



The Cross-Border Health-Care Directive

**Presentation of key findings from a
recent evaluative study**

DG SANTE, Unit B3 Cross border Healthcare, eHealth
11 March 2016

Overview

Context of the evaluative study

Study Design

Study Results: Main Highlights

Current joint challenges

Next steps



Evaluative Study on Dir 2011/24/EU: The End-User Perspective

Authors: KPMG Italy, Technopolis Group and Empirica Gmbh.

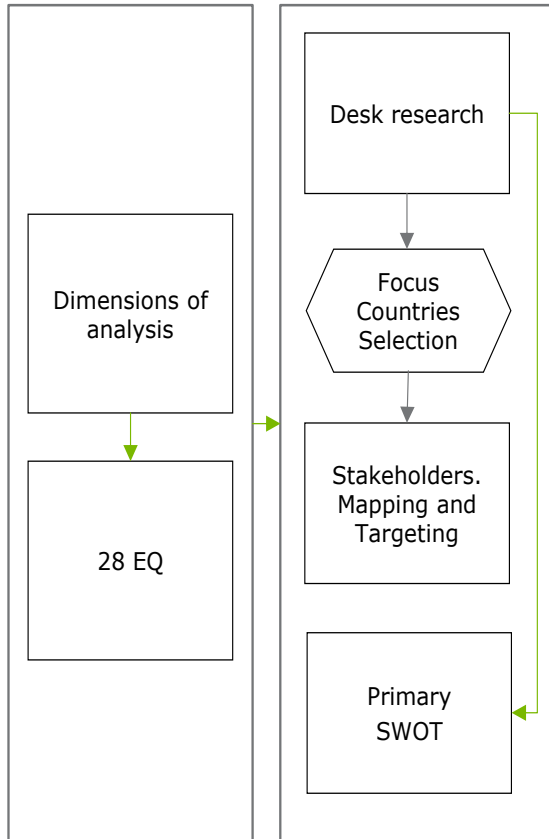
Timeline: May 2014 - March 2015.

Analytical tools used in data gathering:

- Desk research and literature review
- Website analysis of NCP websites (EU28)
- Online survey to NCPs (12 EU MSs)
- Pseudo patient investigation method (12 EU MSs)
- Stakeholder interviews (59 in total)

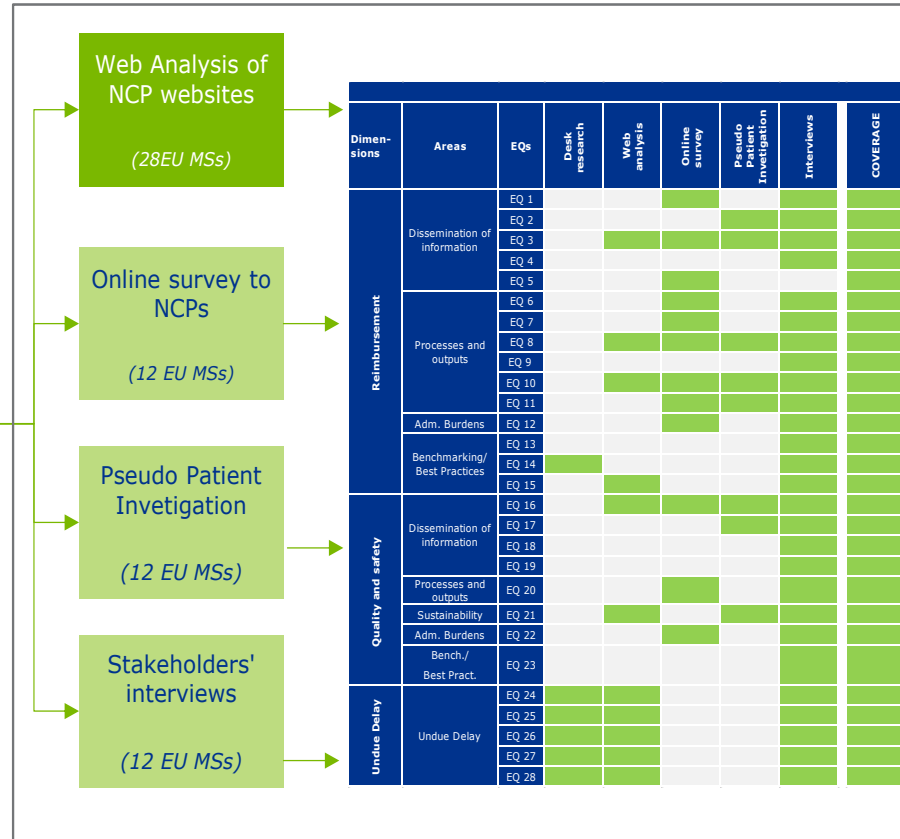
INCEPTION

Starting from the dimensions of analysis, the relevant stakeholders were identified through preliminary desk research



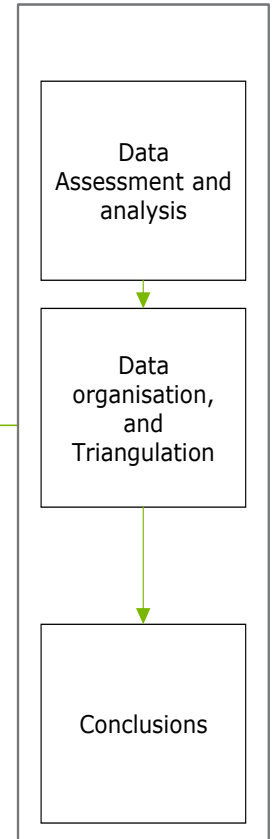
DATA COLLECTION

The different tools were designed and specifically tailored according to the target stakeholders and the EQs



ANALYSIS

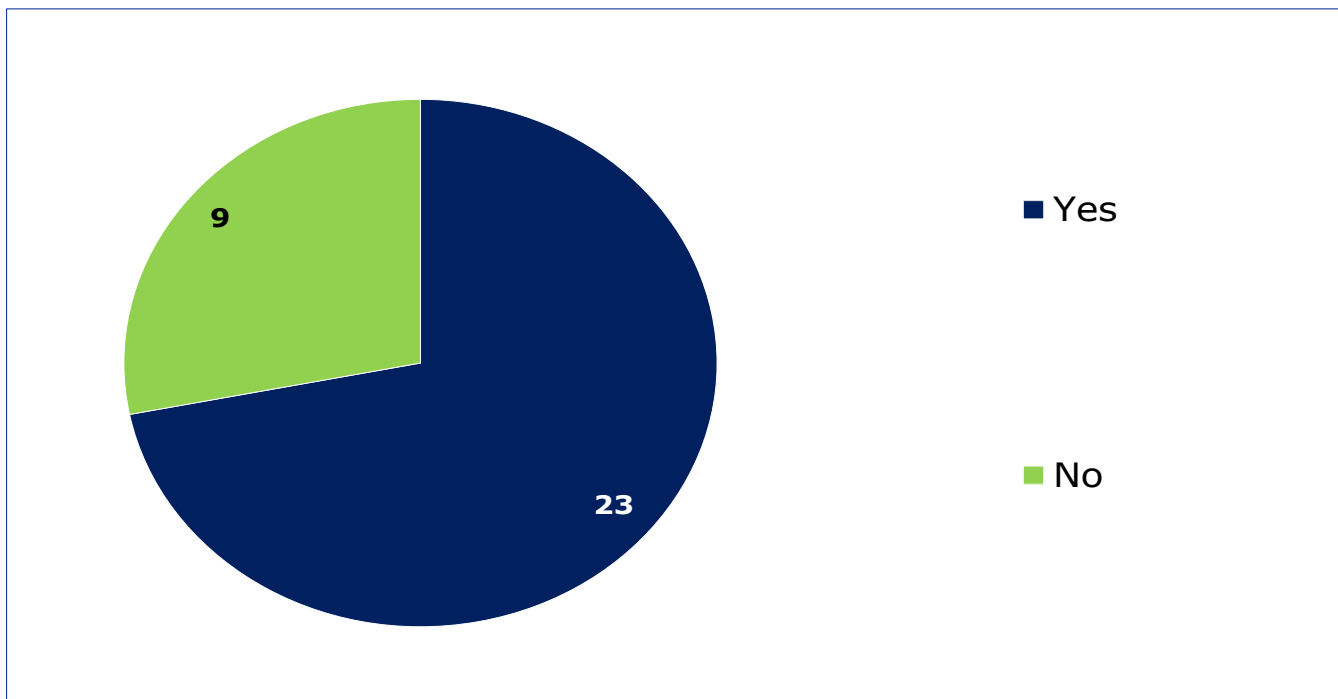
Data and information are assessed and analysed



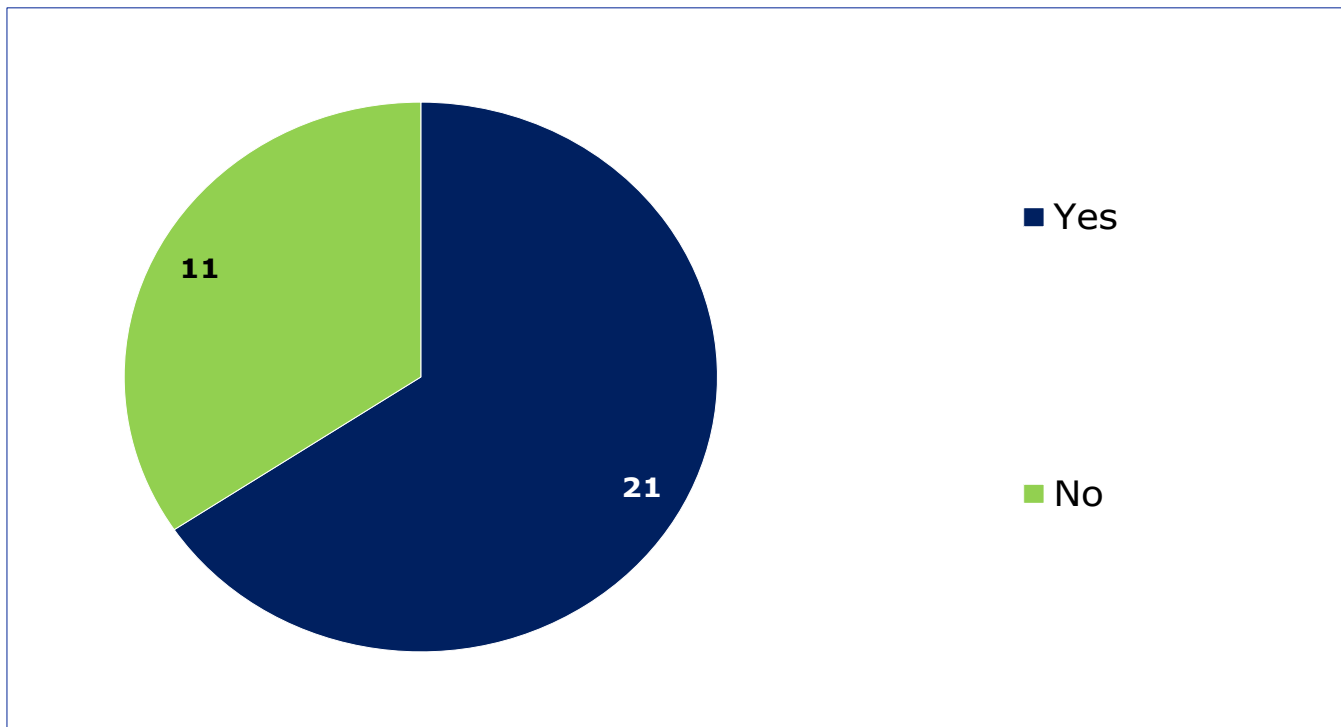
Evaluative Study Results Highlights

Website Analysis

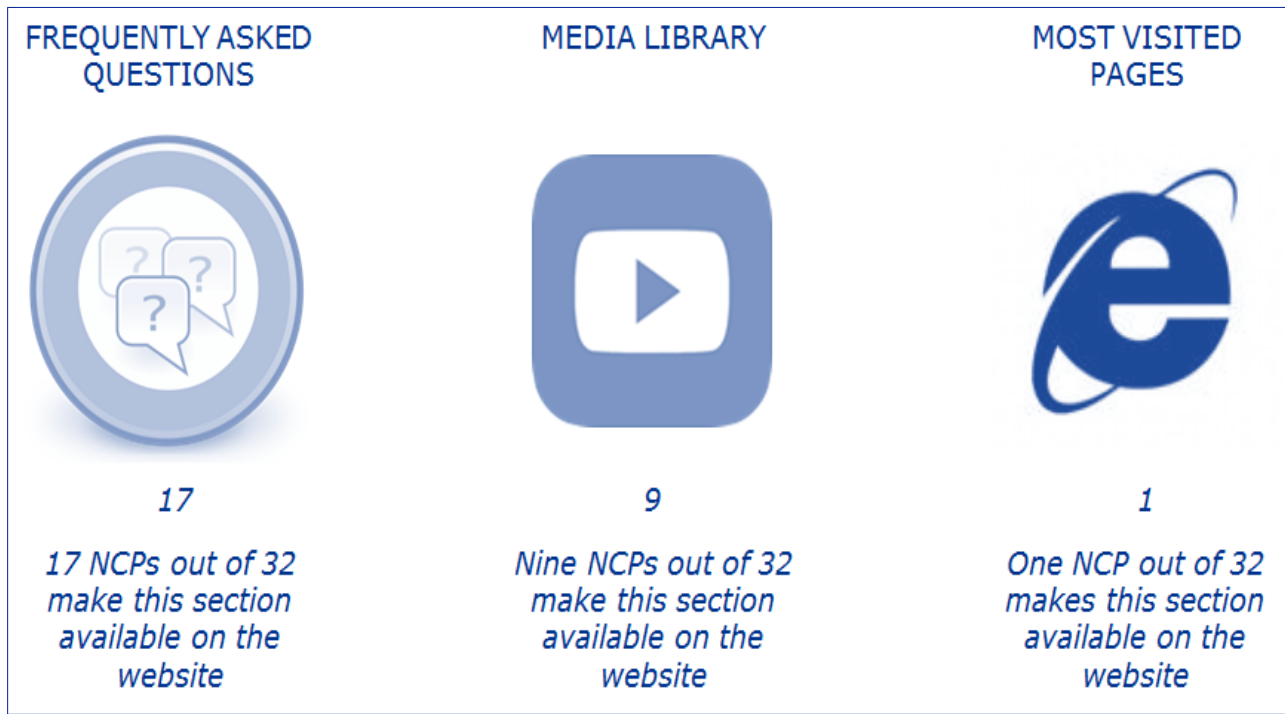
Pie-chart 1: NCP websites providing information on contact details of other NCPs



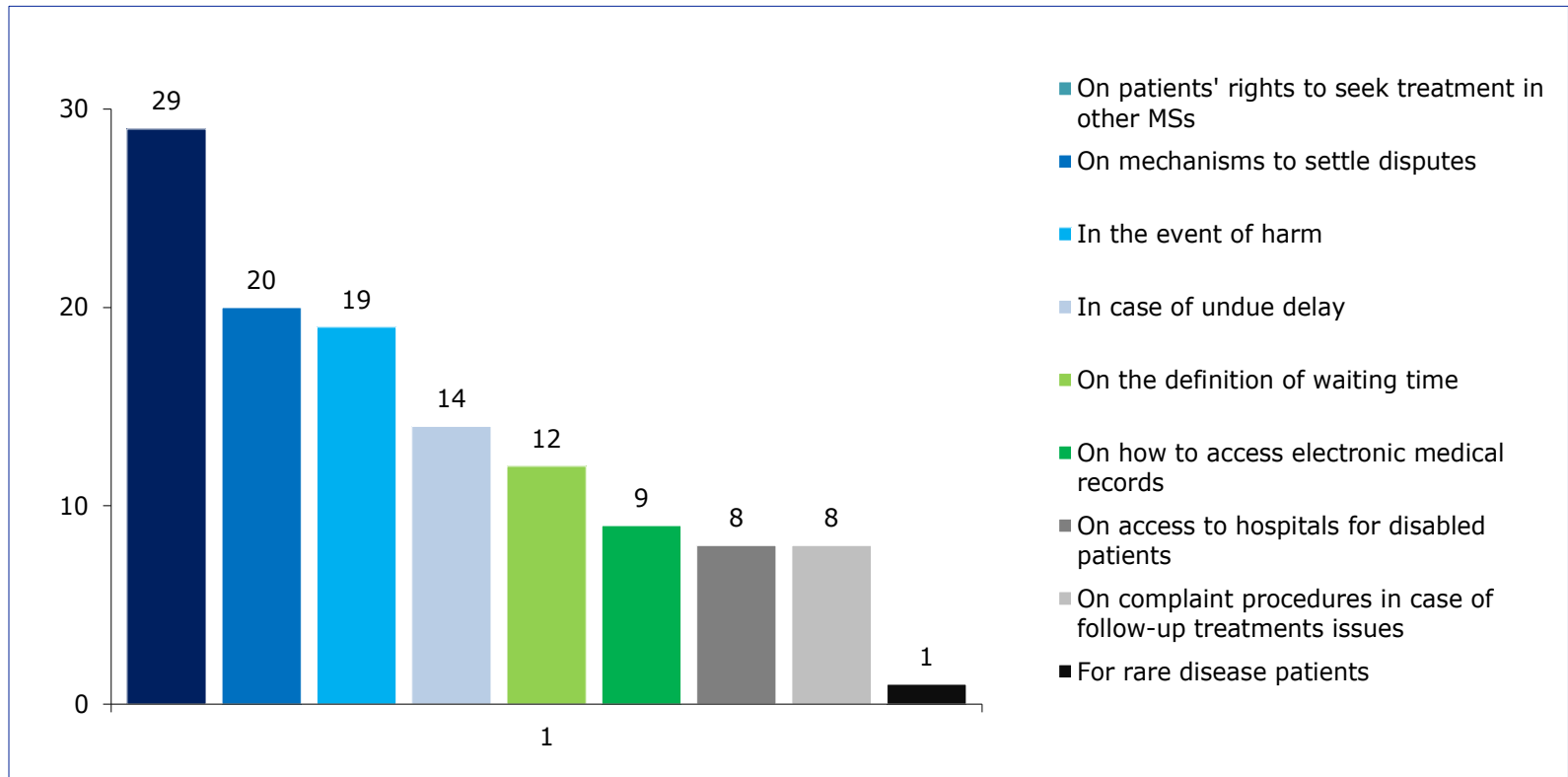
Pie-chart 2 - NCP websites which distinguish the EU Regulation 883/2004 and the EU Directive 24/2011



Presence of sections helping users to find information on the 32 websites analysed



Bar chart - NCP websites which contain information on patients' rights



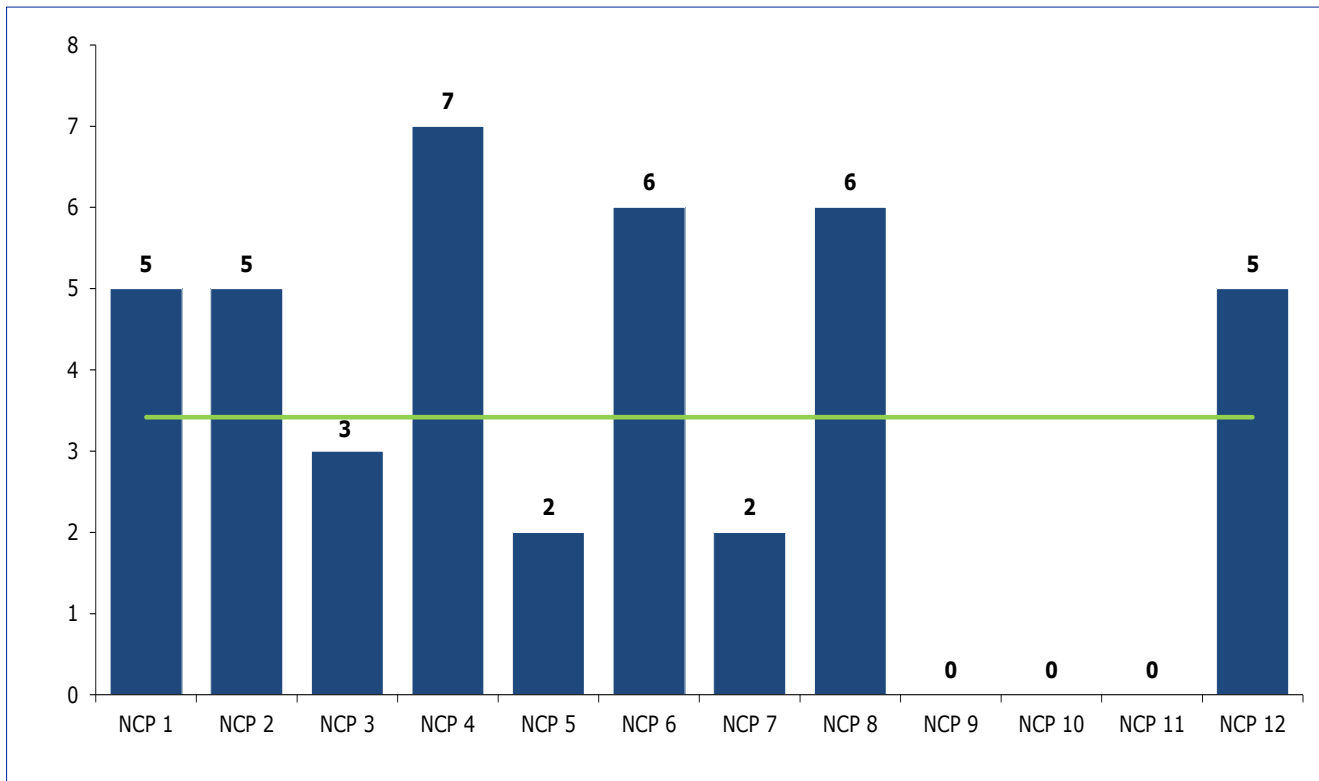
Evaluative Study Results Highlights

Mystery Shopping

Status of the NCPs contacted – Scenario 1

Contacts and answers				
NCP	Submitted		Answered	
	E-mail	Phone call	E-mail	Phone call
NCP 1		Not available		Not available
NCP 2			No	
NCP 3		Not available		Not available
NCP 4				
NCP 5				
NCP 6				
NCP 7				
NCP 8		Not available ¹		
NCP 9				No
NCP 10				
NCP 11		Not available		Not available
NCP 12				
Total	12	9	11	8
%	100%	100%	92%	89%

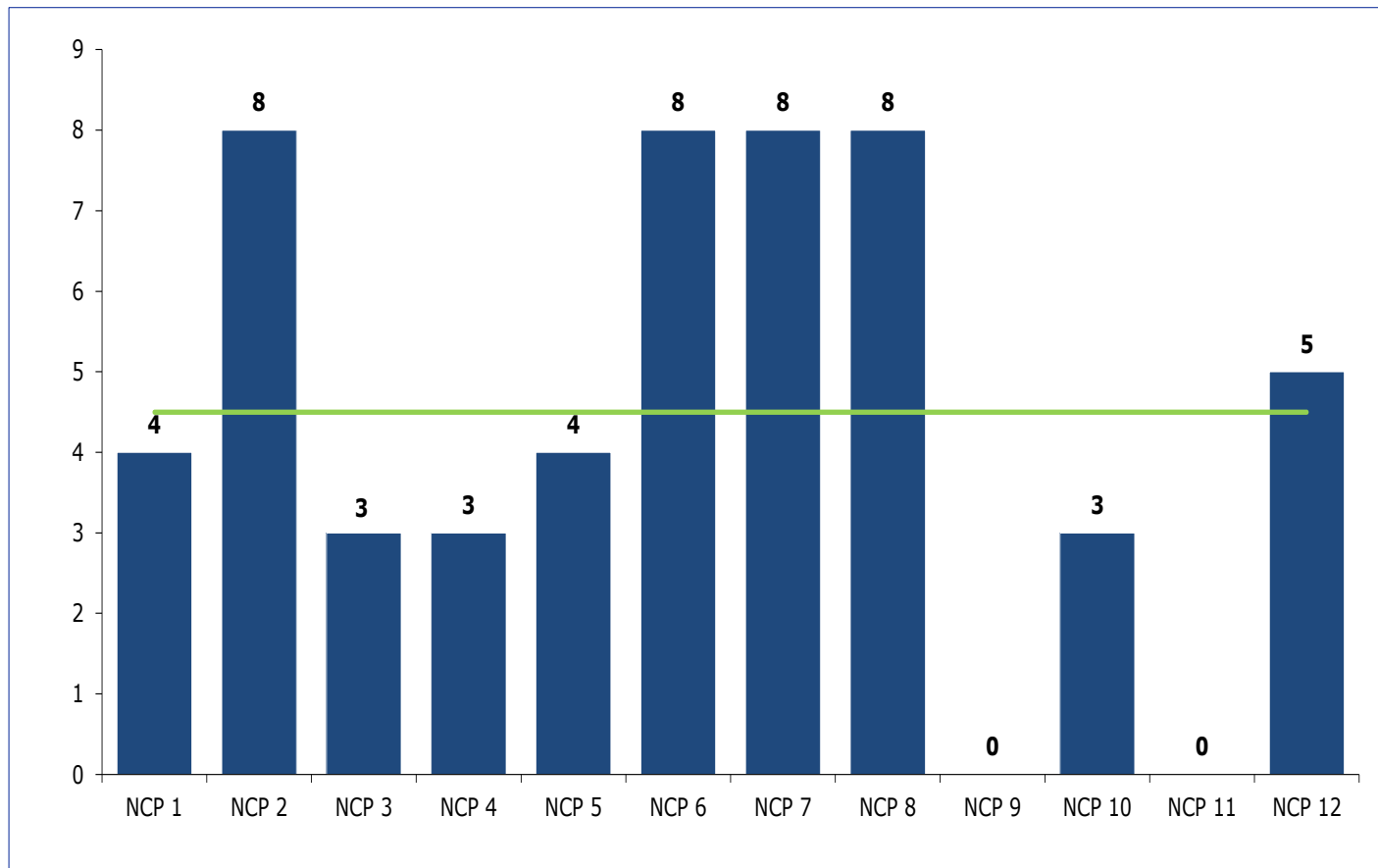
NCPs answers in Scenario 1 assessed for information provision



Status of the NCPs contacted – Scenario 2

Contacts and answers				
NCP	Submitted		Answered	
	E-mail	Phone call	E-mail	Phone call
NCP 1		Not available		Not available
NCP 2				
NCP 3		Not available		Not available
NCP 4		No		No
NCP 5				
NCP 6				
NCP 7				
NCP 8		Not available		
NCP 9				No
NCP 10				
NCP 11		Not available		Not available
NCP 12				
Total	12	7	12	6
%	100%	88%	100%	75%

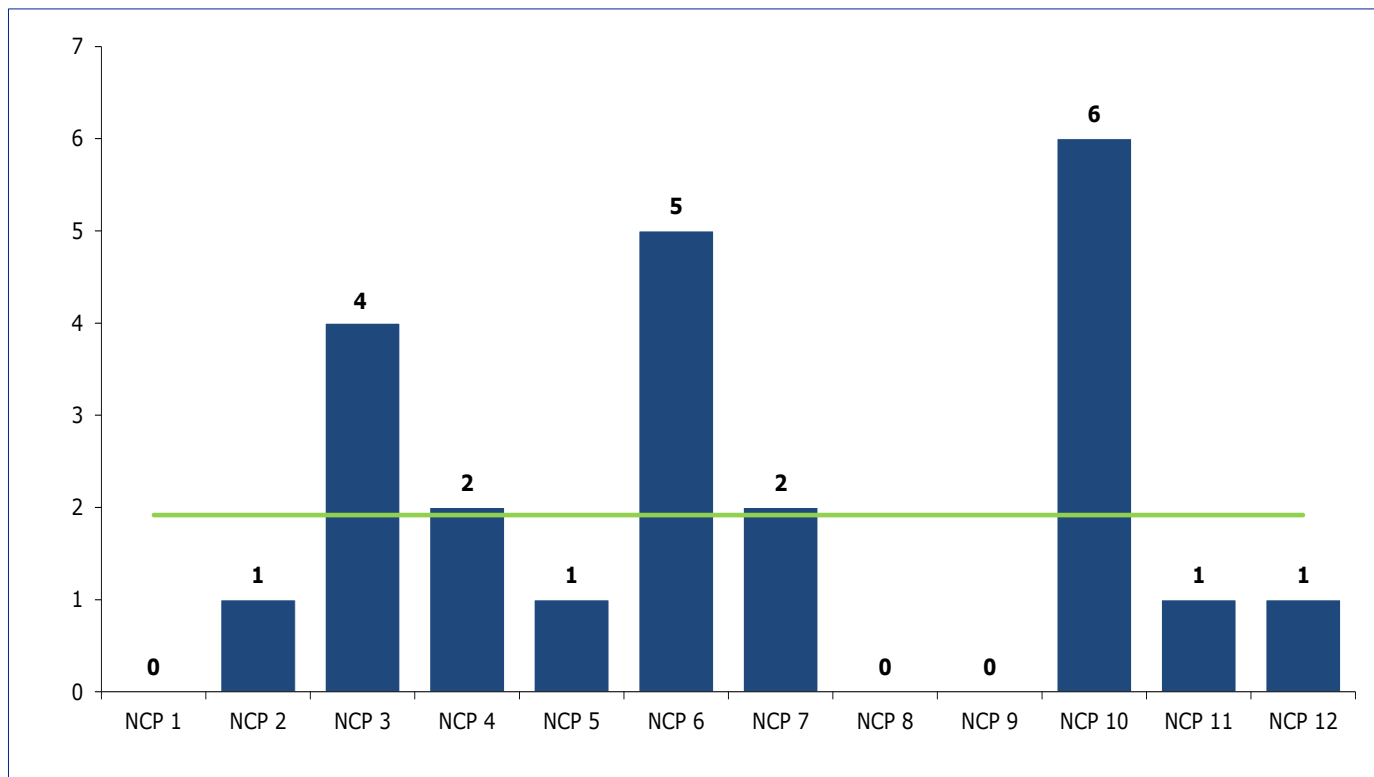
NCPs answers in Scenario 2



Status of the NCPs contacted – Scenario 3

Contacts and answers				
NCP	Submitted		Answered	
	E-mail	Phone call	E-mail	Phone call
NCP 1		Not available	No	Not available
NCP 2				
NCP 3		Not available		Not available
NCP 4				
NCP 5				
NCP 6				
NCP 7				
NCP 8		Not available	No	Not available
NCP 9			No	No
NCP 10				
NCP 11		Not available		Not available
NCP 12			No	
Total	11	8	7	7
%	92%	100%	64%	88%

NCPs answers in Scenario 3



Evaluative Study Results Highlights

NCP Survey

Figure 1 - means of contacting the NCP, on the basis of online surveys to 9 NCPs

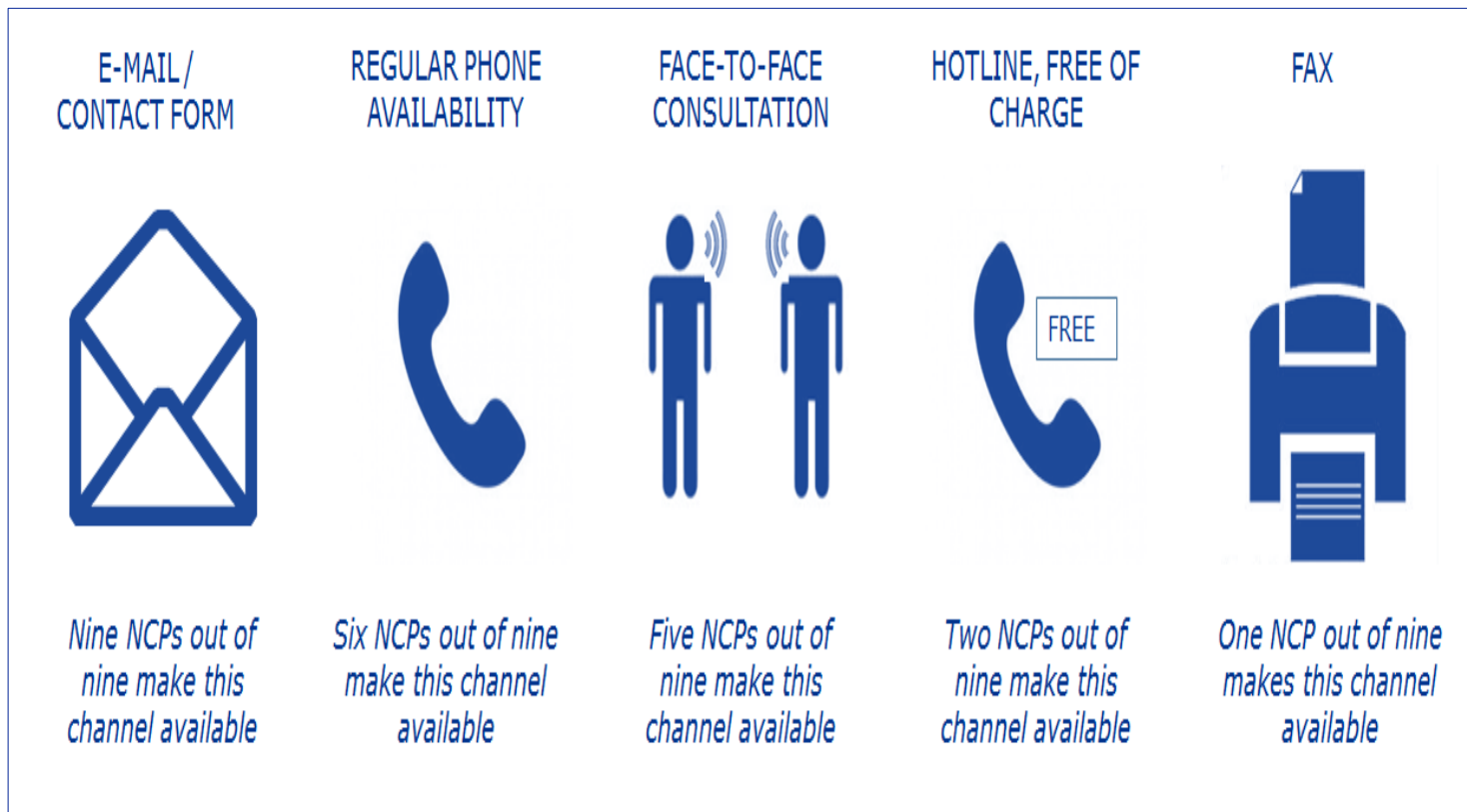


Figure 2 - Additional channels for contacting the NCP under consideration (N=9)

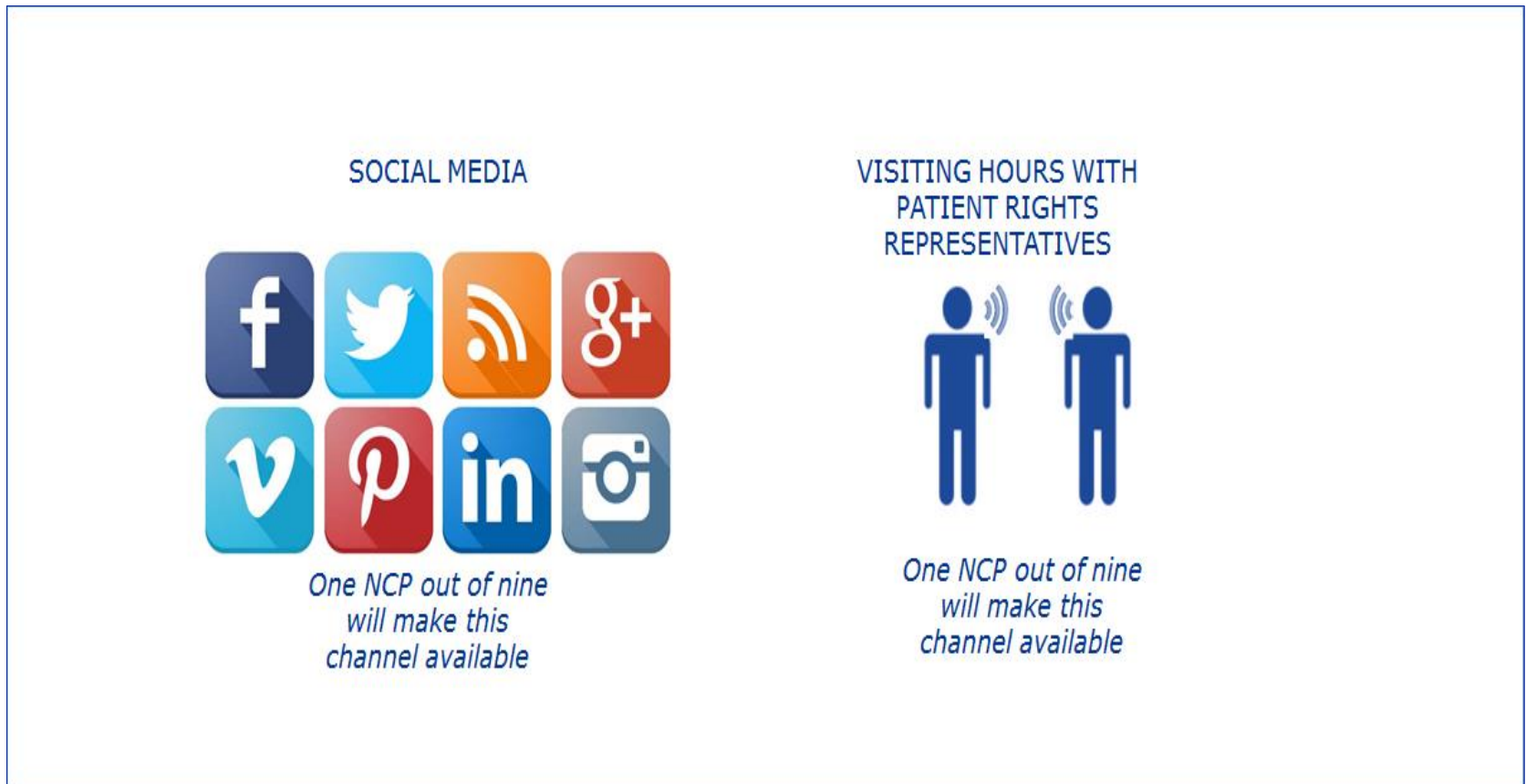
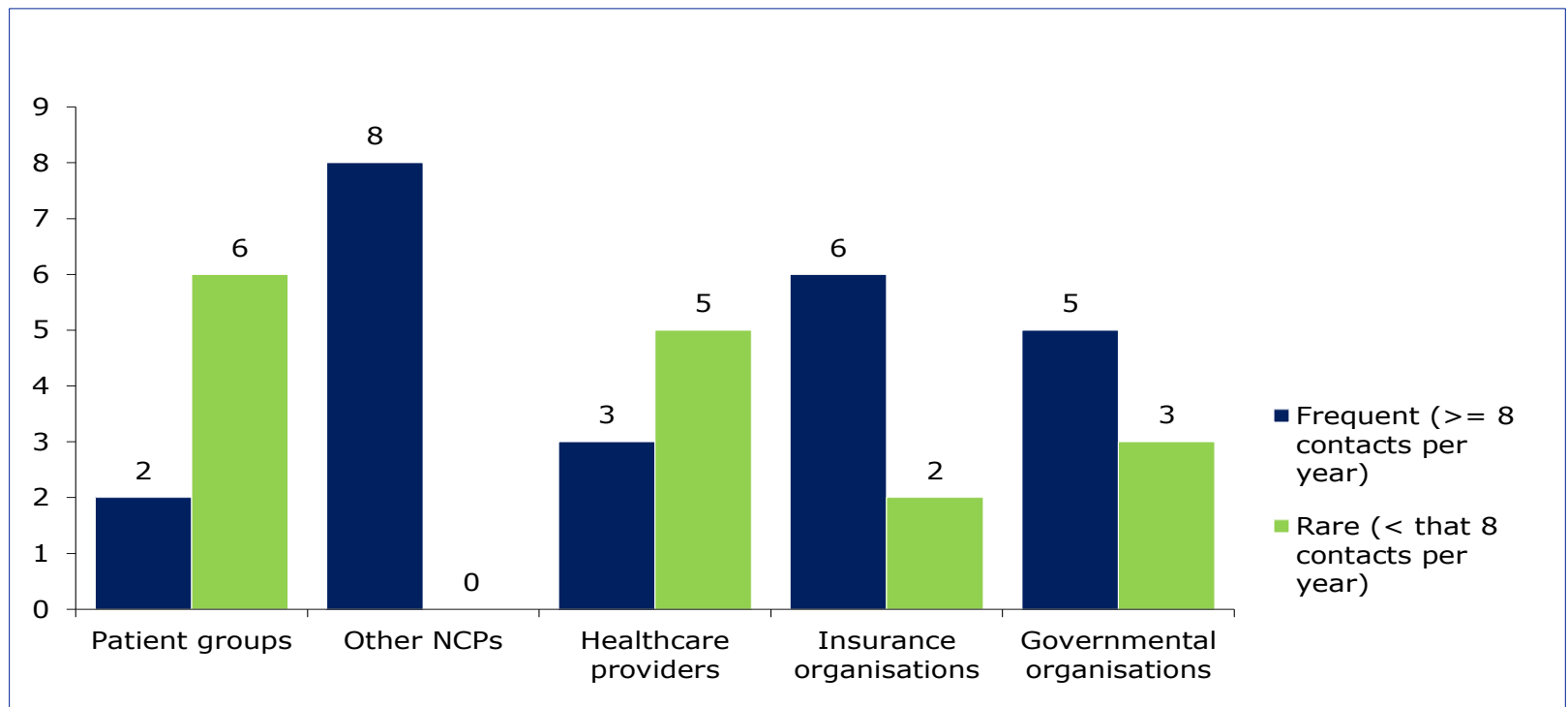


Figure 3 - NCPs' level of cooperation with stakeholders (N=8)



Current joint challenges

- Outreach to patients (as confirmed by Eurobarometer results): A more Patient-centric view in the design of info systems
- A more user-centric call centre experience:
 - Reducing waiting times for giving tailored answers to specific patient situations (frontier workers, pensioners, etc)
 - Flexibility in how info is provided – quid channels – optimising the experience for the user.
- Improving customer satisfaction: "secret shoppers" to track performance



Next steps

- Exchanges with MSs and NCPs on the basis of the deliverables of the study
- Involving concerned stakeholders
- Next evaluative exercise of the Directive: 360° feedback exercise for NCPs?

Thank you for your attention!

