



*Support creation of pilot **network of hospitals**
related to **payment of care**
for **cross border patients***

WP5 Conclusions

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Final conference

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Committee of the Regions



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Objectives

- feedback from patients on their experience of cross-border care with a focus on reimbursement issues
- Structure corresponds to the three key dimensions:
 - Motivation for the choice of foreign provider
 - Patient satisfaction with treatment
 - Reimbursement process – course and satisfaction

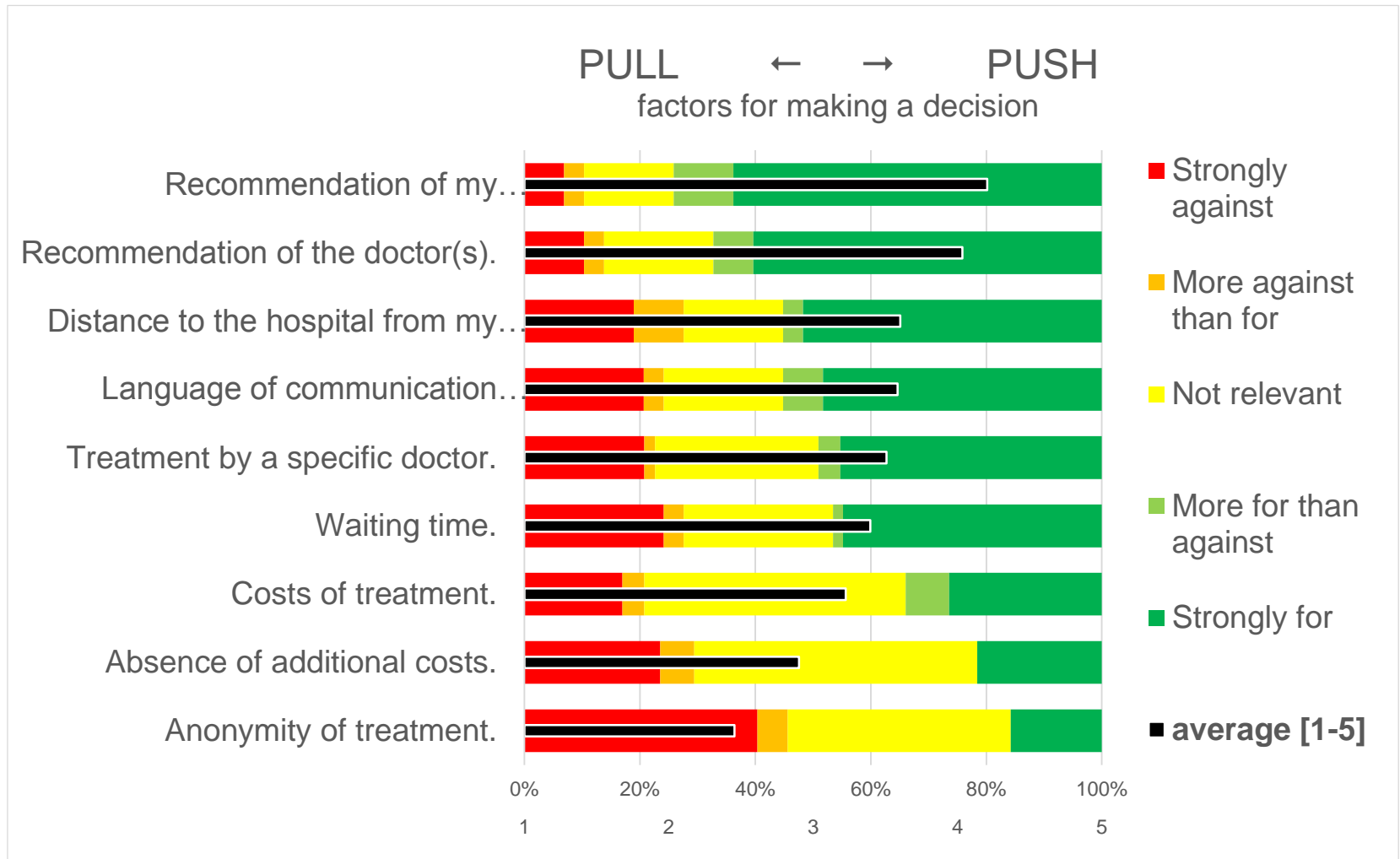
Methodology

- Two questionnaires in 8 languages (English, German, Greek, Hungarian, Italian, Romanian, Slovene)
- Available both paper and e-version
- 1st questionnaire filled in after discharge
- 2nd questionnaire filled in after reimbursement
- received useful questionnaires:
 - N(Q1) = 193; N(Q2) = 6

Challenges

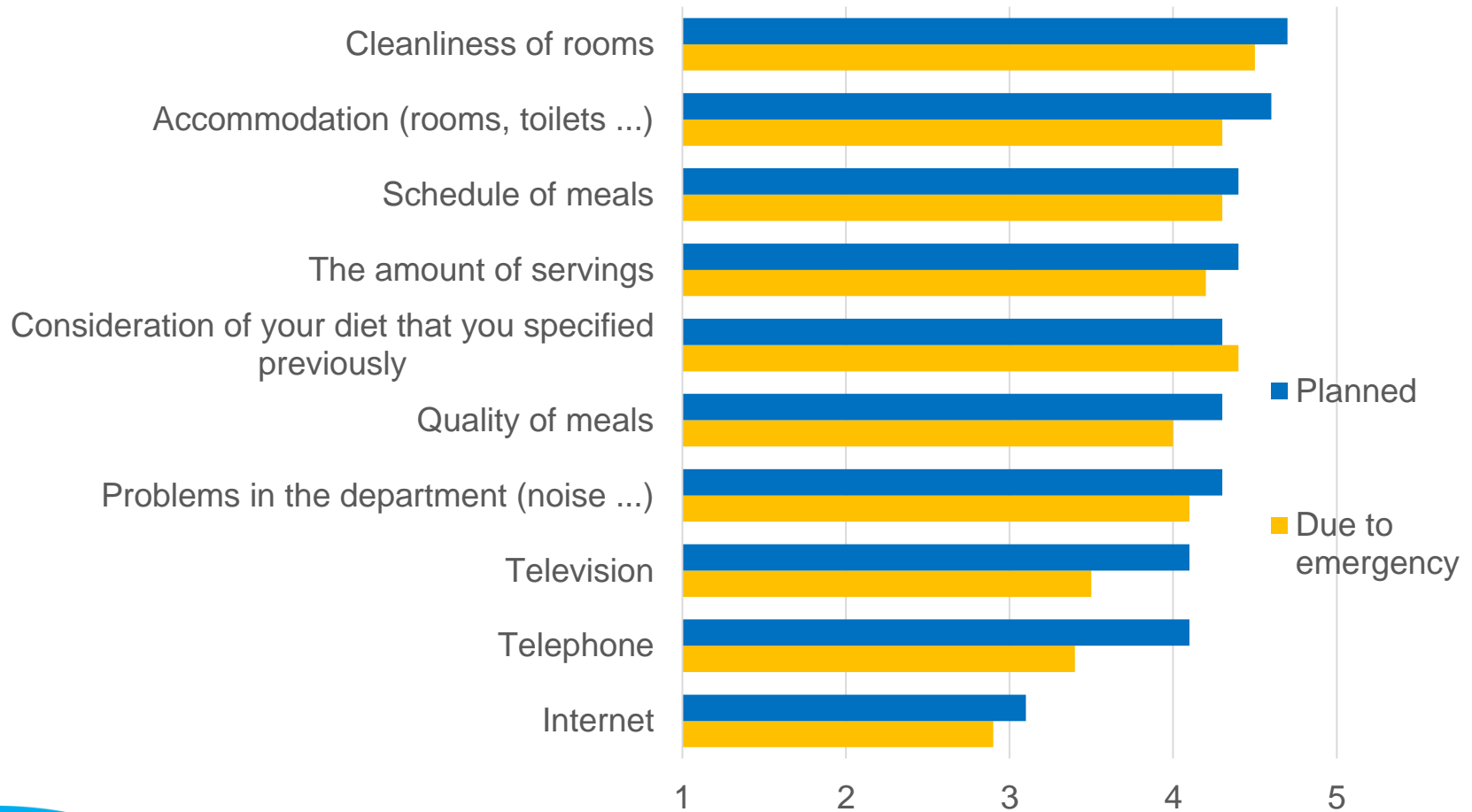
- unification of terminology due to different healthcare systems
- linking databases (data collected in WP4 and both questionnaires)
- legal issues due to using personal data
- response of patients

Results 1



Results 2

Satisfaction with ...



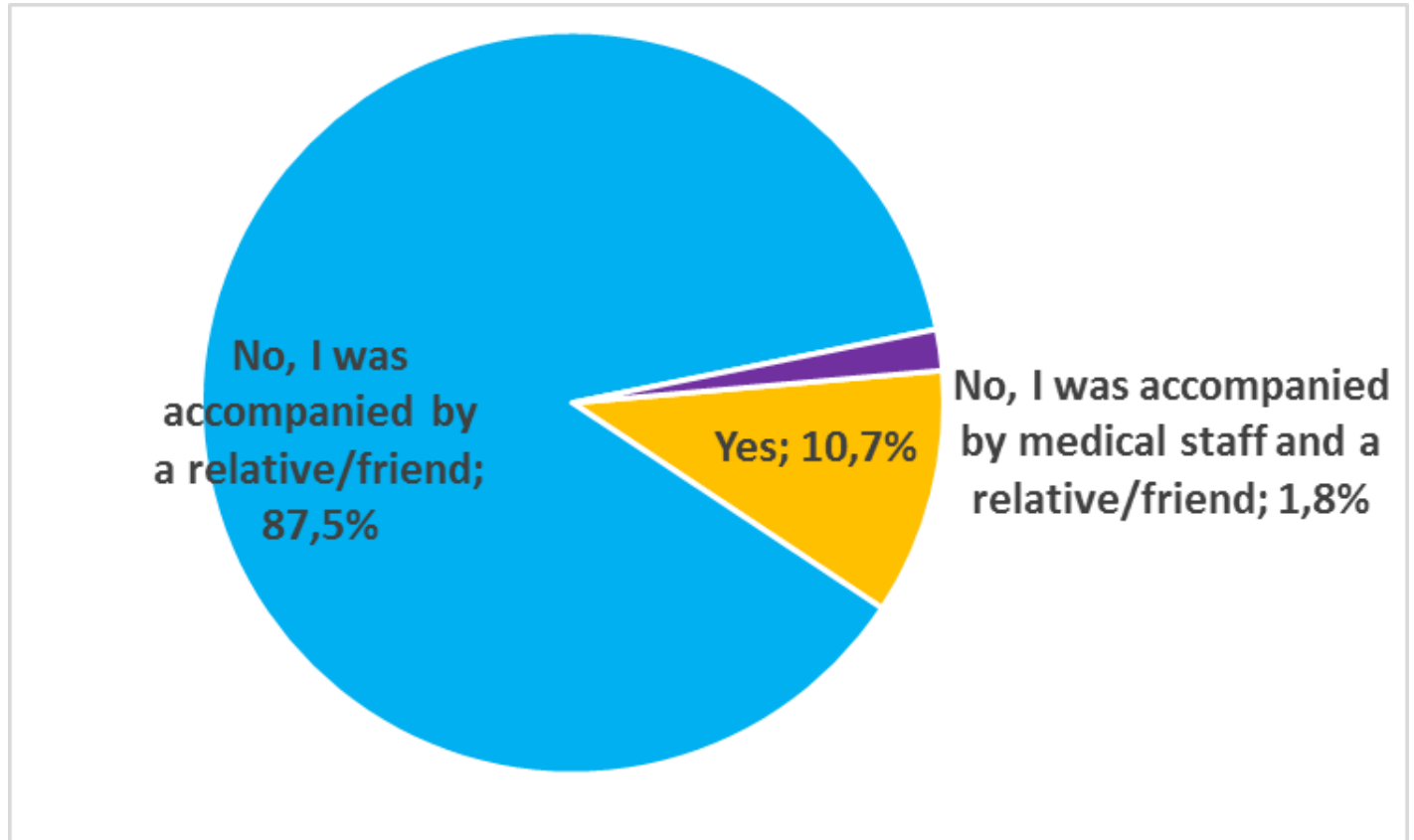
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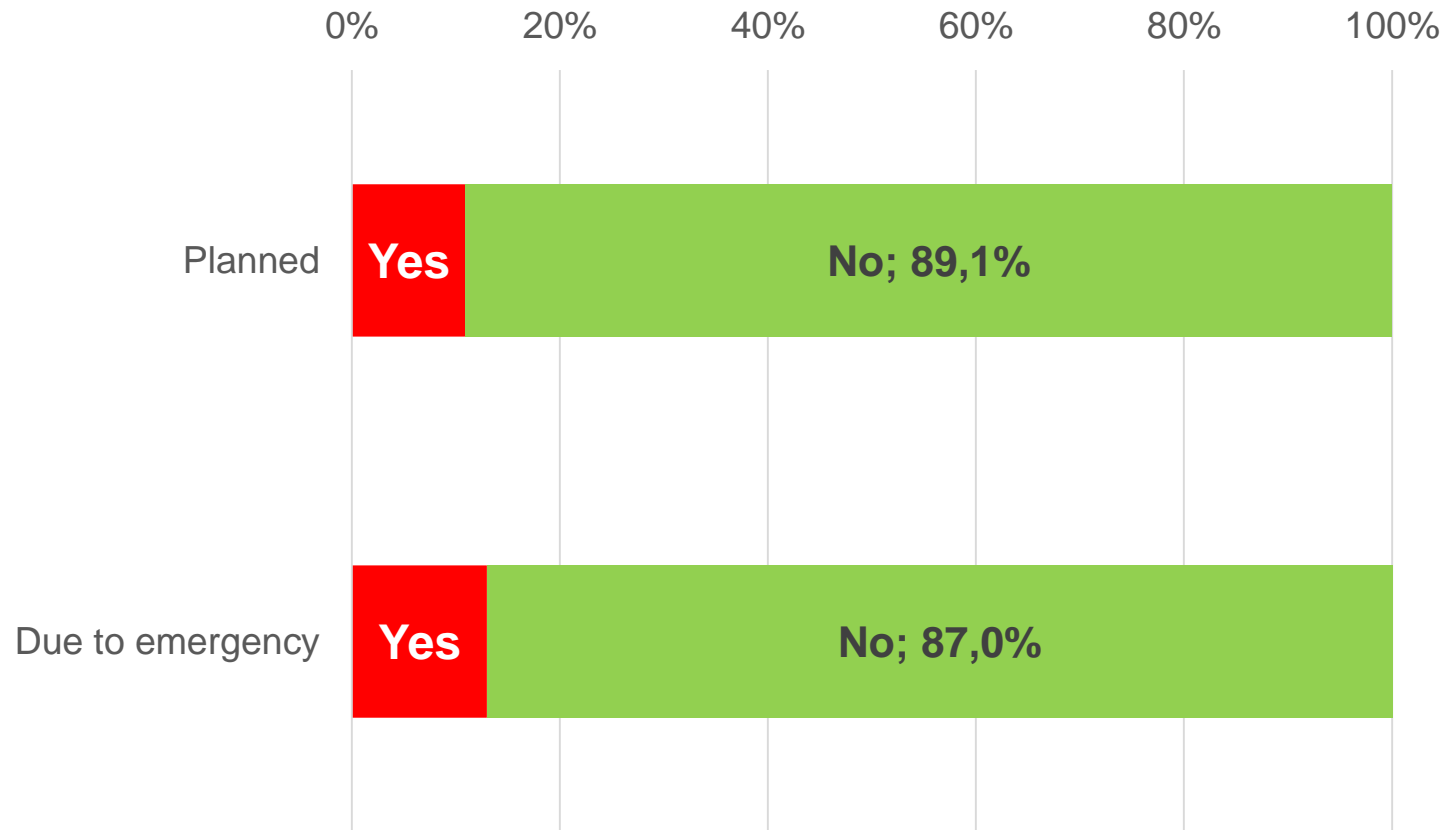
Results 3

Did you travel from your residency to our hospital by yourself?



Results 6

Did the language barrier cause any significant issues?



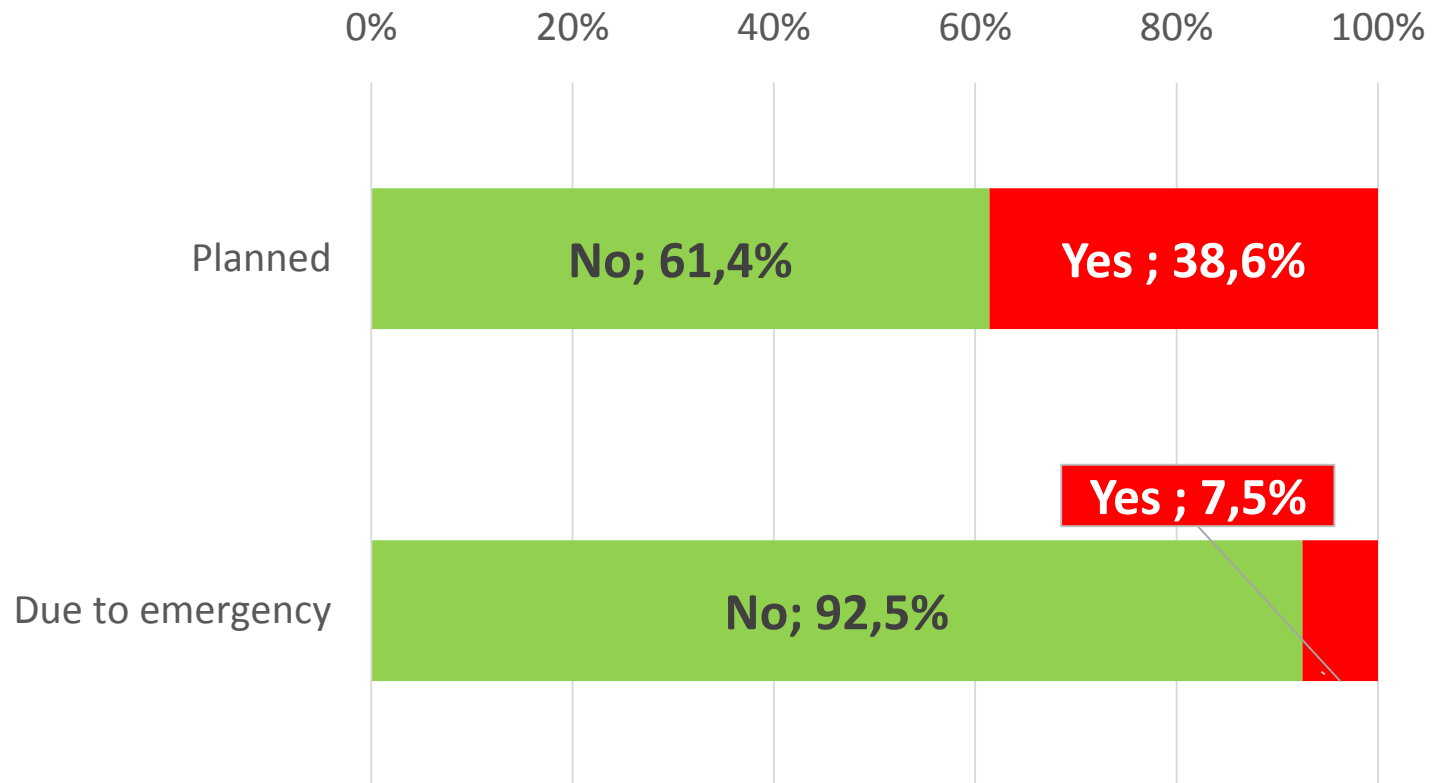
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Results 7

Did you, because of your medical treatment abroad, have any significant additional costs?

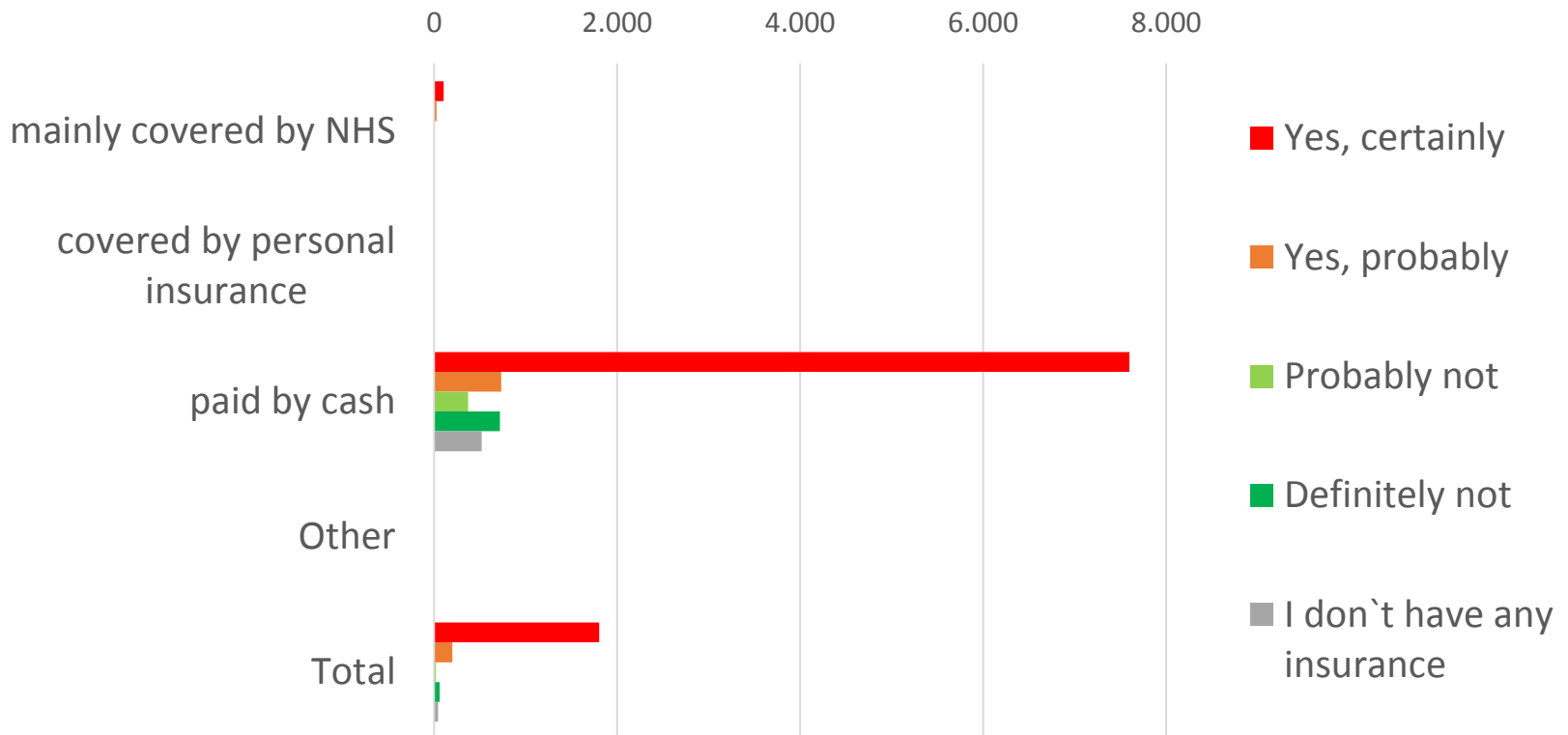


Results 8

	Type of insurance	Total charge	Additional remuneration	Patient's copayment
Type of insurance (N=686)	mainly covered by NHS	9.523	0	270
	covered by personal insurance	9.018	16	80
	paid by cash	4.012	16	4.027
	Other	4.312	0	0
	Total	8.498	3	720
Are you going to claim your "Security" for the reimbursement? (N=168)	Yes, certainly	6.123	5	1.805
	Yes, probably	1.755	3	199
	Probably not	1.157	0	20
	Definitely not	2.338	0	60
	I don't have any insurance	2.327	0	43
	Total	2.928	2	567

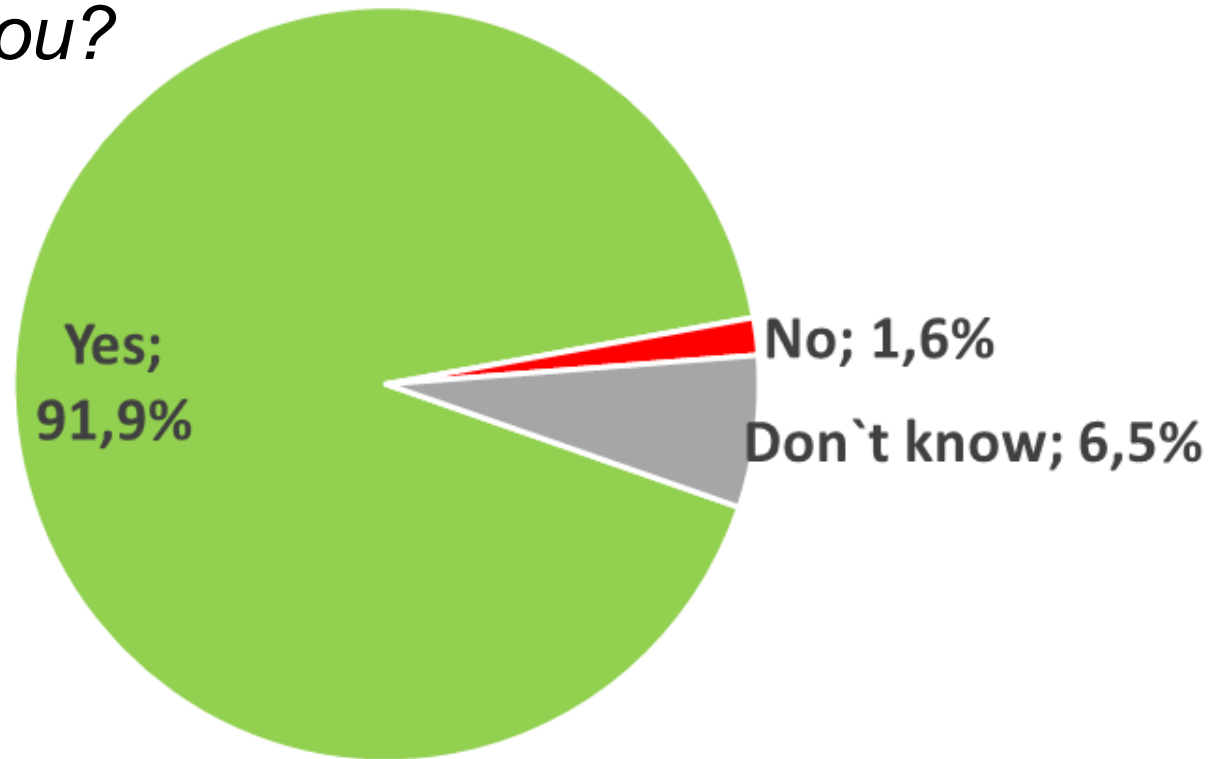
Results 9

Patient's copayment (mean, in EUR) by predicted claim of reimbursement



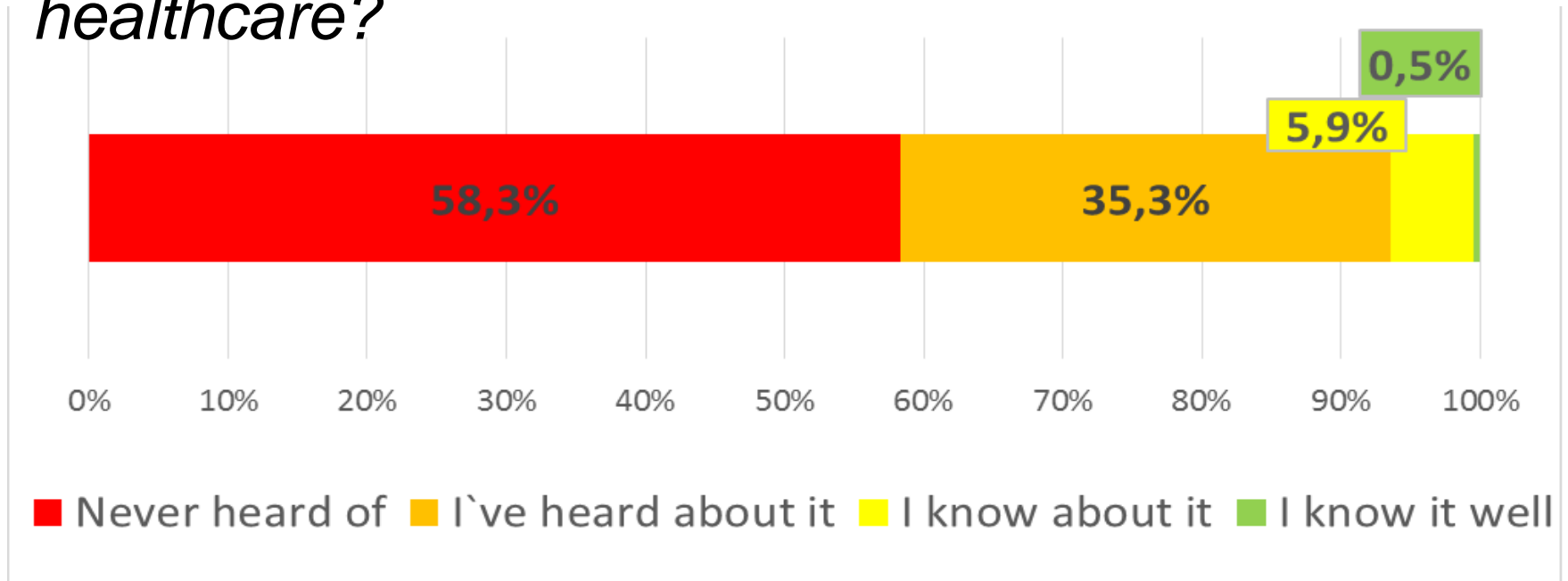
Results 10

Would you recommend this hospital to your friends or family members if they had to receive treatment for the same reasons as you?



Results 11

Do you know the "DIRECTIVE 2011/24/EU" on the application of patients' rights in cross-border healthcare?



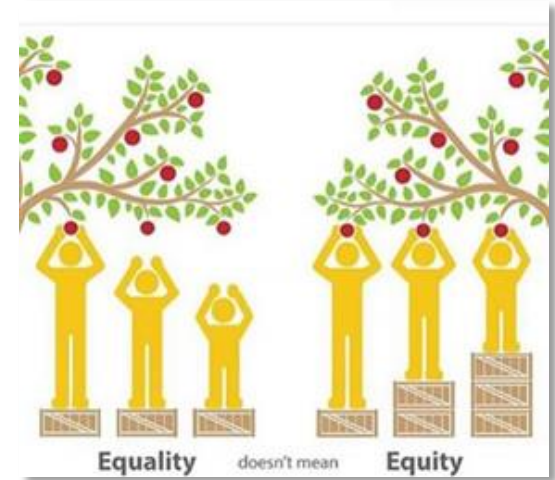
Recommendations to policymakers

- Although the Directive is in place, we don't expect sharp increases in cross-border patients
- Cross border treatment should be the option for patients, where
 - optimal treatment is not available in home country
 - waiting time in home country is too long

Recommendations to policymakers

Political decision or a
rhetoric question:

Should the Directive
encourage equity (closing
the gaps) or health market
liberalisation?





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Thank you for
your attention!



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