



**EUROPEAN
HEALTH CARE
CONFERENCE**
Shaping the Future

WINEG EU Cross Border Surveys 2010
Quality - Service - Satisfaction - Information - Potential




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WINEG WISSENSCHAFTLICHES INSTITUT
DER TK FÜR NUTZEN UND EFFIZIENZ
IM GESUNDHEITSWESEN

WINEG EU Cross Border Surveys 2010




Quality and Information

An English woman would like to save costs on her dental treatment by going to Hungary. *How will she get information about the quality of the Hungarian dentists and make her decision?*



Costs and Information

An elderly German has chronic back and joint pain. He seeks a cure in the Czech Republic. *What amount will he be reimbursed?*



2

Database and Objectives

Survey 1 : Quality, Satisfaction and Information

Sample of 40,000 TK insurees
who had a EU cross border care in 2009
Response rate 32 per cent (data base 13,300 insurees)
of which nearly 30 per cent had planned treatments

Focus of analysis

- a) Quality of treatments and providers i.e. doctors, hospitals and cure resorts
- b) Needs of insurees concerning information and communication
- c) Satisfaction of insurees with consulting, benefits and service provided by TK



3

Database and Objectives

Survey 2: Attitude, Knowledge and Future Demand

Sample of 10,000 TK insurees (for the first time)
who had no EU cross border care treatment in 2009
Response rate 27 per cent (data base 2,800 insurees)

Focus of Analysis:

- a) Attitude and knowledge regarding EU cross-border care
- b) Inclination to make use of EU cross border care
- c) Future EU cross border demand
(particularly the impact on the consulting and service provided by TK)



4

Basics

EU Cross Border Care

Destinations

- Insurees with EU cross border care prefer Eastern European Member States: Czech Republic, Poland, Hungary
- Insurees without EU cross border care would go to
 - German speaking EU member states: Switzerland, Austria
 - and border and neighbouring countries: Netherlands, Denmark, Norway and France

Treatments

- Insurees with EU cross border care seek predominantly outpatient treatments: general practitioner, pharmaceuticals, at hospitals, remedies and cures
- Insurees without EU cross border care could primarily imagine to make use of inpatient treatments: cures, particularly treatment at our TK contractual hospitals



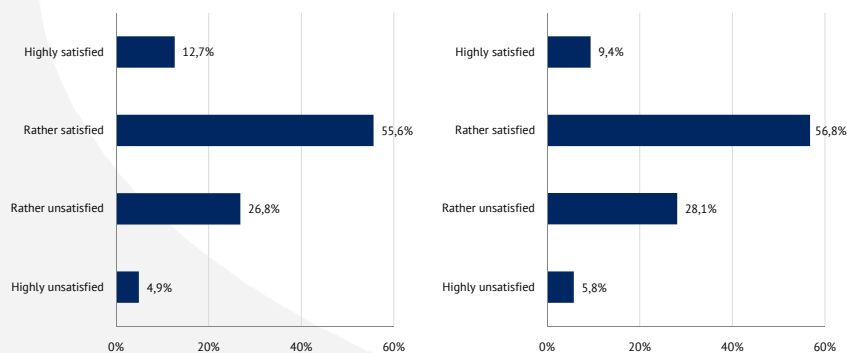
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Quality and Satisfaction

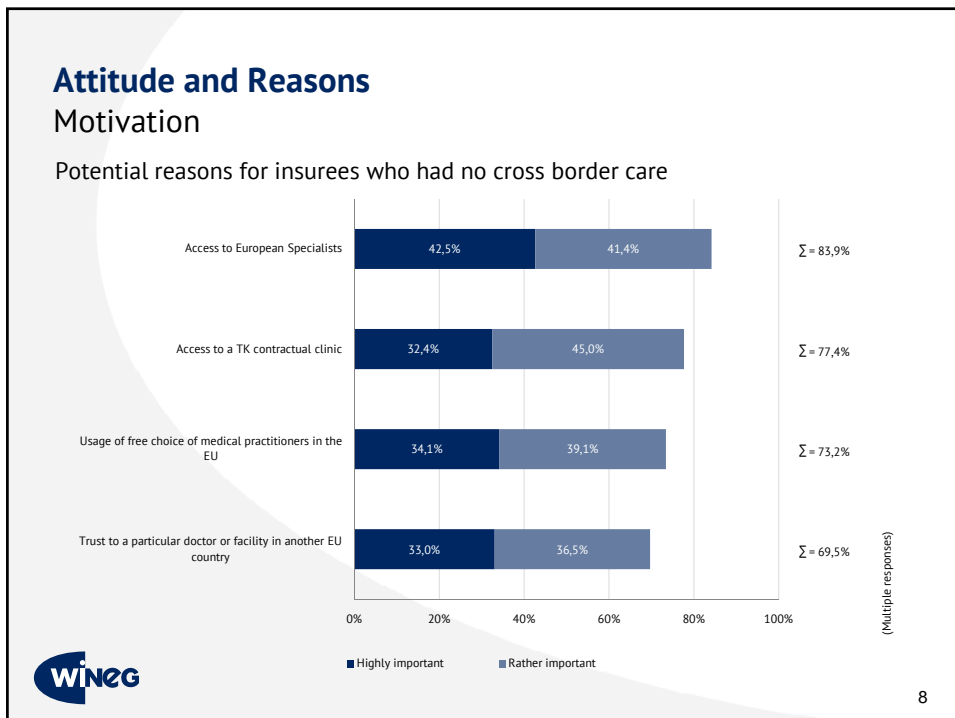
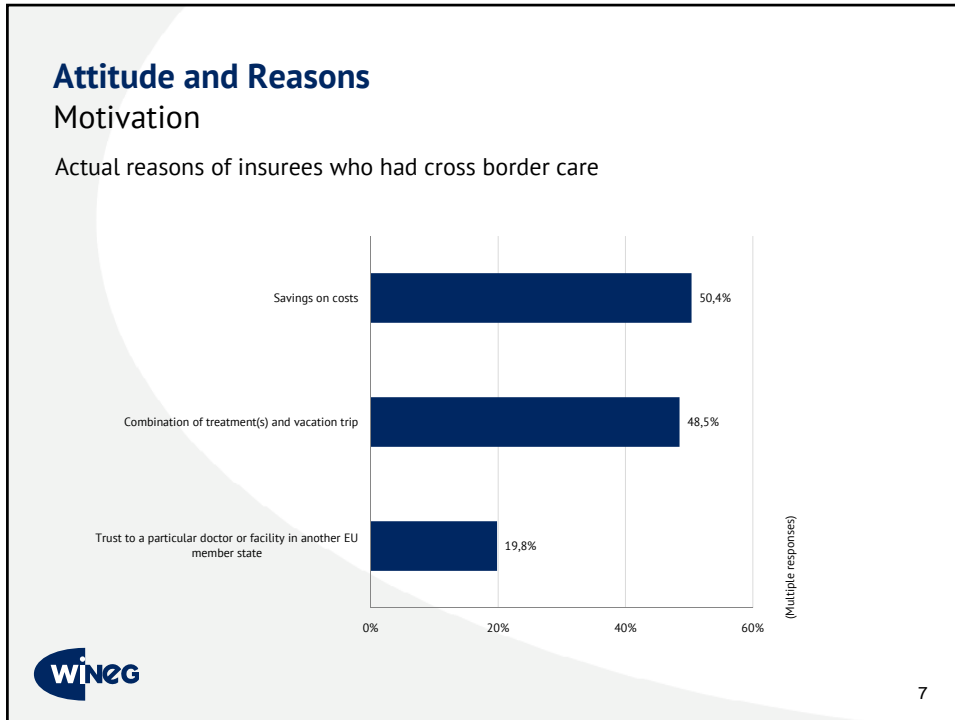
Satisfaction with German Health Care

Insurees who had cross border care

Insurees who had no cross border care



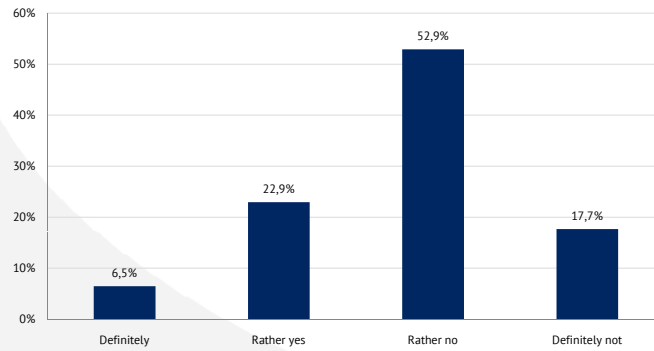
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Attitude and Reasons

Future Demand

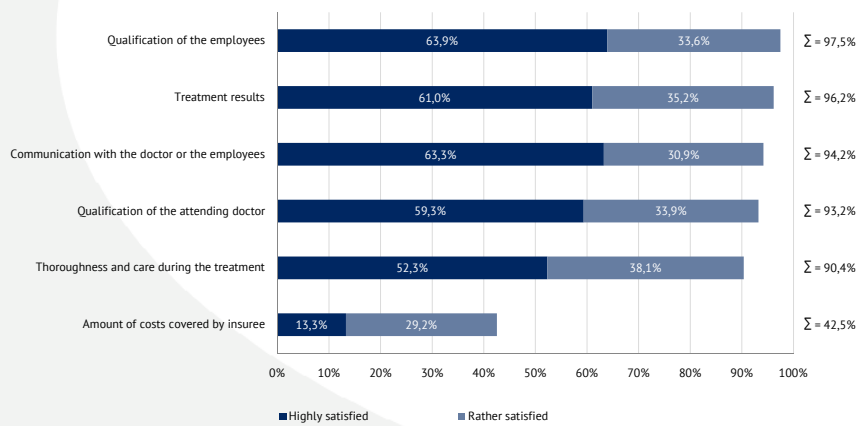
Openness to EU cross border care of insurees



9

Quality and Satisfaction

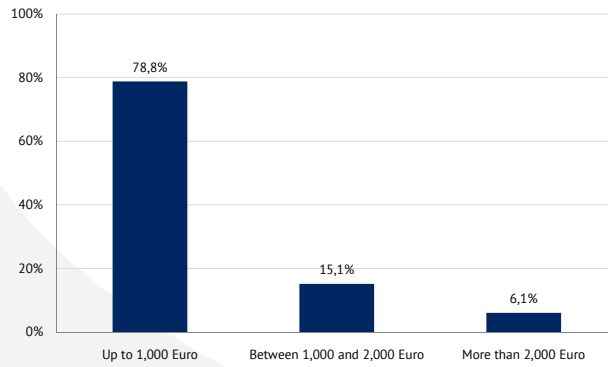
Satisfaction with EU Cross Border Treatment



10

Costs and Reimbursement

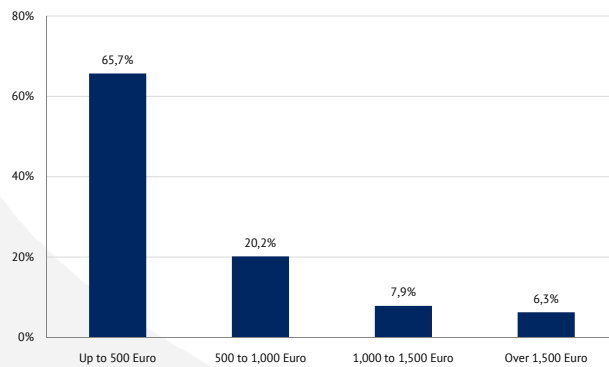
Amount of Costs for EU Cross Border Treatment



11

Costs and Reimbursement

Proportion of Out-of-Pocket Payment



12

Information and Communication

Exchange of Patient Data

80 per cent experienced no exchange of patient data between the domestic and the foreign doctor

Language

Nearly 90 per cent spoke German with the doctor during the treatment

Knowledge about Entitlement to EU Cross Border Treatments

The minority of the insurees do know that they are entitled to planned EU cross border care (22 per cent of insurees with experience and 6 per cent of insurees without experience)

Knowledge about Directive on Patients' Rights

In both insuree samples nearly 90 per cent do not know the Directive



13

Conclusion

Future Demand for Cross Border Care

Demand among TK insurees for planned treatments **increased after** the implementation of the **entitlement into German law 2004**

Since then the **demand** has remained at a **steady level**:

around 1 per cent of all TK insurees

around 90,000 TK insurees per year (planned and unplanned treatments)

- ⇒ **Awareness** level of the entitlement **will increase**
- ⇒ **Patient rights** concerning quality and safety of the treatments will be **strengthened** with the Directive
- ⇒ **Inflow of patients** from other EU member states to German health care **will rise**. No distinct cross border outflow of German insurees to be expected (potential estimation maximum of 30 per cent among TK insurees)



14

Thank you for your attention



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