



Health for the People, by the People

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Patient-centredness and high-value care in a modern health system
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Health for the People, by the People

Building people-centred health systems



- **Challenges in meeting patients' and preferences**
- **The OECD Framework for People-Centred Health Systems and selected indicators**
- **People-Centredness and perception of high health system performance**
- **Tools for people-centredness: measurement, institutions, and policies**
- **Case study: A people-centred health systems response to COVID-19**



It takes policymakers, professionals, and patients

Policymakers

- People's needs and preferences at the centre of policy frameworks

Healthcare Professionals

- Key role both in measurement and in practice

Patients

- From being informed to co-designing health systems





The OECD Framework for People-Centred Health Systems

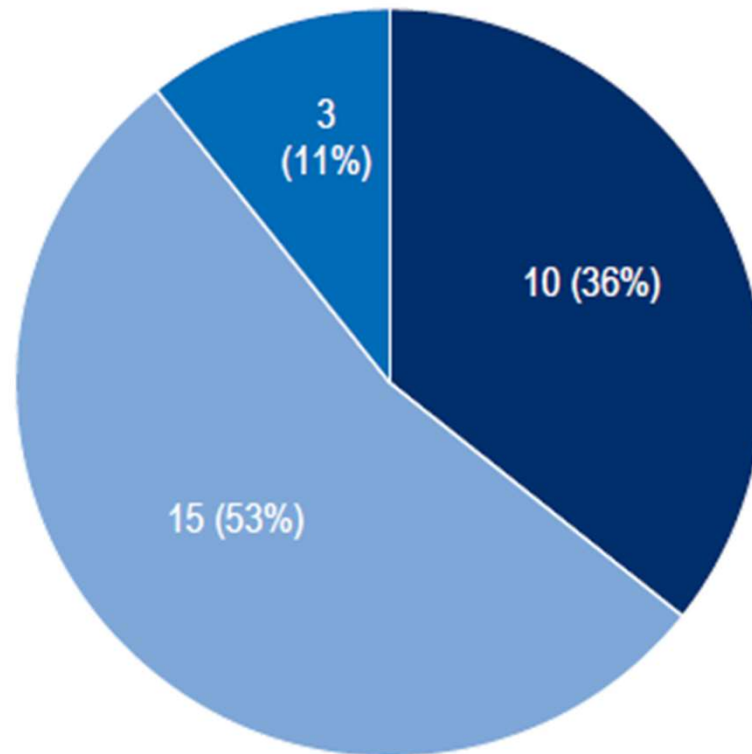
- 1 VOICE**
People have a **formal role** in in health policy decision-making bodies or processes
- 2 CHOICE**
People have a **choice of health care providers**
People do not face barriers to access
- 3 CO-PRODUCTION**
People are given accessible information during care
People are **consulted about and engaged** in their care
- 4 INTEGRATION**
Digital technology and electronic records are used for integration
People experience **integrated and co-ordinated care**
- 5 RESPECTFULNESS**
People receive **high personal attention** and feel treatment is fair
People are **treated with respect** by health care professionals



We are a long way from patients co-designing healthcare



Share of countries that institutionalise patient involvement in up to five key health policy decisions

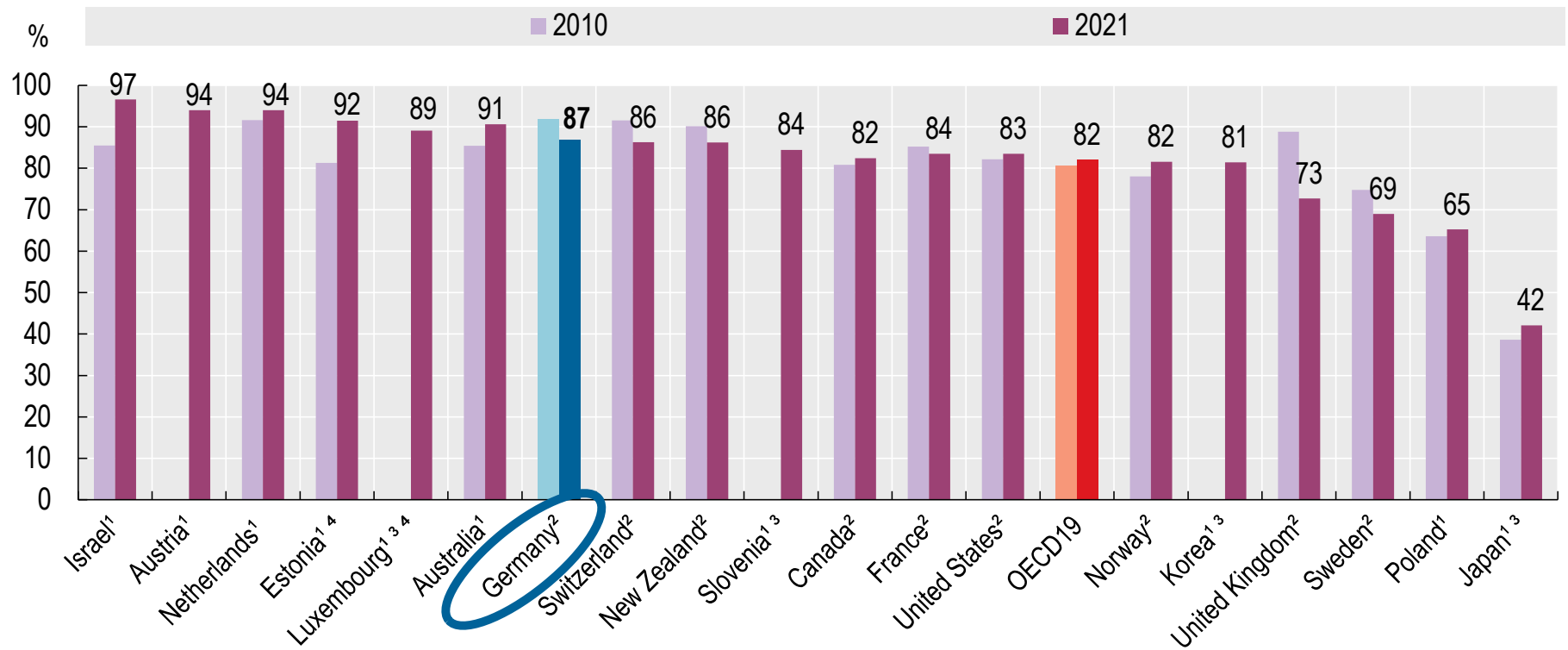


Source: Health for the people, by the people (2021).



People-centredness starts with respectfulness

Doctor spending enough time with patient during consultation, 2010 and 2021 (or nearest year)

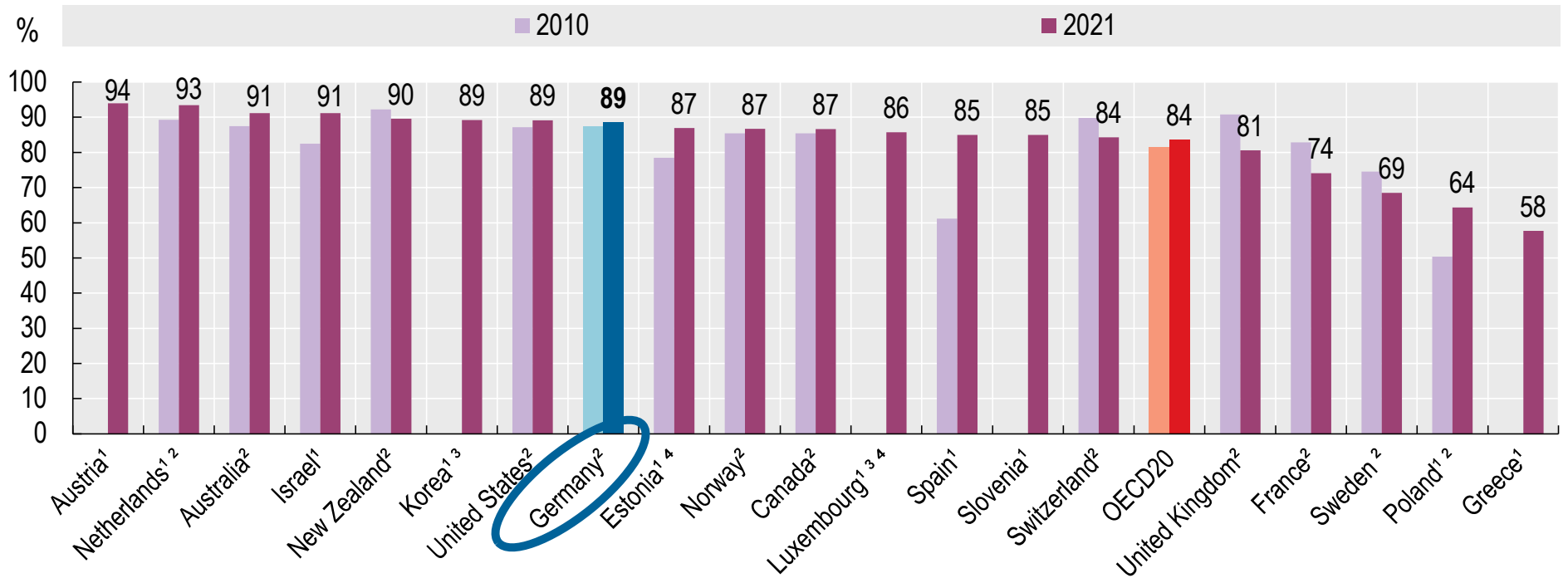


Source: OECD Health Statistics 2023.



Patient engagement in decisions about their health is key, particularly for chronic conditions

Doctor involving patient in decisions about care and treatment, 2010 and 2021 (or nearest year)

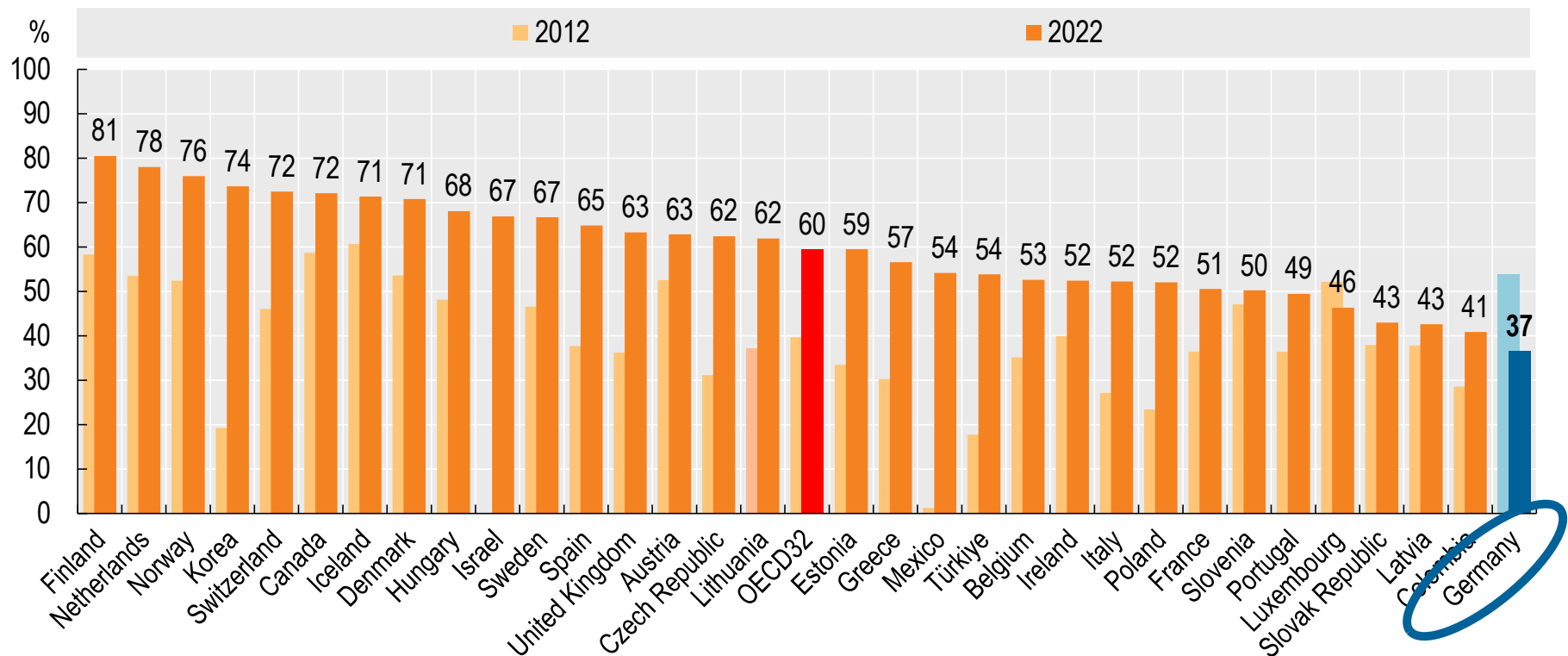


Source: OECD Health Statistics 2023.



A strong health data infrastructure is an asset for people-centredness

% Individuals aged 16-74 seeking health information online in the last three months, 2012 and 2022

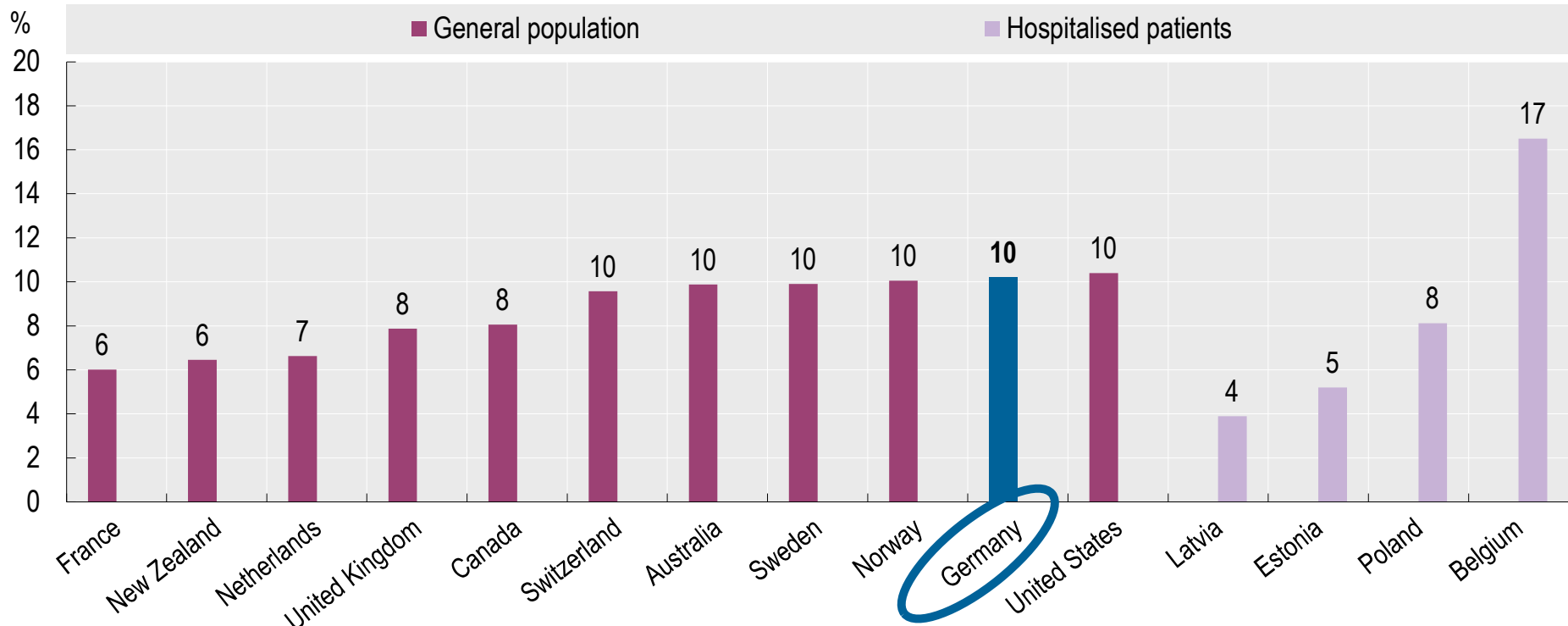


Source: OECD Dataset on ICT Access and Usage by Households and Individuals.



Improved models of patient safety governance can improve experiences and outcomes

Patients reporting that patient safety incidents occurred during treatment or care, 2020 (or nearest year)



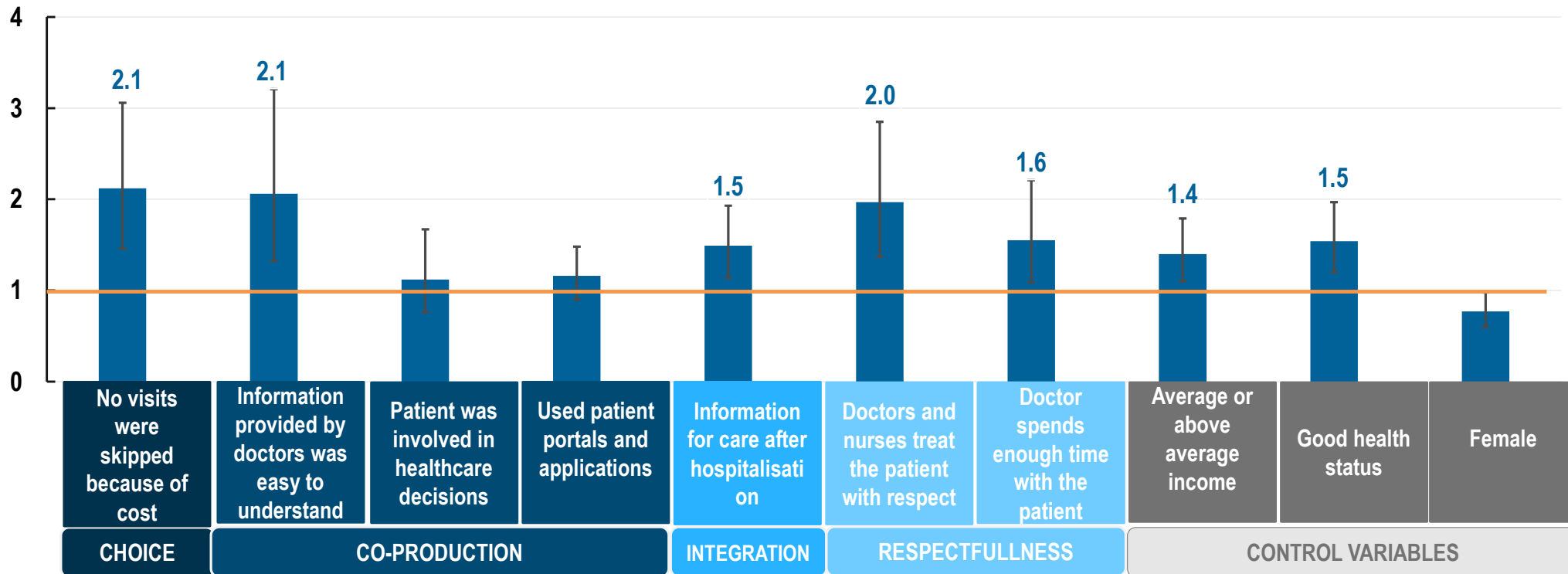
Source: OECD Health Statistics 2023.



People-centredness is associated with perception of high performance of health systems

Dimensions of people-centredness and perceptions of high health system performance

Odds ratios and confidence intervals of multivariate logistic regressions, 11 OECD countries, 2020



Source: OECD (2021) Health for the people, by the people.



Policies and institutions for people-centredness

Organisations responsible for measuring, monitoring and reporting patient experiences of healthcare



- Regular collection of patient experience data and standardised procedures for analysis and reporting

Patient-reported data can serve as a driver of quality improvements in health systems



- Inform healthcare regulators for inspection, regulation, accreditation
- Provide feedback for providers to support quality improvement



PaRIS: More than one survey, a strategy for people-centredness



PaRIS benchmarks outcomes and experiences of **health care that matter to people.**



People-centred focus



>145000 patients

>1900 ambulatory care settings

PaRIS Results



Making health systems more people centred

Making people's voice heard

Improving quality of care that primary care professionals provide



A case study: A people-centred health systems response to COVID-19

1

VOICE

35 out of 57 patient organisations indicated that there was no patient involvement in decision-making processes

2

CHOICE

Waiting times were exacerbated. Teleconsultations increased and made up on average 19% of all doctor consultations in 2021

3

CO-PRODUCTION

Only 43% of countries allowed patients to interact with their personal health information

4

INTEGRATION

Fewer than 40% of countries reported they regularly conducted linkage projects with primary care data

5

RESPECTFULNESS

All countries adopted strong restrictions on visits to people hospitals and long-term care facilities upending traditional norms around respectful end-of-life care



Unlocking the barriers towards People-Centred Health Systems

- Patient voice remains weakly embedded in decision-making processes
- Citizens evaluate people-centred health systems more positively
- Patients are increasingly seeking control over their health information
- Measurement of patient experience and outcomes is not systematic and international comparability remains limited



Keep in touch!

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