



| BertelsmannStiftung

Findings from the  
International Network Health Policy and Reform  
on Quality Improvement and Primary Care

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# International Network Health Policy & Reform: 17 partner institutions



USA

Spain



Austria



France



Israel



Switzerland



England

New Zealand



Australia



Finland



The Netherlands



Denmark



California

Canada



Japan



Korea



Singapore



Germany

## International Network Health Policy & Reform

A health policy clearinghouse to report on and explore interactions in health policy reform

### Objectives

&

### Tools

- to monitor *health policy developments* in selected countries
  - to assess what works and why in health policy reform
  - to generate health policy recommendations
- 
- Professional international networking & dialogue
  - Policy advice
  - Dissemination of findings and recommendations: the website [www.healthpolicymonitor.org](http://www.healthpolicymonitor.org)

## What drives health policy?



What *stimulates* a policy change?

What *constrains* a policy change?

What determines the *direction* of policy?

Who are key actors and stakeholders?

How do they interact?

Who are the winners or losers of a health policy change?

## International Network Health Policy & Reform

A domestic and an international dimension:

- Network as a resource of the Foundation – *building evidence and advice for German health policy makers*
- Network as international Clearing House – *of interest to health policy makers and researchers elsewhere*

## Overview

International Network Health Policy & Reform

How it works

Some findings

## Questionnaire – the method mix

- Qualitative expert survey
- Beyond journalism
- Political Mapping
- Forcefield Analysis
- Expert opinion, projections

## Questionnaire – the four dimensions

- Issues
- Process
- Players
- Expert assessments

## Questionnaire – the issues

- Financing
- Benefit basket
- Access
- Quality improvement
- Responsiveness
- Health Human Resources
- Political context, decentralization and public administration
- Health system organisation / integration of care
- Long-term care
- New technologies
- Pharmaceutical policies
- Prevention
- Public Health

## The Network

### Policy Survey

Search for Policy Reforms  
Matrix Issues/Process Stages  
Half-Yearly Reports  
List of All Reforms  
Questionnaire

### Country Facts

### News & Events

### Links

### Downloads

Search for Policy Reforms

Home  
Glossary  
Help / FAQ  
Site Index  
Disclaimer  
Contact Us  
Feedback

deutsche Zusammenfassung

## Search for Policy Reforms

Our search mask offers you a wide range of parameters to search our database for specific aspects or topics of health policy reform. For each parameter or issue in this search mask, you can look up an explanation in the corresponding pop-up window ([About...](#)). Your search can be triggered by countries, health policy issues, process stages (from inception to implementation and evaluation), key actors, date of report, and ratings.

On the next page, you can sort the results of your search by name of reform, country, and date of reporting. Finally, you can generate individual pdf reports assembling various findings of your search.

### Countries

- |                                    |                                      |   |  |
|------------------------------------|--------------------------------------|---|--|
| <input type="checkbox"/> Australia | <input type="checkbox"/> Germany     | <input type="checkbox"/> South Korea    | <input type="checkbox"/> All Countries |
| <input type="checkbox"/> Austria   | <input type="checkbox"/> Israel      | <input type="checkbox"/> Spain          |  |
| <input type="checkbox"/> Canada    | <input type="checkbox"/> Japan       | <input type="checkbox"/> Switzerland    |  |
| <input type="checkbox"/> Denmark   | <input type="checkbox"/> New Zealand | <input type="checkbox"/> United Kingdom |  |
| <input type="checkbox"/> Finland   | <input type="checkbox"/> Netherlands | <input type="checkbox"/> USA            |  |
| <input type="checkbox"/> France    | <input type="checkbox"/> Singapore   |   |  |

### Health Policy Issues

- All Issues
- All Issues
- Funding / Pooling
- Remuneration / Payment
- HR Training/Capacities
- Quality Improvement
- Benefit Basket
- Access
- Responsiveness
- Political Context

[Select More](#)

[About Issues](#)

### Process Stages

[Select More](#)

[About Stages](#)

Process stages.

## Questionnaire – the expert ratings

Degree of Innovation

traditional  innovative

Degree of Controversy

consensual  highly controversial

Structural or Systemic Impact

marginal  fundamental

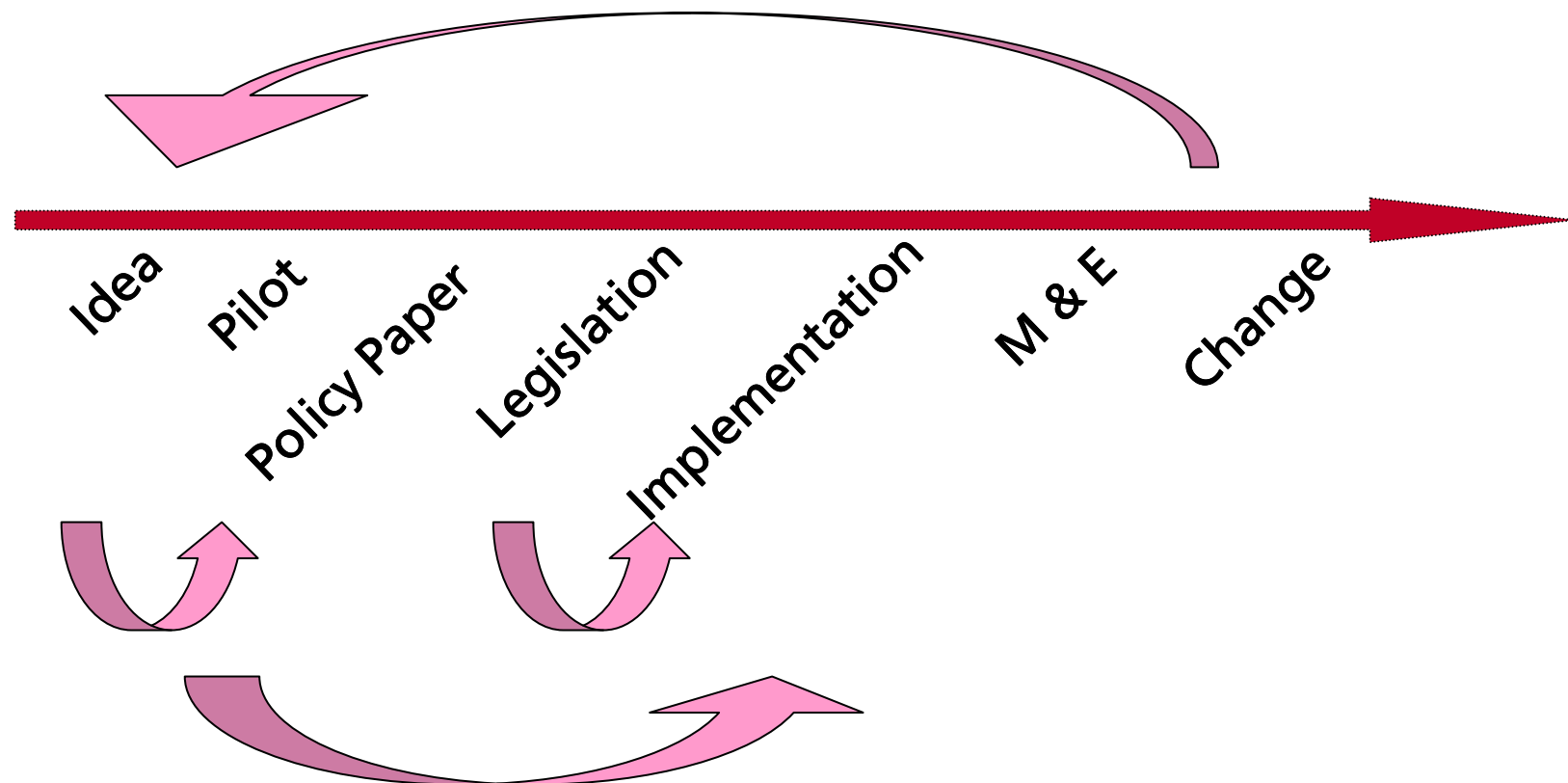
Public Visibility

very low  very high

Transferability

system-dependent  system-neutral

## Questionnaire – the process dimension



## Overview

International Network Health Policy & Reform

How it works

Some findings

## Findings from the Health Policy Monitor October 2003 - November 2004 (four survey rounds)

Consulting [www.healthpolicymonitor.org](http://www.healthpolicymonitor.org) by issue “quality improvement” produces 56 out of 268 reports

i.e. 1 in 4 reports is about or somehow related to quality improvement

Inquiring about “primary care” (free text search), the [www.healthpolicymonitor.org](http://www.healthpolicymonitor.org) data base produces 76/268 reports

i.e. an even higher proportion of the information provided through this system deals with primary health care.

## Ratings of quality improvement initiatives and reforms:

Refining the search: 8 QI policies were rated innovative\*, 12 transferable\*\*

- 2 were rated innovative and transferable,
- 3 were rated innovative and rather transferable,
- 10 were rated rather innovative and transferable
- 10 were rated rather innovative and rather transferable

The free text search for "primary care" produced 76 reports. The ratings on these policies are

- 11/40 were rated innovative / rather innovative
- 4 were rated innovative and transferable
- 5 were rated innovative and rather transferable
- 4 were rated rather innovative and transferable
- 16 were rated rather innovative and rather transferable

## Quality improvement

### Refining the search via expert assessments

Of 56 network surveys found under "quality improvement"

8 were characterized as "innovative"

(12 scored "system-neutral" or "transferable")

#### Examples

- California: Pay-for-Performance (1/2003)
- Catalonia: Integrated Health Care pilot project (since 2003)
- Israel: National primary care quality measurement system (4/2004)

Degree of Innovation

traditional  innovative

Transferability

strongly system-dependent  system-neutral

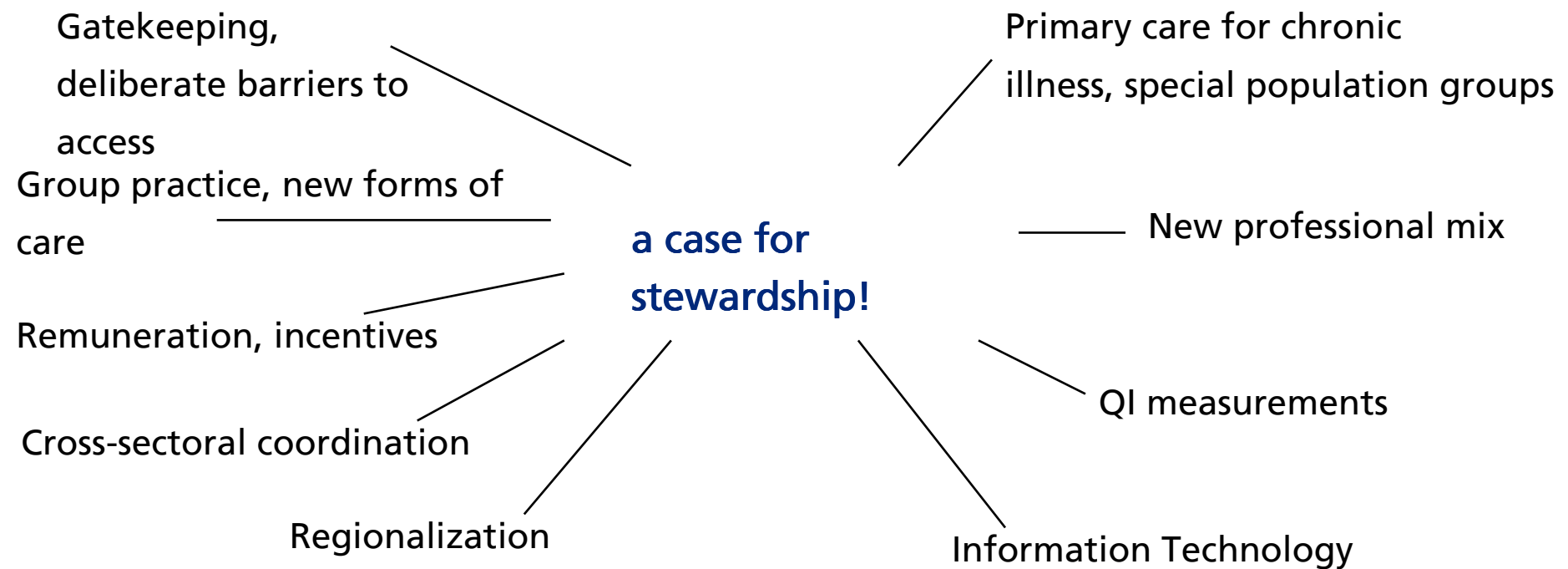
## Israel

Reform title Process stage	What is it about?	Degree of innovation / system-dependency	Expected outcome
<p><b>National primary care quality measurement system</b></p> <p>Implementation after a 2001-2003 pilot project</p> <p>First public report due 12/2004</p>	<p><b>System based on trust, not control</b></p> <p><b>Indicators for four diagnostic groups measure preventive care for</b></p> <ul style="list-style-type: none"> <li>•asthma</li> <li>•Diabetes</li> <li>•breast cancer, and</li> <li>•influenza vaccinations for the elderly.</li> </ul>	<p><b>„Innovation:</b> the project is innovative. Formerly, there were no uniform measures to collect data on quality of care in all SFs. Each SF developed its own measures and there was no way to comprise a national measure or compare between SF performance.“</p> <p><b>„Transferability:</b> very high. The idea was borrowed from other systems (US HEDIS-2000) and implemented successfully in Israel.</p> <p>However, some adaptation will of course be necessary.“</p>	<p>Improved quality and efficiency.</p> <p>Non-financial incentives</p> <p>For health insurers: reach or exceed average performance</p> <p>For patients: raise awareness about quality, challenge sickness fund.</p> <p>For Gvt: increase outcomes scoring poorer compared to international levels</p> <p>Equity concerns</p>

## California: Pay for Performance

Reform title Process stage	What is it about?	Degree of innovation / system-dependency	Expected outcome
<p><b>P4P</b></p> <p><b>California statewide private sector initiative launched by the Integrated Healthcare Association in 1/02, starting 2003.</b></p> <p><b>6 participating health plans (Blue Shield, Blue Cross, Aetna, HealthNet, etc.) covering 8 million people (larger than KP)</b></p>	<p><b>Common performance measures for physician groups</b></p> <p><b>Performance-related health plan payments</b></p> <p><b>The 3 measure areas:</b></p> <ul style="list-style-type: none"> <li>•clinical quality (50%) management of three chronic conditions: asthma, diabetes, CAD plus 3 preventive measures</li> <li>•patient satisfaction (40 %)</li> <li>•investment in IT</li> </ul>	<p><b>Innovation:</b> the project is innovative.</p> <p><b>Transferability:</b> the author considers P4P to be rather context dependent.</p> <p>However, we can all learn about and from the measures of clinical quality, as well as about the aggregate indicators for outcome, process, and input and how that is related to financial benefits.</p>	<p>Containment of high-flying premium increases predicted in the high single digits for the years to come</p> <p>Better value for money for purchasers of health plans (i.e. employers)</p> <p>Timely public guide to quality providers.</p> <p>Risks: the know moral hazards of price incentives might go to the detriment of other good clinical practices</p>

## Quality improvement: a case for comprehensive structural efforts



## Quality improvements – umbrella policy initiatives

**Netherlands: Quality policies**

**Canada: Health Council**

**England: NICE HTA external evaluation report**

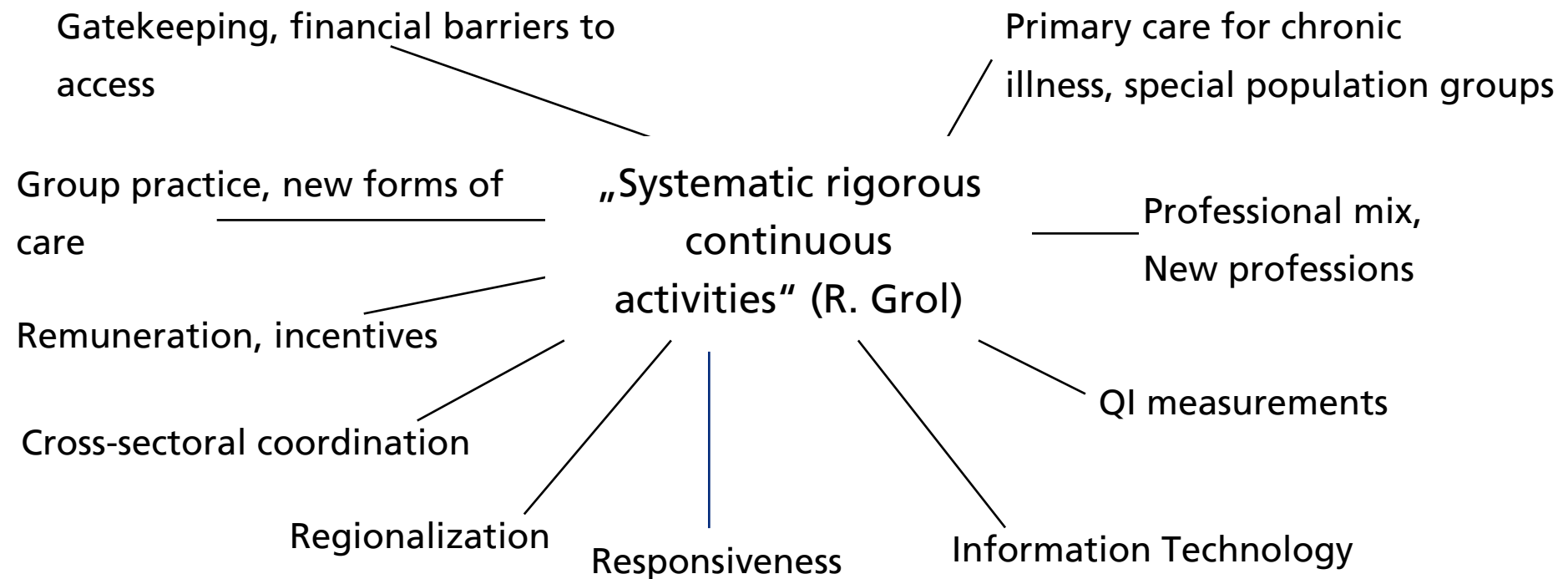
**Germany: IQWiG**

**New Zealand: MoH Action Plan “Improving Quality”**

**Austria: Health Quality Law**

**Austria: Plans underway for a Federal Institute of Quality in Health**

## Primary care: a case for comprehensive structural reform



## Primary care for chronic illness, age and other high need cases

**Australia: National Strategy for an Ageing Australia**

**Australia: Beyond Blue**

**UK: New services standards for older people**

**New Zealand: Care Plus**

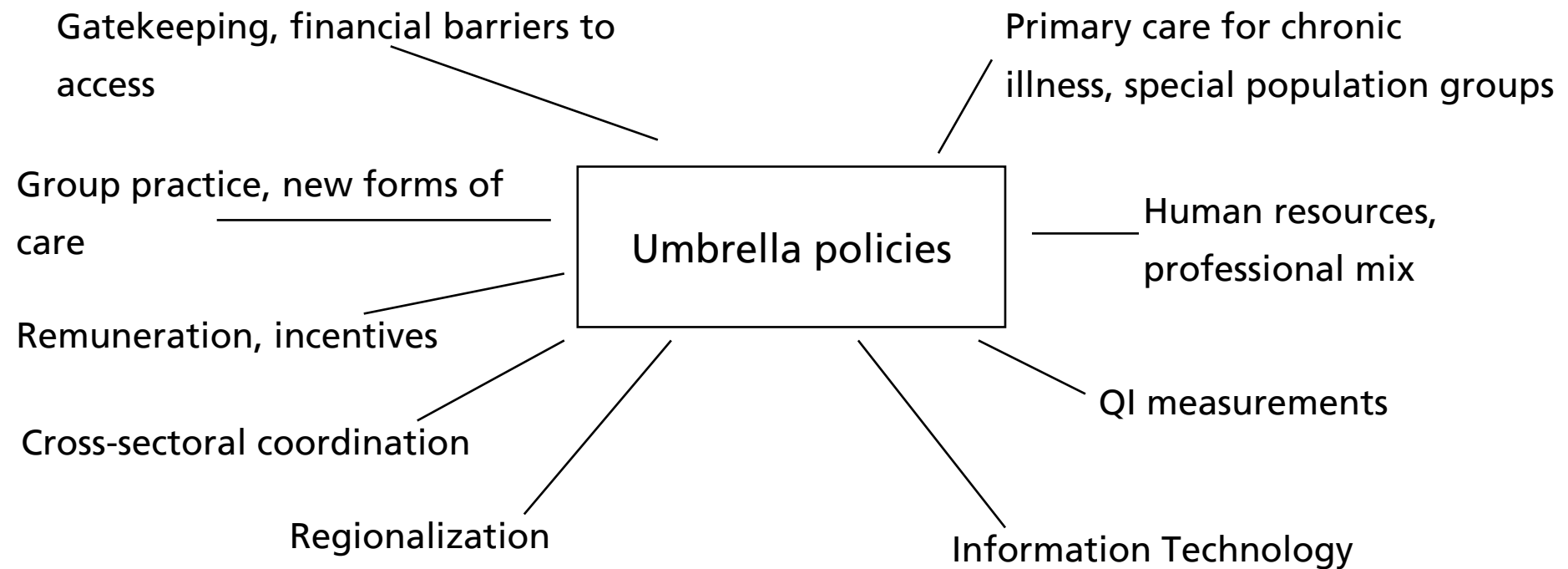
**New Zealand: Mental health plan**

**Israel: mental health care**

## New Zealand: Care Plus

Reform title Process stage	What is it about?	Degree of innovation / system-dependency	Expected outcome
<p><b>Care Plus forms part of the New Zealand Primary Health Strategy</b></p> <p>Introduction in October 2004</p> <p>Implementation follows evaluation of pilot schemes</p>	<p><b>Low-cost access to nurses and physicians</b></p> <p><b>Extra funds earmarked by the Gvt</b></p> <p><b>Care plan is jointly developed with patients and regularly reviewed</b></p>	<p><b>Innovation:</b> the project is innovative.</p> <p><b>Transferability:</b> the author considers this initiative to be highly context dependent, not transferable.</p>	<p>Improved health outcomes through better self-management and continuous support</p> <p>Improved access to care for people with mental, chronic, or terminal diseases</p> <p>Improved access for low-income population groups unable to cope with high cumulative cost for consultation and drug copayments</p>

## Quality improvement: a case for comprehensive structural efforts



## Gatekeeping/copayments/deductibles

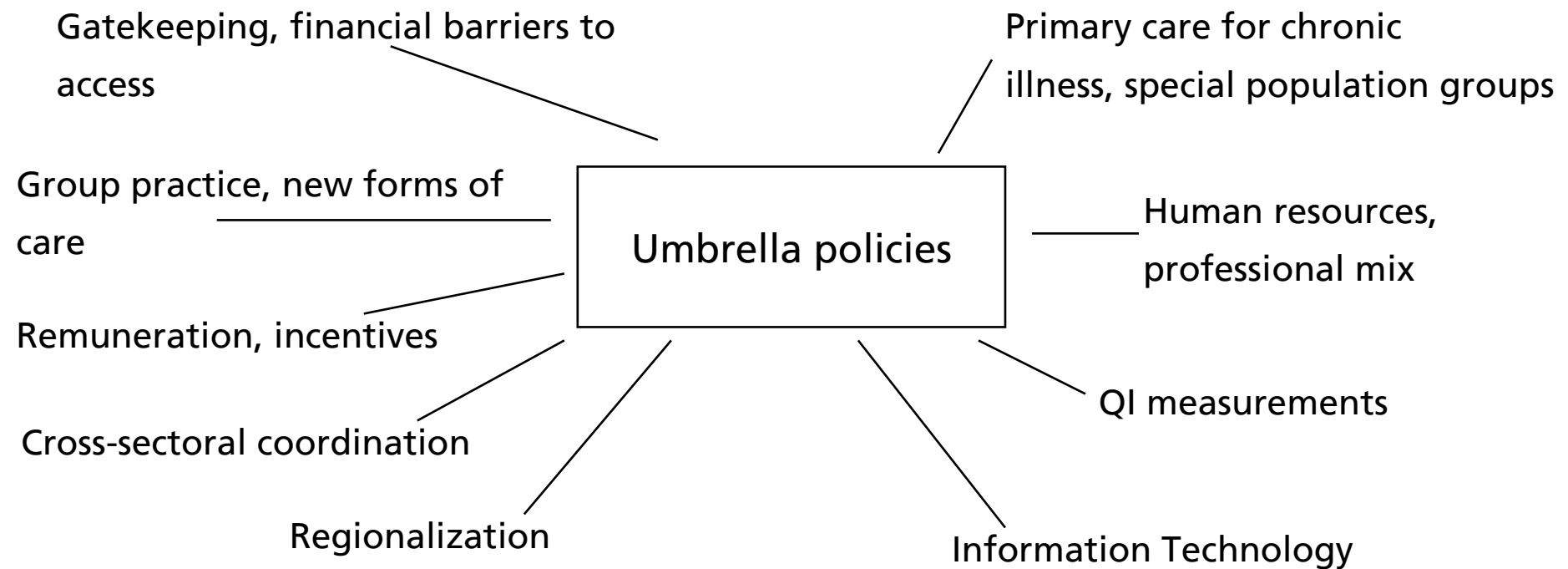
JP deductibles and copayment increases

NL copayment

ISR evaluation of copayments raises some quality concerns

NZ Reducing copayments for general practice via state subsidies according to asset test

## Quality improvement: a case for comprehensive structural efforts



## Group practice/new forms of care

**New Zealand: Primary health organizations (53 covering 2/3 of population, end of 2003)**

**New Zealand: Care Plus - Primary care for high need patients**

**Catalonia: Evaluation of contract models with private and non-profit providers models**

**Catalonia: Integrated HC pilot project (covers 10% of population)**

## New professions / professional mix

**Canada: Primary Care reform: promoting interdisciplinary care teams**

**New Zealand: Nurse practitioners**

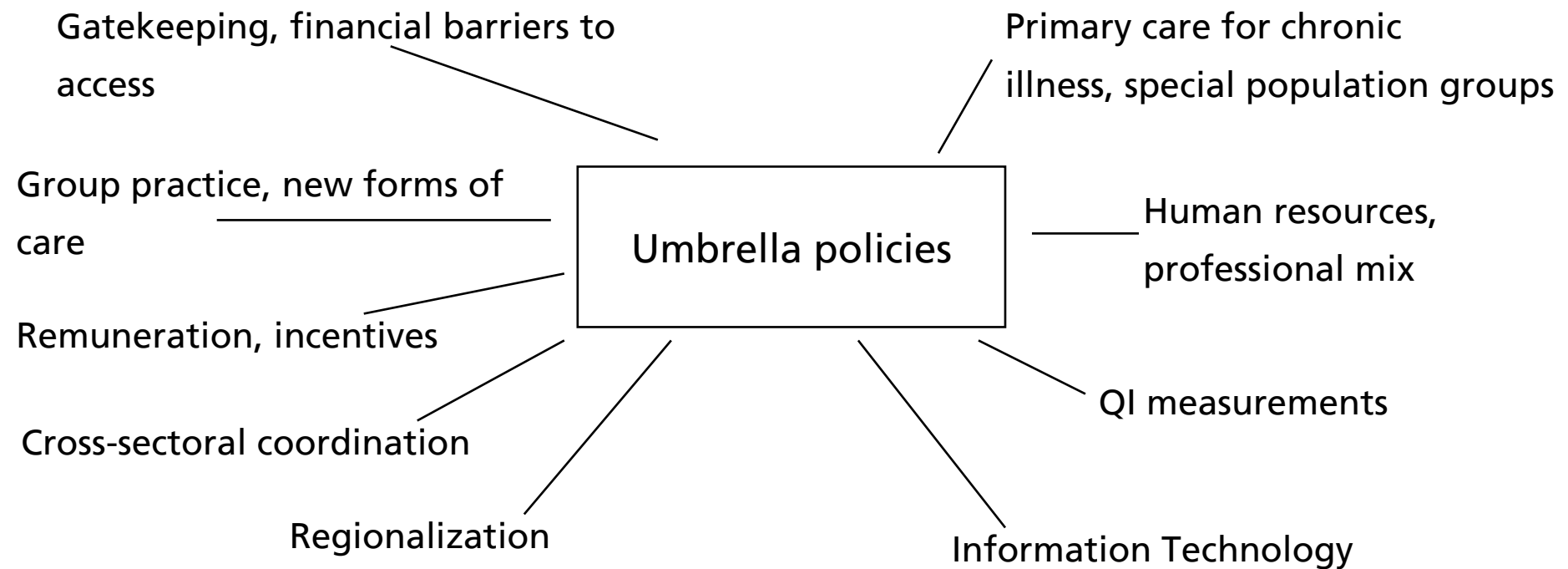
**Australia: Queensland health skills development center**

**France: home care and nursing roles revisited**

**California: New rules on nursing ratios**

**Netherlands: Nurse practitioners, physician assistants**

## Quality improvement: a case for comprehensive structural efforts



## Cross-sectoral coordination

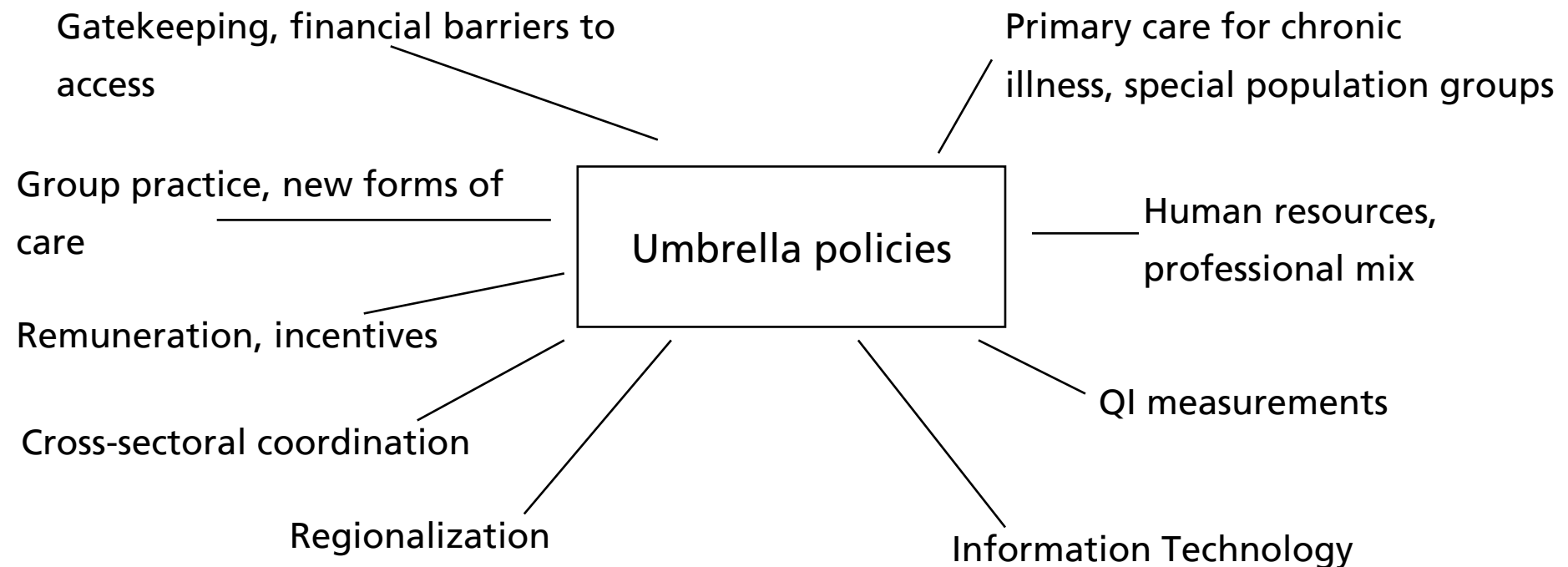
**France: Improvement of coordination in health care**

**Canada: National Home Care Program**

**Australia: Beyondblue works in partnership with health services, schools, workplaces and many other agencies towards raising community awareness about depression and reducing stigma associated with the illness**

**Australia: coordinated care trials**

## Quality improvement: a case for comprehensive structural efforts



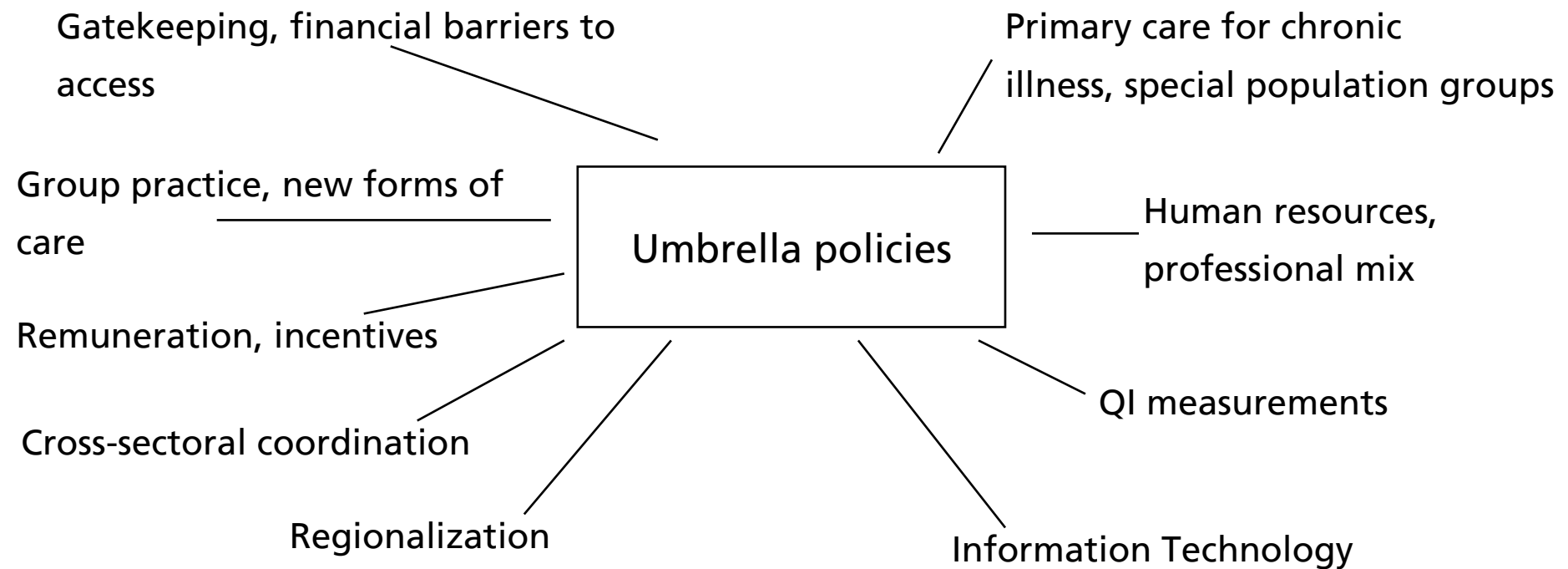
## Regionalization/the right size of a primary care catchment area

**Spain, Castilla y Leon: Integrating health and social care**

**Austria: Health Purchasing Agencies**

**Finland: County level management of welfare services**

## Quality improvement: a case for comprehensive structural efforts



## Gatekeeping/copayments/deductibles

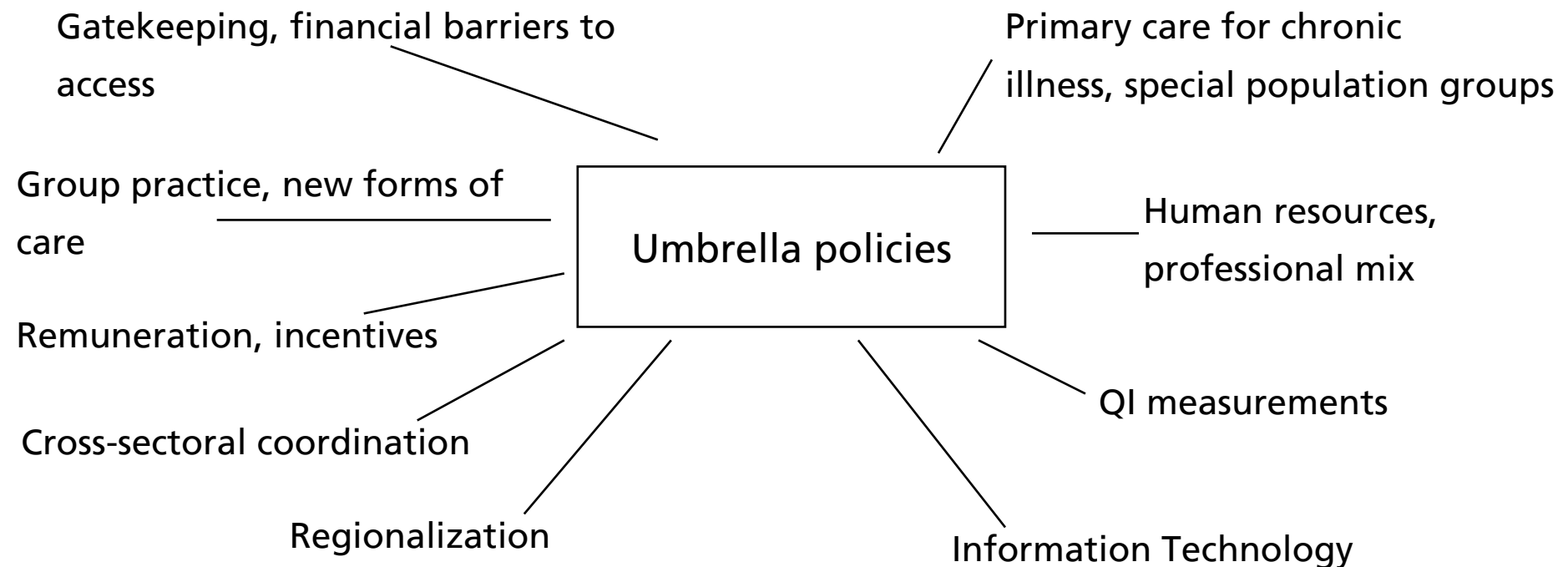
JP deductibles and copayment increases

NL copayment

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## Quality improvement: a case for comprehensive structural efforts



## Remuneration and incentives

**UK: New GP contract**

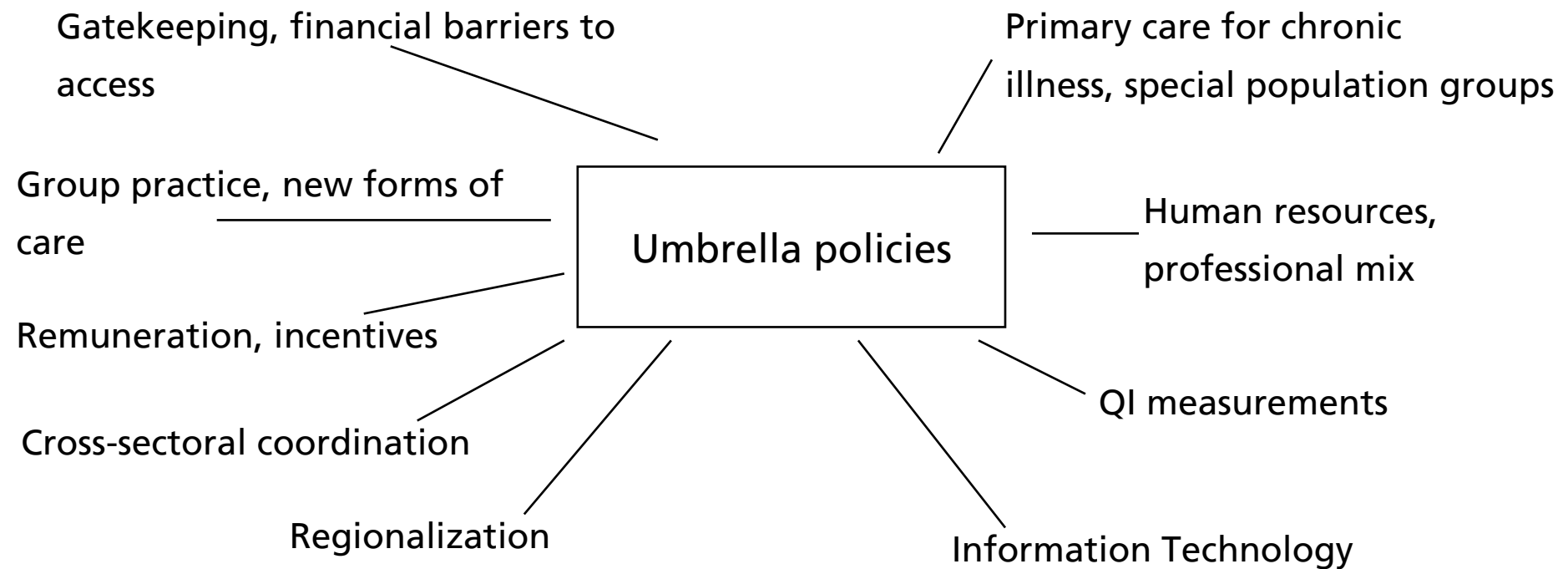
**UK: Payment by results (HRG)**

**USA/California health plan initiative P4P**

**Austria: Health Quality Law draft – provides financial incentives for better quality**

**Canada: Primary Care reform: financial incentives for providers who educate or engage in health promotion and wellness**

## Quality improvement: a case for comprehensive structural efforts



## QI measurements and benchmarks

**Israel National primary care quality measurement system: so far, indicators for four diagnostic groups have been developed, measuring preventive care for asthma, diabetes, breast cancer, and influenza vaccinations for the elderly.**

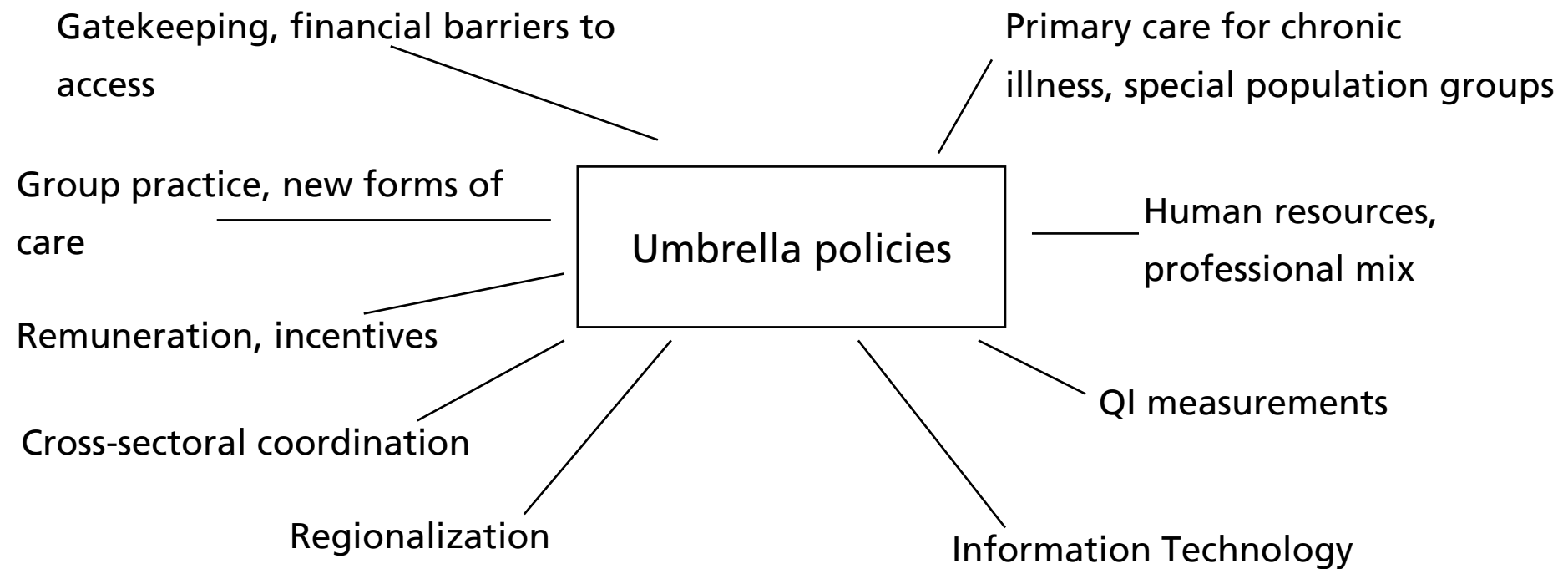
**US: Nursing home quality measurement: an initiative of CMS and NFI.**

**Japan: Providing information on health facilities online**

**Denmark: "The Patient First" (hospital performance measures and information)**

**South Korea: Evaluation of hospitals**

## Quality improvement: a case for comprehensive structural efforts



## Information Technology

▲ Singapore: Shared EMR: a computer platform with patient information for hospitals and polyclinics

Denmark: EPR

Spain: electronic prescription

California: Santa Barbara County Care Data Exchange: a peer-to-peer webbased health information system (pilot)

## Change management

Where foundations come in (and some researchers)

- „The honest broker“
- Facilitators
- Not a stakeholder
  
- Acquire research evidence
- Copy from others
- Assess validity, relevance, timeliness, transferability (Rundall)
- Common problems, common solutions (Uwe Reinhardt)
  
- Become a policy tourist :-)

**Thank you for your attention!**

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**International Network Health Policy & Reform**