

Addressing emerging patient needs: from free choice to integrated care

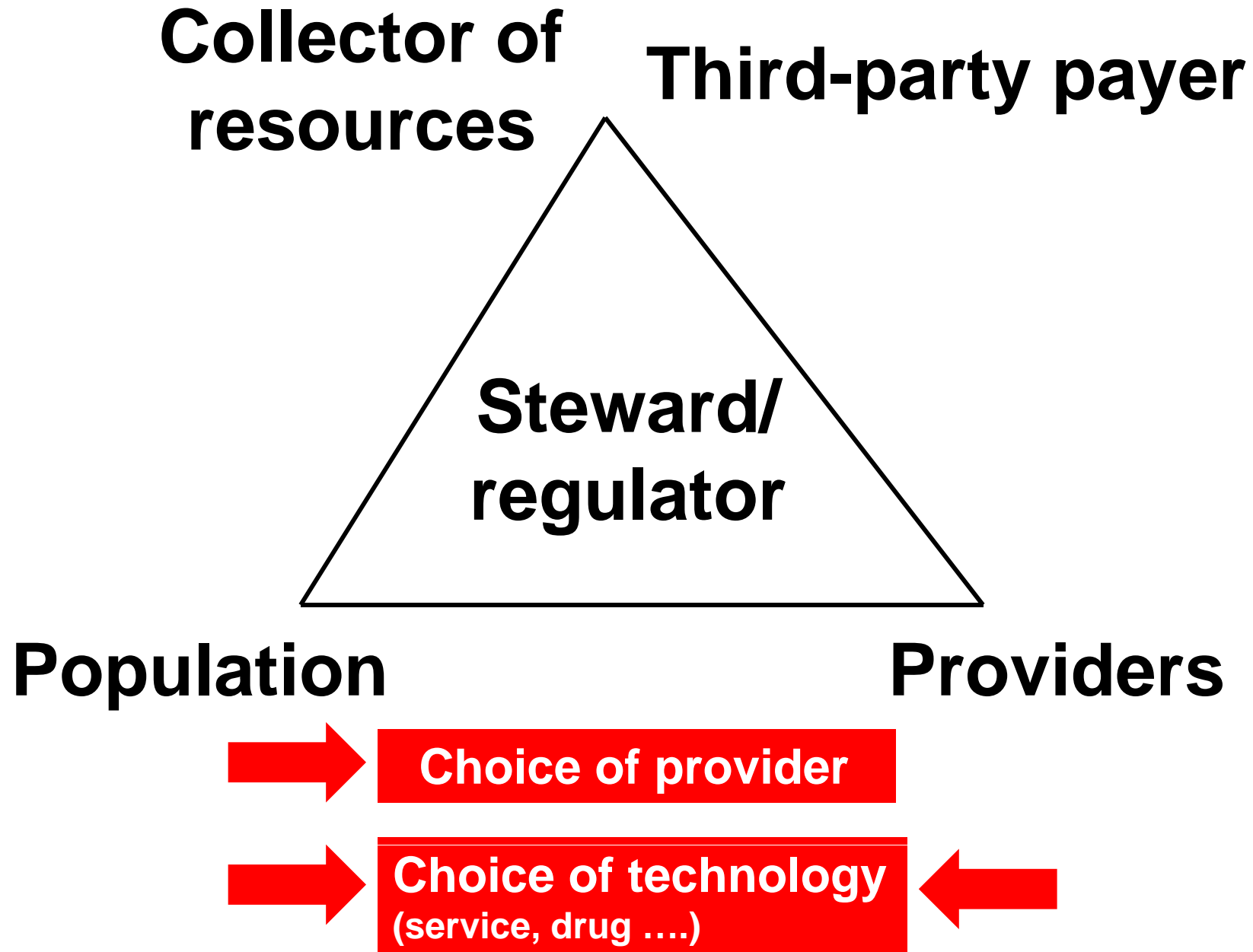
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Fachgebiet Management im Gesundheitswesen, Technische Universität Berlin
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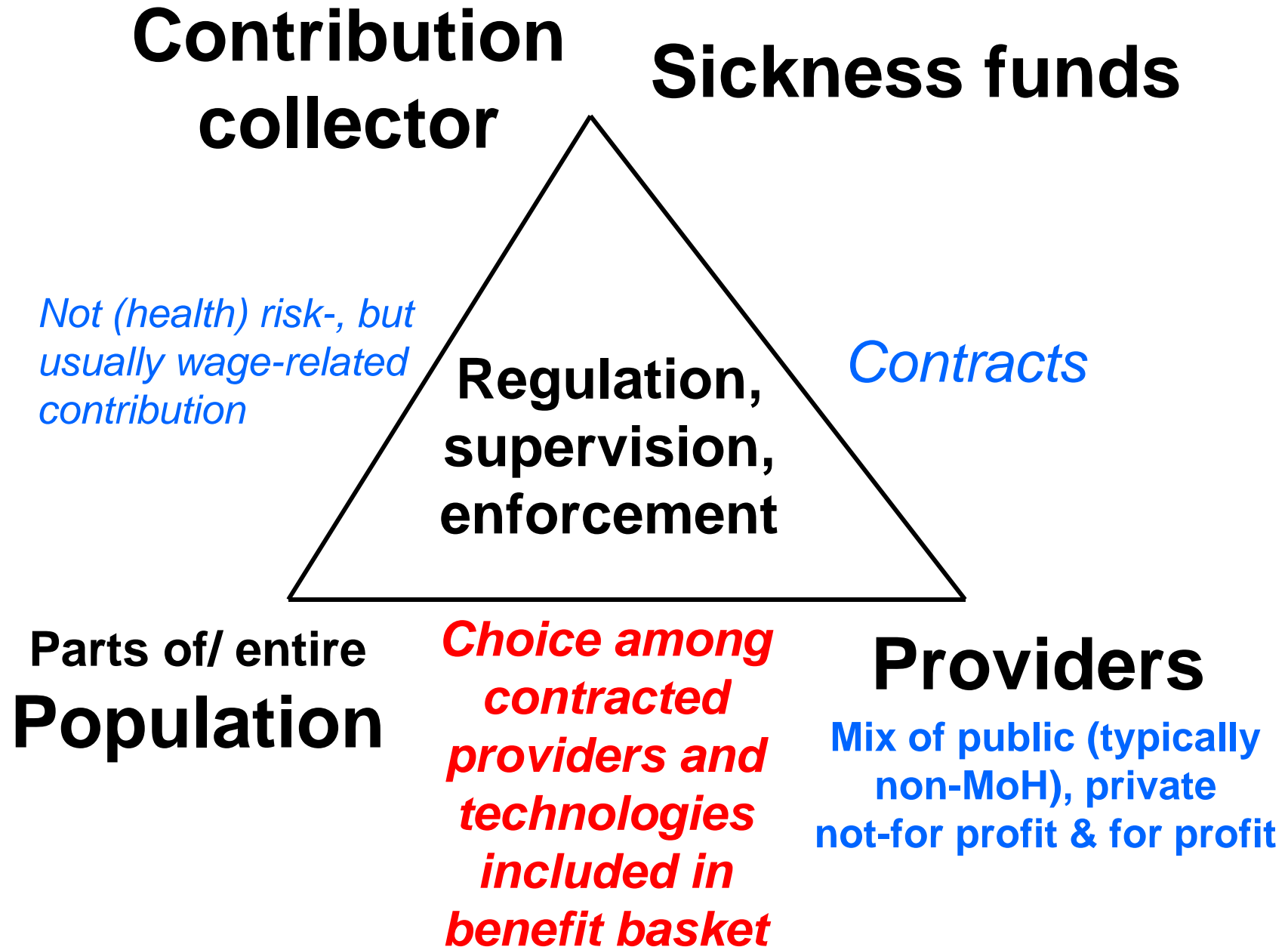
&

European Observatory on Health Systems and Policies

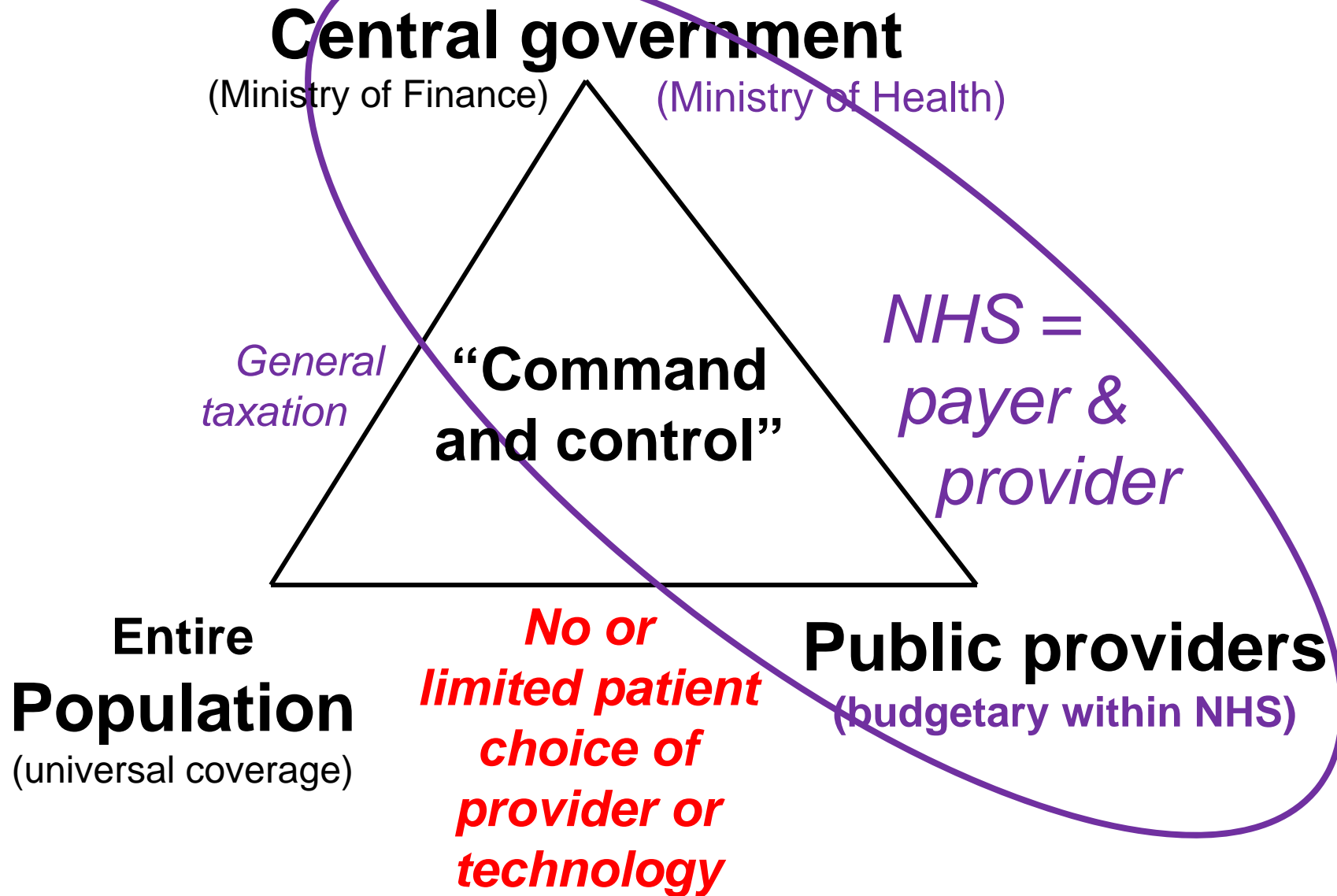




Social Health Insurance system

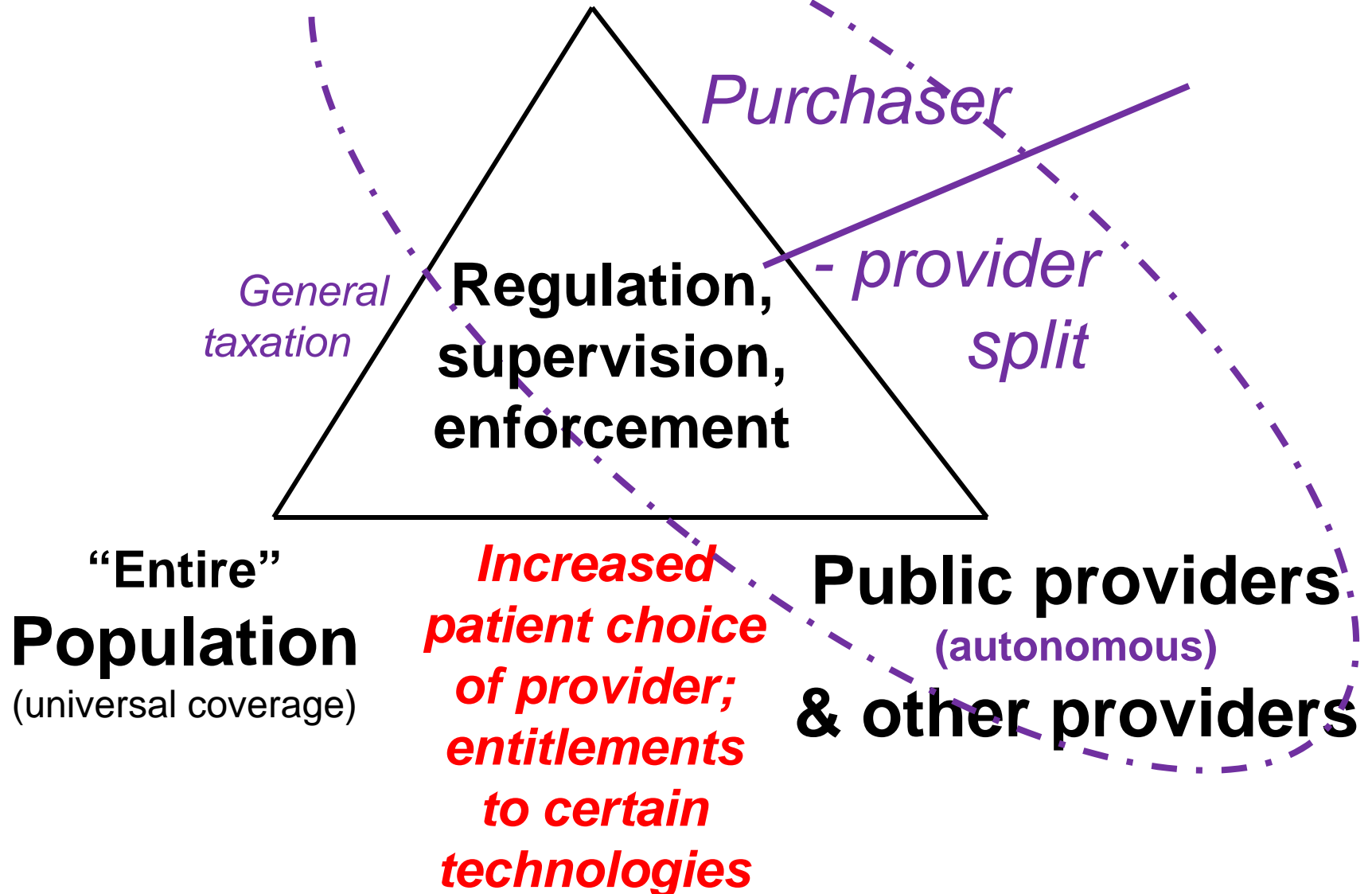


Classical integrated NHS-type system



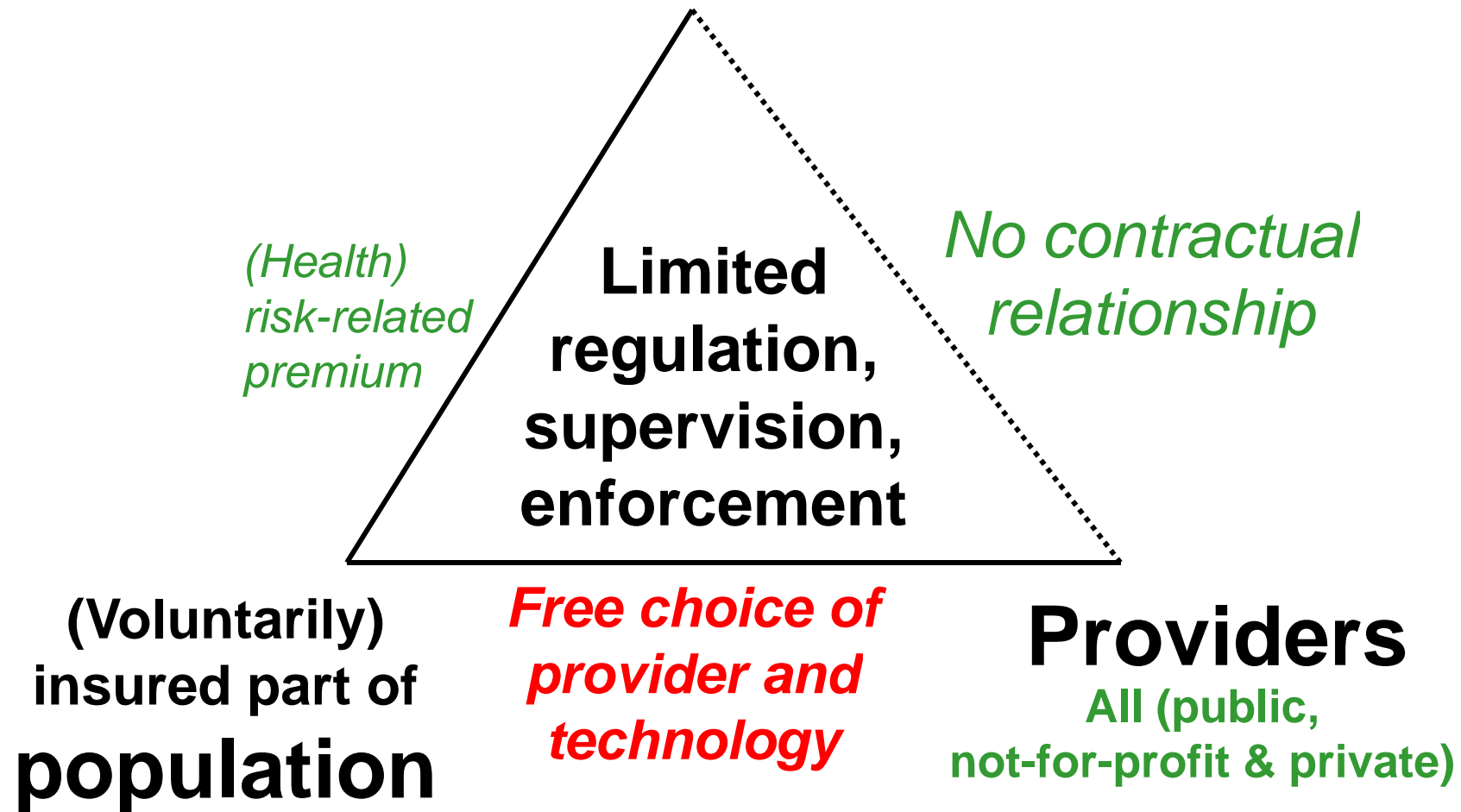
“New” NHS-type system

Central gov't (MoF) Regional governments

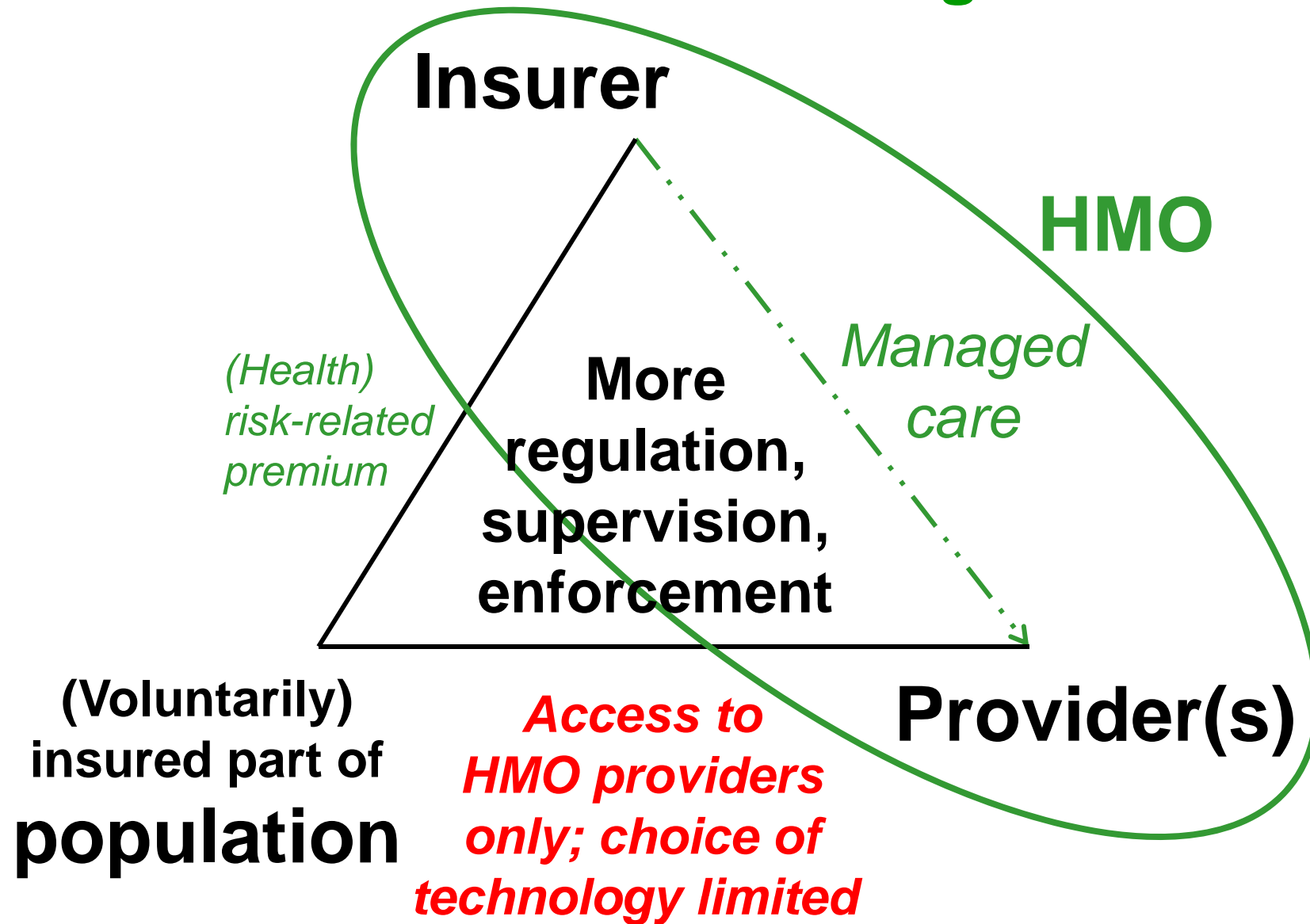


PHI – Indemnity insurance

Private health insurers



PHI – Health Maintenance Organization



SHI system – developments I: copy Managed Care? unpopular ...

	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

SHI system – developments II: make quality data available and let the patient decide? doesn't work ...

PUBLICATION AGREEMENT #40025240

Mythbusters

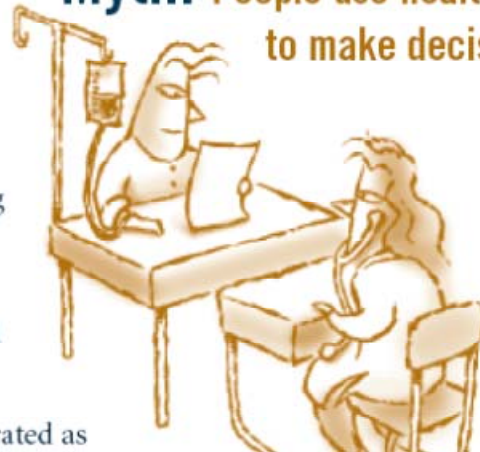
A series of essays giving the research evidence
behind Canadian healthcare debates

Myth Busted December 2003

Busted Again September 2006

**Myth: People use health system report cards
to make decisions about their healthcare**

In a culture
obsessed
with ranking
the Top 10
everything, it
seems logical
patients would
want their
hospitals and
doctors to be rated as



In addition, a large study of Wisconsin hospitals that were included in a public report card showed no change in the number of people using each hospital after the report's release. Further, only 10 percent of people who were exposed to the report used it to recommend or choose a hospital within two years, and almost no one spoke with their doctors about it.^v

Finally, report cards on bypass surgery, heart attack care, and spinal surgery in New York and California



SHI system – developments II: make quality data available and let the patient decide? doesn't work ...

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Mythbusters

A series of essays giving the research evidence
on healthcare debates

- Bill Clinton hospital's death rate higher for bypass surgery (*NY Times 9/6/2004*)
- Overall CABG death rate for New York State is 2.18% (*nysdoh 2001*)
- Columbia Presbyterian Center of New York Presbyterian Hospital overall CABG death rate 3.93% - nearly double (*nysdoh 2001*)

want these
hospitals and
doctors to be rated as

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SHI system – developments II: make quality data available and let the patient decide? doesn't work ...

Myth

- Bill C...

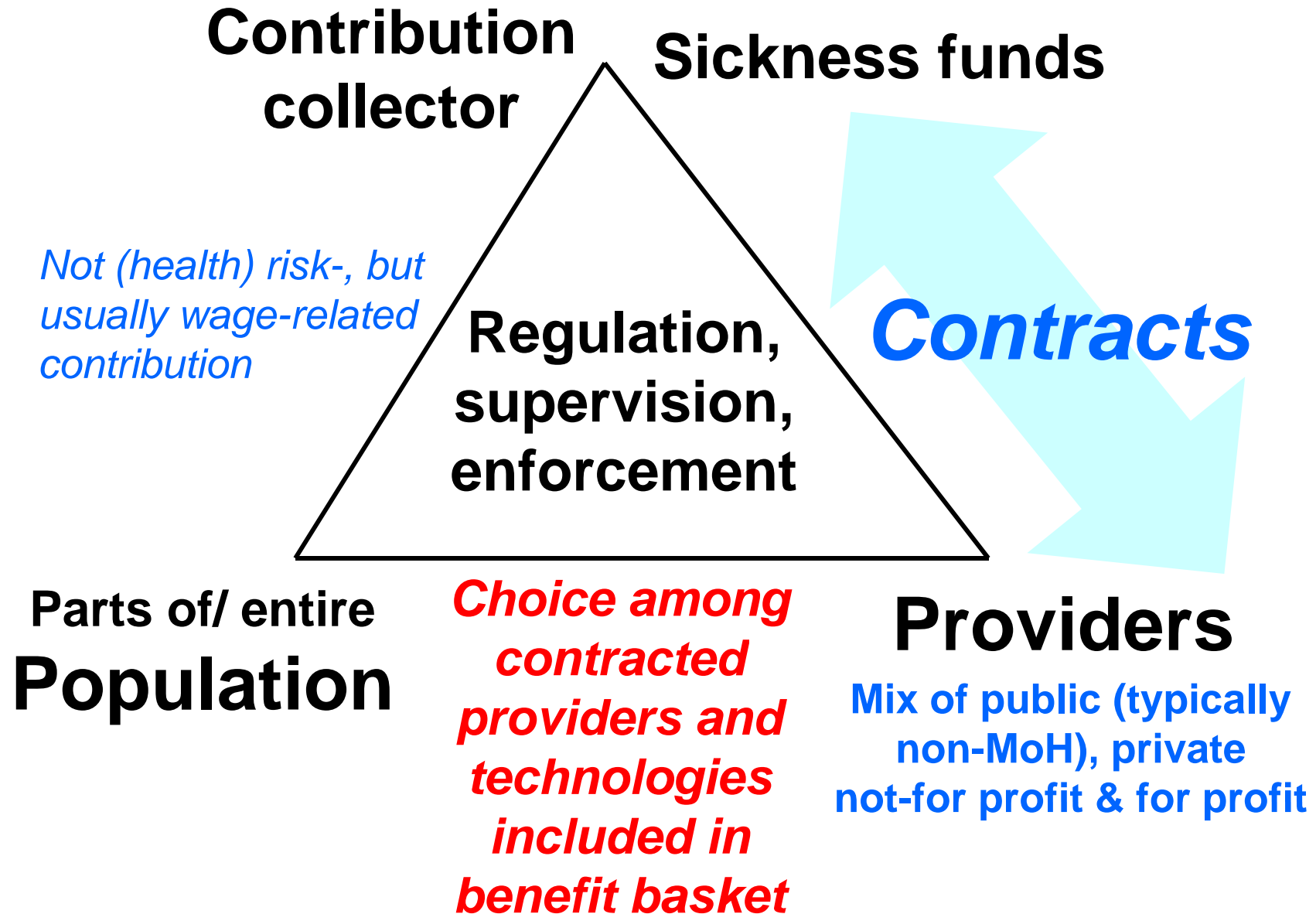
... and using quality data (only)
by third-party payers for selective
contracting is also limited:

**“We limit your choice from 10 to 2 hospitals”
is not very popular**

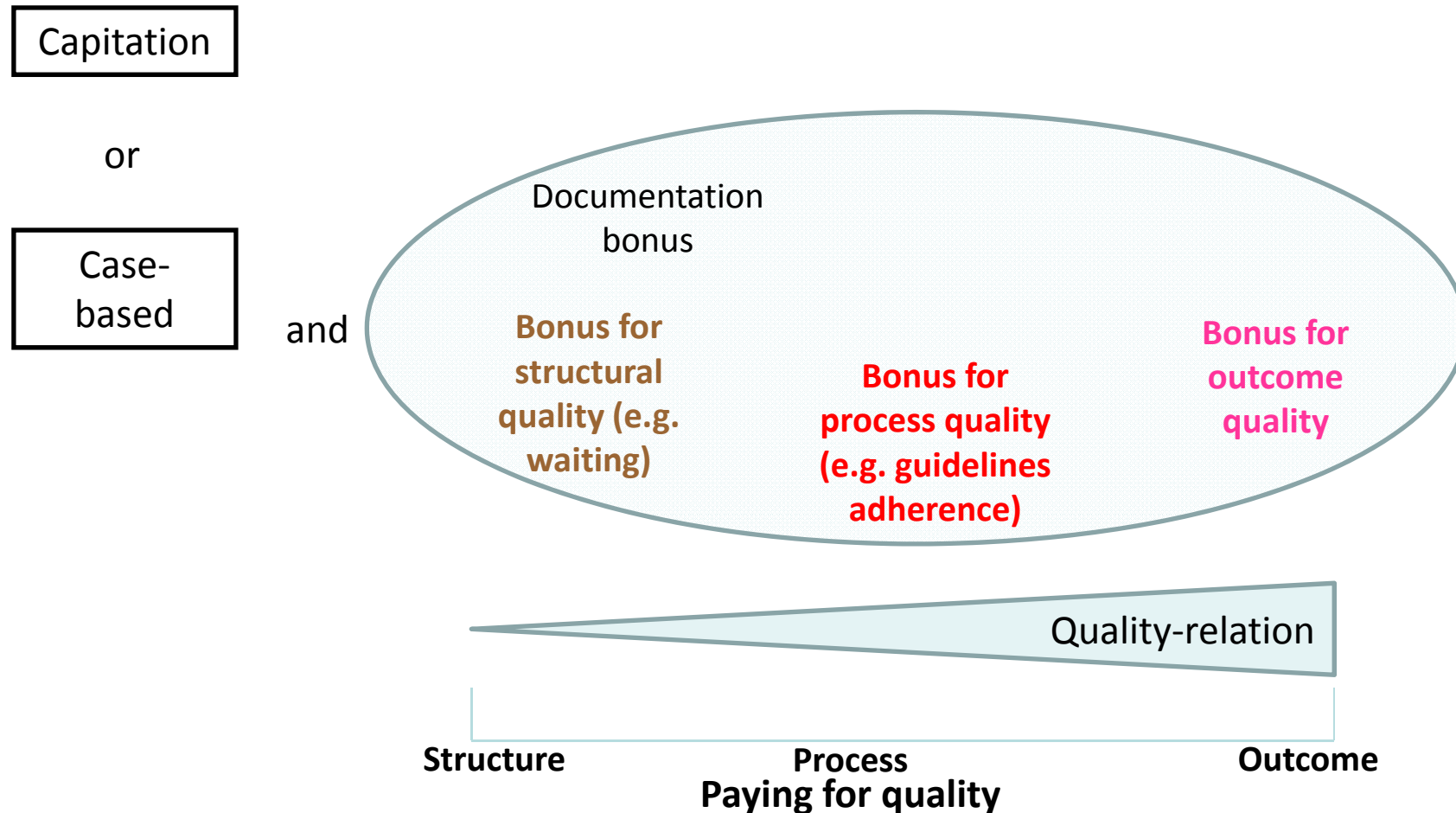
Hospital overall CABG death
53% - nearly double (nysdoh 2001)

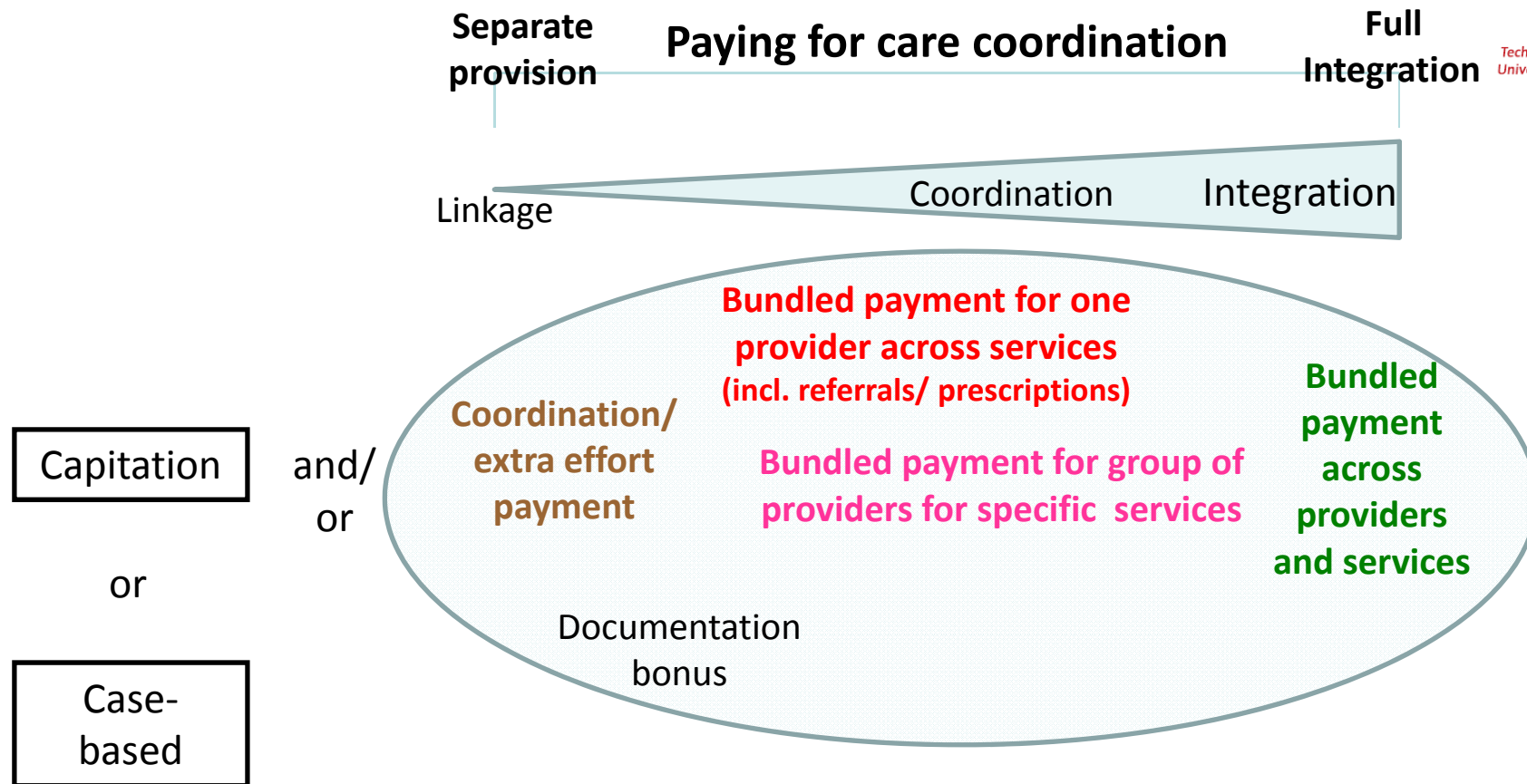
New York State
Center of New York
hospital
overall CABG death
53%
nearly double
nysdoh 2001
doctors to be rated as
back
ornia

SHI system – developments III: maybe “Managed Care light”, e.g. DMPs?

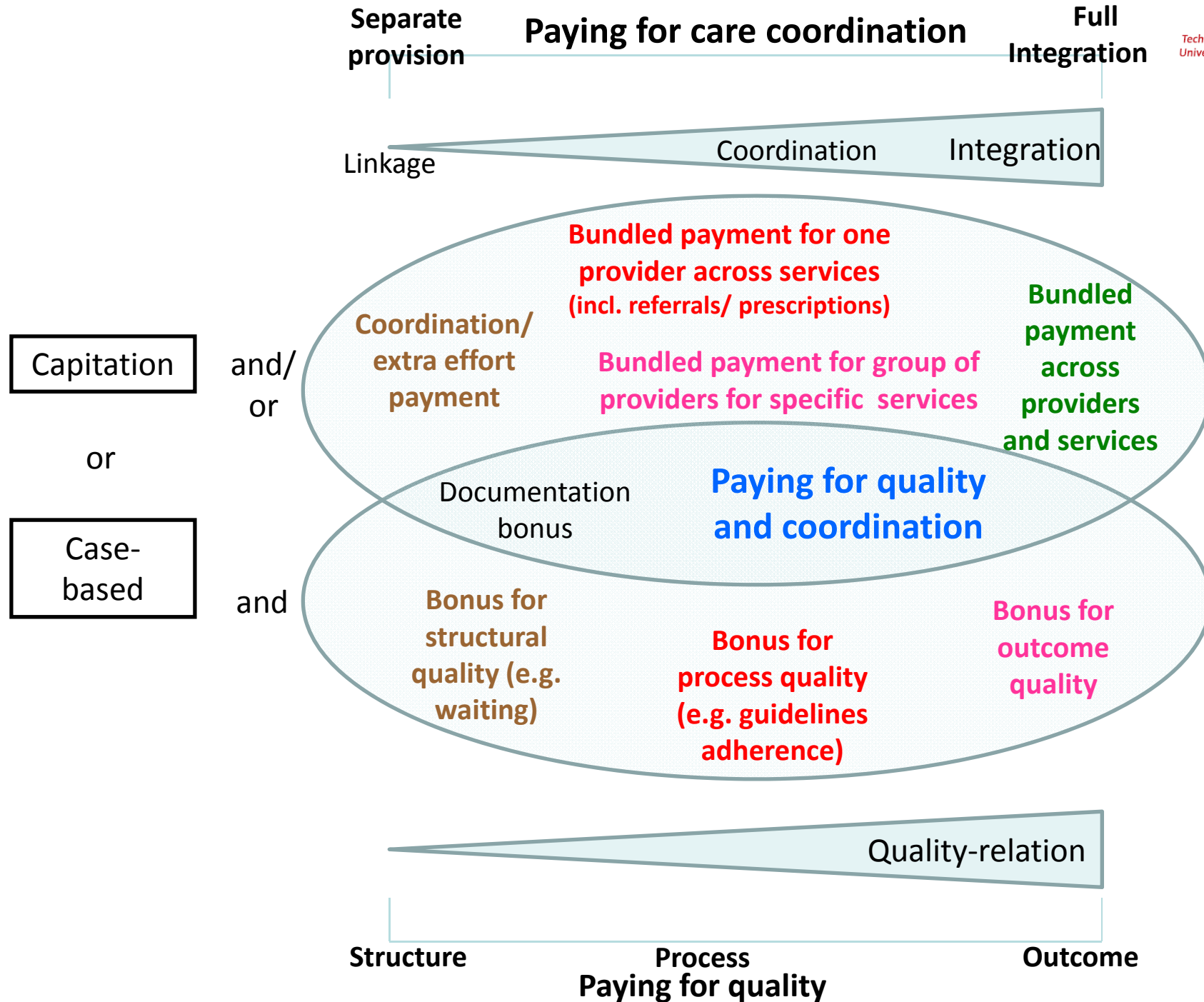


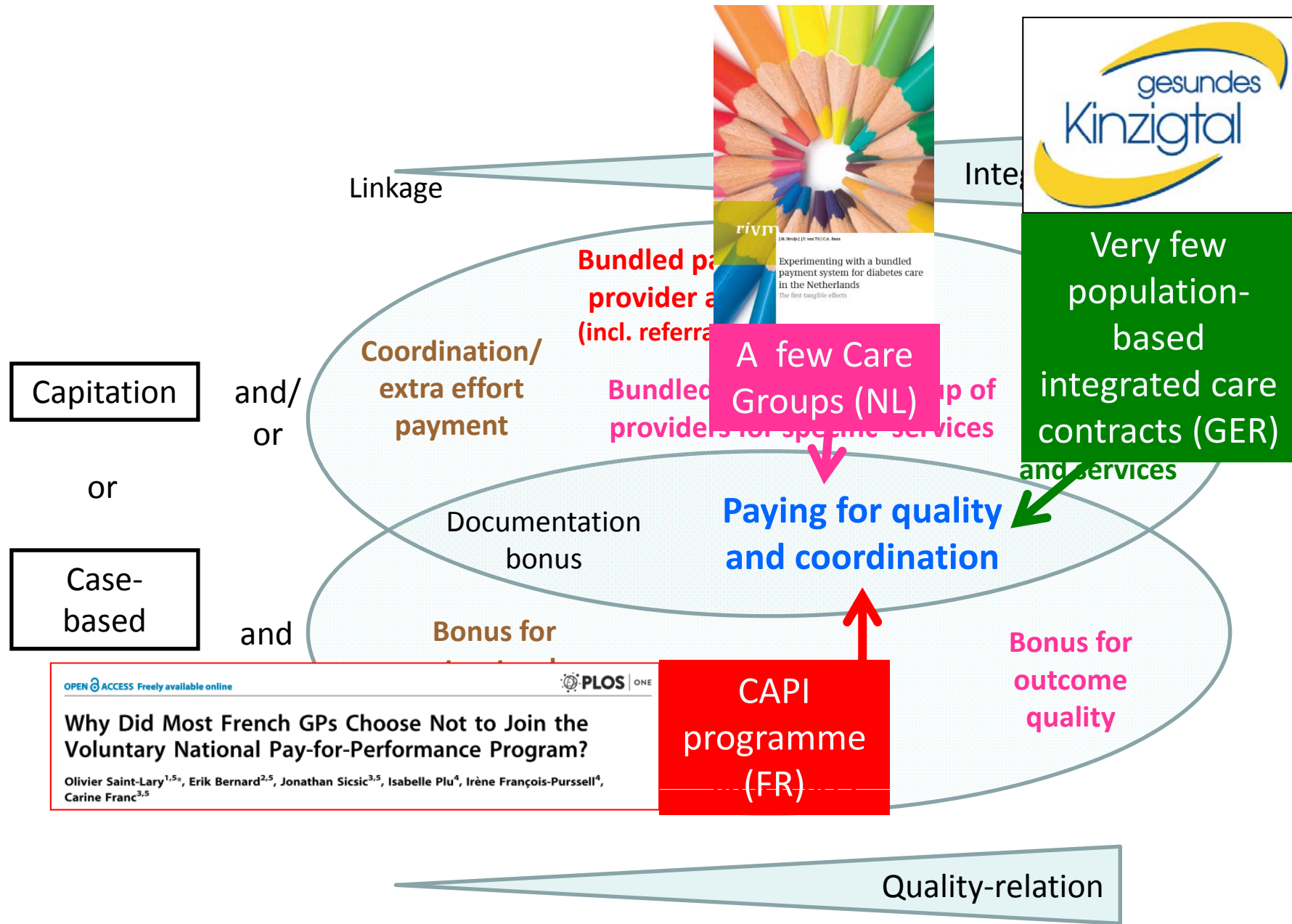
SHI system – developments IV: if contracts are the solution, why not include pay-for-quality elements?





**SHI system – developments V:
if contracts are the solution, why not
include pay-for-coordination elements?**





Results at a glance (sorry for over-simplifying)

		Patient				Experience of healthcare providers	Costs
		Intermediate clinical outcomes and mortality	Hospital care utilization	Process indicators	Patient experience		
D	Healthy	Mortality ↓ (1.76% vs. 3.74%)			Change of insurer ↓	Cooperation ↑	- US\$ 203
E	Kinzigal Integrated Care						
N	Bundled payment system		Specialist care ↓	4 check-ups ↑; foot/ kidney exams ↑; eye testing ↓	“Cooperation & coordination for diabetes excellent”	Perceived quality ↑; patient-centredness ↑	+ US\$ 388
U K		6 pilots	Admissions: emergency ↑; elective ↓		Care plans/ follow-up ↑; listening/ preferences ↓	Teamwork ↑; communication ↑; job depth/ breadth ↑	- US\$ 358
		11 pilots					
		16 pilots					
		North west London			Care plans ↑; diabetes testing ↑	“good idea, but no actual change”	Inter-professional learning & collaboration ↑ but “time-consuming”