Health care is a team sport
Promoting collaboration for better health outcomes

Luke Slawomirski
OECD Health Division
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@LukeSlawomirski
Outline

1. Three challenges in health care
2. Potential solutions
3. Questions / discussion
Patients are becoming more complex…

Figure 1.1 The prevalence of multimorbidity is increasing with age


The menu of Rx options is expanding (as is cost)

Expectations are higher
reliance on acute care is diminishing

Acute hospital bed numbers and ALOS
- Denmark -

Note: There is a break in the series of hospital beds in 2011 and 2014.
Source: Eurostat Database.
...ambulatory care is stepping up

Avoidable hospital admissions for selected chronic conditions

Age-sex standardised rate per 100 000 population 15 years old and over

Source: OECD Health Statistics (data refer to 2015 or nearest year)
Health care has a communication problem.....

Overall, 69% lung cancer and 81% colorectal cancer patients thought that chemotherapy could cure them.

..... compromise their ability to make informed treatment decisions aligned with their preferences [and avoid costly treatment].
...and there are concerns about efficiency

Up to a **fifth of spending** could be channelled to better use.

More:
- Efficient coordination
- Appropriate care (access equity)
- Effective substitution
You’re in excellent health but considering the number of diseased people who’ve been in that waiting room today, that won’t last.
Can technology solve these problems?

Biomedical technology

Enabling technology

Examples

Drugs / Biologics
Devices
Diagnostics

Examples

Process Innovation
eHealth
Big Data

8.1. Composite index of eHealth adoption among general practitioners, 2013

Note: The maximum score for this indicator is 4.
Source: European Commission (2013), “Benchmarking Deployment of eHealth Among General Practitioners”.
mHealth

Opportunities: quality of care, access, empowerment, information & knowledge

Risks: equity, privacy / security of data, ‘Dx overload’

Challenges: regulatory, coverage & funding, access
Health care is a team sport!


Skills for integrated care

- Communication
- Skills for personalised care
- Socio-cultural sensitivity
- Teamwork and shared leadership
- Shared decision-making

- Skills for non-routine tasks in complex environment
- Adaptive problem solving
- Harnessing ICT
- Health system awareness

- Stress & fatigue management
- Learning & quality development
- Skills supporting positive work culture
- Mentoring and teaching
- Professional standards and ethics

Measurement: Outcomes or outputs?

Rates of knee replacement vary hugely across OECD health systems. Is this justified?

...asking the people who have had the operation is the way to find out.

Prostate cancer treatment results - Germany

- **5-year survival**: Average 94%, Best 95%
- **Severe erectile dysfunction**: Average 75.5%
- **Incontinence**: Average 43.3%, Best 6%

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Improving healthcare delivery from two directions

Clinical practice

Better clinical decisions

“what’s the matter with you?”
“what matters to you?”

Better care - better outcomes & experience – more value

“is the system delivering results people expect?”

Better policy & resourcing decisions

Policy & strategy
Person-centred health systems?

YOU'VE GOT TO LEARN TO SLOW THINGS DOWN... TAKE LIFE AT A DIFFERENT PACE. THAT'S WHY I BOOKED YOUR APPOINTMENT AT 11:00 A.M. BUT KEPT YOU WAITING UNTIL 11:45 A.M....
PaRIS: Patient-Reported Indicators Survey

Addressing critical gaps in the measurement of patient-reported indicators

Develop new surveys, direct to patients and carers
Chronic illness, multi-morbidity & complex pts

www.oecd.org/health/paris.htm

Accelerate and standardise work already underway
AMI, CVA, cancer, THR/TKR, mental health....

Supporting national health systems to collect patient-reported indicators in a comparable way
Thank you – questions?

Luke. Slawomirski@oecd.org

@OECD_Social
@LukeSlawomirski

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