



## ROADMAP FOR PEOPLE- AND PATIENT-CENTERED HEALTH SYSTEMS

### An EU Health Coalition proposal

May 2023

#### Policy context

In 2017, OECD health ministers delivered a statement on the next generation of health reforms and concluded that the challenges faced by health systems demand greater involvement of patients in care processes and better health system governance, and that there is a need to make health systems more people centered. Though the COVID-19 crisis for good reason has focused much of the policy debate on health system resilience, the original reasons for reforming health systems towards increased people- and patient-centricity are still very valid, as this would be expected to both ensure that health systems deliver on the needs of citizens and patients, and drive increased efficiency, safety, sustainability and value. There are many local and international initiatives working on different aspects of people- and patient-centricity, but these initiatives often suffer from the lack of a comprehensive framework and policy vision.

#### Objectives, scope, and deliverables

The action would support the development of a roadmap for people- and patient-centered health systems in order to guide national and regional policy-making and identify supporting actions at EU level, which would be complemented by a tool-kit to support implementation of key actions. The roadmap would set out policy recommendations and implementation guidance for a number of key elements, including:

- Health literacy, including information on prevention, disease management and available treatment options;
- Shared decision-making between patients and healthcare professionals;
- Measurement of patient access to care, including to identify financial or procedural barriers;
- Collection of standardized measurements of patient-relevant outcomes, including clinical outcomes, patient-reported outcomes and patient safety and experience data for use in decision-making and assessment of health system performance;
- Patient involvement in healthcare decision-making and priority setting at all levels of health systems (micro, meso, macro);
- Integrated and coordinated care models for patients with one or several chronic diseases;
- Sustainable financing of patient organisations.

The action should include patient organisations in the project leadership and involve also other relevant health stakeholders. The toolkit and implementation guidance should as relevant draw from existing deliverables of relevant EU-funded projects.<sup>1</sup>

## Expected results and impact

The action and its implementation would provide a platform for driving increased people- and patient-centricity in European health systems, which would lead to increased patient participation in healthcare delivery and decision-making, as well as strengthened self-management. This would be expected to improve how health systems are delivering the outcomes that matter for people, and lead to increased efficiency due to more fit-for-purpose care pathways, reduction of unnecessary care interventions and increased adherence to treatments.

## Background information:

The EU Health Coalition was created following the first-ever EU Health Summit, in November 2018. The Coalition promotes a shared vision of health in Europe, based on jointly developed recommendations. The purpose is to ensure that health remains high on the political agenda and to champion the changes required to address the unprecedented challenges that an ageing population and an increasing prevalence of chronic diseases pose to healthcare systems and citizens.

The EU Health Coalition is composed of 47 patient organisations, EU research-oriented medical societies, industry organisations, healthcare providers, regional and local health authorities and other relevant stakeholders, who all share a common vision. To find out more about the work of the EU Health Coalition, please visit our website [here](#).



<sup>1</sup> E.g. BeWell as regards skills for health professionals, and IMI H2O as regards the collection and use of patient-reported outcomes.