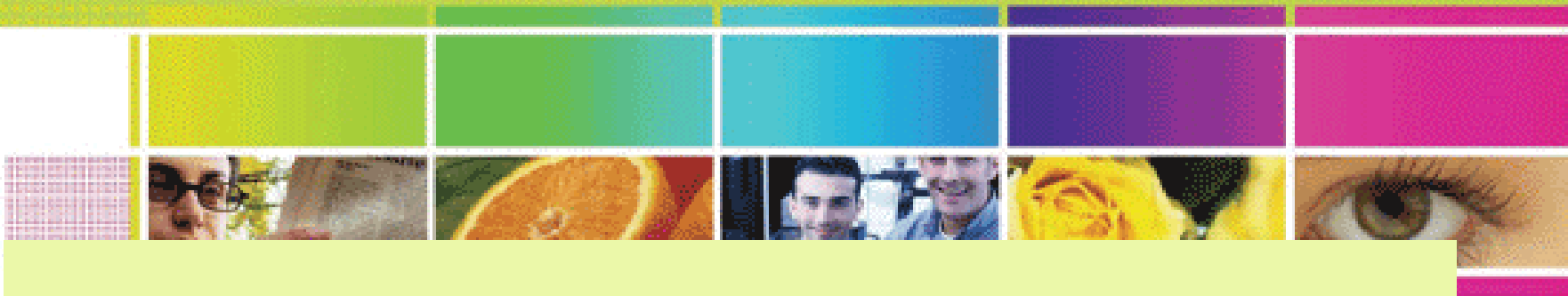




ÖSTERREICHISCHE
SOZIALVERSICHERUNG



THE AUSTRIAN HEALTH CARE SYSTEM

IHS Prague 6th April 2008

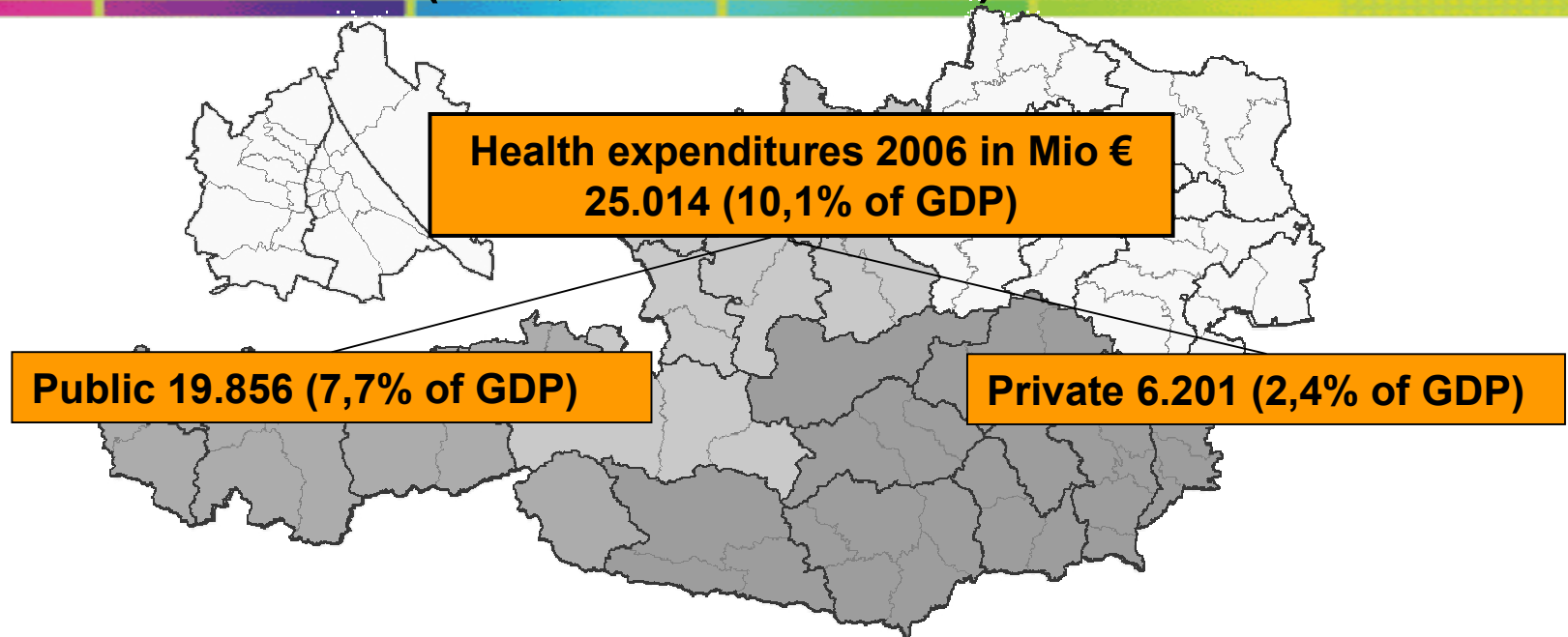
Mag. Ingrid Wilbacher

Contents

- Health system overview
- Access
- Pricing
- Consumers
- Quality

General characteristics

(2006; Statistik Austria)



Area

84.000 km²

Population

Inhabitants	8,3 Mio.	Live births	78.000
		Deaths	74.300

Government

Federal republic, 9 provinces

Economics

GDP (nominal) € 258 bill. = + 5,1 % vs. 2005

Health system Austria (2006)

Slide: Mag. Bajmoczy

Goals

Legislation
EU-standards
WHO

Competences

Government
Provinces
Communities
Social security institutions
Interest counselors
Private competences

Access

Benefits in kind - system
Co-payments

Insured

Life expectancy
Child mortality
Mortality

♂ 77,1 ♀ 82,7 Ø 79,9
3,6 ‰
9,0 per 1000

Provider

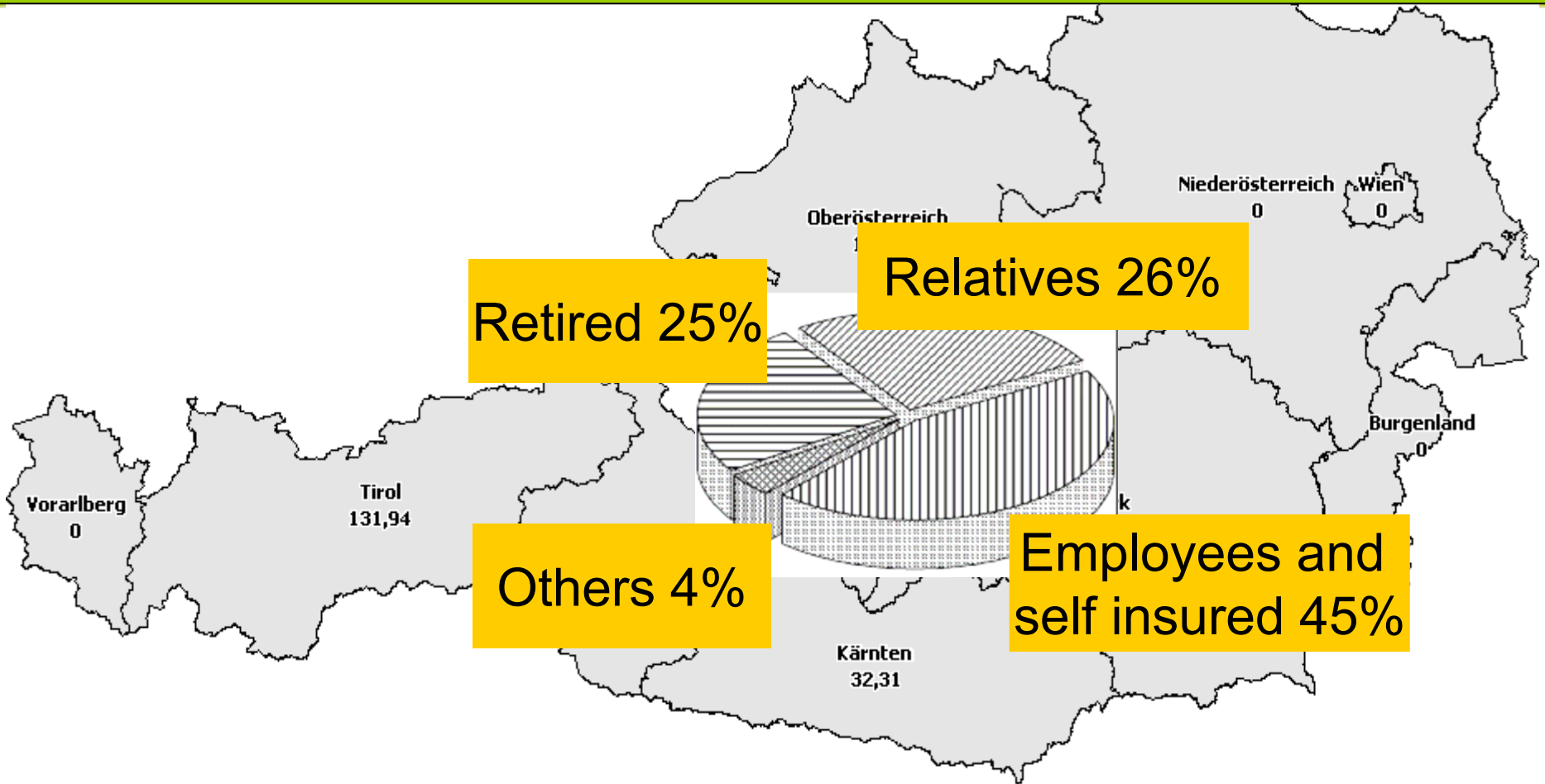
GPs and specialists
Ambulatory care, Institutes
Pharmacies
Other

Costs

10,1% of GDP (Statistik Austria)

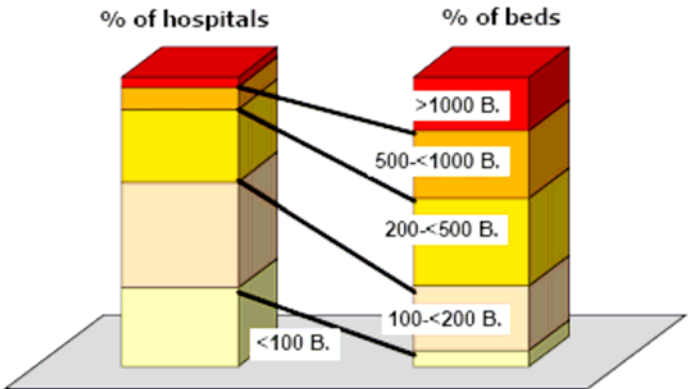
Beneficiaries of Social Security

8,2 Mio. = 98,5 % (2006)



Public hospitals: 163 (61,7% of all hospitals)

53.157 beds (84% of all beds)



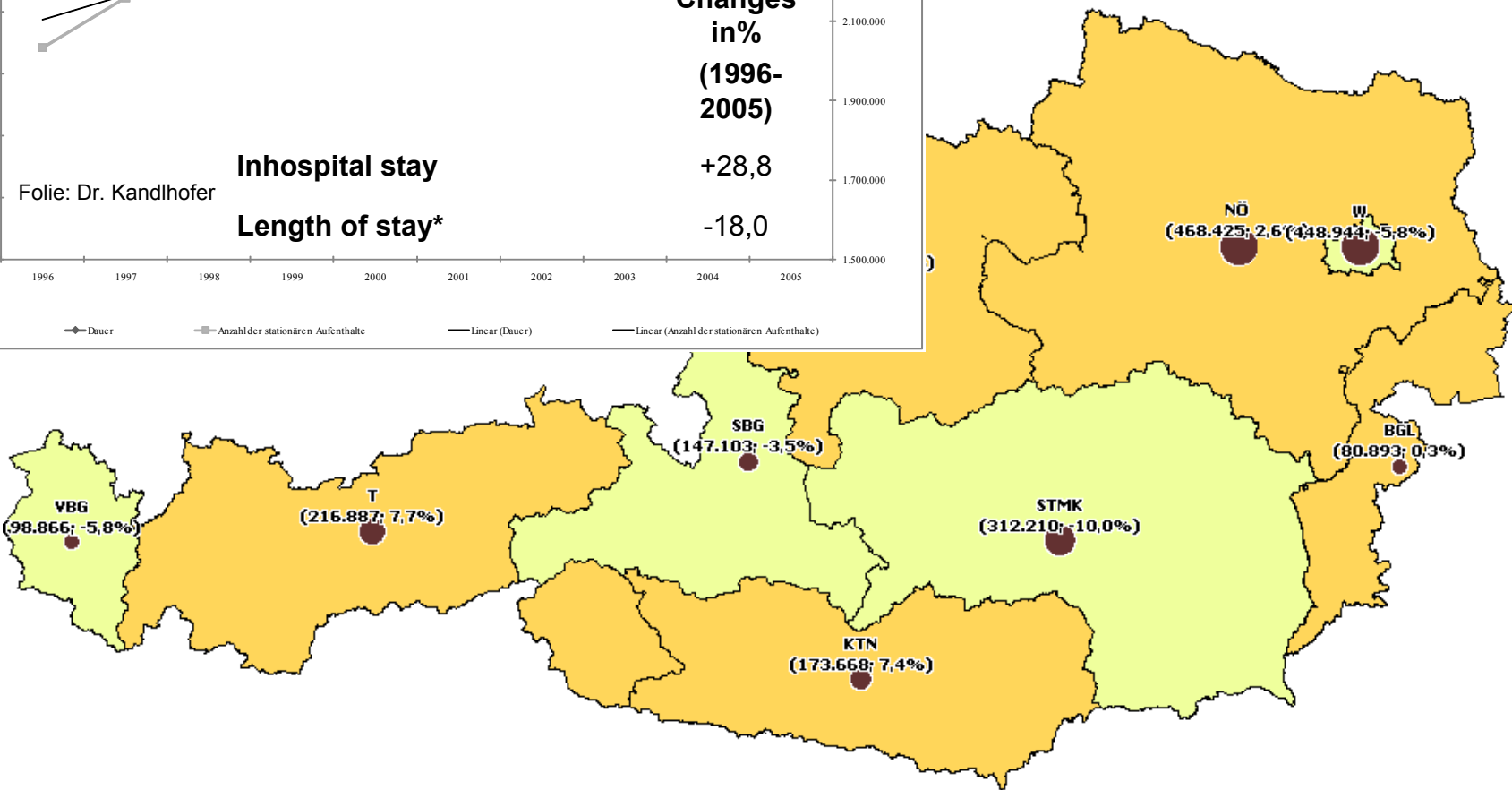
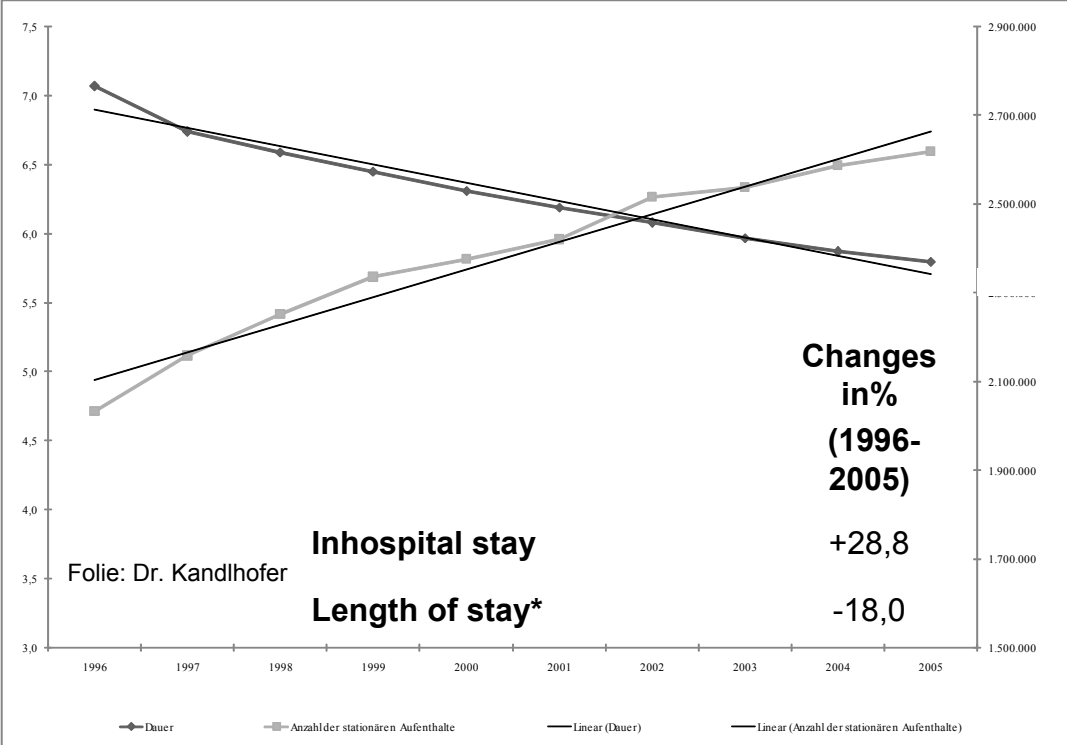
Quelle/source: BMGF – Krankenanstaltenkataster/hospitals register; ÖBIG – ÖSG 2006

Inhospital stay

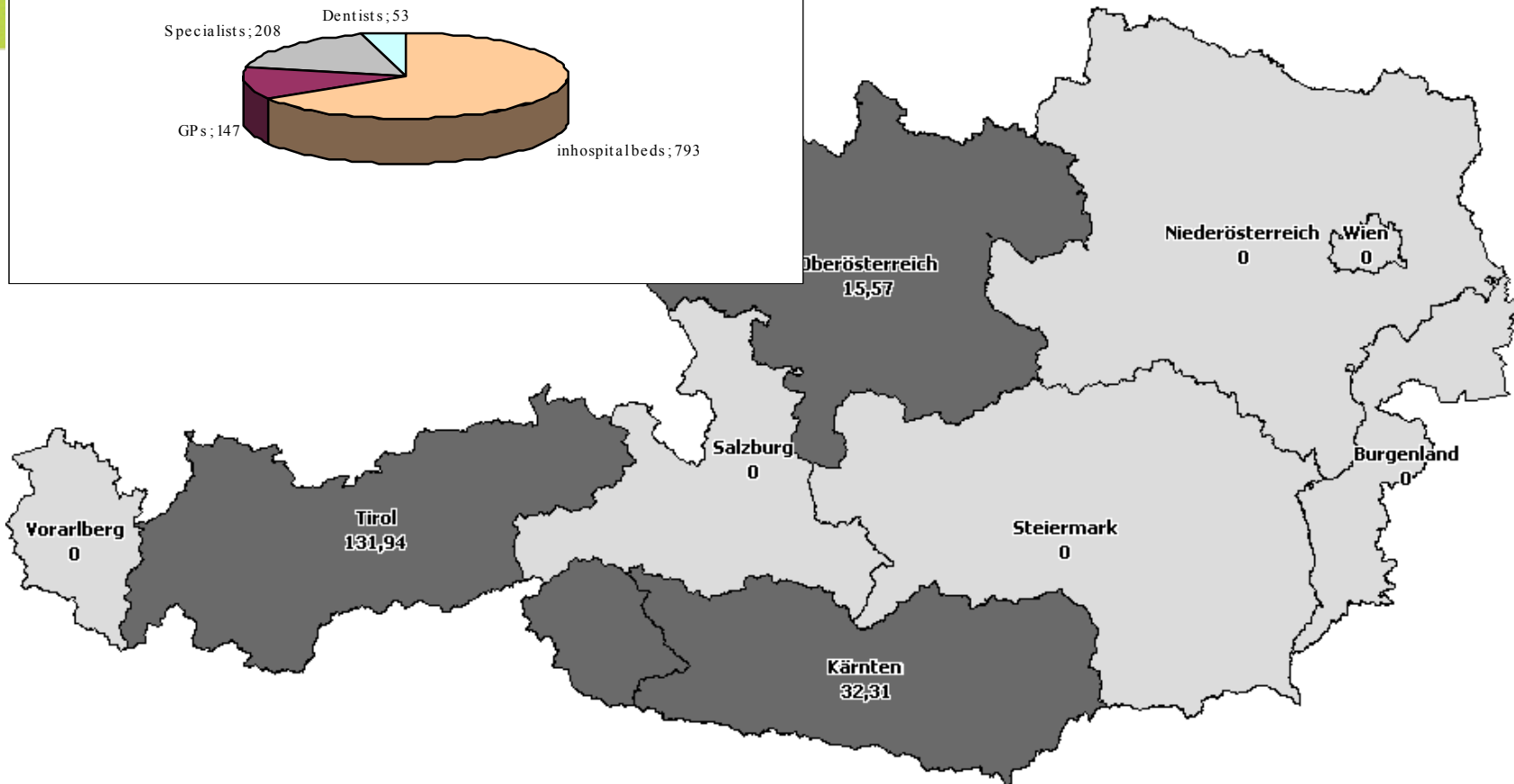
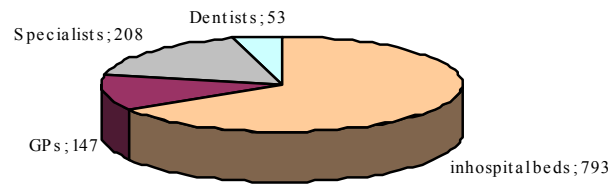
2.386.003

2887/10.000 inhabitants

(PEGASUS 2006)



Per 100.000 inhabitants there are..
(Quelle: SV in Zahlen 2007)



GPs 4.285

Specialists 3.860

Dentists 2.894

Public pharmacies 1.184

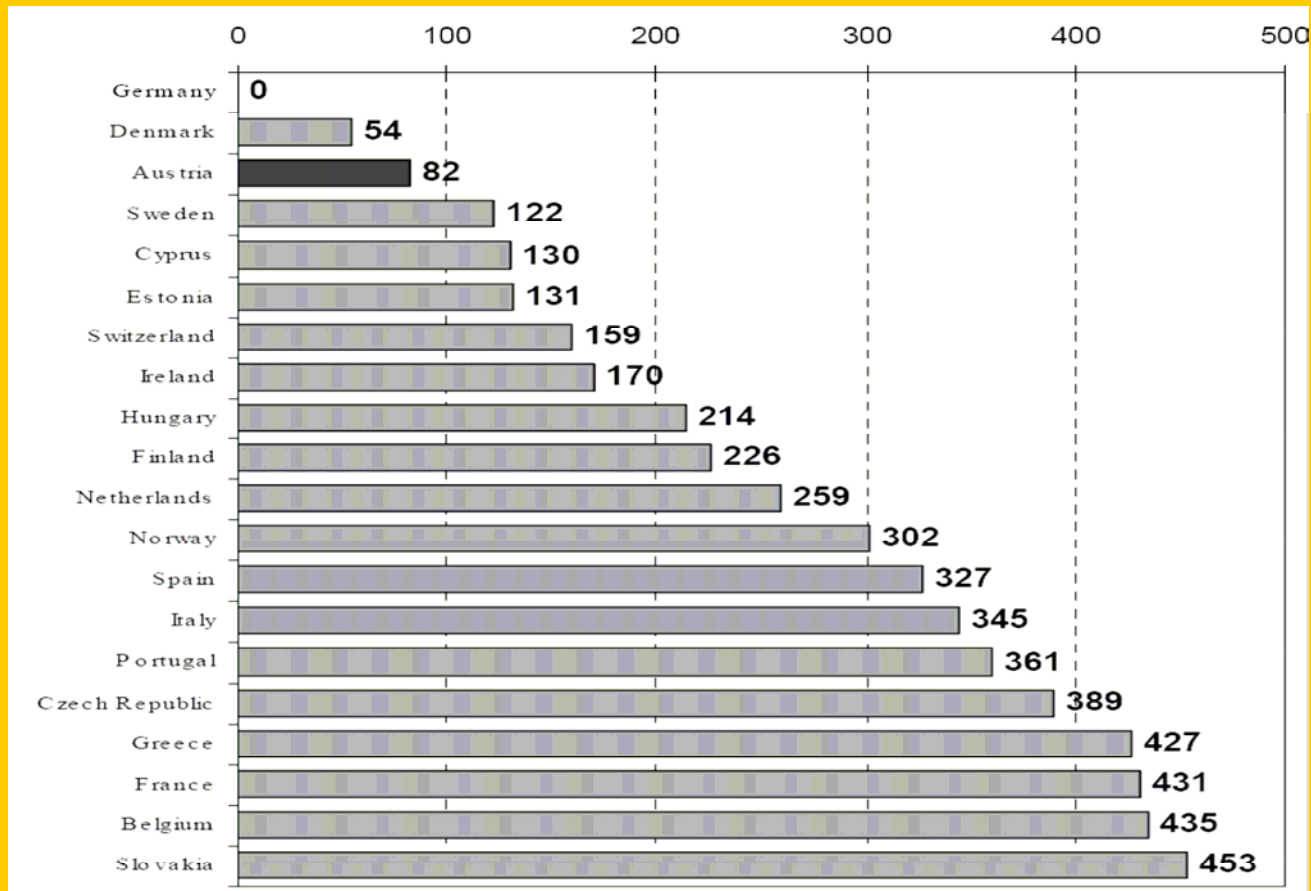
Pharmacies at GPs office 992

Access

Access to innovative pharmaceuticals

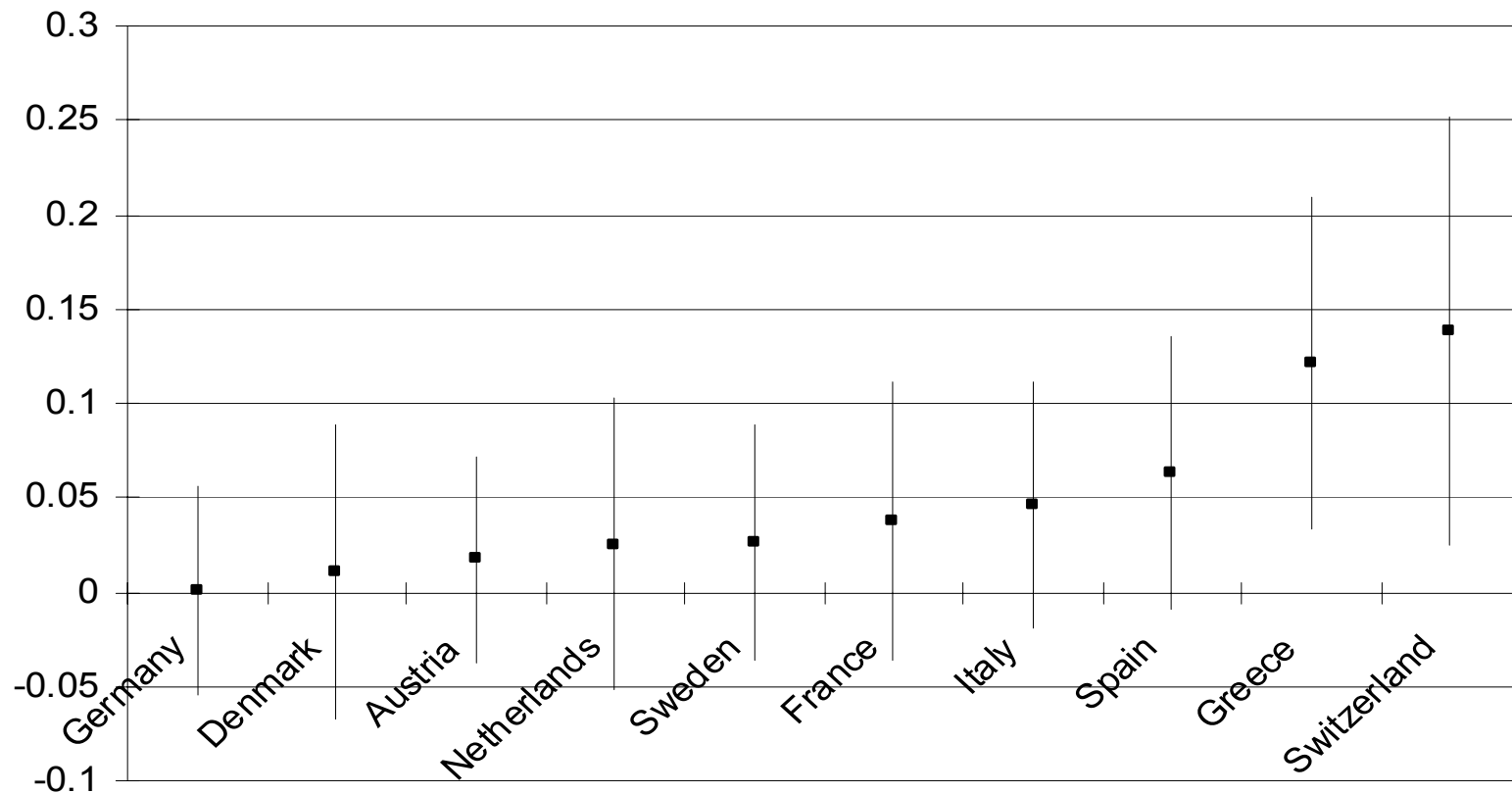
Slide: Dr. Probst

Average of time delay between accreditation and market access in days*



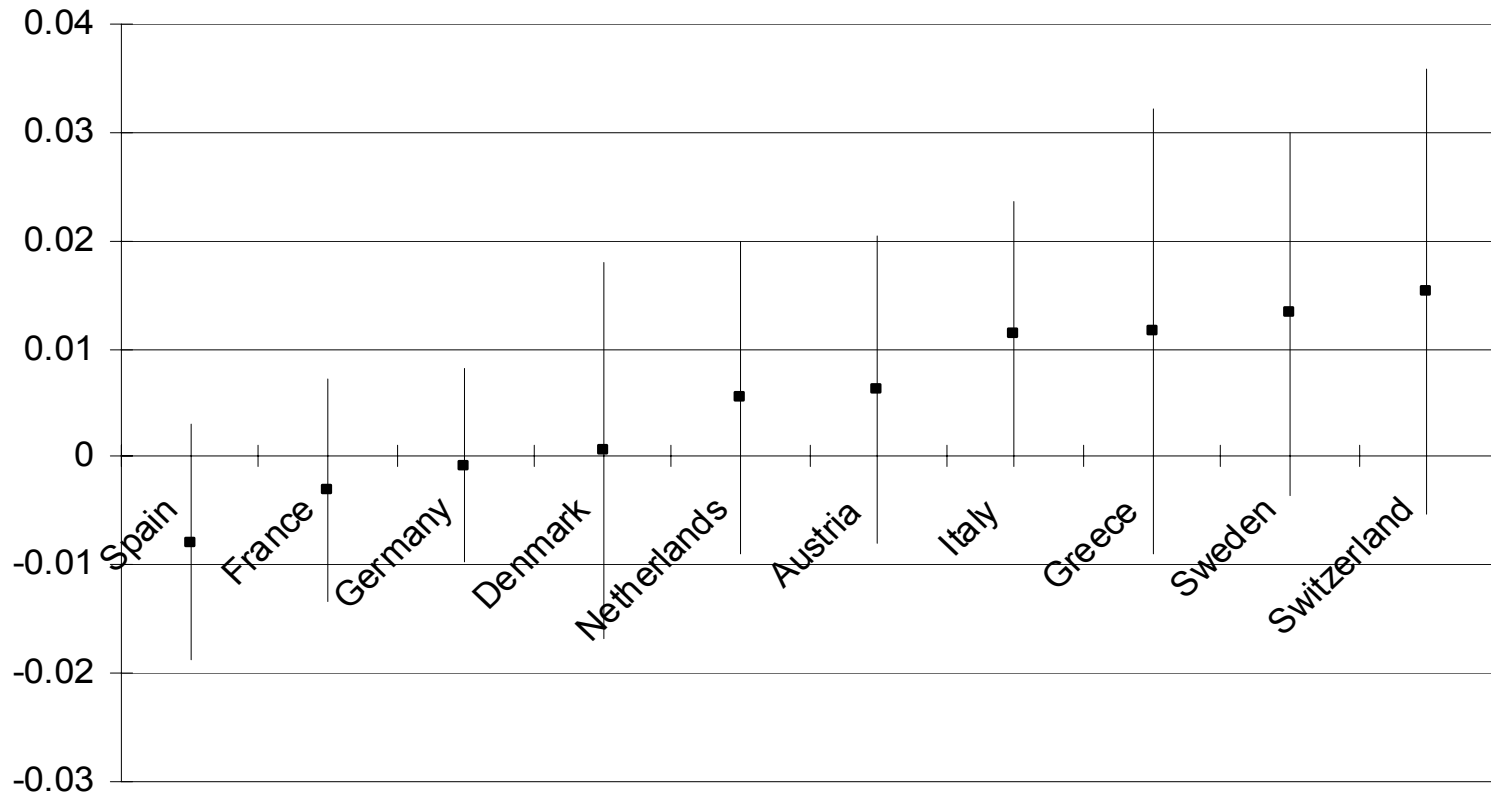
*Daten for new accredited pharmaceuticals from 30.6.2000 to 31.12.2004

Income-related inequity in probability of an inpatient stay— analysis of SHARE data

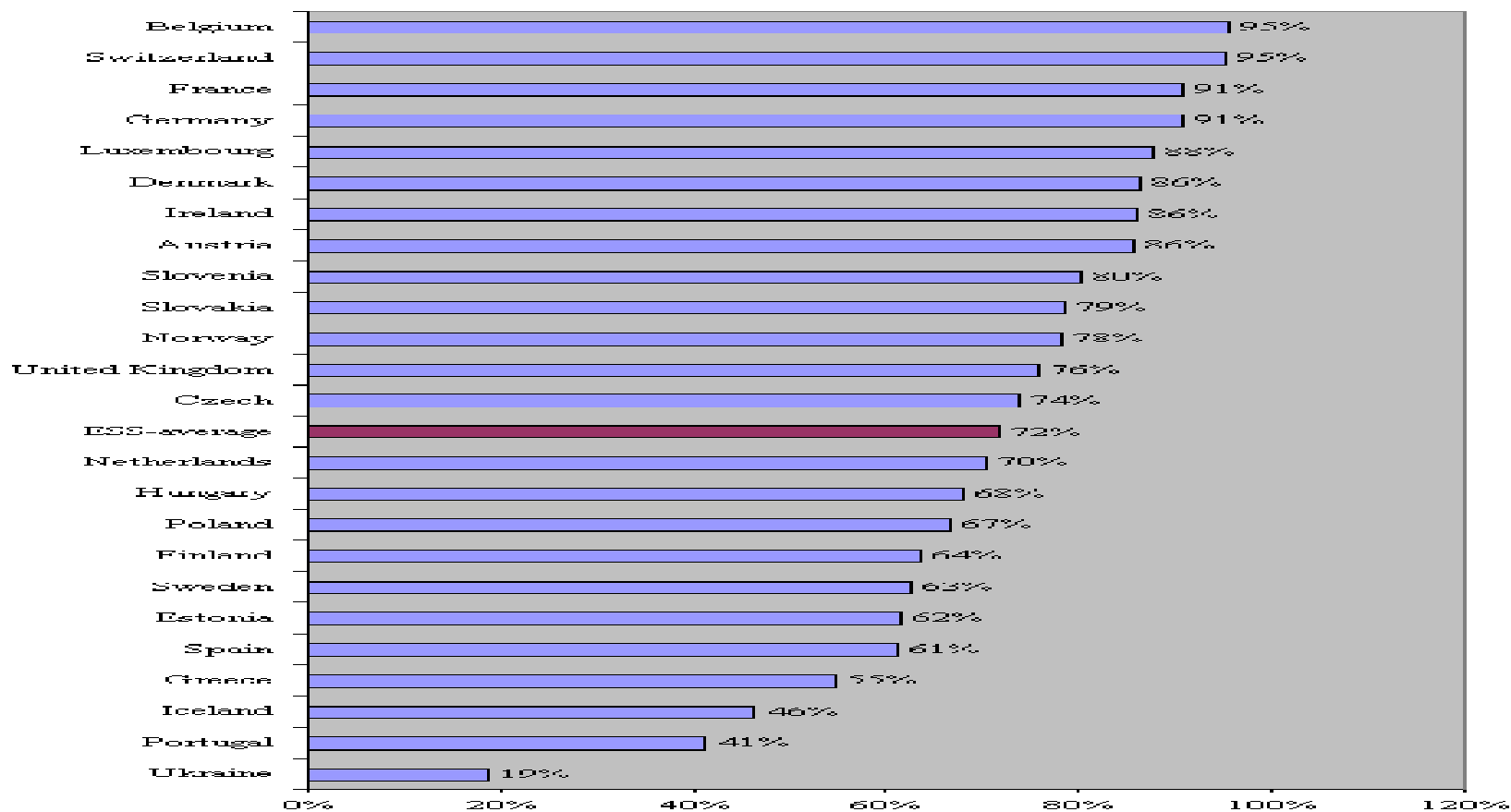


Income-related inequity in probability of a GP visit

analysis of SHARE data



Patient choice of physician - % who report having 'enough' choice



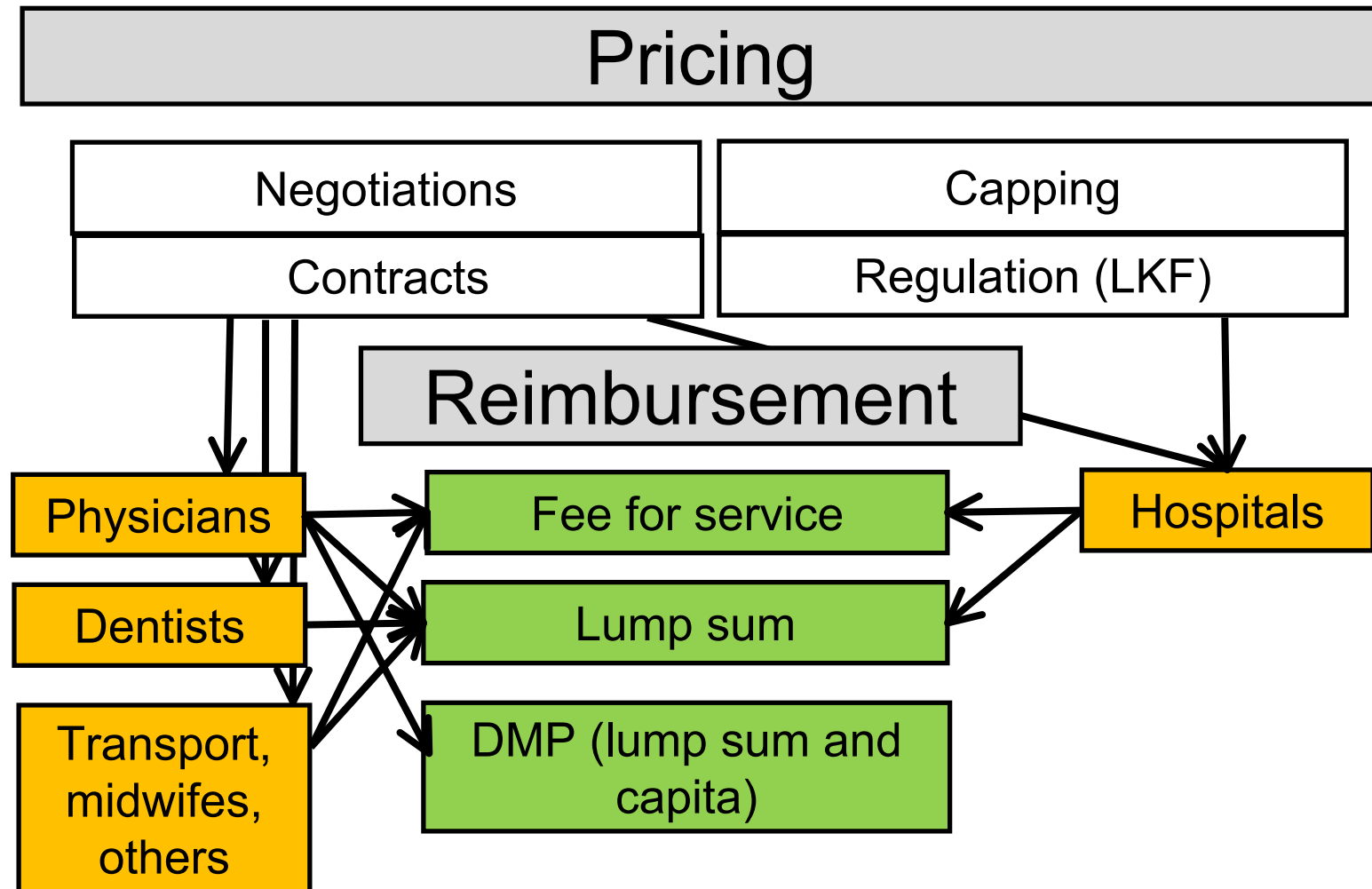
Source: European Social survey 2004

Links

- http://www.euro.who.int/Document/Obs/EuroObserver8_2.pdf
- www.sozialversicherung.at
- www.bmgfj.gv.at
- www.statistik.at
- <http://www.who.int/>
- <http://www.euro.who.int/>
- <http://www.who.int/whr/2006/en/> (world health report)
- <http://www.bmgfj.gv.at/cms/site/standard.html?channel=CH0696&doc=CMS1063371835310> (report of social situation in Europe 2006)
- <http://www.bmgfj.gv.at/cms/site/thema.html?channel=CH0548> (health system)
- http://www.activecitizenship.net/health/european_charter.pdf

Pricing

Pricing and reimbursement



Pharmaceuticals

EMEA

AGES

HEK



UHK



EKO

Selling price of the company



Gross margin



Pharmacy base price



Pharmacy selling price



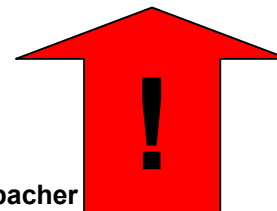
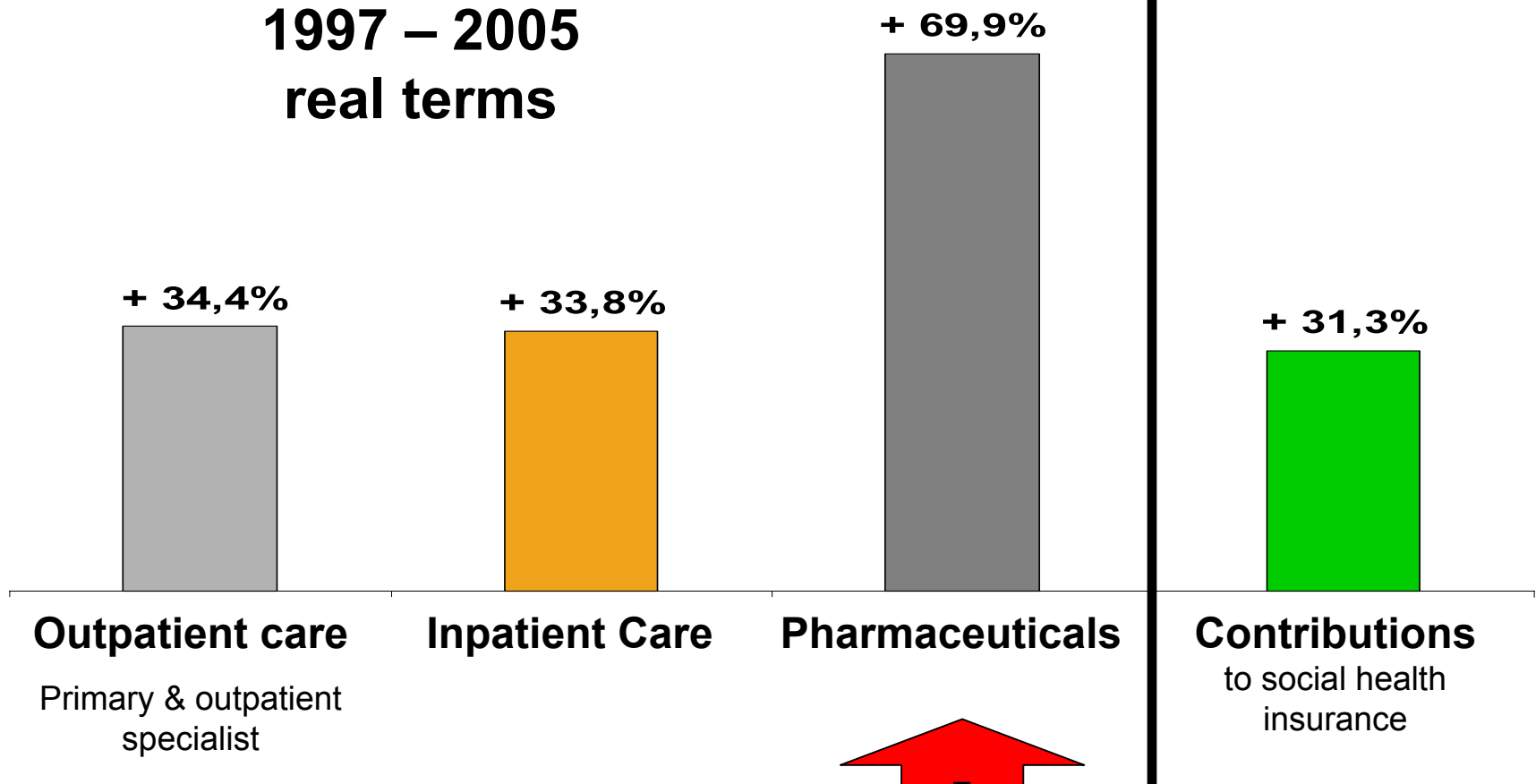
Rebate for Social Security

Generics price regulation

Social health insurance expenditures and revenues

Folie: Mag. Patera

1997 – 2005
real terms



Developments in medication sector (2000-2007)

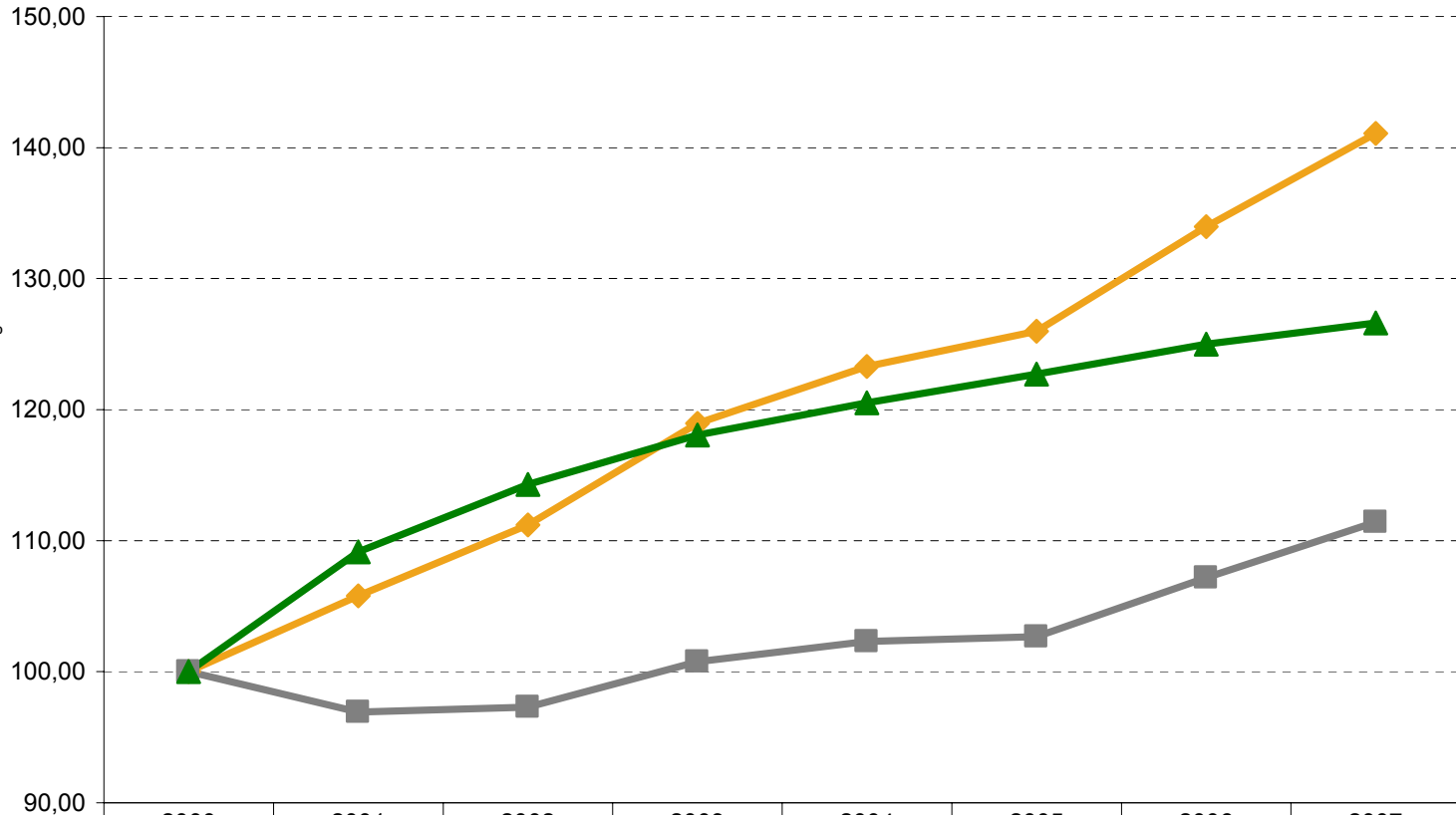
Folie: Dr. Kandlhofer

(2000 = 100)

Datenquelle: PEGASUS-SV

Anmerkungen:

- Die Jahre 2000 bis 2003 wurden für die SVA der gewerblichen Wirtschaft um den jeweiligen Prozentsatz lt. Finanz- bzw. Leistungsstatistik hochgerechnet.
- Die Kosten wurden bis 2003 um den durchschnittlichen Nachlassprozentsatz von 7,7% vermindert.
- Ab dem Abrechnungsjahr 2007 werden die Werte der meldenden Versicherungsträger VA öffentliche Bediensteter und SGKK für die Vollerfassung nicht mehr hochgerechnet.
- Das Jahr 2007 wurde auf Basis der Werte Januar bis August hochgerechnet.



	2000	2001	2002	2003	2004	2005	2006	2007
—◆— Kosten	100,00	105,78	111,21	118,95	123,30	125,99	133,97	141,09
—■— Verordnungen	100,00	96,91	97,31	100,75	102,31	102,67	107,17	111,42
—▲— Kosten / Verordnung	100,00	109,15	114,28	118,06	120,52	122,72	125,01	126,62



Constraints

- Regulation for indemnification of adequate medical services
- Regional distribution of contract physicians (calculated per inhabitants) and regulated in common contracts
- The Austrian structure planning for large medical devices (MRT, CT)
- Patients change of their treating physician just per claim period or agreement of the SV
- Prior authorization for special treatments or pharmaceuticals

Consumers

Patient rights

Basics for patients rights

KAG Novelle 1993	Patients rights
ÄG, GuKG, HebG	occupational duties
B-KAG, AMG, MPG	Administrational acts

Conclusion in Patient Charta

BGBI I 1999/195	
§5a B-KAG, BGBI 1993/801	

Information	§12 (3), §9a(3), §15 Tir-KAG, §62a B-KAG, §10(1)z7 B-KAG, §35(6) Tir-KAG, §110 StGB, §§8(3), 24(3), 5a B-KAG, §35(2), §9aZ2 Tir-KAG, §16 ABGB, §38 AMG, §5 AIDS-G, §7 FMedG, §9 PlasmaphereseG, §39 (1) AMG, §49(4) MPG, §36 UbG, §8 FMedG, §8(2)Z3 PlasmaphereseG, JBI 1995/453, KRSlg 685(1983), EvBl 1990/87, KRSlg JBI 1998/373, 1995/453, RdM 199, 151, SZ 62/18, §51 ÄG, §5GuKG, §§273ff ABGB
-------------	---

Visits and Contacts	§9a Z4, Tir-KAG
---------------------	-----------------

psychic support	§9a Z5 Tir-KAG
-----------------	----------------

care for privat sphere	§9a Z7 Tir-KAG, §16 ABGB, §54 ÄG, §82 AMG, §110 MPG, §11(2) MTD-G, §60 MTF-SHD-G, §& GuKG, §7 HebG, §14 Psychologen G, §15 PsychotherapieG, §14 Tir-KAG, §20 Apothekerbetriebsordnung, §1 StGB, §62a B-KAG, §1 DSG
------------------------	--

degnified dying	§9a Z4, Z9, Z5, §13 Tir-KAG
-----------------	-----------------------------

child suitability	§9a Z11 Tir-KAG
-------------------	-----------------

Art 7B-VG - equity - for hospitals

unrefusability	§§23,24, 33 Tir-KAG
----------------	---------------------

high level physical care	§§11(2), 12(1) Tir-KAG
--------------------------	------------------------

physical care at state of scientific art	§12(3) Tir-KAG
--	----------------

constant nursing care	§9a Z12 Tir-KAG
-----------------------	-----------------

quality assurance	§9b Tir-KAG
-------------------	-------------

maternal escort for babies	§34 (2) Tir-KAG
----------------------------	-----------------

psychologic support	§9a Tir-KAG
---------------------	-------------

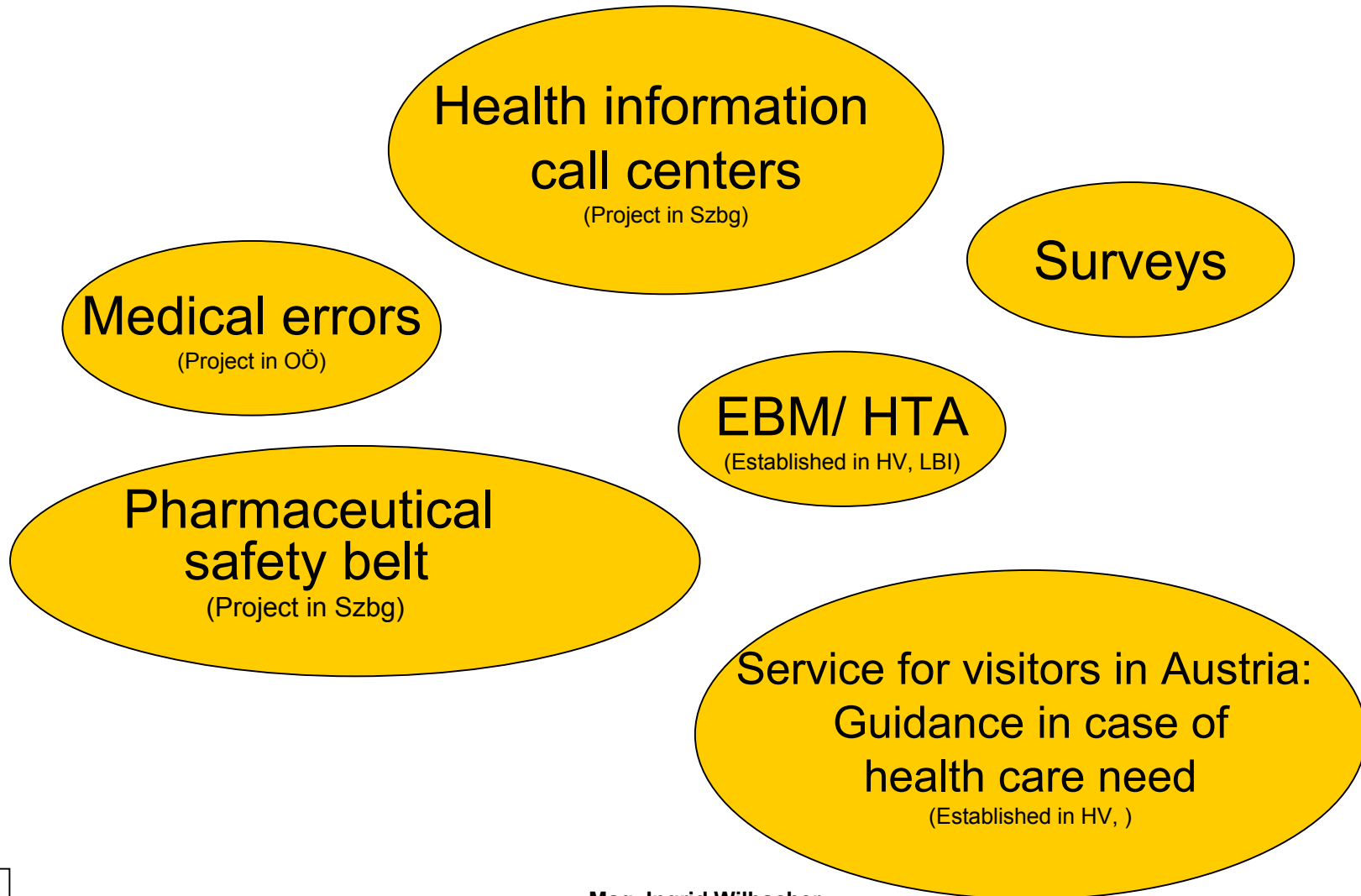
control of pharmaceuticals and med. products	§12a Tir-KAG
--	--------------

Source: Patientenrechte Dr. Gertrud Kalchschmid, Gesundheitsinformationsnetz, Druckversion; ehem. <http://gin.uibk.ac.at/thema/rechtsinformation/patientenrechte/index.html>

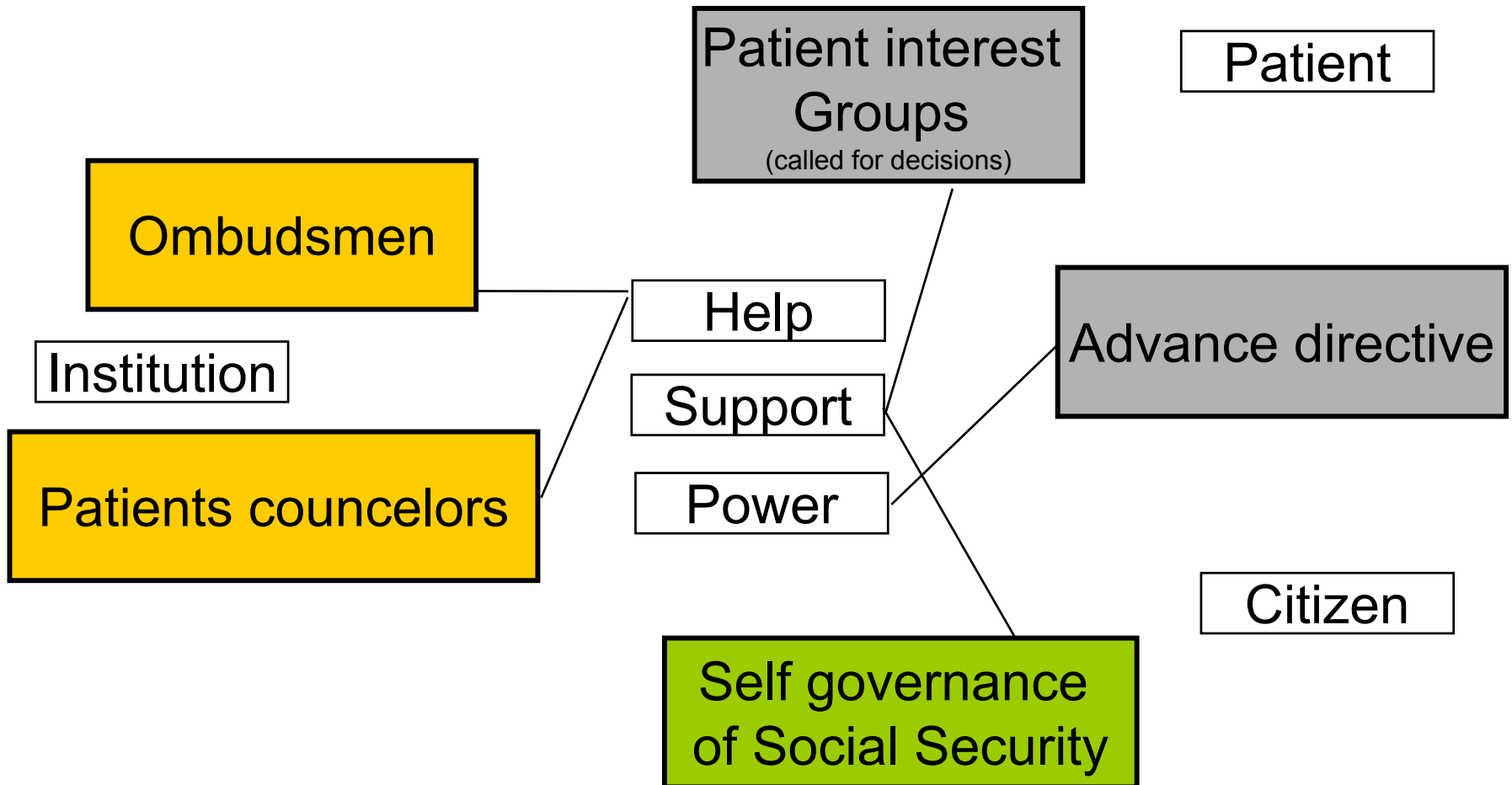
Transparency for payers and consumers

- LIVE programm
- Disease Management – Guidelines – *Arznei&Vernunft* (medicines and reason)
- E-card
- PPRI – Pharmaceutical Pricing and Reimbursement Information (SV entered the network)
- Sozial Security online (newspaper)
- Numbers and facts - SV online (statistics)
- ÖNORM
- EKO

Consumer protection



Patients advocacy



Links

http://www.euro.who.int/Document/Obs/EuroObserver8_2.pdf (Wörz 2006, Euro Observer)

http://www.activecitizenship.net/health/european_charter.pdf

<http://www.arbeiterkammer.at/www-402-IP-17108-AD-14100.html> (patients rights)

http://www.arbeiterkammer.at/pictures/d24/Rechte_als_Patienten.pdf

www.patientenanwalt.wien.at

www.aekwien.or.at

<http://wien.arbeiterkammer.at>

www.sozialversicherung.at (Online service SV for health available in May 2008, with an EM logo on the startsite)

http://www.sozialversicherung.at/portal/index.html?ctrl:cmd=render&ctrl>window=esvportal.channel_content.cmsWindow&p_menuid=58489&p_tabid=5 (EBM Social Security)

http://www.sozialversicherung.at/portal/index.html?ctrl:cmd=render&ctrl>window=esvportal.channel_content.cmsWindow&p_menuid=3603&p_tabid=6 (multilingual information of SV)

<http://hta.lbg.ac.at/de/index.php> (HTA)

www.ihs.ac.at

www.verwaltung.steiermark.at (Ombudsman)

www.wienkav.at (Ombudsman)

www.sbg.ac.at (Ombudsman)

http://www.sozialversicherung.at/portal/index.html?ctrl:cmd=render&ctrl>window=esvportal.channel_content.cmsWindow&p_menuid=1001&p_tabid=8 (patient counselors)

http://www.3i-software.at/cgi-bin/hvbexpert/enb.cgi?WHAT=ANZEIGE&LAYOUT=&WIZARD=ESV-TOURIST&LANG=&WAS=E1_ESV-Tourist-Sprachauswahl.html&TRAEGER=DEFAULT&&BEREICH=ETO&OHNEWEITERBUTTON=1 (Euro 2008)

http://www.euro.who.int/HEN/Syntheses/primaryvsspecialist/20040115_15 (Atun 2004) (equity of access and patient satisfaction)

http://www.nachhaltigkeit.at/monthly/2004-12/pdf/gk_bachinger.pdf; (Bachinger 2004)

http://www.sozialversicherung.at/portal/index.html?ctrl:cmd=render&ctrl>window=esvportal.channel_content.cmsWindow&p_menuid=8222&p_tabid=6&p_pubid=71080 (Patient interest groups)

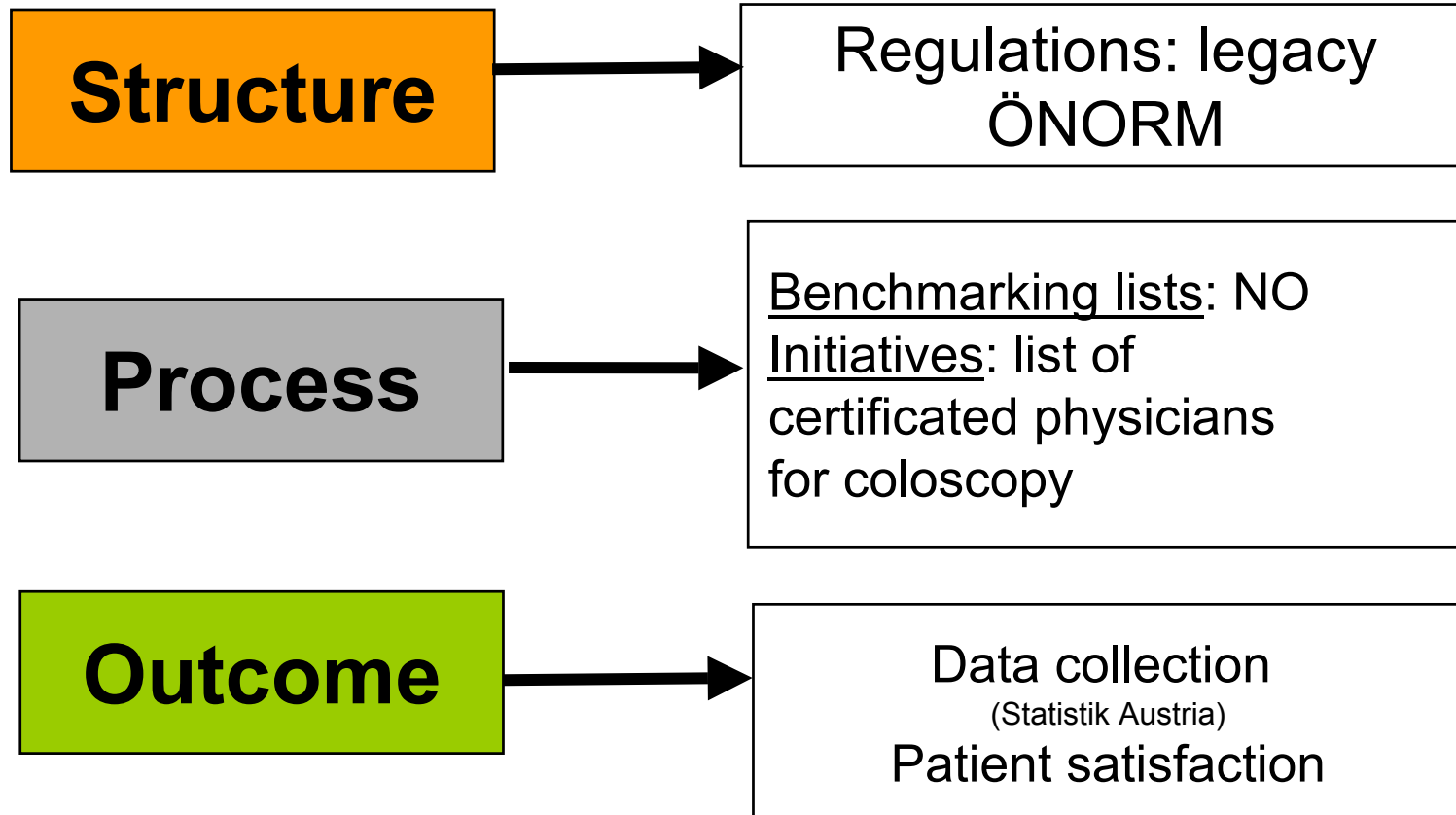
<http://www.sus-wien.at/> (Patient interest groups)

<http://www.noel.gv.at/gesundheit/gesundheitsseinrichtungen/suchtkoordination/selbsthilfegruppen.html> (Patient interest groups)

<http://www.avsv.at>

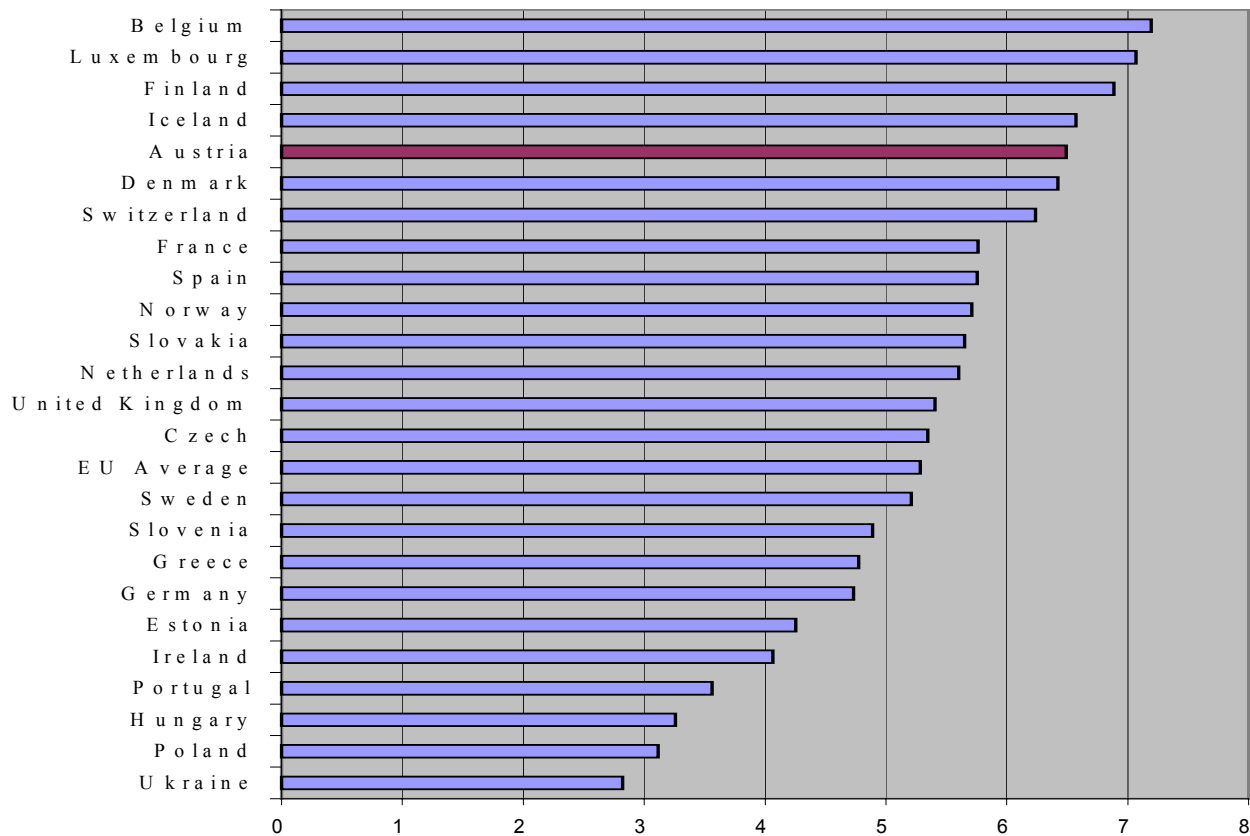
Quality

Quality



Satisfaction with the health system

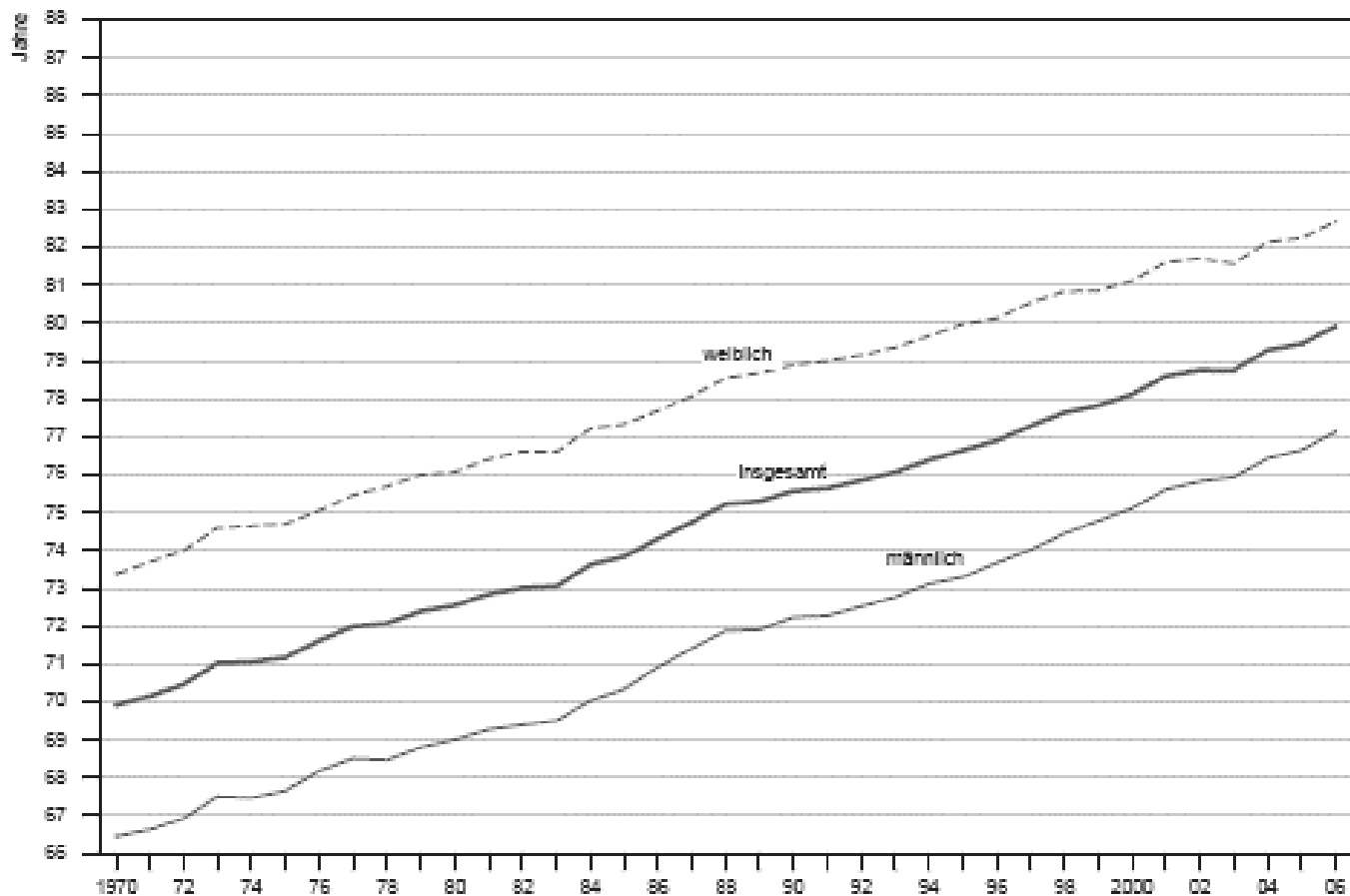
Overall satisfaction with health services



Outcome quality

Life expectancy at birth 1970-2008

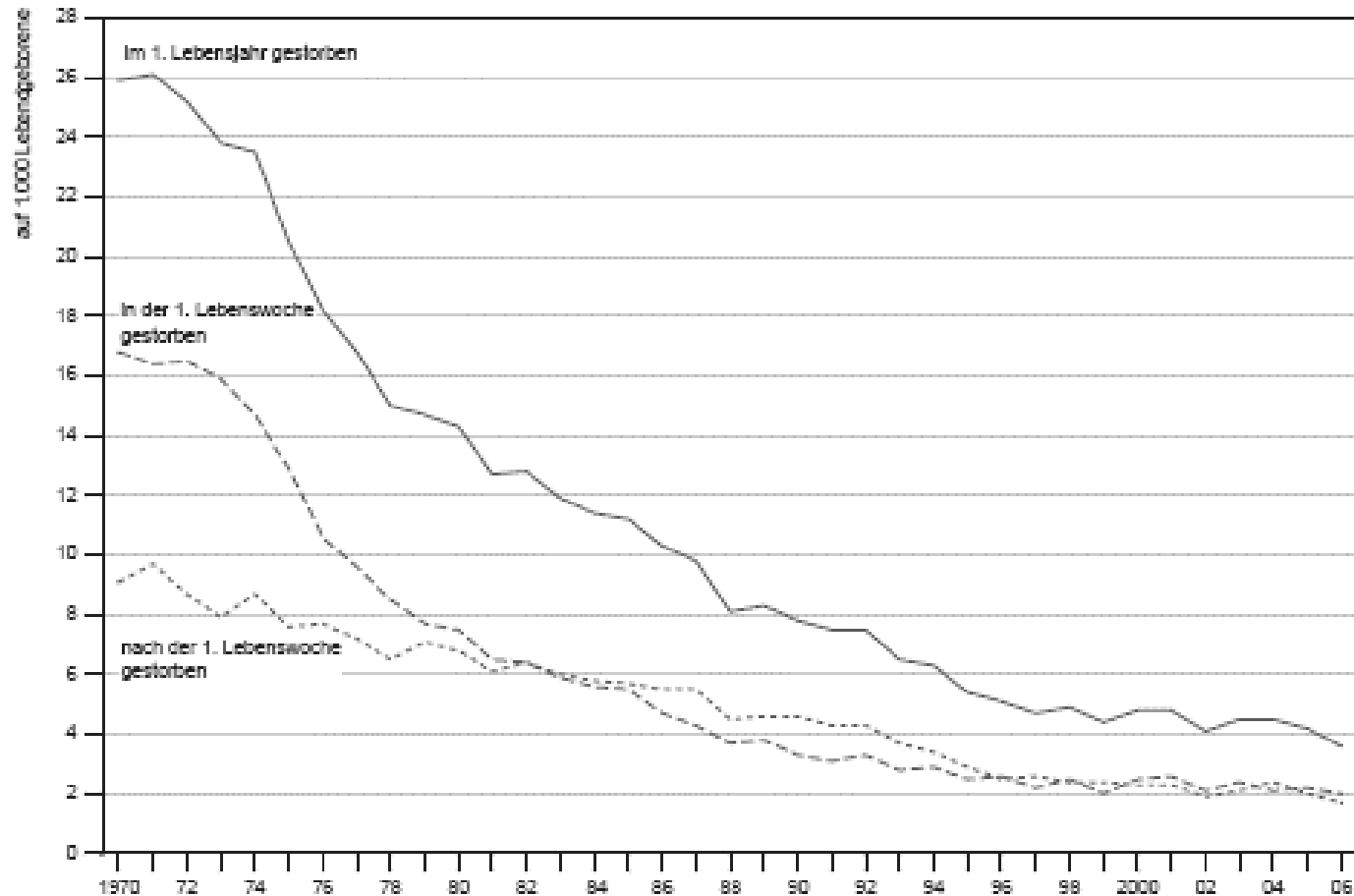
2.15 Lebenserwartung bei der Geburt 1970 bis 2008
Life expectancy at birth 1970 to 2008



Outcome quality

Infant mortality 1970-2006

2.16 Säuglingssterblichkeit 1970 bis 2006
Infant mortality 1970 to 2006

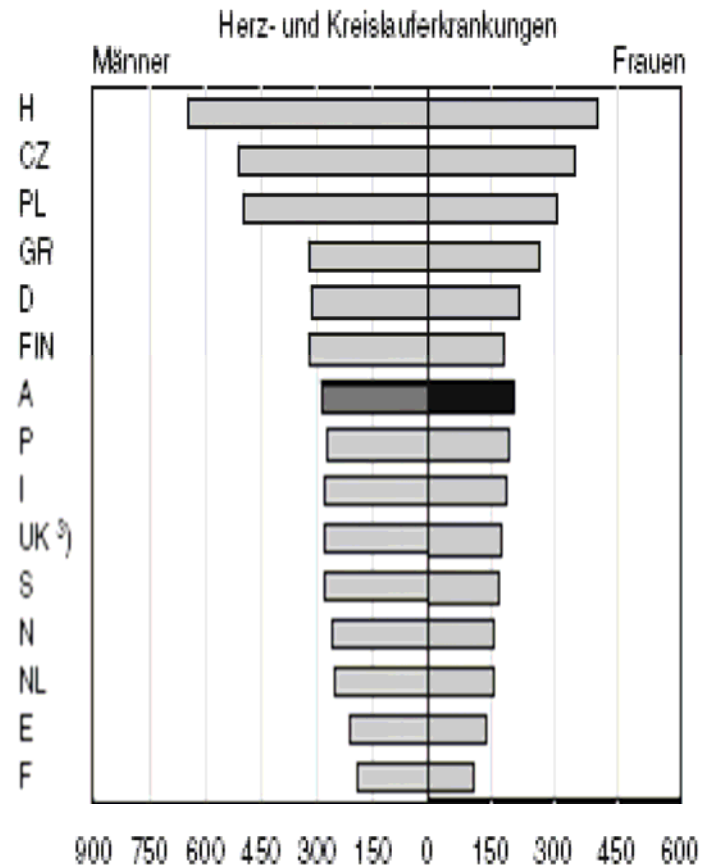
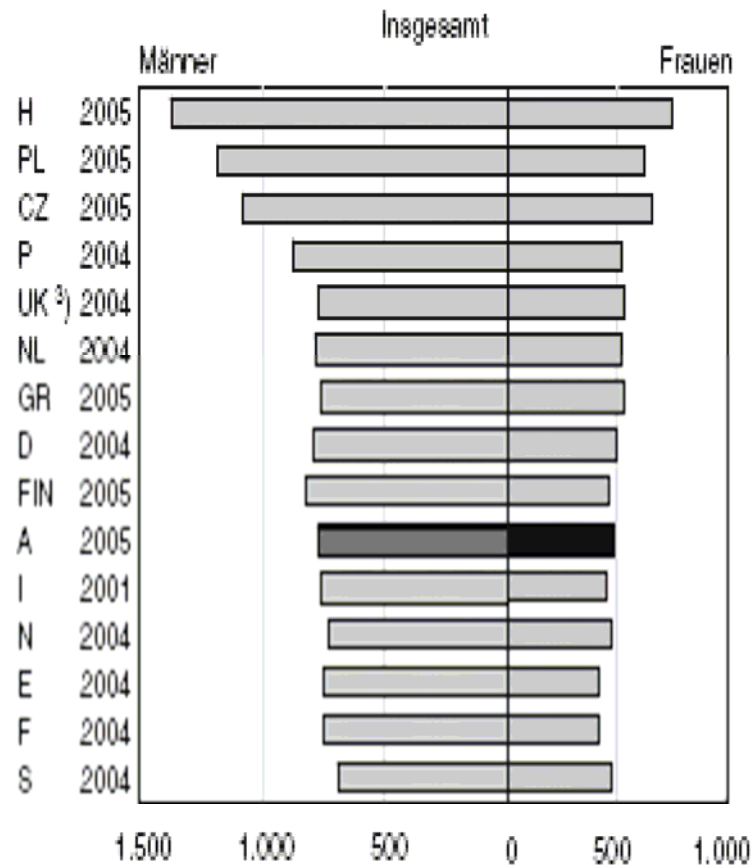


Outcome quality

General and cardiovascular diseases

(Source: Statistik Austria)

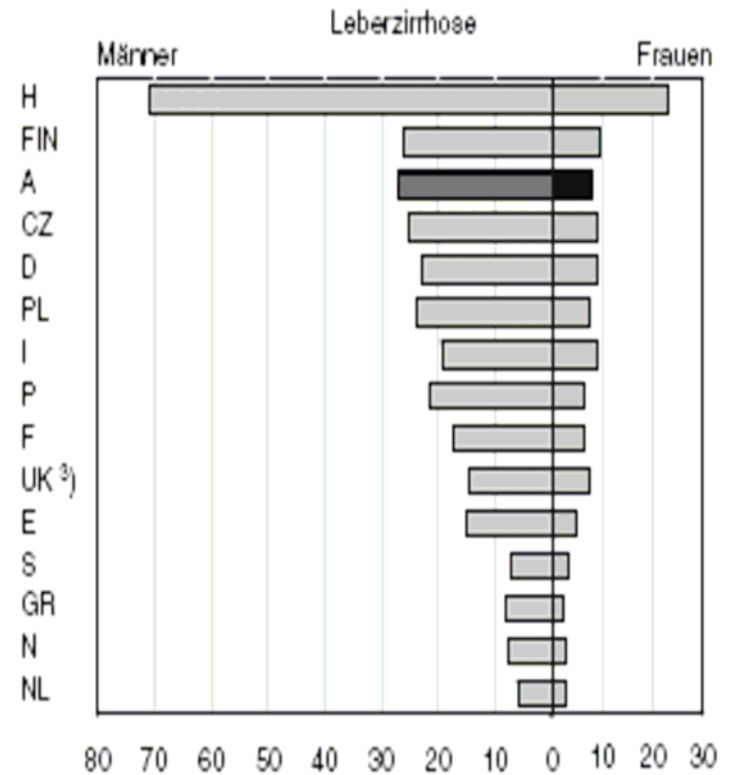
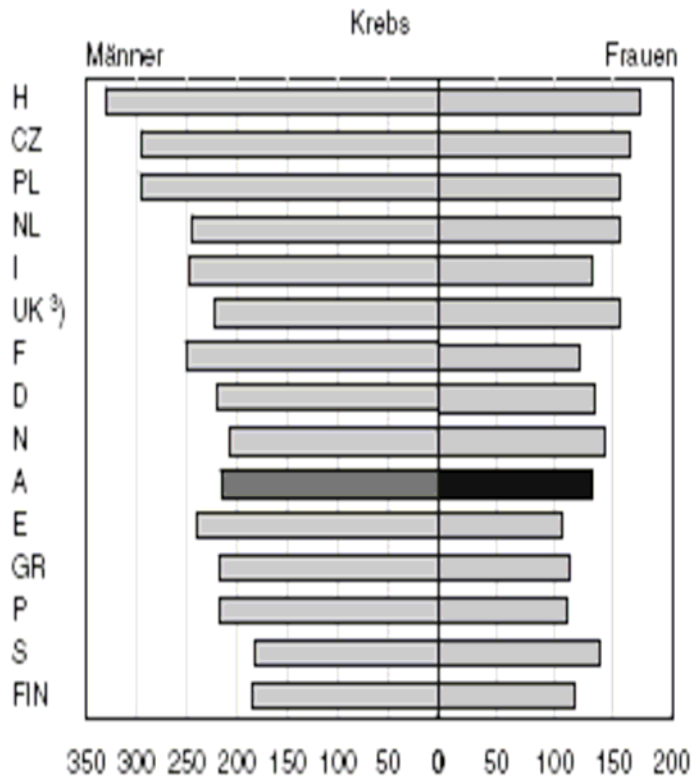
Age-standardized mortality rates by main causes in selected countries



Outcome quality

Cancer and liver cirrhosis

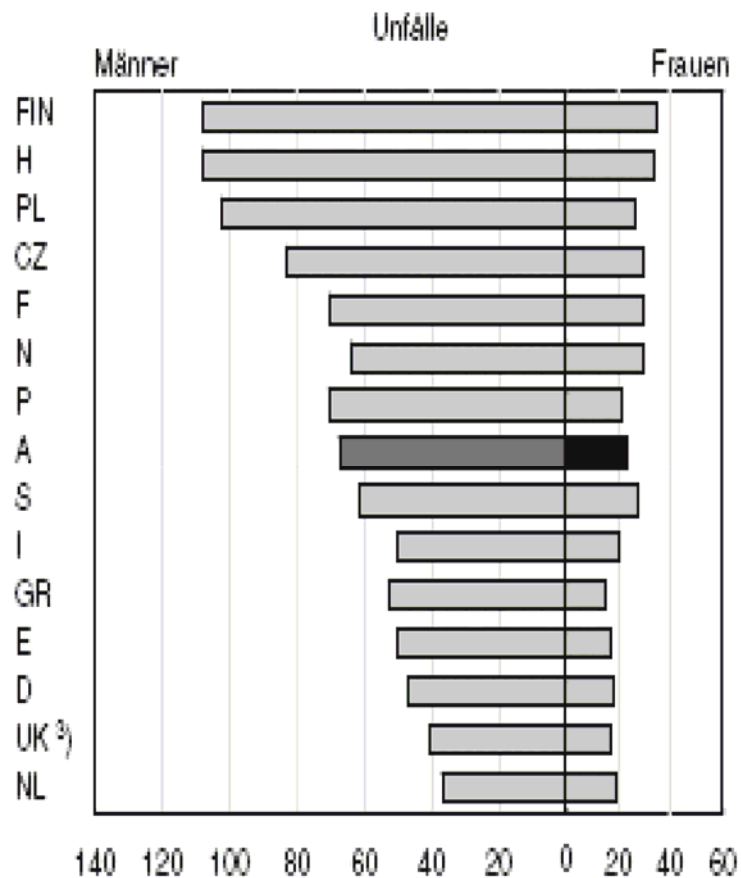
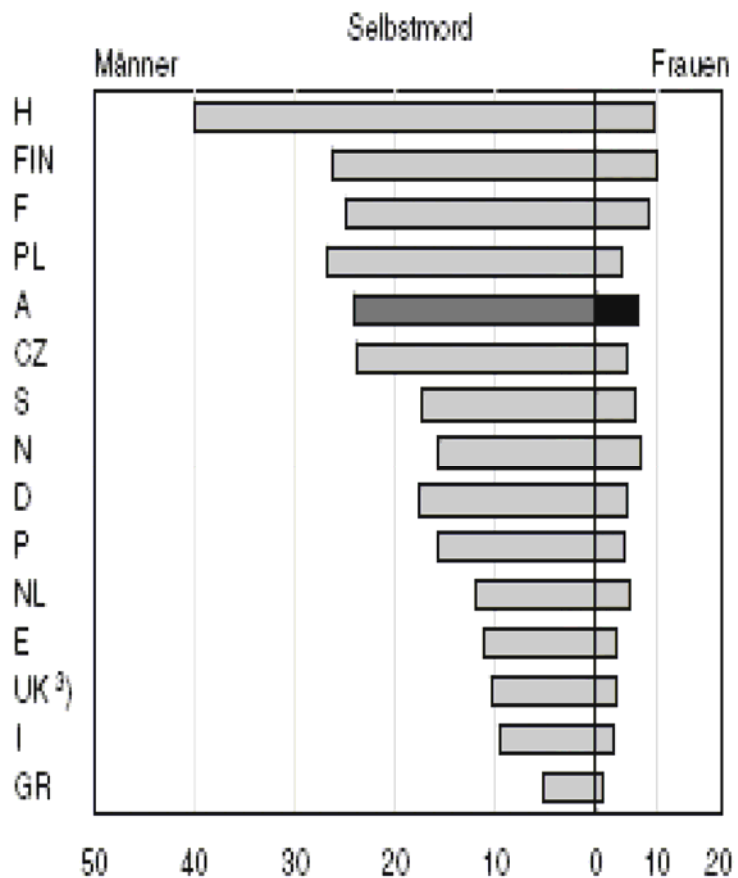
(Source: Statistik Austria; age standardised mortality)



Outcome quality

Suicide and trauma

(Source: Statistik Austria; age standardised mortality)



Room for improvement –

LSE assessment

- Culture of **quality and patient safety** (CIRPS - Critical Incident Reporting and Prevention System)
- Transparent **guidelines of high quality** (A&V)
- **Patients' information and empowerment**
- Medication usage (systematical detection of errors, **monitoring for prescription quality**, link different systems) (BIG)
- **Comprehensive patient care management** (disease management, case management) (DMP DM Stmk, Integrierte Versorgung CC)
- **Quality indicator models** (like the danish PATH)
- **Quality benchmarking** (Physicians)
- **Harmonisation** of different structures

Links

ÖNORM

<http://www.on-norm.at> (ON_K 179 medical technics, ON_K 185 dental technics, ON_K 194 transport, ON_K 196 technical devices for disabled, ON_K 215 for conditioning of medical devices, ON_K 250 quality management)

Institutions and quality

http://www.sozialversicherung.at/portal/index.html?ctrl:cmd=render&ctrl>window=esvportal.channel_content.cmsWindow&p_menuid=58489&p_tabid=5
(EBM Social Security)

<http://hta.lbg.ac.at/de/index.php> (HTA)

<http://www.oeqmed.at> (Austrian society for quality assurance and quality management in medicine – quality reporting)

<http://www.biqq.org> (governmental institute for quality in health system)

<http://www.fgoe.org> (funds for healthy Austria)

<http://www.googlesearch.com/u/MedizinischeUniversitaetWien?q=qualit%E4t> (Medical faculties)

<http://www.ihs.ac.at>

<http://www.oeaw.ac.at> (Academy of sciences)

http://www.sozialversicherung.at/portal/index.html?ctrl:cmd=render&ctrl>window=esvportal.channel_content.cmsWindow&p_menuid=8222&p_tabid=6&p_pubid=71080 (Patient interest groups)

<http://www.ages.at> AGES (Agency for health and nutrition security)

<http://www.oeggh.at> (list of physicians with quality certificate for coloscopy)

Service quality – guidelines

http://www.sozialversicherung.at/portal/index.html?ctrl:cmd=render&ctrl>window=esvportal.channel_content.cmsWindow&p_menuid=2988&p_tabid=3
(rational prescription)

http://www.aekwien.at/media/060224Leitlinien_Alkin.pdf (guidelines of physicians' colleges)

http://www.sozialversicherung.at/portal/index.html?ctrl:cmd=render&ctrl>window=esvportal.channel_content.cmsWindow&p_menuid=62950&p_tabid=2&p_pubid=127218 (DMP diabetes, SoSi article)

http://www.sozialversicherung.at/portal/index.html?ctrl:cmd=render&ctrl>window=esvportal.channel_content.cmsWindow&p_menuid=59337&p_tabid=3
(Austrian prevention screening, VUneu)

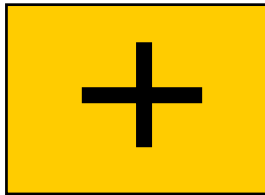
Quality reporting

<http://www.kaerntner-landtag.ktn.gv.at>

<http://www.auva.at>

www.jeder-fehler-zählt.de

Pro and contra in the Austrian Health Care System

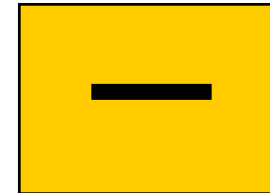


Equity

High medical standard

Live expectancy - outcomes

Waiting lists



Number of Hospitals

Number of high tech

Quality indicators (process)

Complex structures

Thank you for your attention!

ingrid.wilbacher@hvb.sozvers.at