

UNSW research centre for **primary health care and equity**

## Integration of care: experience from the Netherlands

*APHCRI 7 Traveling Fellowship*

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*UNSW Research Centre for Primary Health Care and Equity*

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# Netherlands and Australia

- Population 16.5m **but densely settled**
- Expenditure on health (9.2%/9.5%)
- **Health care funded out of health insurance**
- **Fewer hospital beds, GPs, practice nurses, better aged care**
- Strong private GP sector acts as gatekeeper **with patient registration and capitation**
- **Few government / private for profit services.**
- Challenge: coordinating care in a fragmented system

# Selected comparisons

	Percent	
	Nld	Aust
• 'System works well'	42	24
• V. confident of high quality care	59	34
• Skipped treatment because of cost in last year	5	26
• Coord problem (tests or records)	9	18
• Easy after hours GP care	47	32

Schoen et al, 2007

# Approaches to coordinating care

- Transmural care/organisations/local networks
- ‘Chain care’ and development of guidelines
- Integrated health service organisations
- An element in service inspections
- Payment for diagnosis and treatment groups, not occasions of service

# Recent reforms

- Health insurance
  - Deregulated fees with risk adjustment
  - Insurers choose which providers to cover
  - Annual opportunity to change insurer
- Diagnosis and treatment related groups
  - ‘Chain DBCs’
- Competition policy for services
  - No collaboration on price or volume

# Issues and impacts

- Drivers for coordination
  - Competition on price or quality?
  - Role of consumer organisations
- Competition and collaboration
  - Opportunities for entrepreneurs
  - Undermining network arrangements
  - Impetus for amalgamations
- Possible unintended consequences
  - Reduced access to services?
  - Impact on ‘solidarity’?

# Suggestions arising for Australia

- Strengthening drivers for coordination/quality of care
- Guidelines and standards for 'chain care'
- Strengthening the organisational base for coordination of care
- Payments for packages of care

# Contact details

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## **Integration and coordination of care**

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