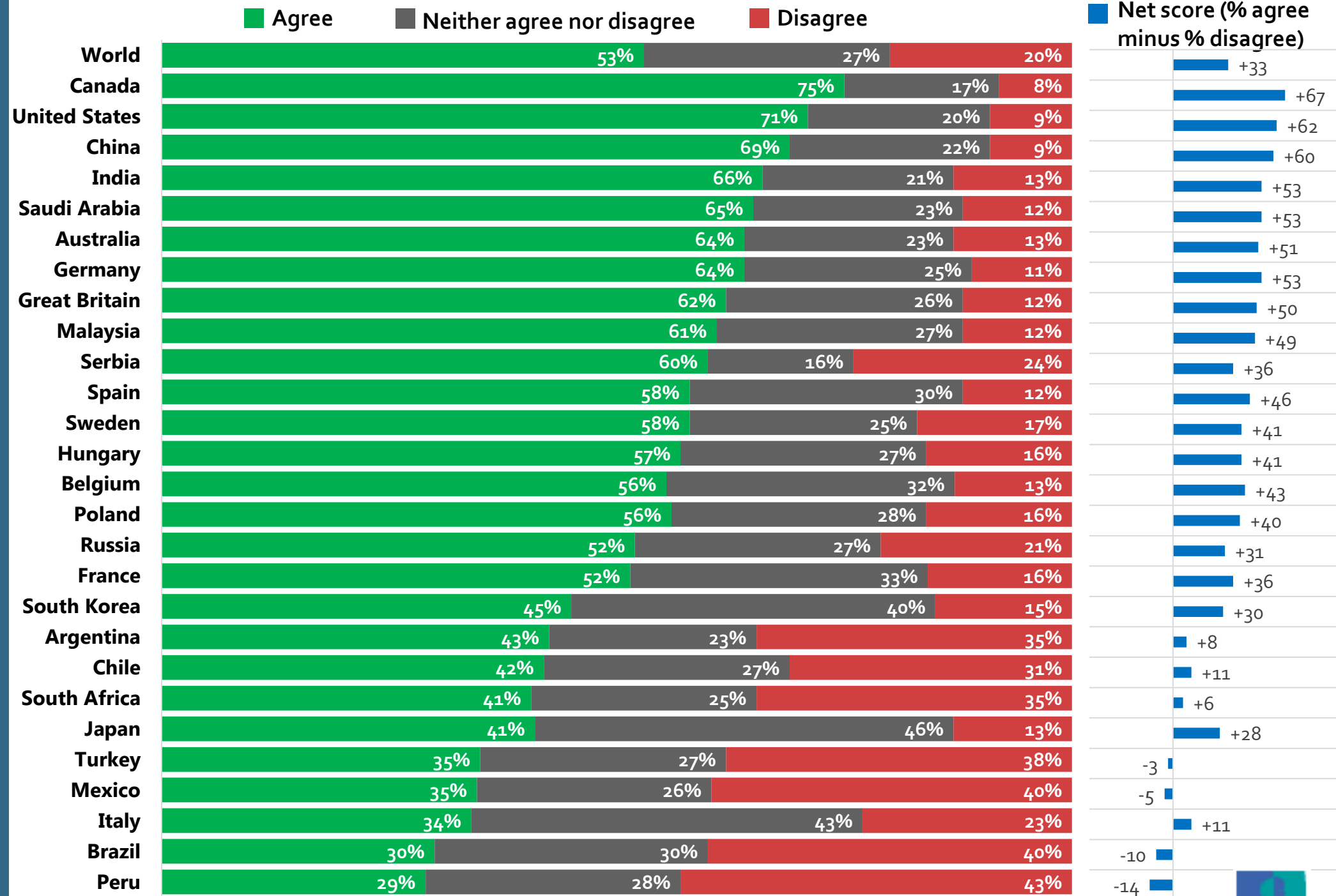


Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018



# Personal Health Perceptions – Safety

QA1. Please indicate your level of agreement with each of the following statements. – *I feel safe in my community.*

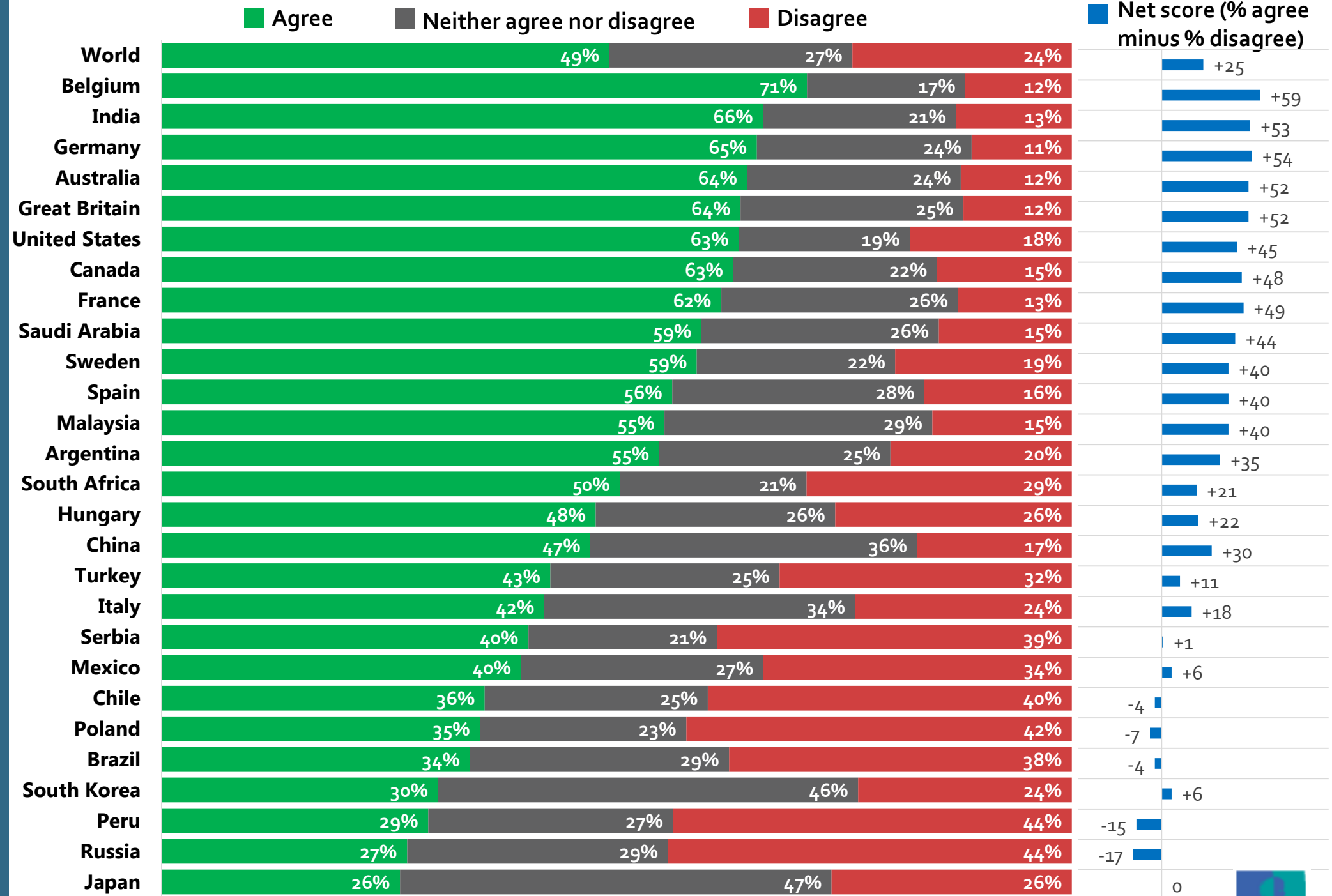


Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018



# Personal Health Perceptions – Medical Care

QA1. Please indicate your level of agreement with each of the following statements. – *I get all the medical care I need.*



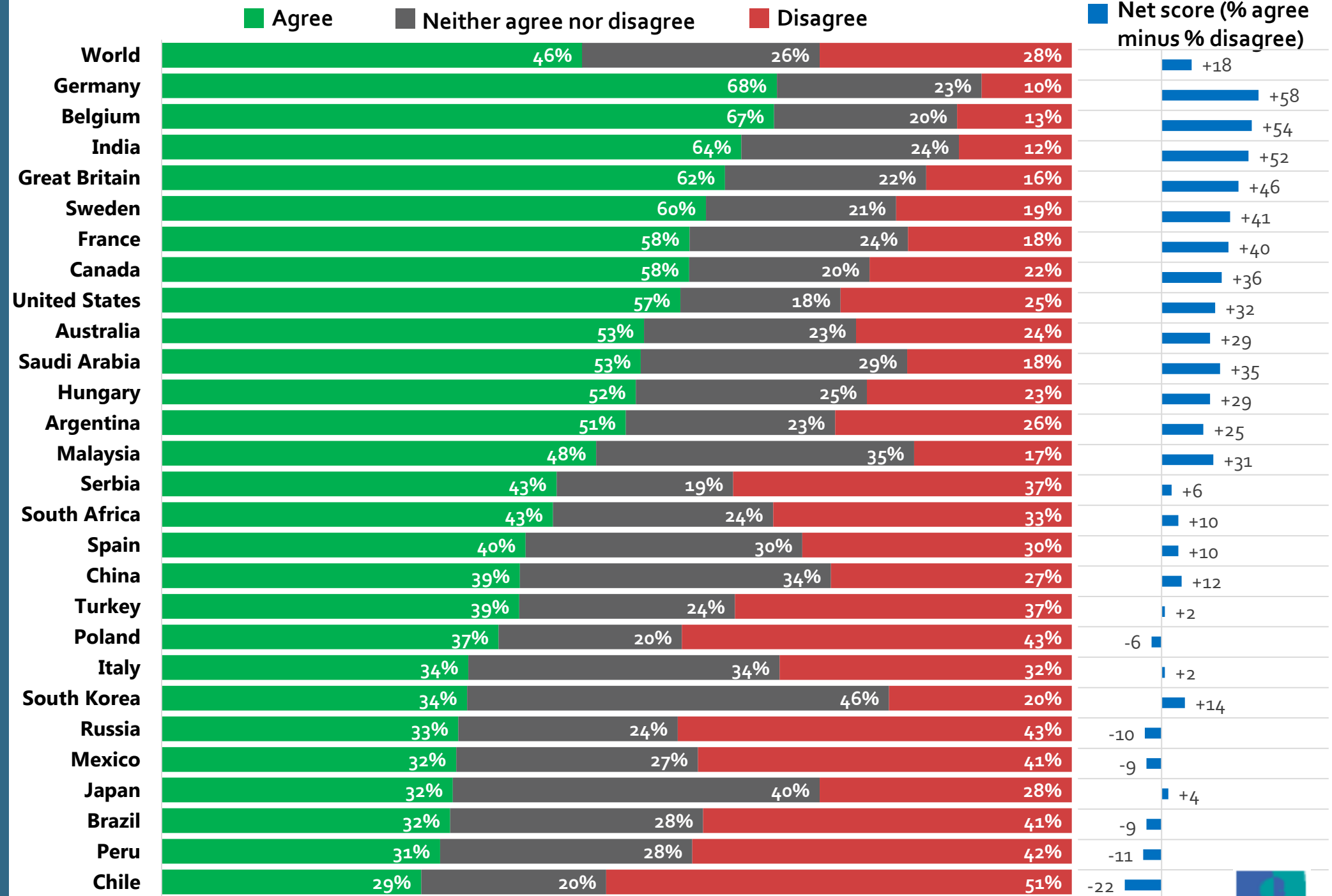
Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018





# Personal Health Perceptions – Dental Care

QA1. Please indicate your level of agreement with each of the following statements. – *I get all the dental care I need.*



Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

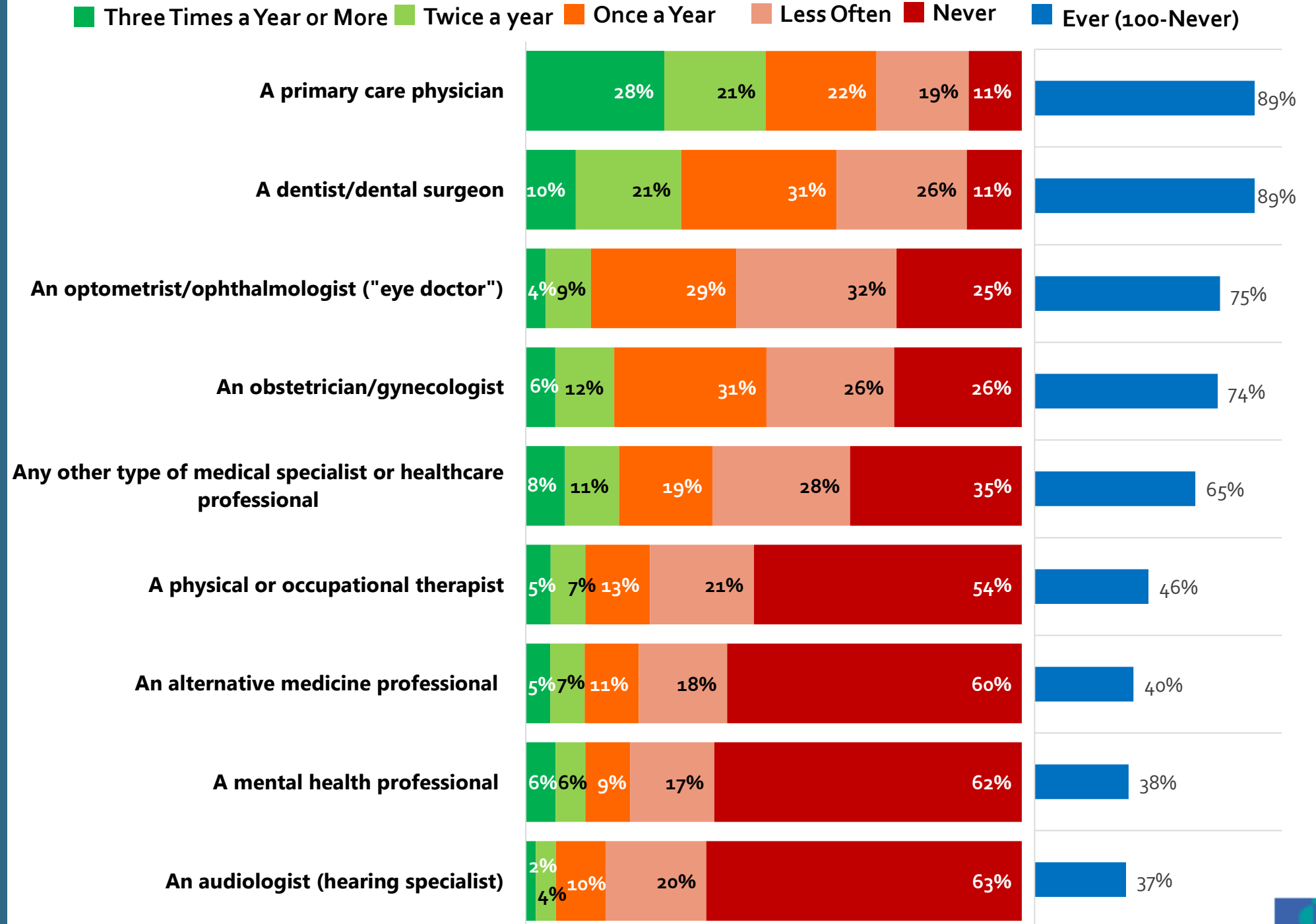


# Personal Health Perceptions - Summary

Please indicate your level of agreement with each of the following statements. (% agree)

	W	A	A	B	B	C	C	C	F	G	D	H	I	I	J	K	M	M	P	P	R	S	S	Z	E	S	T	U
	O	R	R	E	R	A	H	H	R	B	E	U	N	T	P	O	Y	E	E	O	U	A	R	A	S	W	U	S
	L	G	S	L	A	N	L	N	A	R	U	N	D	A	N	R	S	X	R	L	S	U	B	F	P	E	R	A
	D																											
I am in frequent contact with family members and/or friends	68%	71%	69%	68%	60%	69%	70%	69%	71%	71%	70%	73%	73%	64%	32%	46%	67%	73%	66%	66%	71%	70%	89%	71%	70%	70%	71%	77%
I am in good health	56%	65%	58%	55%	55%	59%	55%	53%	60%	59%	57%	47%	70%	57%	32%	34%	61%	61%	50%	48%	49%	67%	68%	63%	58%	56%	57%	64%
I feel safe in my community	53%	43%	64%	56%	30%	75%	42%	69%	52%	62%	64%	57%	66%	34%	41%	45%	61%	35%	29%	56%	52%	65%	60%	41%	58%	58%	35%	71%
I get all the medical care I need	49%	55%	64%	71%	34%	63%	36%	47%	62%	64%	65%	48%	66%	42%	26%	30%	55%	40%	29%	35%	27%	59%	40%	50%	56%	59%	43%	63%
I get enough sleep	49%	54%	44%	46%	45%	49%	42%	57%	48%	46%	52%	43%	68%	49%	36%	35%	47%	49%	41%	50%	53%	61%	60%	49%	49%	50%	49%	54%
I eat a healthy diet	48%	49%	53%	55%	39%	51%	41%	65%	52%	55%	52%	40%	68%	43%	25%	33%	53%	41%	35%	48%	35%	52%	49%	48%	50%	54%	49%	57%
I get all the dental care I need	46%	51%	53%	67%	32%	58%	29%	39%	58%	62%	68%	52%	64%	34%	32%	34%	48%	32%	31%	37%	33%	53%	43%	43%	40%	60%	39%	57%
I get enough exercise	40%	44%	44%	44%	33%	43%	31%	49%	37%	46%	54%	27%	62%	37%	17%	24%	38%	38%	36%	29%	42%	55%	32%	40%	35%	42%	44%	47%

## Provider Visits – Global Summary



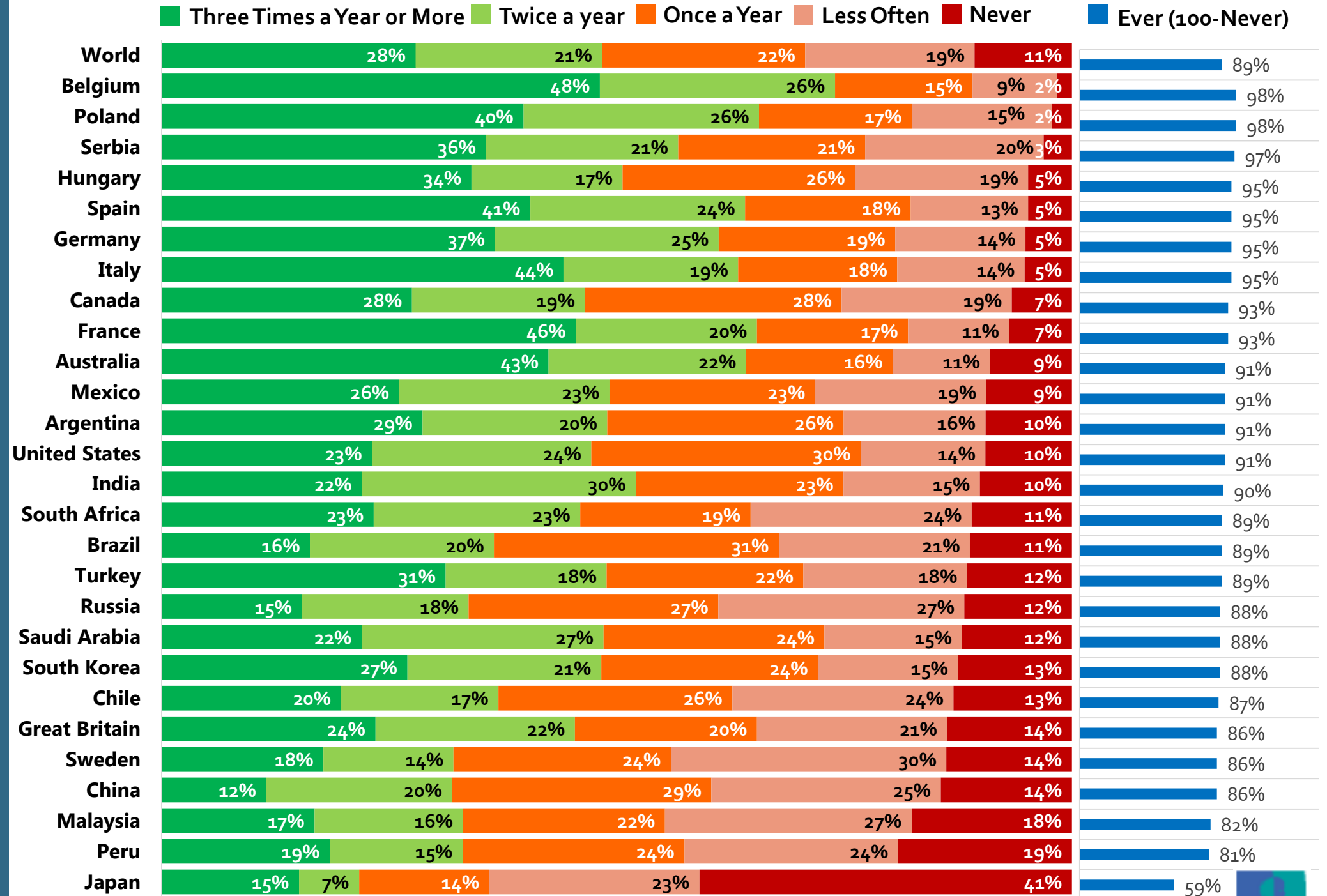
QA3. In general, how often do you visit/consult with each of the following for yourself? – World Total

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018



# Provider Visits – Primary Care Physician

QA3. In general, how often do you visit/consult with each of the following for yourself? – A primary care physician (general practitioner, internist, family doctor, etc.).

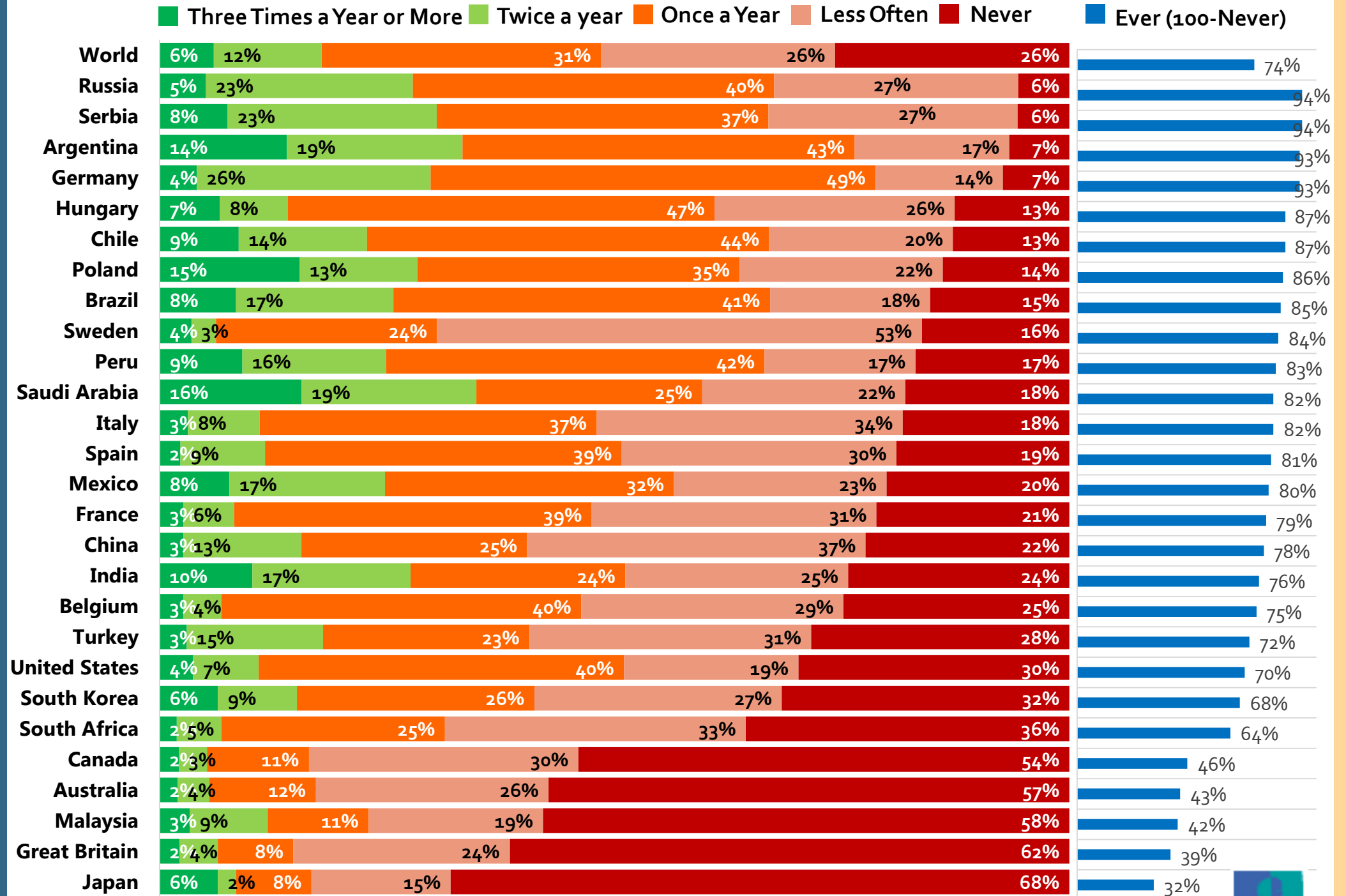


Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018



# Provider Visits – Obstetrician/Gynecologist (among women)

QA3. In general, how often do you visit/consult with each of the following for yourself? – An obstetrician/gynecologist.

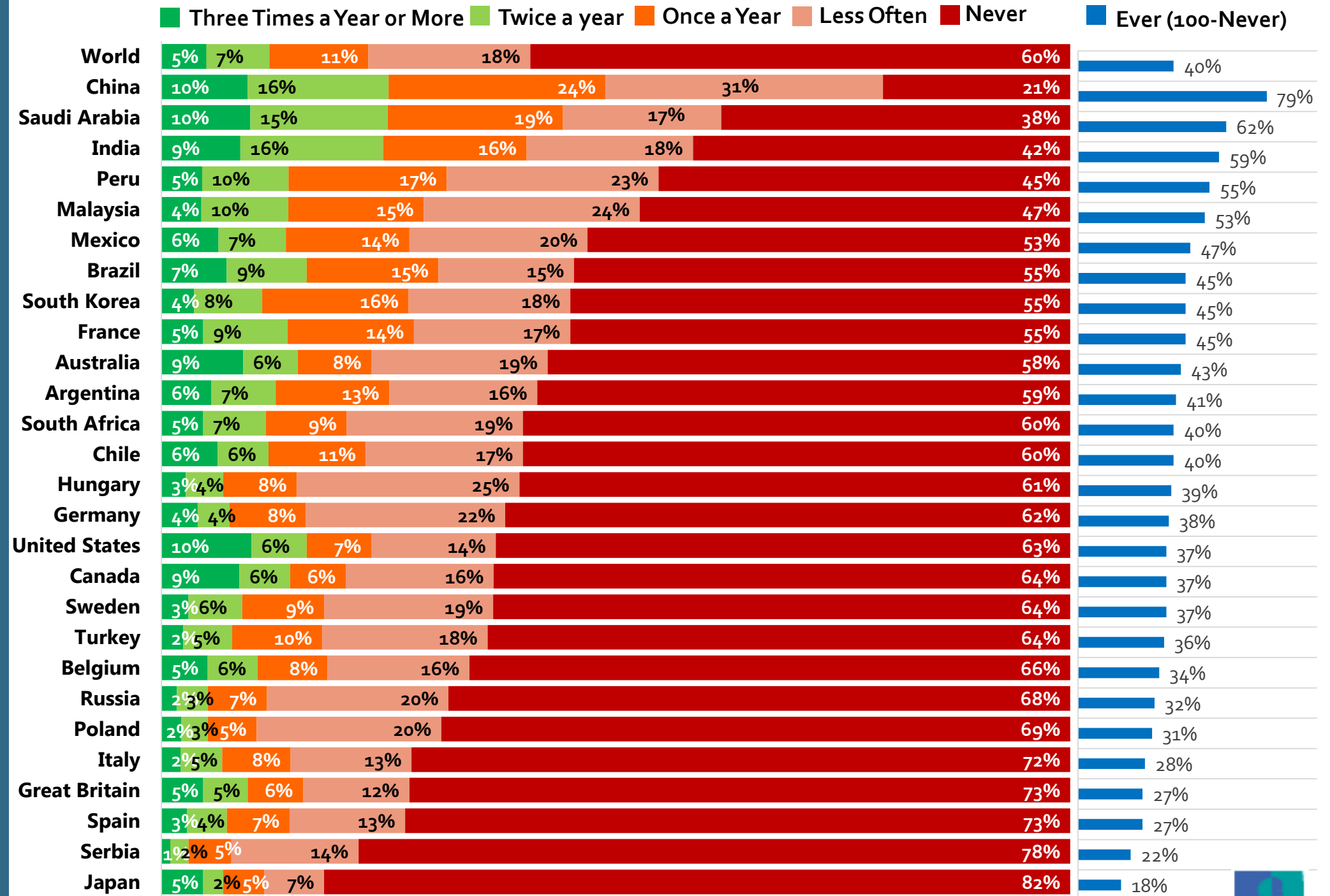


Base: 10,254 online adult females aged 16-64 across 27 countries April 20 – May 4, 2018



# Provider Visits – Alternative Medicine Professional

QA3. In general, how often do you visit/consult with each of the following for yourself? – An alternative medicine professional (e.g., acupuncturist, osteopath, chiropractor, traditional Chinese medicine).



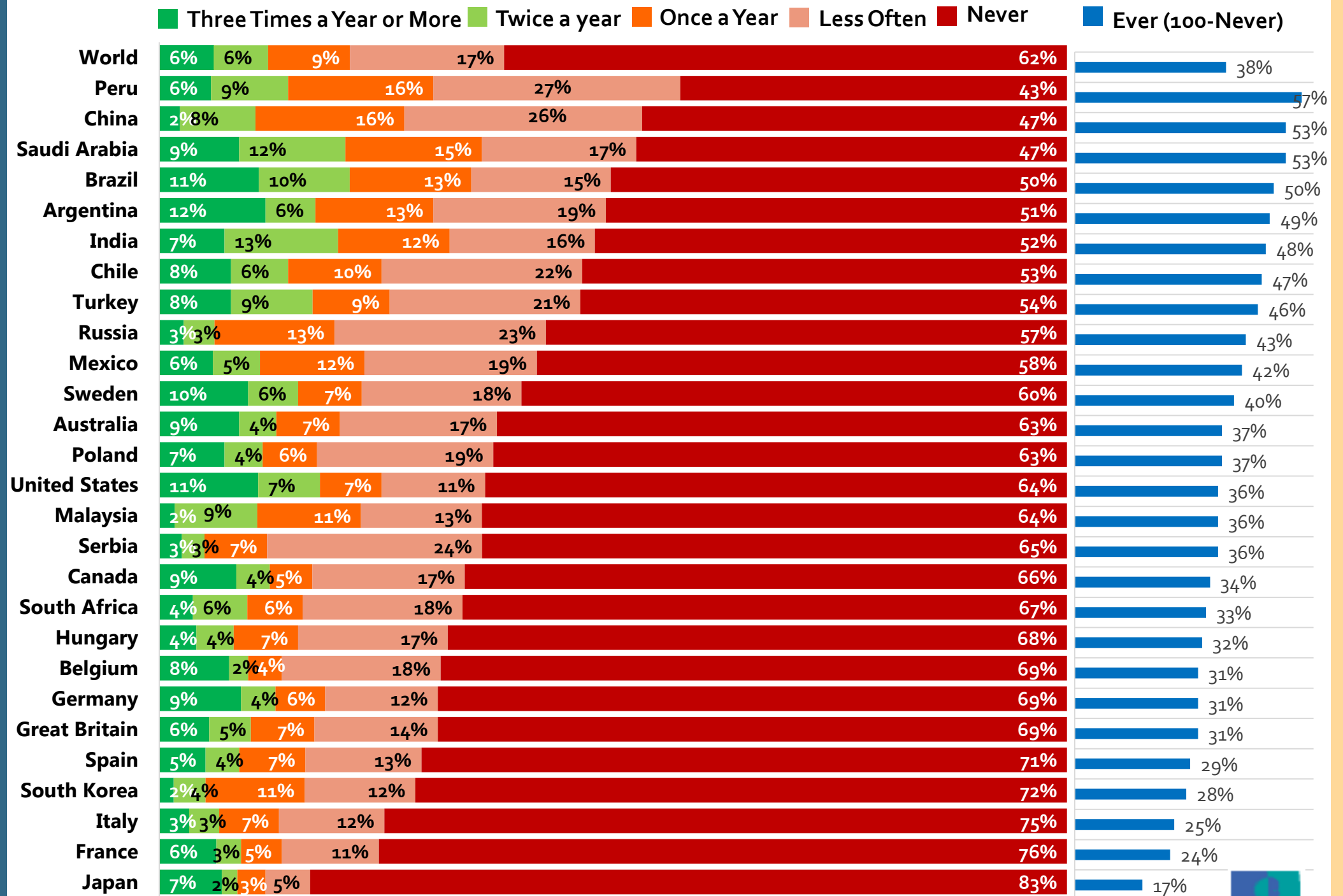
Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018





## Provider Visits – Mental Health Professional

QA3. In general, how often do you visit/consult with each of the following for yourself? – A mental health professional (e.g., psychiatrist, psychologist)

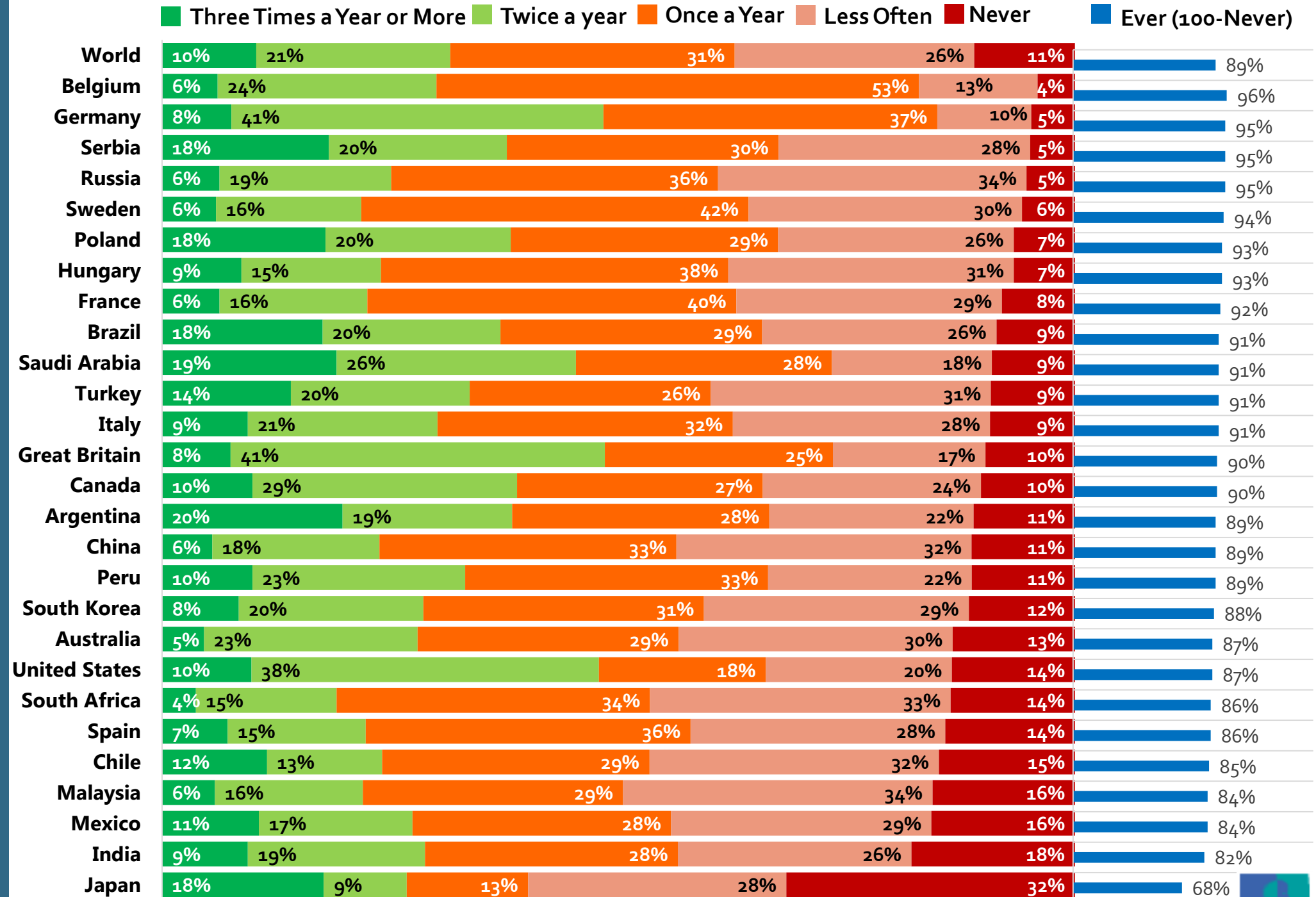


Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018



# Provider Visits – Dentist/ Dental Surgeon

QA3. In general, how often do you visit/consult with each of the following for yourself? – A dentist/dental surgeon.

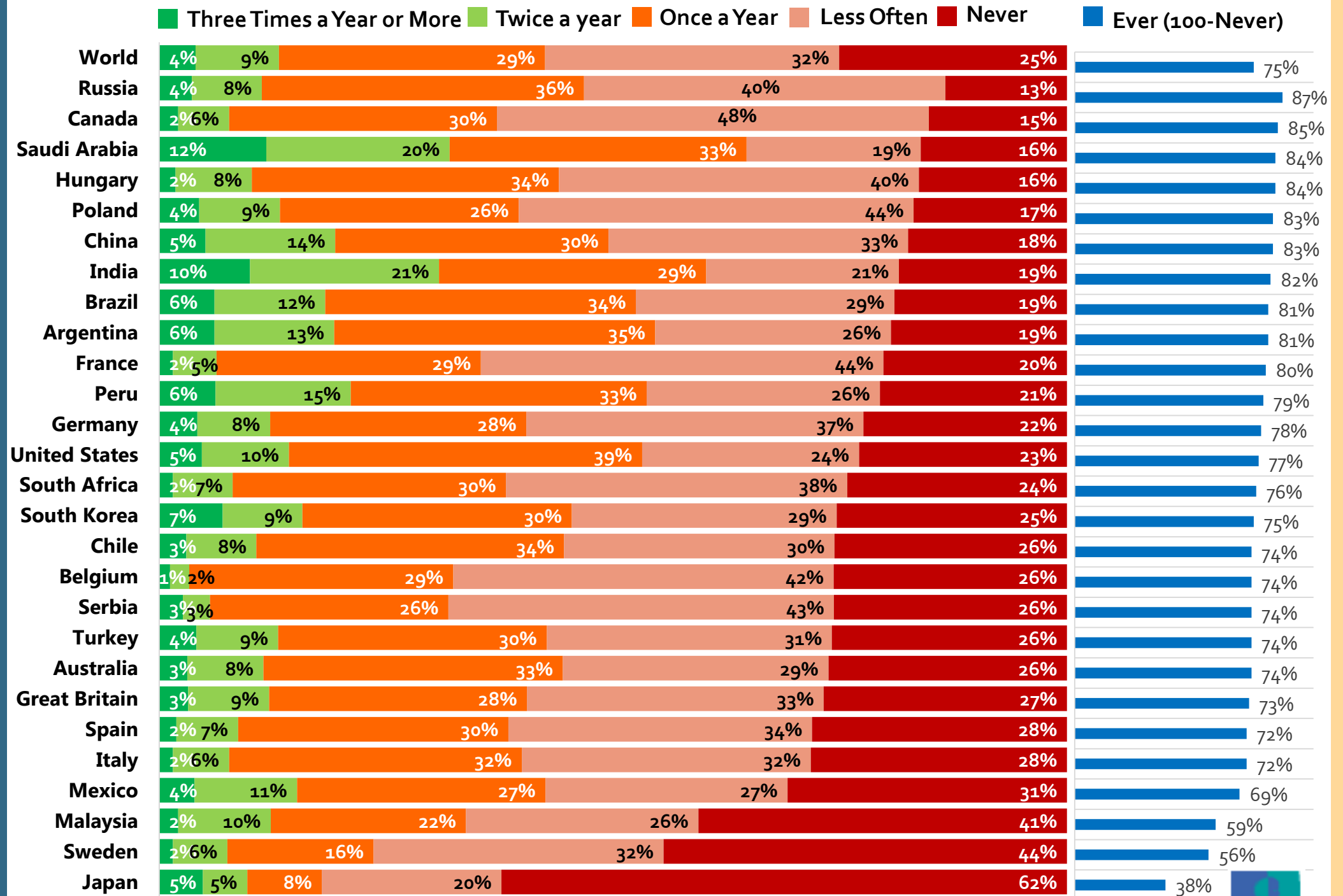


Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018



# Provider Visits – Optometrist/ Ophthalmologist

QA3. In general, how often do you visit/consult with each of the following for yourself? – An optometrist/ophthalmologist (“eye doctor”)



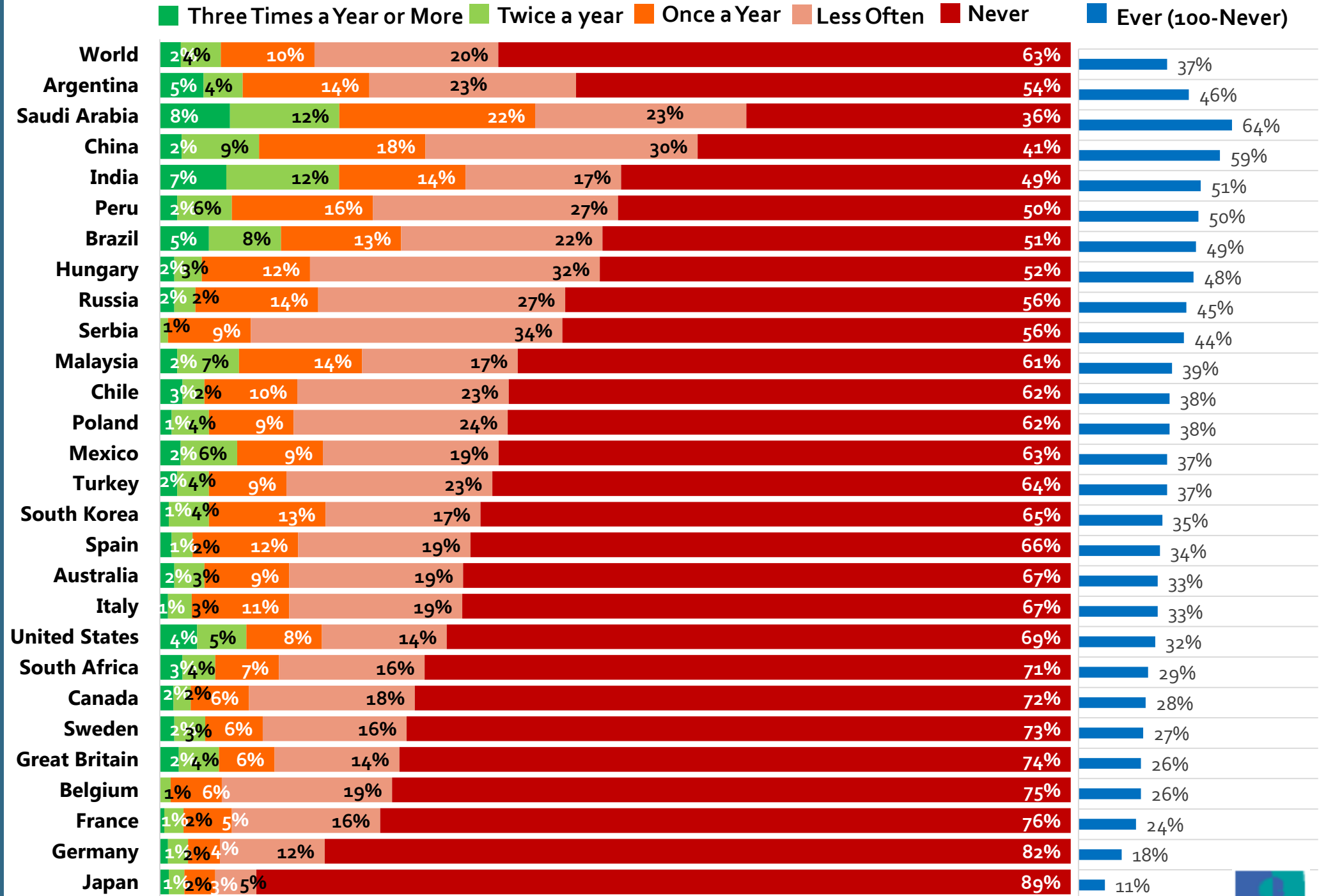
Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018





# Provider Visits – Audiologist/ Hearing Specialist

QA3. In general, how often do you visit/consult with each of the following for yourself? – An audiologist (hearing specialist)

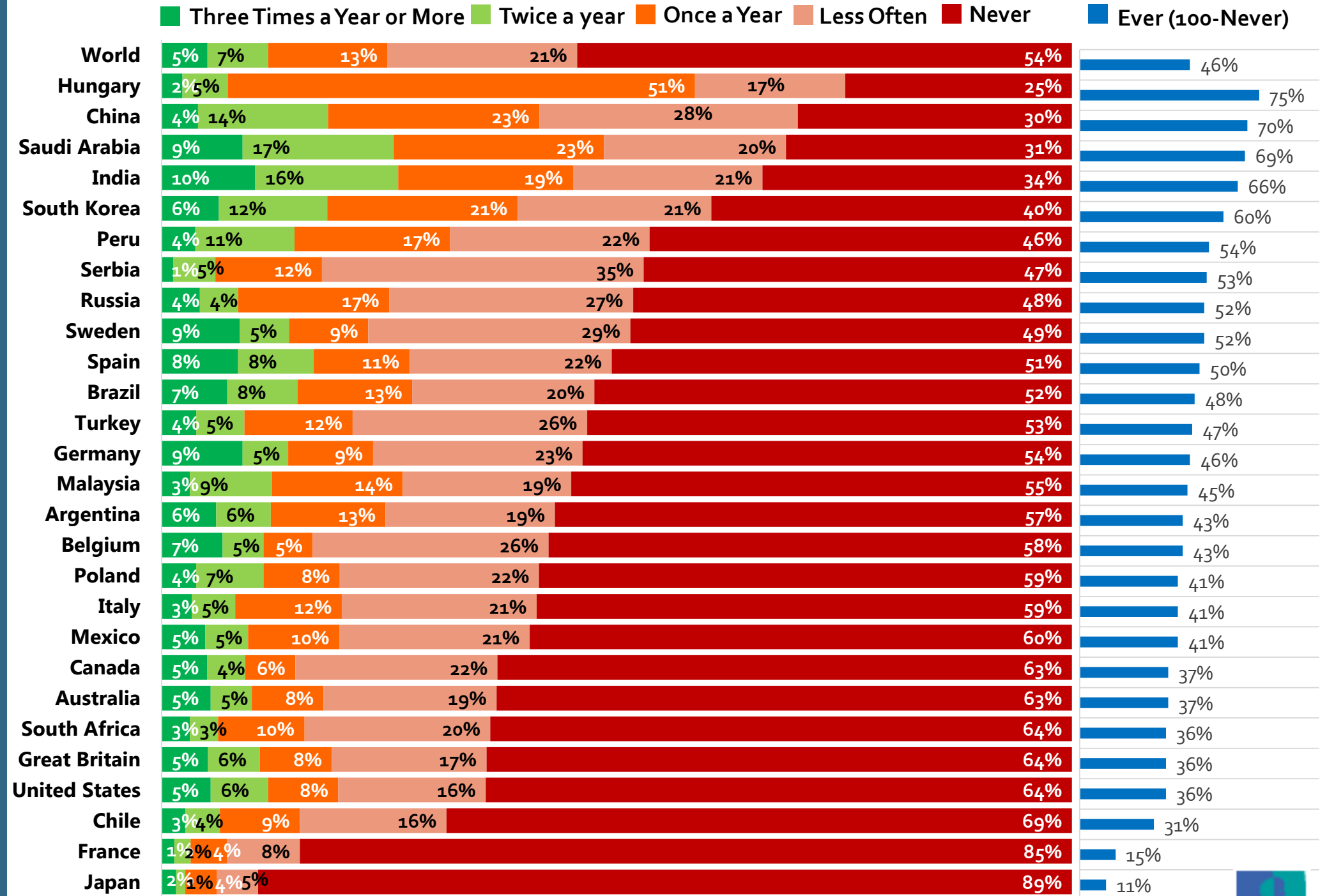


Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018



# Provider Visits – Physical/Occupational Therapist

QA3. In general, how often do you visit/consult with each of the following for yourself? – A physical or occupational therapist

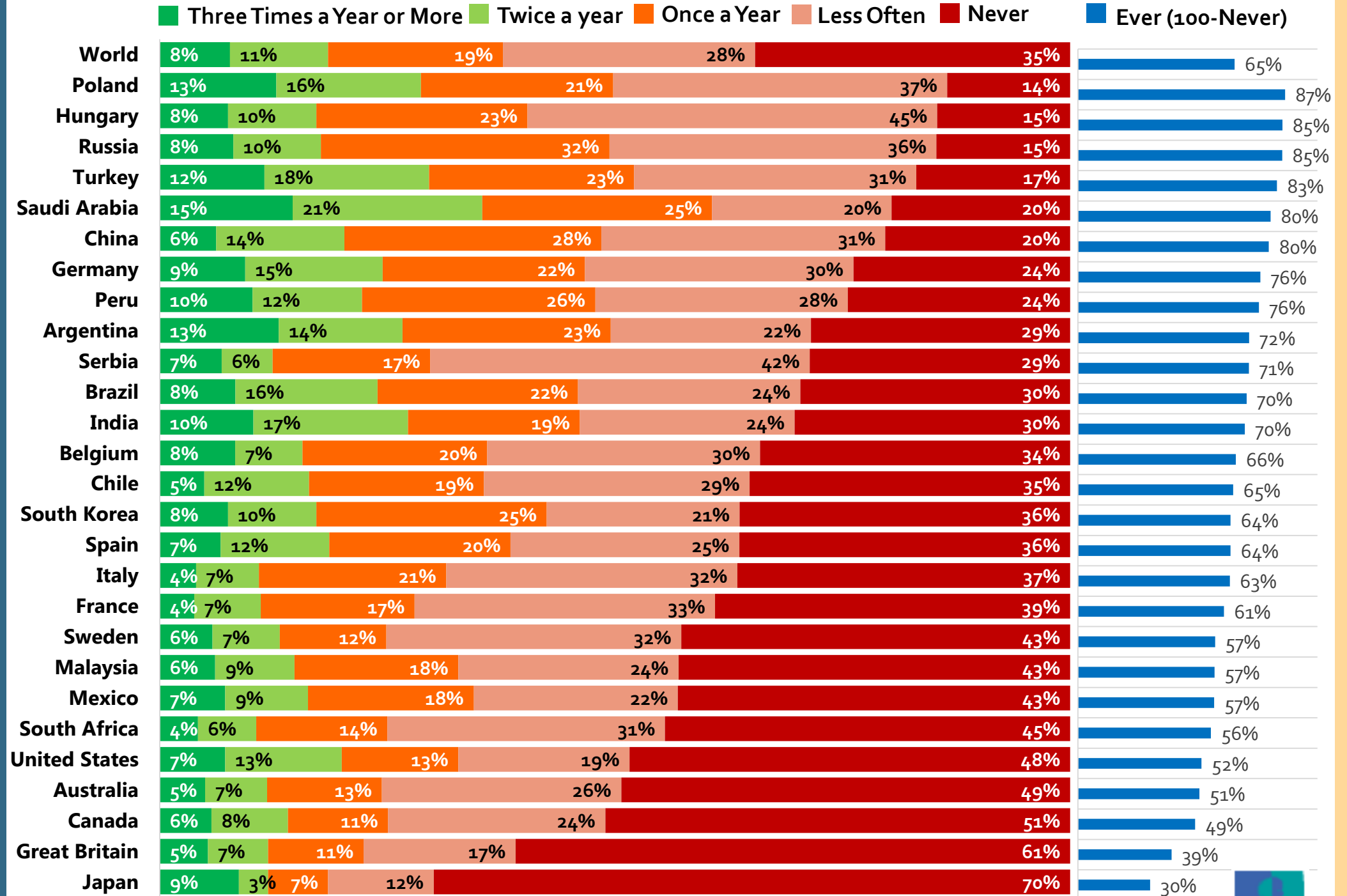


Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018



## Provider Visits – Other Type of Specialist

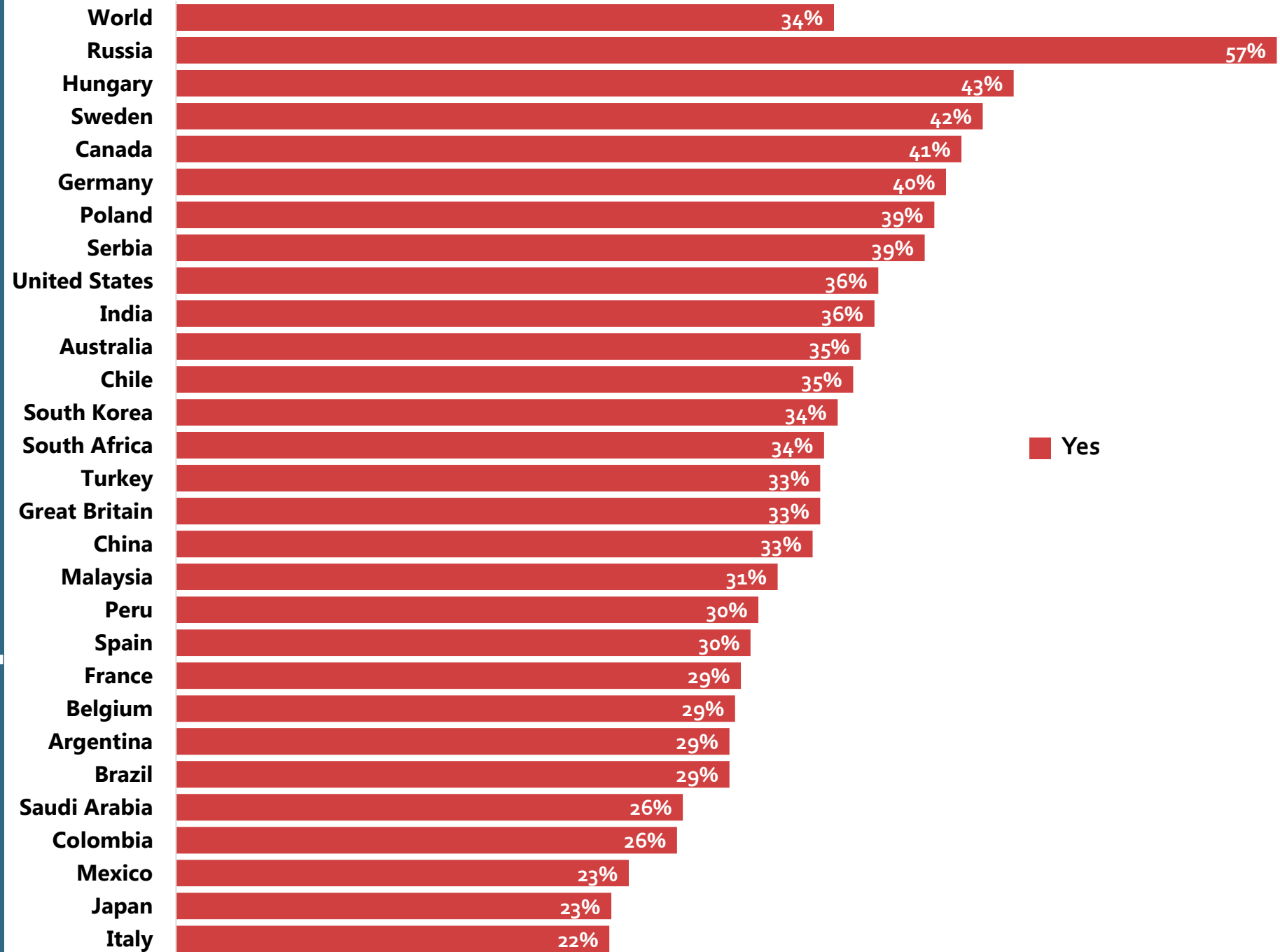
QA3. In general, how often do you visit/consult with each of the following for yourself? – Any other type of medical specialist (e.g., dermatologist, neurologist, oncologist, etc.) or healthcare professional



Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018



## Prevalence of Long-Standing Conditions



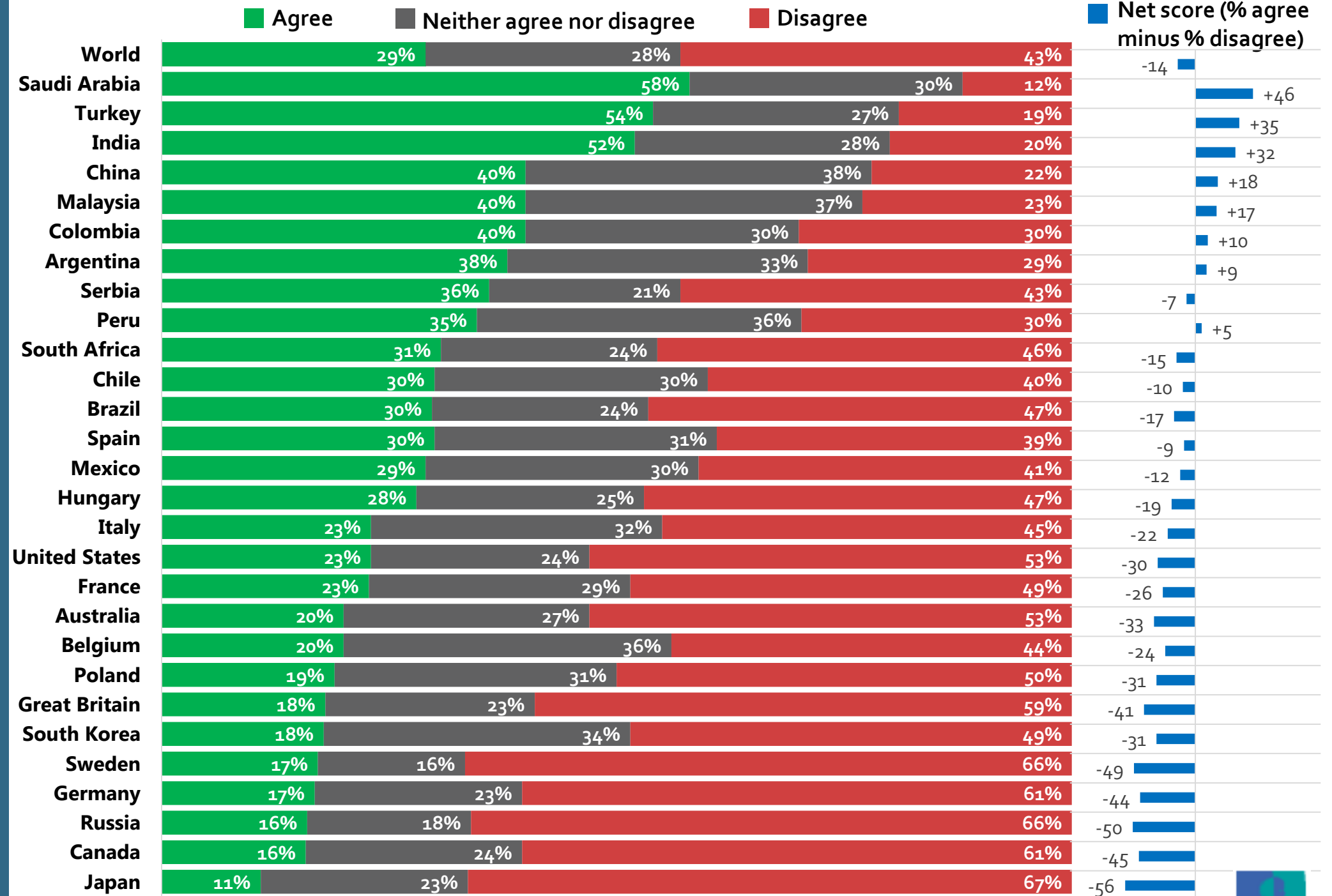
QB13. Do you have a long-standing condition, illness or health condition that limits you in some way? By long-standing, we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



# Frequency of Blood Donation

QB6. Now, thinking personally, to what extent do you agree or disagree with the following statement? – *I frequently give blood to help others.*

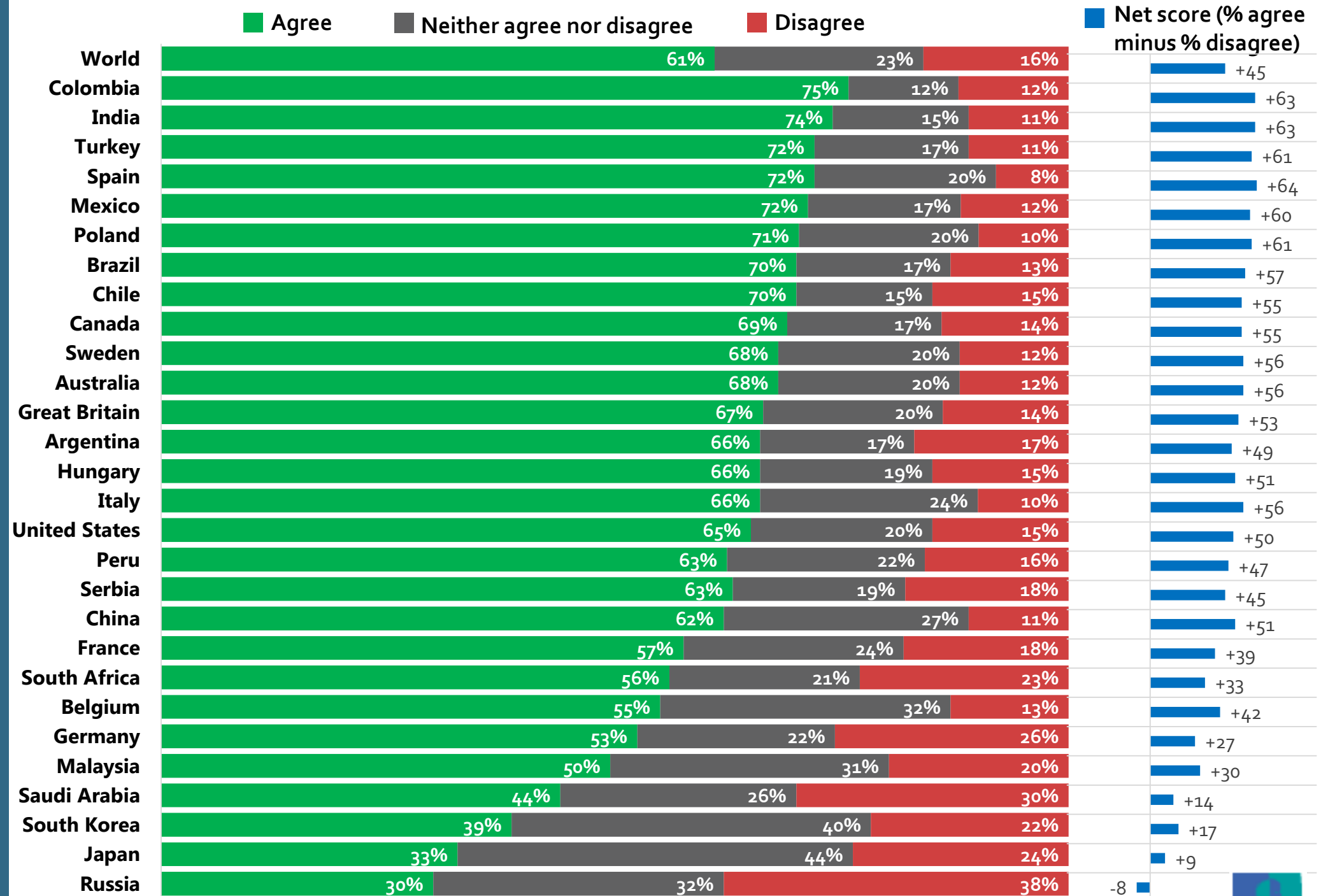


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



# Willingness to Donate Organs

QB6. Now, thinking about you personally, to what extent do you agree or disagree with the following statement? – *In case of sudden death, I would allow my organs to be removed in order to help others in need.*

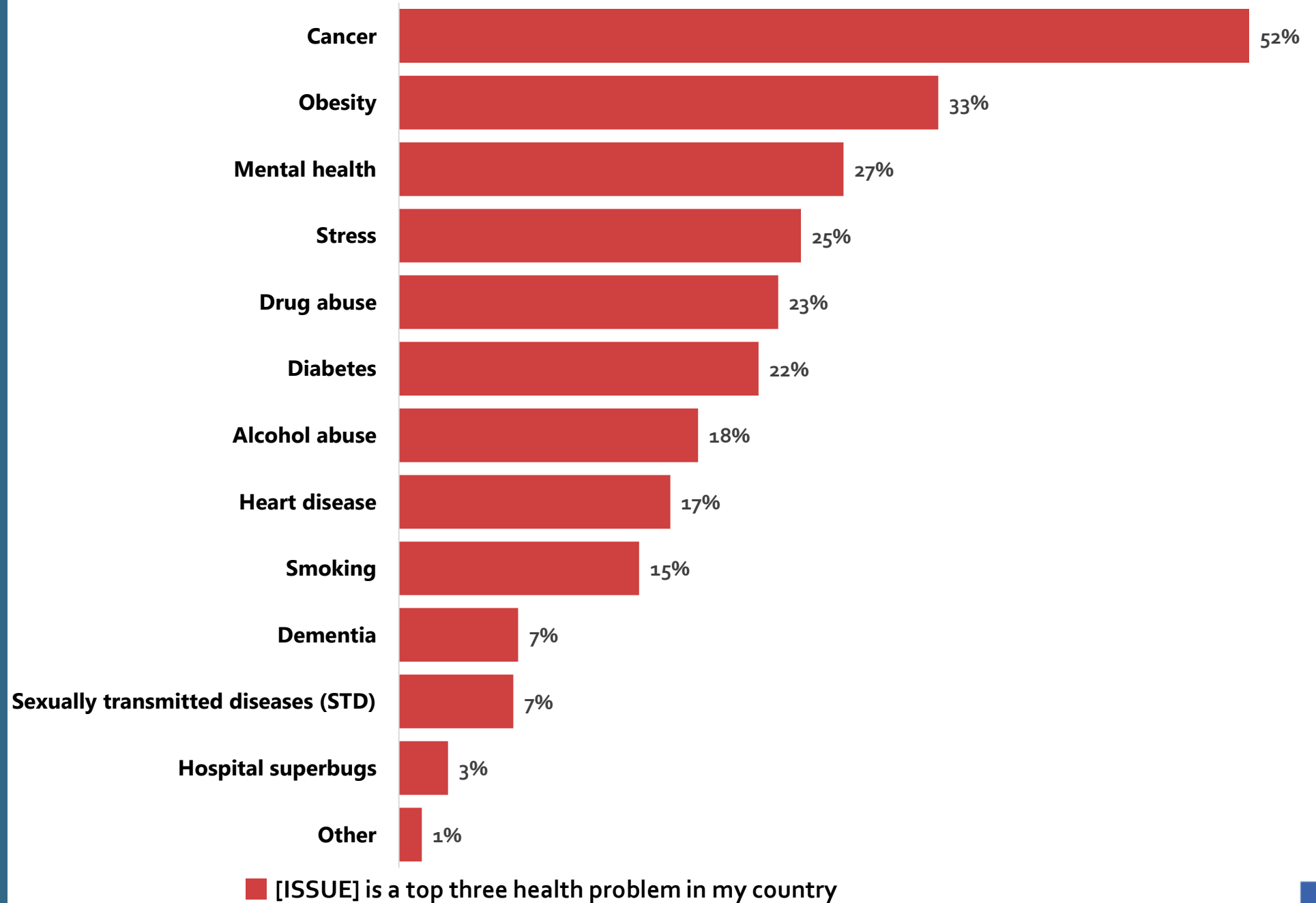


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Public Health Concerns – Globally

QB1. Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?



Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

## Top 3 Public Health Concerns per Country

Top 3 Issues in each country	WORLD	ARG	AUS	BEL	BRA	CAN	CHL	CHN	COL	FRA	GBR	DEU	HUN	IND	ITA	JPN	KOR	MEX	MYS	PER	POL	RUS	SAU	SER	ZAF	ESP	SWE	TUR	USA
Cancer	1	2	3	1	1	1	2	1	2	1	2	1	1	2	1	1	3	3	3	1	1	1	3	1	2	1	3	1	2
Obesity	2		2	3	3	3	1	3		2	1	3						1	1		2		2			2		2	3
Mental health	3		1			2		2			3	2					1			2							1		1
Stress		3		2					3	3			2		2	2	2								3		3	2	
Drug abuse		1			2		3		1																1			3	
Diabetes														1				2	2	3			1						
Alcohol abuse													3								3	2			3				
Heart disease														3								3		2					
Smoking															3														
Dementia																3													
Sexually transmitted diseases (STD)																													
Hospital superbugs																													
Other																													

QB1. Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?



# Evaluating The Healthcare System

Do citizens feel like their healthcare system works to keep them healthy?

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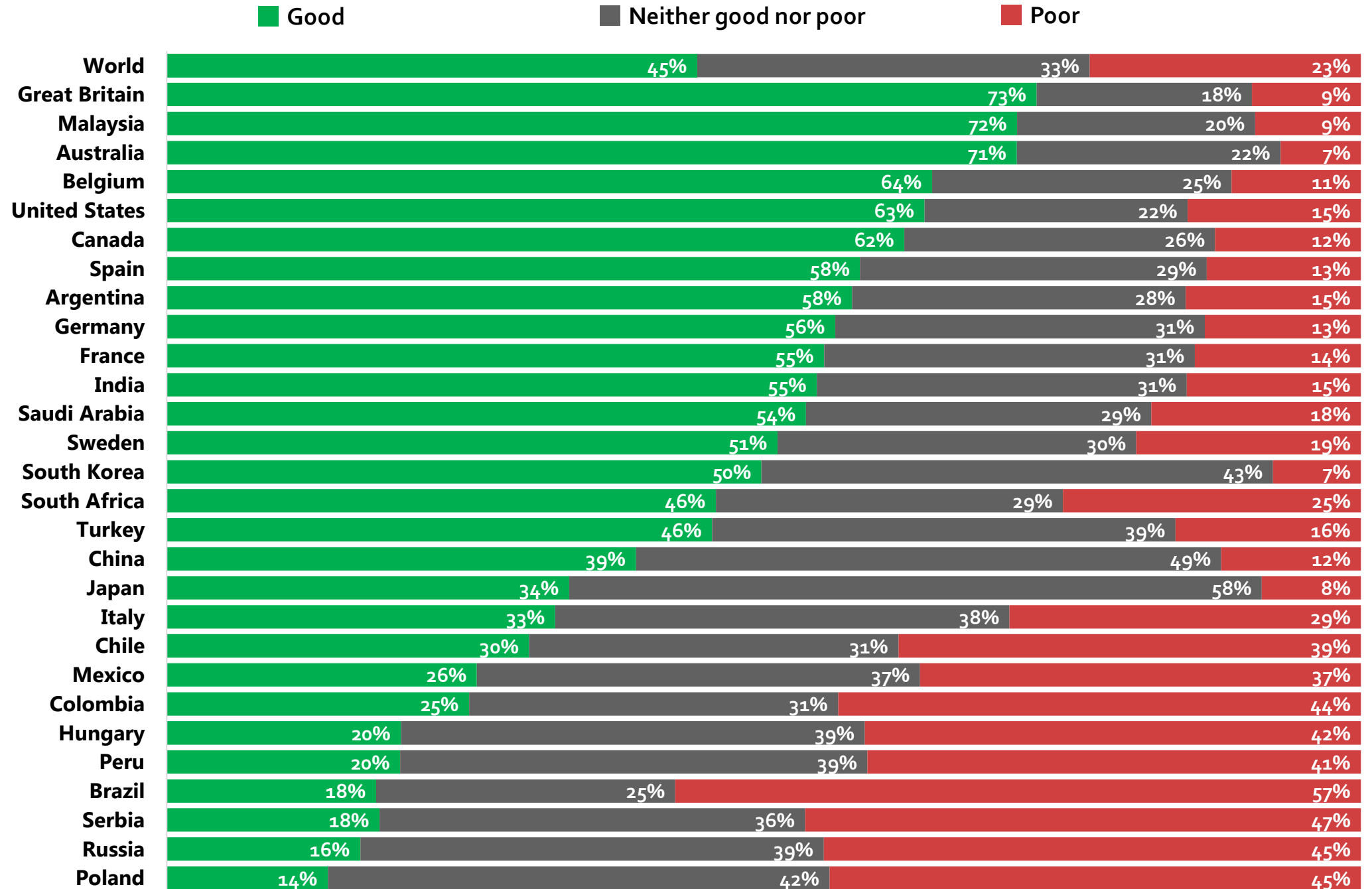
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## Quality Rating of Locally Accessible Healthcare

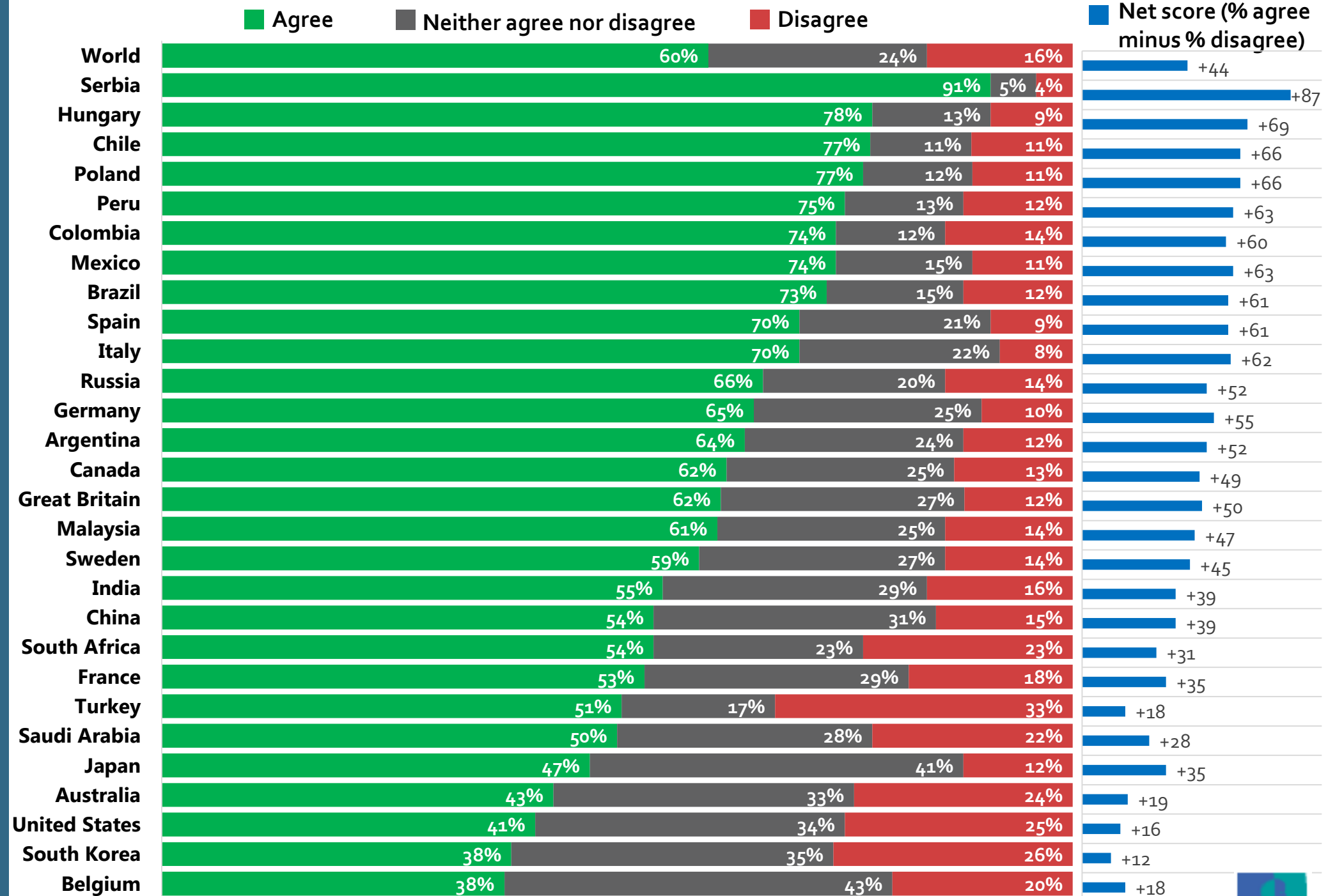
QB2. How would you rate the quality of healthcare that you and your family have access to in your country? – *By healthcare we include doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments.*



Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

# Opinion on Healthcare System – Wait Times Too Long

QB4. To what extent do you agree with the following statement? – *Waiting times to get an appointment with doctors are too long in my country.*



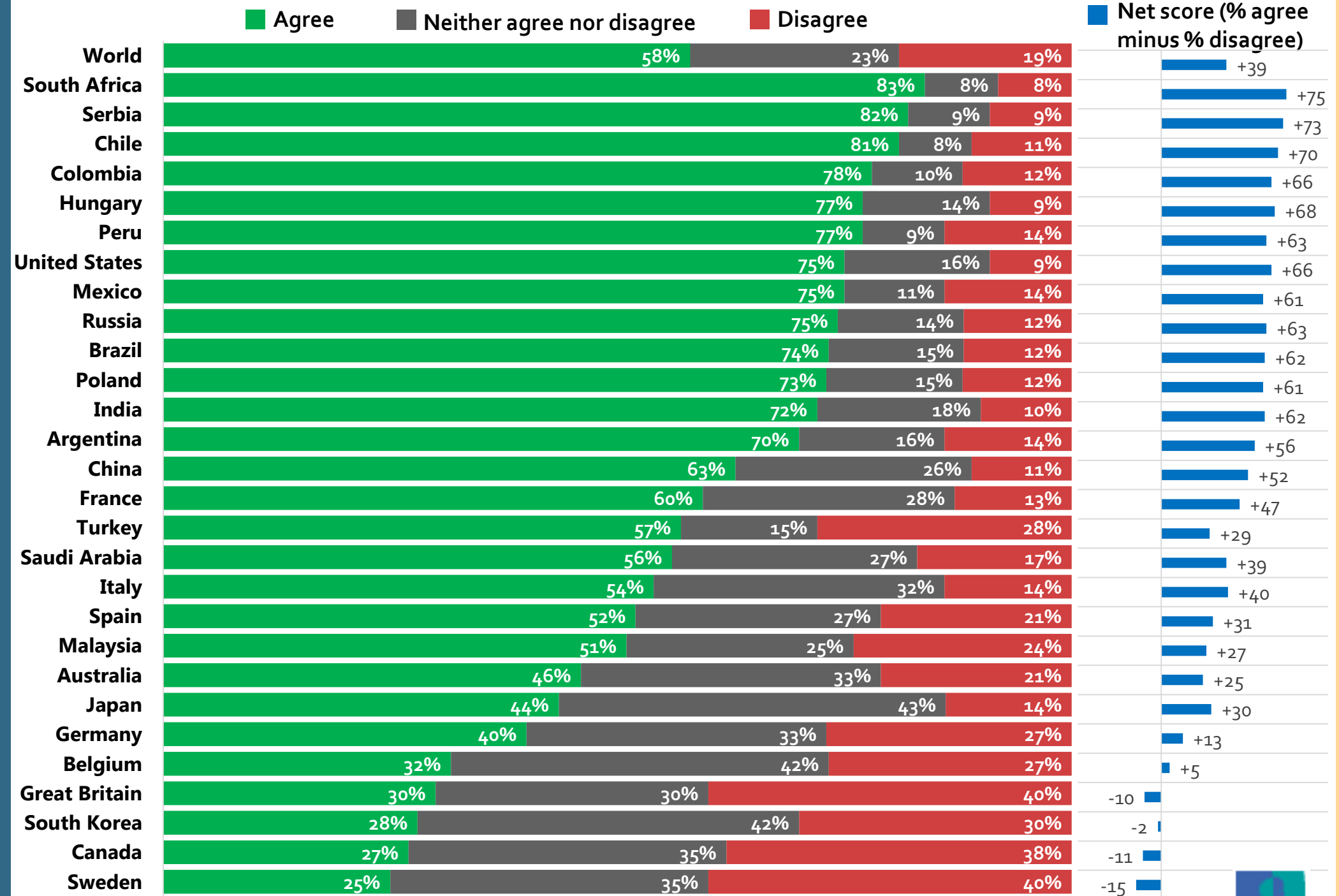
Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018





## Opinion on Healthcare System – Quality Healthcare Unaffordable for Many People

QB4. To what extent do you agree or disagree with the following statement? – *Many people in my country cannot afford good healthcare.*

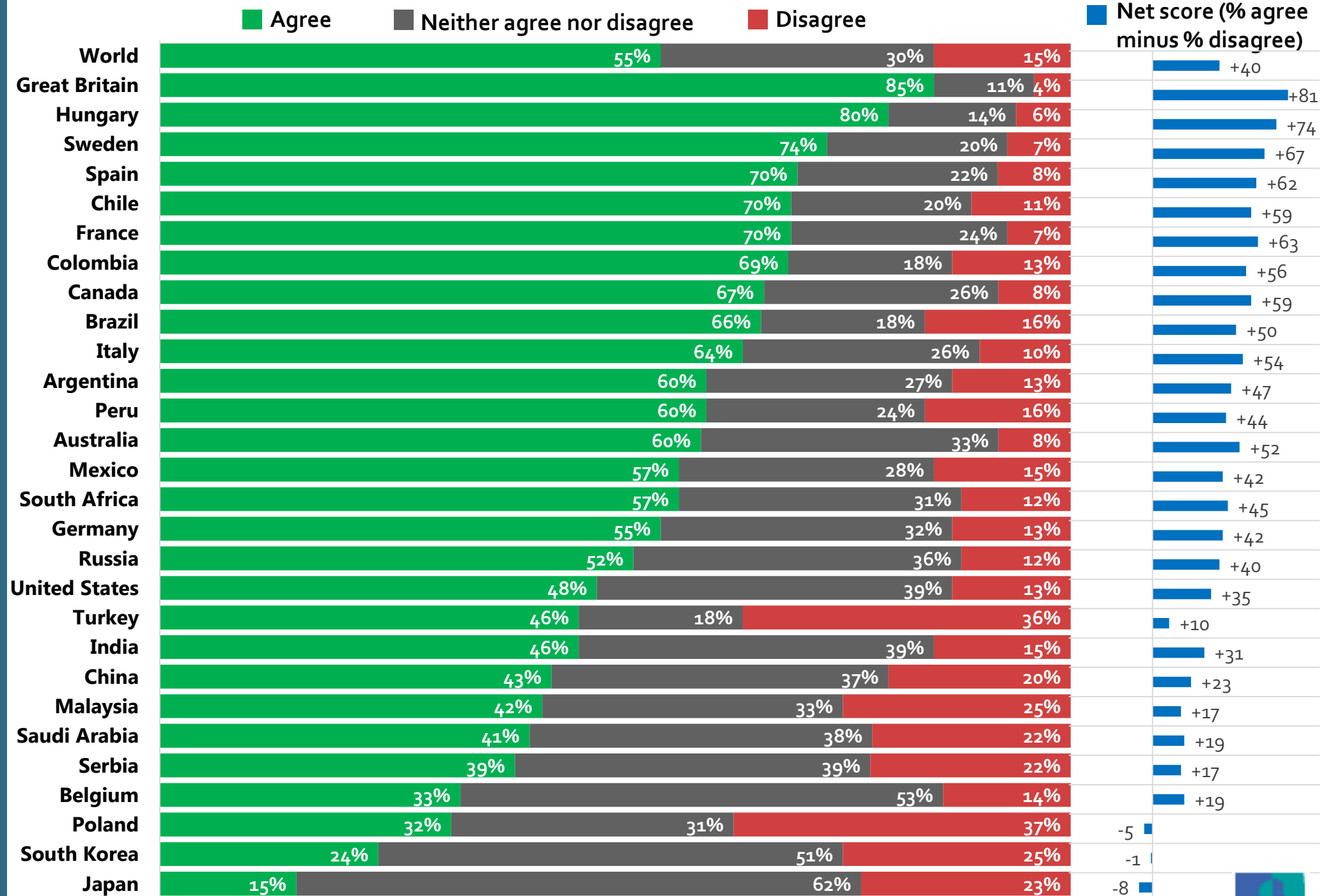


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



# Opinion on Healthcare System – Overstretched

QB4. To what extent do you agree or disagree with the following statement. – *The healthcare system in my country is overstretched.*

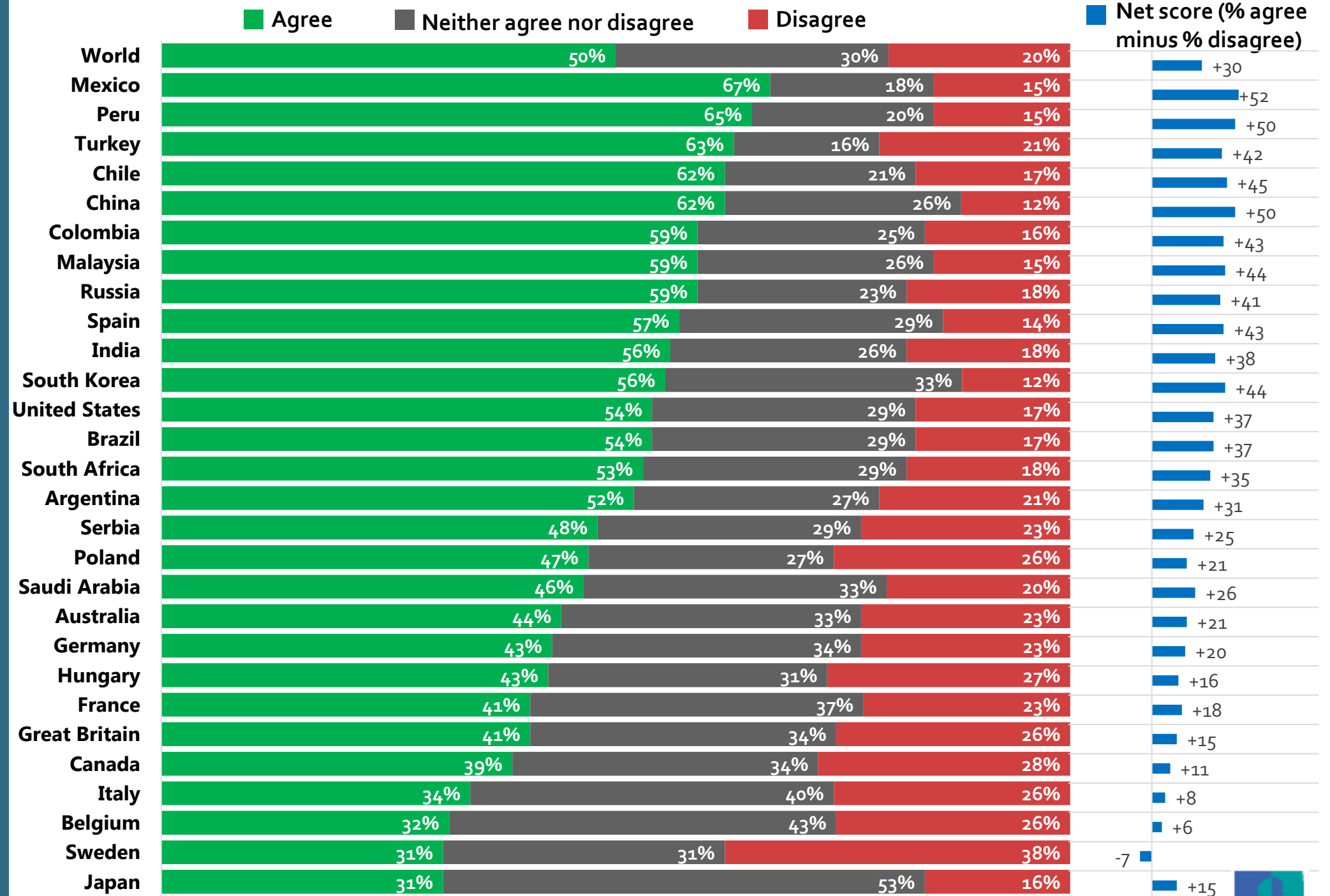


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Opinion on Healthcare System – Concerned about Personal Data Security

QB4. To what extent do you agree or disagree with the following statement? – *I am concerned that my personal data will be made available to third parties (government, private companies) without my consent.*

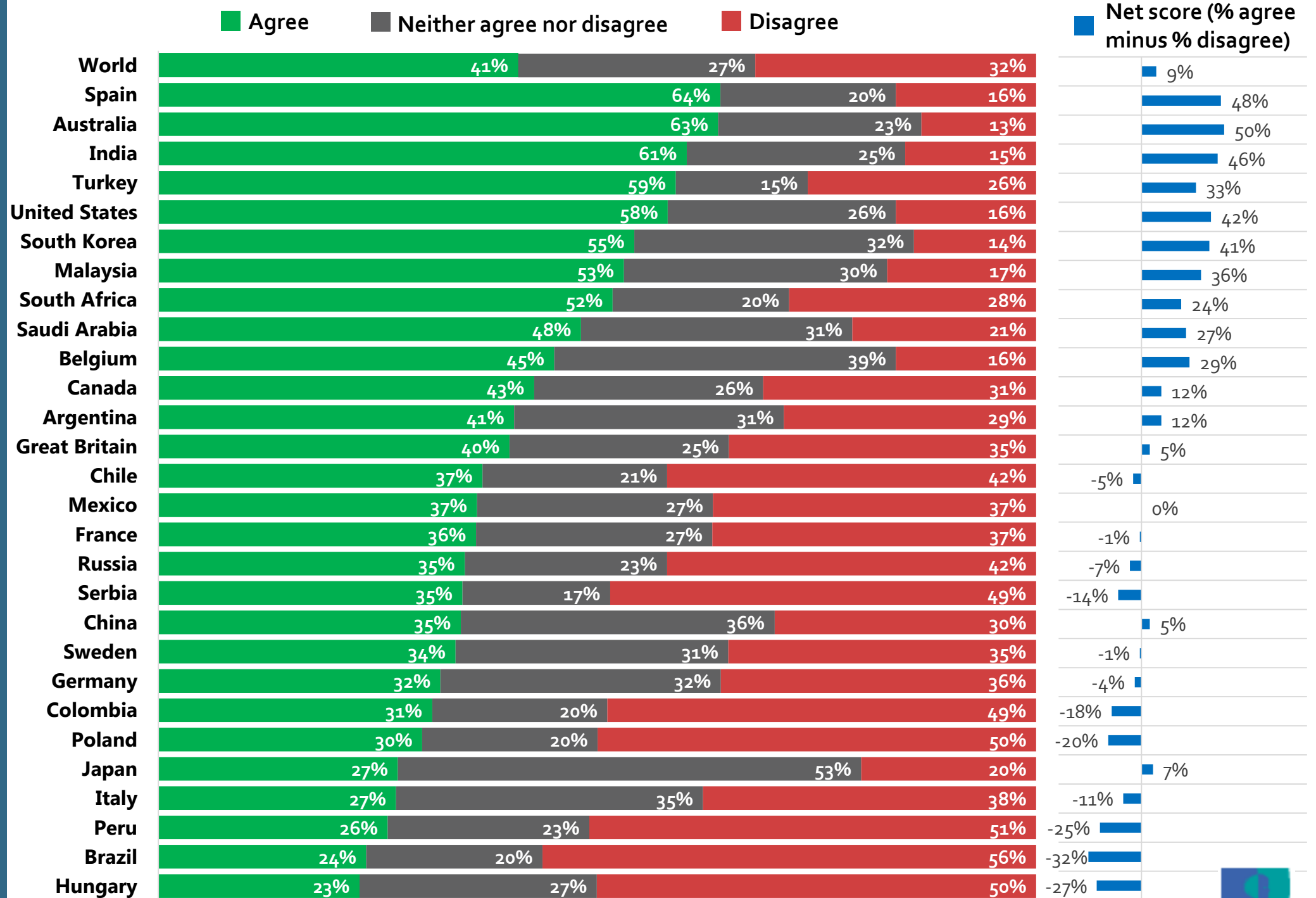


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



# Opinion on Healthcare System – Easy to Get an Appointment

QB4. To what extent do you agree or disagree with the following statements? – *I find it easy to get an appointment with doctors in my local area.*

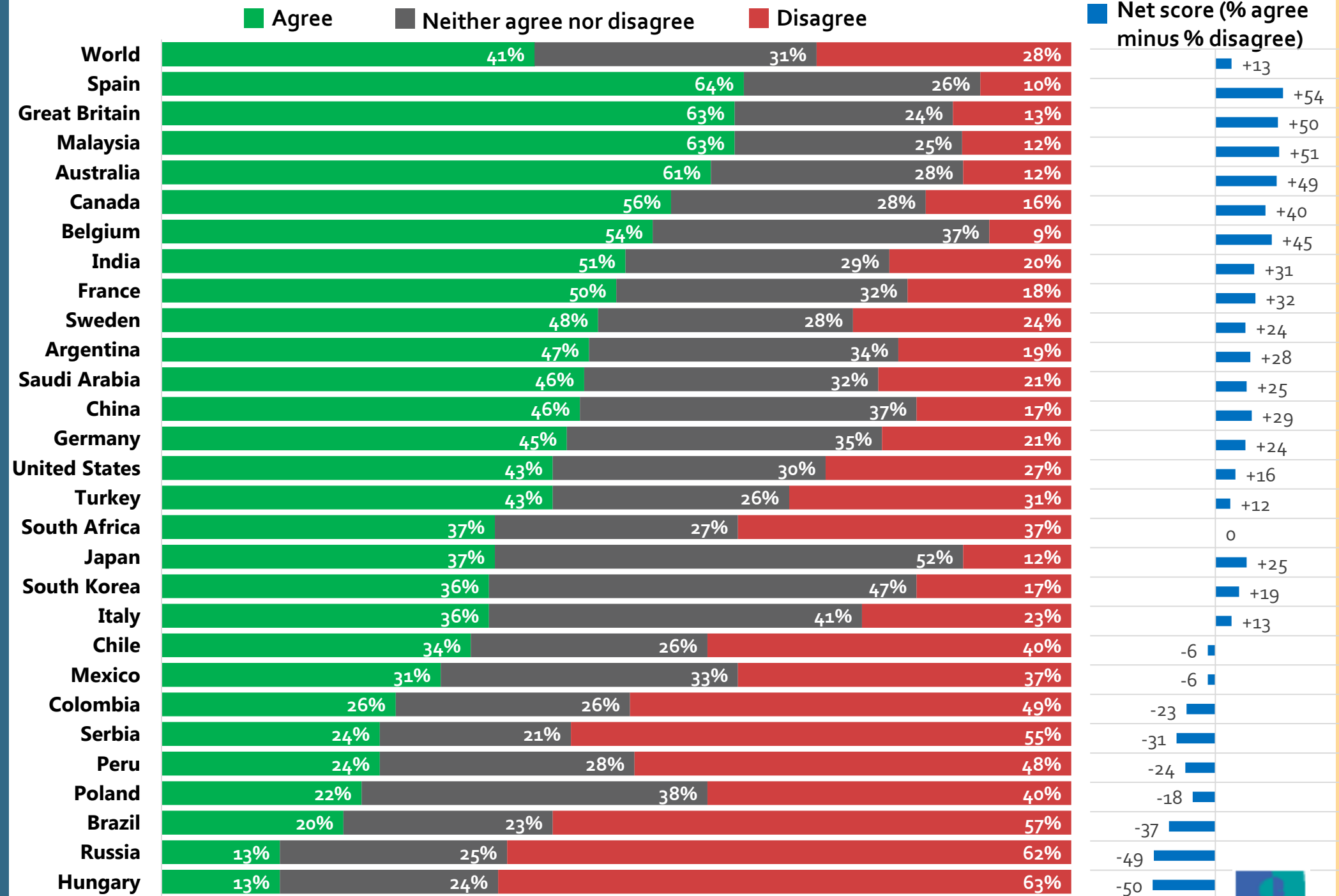


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



# Opinion on Healthcare System – Trust It to Provide Best Treatment

QB4. To what extent do you agree or disagree with the following statement? – *I trust the healthcare system in my country to provide me with the best treatment.*

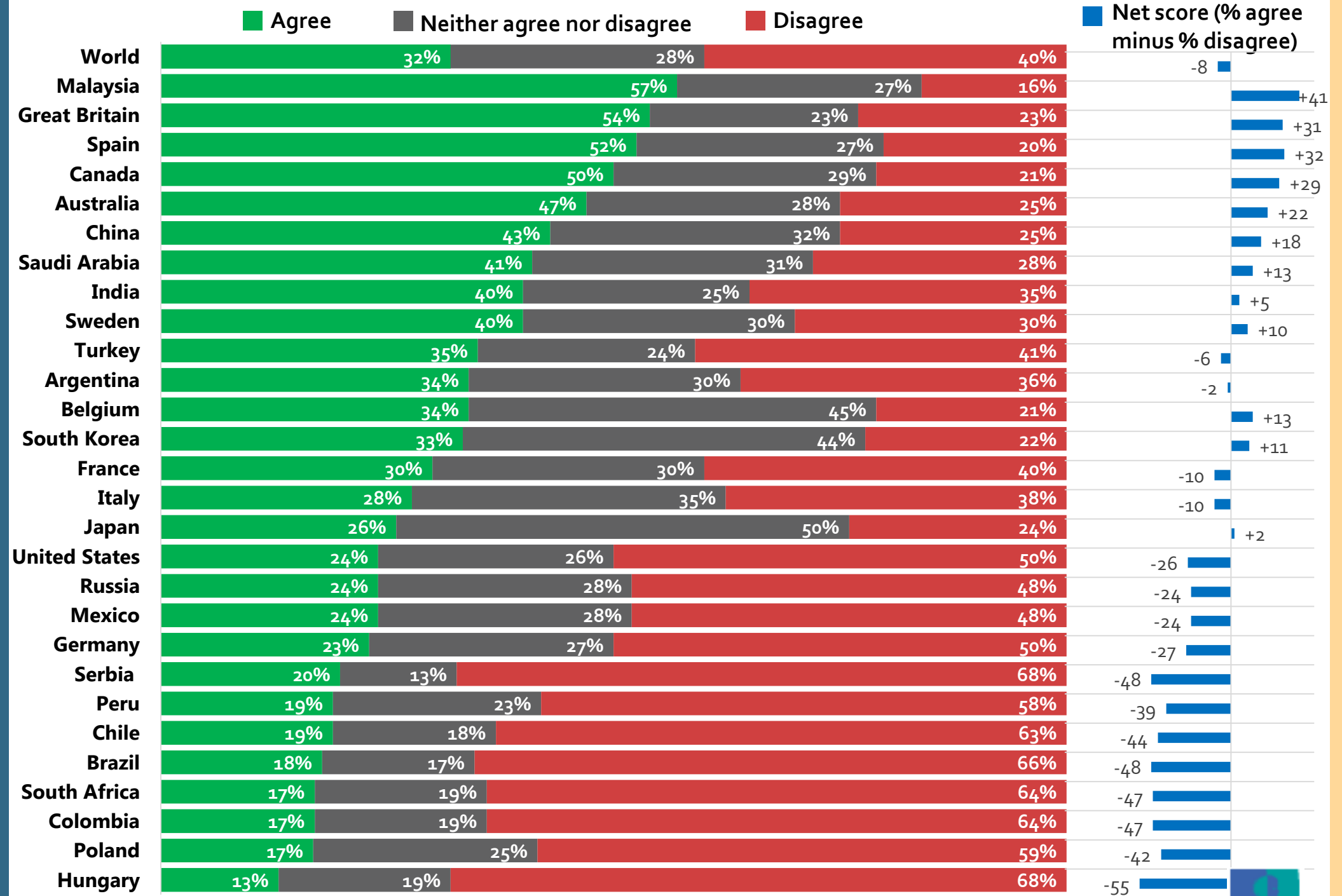


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018





# Opinion on Healthcare System – Same Standard of Care for Everyone



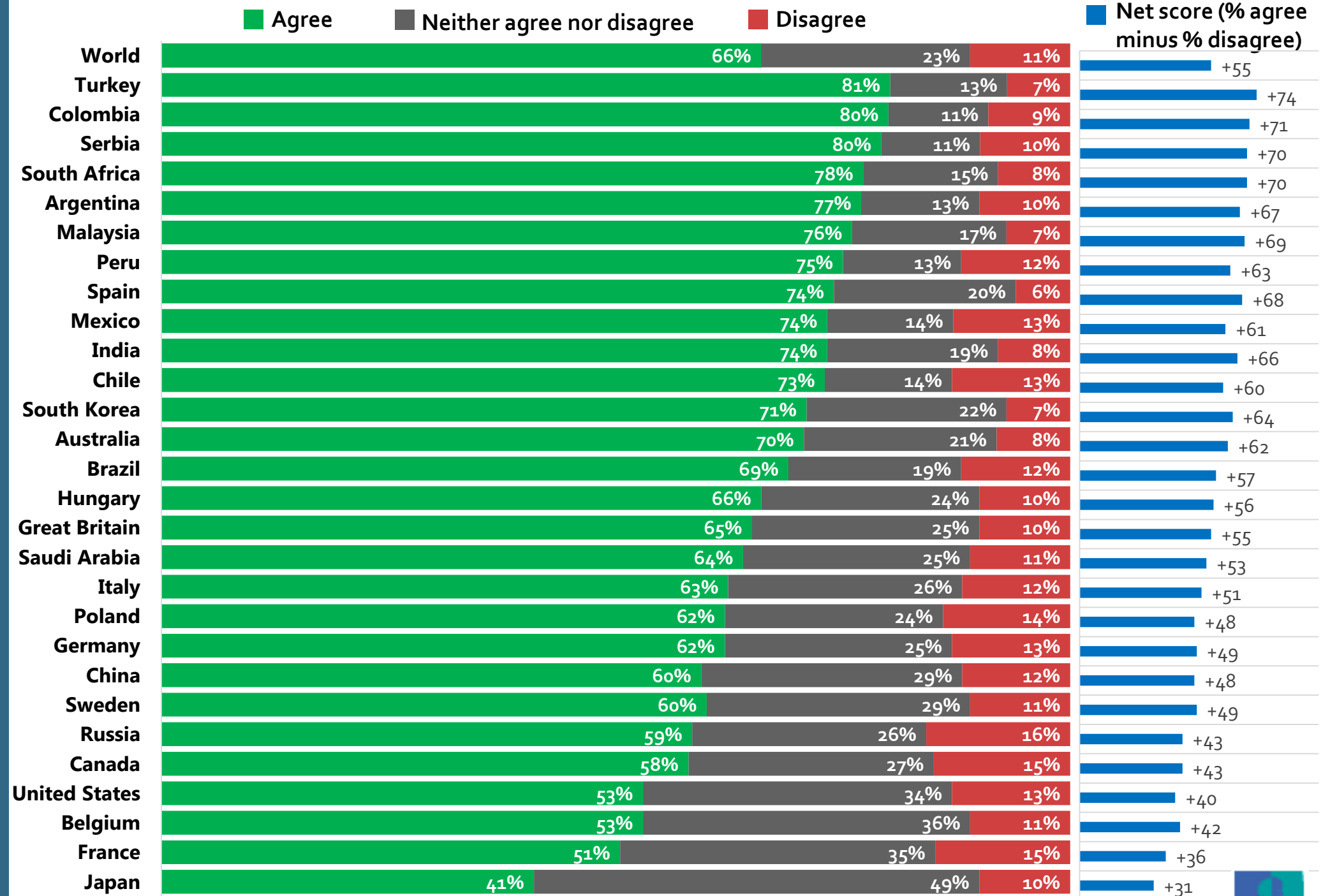
QB4. To what extent do you agree or disagree with the following statement? – *The healthcare system in my country provides the same standard of care to everyone.*

Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



# Opinion on Healthcare System – Support for Compulsory Vaccinations

QB4. To what extent do you agree or disagree with the statement. *Vaccinating against serious infectious diseases should be compulsory.*



Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



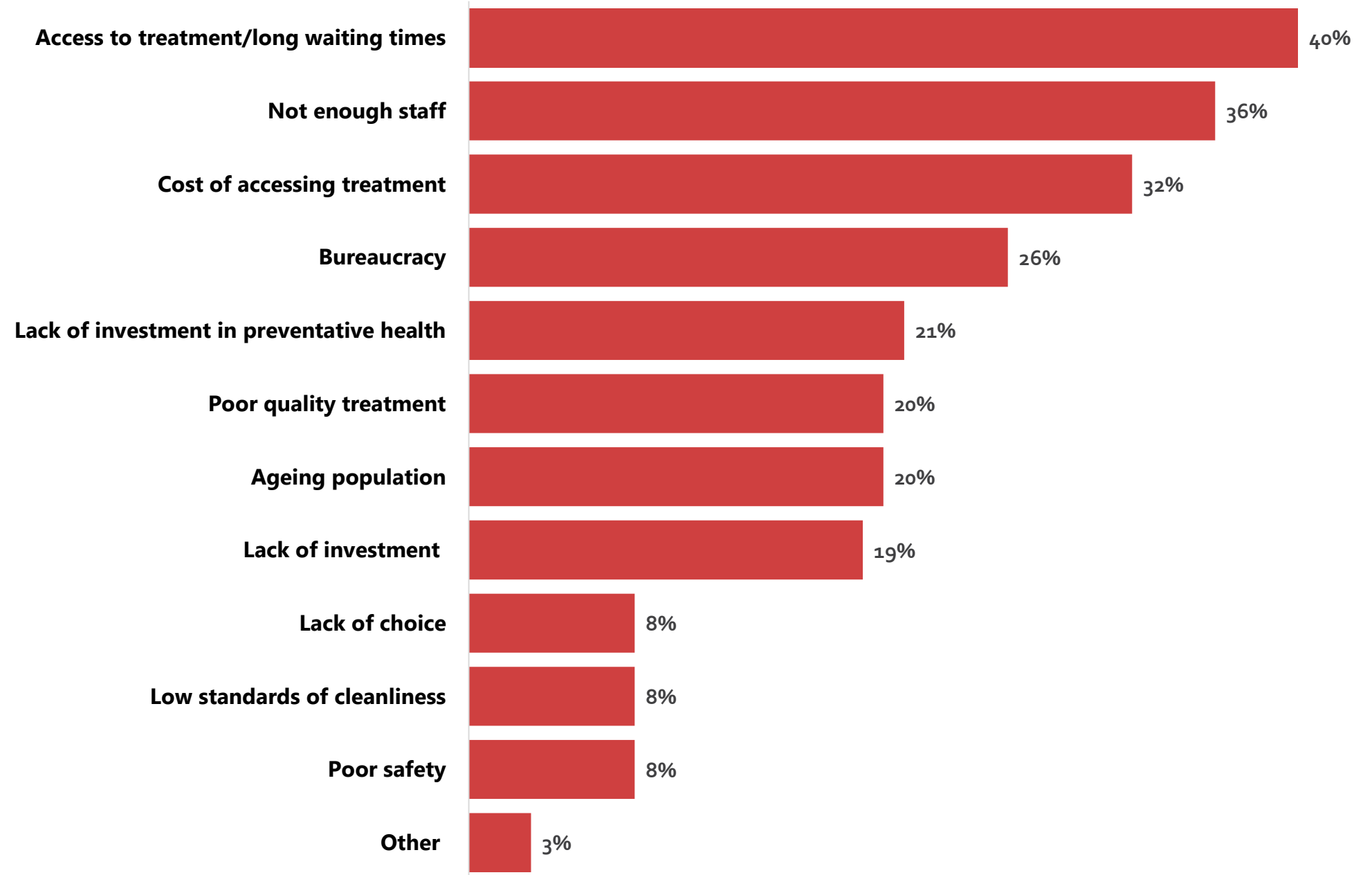
# Opinion on Healthcare System – Agree Summary (% agree)

QB4. To what extent do you agree with the following statements? (% agree)	WORLD	ARG	AUS	BEL	BRA	CAN	CHL	CHN	COL	COR	FRA	GBR	DEU	HUN	IND	ITA	JPN	KOR	MEX	MYS	PER	POL	RUS	SAR	SEA	ZAF	ESP	SWR	TUR	USA
Vaccinating against serious infectious diseases should be compulsory	67%	77%	70%	53%	69%	58%	73%	60%	80%	51%	65%	62%	66%	74%	63%	41%	71%	74%	76%	75%	62%	59%	64%	80%	78%	74%	60%	81%	53%	
Waiting times to get an appointment with doctors are too long in my country	62%	64%	43%	38%	73%	62%	77%	54%	74%	53%	62%	65%	78%	55%	70%	47%	38%	74%	61%	75%	77%	66%	50%	91%	54%	70%	59%	51%	41%	
Many people in my country cannot afford good healthcare	59%	70%	46%	32%	74%	27%	81%	63%	78%	60%	30%	40%	77%	72%	54%	44%	28%	75%	51%	77%	73%	75%	56%	82%	83%	52%	25%	57%	75%	
The healthcare system in my country is overstretched	54%	60%	60%	33%	66%	67%	70%	43%	69%	70%	85%	55%	80%	46%	64%	15%	24%	57%	42%	60%	32%	52%	41%	39%	57%	70%	74%	46%	48%	
I am concerned that my personal data will be made available to third parties (government, private companies) without my consent	50%	52%	44%	32%	54%	39%	62%	62%	59%	41%	41%	43%	43%	56%	34%	31%	56%	67%	59%	65%	47%	59%	46%	48%	53%	57%	31%	63%	54%	
In my country, information about how to look after my health is readily available when I need it	50%	47%	68%	49%	25%	65%	46%	51%	35%	48%	73%	62%	35%	50%	31%	39%	56%	43%	64%	32%	41%	49%	48%	42%	49%	59%	61%	64%	66%	
In my country, information about healthcare services is readily available when I need it	47%	46%	67%	50%	22%	62%	40%	53%	27%	45%	69%	57%	33%	50%	28%	37%	54%	37%	63%	25%	34%	44%	44%	36%	47%	58%	58%	66%	61%	
I find it easy to get an appointment with doctors in my local area	41%	41%	63%	45%	24%	43%	37%	35%	31%	36%	40%	32%	23%	61%	27%	27%	55%	37%	53%	26%	30%	35%	48%	35%	52%	64%	34%	59%	58%	
I trust the healthcare system in my country to provide me with the best treatment	40%	47%	61%	54%	20%	56%	34%	46%	26%	50%	63%	45%	13%	51%	36%	37%	36%	31%	63%	24%	22%	13%	46%	24%	37%	64%	48%	43%	43%	
The healthcare system in my country provides the same standard of care to everyone	31%	34%	47%	34%	18%	50%	19%	43%	17%	30%	54%	23%	13%	40%	28%	26%	33%	24%	57%	19%	17%	24%	41%	20%	17%	52%	40%	35%	24%	

Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

## Problems with Own Healthcare System – Globally

QB5. Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?



■ [ISSUE] is a top three problem facing my country's healthcare system

Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

# Problems with Own Healthcare System – Summary

QB5. Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?	W	A	A	B	B	C	C	C	C	F	G	D	H	I	I	J	K	M	M	P	P	R	S	S	Z	E	S	T	U
	O	R	R	E	R	A	H	H	O	R	B	E	U	N	D	A	N	R	X	S	R	O	U	A	E	A	S	W	U
	L	G	S	L	A	N	L	N	L	A	R	U	N	D	A	N	R	X	S	R	L	S	U	R	F	P	E	R	A
Access to treatment/long waiting times	41%	35%	37%	26%	35%	49%	64%	26%	59%	29%	32%	37%	65%	22%	59%	20%	26%	48%	43%	46%	70%	35%	21%	68%	41%	52%	52%	38%	22%
Not enough staff	36%	25%	37%	38%	23%	54%	39%	23%	17%	67%	54%	61%	63%	17%	38%	33%	27%	20%	34%	21%	23%	30%	15%	37%	41%	49%	68%	36%	14%
Cost of accessing treatment	32%	35%	38%	27%	18%	10%	46%	32%	37%	34%	8%	19%	18%	44%	28%	44%	32%	26%	49%	29%	34%	56%	32%	36%	39%	15%	11%	32%	64%
Bureaucracy	26%	39%	19%	20%	26%	21%	36%	24%	40%	20%	26%	32%	19%	17%	33%	7%	21%	46%	17%	38%	32%	40%	17%	25%	14%	23%	28%	23%	33%
Lack of investment in preventative health	21%	38%	18%	14%	38%	17%	20%	25%	35%	11%	19%	18%	22%	21%	20%	12%	18%	29%	13%	38%	21%	8%	16%	21%	21%	31%	9%	17%	16%
Poor quality treatment	21%	9%	7%	7%	32%	7%	16%	20%	27%	6%	6%	12%	20%	35%	17%	5%	8%	29%	26%	26%	33%	59%	25%	39%	43%	5%	11%	36%	16%
Ageing population	20%	4%	37%	28%	4%	38%	9%	46%	2%	28%	37%	29%	16%	16%	16%	52%	43%	3%	12%	2%	22%	8%	15%	9%	5%	22%	19%	16%	16%
Lack of investment	19%	49%	13%	13%	47%	10%	18%	11%	32%	17%	42%	15%	12%	15%	23%	6%	8%	30%	10%	36%	7%	14%	12%	17%	13%	41%	7%	14%	5%
Low standards of cleanliness	8%	9%	4%	3%	9%	3%	2%	6%	4%	4%	3%	8%	13%	30%	6%	2%	6%	7%	16%	7%	4%	5%	14%	10%	30%	3%	3%	12%	4%
Lack of choice	8%	7%	6%	6%	6%	5%	8%	13%	9%	4%	3%	6%	7%	12%	5%	6%	11%	10%	10%	7%	9%	7%	17%	7%	5%	5%	5%	9%	14%
Poor safety	8%	12%	4%	7%	11%	2%	4%	17%	7%	8%	2%	5%	4%	22%	6%	9%	10%	10%	12%	12%	4%	7%	14%	2%	10%	3%	5%	10%	4%
Other	3%	3%	4%	6%	2%	4%	2%	0%	3%	3%	6%	3%	2%	1%	1%	1%	1%	2%	1%	2%	1%	2%	3%	3%	2%	2%	8%	2%	5%

Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018





# Patient Experience

Are patients satisfied with the way their healthcare system treats them?

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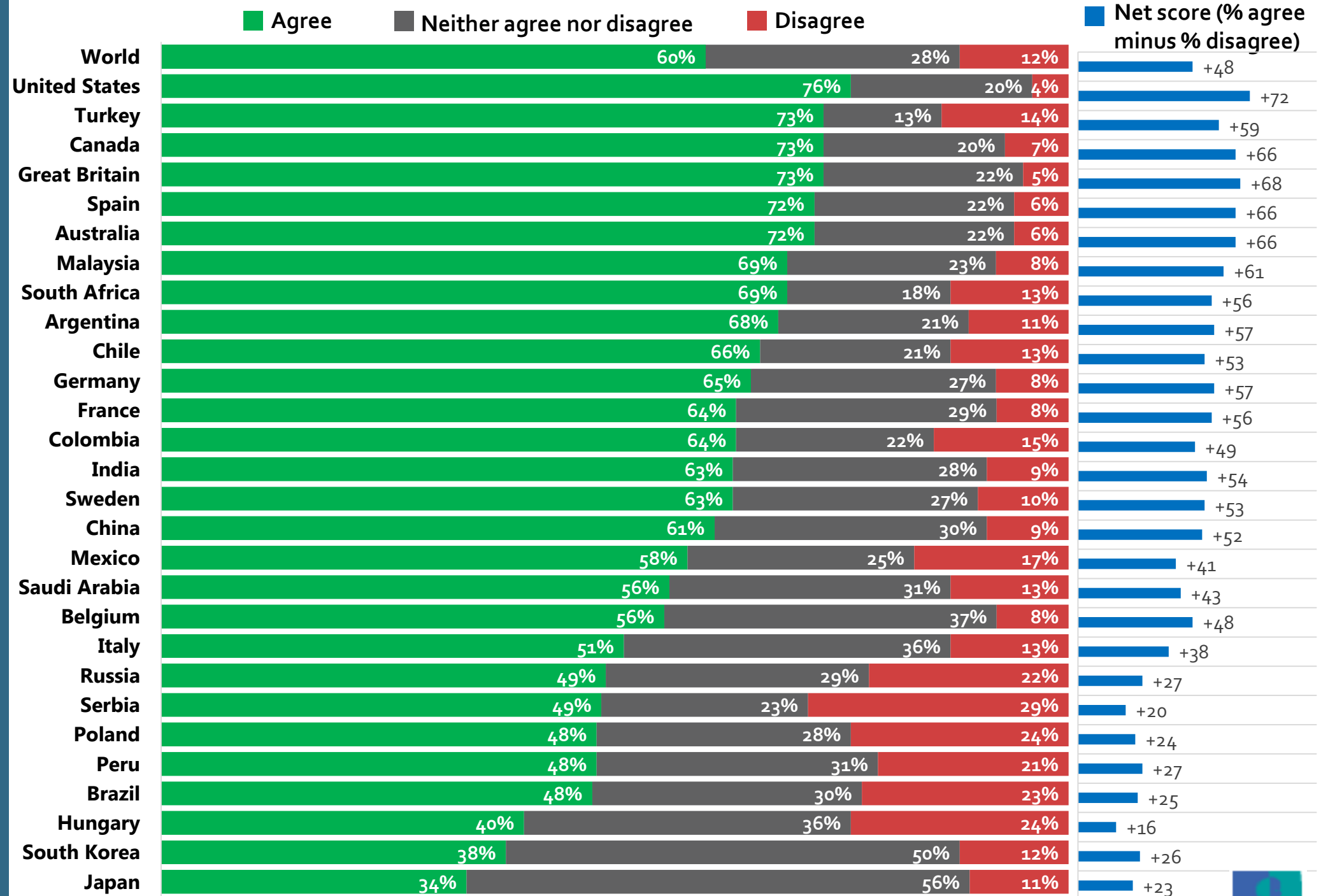
GAME CHANGERS



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## Most Recent Patient Experience – Was Treated with Dignity and Respect

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – *I was treated with dignity and respect throughout my treatment.*

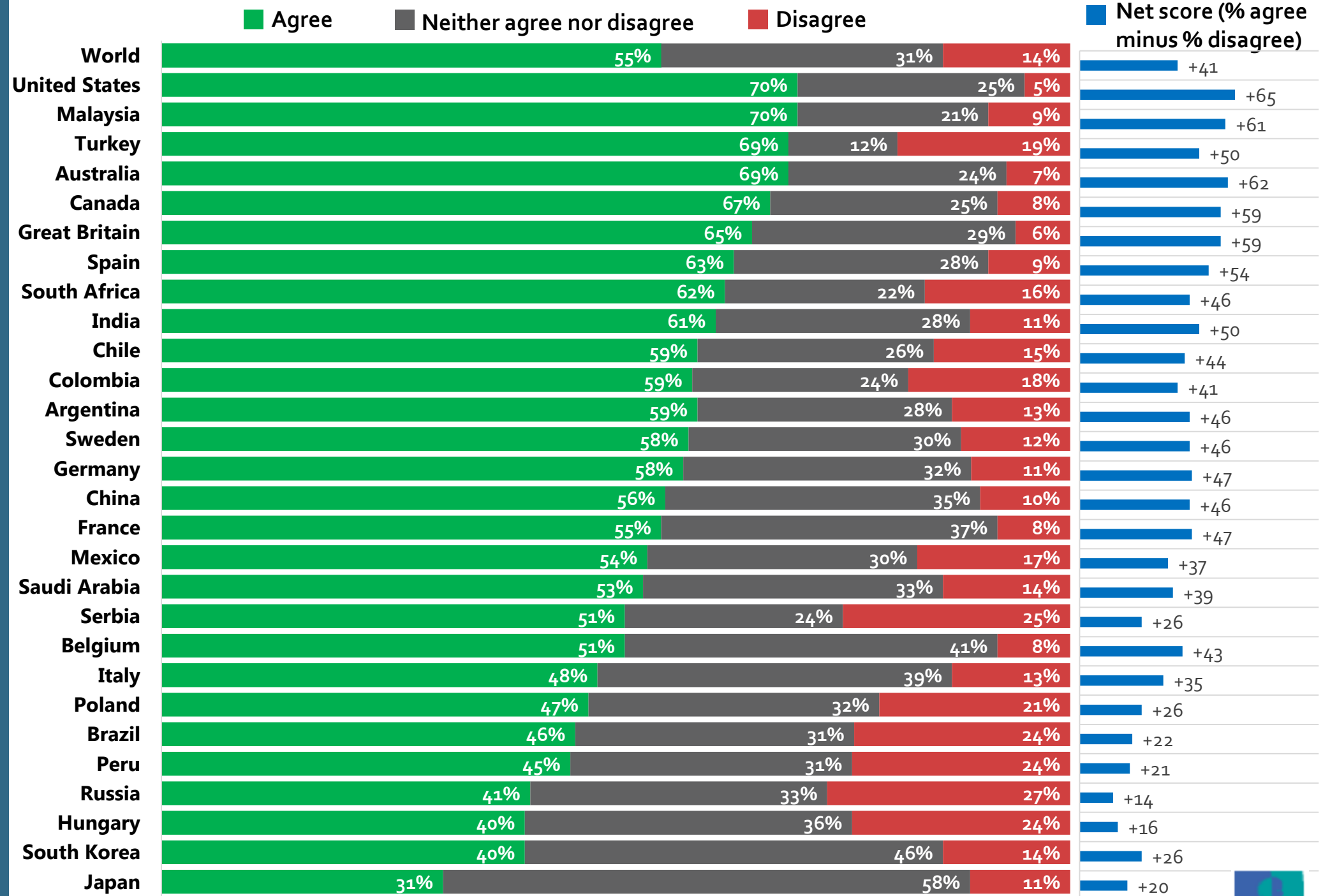


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Most Recent Patient Experience – Values, Preferences and Needs Were Respected

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – *The healthcare professionals treating me showed respect for my values, preferences and expressed needs.*



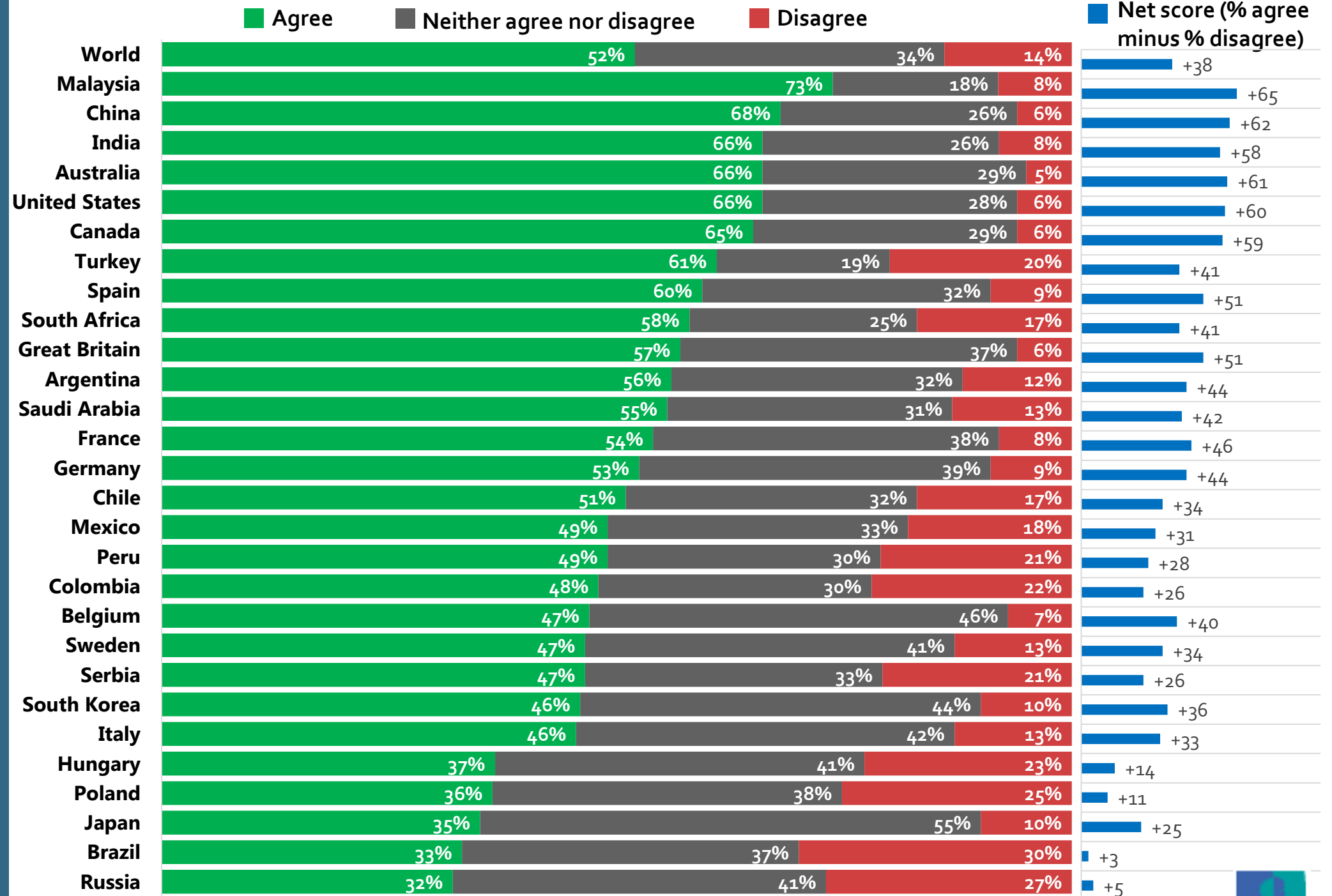
Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018





## Most Recent Patient Experience – Safety Was a Priority

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – *My safety was a priority.*

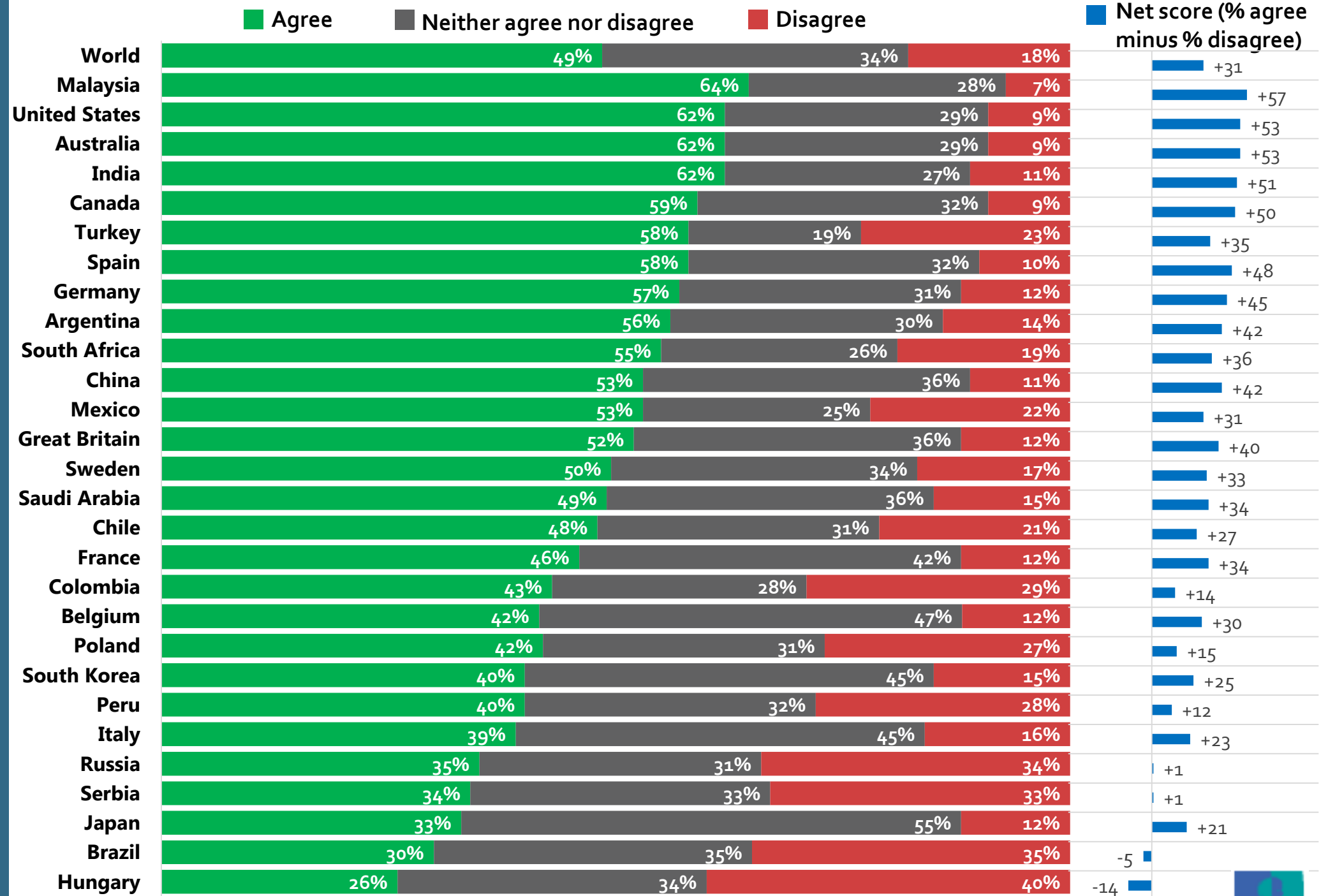


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Most Recent Patient Experience – Care Was Personalized

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – *My care was personalized to reflect my needs and choices.*



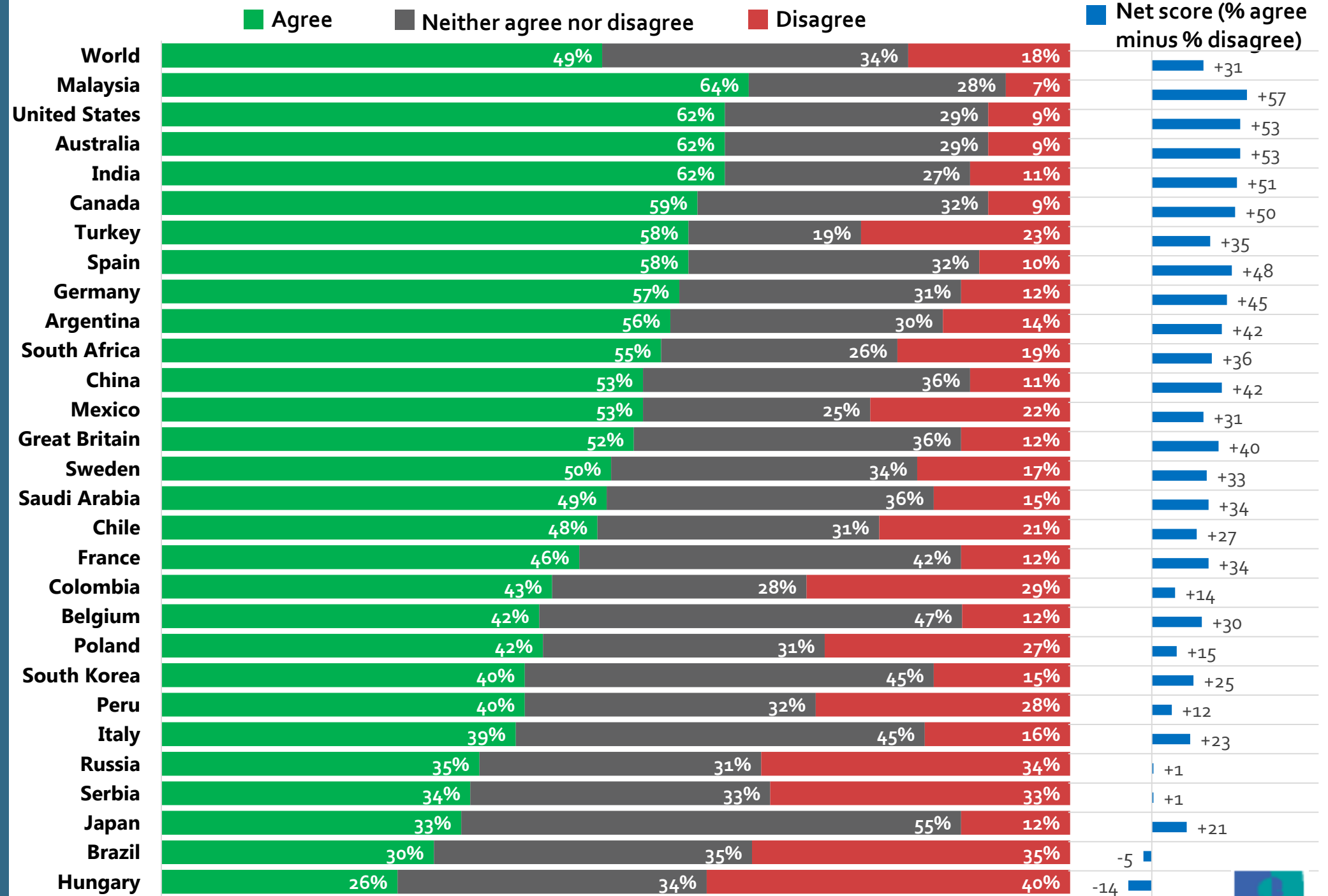
Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018





## Most Recent Patient Experience – Received Sufficient Information

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – *I was provided with sufficient information on my treatment.*

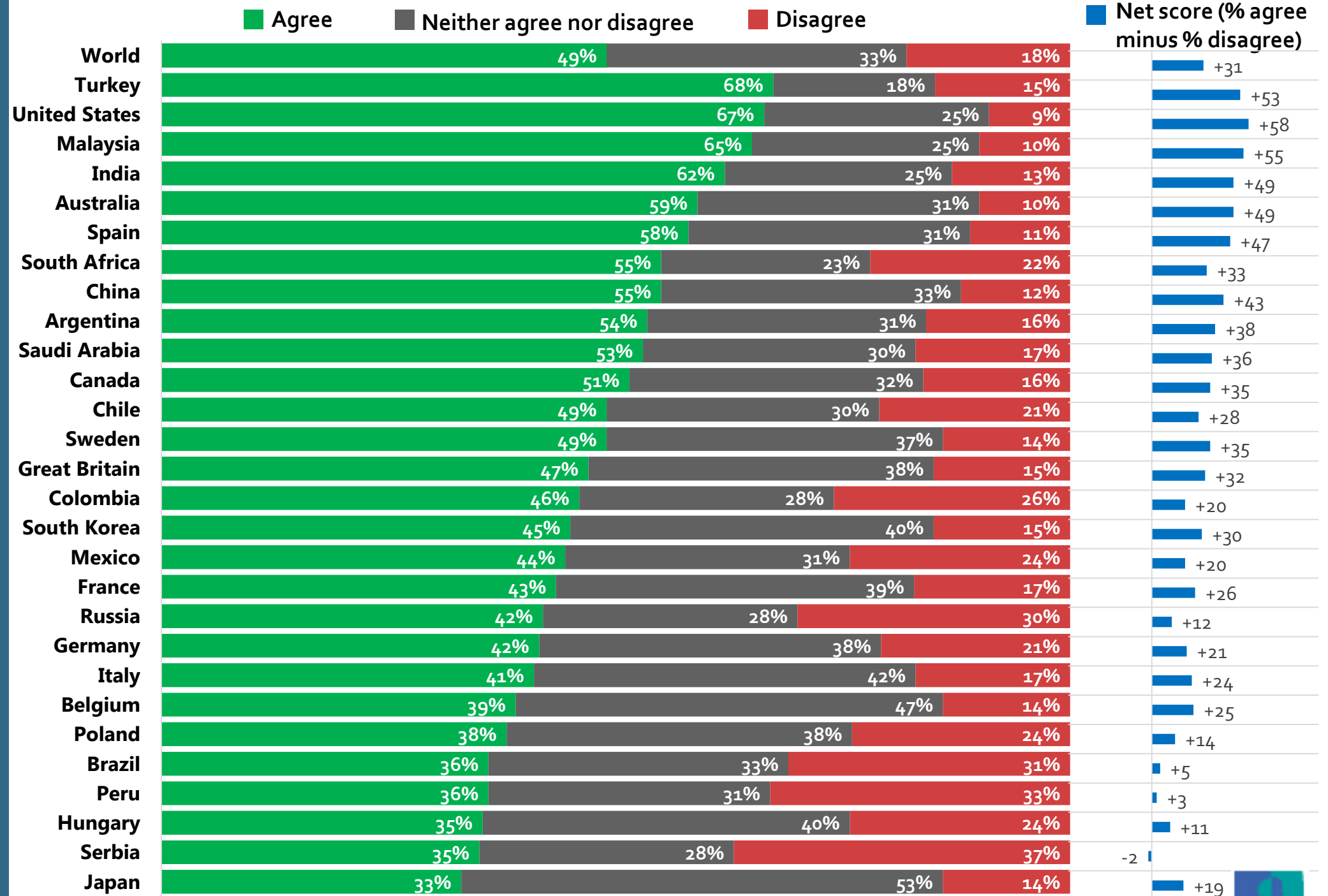


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Most Recent Patient Experience – Had Easy Access to Medical Information

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – *I had easy access to my medical information.*

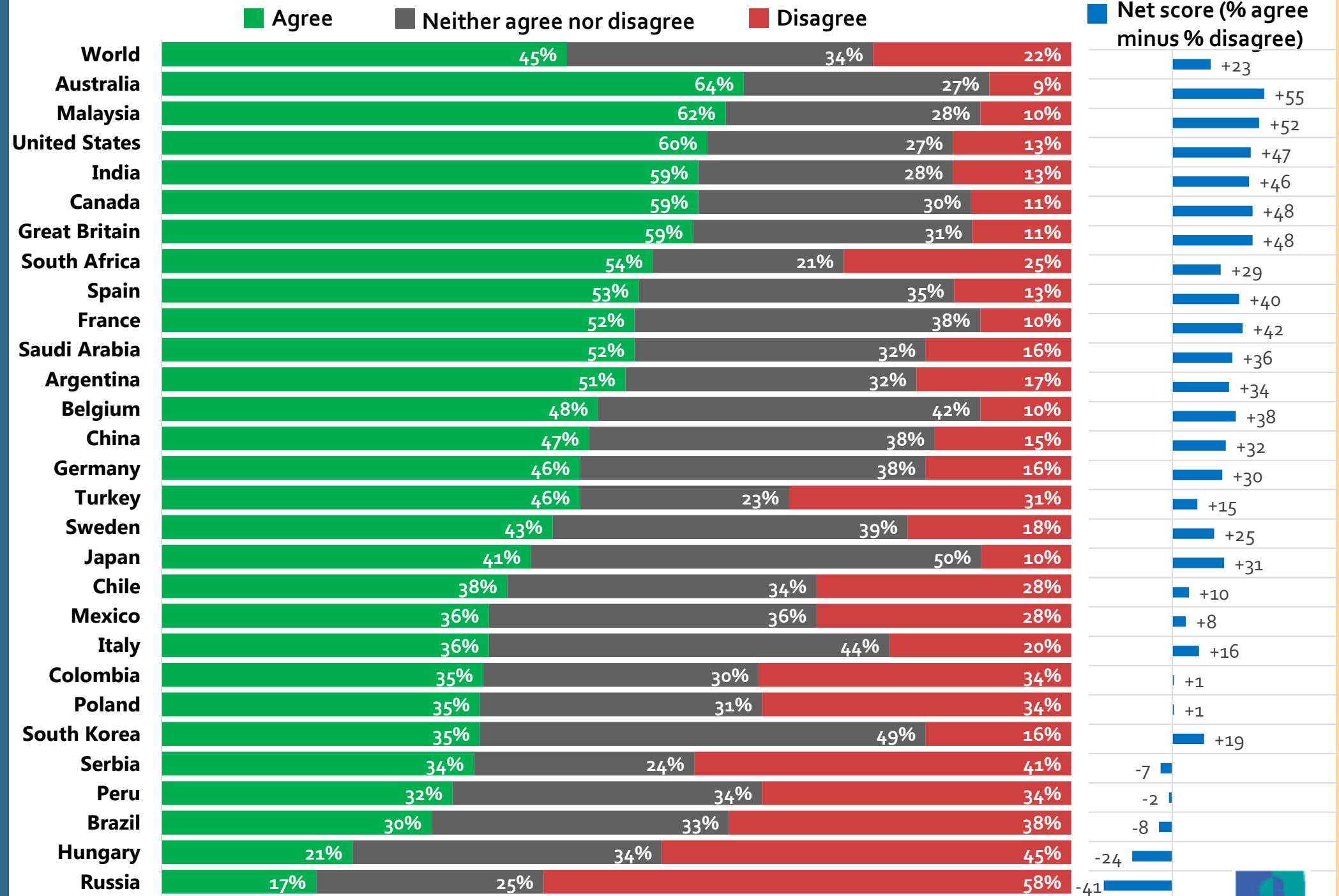


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Most Recent Patient Experience – Had Access to the Best Possible Care

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – *I had access to the best care I could have received.*

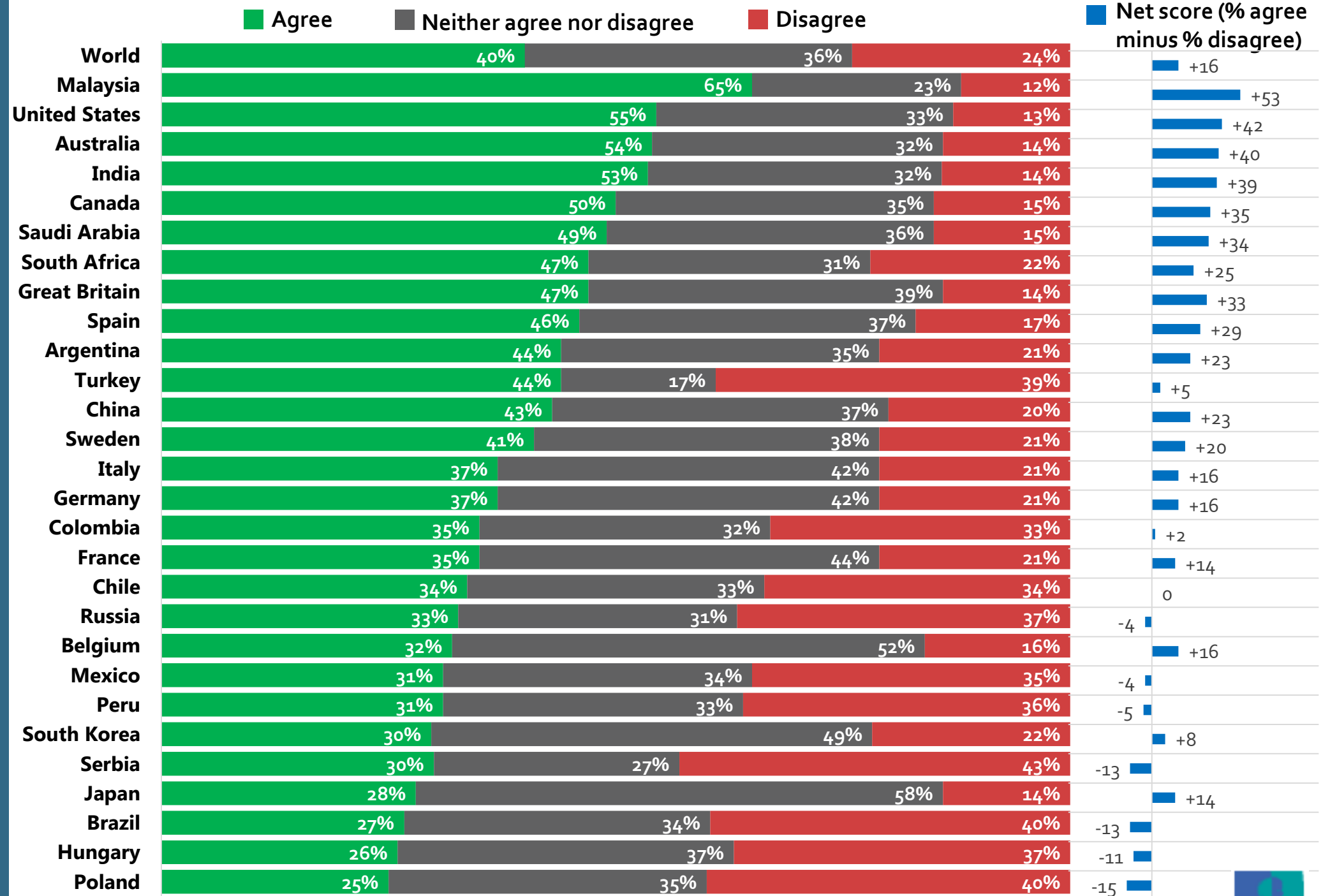


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Most Recent Patient Experience – Received Emotional Support

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – *During my treatment the healthcare professional showed me emotional support.*

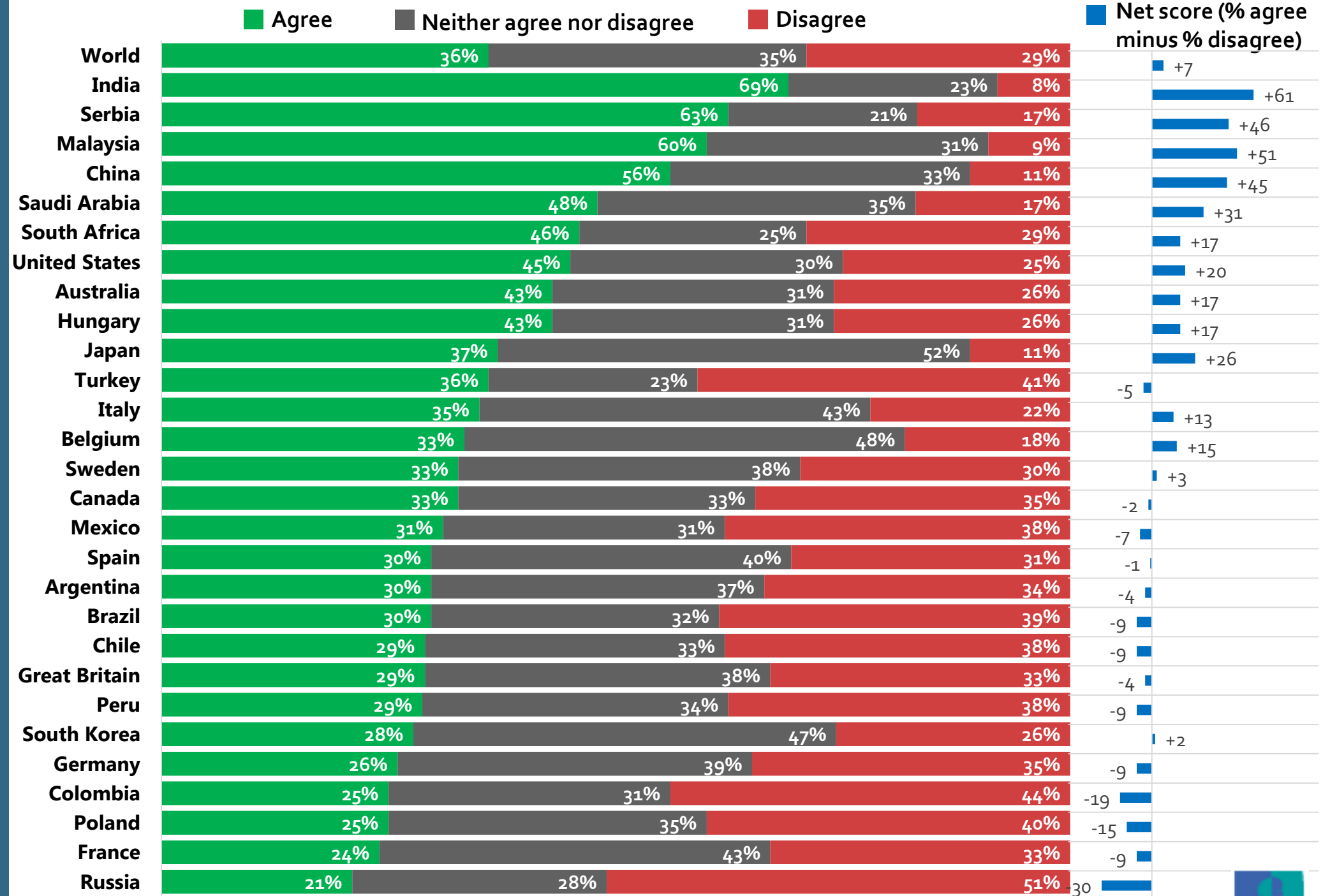


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Most Recent Patient Experience – Care Involved Family and Friends

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – *My care included the involvement of family and friends.*



Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018





# Most Recent Patient Experience – Agree Summary (% agree)

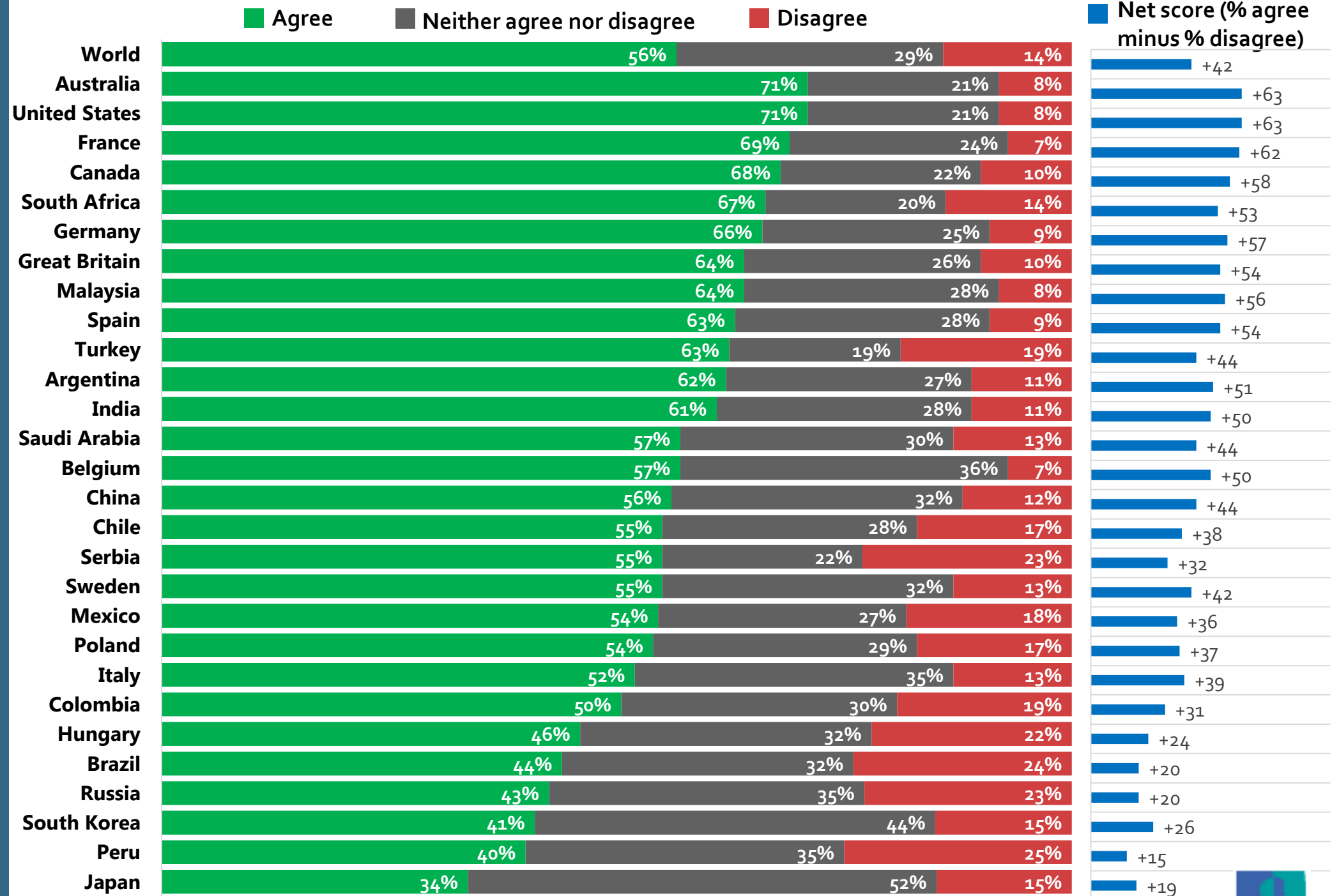
QB7. Please indicate the extent to which you agree with each one (% agree)	W	A	A	B	B	C	C	C	C	F	G	D	H	I	I	J	K	M	M	P	P	R	S	S	Z	E	S	T	U
	R	R	U	E	R	A	H	H	O	R	B	E	U	N	T	P	O	E	Y	E	O	U	A	E	A	S	W	U	S
	L	G	S	L	A	N	I	L	L	A	R	U	N	D	A	N	R	X	S	R	L	S	U	R	F	P	E	R	A
I was treated with dignity and respect throughout my treatment	60%	68%	72%	56%	48%	73%	61%	66%	64%	64%	73%	65%	40%	63%	51%	34%	38%	58%	69%	48%	48%	49%	56%	49%	69%	72%	63%	73%	76%
The healthcare professionals treating me showed respect for my values, preferences and expressed needs	55%	59%	69%	51%	46%	67%	56%	59%	59%	55%	65%	58%	40%	61%	48%	31%	40%	54%	70%	45%	47%	41%	53%	51%	62%	63%	58%	69%	70%
I was provided with sufficient information on my treatment	55%	58%	69%	51%	38%	65%	53%	55%	51%	55%	66%	59%	41%	62%	50%	42%	43%	46%	70%	42%	46%	43%	54%	47%	62%	62%	56%	66%	71%
My safety was a priority	52%	56%	66%	47%	33%	65%	68%	51%	48%	54%	57%	53%	37%	66%	46%	35%	46%	49%	73%	49%	36%	32%	55%	47%	58%	60%	47%	61%	66%
My care was personalized to reflect my needs and choices	49%	56%	62%	42%	30%	59%	53%	48%	43%	46%	52%	57%	26%	62%	39%	33%	40%	53%	64%	40%	42%	35%	49%	34%	55%	58%	50%	58%	62%
I had easy access to my medical information	49%	54%	59%	39%	36%	51%	55%	49%	46%	43%	47%	42%	35%	62%	41%	33%	45%	44%	65%	36%	38%	42%	53%	35%	55%	58%	49%	68%	67%
I had access to the best care I could have received	45%	51%	64%	48%	30%	59%	47%	38%	35%	52%	59%	46%	21%	59%	36%	41%	35%	36%	62%	32%	35%	17%	52%	34%	54%	53%	43%	46%	60%
During my treatment the healthcare professional showed me emotional support	40%	44%	54%	32%	27%	50%	43%	34%	35%	35%	47%	37%	26%	53%	37%	28%	30%	31%	65%	31%	25%	33%	49%	30%	47%	46%	41%	44%	55%
My care included the involvement of family and friends	36%	30%	43%	33%	30%	33%	56%	29%	25%	24%	29%	26%	43%	69%	35%	37%	28%	31%	60%	29%	25%	21%	48%	63%	46%	30%	33%	36%	45%

Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Most Recent Experience with Provider – Was Taken Seriously

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – *This doctor takes me seriously.*

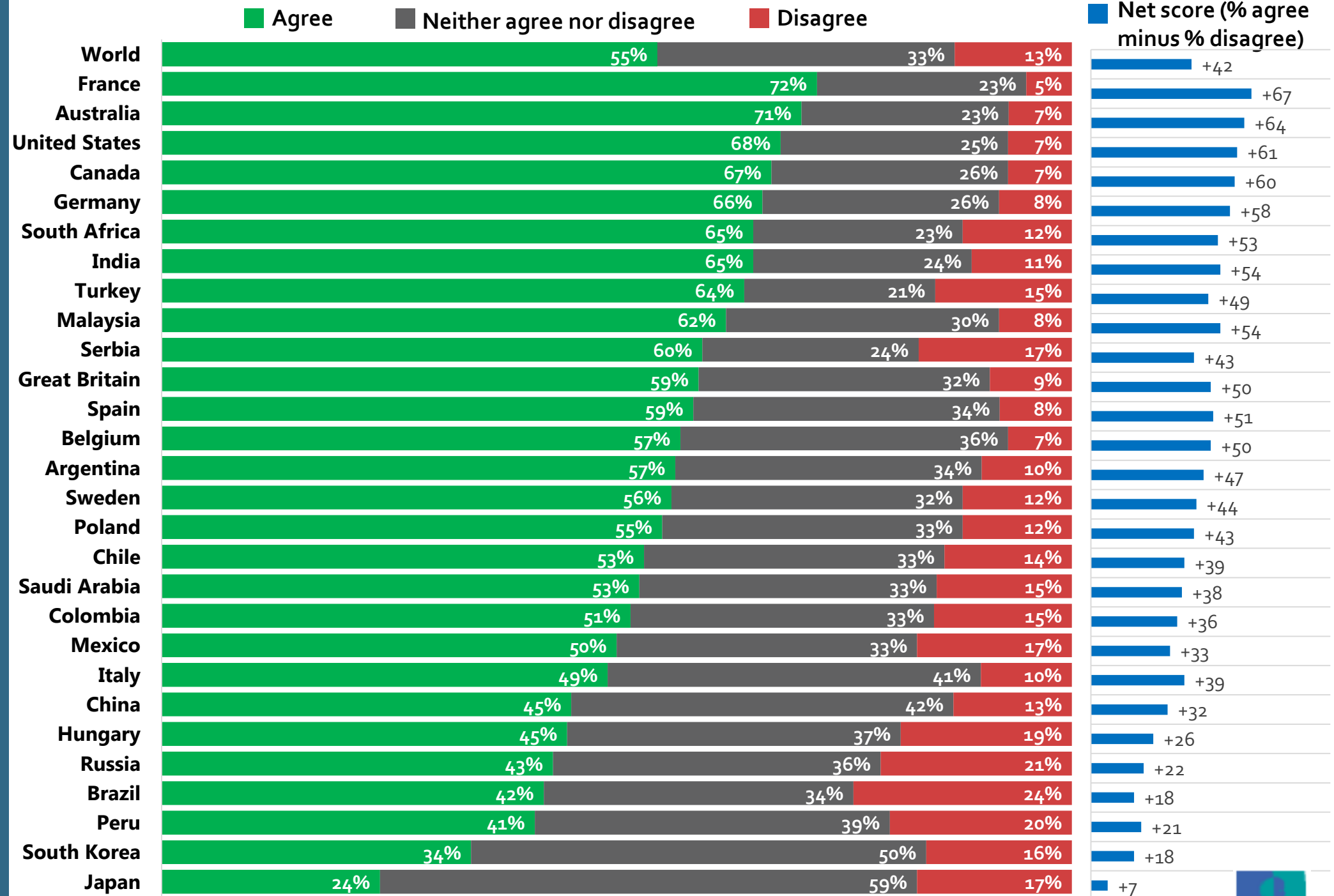


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Most Recent Experience with Provider – Was Accepted As I Am

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – *This doctor accepts me the way I am.*

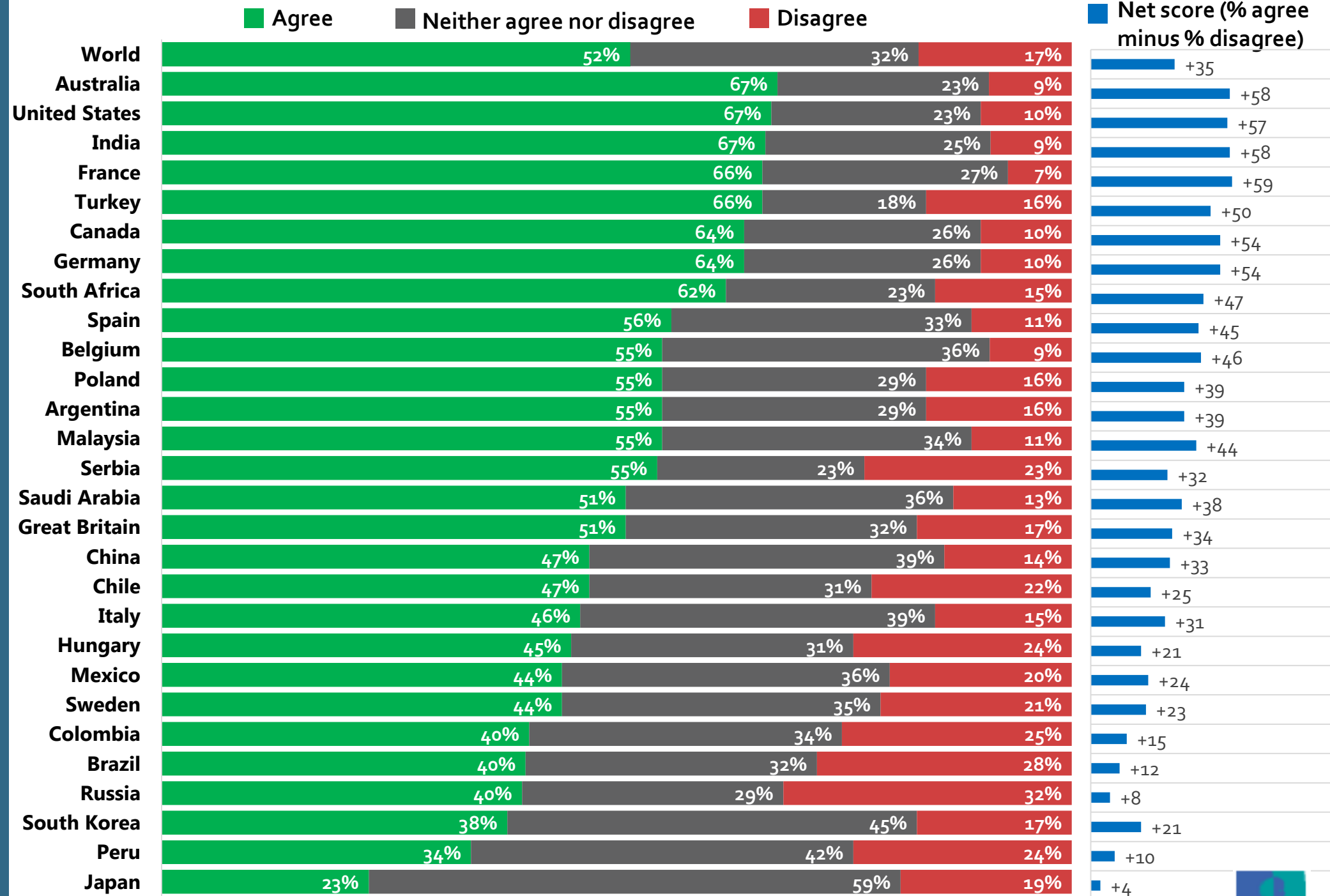


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Most Recent Experience with Provider – Know What to Expect with Provider

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – *I know what to expect with this doctor.*

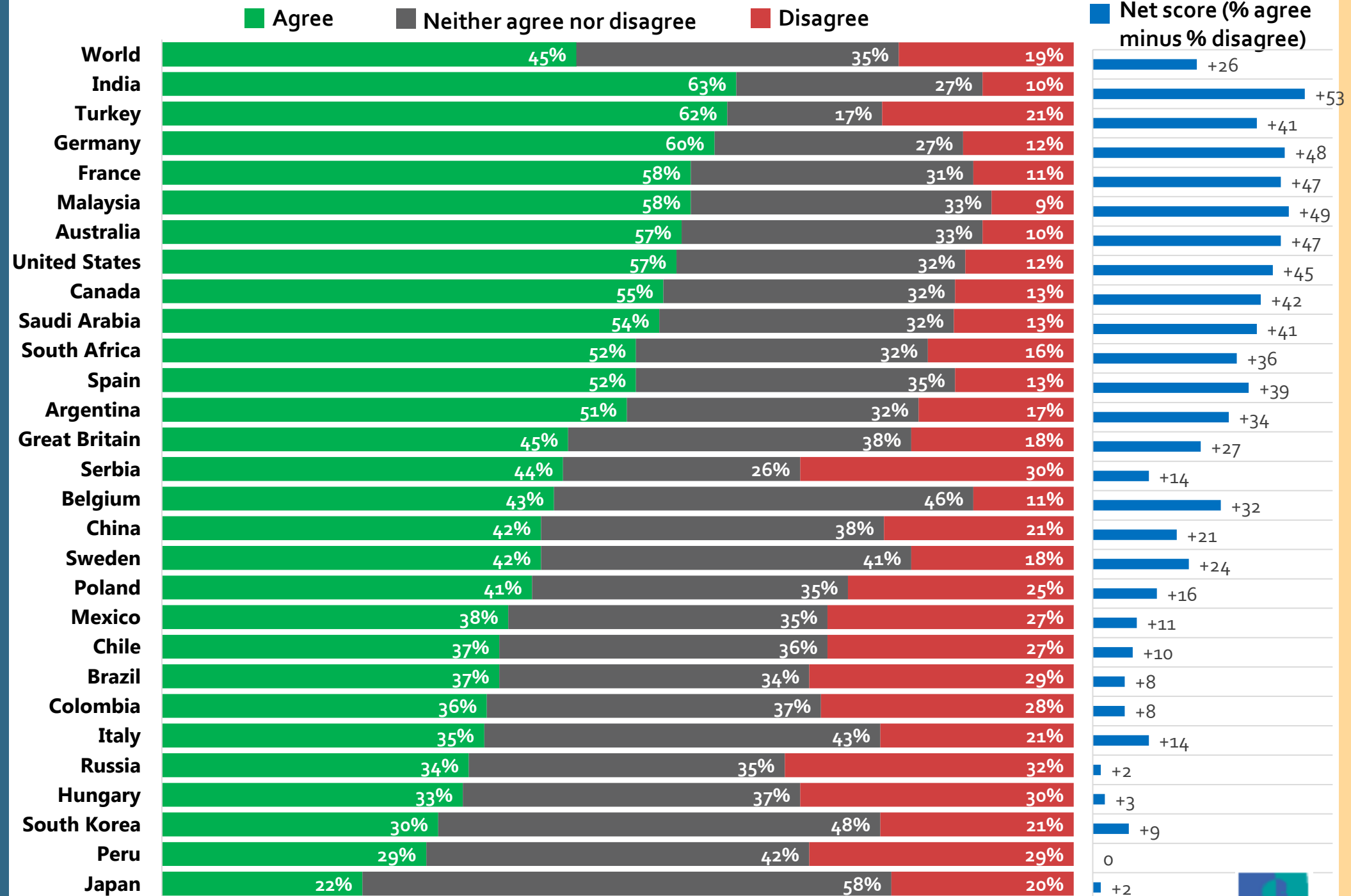


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



# Most Recent Experience with Provider – Doctor Really Cares for Me

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – *This doctor really cares for me.*



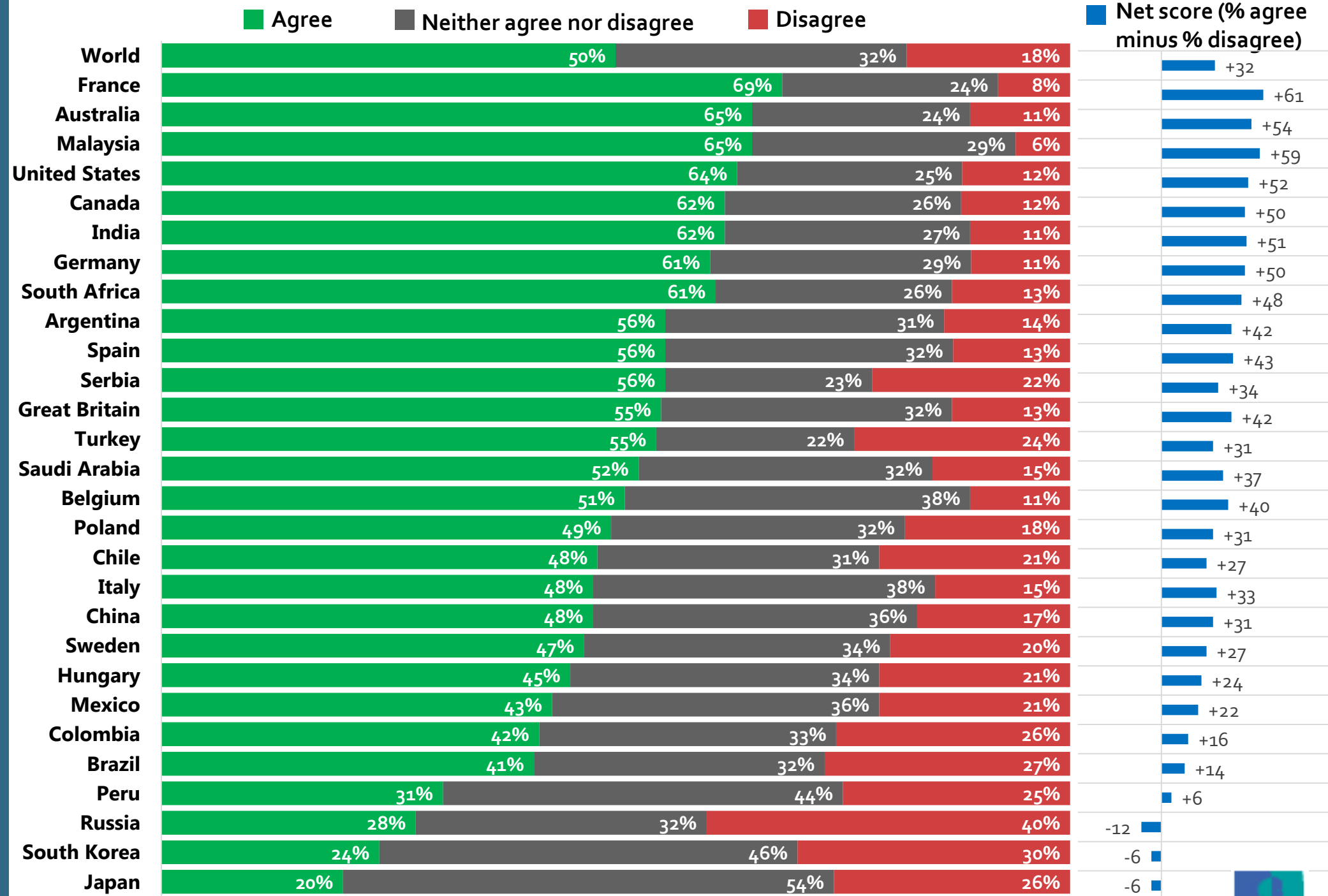
Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018





## Most Recent Experience with Provider – Feel Relaxed with Doctor

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – *I feel totally relaxed with this doctor.*

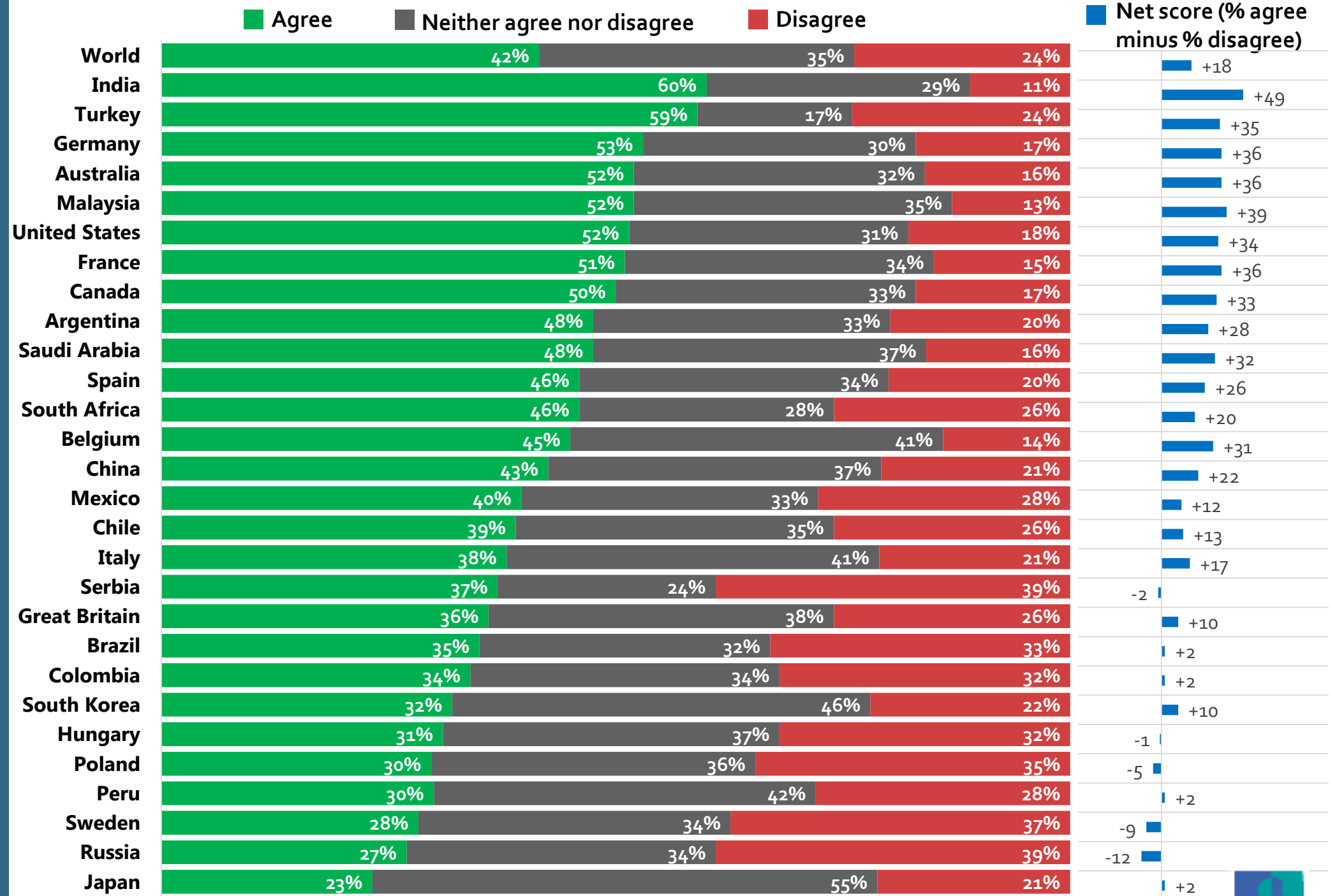


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Most Recent Experience with Provider – Doctor Knows How I Feel

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – *This doctor really knows how I feel about things.*

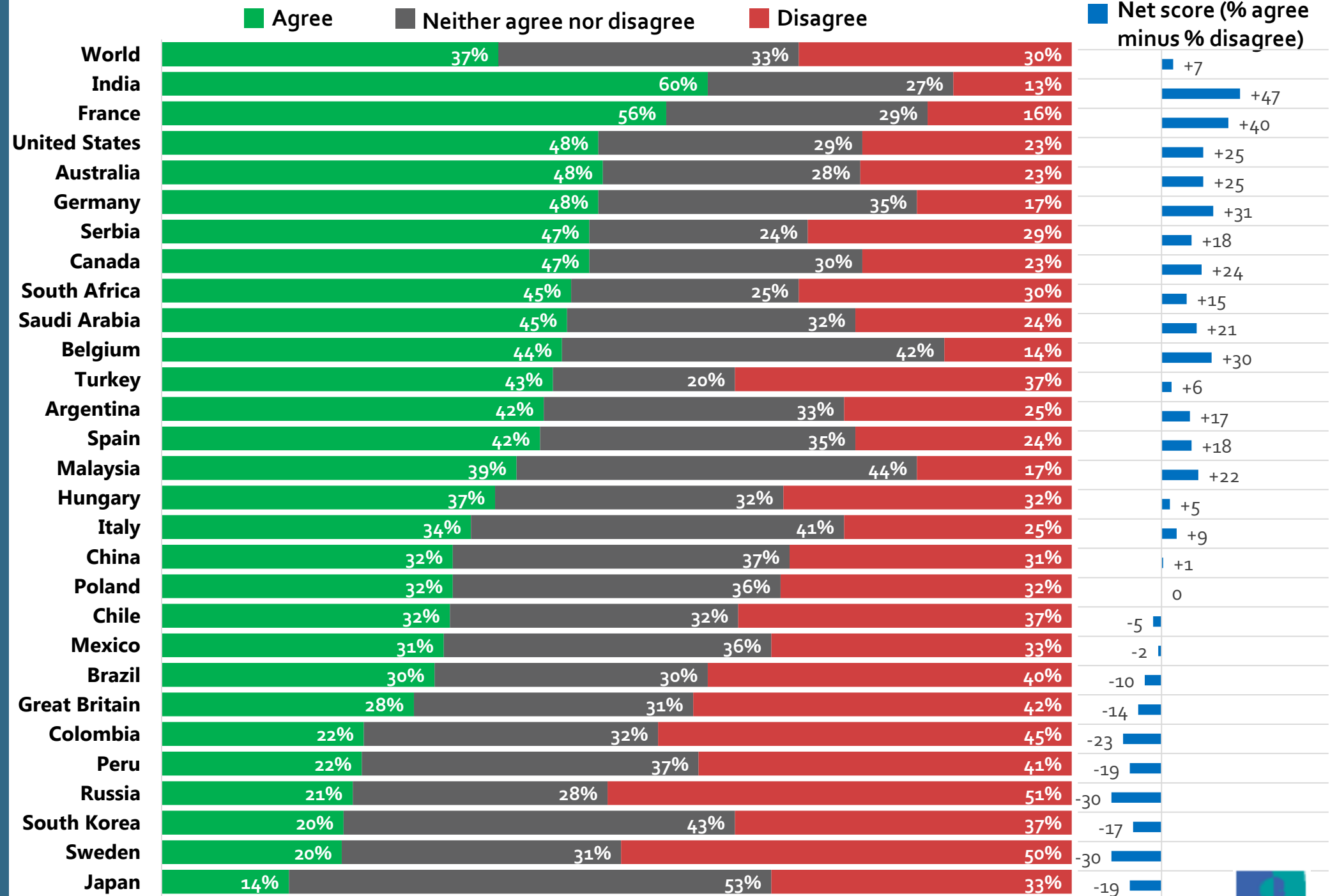


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Most Recent Experience with Provider – Know Doctor Very Well

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – *I know this doctor very well.*

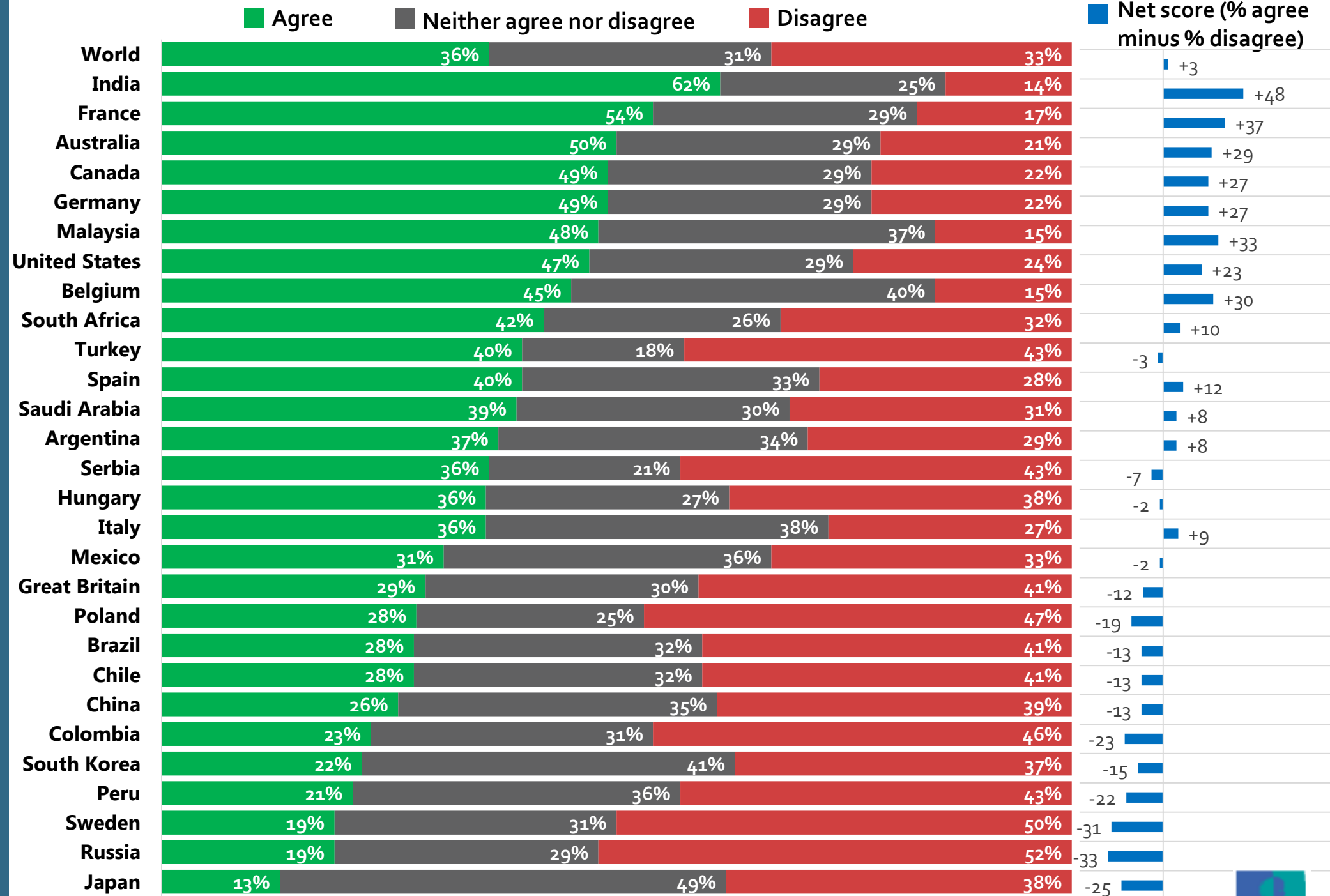


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Most Recent Experience with Provider – Doctor Knows Me Very Well

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – *This doctor knows me as a person.*



Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

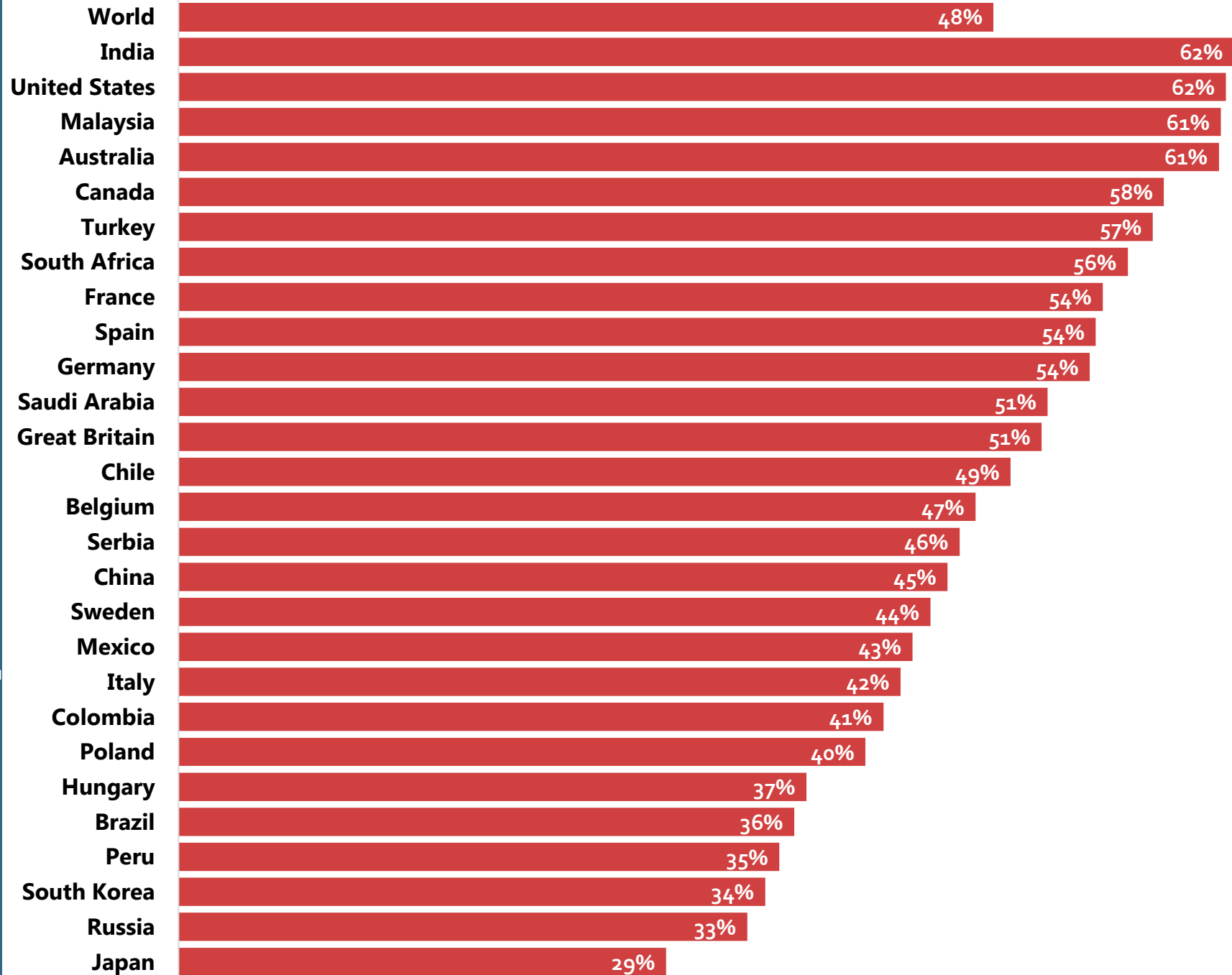


## Most Recent Experience with Provider – Agree Summary (% agree)

QB8. To what extent do you agree with the following statements? (% agree)	W	A	A	B	B	C	C	C	C	F	G	D	H	I	I	J	K	M	M	P	P	R	S	S	Z	E	S	T	U
	O	R	R	E	R	A	H	H	O	R	B	E	U	N	T	P	O	E	Y	E	O	U	A	E	A	S	W	U	S
	L	G	S	L	A	N	L	N	L	A	R	U	N	D	A	N	R	X	S	R	L	S	U	R	F	P	E	R	A
	D																												
This doctor takes me seriously	56%	62%	71%	57%	44%	68%	55%	56%	50%	69%	64%	66%	46%	61%	52%	34%	41%	54%	64%	40%	54%	43%	57%	55%	67%	63%	55%	63%	71%
This doctor accepts me the way I am	55%	57%	71%	57%	42%	67%	53%	45%	51%	72%	59%	66%	45%	65%	49%	24%	34%	50%	62%	41%	55%	43%	53%	60%	65%	59%	56%	64%	68%
I know what to expect with this doctor	52%	55%	67%	55%	40%	64%	47%	47%	40%	66%	51%	64%	45%	67%	46%	23%	38%	44%	55%	34%	55%	40%	51%	55%	62%	56%	44%	66%	67%
I feel totally relaxed with this doctor	50%	56%	65%	51%	41%	62%	48%	48%	42%	69%	55%	61%	45%	62%	48%	20%	24%	43%	65%	31%	49%	28%	52%	56%	61%	56%	47%	55%	64%
This doctor really cares for me	45%	51%	57%	43%	37%	55%	37%	42%	36%	58%	45%	60%	33%	63%	35%	22%	30%	38%	58%	29%	41%	34%	54%	44%	52%	52%	42%	62%	57%
This doctor really knows how I feel about things	42%	48%	52%	45%	35%	50%	39%	43%	34%	51%	36%	53%	31%	60%	38%	23%	32%	40%	52%	30%	30%	27%	48%	37%	46%	46%	28%	59%	52%
I know this doctor very well	37%	42%	48%	44%	30%	47%	32%	32%	22%	56%	28%	48%	37%	60%	34%	14%	20%	31%	39%	22%	32%	21%	45%	47%	45%	42%	20%	43%	48%
This doctor knows me as a person	36%	37%	50%	45%	28%	49%	28%	26%	23%	54%	29%	49%	36%	62%	36%	13%	22%	31%	48%	21%	28%	19%	39%	36%	42%	40%	19%	40%	47%



**Most Recent Experience as Patient/with a Provider – Average of 16 Attributes (% Agree)**



QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional.

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion.

Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018





# Expected Changes in Healthcare

How do citizens expect the future of healthcare to look?

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GAME CHANGERS

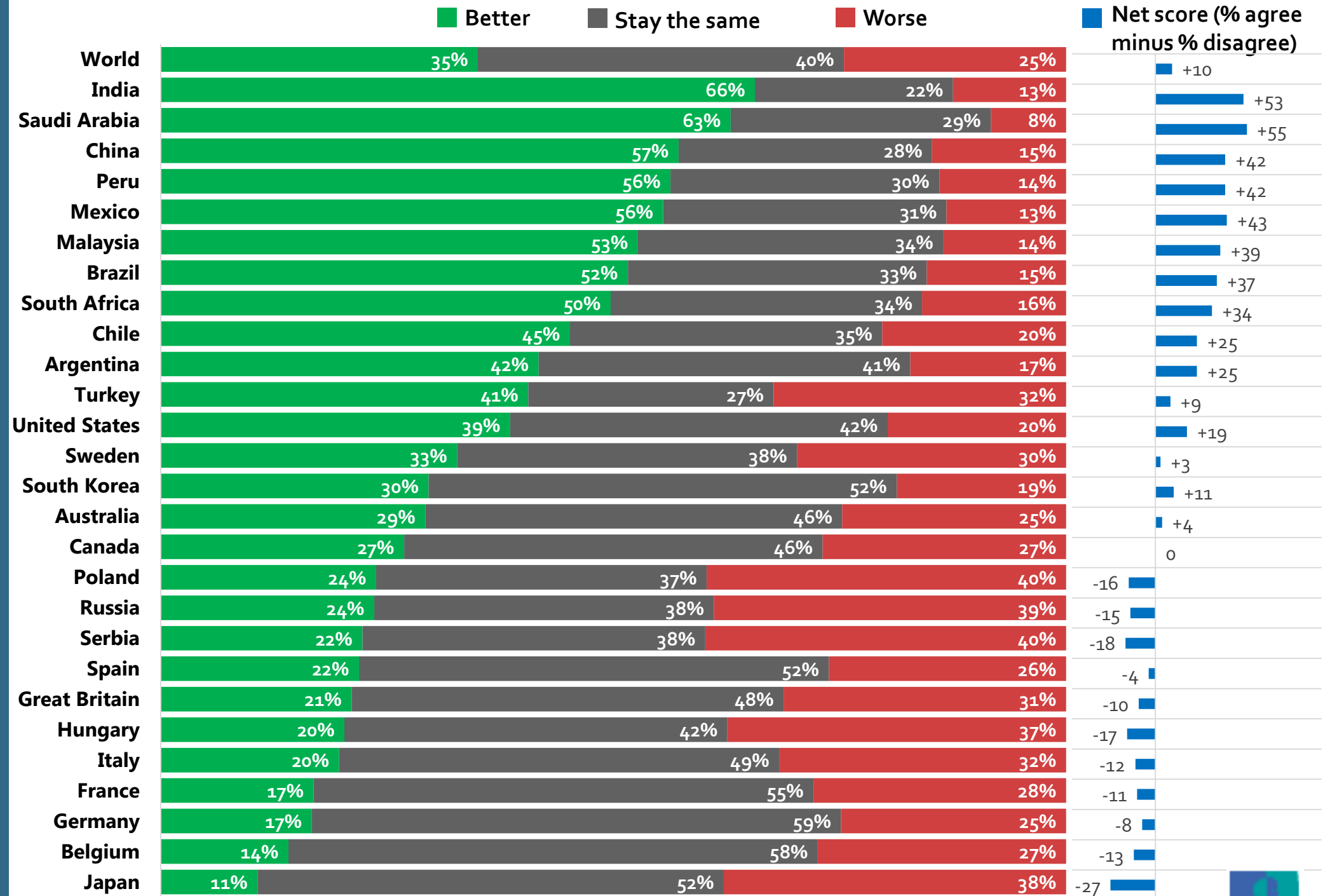


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## Expected 10-Year Change – Own Health

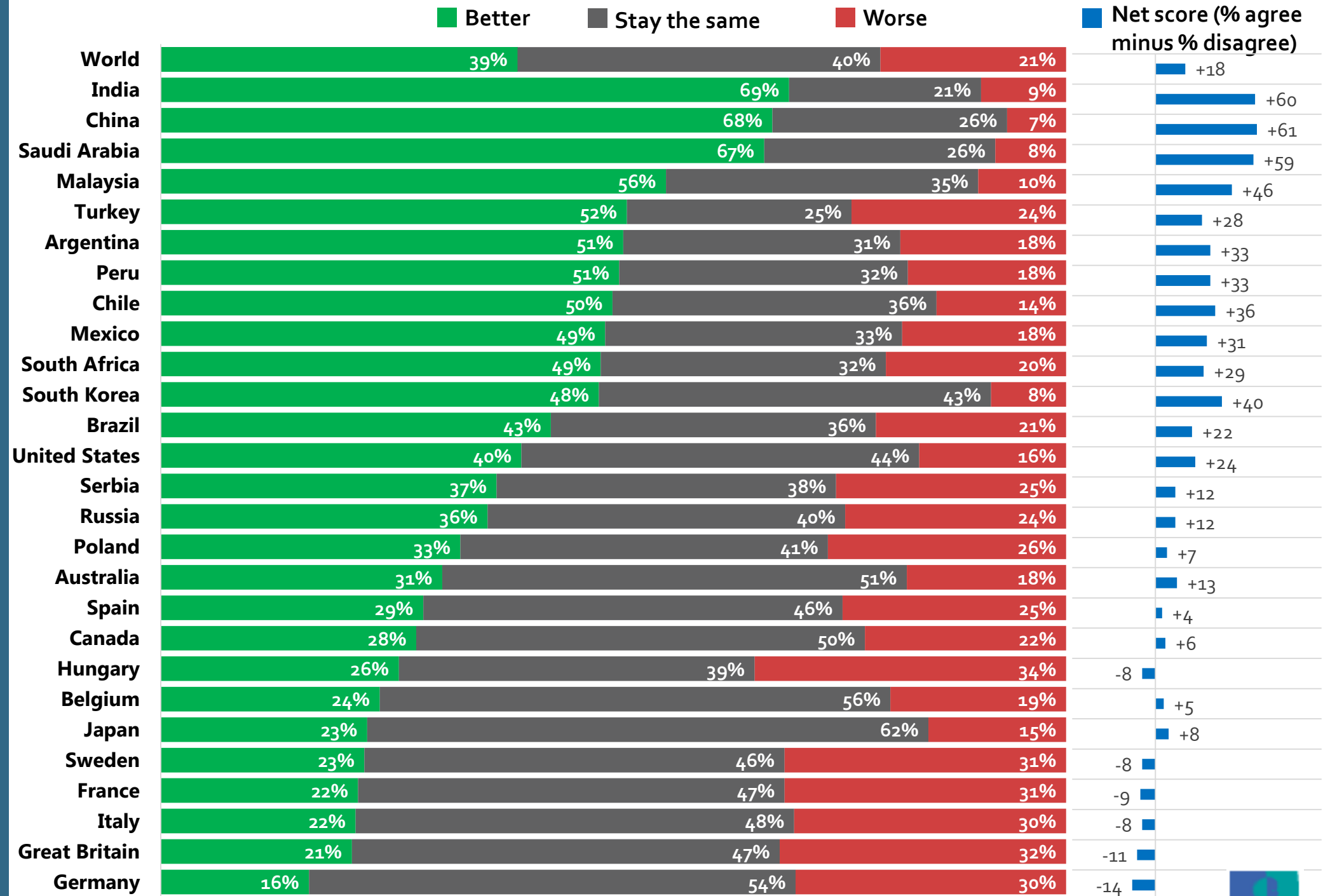
QA2. How do you think the following will change over the next 10 years? – *My own health.*



Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

## Expected 10-Year Change – Quality of Own Healthcare

QA2. How do you think the following will change over the next 10 years? – *The quality of my and my family's healthcare (doctors, hospitals, medicine, etc.).*

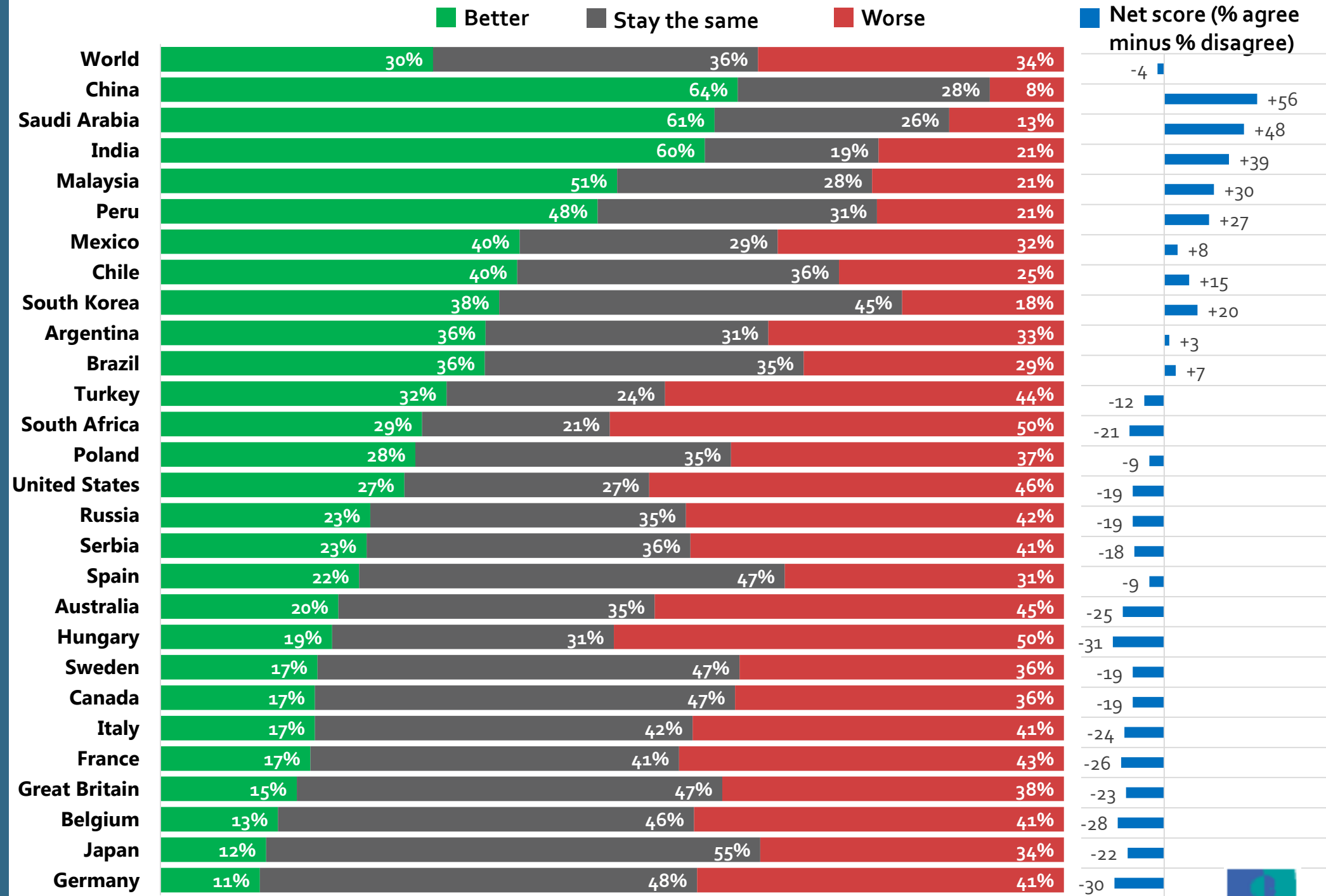


Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018



# Expected 10-Year Change – Cost of Own Healthcare

QA2. How do you think the following will change over the next 10 years? – *The cost of my and my family's healthcare (doctors, hospitals, medicine, etc.).*



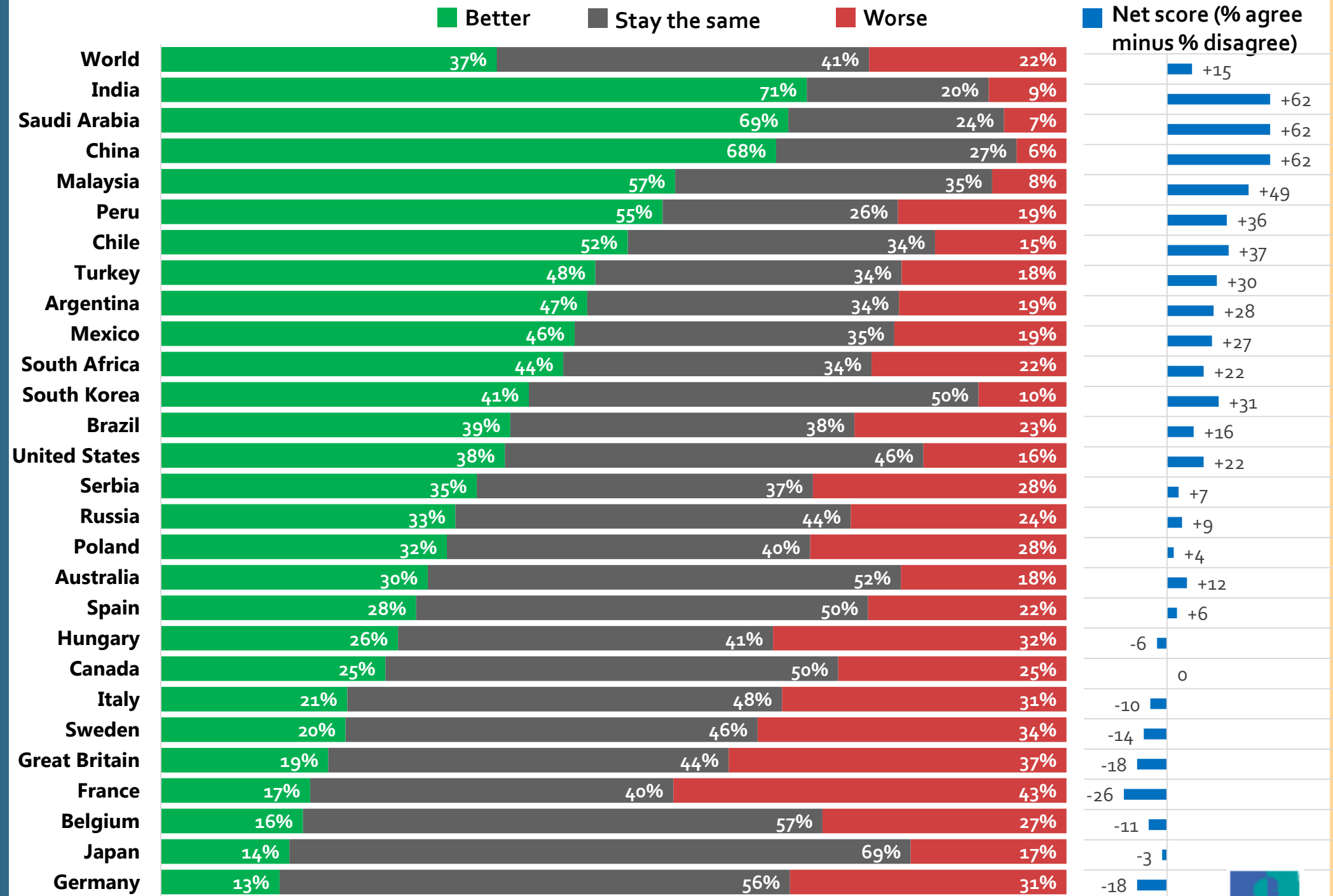
Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018





## Expected 10-Year Change – Availability of Providers

QA2. How do you think the following will change over the next 10 years? – *The availability of healthcare providers (doctors, hospitals, etc.) where I live.*

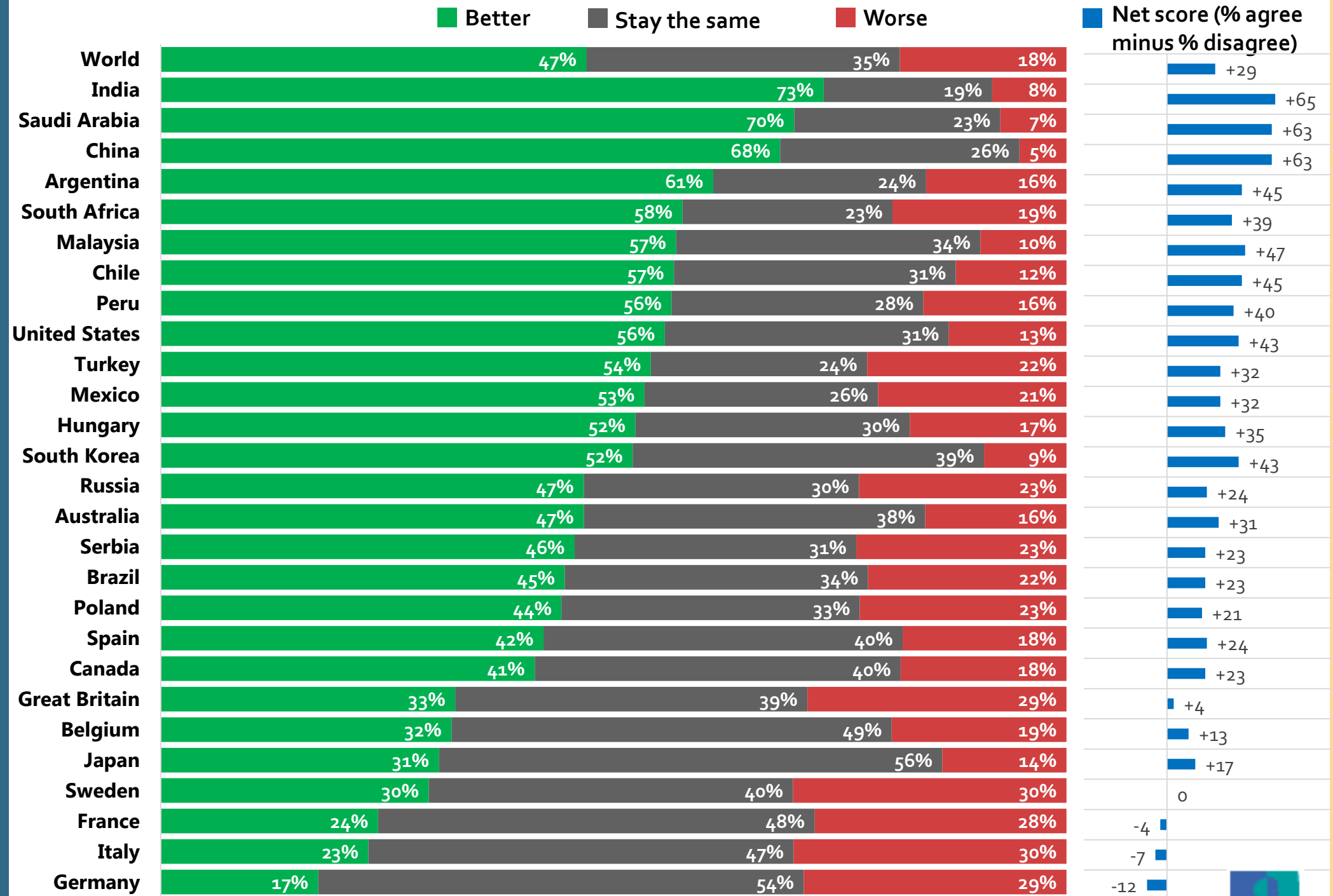


Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018



## Expected 10-Year Change – Availability of Treatments

QA2. How do you think the following will change over the next 10 years? – *The availability of treatments for various health conditions.*



Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018



## Expected 10-Year Change – Agree Summary (% agree)

QA2. How do you think the following will change over the next 10 years? (% agree)	WORLD	ARG	AUS	BEL	BRA	CAN	CHL	CHN	FRA	GBR	DEU	HUN	IND	ITA	JPN	KOR	MYS	MEX	PER	POL	RUS	SAR	SER	ZAF	ESP	SWE	TUR	USA
My own health	35%	42%	29%	14%	52%	27%	45%	57%	17%	21%	17%	20%	66%	20%	11%	30%	53%	56%	56%	24%	24%	63%	22%	50%	22%	33%	41%	39%
The availability of healthcare providers (doctors, hospitals, etc.) where I live	37%	47%	30%	16%	39%	25%	52%	68%	17%	19%	13%	26%	71%	21%	14%	41%	57%	46%	55%	32%	33%	69%	35%	44%	28%	20%	48%	38%
The availability of treatments for various health conditions	47%	61%	47%	32%	45%	41%	57%	68%	24%	33%	17%	52%	73%	23%	31%	52%	57%	53%	56%	44%	47%	70%	46%	58%	42%	30%	54%	56%
The cost of my and my family's healthcare (doctors, hospitals, medicine, etc.)	30%	36%	20%	13%	36%	17%	40%	64%	17%	15%	11%	19%	60%	17%	12%	38%	51%	40%	48%	28%	23%	61%	23%	29%	22%	17%	32%	27%
The quality of my and my family's healthcare (doctors, hospitals, medicine, etc.)	39%	51%	31%	24%	43%	28%	50%	68%	22%	21%	16%	26%	69%	22%	23%	48%	56%	49%	51%	33%	36%	67%	37%	49%	29%	23%	52%	40%

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

## Expected 10-Year Change-Disagree Summary (% disagree)

QA2. How do you think the following will change over the next 10 years? (% disagree)	WORLD	ARG	AUS	BEL	BRA	CAN	CHL	CHN	FRA	GBR	DEU	HUN	IND	ITA	JPN	KOR	MYS	MEX	PER	POL	RUS	SAU	SRB	ZAF	ESP	SWE	TUR	USA
My own health	25%	17%	25%	27%	15%	27%	20%	15%	28%	31%	25%	37%	13%	32%	38%	19%	14%	13%	14%	40%	39%	8%	40%	16%	26%	30%	32%	20%
The availability of healthcare providers (doctors, hospitals, etc.) where I live	22%	19%	18%	27%	23%	25%	15%	6%	43%	37%	31%	32%	9%	31%	17%	10%	8%	19%	19%	28%	24%	7%	28%	22%	22%	34%	18%	16%
The availability of treatments for various health conditions	18%	16%	16%	19%	22%	18%	12%	5%	28%	29%	29%	17%	8%	30%	14%	9%	10%	21%	16%	23%	23%	7%	23%	19%	18%	30%	22%	13%
The cost of my and my family's healthcare (doctors, hospitals, medicine, etc.)	34%	33%	45%	41%	29%	36%	25%	8%	43%	38%	41%	50%	21%	41%	34%	18%	21%	32%	21%	37%	42%	13%	41%	50%	31%	36%	44%	46%
The quality of my and my family's healthcare (doctors, hospitals, medicine, etc.)	21%	18%	18%	19%	21%	22%	14%	7%	31%	32%	30%	34%	9%	30%	15%	8%	10%	18%	18%	26%	24%	8%	25%	20%	25%	31%	24%	16%

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

# Expected 10-Year Change-Net Summary (% agree minus % disagree)

QA2. How do you think the following will change over the next 10 years? (% agree minus % disagree)	WORLD	ARG	AUS	BEL	BRA	CAN	CHL	CHN	FRA	GBR	DEU	HUN	IND	ITA	JPN	KOR	MYS	MEX	PER	POL	RUS	SAU	SRB	ZAF	ESP	SWE	TUR	USA
My own health	10%	25%	5%	-13%	36%	0%	25%	42%	-11%	-10%	-8%	-17%	53%	-12%	-27%	11%	39%	42%	42%	-16%	-15%	55%	-18%	34%	-4%	3%	8%	19%
The availability of healthcare providers (doctors, hospitals, etc.) where I live	15%	29%	11%	-11%	15%	0%	37%	63%	-27%	-19%	-17%	-6%	63%	-11%	-3%	31%	49%	27%	37%	3%	9%	62%	7%	23%	6%	-14%	30%	22%
The availability of treatments for various health conditions	29%	46%	31%	13%	23%	23%	44%	63%	-4%	4%	-12%	35%	65%	-7%	17%	43%	47%	33%	41%	21%	24%	63%	23%	38%	24%	-1%	32%	43%
The cost of my and my family's healthcare (doctors, hospitals, medicine, etc.)	-4%	3%	-26%	-28%	7%	-19%	15%	56%	-26%	-23%	-30%	-31%	40%	-24%	-22%	20%	29%	8%	28%	-9%	-19%	49%	-19%	-21%	-9%	-19%	-13%	-19%
The quality of my and my family's healthcare (doctors, hospitals, medicine, etc.)	18%	33%	14%	5%	22%	6%	36%	61%	-9%	-11%	-14%	-8%	60%	-9%	8%	40%	46%	31%	33%	7%	12%	59%	12%	29%	4%	-9%	28%	24%

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018





# Adoption of Healthcare Technology

How do we integrate technology into our healthcare?

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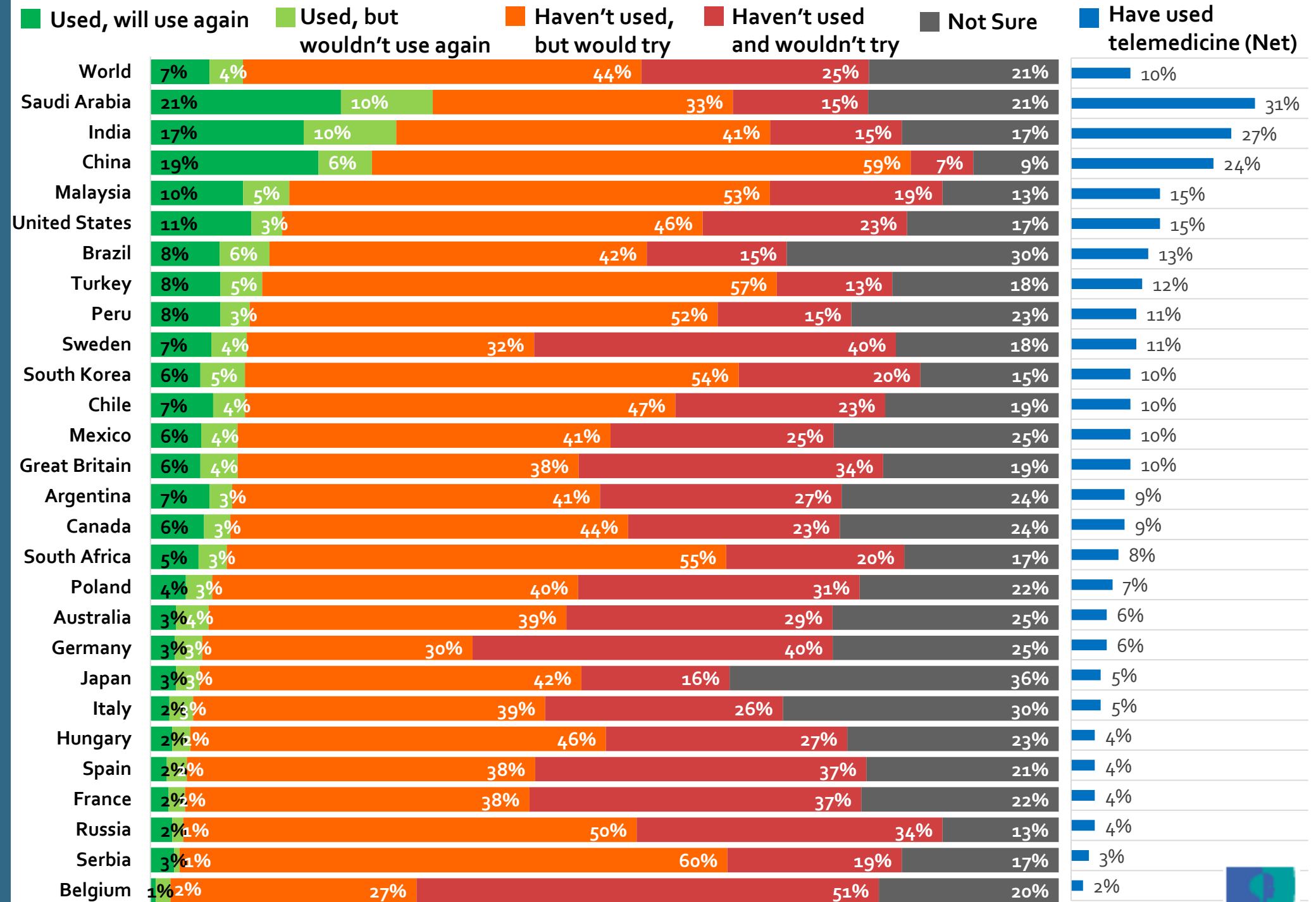
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# Usage of Telemedicine

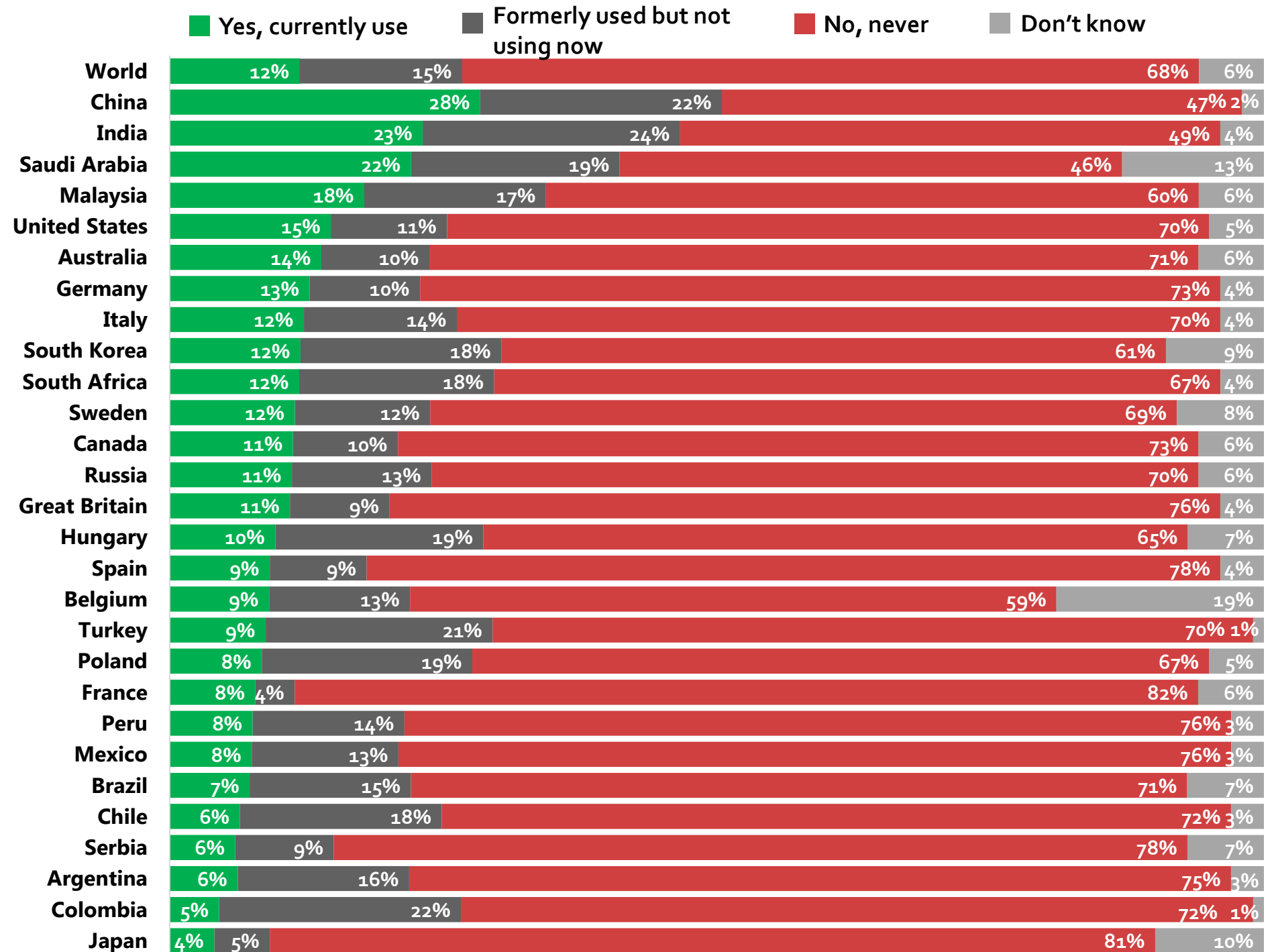
QA4. Telemedicine allows patients to consult doctors or specialists without having to visit them in person, using video, audio and/or messaging applications on a computer, a tablet or a smartphone. Which of the following best describes your thoughts on using telemedicine?



Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018



## Usage of a Connected Health Device



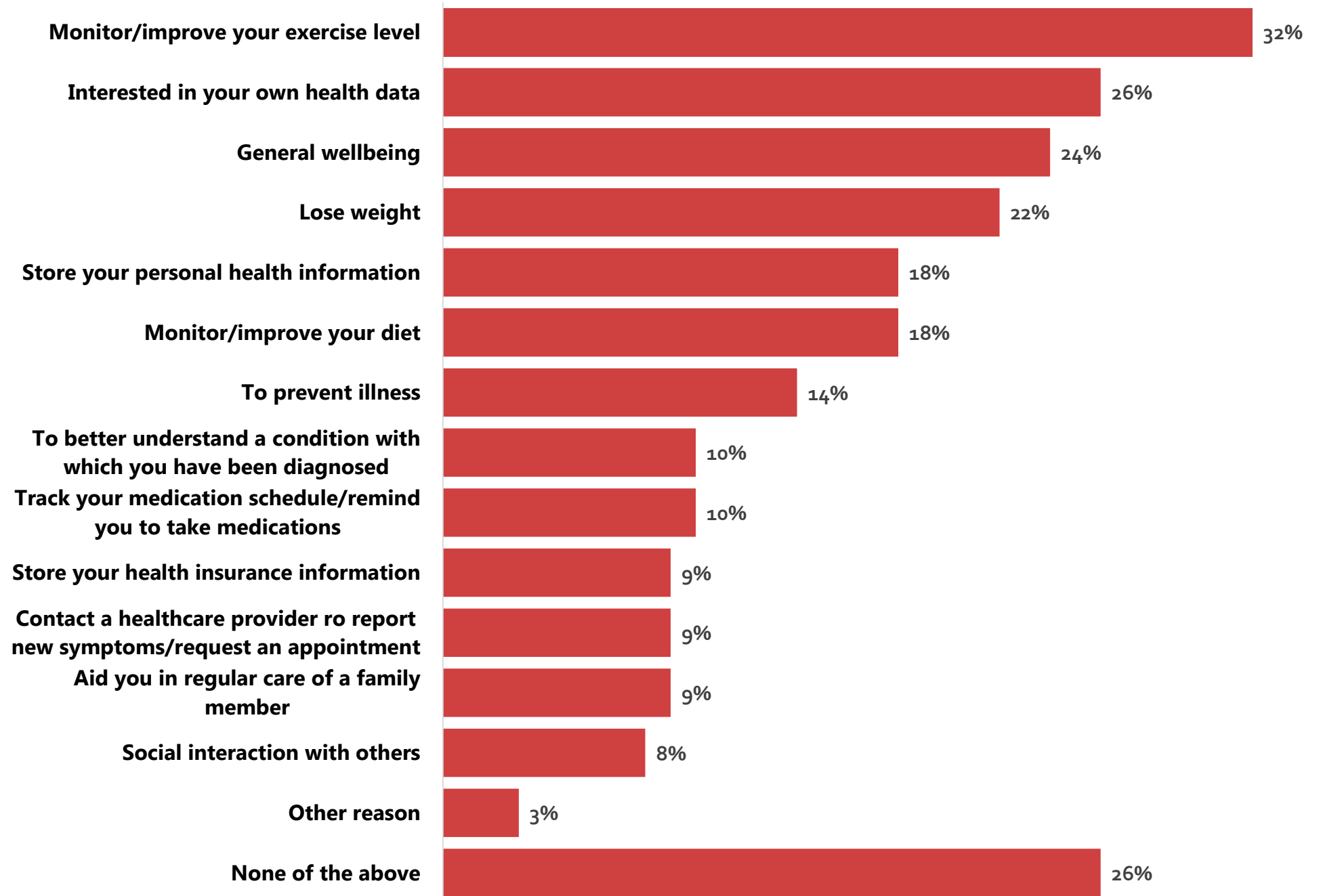
Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

QB9. Do you currently, or have you ever, used a connected health device or tool to manage your health?



## Reasons for Connected Health Device Usage – Globally

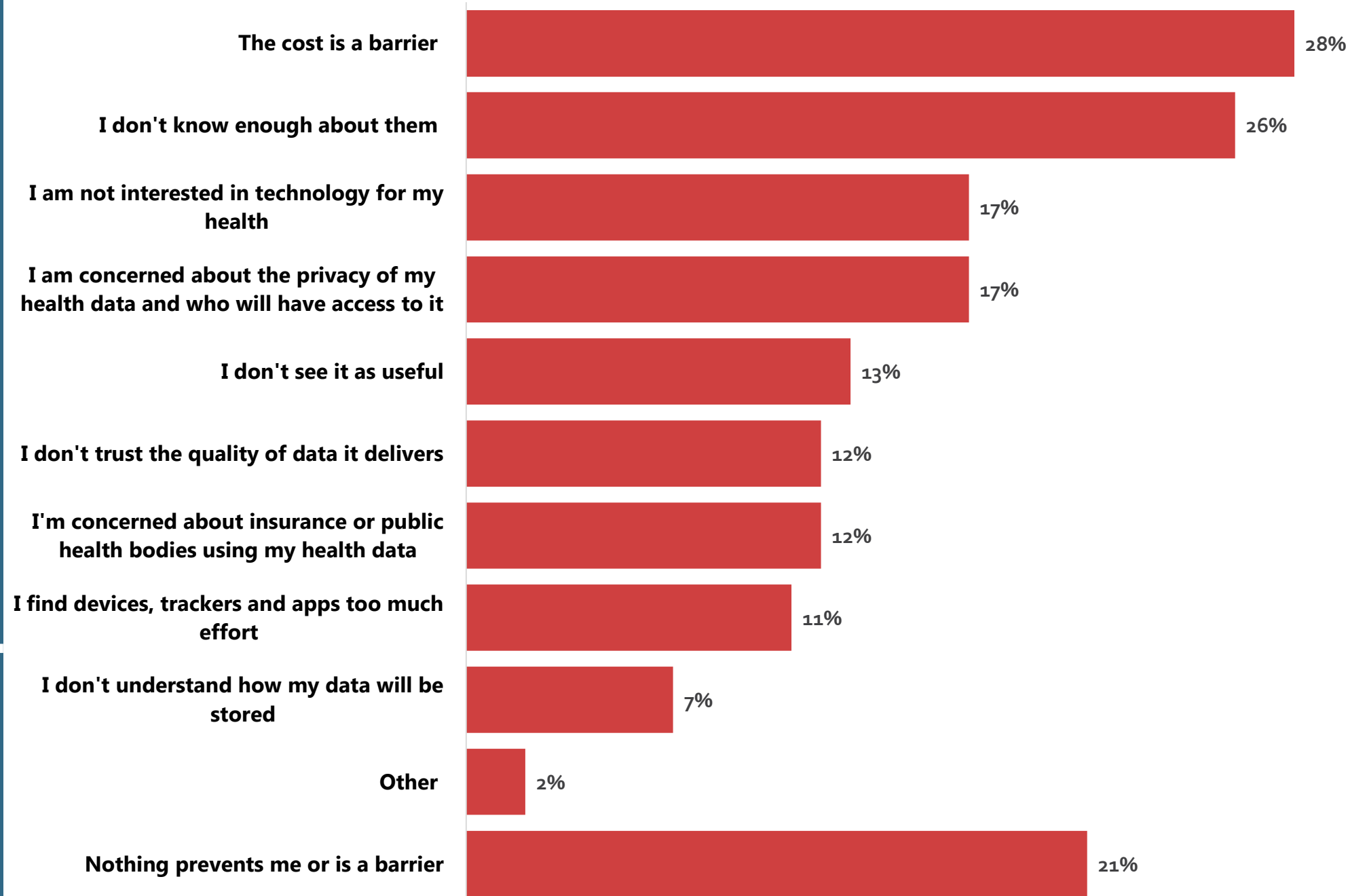
QB10. Which of the following, if any, are the reasons you currently use a connected health device or tool to manage your health?



Base: 3,272 online adults aged 16-64 across 28 countries who currently use a connected health device May 25 – June 8, 2018

## Barriers to Connected Health Device Usage – Globally

QB11. What, if anything, prevents you from using/owning a connected device or tool for your health?



Base: 19,293 online adults aged 16-64 across 28 countries who do not currently use a connected health device May 25 – June 8, 2018



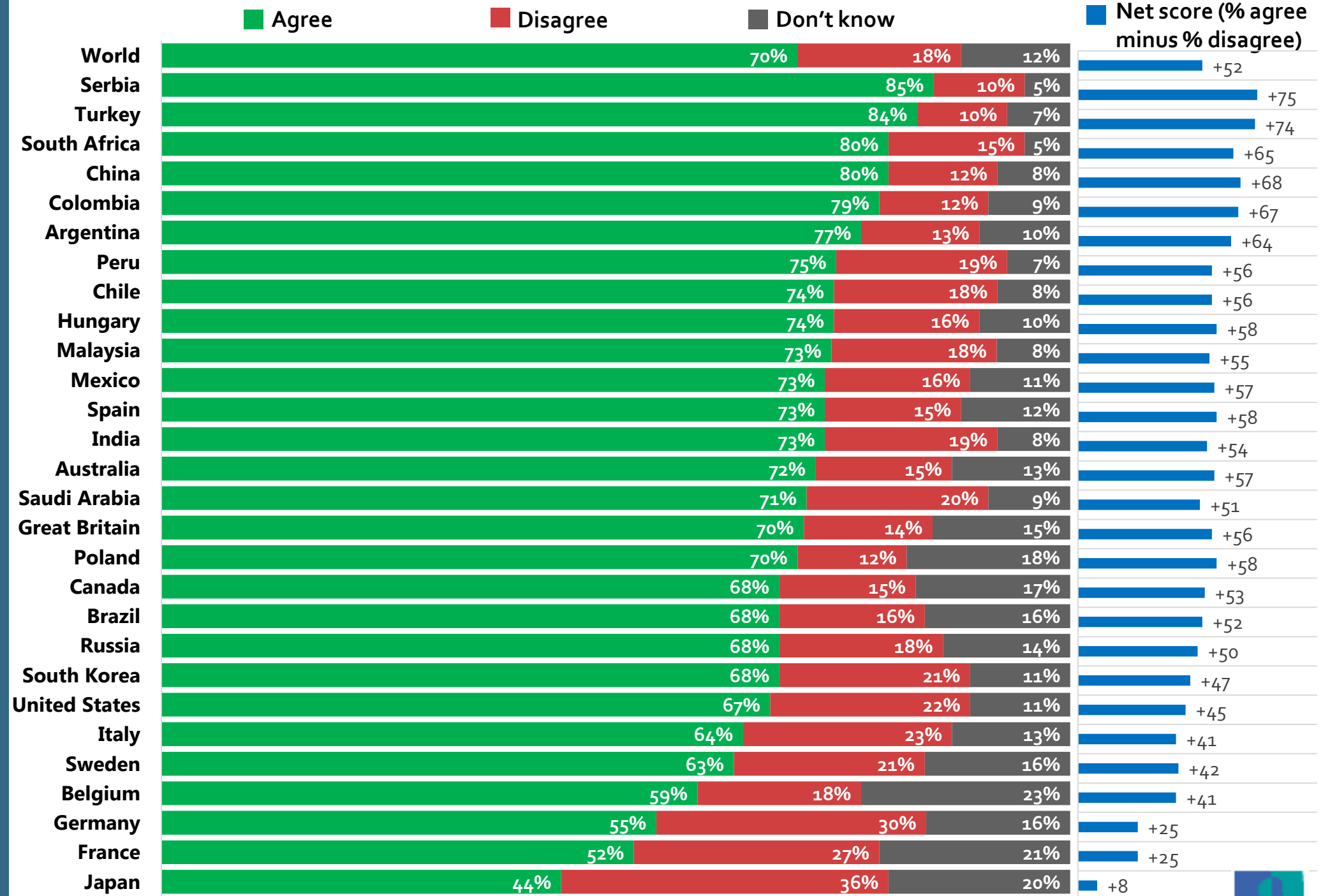
# Barriers to Connected Health Device Usage – Summary

QB11. What, if anything, prevents you from using/owning a connected device or tool for your health?	WORLD	ARG	AUS	BEL	BRA	CAN	CHL	CHN	COL	ESP	FRA	GBR	DEU	HUN	IND	ITA	JPN	KOR	MEX	MYS	PER	POL	RUS	SAU	SEK	ZAF	SWE	TUR	USA
The cost is a barrier	28%	33%	25%	17%	30%	23%	33%	25%	36%	19%	20%	18%	20%	31%	31%	20%	24%	33%	41%	44%	43%	27%	39%	19%	10%	46%	16%	34%	26%
I don't know enough about them	26%	30%	17%	23%	27%	23%	32%	25%	36%	24%	16%	15%	18%	35%	18%	14%	31%	18%	36%	32%	33%	32%	31%	13%	33%	25%	22%	29%	16%
I am not interested in technology for my health	17%	19%	22%	21%	11%	20%	18%	10%	10%	16%	25%	27%	27%	8%	20%	26%	23%	11%	14%	15%	10%	16%	13%	17%	6%	18%	26%	16%	28%
I am concerned about the privacy of my health data and who will have access to it	17%	18%	15%	19%	15%	15%	26%	25%	21%	15%	21%	14%	24%	10%	28%	7%	9%	11%	24%	27%	30%	16%	9%	18%	9%	21%	10%	8%	17%
I don't see it as useful	13%	10%	17%	18%	8%	14%	8%	20%	7%	8%	22%	15%	20%	8%	13%	20%	10%	32%	9%	11%	6%	5%	19%	8%	5%	11%	20%	8%	16%
I don't trust the quality of data it delivers	12%	12%	10%	11%	10%	9%	14%	13%	14%	9%	11%	13%	14%	7%	17%	10%	10%	14%	17%	11%	16%	10%	19%	13%	8%	9%	16%	15%	10%
I am concerned about insurance companies/public health bodies using my health data	12%	14%	11%	12%	10%	11%	18%	20%	15%	11%	15%	8%	16%	7%	19%	6%	4%	6%	13%	21%	17%	12%	7%	12%	4%	13%	9%	9%	12%
I find devices, trackers and apps too much effort	11%	9%	14%	10%	8%	13%	6%	27%	5%	5%	5%	12%	13%	3%	24%	13%	13%	10%	5%	16%	6%	6%	6%	19%	4%	18%	18%	10%	12%
I don't understand how my data will be stored	7%	10%	6%	4%	11%	8%	10%	4%	14%	7%	5%	6%	9%	8%	7%	4%	7%	4%	8%	11%	14%	7%	8%	7%	5%	8%	4%	3%	7%
Other	2%	4%	2%	2%	1%	2%	2%	0%	3%	2%	1%	3%	2%	2%	1%	1%	0%	1%	4%	1%	3%	1%	3%	1%	1%	1%	4%	2%	2%
Nothing prevents me or is a barrier	21%	20%	28%	21%	27%	28%	18%	10%	19%	31%	25%	27%	19%	24%	14%	19%	20%	18%	16%	14%	12%	24%	14%	26%	30%	15%	27%	25%	26%

Base: 19,293 online adults aged 16-64 across 28 countries who do not currently use a connected health device May 25 – June 8, 2018

# Would Use Connected Health Device if Recommended by Own Physician

QB12. To what extent do you agree or disagree, at all, with the following statement – *If my doctor recommended that I use a connected health device or tool as part of my treatment plan I would use it.*

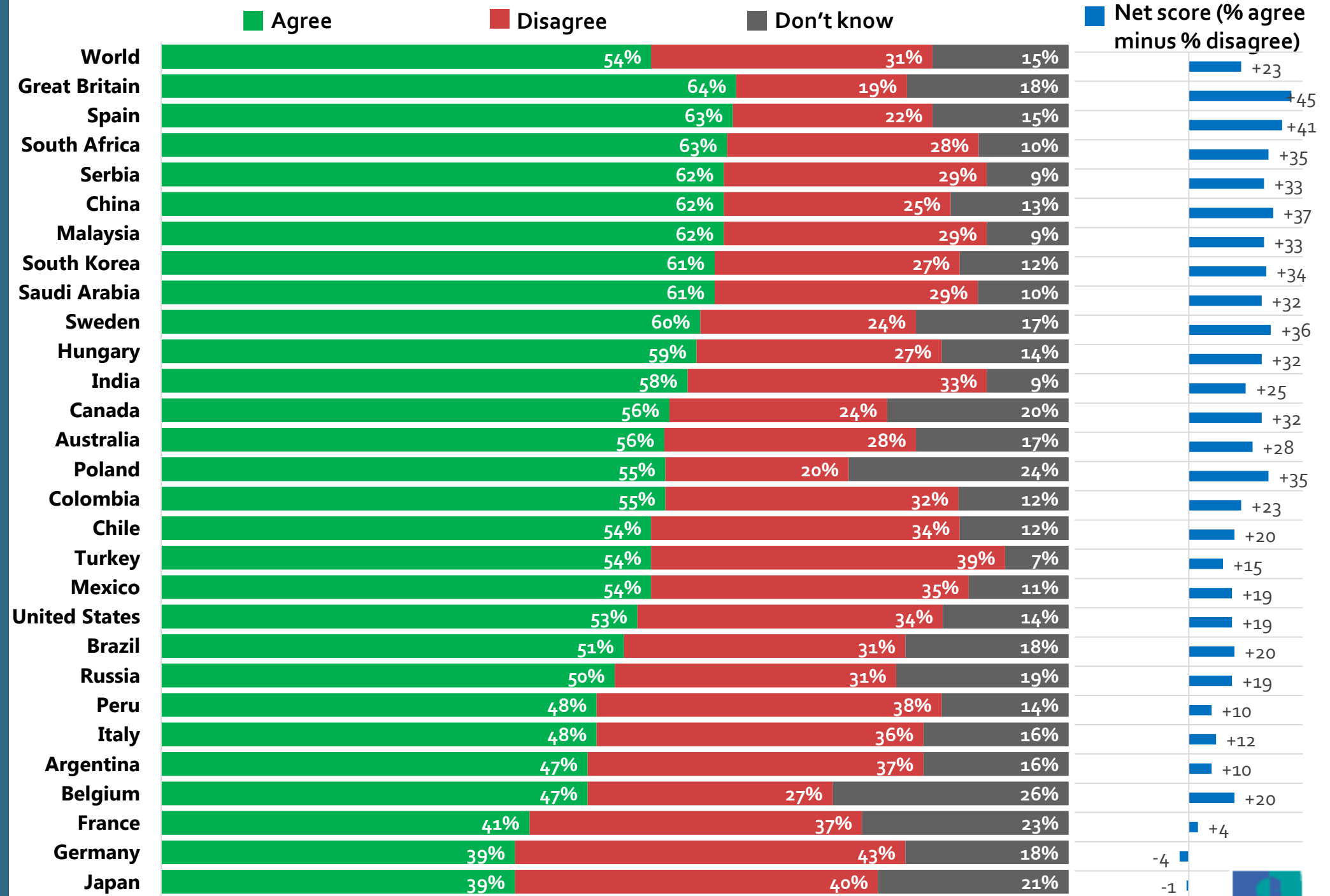


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



# Would Use Connected Health Device if Recommended by a Nurse

QB12. To what extent do you agree or disagree, if at all, with the following statements? – *If a nurse recommended that I use a device, tracker or app as part of my treatment plan I would use it.*

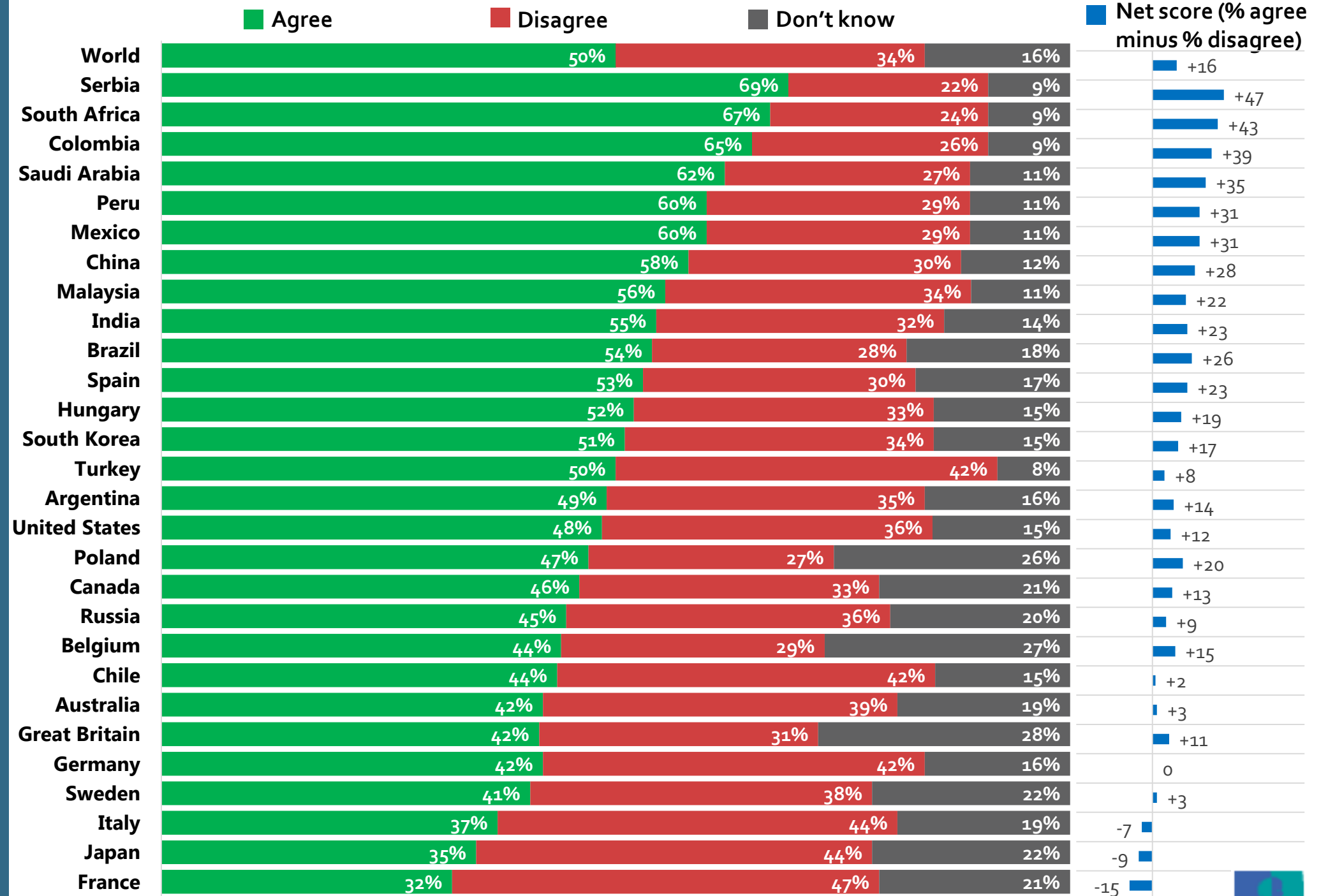


Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



## Would Use Connected Health Device if Recommended by Health Insurance

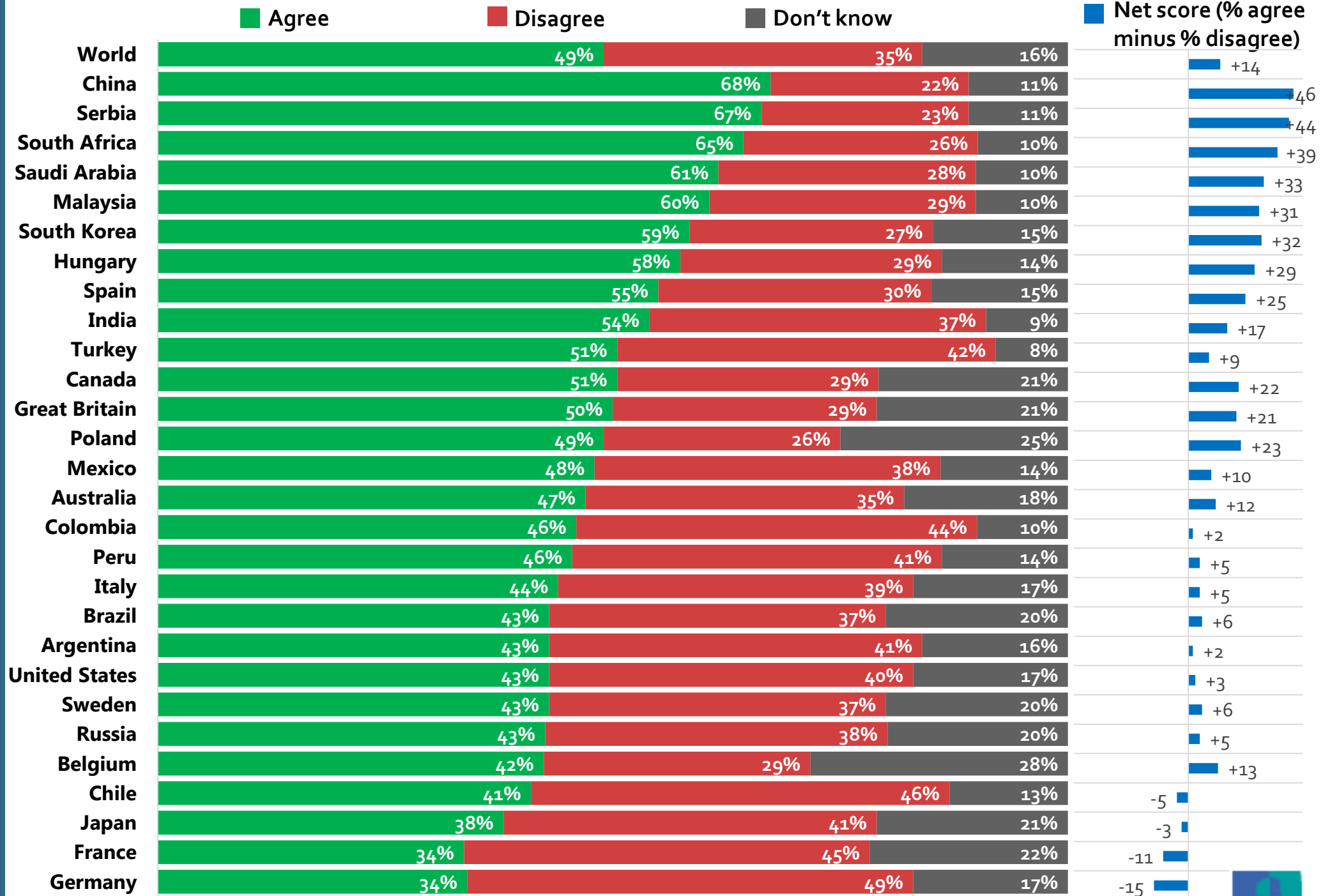
QB12. To what extent do you agree or disagree, if at all, with the following statements? – *If my health insurance company recommended that I use a device, tracker or app as part of my treatment plan I would use it.*



Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

# Would Use Connected Health Device if Recommended by Own Pharmacist

QB12. To what extent do you agree or disagree, if at all, with the following statements? – *If my pharmacist recommended that I use a connected health device or tool as part of my treatment plan I would use it.*



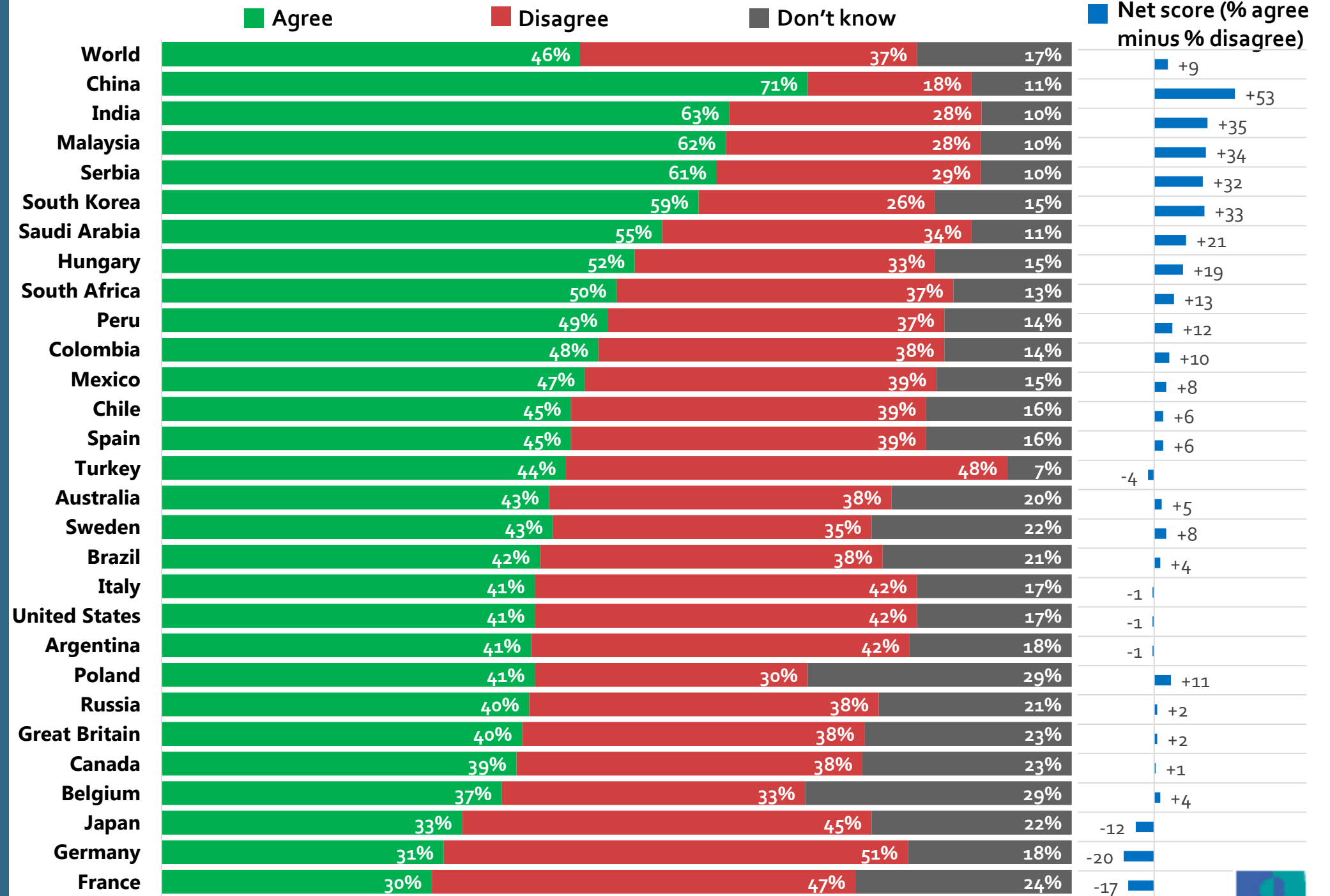
Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018





## Would Use Connected Health Device if Recommended by a Friend or Family Member

QB12. To what extent do you agree or disagree, if at all, with the following statements? – *If a friend or family member recommended that I use a device, tracker or app as part of my treatment plan I would use it.*



Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018





# Sources of Information

Where do citizens go to for healthcare information?

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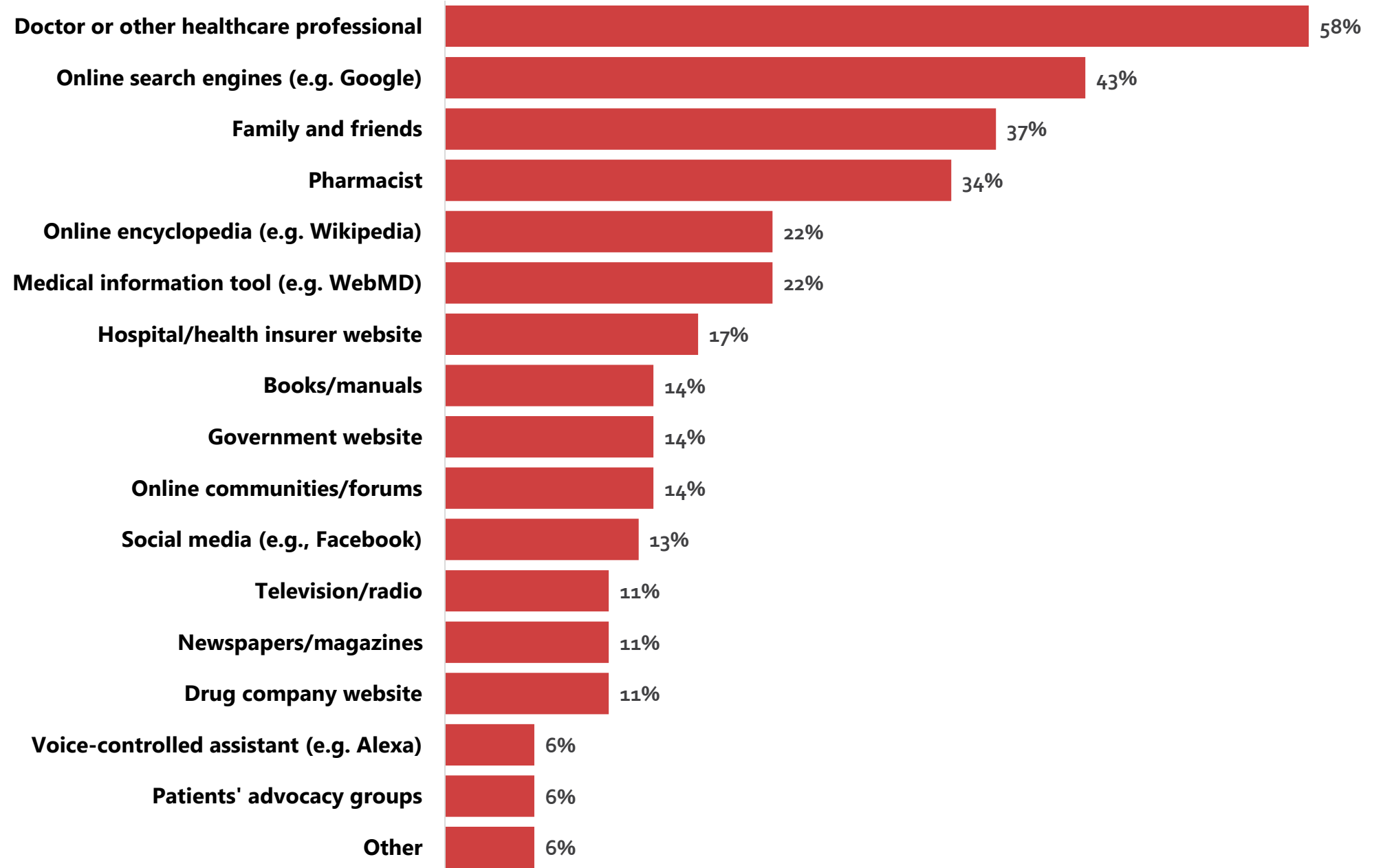


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## Sources of Healthcare-Related Information – Globally

QA5. Which of the following do you use or go to when you need information about healthcare, symptoms of diseases, treatments, etc.



■ I use this when I need health related information

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

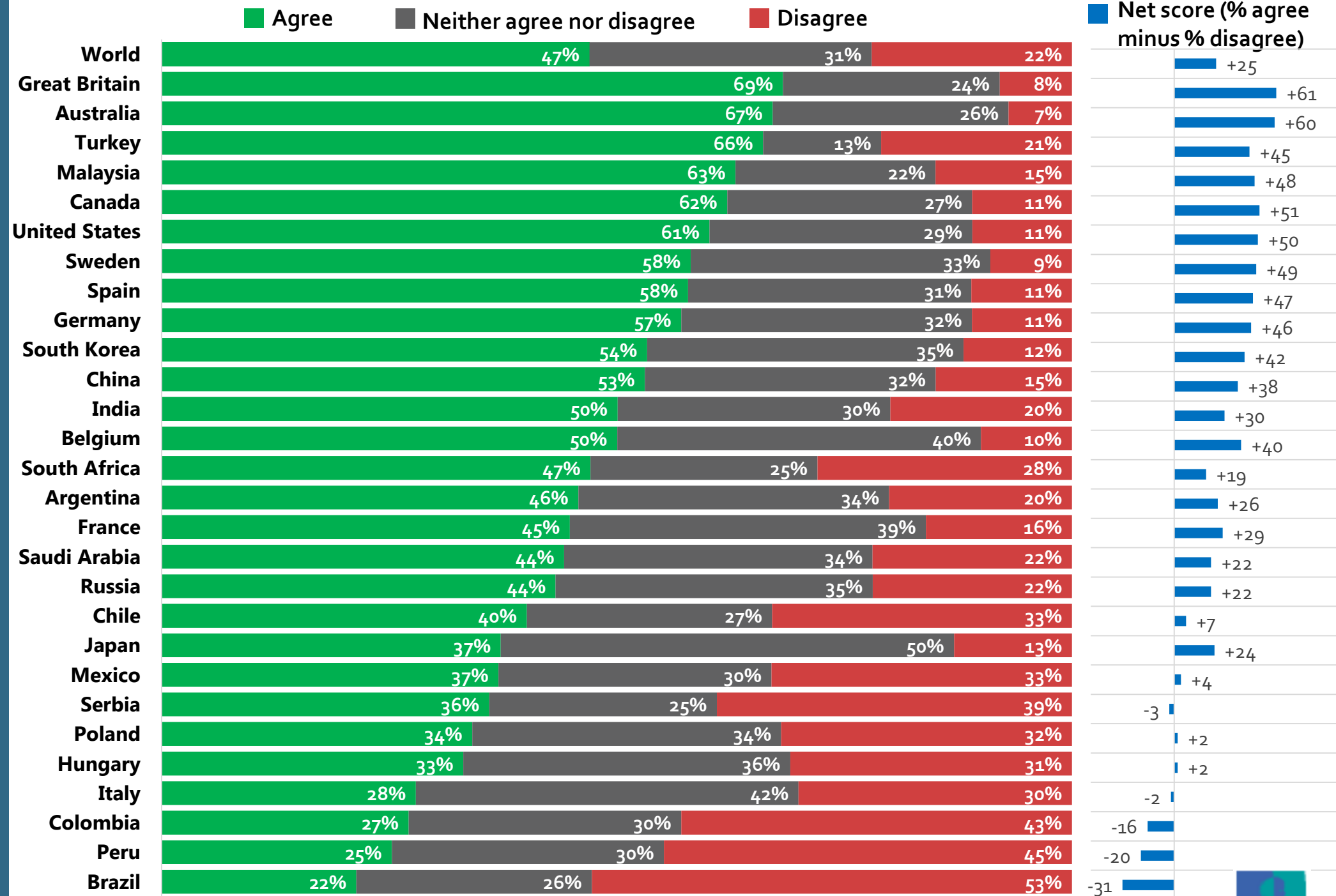
# Sources of Healthcare-Related Information– Summary

QA5. Which of the following do you use or go to when you need information about healthcare, symptoms of diseases, treatments, etc.?	WORLD	ARG	AUS	BEL	BRA	CAN	CHL	CHN	FRA	GBR	DEU	HUN	IND	ITA	JPN	KOR	MYS	MEX	PER	POL	RUS	SAU	SRB	ZAF	ESP	SWE	TUR	USA
Doctor or other healthcare professional	58%	65%	66%	75%	50%	63%	62%	48%	56%	52%	55%	61%	53%	59%	22%	48%	61%	60%	58%	67%	67%	34%	73%	63%	64%	57%	64%	56%
Online search engines (e.g., Google, Yahoo, Bing)	43%	39%	42%	36%	35%	44%	43%	40%	31%	40%	39%	47%	50%	36%	48%	47%	49%	38%	44%	40%	53%	35%	56%	58%	26%	49%	55%	47%
Family and friends	37%	42%	35%	32%	36%	34%	45%	36%	30%	29%	35%	34%	46%	24%	24%	29%	43%	43%	44%	43%	44%	29%	54%	46%	31%	38%	41%	38%
Pharmacist	34%	35%	39%	53%	29%	42%	33%	14%	43%	36%	32%	36%	24%	38%	7%	25%	46%	30%	41%	34%	28%	35%	40%	60%	44%	8%	46%	22%
Online encyclopedia (e.g., Wikipedia)	22%	32%	14%	20%	14%	20%	28%	26%	10%	16%	19%	21%	32%	17%	30%	13%	20%	25%	32%	17%	25%	21%	31%	34%	17%	17%	24%	21%
Medical/health information website/application (e.g., WebMD, Doctissimo)	22%	16%	23%	17%	16%	31%	22%	33%	23%	28%	16%	25%	29%	15%	10%	12%	22%	17%	17%	13%	14%	18%	31%	33%	9%	17%	37%	46%
Hospital/health system/health insurer website/application	17%	9%	16%	11%	14%	15%	12%	37%	8%	18%	9%	20%	32%	12%	18%	20%	24%	10%	11%	16%	14%	15%	17%	27%	4%	27%	32%	19%
Books/manuals	14%	15%	6%	8%	15%	11%	21%	16%	8%	10%	13%	11%	23%	11%	10%	7%	14%	19%	21%	19%	22%	13%	24%	25%	9%	11%	13%	12%
Government/public health authority website/application	14%	13%	17%	14%	13%	15%	16%	20%	11%	24%	6%	4%	21%	14%	12%	7%	29%	12%	10%	5%	11%	16%	14%	15%	7%	30%	13%	10%
Online communities/forums/message boards	14%	13%	10%	9%	7%	13%	16%	15%	8%	11%	14%	21%	27%	9%	8%	22%	16%	10%	15%	17%	11%	9%	23%	24%	6%	8%	23%	17%
Social media (e.g., Facebook)	13%	16%	7%	5%	16%	8%	16%	16%	4%	6%	5%	12%	27%	7%	7%	8%	33%	18%	29%	9%	6%	20%	17%	17%	6%	7%	25%	12%
Television/radio	11%	14%	5%	7%	14%	5%	13%	10%	6%	5%	9%	8%	22%	7%	18%	12%	19%	12%	21%	7%	6%	13%	21%	14%	6%	4%	17%	7%
Newspapers/magazines	11%	9%	6%	7%	15%	5%	10%	9%	7%	6%	11%	6%	31%	8%	10%	7%	25%	10%	17%	10%	5%	10%	17%	13%	5%	7%	12%	7%
Drug company website	11%	13%	7%	6%	10%	7%	22%	11%	4%	5%	5%	8%	19%	9%	11%	3%	19%	17%	20%	17%	10%	15%	16%	15%	5%	12%	13%	10%
Voice-controlled search application on a smart device (e.g., Siri, Google Assistant, Alexa)	6%	7%	2%	1%	10%	2%	6%	16%	1%	2%	3%	1%	14%	3%	3%	6%	12%	8%	9%	1%	5%	7%	4%	7%	3%	2%	13%	5%
Patients'/condition sufferers' organizations/advocacy groups	6%	5%	7%	5%	3%	7%	6%	7%	2%	9%	5%	7%	15%	4%	3%	4%	15%	4%	5%	4%	0%	7%	6%	9%	4%	8%	14%	8%
Other	6%	6%	5%	3%	12%	6%	6%	3%	9%	7%	13%	7%	4%	6%	16%	4%	7%	6%	8%	3%	5%	7%	2%	4%	8%	8%	2%	6%

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

# Availability of Information about Healthcare Services

QB4. To what extent do you agree or disagree with the following statements? – *In my country, information about healthcare services is readily available when I need it.*



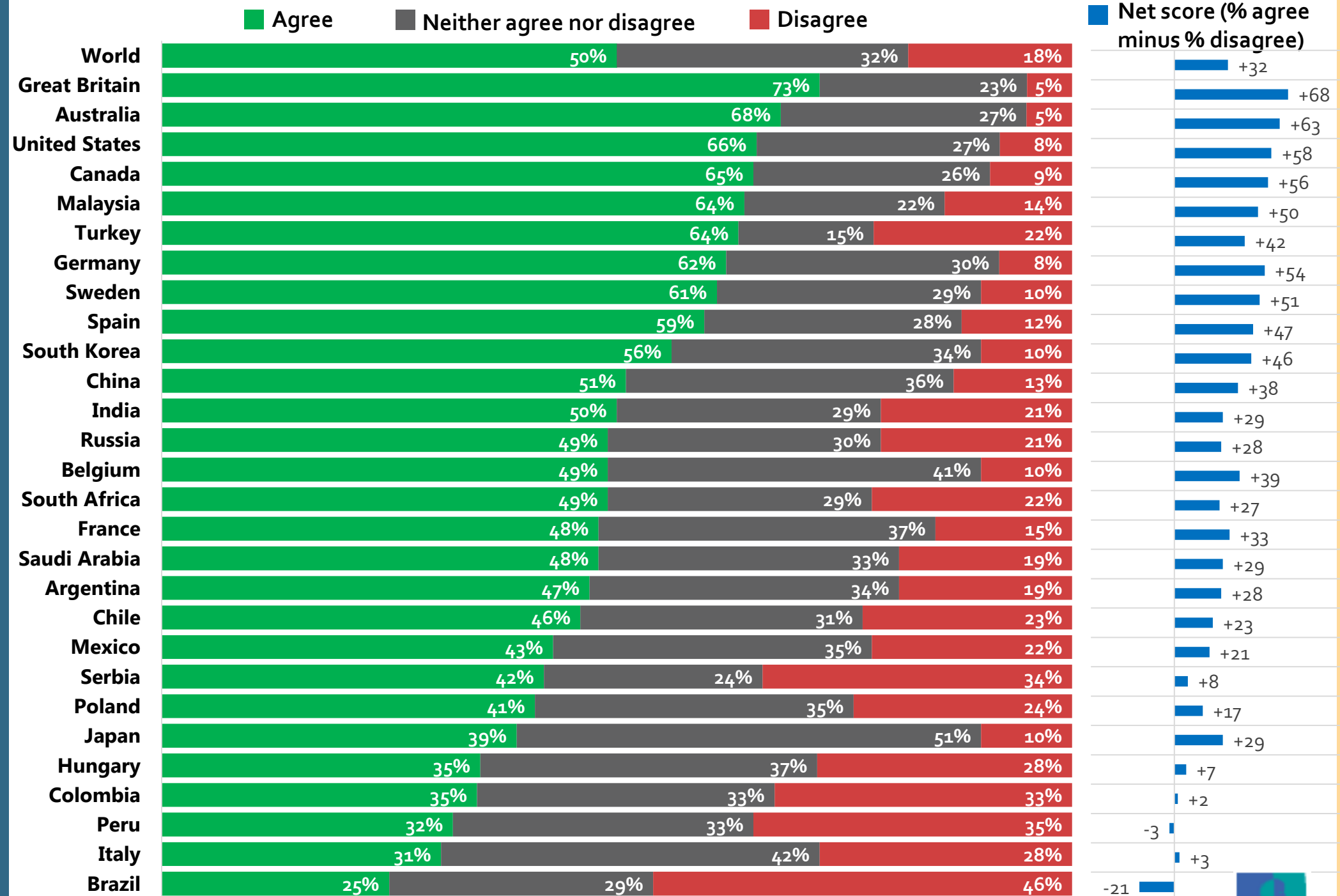
Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018





# Availability of Information to Look After Own Health

QB4. To what extent do you agree or disagree with the statement? – *In my country, information about how to look after my health is readily available when I need it.*



Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018



**QA1. Please indicate your level of agreement with each of the following statements.**

Strongly agree  
Tend to agree  
Neither agree nor disagree  
Tend to disagree  
Strongly disagree

- *I eat a healthy diet*
- *I get enough sleep*
- *I get enough exercise*
- *I feel safe in my community*
- *I am in frequent contact with family members and/or friends*
- *I am in good health*
- *I get all the medical care I need*
- *I get all the dental care I need*
- *The quality of my and my family's healthcare (doctors, hospitals, medicine, etc.) is excellent*
- *I am satisfied with the availability of healthcare providers (doctors, hospitals, etc.) where I live*

**QA2. How do you think the following will change over the next 10 years?**

Will get much better  
Will get somewhat better  
Will stay the same  
Will get somewhat worse  
Will get much worse

- *My own health*
- *The quality of my and my family's healthcare (doctors, hospitals, medicine, etc.)*
- *The cost of my and my family's healthcare (doctors, hospitals, medicine, etc.)*
- *The availability of healthcare providers (doctors, hospitals, etc.)*
- *The availability of treatments for various health conditions*

**QA3. In general, how often do you visit/consult with each of the following yourself?**

Three times a year or more often  
Twice a year  
Once a year  
Less Often  
Never

- *A primary care physician (general practitioner, internist, family doctor, etc.)*
- *An obstetrician/gynecologist*
- *An alternative medicine professional (e.g., acupuncturist, osteopath, chiropractor, traditional Chinese medicine)*
- *A mental health professional (e.g., psychiatrist, psychologist)*
- *A dentist/dental surgeon*
- *An optometrist/ophthalmologist ("eye doctor")*
- *An audiologist (hearing specialist)*
- *A physical or occupational therapist*
- *Any other type of medical specialist (e.g., dermatologist, neurologist, oncologist, etc.) or healthcare professional*

**QA4. Which of the following best describes your thoughts on using telemedicine?**

- I have used telemedicine and I will use it again if I can
- I have used telemedicine, but I will not use it again, even if I can
- I haven't used telemedicine, but I will try it if I can
- I haven't used telemedicine and I will not try it, even if I can
- Not sure

**QA5. Which of the following do you use or go to when you need information about healthcare, symptoms of diseases, treatments, etc.?**

- Doctor or other healthcare professional
- Pharmacist
- Family and friends
- Television/radio
- Newspapers/magazines
- Books/manuals
- Online search engines (e.g., Google, Yahoo, Bing)
- Voice-controlled search application on a smart device (e.g., Siri, Google Assistant, Alexa)
- Social media (e.g., Facebook)
- Online encyclopedia (e.g., Wikipedia)
- Medical/health information website/application (e.g., WebMD, Doctissimo)
- Government/public health authority website/application
- Hospital/health system/health insurer website/application
- Drug company website
- Patients'/condition sufferers' organizations/advocacy groups
- Online communities/forums/message boards
- Other

**QB1. Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?**

Cancer  
Obesity  
Mental health  
Diabetes  
Dementia  
Heart disease  
Alcohol abuse  
Drug abuse  
Smoking  
Stress  
Sexually transmitted diseases (STD)  
Hospital superbugs  
Other

**QB4. And to what extent do you agree or disagree with the following statements?**

Strongly agree  
Tend to agree  
Neither agree nor disagree  
Tend to disagree  
Strongly disagree

**QB2. How would you rate the quality of healthcare that you and your family have access to in your country? By healthcare we include doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments.**

Very good  
Good  
Neither good nor poor  
Poor  
Very poor

**QB3. Over the coming years, do you expect the quality of healthcare that you and your family will have access to locally will improve, stay the same or get worse?**

Improve  
Stay the same  
Get worse

- *I find it easy to get an appointment with doctors in my local area.*
- *In my country, information about healthcare services is readily available when I need it.*
- *In my country, information about how to look after my health is readily available when I need it.*
- *I trust the healthcare system in my country to provide me with the best treatment.*
- *Many people in my country cannot afford good healthcare.*
- *Waiting times to get an appointment with doctors are too long in my country.*
- *The healthcare system in my country is overstretched.*
- *I am concerned that my personal data will be made available to third parties (government, private companies) without my consent.*
- *The healthcare system in my country provides the same standard of care to everyone*
- *Vaccinating against serious infectious diseases should be compulsory*

**QB5. Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?**

Access to treatment/long waiting times  
Lack of choice  
Not enough staff  
Lack of investment  
Low standards of cleanliness  
Poor quality treatment  
Poor safety  
Bureaucracy  
Ageing population  
Cost of accessing treatment  
Lack of investment in preventative health  
Other

**QB6. Now, thinking about you personally, to what extent do you agree or disagree with the following statements:**

Strongly agree  
Tend to agree  
Neither agree nor disagree  
Tend to disagree  
Strongly disagree

- *In case of sudden death, I would allow my organs to be removed in order to help other people in need.*
- *I frequently give blood to help others.*

**QB7. Below are some statements related to your personal healthcare treatment. Please think about the last time you saw a healthcare professional.**

**Please indicate the extent to which you agree or disagree with each one.**

Strongly agree  
Tend to agree  
Neither agree nor disagree  
Tend to disagree  
Strongly disagree

- *The healthcare professionals treating me showed respect for my values, preferences and expressed needs*
- *I was treated with dignity and respect throughout my treatment*
- *My care was personalized to reflect my needs and choices*
- *I was provided with sufficient information on my treatment*
- *During my treatment the healthcare professional showed me emotional support*
- *My care included the involvement of family and friends*
- *My safety was a priority*
- *I had access to the best care I could have received*
- *I had easy access to my medical information*



**QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion.**

Strongly agree  
Tend to agree  
Neither agree nor disagree  
Tend to disagree  
Strongly disagree

- *I know this doctor very well*
- *This doctor knows me as a person*
- *This doctor really knows how I feel about things*
- *I know what to expect with this doctor*
- *This doctor really cares for me*
- *This doctor takes me seriously*
- *This doctor accepts me the way I am*
- *I feel totally relaxed with this doctor*

**QB9. Do you currently, or have you ever, used a connected health device or tool to manage your health?**

Yes, currently use  
Formerly used, but not using now  
No, never  
Don't know

**QB10. Which of the following, if any, are the reasons you currently use a connected health device or tool to manage your health?**

Track your medication schedule /remind you to take medications  
To help you to better understand/learn about a disease/condition with which you have been diagnosed  
Monitor/improve your diet  
Lose weight  
Monitor / improve your exercise level  
Aid you in regular care of a family member  
Contact your healthcare provider (or the healthcare provider of someone you care for) to report new symptoms /request an appointment or a medication change  
Store your personal health information  
Store your health insurance information  
Social interaction with others  
Interested in your own health data  
To prevent illness  
General wellbeing  
Other reason (please specify)  
None of the above

**QB11 What, if anything, prevents you from using/owning a connected health device or tool for your health?**

- I am not interested in technology for my health
- I find devices, trackers and apps too much effort
- I am concerned about the privacy of my health data and who will have access to it
- I am concerned about insurance companies/public health bodies using my health data
- The cost is a barrier
- I don't trust the quality of data it delivers
- I don't see it as useful
- I don't know enough about them
- I don't understand how my data will be stored
- Other (please specify)
- Nothing prevents me or is a barrier

**QB12 To what extent do you agree or disagree, if at all, with the following statements...**

- Strongly agree
- Tend to agree
- Tend to disagree
- Strongly disagree
- Don't know

- *If my doctor recommended that I use a connected health device or tool as part of my treatment plan I would use it*
- *If my pharmacist recommended that I use a connected health device or tool as part of my treatment plan I would use it*
- *If my health insurance company recommended that I use a device, tracker or app as part of my treatment plan I would use it*
- *If a nurse recommended that I use a device, tracker or app as part of my treatment plan I would use it*
- *If a friend or family member recommended that I use a device, tracker or app as part of my treatment plan I would use it*

**QB13. Do you have a long-standing condition, illness or health condition that limits you in some way? By long-standing, we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time?**

- Yes
- No

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