

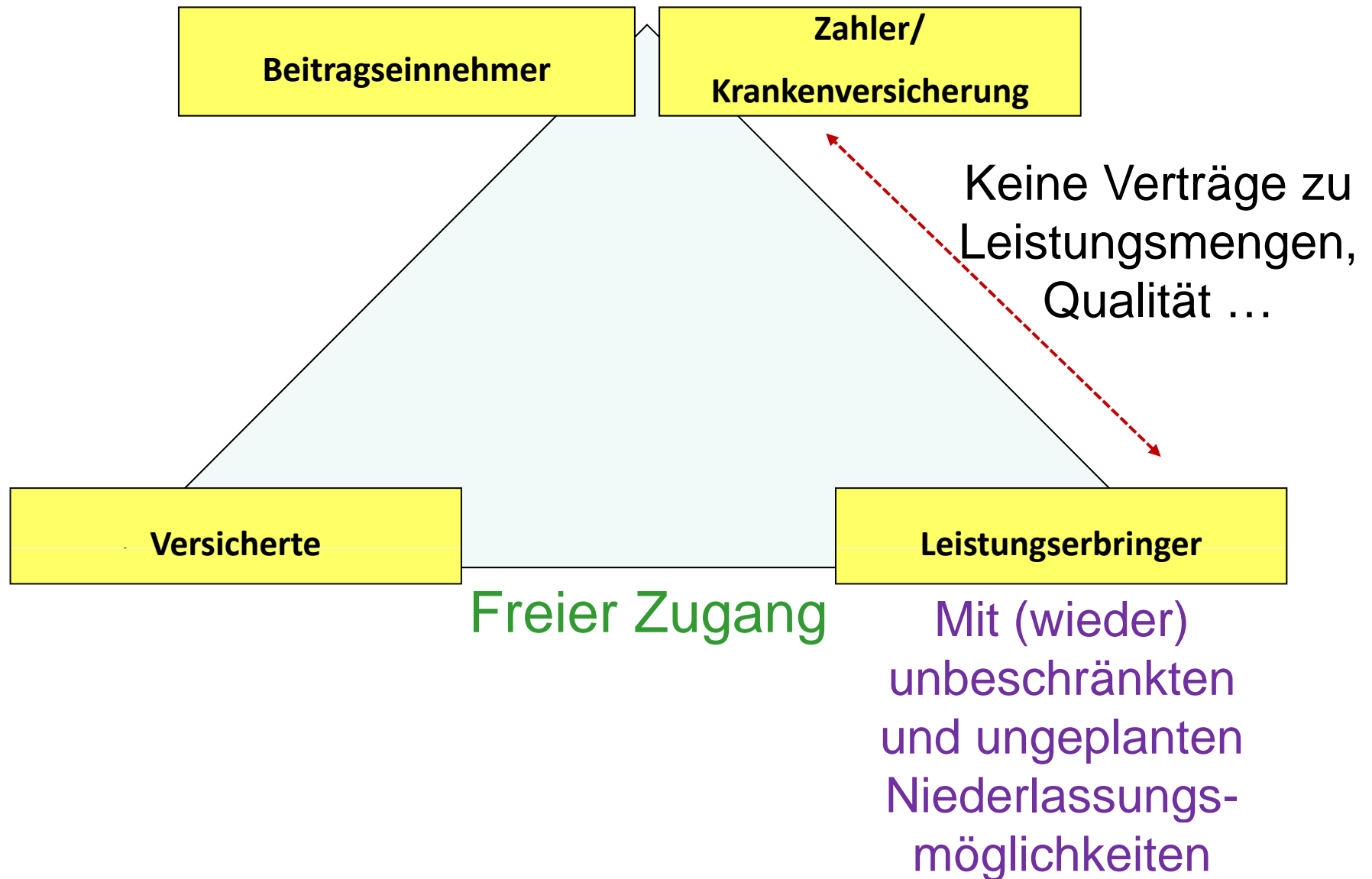
Die ambulante Gesundheitsversorgung in der Schweiz – ein Blick von Aussen

Reinhard Busse, Prof. Dr. med. MPH FFPH

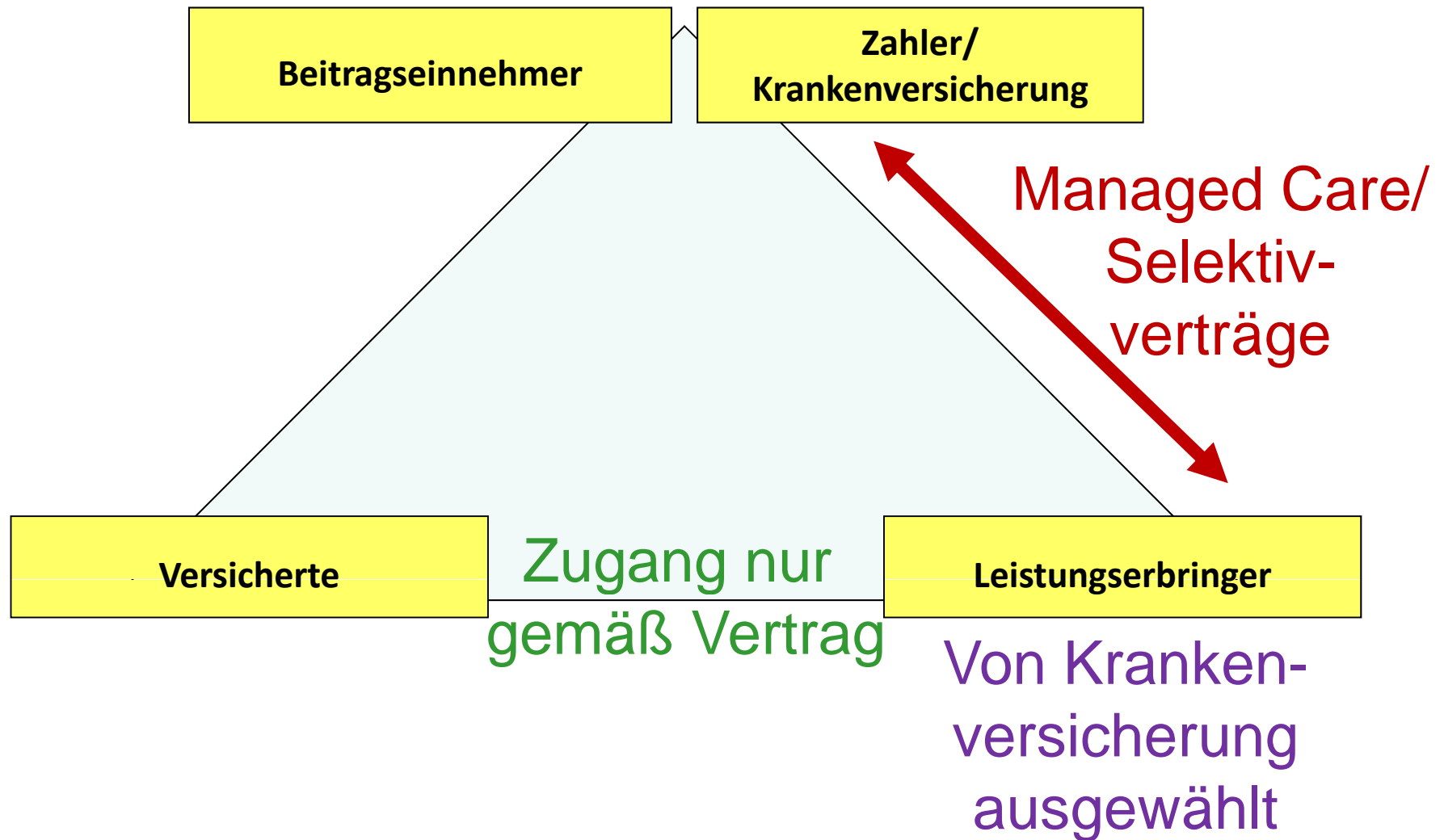
FG Management im Gesundheitswesen,
Technische Universität Berlin (WHO Collaborating Centre for Health Systems
Research and Management) &
European Observatory on Health Systems and Policies



Der ambulante Sektor ist durch eine von ausserhalb schwer zu verstehende Dichotomie gekennzeichnet ... (1)



Der ambulante Sektor ist durch eine von ausserhalb schwer zu verstehende Dichotomie gekennzeichnet ... (2)



Im Ausland halten die einen Modell (2) für nachahmenswert,
andere als unbeliebt und daher nicht machbar

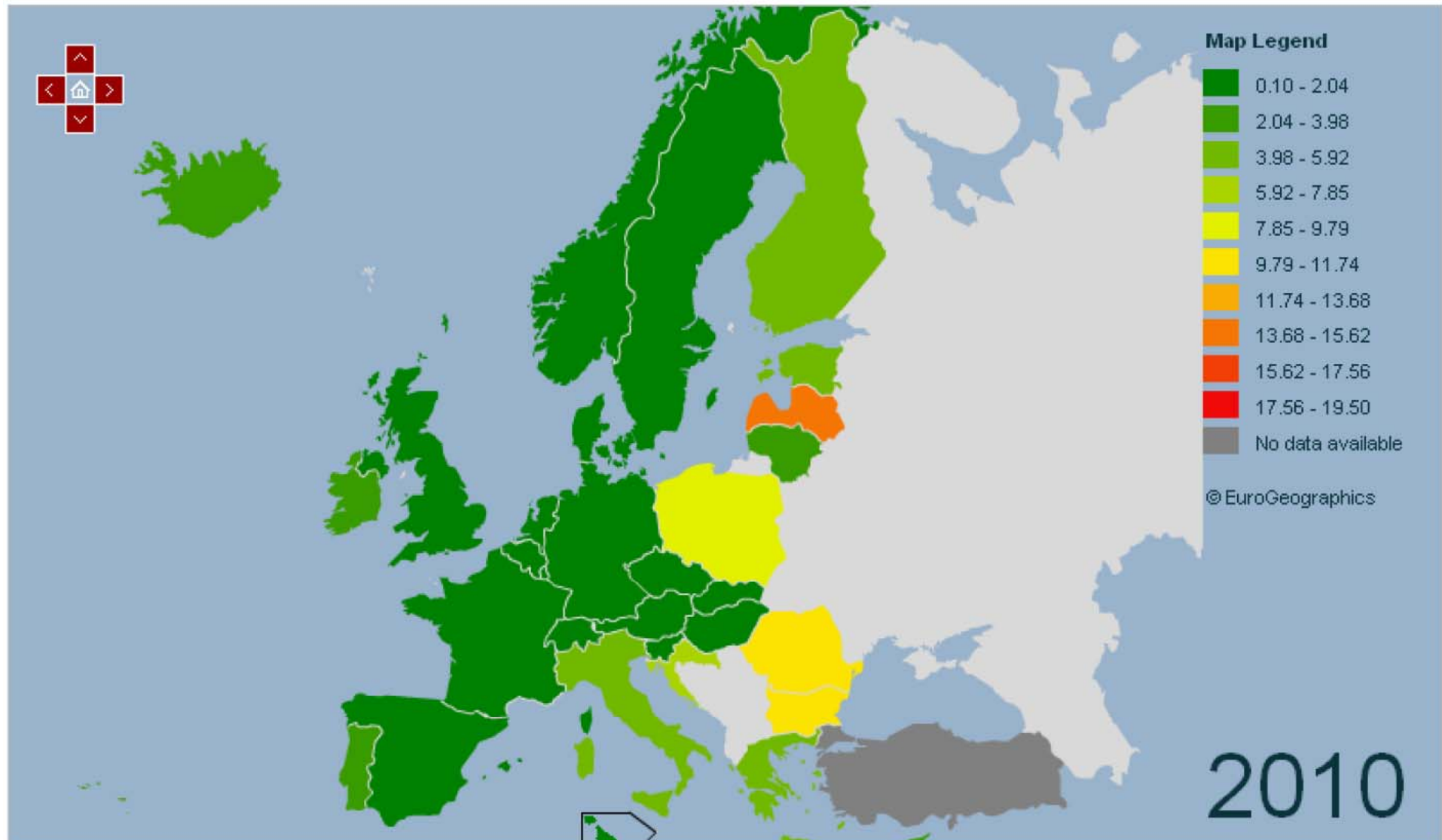
	Versicherte in Hausarztmodellen	Versicherte in HMOs	Summe: Versicherte in diesen Formen
Aargau	13,6	0,5	14,1
Appenzell-Innerrhoden und Ausserrhoden	3,4	-	3,4
Bern	3,3	1,2	4,5
Basel-Land	4,5	-	4,5
Basel-Stadt	7,9	6,5	14,4
Fribourg	0,9	-	0,9
Genf	5,8	0,6	6,4
Graubünden	10,1	-	10,1
Luzern	0,9	3,5	4,4
St.Gallen	13,7	4,2	17,9
Schaffhausen	15,6	-	15,6
Schwyz	1,0	-	1,0
Thurgau	25,4	-	25,4
Vaud	3,4	-	3,4
Zug	-	2,5	2,5
Zürich	4,4	2,8	7,2
Insgesamt 7 Kantone	-	-	-
Schweiz gesamt	5,4	1,3	6,7

Quelle: Bundesamt für Gesundheit der Schweiz. Bestandsaufnahme Managed Care Modelle 2004

Zugang ist kein Problem ... aber das hebt die Schweiz nicht von den meisten EU-Ländern ab

Proportion of people with self-declared unmet needs for health care services due to either financial barr, time series of 6 years

Equity of access to health care services is an index of self-declared unmet need for health care services. It is defined as the percentage of people who self-reporte...



6.1.1 Unmet need for a medical examination, selected reasons by income quintile, European countries, 2009

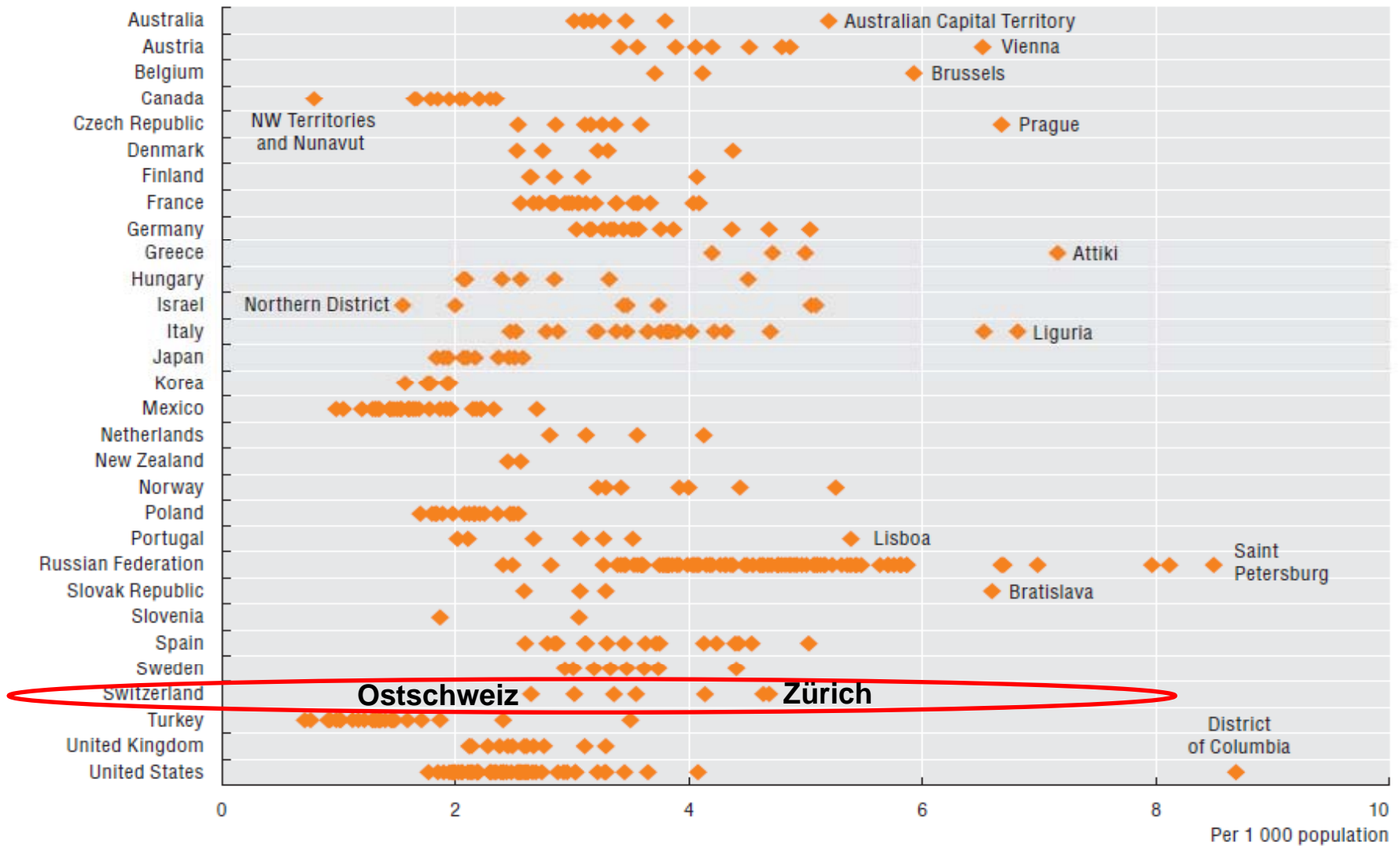


Die Zugangsprobleme, die es gibt, sind fast ausschliesslich finanzieller Art (und die Unterschiede zwischen Arm und Reich sind nicht sehr gross) ...

Source: EU-SILC.

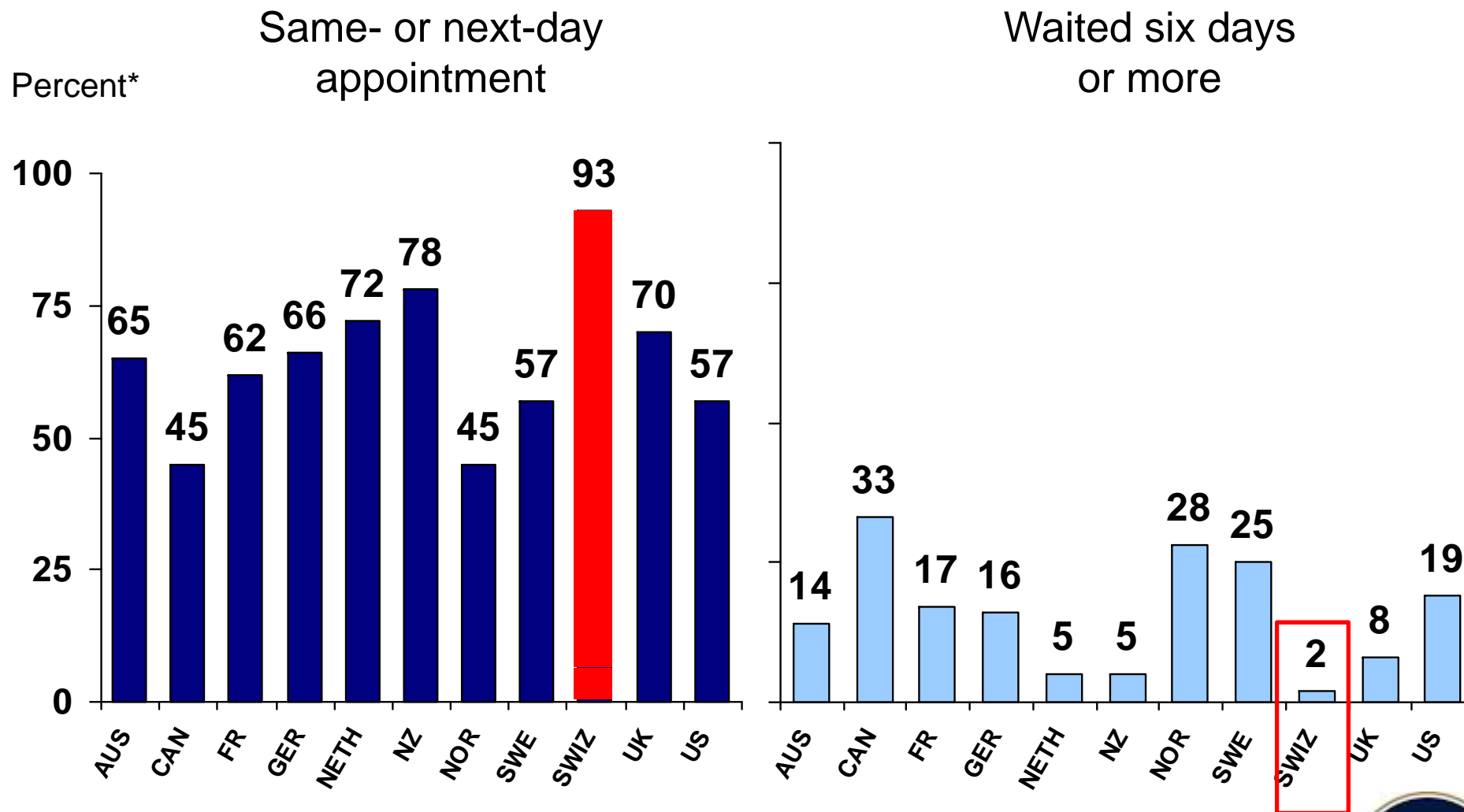
... was auch hieran liegt: die Ärztedichte ist zwar uneinheitlich
 – aber die Unterschiede sind woanders zumeist größer

6.4.1 Physician density, by territorial level 2 regions, 2008 (or nearest year)



Source: OECD (2011b).

Sehr viele bekommen am gleichen Tag einen Arzttermin, und so gut wie niemand wartet mehr als 6 Tage



* Base: Answered question.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.

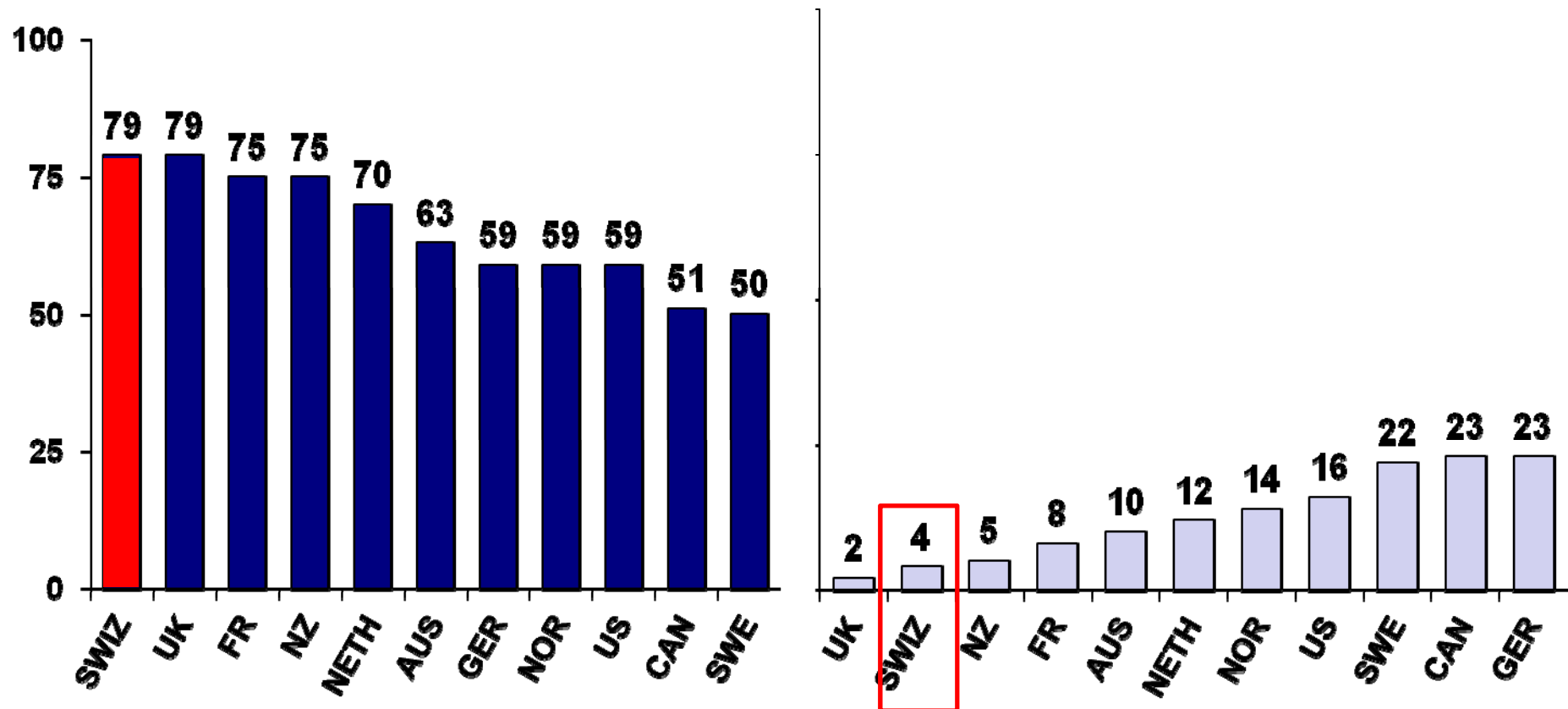


Die Daten sind allerdings schlechter, wenn nur chronisch Kranke befragt werden

Same- or next-day appointment

Waited six days or more

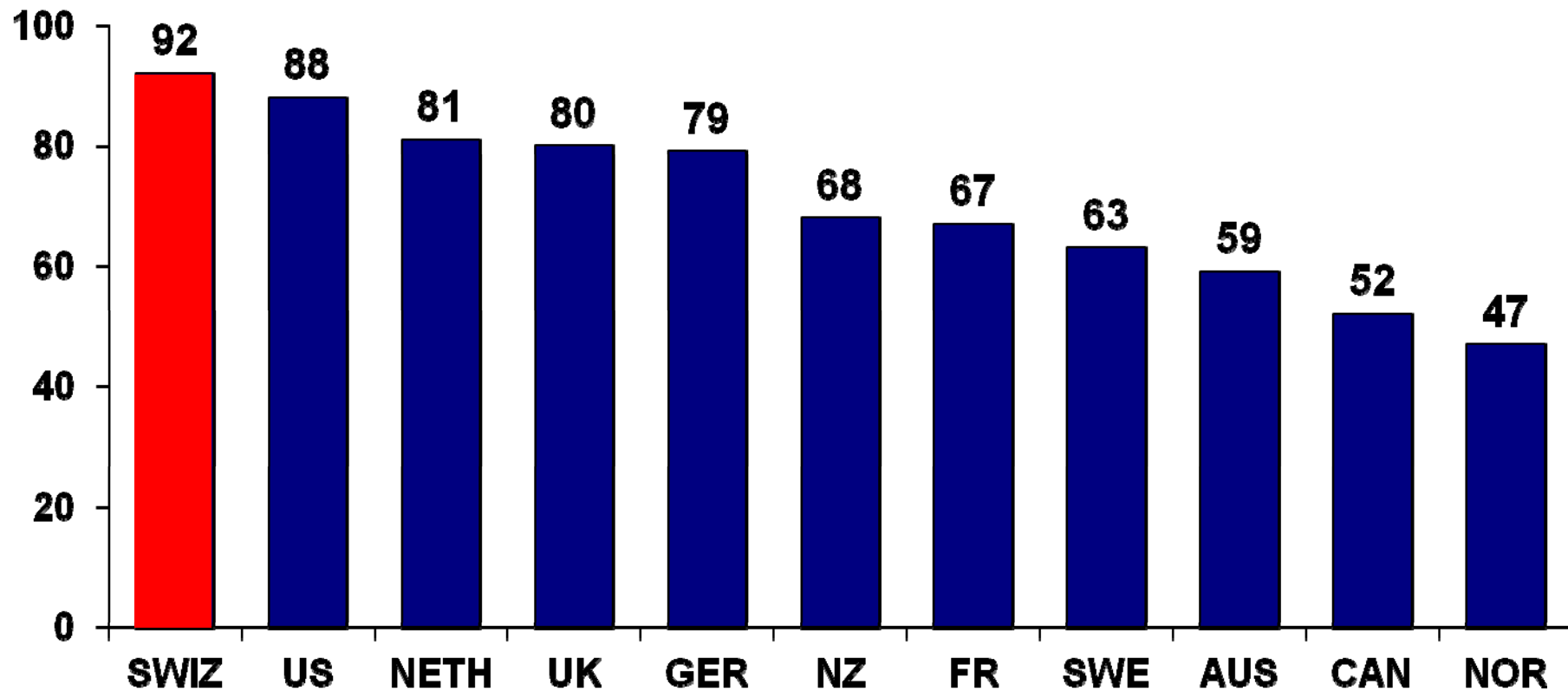
Percent



Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.

Waited Less Than a Month to See Specialist

Percent



Base: Saw or needed to see a specialist in the past two years.

Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.



	France	Germany	Netherlands	Norway	Sweden	Switzerland	UK
<i>Did not fill a prescription for medicine or skipped doses – Answer 'no'</i>							
2010	88	93	90	93	88	90	95
2011	89	86	92	92	93	91	95
<i>Had a specific medical problem but did not visit a doctor – Answer 'no'</i>							
2010	90	82	91	94	91	89	95
2011	90	88	93	92	94	88	93
<i>Skipped or did not get a medical test, treatment, or follow-up that was recommended by a doctor – Answer 'no'</i>							
2010	90	89	89	93	92	89	94
2011	91	86	92	92	96	89	96

Wenn nach spezifischen Zugangsproblemen gefragt wird, steht die Schweiz recht gut, wenn auch nicht überragend dar
(2010: alle Patienten; 2011: chronisch Kranke)

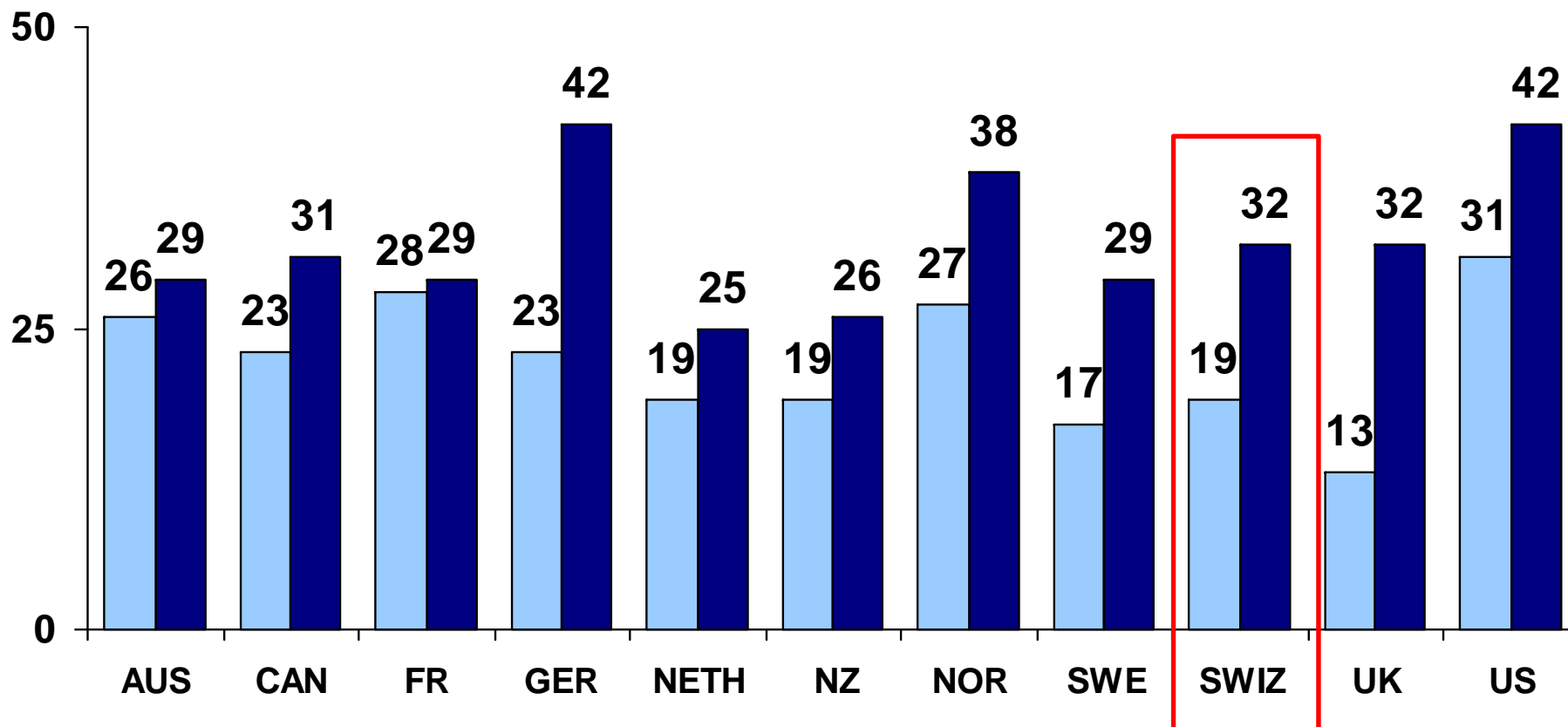


Koordinierung ist ein Problem ... insb. bei chronisch Kranken

Coordination Problems in the Past Two Years, by Number of Chronic Conditions

Percent experienced *any of three* coordination problems*

■ No chronic conditions
■ 2 or more chronic conditions



* Test results/records not available at time of appointment, received conflicting information from different health professionals, and/or doctors ordered test that had already been done.

Source: 2010 Commonwealth Fund International Health Policy Survey in Eleven Countries.



Die Hausärzte liegen im europäischen Vergleich vorne - EuroPEP-Daten 1998-2009

	Switzerland		Belgium		Slovenia		Germany		Netherlands		UK	
	1998	2009	1998	2009	1998	2009	1998	2009	1998	2009	1998	2009
Overall evaluation	91	93	87	92	89	88	88	85	80	84	72	82
1. Keeping records and data confidential	96	97	97	95	97	97	94	91	95	92	91	95
2. Providing quick services for urgent health problems	96	98	93	96	89	90	95	93	85	88	71	84
3. Listening to you	96	95	93	95	95	94	92	88	89	89	83	90
4. Helpfulness of the staff (other than the doctor)	93	95	83	90	89	92	92	93	84	86	70	84
5. Thoroughness	90	94	89	95	92	92	91	85	81	87	78	88
6. Explaining the purpose of tests and treatments	92	94	89	94	89	90	89	86	83	87	79	86
7. Making you feel you had time during consultations	96	95	92	95	92	88	90	86	88	88	80	89
8. Making it easy for you to tell him/her about your problems	94	94	88	93	87	85	89	87	83	85	81	89
9. Telling you what you wanted to know about symptoms/ illness	93	96	90	93	92	89	90	85	83	88	79	83
10. Physical examination	93	94	88	94	90	91	91	82	82	87	76	85
11. Getting an appointment to suit you	97	97	88	91	85	90	93	90	78	84	62	76
12. Helping you to feel well so that you can perform your normal daily activities	91	94	89	94	93	90	88	83	79	85	69	85
13. Interest in your personal situation	95	95	90	94	79	77	90	88	82	83	78	86
14. Helping you to understand the importance of his/her advice	89	92	86	93	91	90	86	84	80	83	76	82
15. Involving you in decisions about medical care	91	93	87	94	89	84	87	83	81	85	76	83
16. Offering you services for preventing disease	84	90	77	87	85	87	85	83	76	88	74	87
17. Quick relief of your symptoms	85	89	84	92	94	93	83	75	75	84	67	87
18. Getting through to the practice on the telephone	96	95	93	96	92	83	95	95	71	73	62	86
19. Knowing what he/she has done or told you during previous contacts	89	91	84	91	90	89	85	78	76	82	72	86
20. Preparing you for what to expect from specialists or hospital care	89	90	85	88	88	86	85	80	75	79	72	83
21. Help in dealing with emotional problems related to health status	90	91	85	90	87	83	85	80	76	78	71	83
22. Being able to speak to the GP on the telephone	91	88	90	94	93	88	87	84	72	71	51	83
23. Waiting time in the waiting room	79	83	66	73	60	75	70	67	61	72	50	72

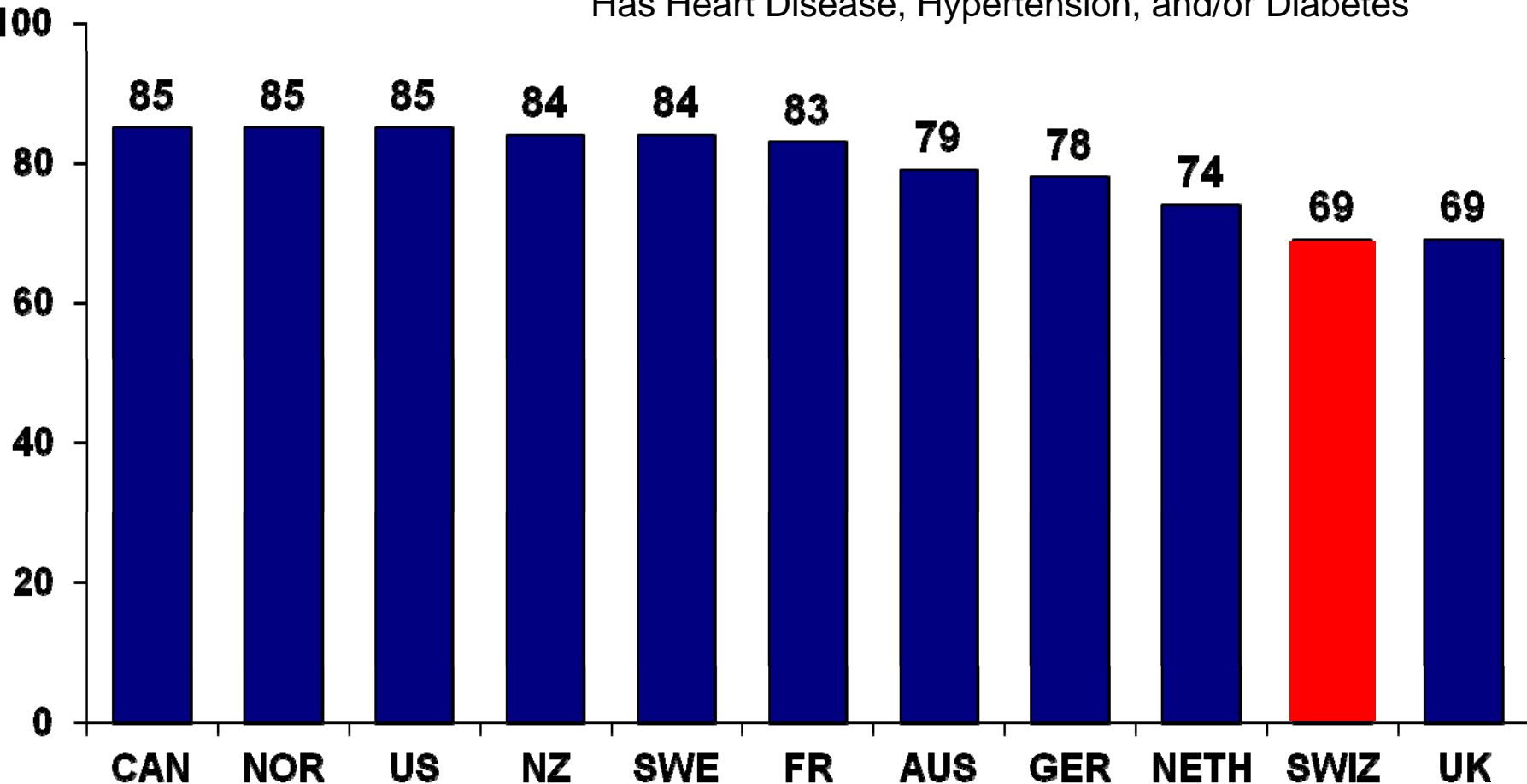
... und haben über 10 Jahre noch leicht zugelegt (im Gegensatz zu Deutschland)

	Switzerland		Belgium		Slovenia		Germany		Netherlands		UK	
	1998	2009	1998	2009	1998	2009	1998	2009	1998	2009	1998	2009
Overall evaluation	91	93	87	92	89	88	88	85	80	84	72	82
1. Keeping records and data confidential	96	97	97	95	97	97	94	91	95	92	91	95
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8. Making it easy for you to tell him/her about your problems	94	94	88	93	87	85	89	87	83	85	81	89
9. Telling you what you wanted to know about symptoms/ illness	93	96	90	93	92	89	90	85	83	88	79	83
10. Physical examination	93	94	88	94	90	91	91	82	82	87	76	85
11. Getting an appointment to suit you	97	97	88	91	85	90	93	90	78	84	62	76
12. Helping you to feel well so that you can perform your normal daily activities	91	94	89	94	93	90	88	83	79	85	69	85
13. Interest in your personal situation	95	95	90	94	79	77	90	88	82	83	78	86
14. Helping you to understand the importance of his/her advice	89	92	86	93	91	90	86	84	80	83	76	82
15. Involving you in decisions about medical care	91	93	87	94	89	84	87	83	81	85	76	83
16. Offering you services for preventing disease	84	90	77	87	85	87	85	83	76	88	74	87
17. Quick relief of your symptoms	85	89	84	92	94	93	83	75	75	84	67	87
18. Getting through to the practice on the telephone	96	95	93	96	92	83	95	95	71	73	62	86
19. Knowing what he/she has done or told you during previous contacts	89	91	84	91	90	89	85	78	76	82	72	86
20. Preparing you for what to expect from specialists or hospital care	89	90	85	88	88	86	85	80	75	79	72	83
21. Help in dealing with emotional problems related to health status	90	91	85	90	87	83	85	80	76	78	71	83
22. Being able to speak to the GP on the telephone	91	88	90	94	93	88	87	84	72	71	51	83
23. Waiting time in the waiting room	79	83	66	73	60	75	70	67	61	72	50	72

Bei klinischer Qualität ist das Ergebnis aber nicht so gut

Percent yes,
under control
100

Blood Pressure Under Control Last Time Checked
Has Heart Disease, Hypertension, and/or Diabetes

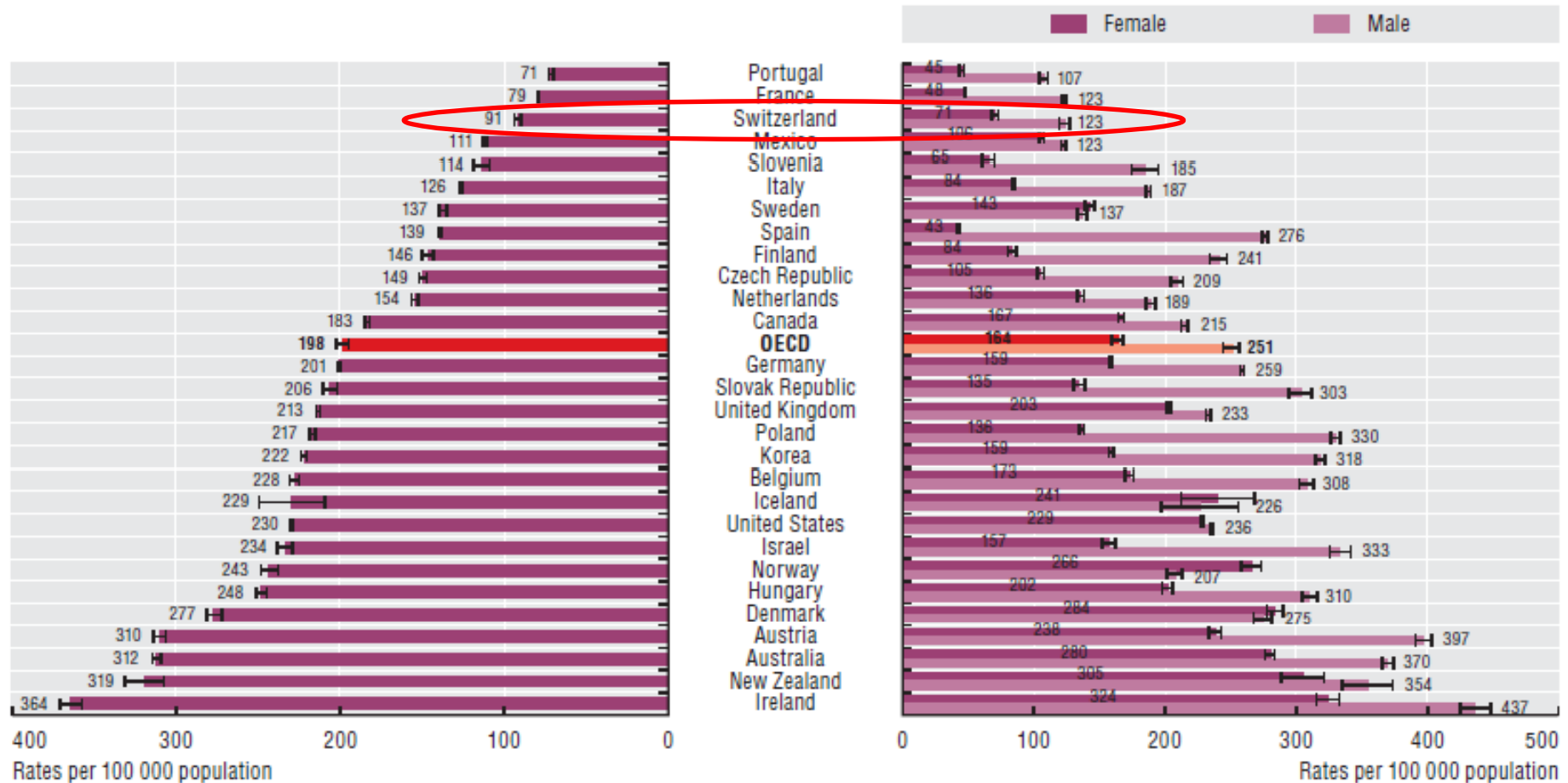


Base: Has heart disease, hypertension, and/or diabetes and blood pressure checked in past year.
Source: 2011 Commonwealth Fund International Health Policy Survey of Sicker Adults in Eleven Countries.



Verhindert der grosse ambulante Sektor, dass Patienten unnötig stationär behandelt werden (sog. « ambulant-sensitive Fälle »)? COPD ...

5.1.2 COPD hospital admission rates, population aged 15 and over, 2009 (or nearest year)

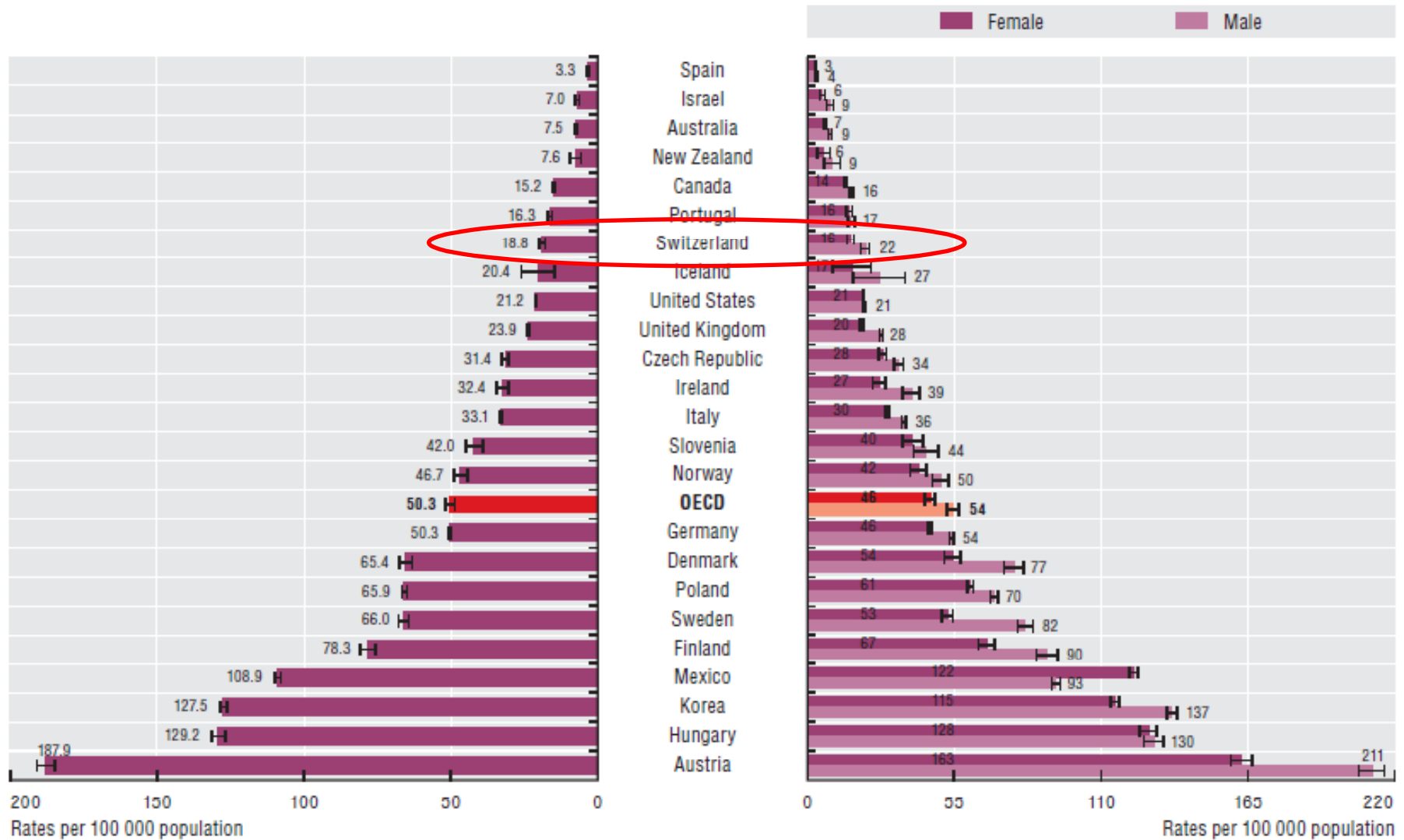


Note: Rates are age-sex standardised to 2005 OECD population. 95% confidence intervals are represented by I—I.

Source: OECD Health Data 2011.

... und Diabetes

5.2.1 Uncontrolled diabetes hospital admission rates, population aged 15 and over, 2009 (or nearest year)



Note: Rates are age-sex standardised to 2005 OECD population. 95% confidence intervals are represented by I-I.

Source: OECD Health Data 2011.

Und was sagt die Bevölkerung dazu? Zufriedenheit mit dem Gesundheitssystem in den EU15-Ländern, Schweiz und Norwegen (%), 1996-2011; sortiert nach Ergebnis 2009

	1996	1998	1998	1999	2002	2004	2007	2008	2008	2009	2010	2011
Belgien	70	63	57	77	65				88	97		
Österreich	63	73	71	83	67				84	95		
Finnland	86	81	78	74	73				85	94		
Frankreich	65	65	59	78	64	65		23	83	91	42	40
Niederl.	73	70	70	73	46		42		77	91	51	46
Schweden	67	58	46	59	48				79	90	44	40
Luxembg.	71	67	50	72	58				90	88		
Dänemark	90	91	48	76	52				77	87		
UK	48	57	49	56	31	32	26	17	73	86	62	51
Deutschld.	66	58	43	50	47	28	20	20	54	86	38	32
Spanien	36	43	31	38	46	42		37	77	81		
Italien	16	20	15	26	31	21		13	53	54		
Irland	50	58	23	48	20				40	53		
Portugal	20	16	6	24	14				58	42		
Griechenl.	18	16	11	19	19				45	25		
Schweiz											46	69
Norwegen											40	32

Platz 3/7

Platz 1/7

Very/ fairly satisfied System works pretty well Satisfied 7-10/10 Confidence in national system Quality good

	France	Germany	Netherlands	Norway	Sweden	Switzerland	UK
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Das Vertrauen in das Schweizer System und seine Qualität ist recht groß, könnte aber noch besser sein



If seriously ill, confident to receive the most effective treatment, including drugs and diagnostic tests – Answers ‘very confident’ or ‘confident’

2010	85	82	88	81	67	89	92
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If seriously ill, confident to be able to afford needed care – Answers ‘very confident’ or ‘confident’

2010	73	70	81	69	70	78	90
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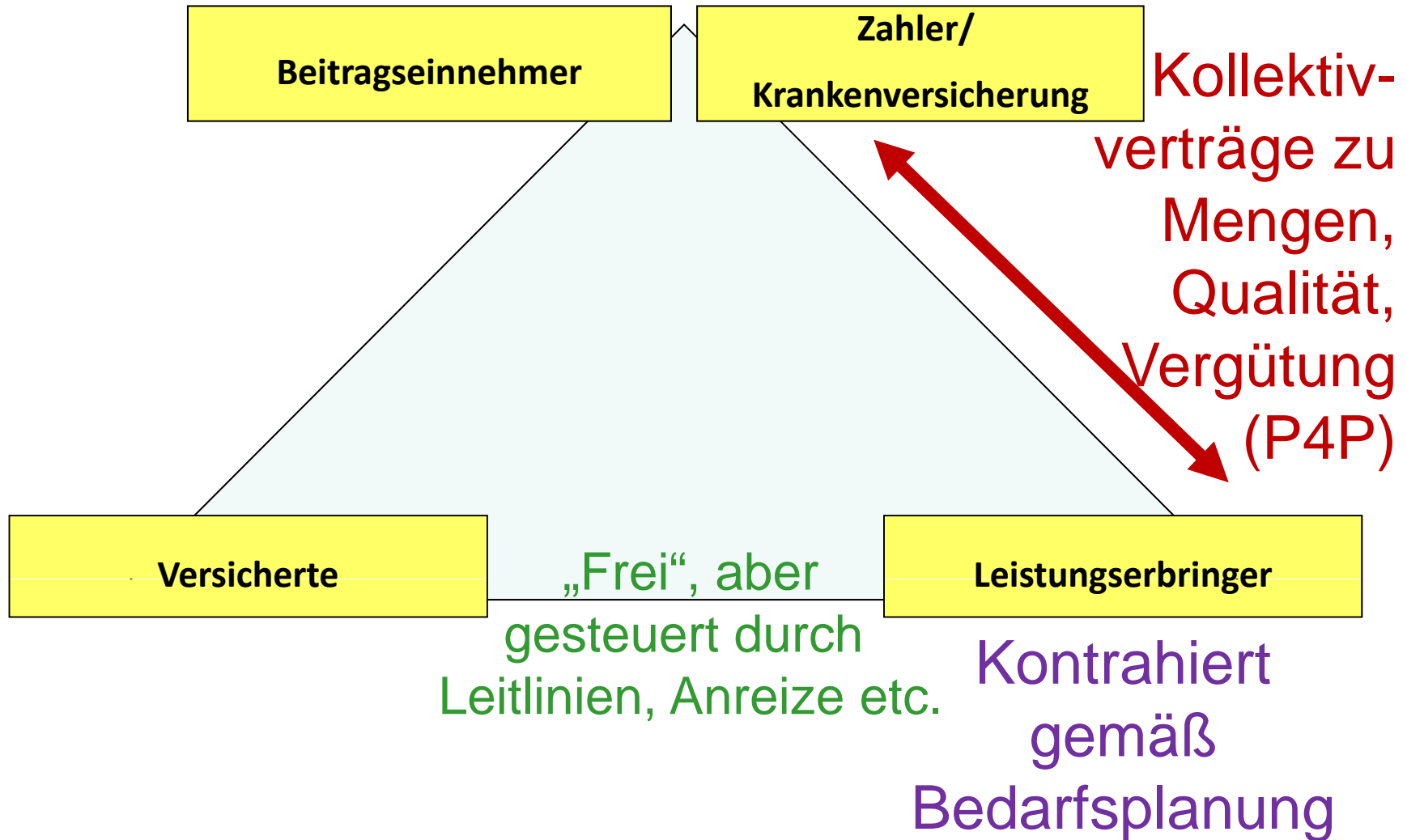
Overall, how do you rate the quality of medical care that you have received in the past 12 months? – Answers ‘excellent’ or ‘very good’

2011	43	31	34	50	50	68	81
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Insgesamt also ein recht gutes Zeugnis ...

- Aber Optimierungsbedarf insbesondere bei chronisch Kranken
 - und messbaren Gesundheitsergebnissen (z.T. auch nur wg. fehlender Daten)
- Beides Probleme, die vermutlich nicht im Wettbewerb gelöst werden können!

Warum nicht so?





Präsentation, Literatur
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