Top ten health industry issues of Mexico: A whole society approach to healthcare

Chart pack

June 2017
Figure 1: Mexico has the highest national out-of-pocket costs of all OECD countries, 21% above the average.

Percent of 2014 household out-of-pocket national healthcare costs

Source: OECD Health Statistics 2016
Figure 2: Few consumers feel supported to maintain a healthy diet

Percentage of consumers who say they feel supported to have a healthy diet by source of support

37.6% Healthcare providers

17.1% Community

14.8% Supermarkets

Source: PwC Health Research Institute Consumer Survey, 2017
Figure 3: Consumers with diabetes or hypertension often visit both public and private providers yet nearby pharmacy doctors hardly participate in early disease detection.

Type of provider consulted for those with diabetes or hypertension

- **44.6%** Public providers
- **39.1%** Mixed
- **16.3%** Private providers

Motive of visit to pharmacy doctor*

- **82.5%** Acute care
- **12.2%** Diabetes and hypertension
- **0.6%** Chronic disease prevention

* Consumers with a visit to a pharmacy doctor within past year

Source: PwC Health Research Institute Consumer Survey, 2017
Figure 4: Most people are willing to pay for a doctor close by especially if coordinated with the social security network.

- Consumers with financial protection willing to consult a pharmacy doctor if public network referrals would be possible: 79.2%
- Consumers reporting a doctor close to work or home and willingness to pay for consultations: 64.8%
- Has a doctor close to work or home: 60.3%

Source: PwC Health Research Institute Consumer Survey, 2017
Figure 5: Acceptance at public hospitals, regardless of affiliation, is expected to be widely supported and improve access

Percentage of consumers who agree with the following:

- **50.0%**
  - The nearest hospital to your home belongs to the institution providing you with insurance*

- **84.4%**
  - All public hospitals should be open to all the population, regardless of affiliation

* Consumers with social security or Seguro Popular

Source: PwC Health Research Institute Consumer Survey, 2017
**Figure 6: Consumers would support initiatives that reward hospitals and physicians for satisfactory services and that support health**

Social security affiliates agree that:

- Contributions should be reduced if he/she is taking care of health: 61.9%
- Contributions should be reduced if employer supports employee healthcare: 69.3%

Consumers agree that:

- Physicians should receive a bonus/discount based on patient satisfaction: 61.4% (56.8% for Provider: Private, 68.2% for Provider: Public)
- Hospitals should be ranked based on quality: 85.7% (88.2% for Provider: Public, 82.6% for Provider: Private)

Source: PwC Health Research Institute Consumer Survey, 2017
Figure 7: Consumers are more likely to trust medicines supplied by traditional private doctors and are willing to spend more for the development of better drugs

Consumers who trust the quality of medicines according to prescriber

- Consumers with a private doctor visit: 96.0%
- Consumers with a pharmacy doctor visit: 64.1%
- Consumers with social security or Seguro Popular insurance: 45.4%

Consumers willing to spend more on medicines to support their development

- Willing: 60.2%
- Unwilling: 31.5%
- Undecided: 8.3%

Source: PwC Health Research Institute Consumer Survey, 2017
Figure 8: The perception of the quality of medicines prescribed influences health service utilization

Percentage of social security or Seguro Popular affiliates more willing to consult providers if informed of quality of medicine: 80.1%

Percentage of consumers more willing to use public providers if medicines were privately dispensed: 73.3%

Source: PwC Health Research Institute Consumer Survey, 2017
Figure 9: Close to a quarter of consumers use information technology for health at least once a month

How often do you use technology to look up information or to support your health?

- Search for health information in computer, tablet or cell phone
- Use health and wellness apps on your cell phone, tablet or smart watch

Source: PwC Health Research Institute Consumer Survey, 2017
Figure 10: Most consumers identify electronic medical records and support their use

Percentage of consumers identifying electronic medical records correctly

- 63.0%

Percentage of consumers who agree all doctors should have an electronic medical record

- 81.1%

Percentage of consumers who agree that their provider should share health information for the following uses

- Develop new treatments: 83.8%
- Disease surveillance: 84.2%
- Coordinate care across providers: 87.0%
- Improve quality of care: 88.1%
- Decide treatments quickly: 93.2%

Source: PwC Health Research Institute Consumer Survey, 2017