

SWITZERLAND

PRIMARY CARE organization
VIENNA 2016

MARC-ANDRE RAETZO

- INTERNAL MEDICINE – PRIVATE PRACTICE
- HEAD OF
 - ✓ MEDICAL CENTERS
 - ✓ MANAGED CARE organization
 - ✓ PATIENT CENTERED MEDICAL HOME
- ACADEMIC
 - ✓ LECTURER AT UNIVERSITY OF GENEVA
 - » CLINICAL REASONING
 - » MEDICAL PEDAGOGY
 - ✓ MEMBER OF CONTINUOUS EDUCATION OFFICE MONTREAL

SWITZERLAND

- SOLO PRACTICE
 - ✓ PRIMARY CARE PHYSICIANS
 - ✓ SPECIALISTS
- MEDICAL CENTERS
 - ✓ EMERGENCY MEDICINE
 - ✓ PATIENT CENTERED MEDICAL HOME
- PUBLIC HOSPITALS
 - ✓ POLICLINICS (TEACHING)
- PRIVATE HOSPITALS
 - ✓ ONLY WITH COMPLEMENTARY ('PRIVATE') INSURANCES

FINANCING

- HOSPITALS
 - ✓ 55% PAID BY STATE (TAX PAYERS)
 - ✓ 45% PAID BY INSURANCES Lamal
- AMBULATORY CARE
 - ✓ 100% PAID BY INSURANCES Lamal
- NO LIMITATIONS FOR ACCESS

INSURANCES

- INSURANCES Lamal

- ✓ MANDATORY
- ✓ PAID BY INDIVIDUALS
- ✓ FIXED PRICE PER CAPITA
CO-PAYEMENT 10 % MAXIMUM 600 EUROS/YEAR
- ✓ SUBVENTIONS FOR POOR PEOPLE
- ✓ AROUND 80 HEALTH INSURANCES
 - » non for profit organization
 - » four insurances cover > 80% population

QUESTION

- MASSIVE INCREASE IN TOTAL COST
- COST ON INDIVIDUAL PREMIUMS
- ALMOST NO CORRECTIONS FOR INCOME

- ?????

- **LEISTUNGEN MUSSEN**

- Wirksam
- Zweckmässig
- Wirtschaftlich

- **SEIN**

- **CONTROLLING ?**

- **PROFILING ?**

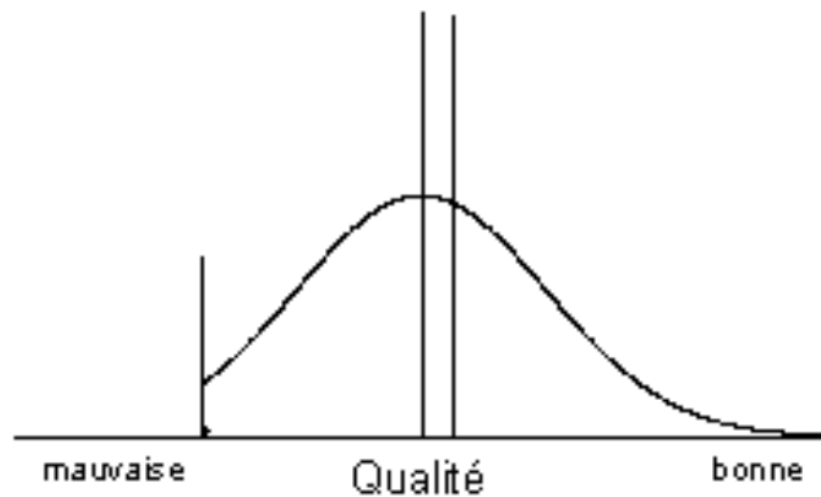
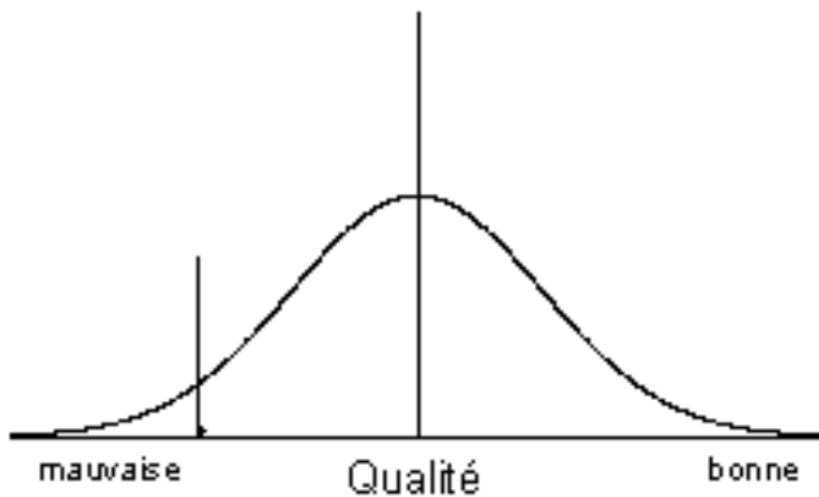
- **BENCHMARKING ?**

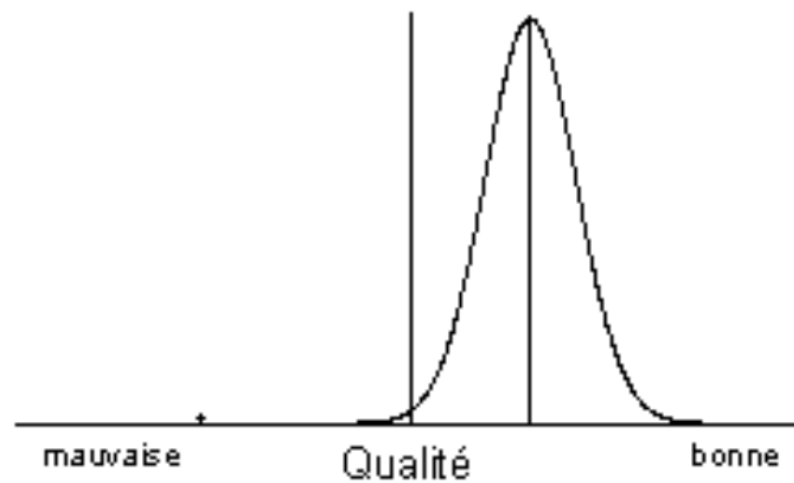
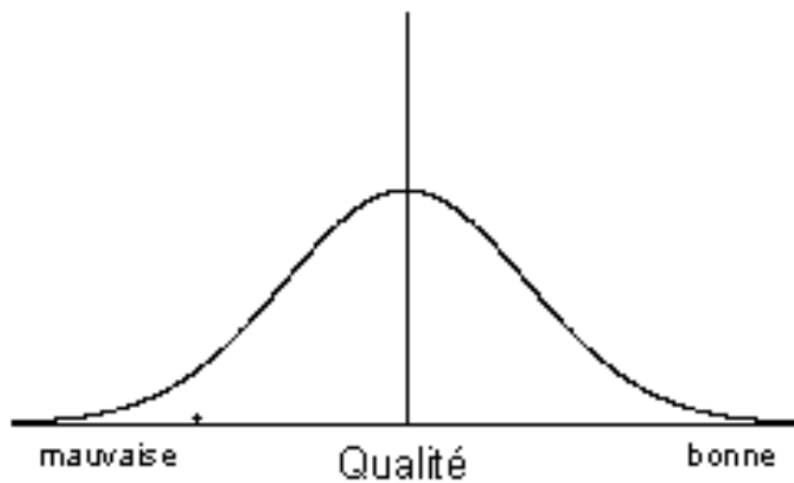
- ✓ 130%

Avant



Après





MANAGED CARE

- 1989 PILOT
- CAPITATION
- PRIMARY CARE PHYSICIAN GATE KEEPING

- DELTA
 - ✓ 1991 : 4'500 INSURED - 20% SAVING CONTROL STUDY
 - ✓ 2016 : 250'000 INSURED - 550 MD - 16% SAVINGS

MANAGED CARE

- PATIENTS
 - NON MANDATORY
 - SAVINGS 15-20% ON INSURANCES PRIMES
 - MEAN MENSUAL PRIME 300 EUROS / CAPITA
- MEDICAL DOCTORS
 - NON MANDATORY
 - COMMUNAUTY OF PRACTICE
 - SPECIFIC FREE CME

MANAGED CARE

- SAVINGS
 - ✓ EMERGENCIES
 - ✓ LABORATORY
 - ✓ DRUGS
 - ✓ RADIOLOGY
- MORE 'DOCTEUR TIME'

MANAGED CARE

- SAVINGS

- ✓ GATE KEEPING
- ✓ PRIMARY CARE PHYSICIANS SELECTION
- ✓ INTERVISION
- ✓ QUALITY CIRCLES
 - » 5-10 PARTICIPANTS
 - » 1-2 PER MONTH
 - » CLINICAL REASONING
 - » MEDICAL MOTIVATION

COST QUALITY

- STAY IN GOOD HEALTH
- INCIDENTS
- CHRONIC DISEASES
- PALLIATIVE CARE

QUALITY COST

- **STAY IN GOOD HEALTH**
 - ✓ PREVENTION EDUCATION
- **INCIDENTS**
 - ✓ DECISION ANALYSIS
 - ✓ CLINICAL REASONING
 - ✓ PROBABILITY MANAGEMENT
- **CHRONIC DISEASES**
 - ✓ DISEASE MANAGEMENT ?

CHANGE ?

CHANGE ?

- GUIDELINES
- CONFERENCES EX CATHEDRA
- BOOKS
- **ATELIERS INTERACTIFS**

INCIDENTS

- DECISION ANALYSIS
 - ✓ BOOK
 - ✓ QUALITY CIRCLES
 - ✓ WWW.VIPS2.CH – SIMULATOR CONSULTATIONS
- ADVANCED CLINICAL NURSE
- DELT@SMART
 - ✓ SMARTPHONE

CHRONIC DISEASES

- DISEASE MANAGEMENT

CARDIAC INSUFFICIENCY DELTA PROJECT

- PROJECT REDUCTION RE- HOSPITALISATION
 - DIAGNOSIS IN HOSPITAL
 - ADVANCED NURSE IN HOSPITAL
 - HOME RETURN organization
 - AMBULATORY TEACHING
 - MOVEMENT
 - WEIGHT ALARM
 - ALIMENTATION

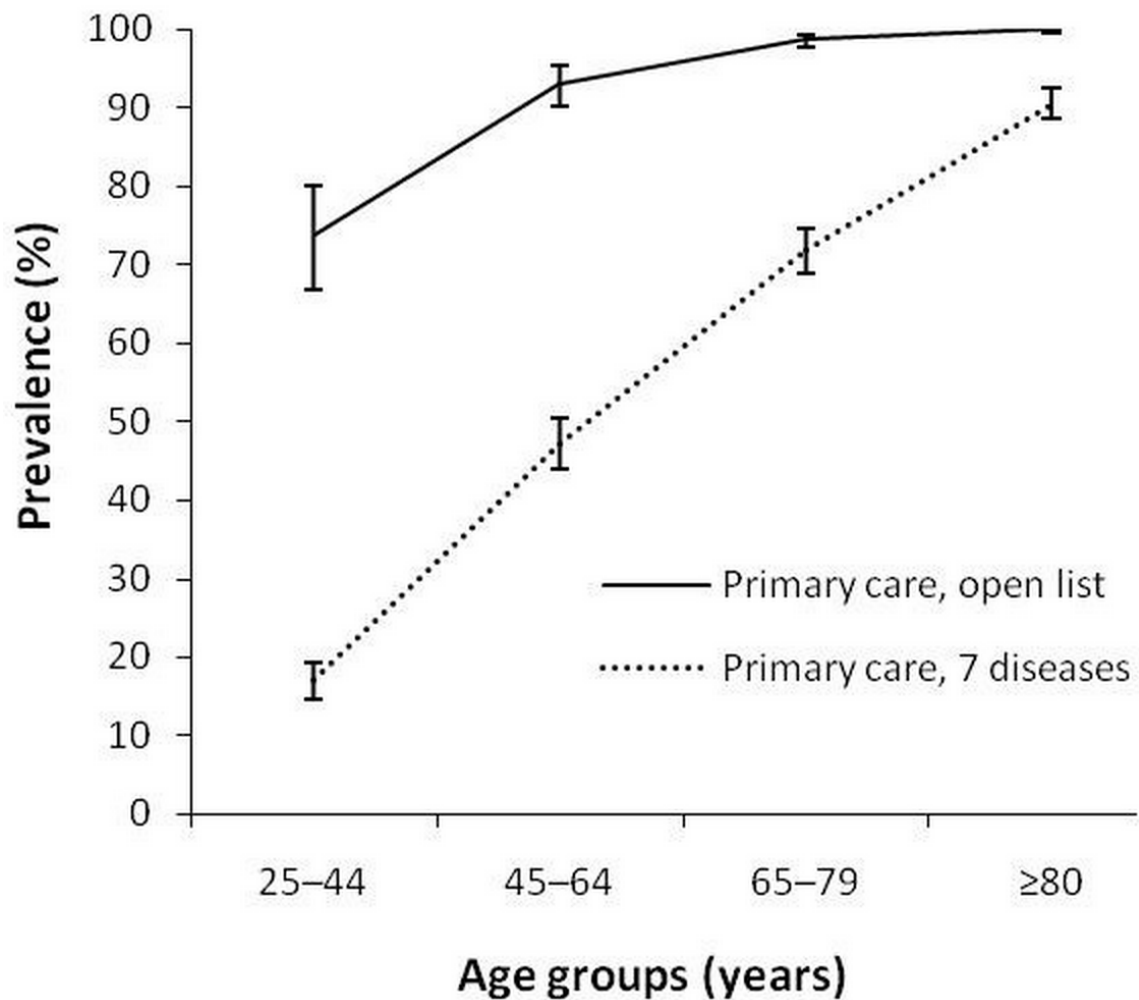
CARDIAC INSUFFICIENCY

- FAILURE.....

CARDIAC INSUFFICIENCY

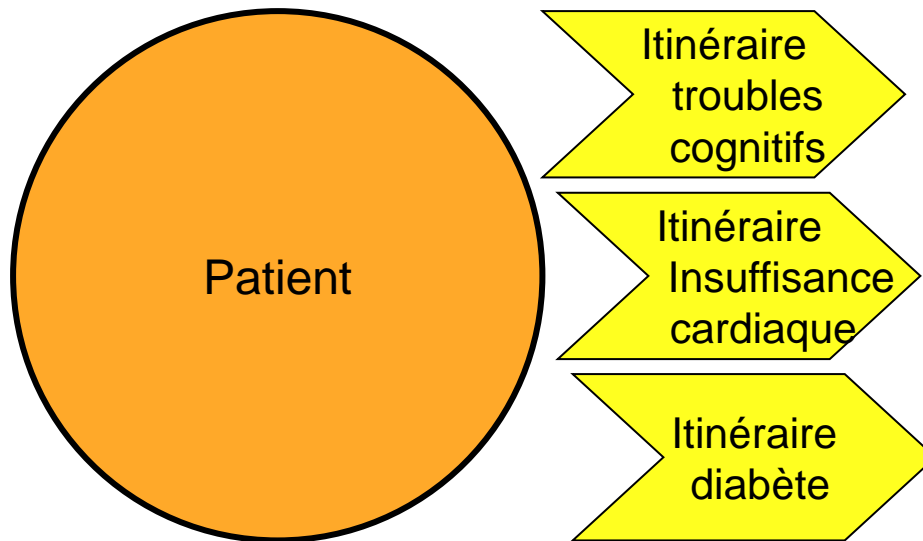
- FAILURE.....
 - MULTIMORBIDITY
 - COMPLEX PATIENTS
 - SILOS

MULTIMORBIDITE



MULTIMORBIDITE

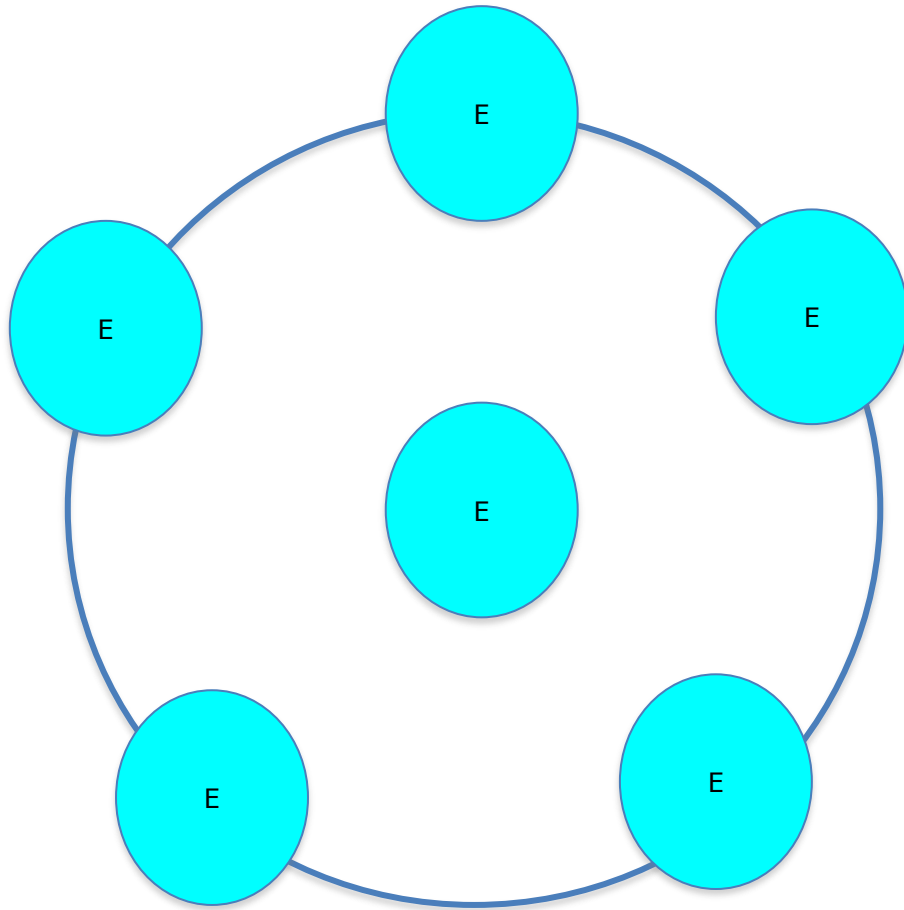
FREQUENT
NO STUDIES
GUIDELINES INCOMPATIBLES
MULTIPLE PATHWAYS
NUMBER OF DRUGS....



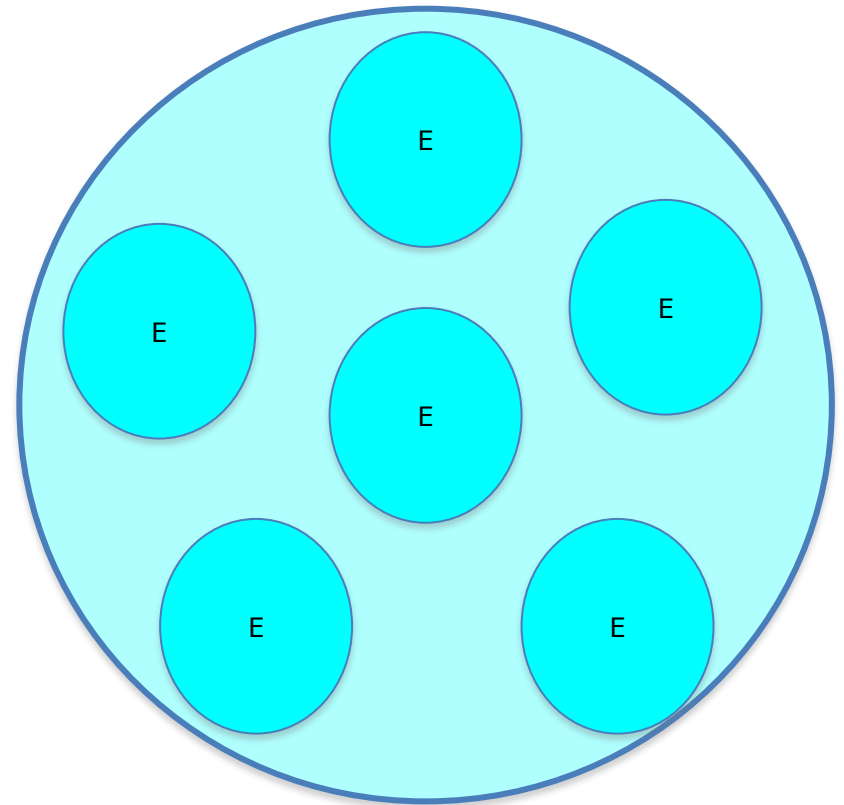
COMPLEX PATIENTS

- MULTIMORBIDITY
 - + PSYCHOLOGICAL PROBLEMS
 - + SOCIAL PROBLEMS
 - ✓ NUMBER OF INTERVENANTS
 - ✓ COMPROMISES
 - » COORDINATION
 - » COMMUNICATION
 - » TEAM BUILDING

MULTI – DISCIPLINARITY SILOS



INTERDISCIPLINARITY TEAM



INTERPROFESSIONALITY

- INSTITUTIONAL BARRIERS
- PROFESSIONAL BARRIERS
- TEAM ?

INTERPROFESSIONALITY

- TEAM ?

- ✓ THERAPEUTIC

- » COMPROMISES
 - » DECISION SHARING
 - » GOUVERNANCE
 - » PROFESSIONAL BARRIERS

- ✓ INSTITUTIONAL BARRIERS

- » SILOS

- ✓ FINANCING PROBLEMS

- » COORDINATION
 - » COMMUNICATION

MEDICAL HOME

- PATIENT

MEDICAL HOME

- PATIENT
- CENTERED

MEDICAL HOME

- PATIENT
- CENTERED
- MEDICAL
- HOME

CITE GENERATIONS

➤ FIRST MEDICAL HOME GENEVA 2014

- ✓ 3600 m²
- ✓ EMERGENCIES – 35'000 / YEAR
- ✓ PRIMARY CARE PHYSICIANS
- ✓ SPECIALISTS
- ✓ RADIOLOGY
- ✓ SHORT TERM HOSPITAL UNIT
- ✓ AMBULATORY CARE CENTER – NURSES
- ✓ IMAD – HOME CARE NURSES ORGANIZATION

CITE GENERATIONS

- TEAM BUILDING

- PROBLEMS

- ✓ COMPLEX PATIENTS - MPR
- ✓ PROFESSIONAL BARRIERS
- ✓ INSTITUTIONAL BARRIERS
- ✓ DUAL FINANCING
 - » AMBULATORY CARE : INSURANCES
 - » HOSPITAL : INSURANCES + STATE

- SOLUTIONS

- ✓ TOTAL CAPITATION ?
- ✓ UNIQUE GOUVERNANCE ?

THANKS

Marc-André Raetzo