

MARKLE

HEALTH IN A NETWORKED LIFE

Markle Survey: Many Doctors and Patients Perceive Gaps in Their Communications

January 2011

Markle Survey on Health In a Networked Life

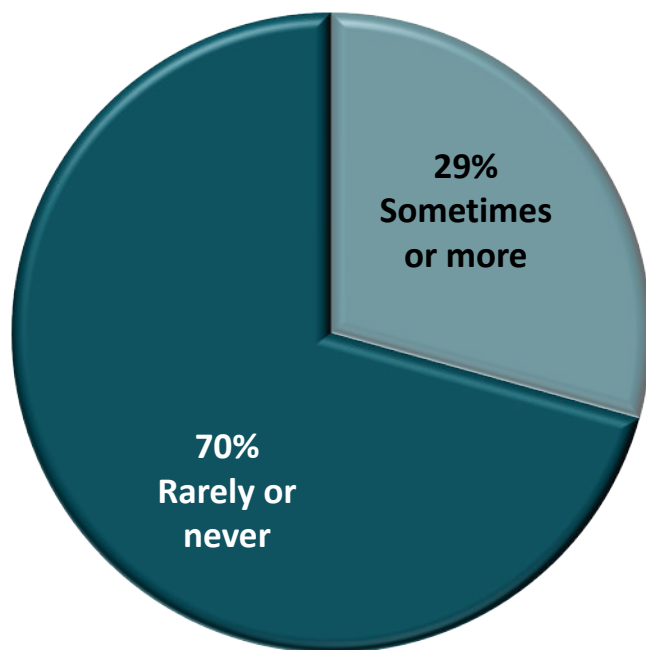
Key Findings

- Nearly all doctors say their patients sometimes or most times forget potentially important things they are told.
- Substantial portions of both doctors and patients say key information is sometimes forgotten or lost in their interactions.

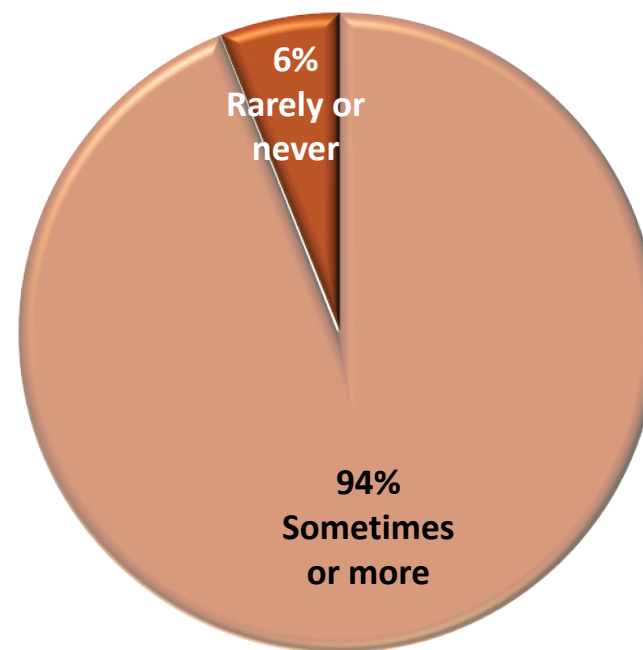
Key information lost

How often do patients forget or lose track of potentially important things the doctor says?

The Public

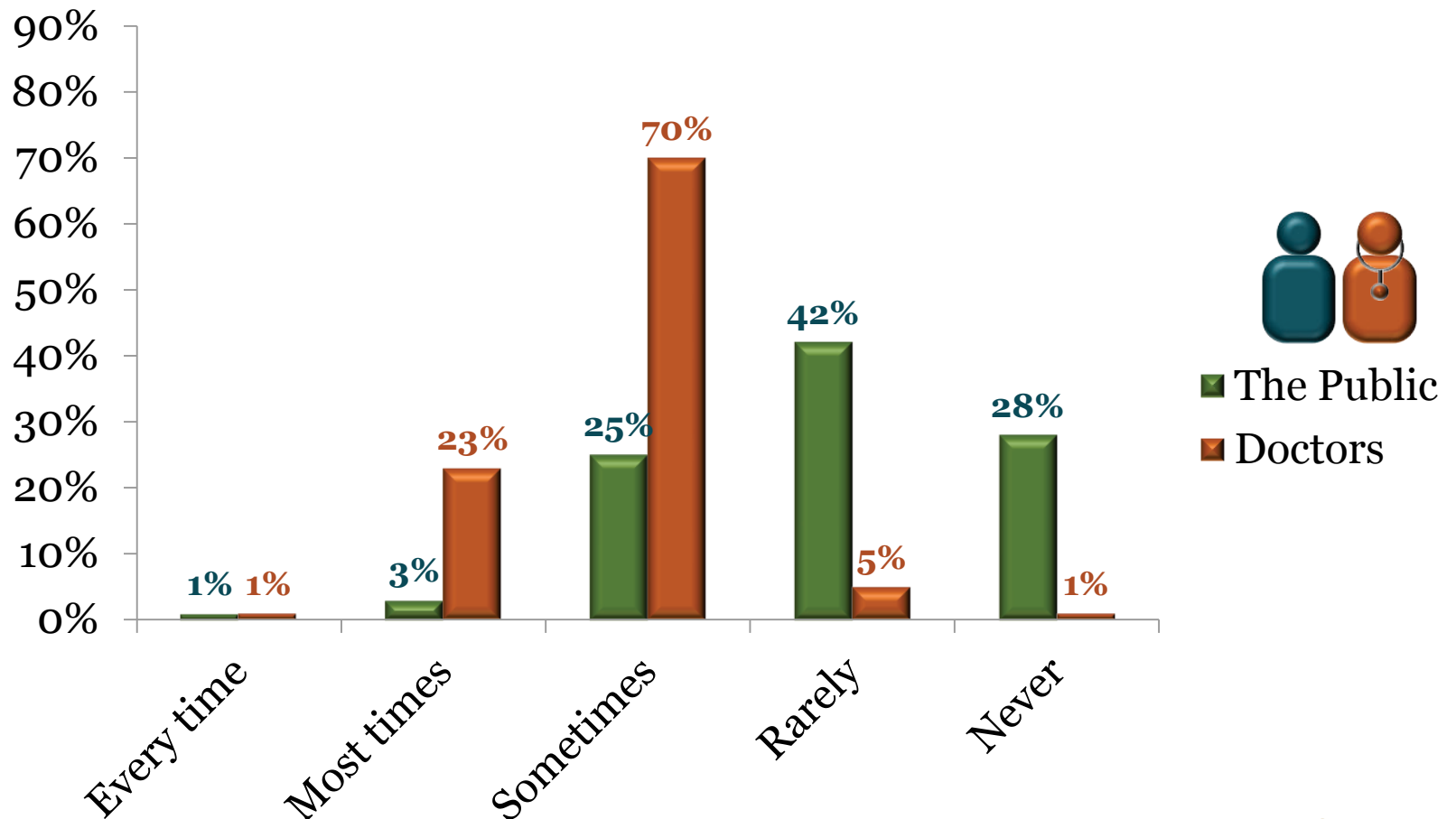


Doctors



Key information lost

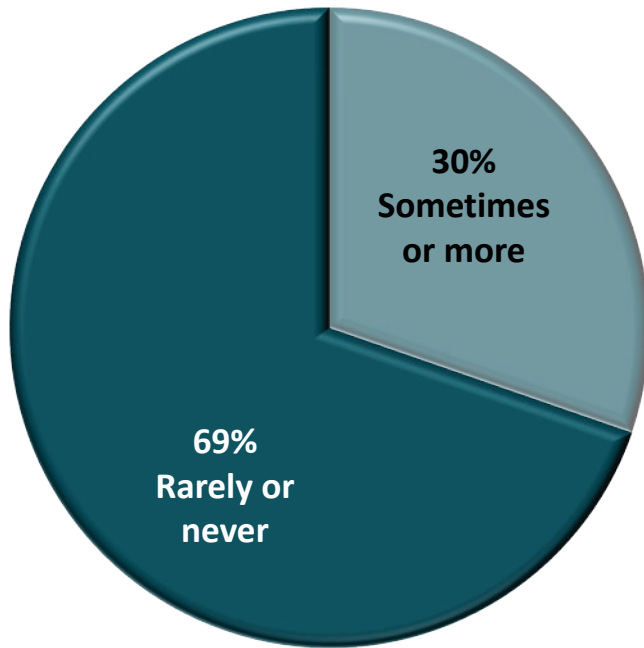
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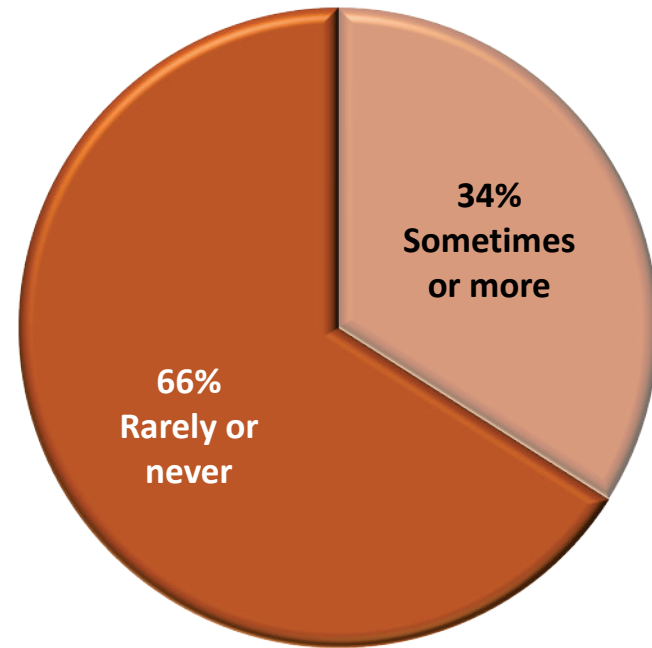
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The Public

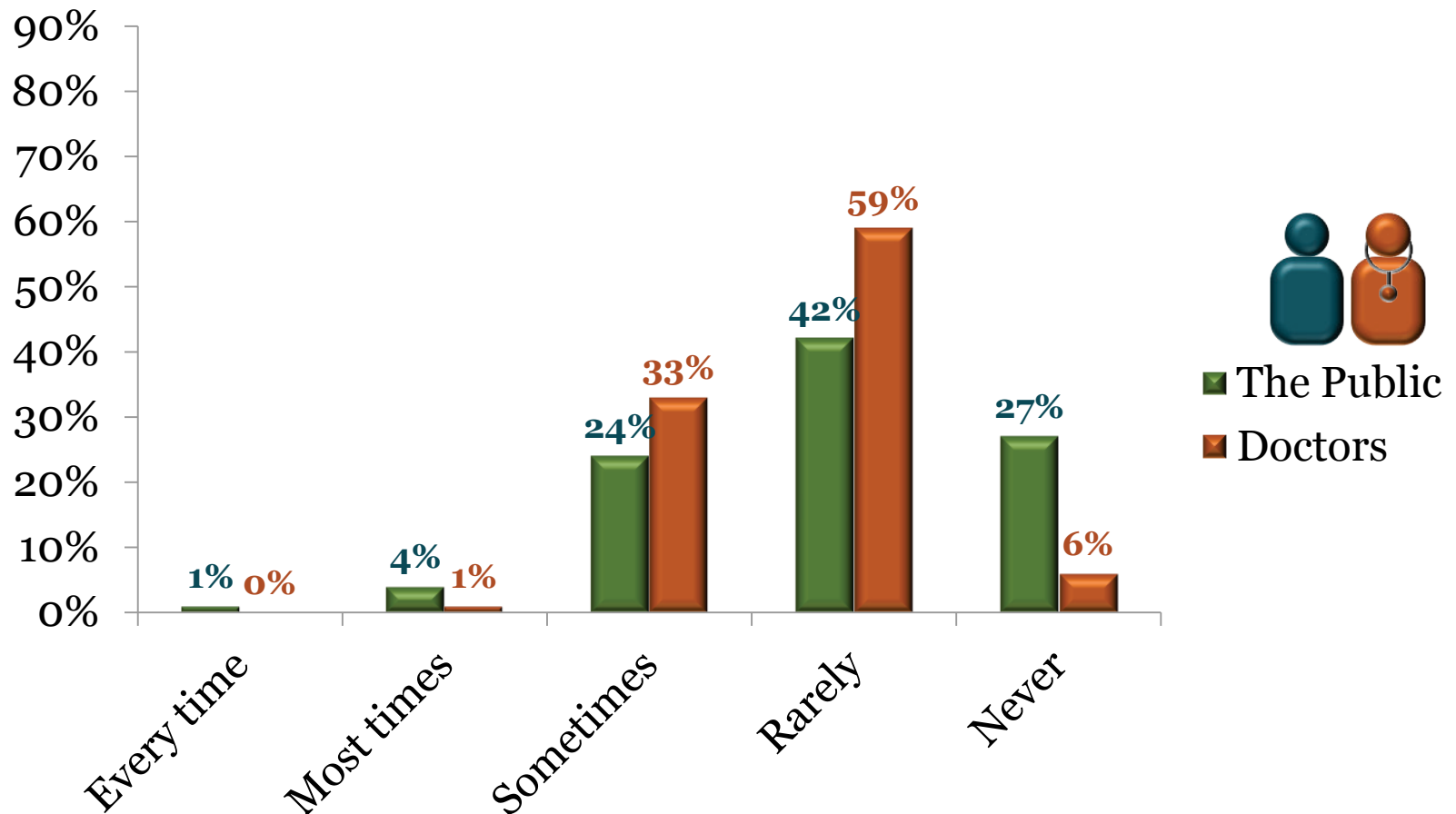


Doctors



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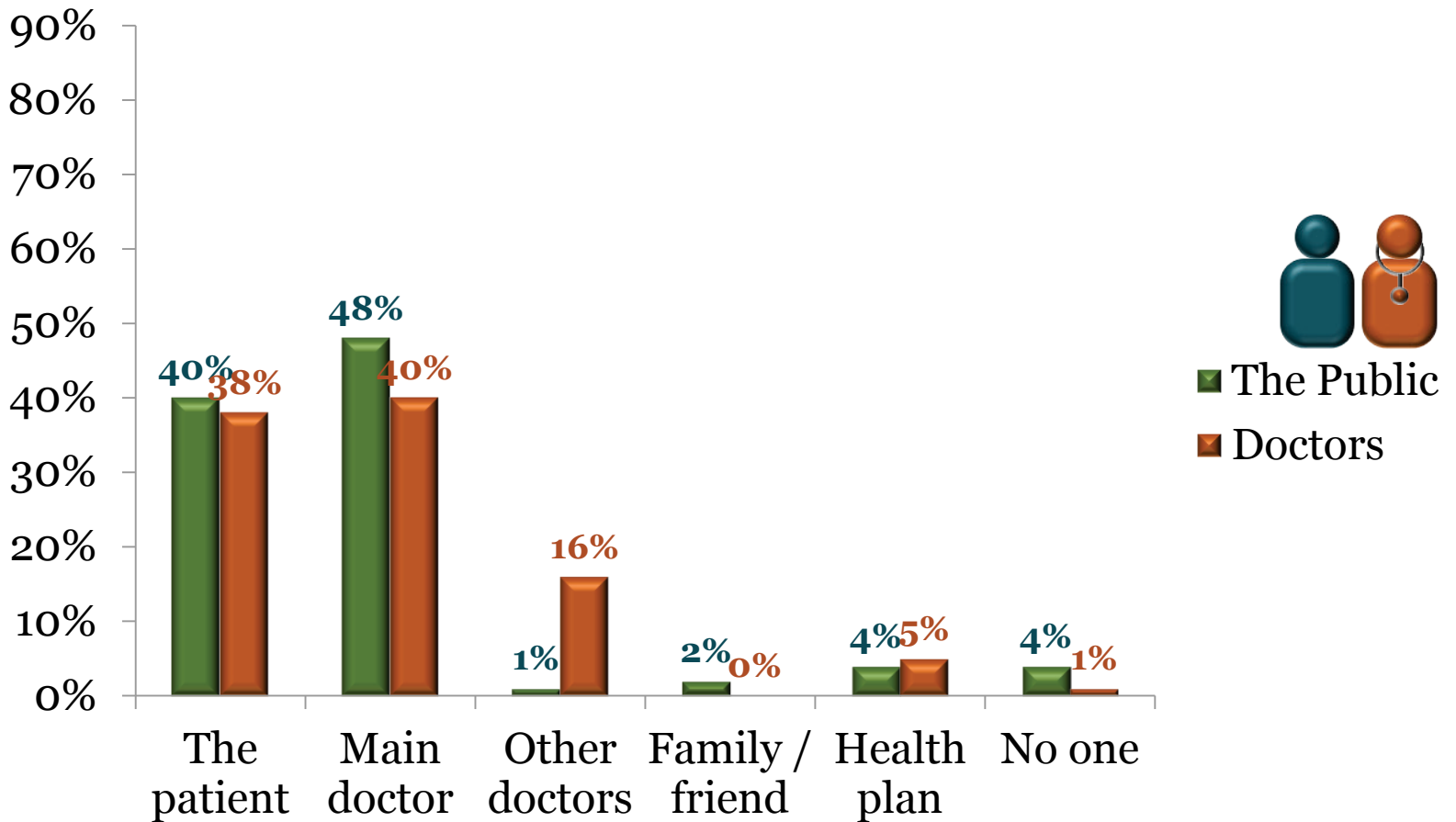


Key Findings

- Nearly half of the public perceives that their ‘main doctor’ is the one who should keep their most accurate, complete health and medical records.
- But 2 in 5 of both public and physician groups say it is the patient – not doctors – who should perform such a role.
- 15 percent of the public perceives that no one is performing this role for them.

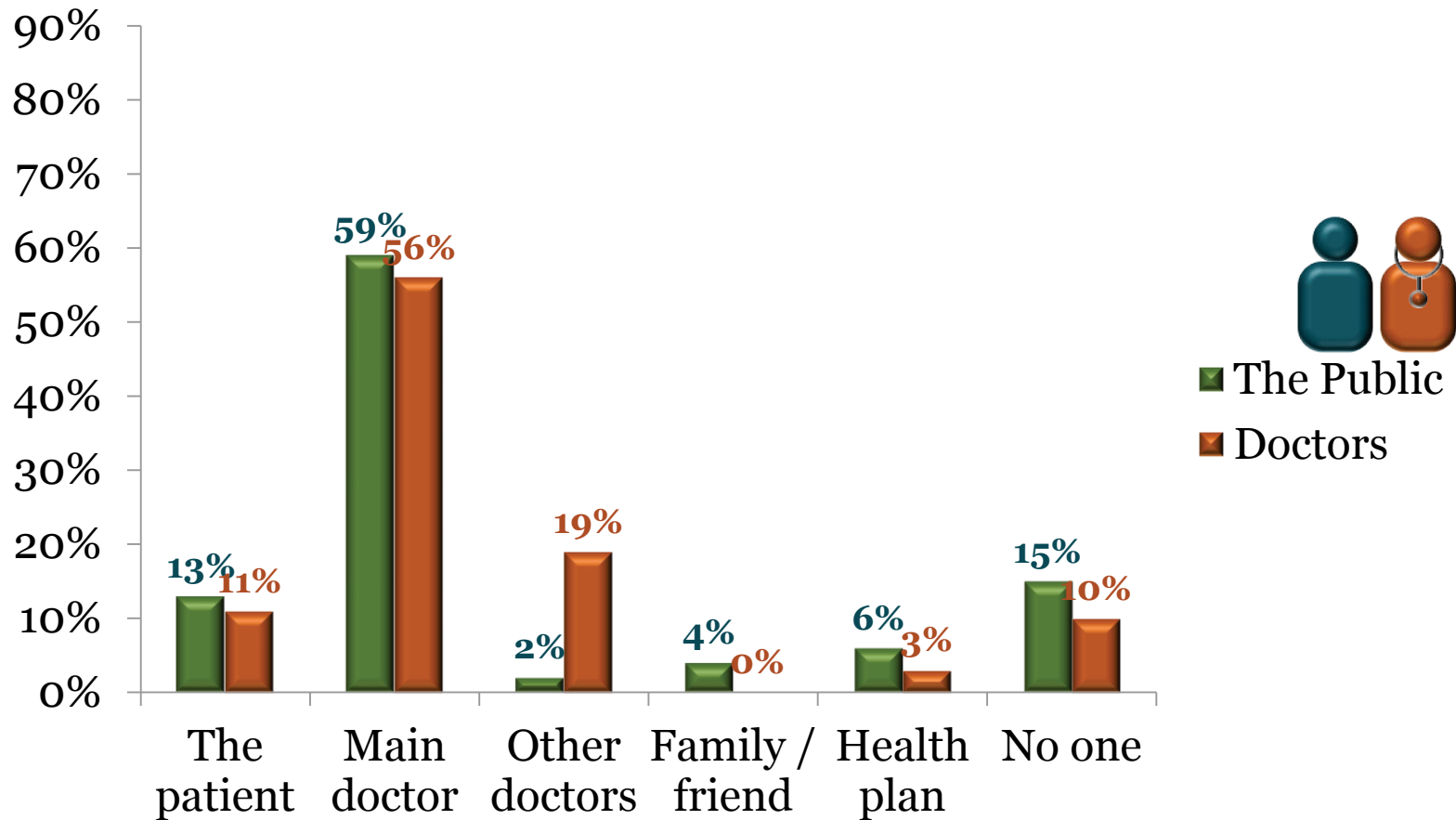
Recording keeping and maintenance

Who should maintain the most accurate, complete version of patient health records across the doctors and other health care practitioners?



Recording keeping and maintenance

Who currently maintains the most accurate, complete version of patient health records across the doctors and other health care practitioners?



Observations

- There are contrasting perceptions between the public and doctors about the frequency of potentially important information being lost in doctor-patient interactions.
- **1 of 3** of the doctors say they sometimes forget or lose track of potentially important things their patients tell them.
- Similar proportions of patients (**40 percent**) and doctors (**38 percent**) said patients themselves – not doctors – should be the ones who maintain the most accurate, complete records about themselves.
- **15 percent** of the public perceives that no one is performing the role of keeping the most accurate, complete version of health and medical records for them.

Methodology

- Markle commissioned two separate but coordinated surveys with largely parallel questions to be conducted independently by Knowledge Networks (KN).
- **General Population Sample:** An initial sample of 2,493 people was drawn randomly from KN's KnowledgePanel, a probability-based web panel designed to be representative of the U.S. non-institutionalized population age 18 and up, including both online and offline households (households are provided access to the Internet and hardware if needed). From the initial sample, 1,582 responded to this online survey—a completion rate of 63 percent. The survey was conducted August 10 through August 24, 2010.
- **Physician sample:** An initial sample of 2,867 physicians was drawn from Knowledge Networks Physicians Consulting Network, an online opt-in convenience panel consisting of physician members invited to join from reputable listed samples such as the AMA Masterfile and prescriber lists. From the initial sample, 779 physicians responded to this online survey—a completion rate of 27 percent. The physician survey was conducted August 10 through August 26, 2010. The panel generally reflects the U.S. physician population on known demographics, although it somewhat under-represents younger physicians and hospital-based physicians. The study sample consisted of 26 percent primary care doctors (defined as internal medicine, general practice or family practice) and 74 percent specialists.
- The general population sample can validly be projected to the U.S. population, with margin of error of +/- 3.0 percent. Although we believe the physician sample is a highly defensible reflection of U.S. physicians, because it was not drawn entirely by random we are not as comfortable projecting its results to all U.S. physicians. Because the sample is based on those who were invited to join from multiple sources without known probabilities of selection, estimates of theoretical sampling error cannot be calculated.