



The Cross-Border Health-Care Directive

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

DG SANTE, Unit D2 Healthcare Systems

Overview

Context of the evaluative study

Study Design

Study Results: Main Highlights

Current joint challenges

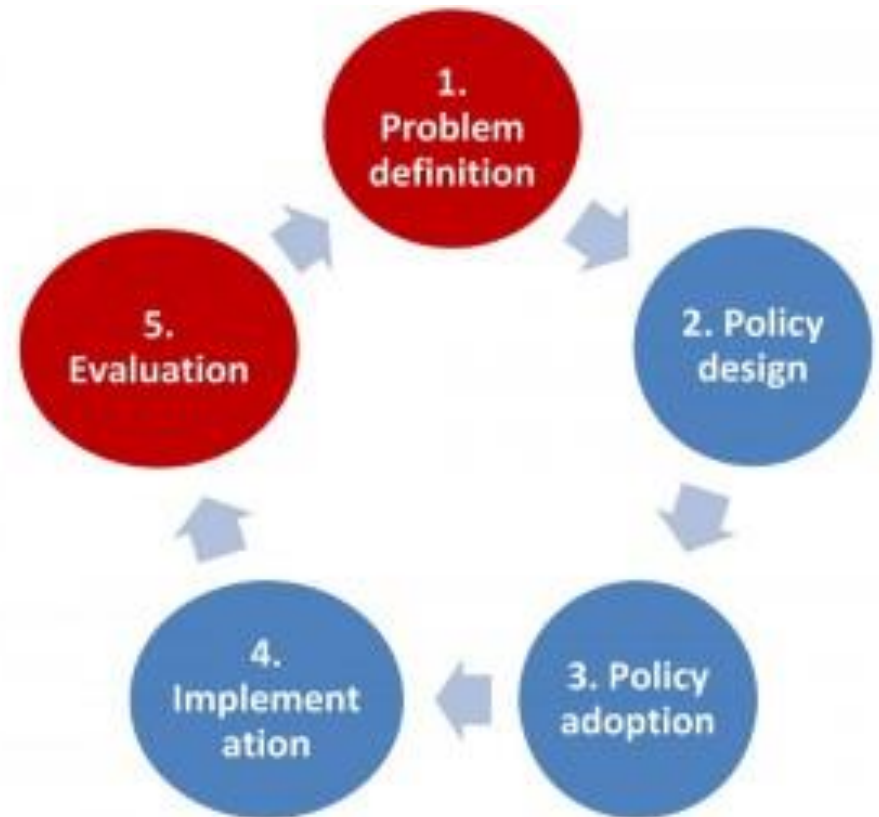
Next steps

Context - Why evaluate policies ?

A check on how far EU policies and initiatives reach the set objectives, and to assess what can be improved in the future.

Many different operators involved

A variety of methods



Context

*Why commission a study **so early** after the deadline for transposition?*

- **Need to establish a monitoring mechanism**
- **Prepare the ground for the upcoming evaluation of the Directive in 2017**
- **Need to gather further data for a baseline**

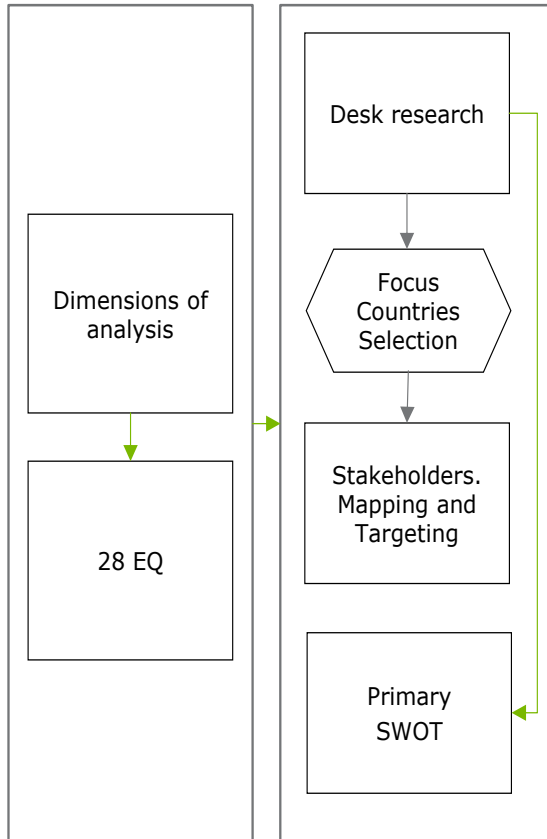
Study Design

Analytical tools used in data gathering:

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

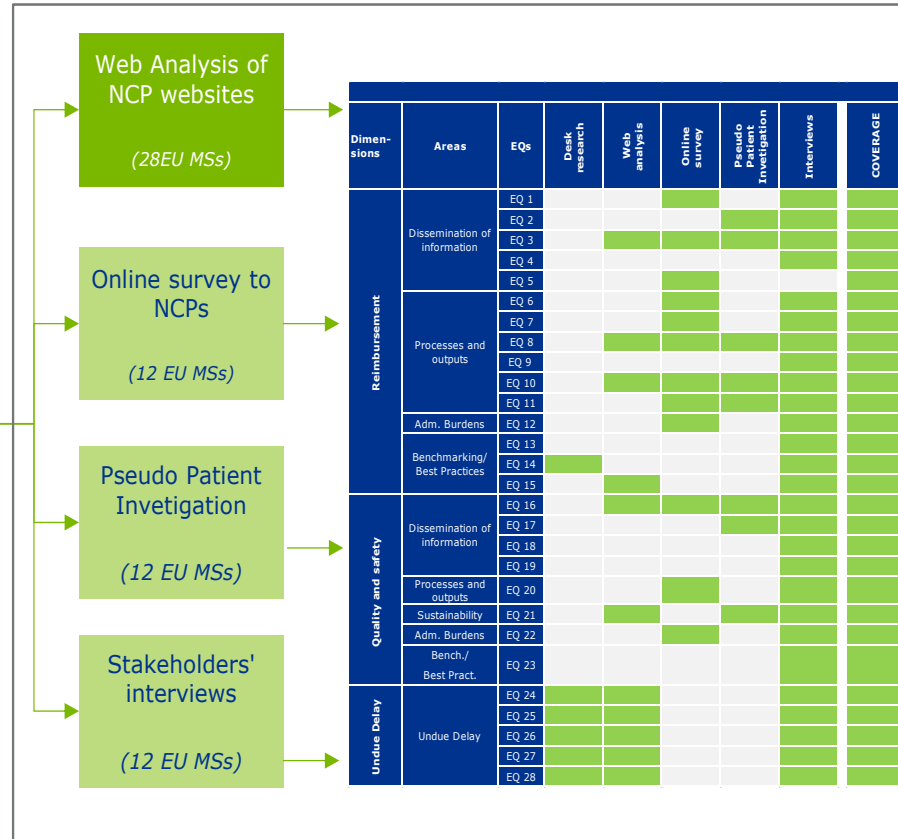
INCEPTION

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



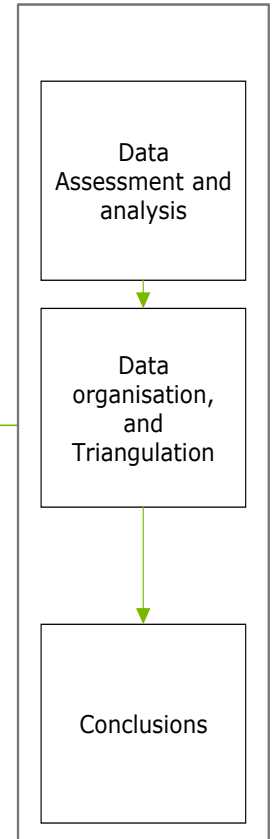
DATA COLLECTION

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



ANALYSIS

Data and information are assessed and analysed



Reimbursement practices/ processes

3 main aspects:

- Availability & accessibility of information (NCPs)
- **Correct/ incorrect reimbursement** following use of cross-border care and **efficiency** of reimbursement (national benchmarks)
- **Who bears the responsibility** for:
 - a) finding relevant intelligence on potential treatments/ outpatient care investigations,
 - b) bearing the burden of proof in demonstrating to insurers that the treatment/ investigation has been carried out, and documentation has been correctly submitted;

Quality and safety of cross-border care

- What determines patients' first choice of a provider "across the border"?
 - **Waiting time or safety or recommendations?**
- Is the general information useful or is it leading patients to refrain from CBHC?
 - **Anecdotal evidence?**
- Follow-up treatment?
 - **E.g. seamless recognition of cross-border prescriptions?**

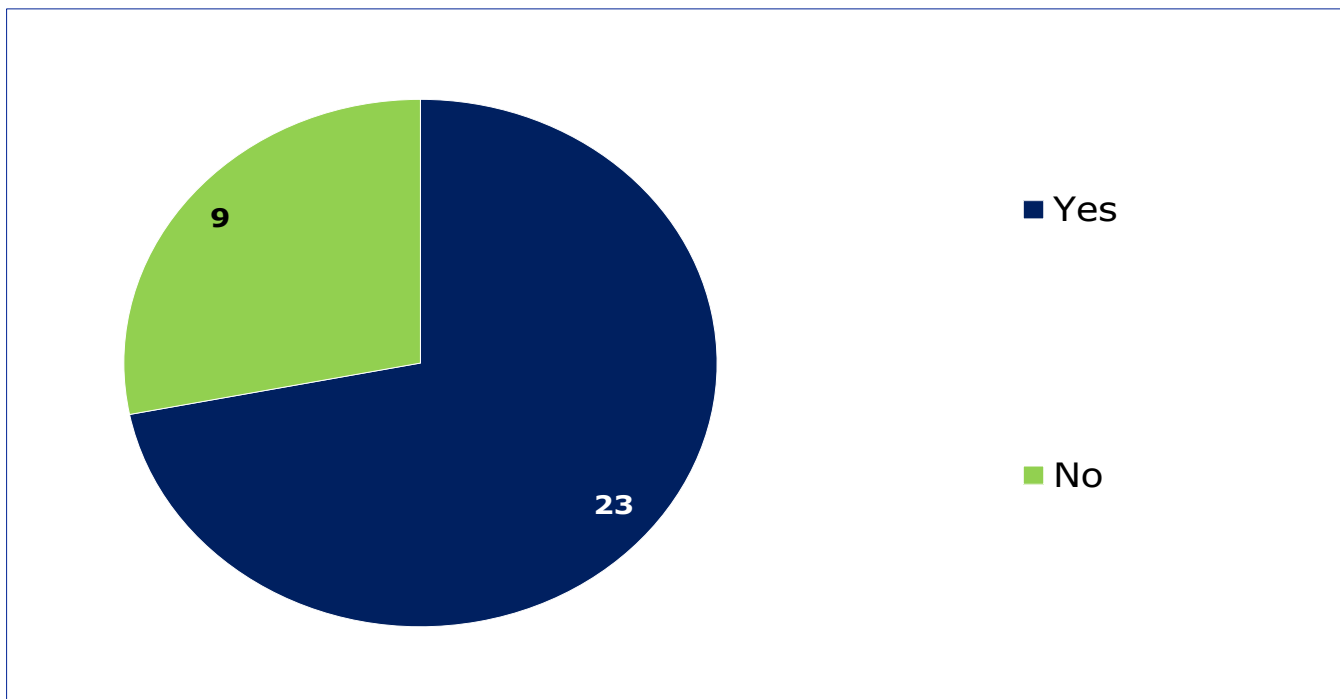
Potential detriment to patients – non-disclosure, tariffs and pricing, refusal to grant prior-authorisations and undue delays

- Overall dissemination of info on the Directive
- Are patients informed?
 - a) **Compensation, remedies regarding undue delay – individual assessment vs. Standardised waiting time?**
 - b) **Best practices/ benchmarks?**

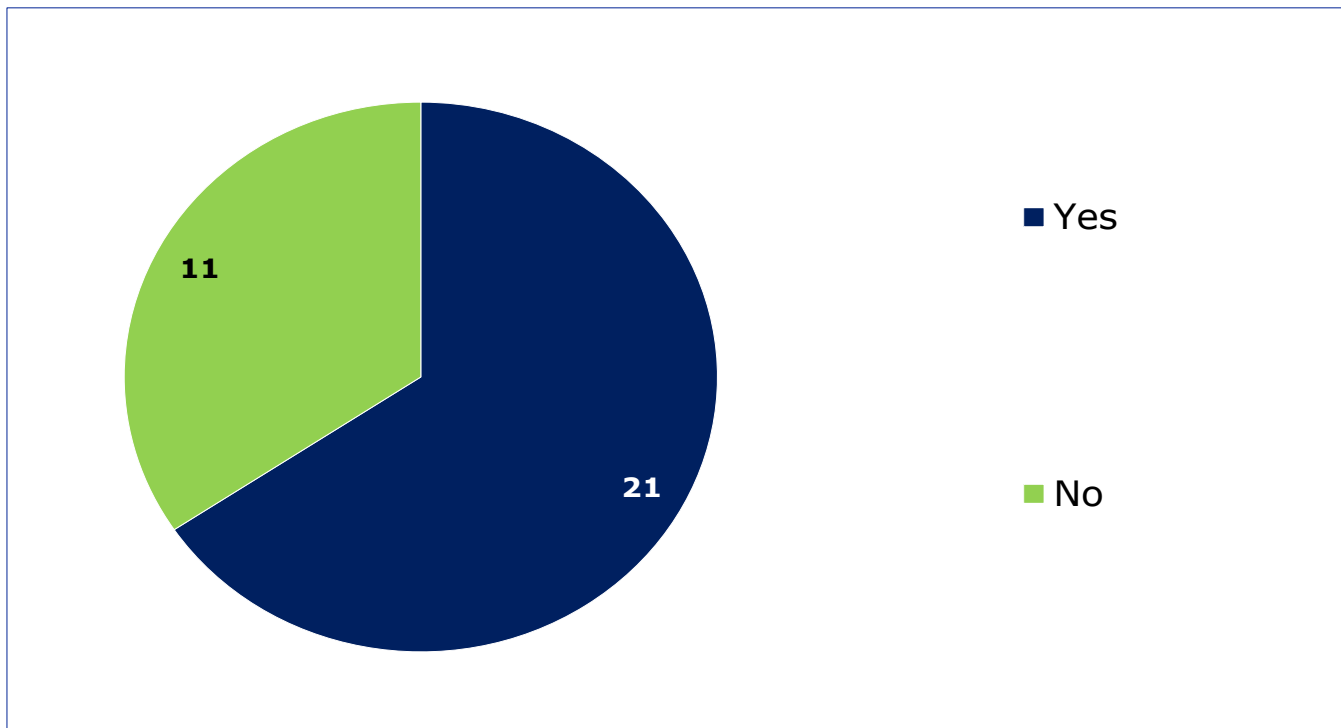
Study Results Highlights

Website Analysis

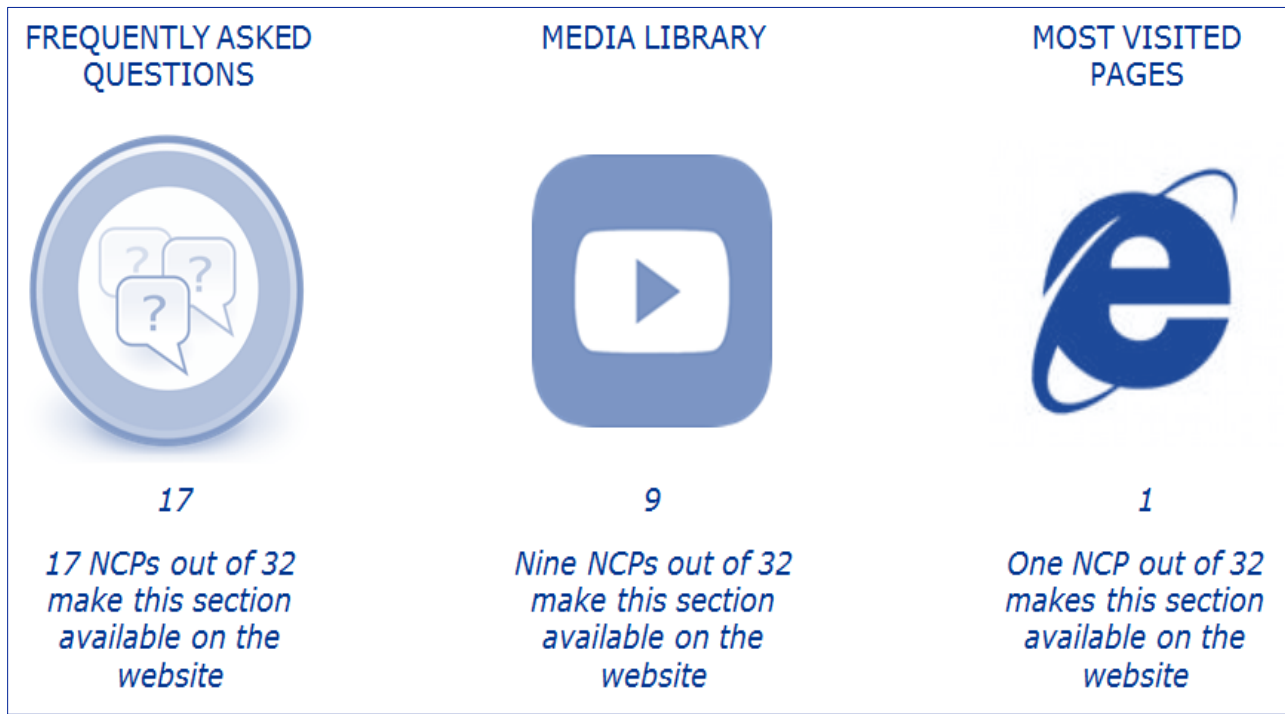
Pie-chart 1: NCP websites providing information on contact details of other NCPs



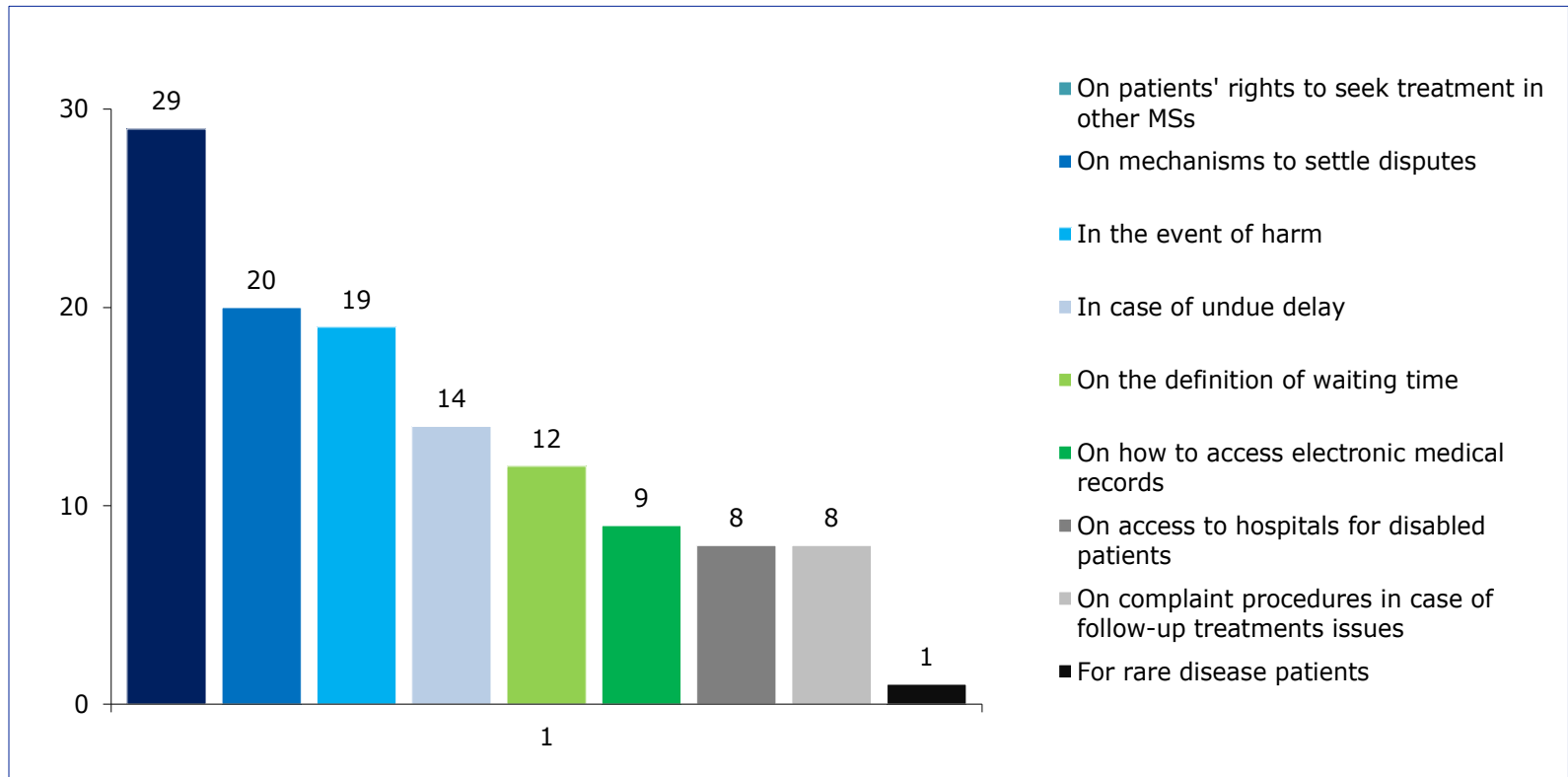
Pie-chart 2 - NCP websites which distinguish the EU Regulation 883/2004 and the EU Directive 24/2011



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



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



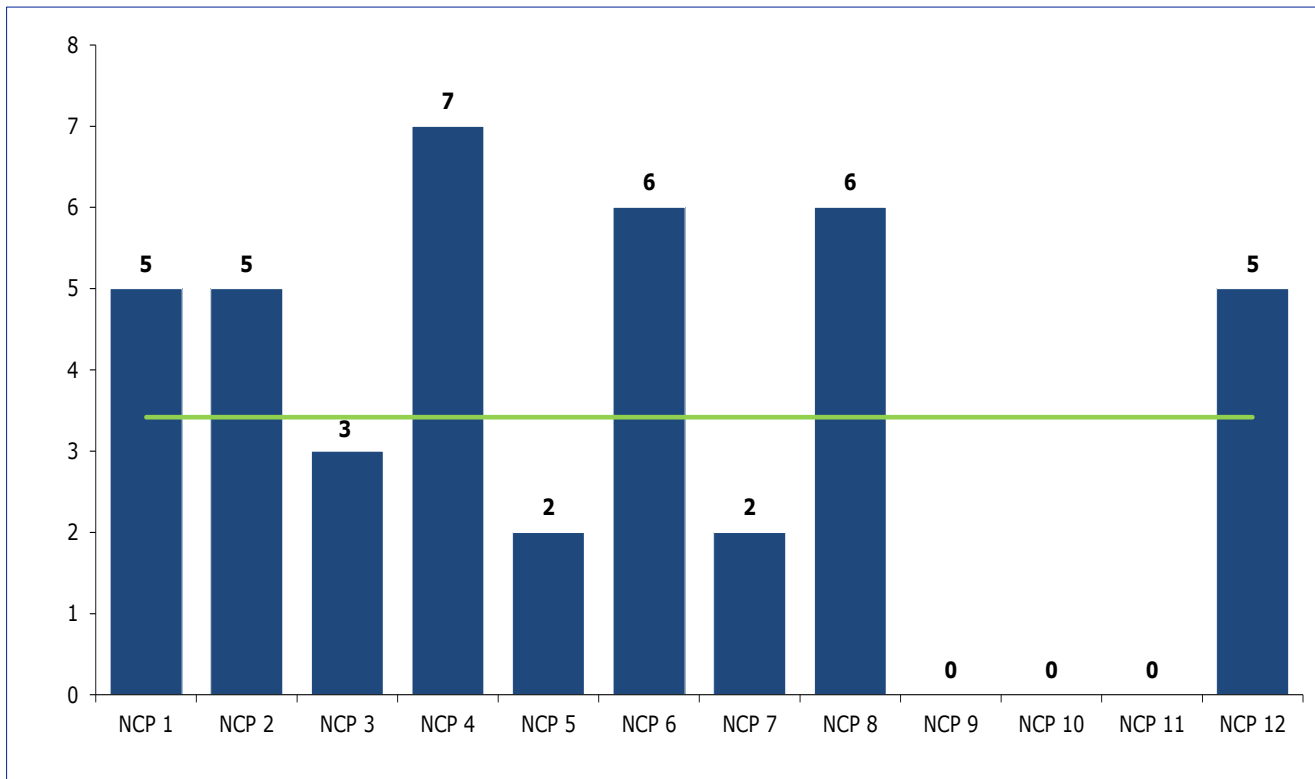
Study Results Highlights

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%

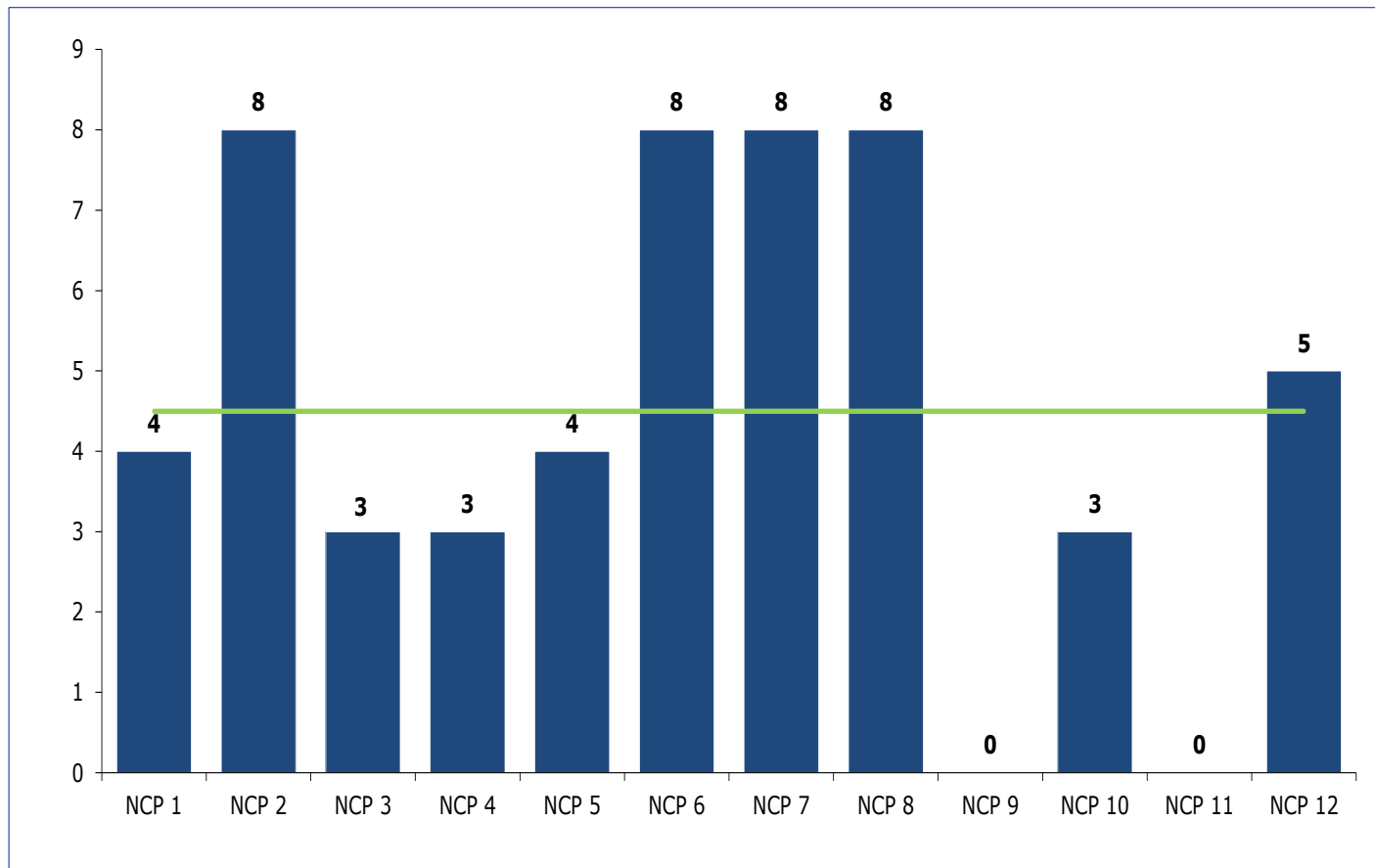
NCPs answers in Scenario 1



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%

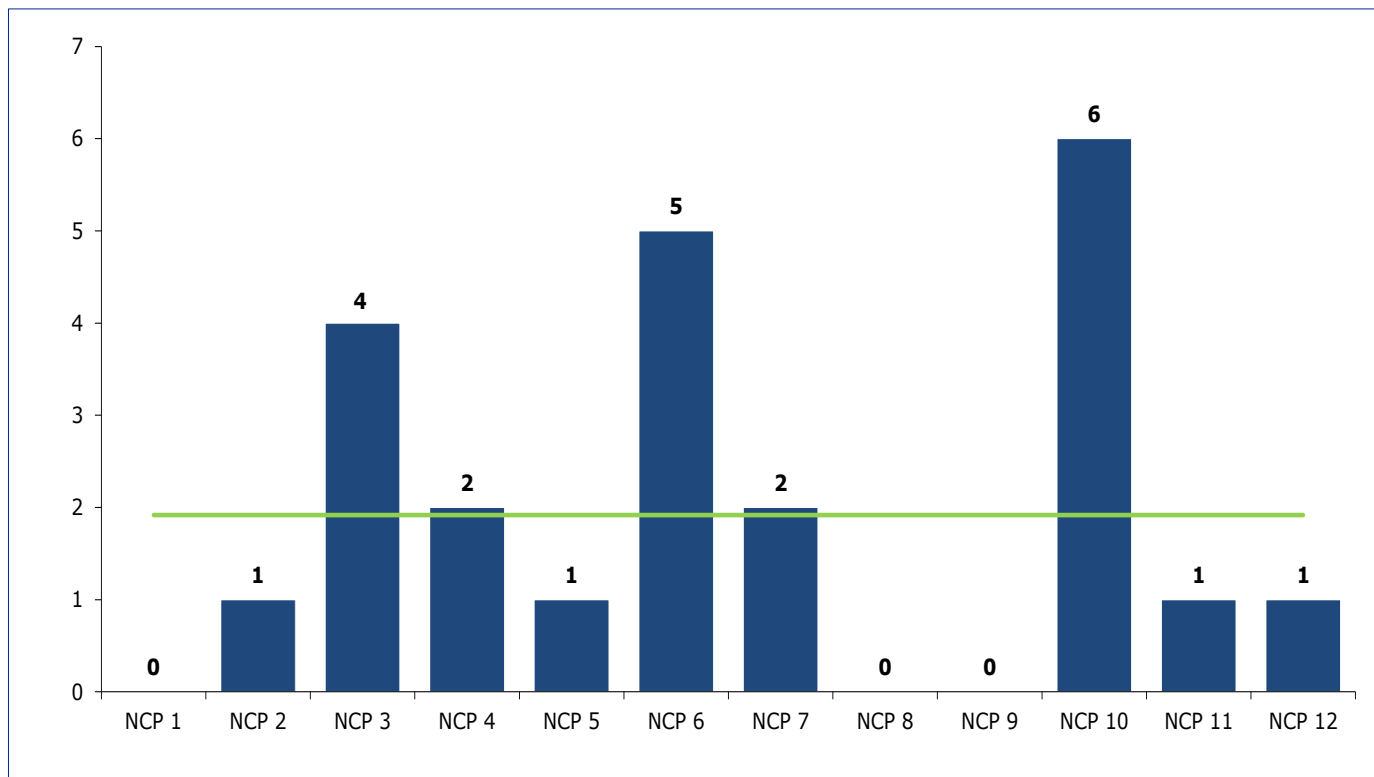
NCPs answers in Scenario 2



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



Study Results Highlights

NCP Survey

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

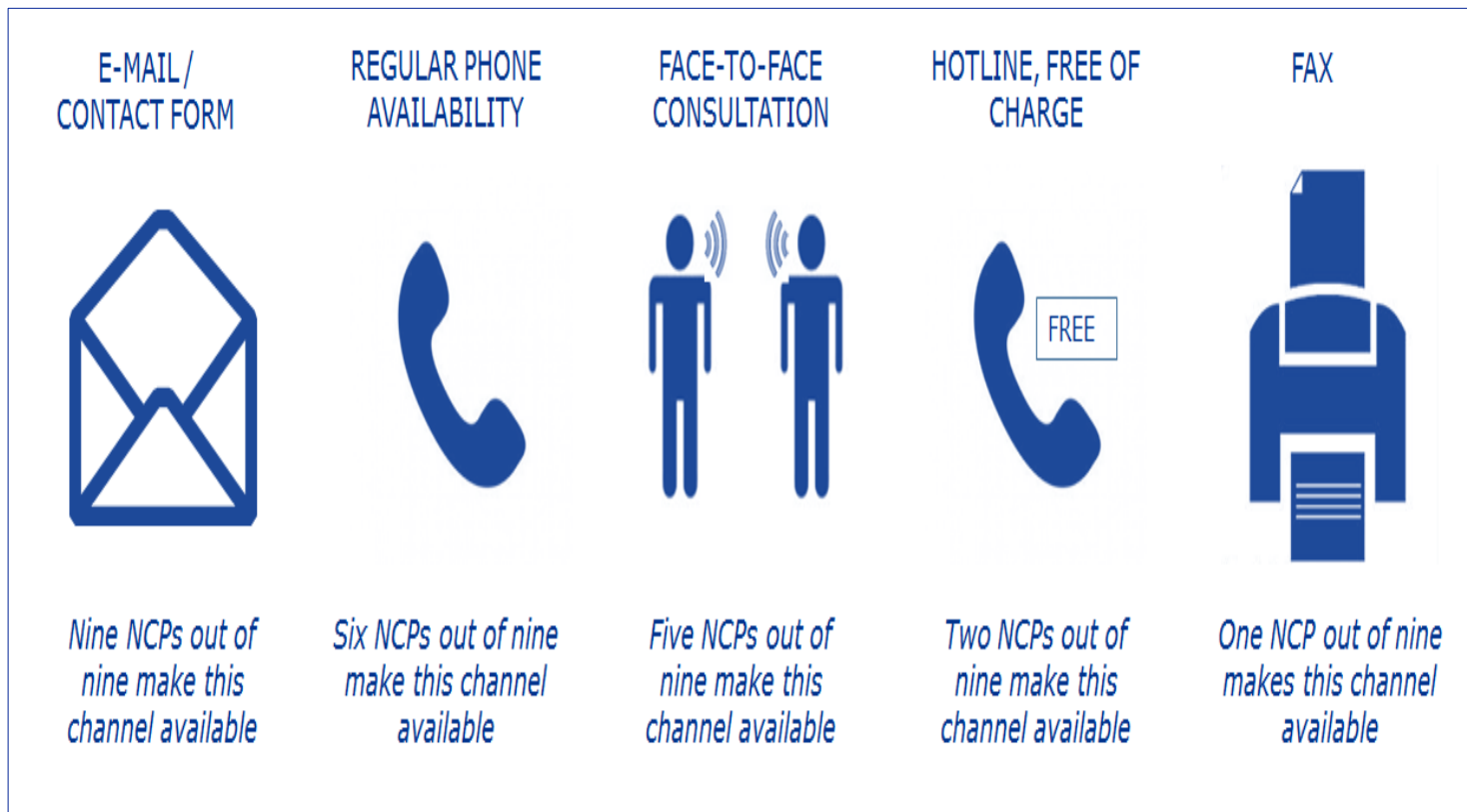


Figure 2 - Additional channels for contacting the NCP under consideration (N=9)

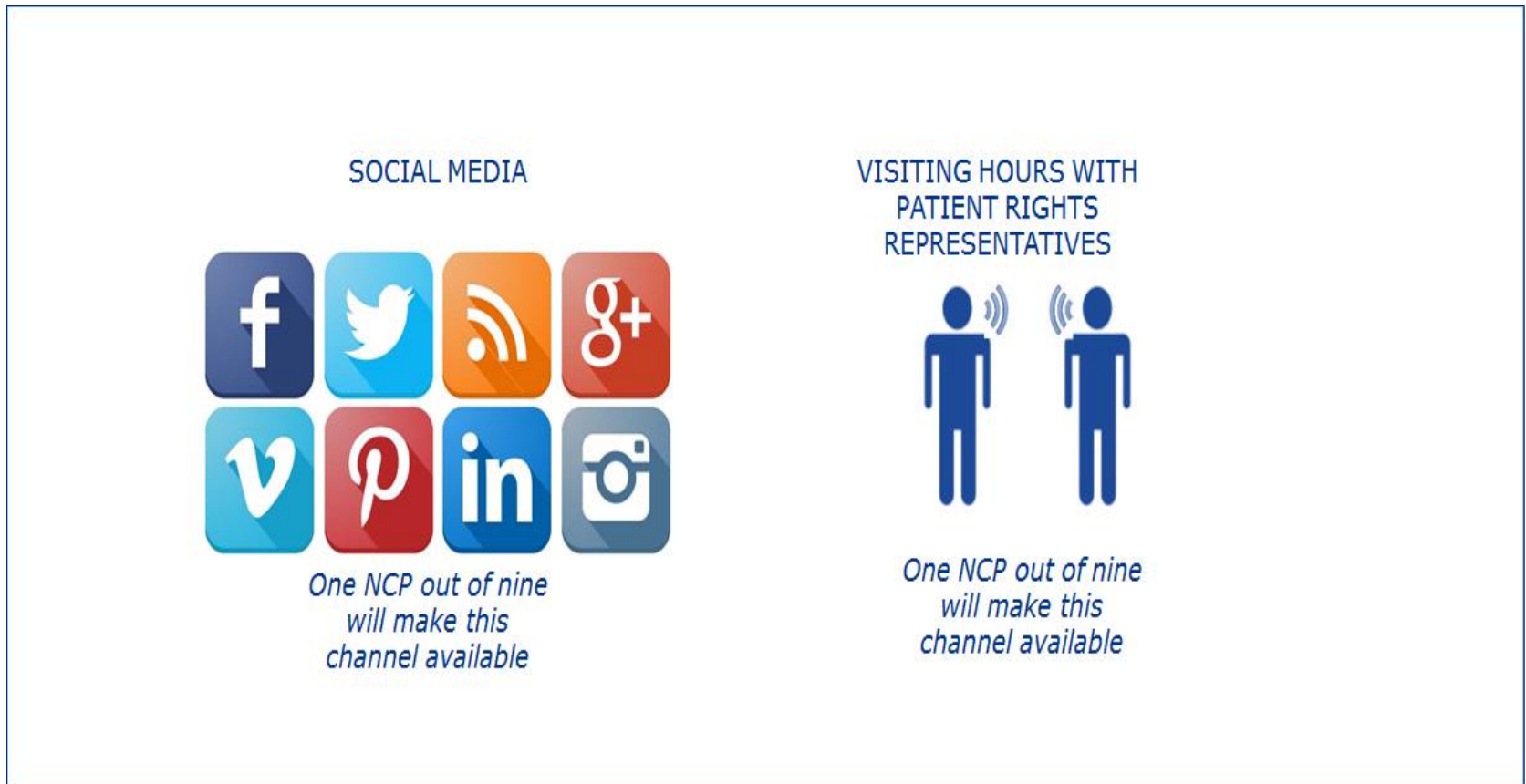
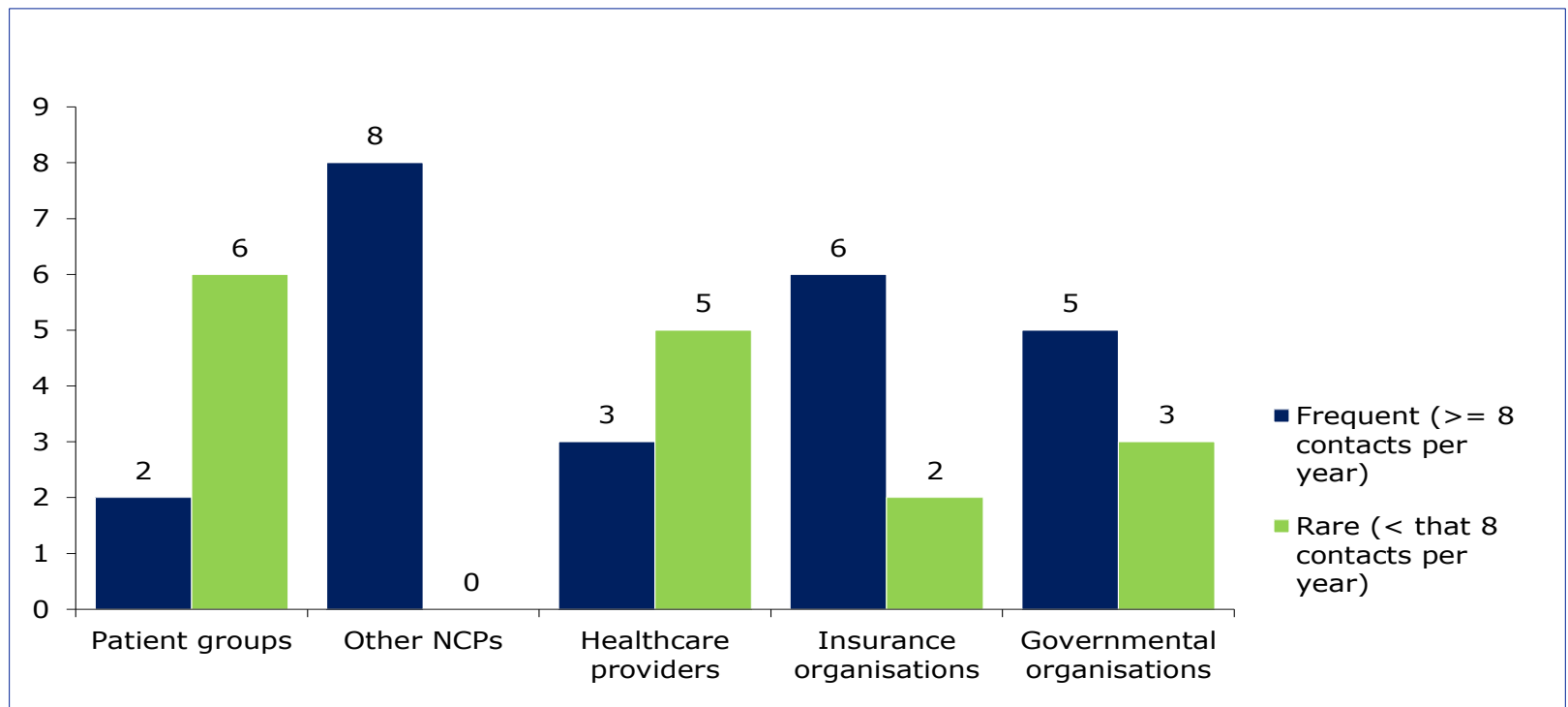


Figure 3 - NCPs' level of cooperation with stakeholders (N=8)



Further Findings on the basis of the NCP survey:

- 5/8 NCPs provide information about Reg. (EC) No 883/2004 and Directive 2011/24/EU;
- Difficulties in explaining the differences between the function and features of prior-authorisation in the two legal frameworks;
- Disparities between and within MS regarding the info provided by NCPs and health insurance providers about procedures to access cross-border care.



Are we happy with:

- The Present level of work done and left to do on the end-user perspective?
- The Choice Architecture of Users (websites/calls)?
- The Choice Literacy of Patients (understanding the deeper consequences of their choice – both financial and administrative and in clinical terms)?



Healthcare in other EU countries?
Ask your questions before crossing the borders.
Live chat on 17 November 2015, 11.00-13.00 CET

NOV 17 **Live chat on healthcare abroad in the EU**

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...

🕒 17 November at 11:00–13:00 in UTC+01
Yesterday

GUESTS

95

interested

50

went

219

invited

Breaking a leg when skiing? Accident on a business trip? Whom to call, where to pay and how much?

Planned surgery abroad due to long waiting list in your home country?

Should you inform anyone before crossing the border?

EU citizens have the right to healthcare in another EU country. Arm yourself with practical information before going abroad or get advice on your concrete situation.

Ask EU experts in a live chat about your rights to healthcare in the European Union.

To submit a question any time from now, please click on 'Join' then post your question on the wall of the event. Our experts will reply on 17 November between 11.00-13.00 CET.

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Current joint challenges

- Outreach to patients: 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
- Improving customer satisfaction: "secret shoppers" to track performance

Next steps

- Exchanges on the basis of the discussion paper
- Reflections on basis of the published evaluative study
- Next evaluative exercise (as of 2017): 360° feedback exercise for NCPs?

Thank you for your attention!

