



Health Services Research Europe

Health services research in Europe: Health Care Organization and Service Delivery

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Contents

- Priority themes in health care organizations and service delivery
- A bibliometric analysis of European HSR
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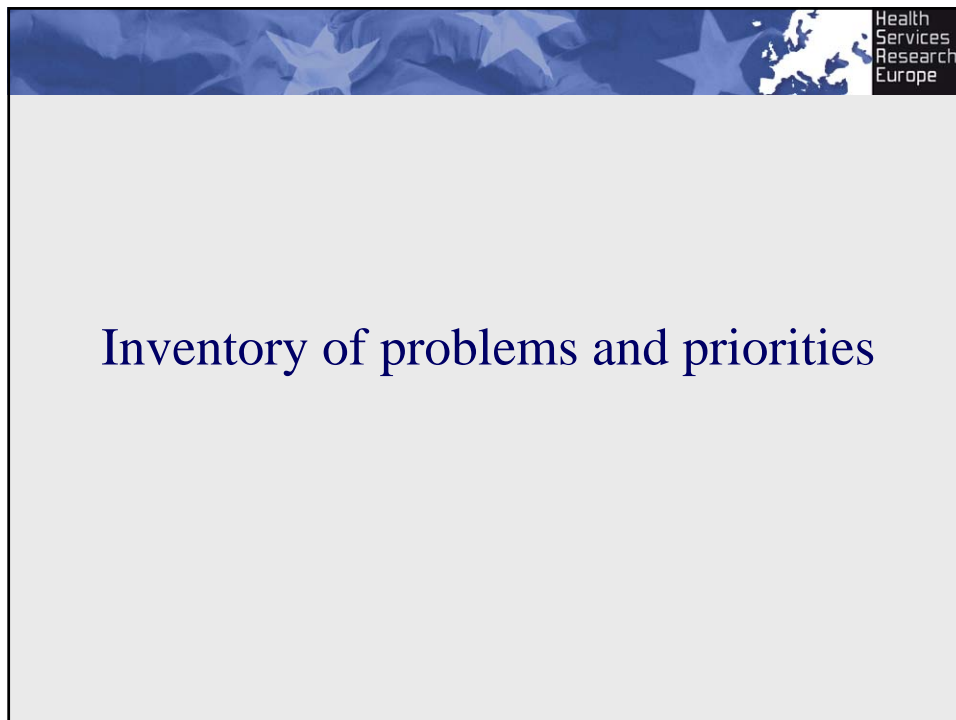
Key themes in health care organizations and service delivery

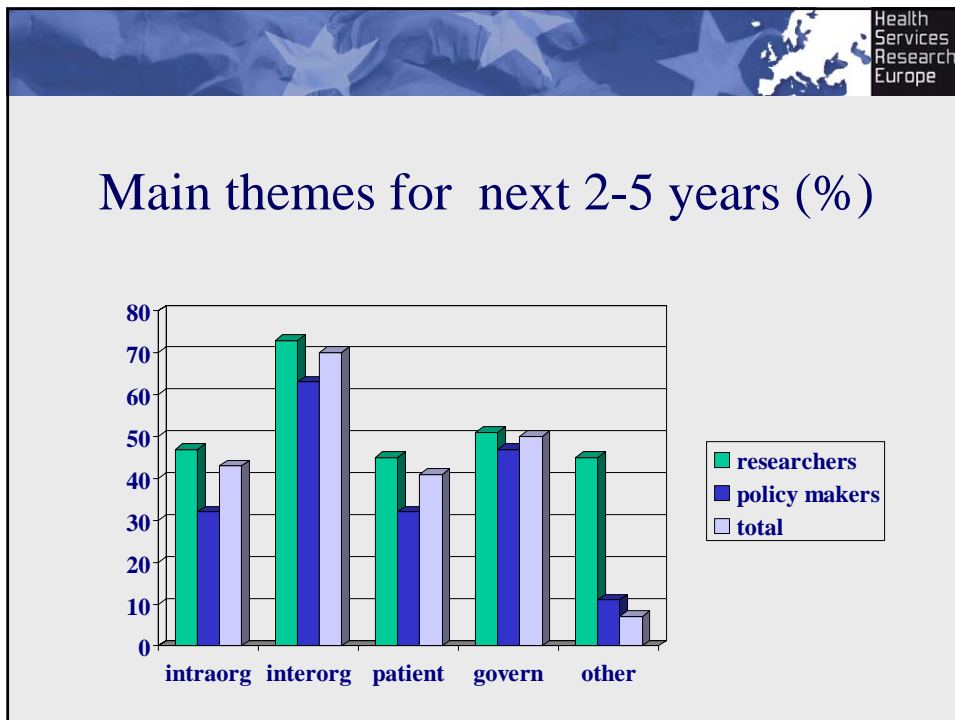
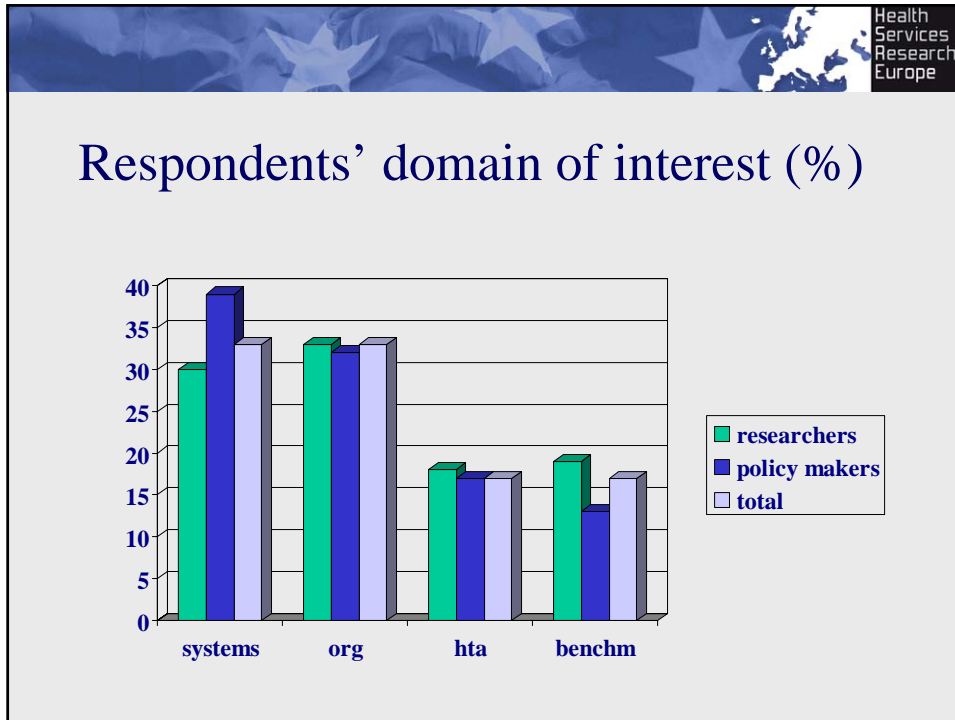
- **Intra-organizational** arrangement of services (division of labour, functional or process organization)
- **Inter-organizational** arrangement of services (relations between primary and secondary care, continuity across organizations)
- **Patient relationships** (user involvement, compliance)
- **Governance and accountability** (evidence based medicine, guidelines)



Methodology of this work package

- Inventory of problems & priorities
Method: pre-conference consultations + survey of country consultants
- Bibliometric analysis of the HSR literature in Europe
Method: literature search and quantitative analysis by country, time, and key words
- Classification of research topics
Method: analysis of a selection of abstracts
- Current research
Method: inventory of EU-funded research







Intra-organizational arrangement of services

Topics chosen by more than half of respondents

- Workforce, skill mix, training (75%)
- Creation of multidisciplinary teams (64%)
- Management of chronic disease (64%)
- Care across professional boundaries (61%)
- Relations between managers and clinicians (57%)



Example of relevant research in this theme:

Towards sustainable health human resource management in hospitals (Ellen Kuhlmann)

- Policy problem:
 - shortage and inefficient use of qualified staff,
 - changing composition of the workforce
- Areas for investigation:
 - task shifting, skill mix, new professions
 - Ageing of the health workforce
 - Gender relations, increase of women doctors
 - Migration of health professionals



Inter-organizational arrangement of services

Topics chosen by more than half of respondents:


- Integration of care (86%)
- Shifting from secondary care to primary and community care (79%)
- Continuity of care across organizational boundaries (70%)
- Inequalities and distribution (60%)



Example of relevant research in this theme:

Integration and continuity of care in Portugal: how to ensure easy links and seamless transitions for patients? (Ana Dias)

- Policy problem:
 - lack of integration and continuity of care
 - Improve patients' access according to need
 - Integrate services of diverse institutions, professionals, sectors
- Areas for investigation:
 - Identify building blocks of integration of care
 - Right mix of strategies, structures, resources and processes



Patient relationships

Topics chosen by more than half of respondents

- Patient involvement and participation (81%)
- Balancing needs and demands (77%)
- Use of eHealth (65%)
- Patient compliance (58%)



Example of relevant research in this theme:

How can patients and carers be involved in research to improve care: developing a model of involvement in policy-related research (Bridie Angela Evans)

- Policy problem:
 - Impact of new chronic disease management policy
 - Using service users' knowledge and understanding
- Areas for investigation:
 - Best practices in service users' involvement in policy evaluation



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Governance and accountability

Topics chosen by more than half of respondents

- Assessment and improvement of quality and safety (75%)
- Balancing organizational efficiency and quality of care (69%)
- Planning, commissioning and purchasing of services (53%)

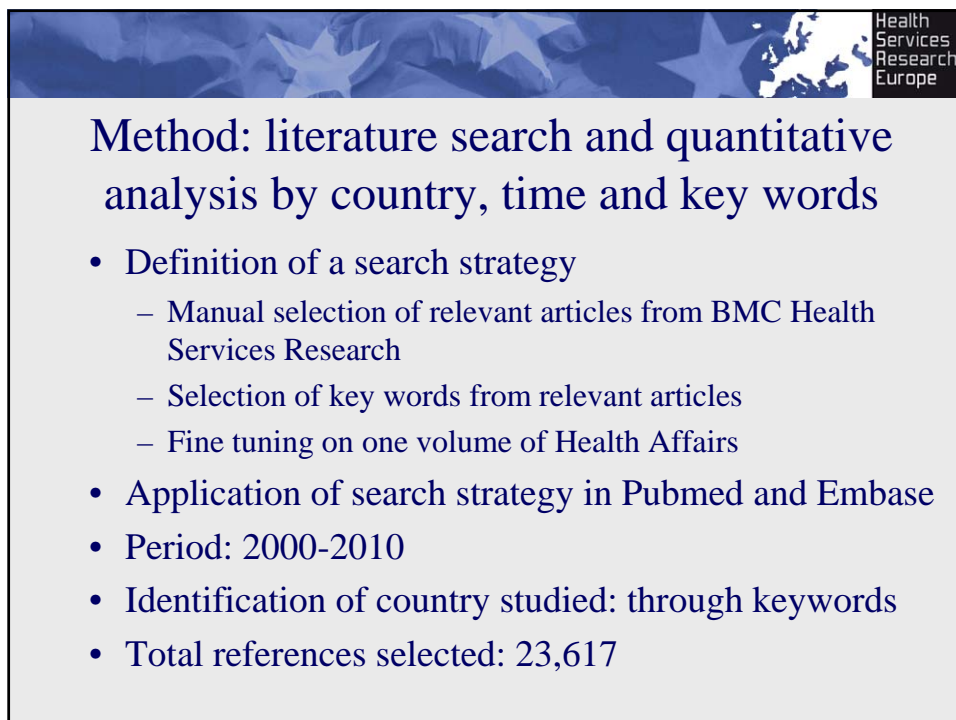


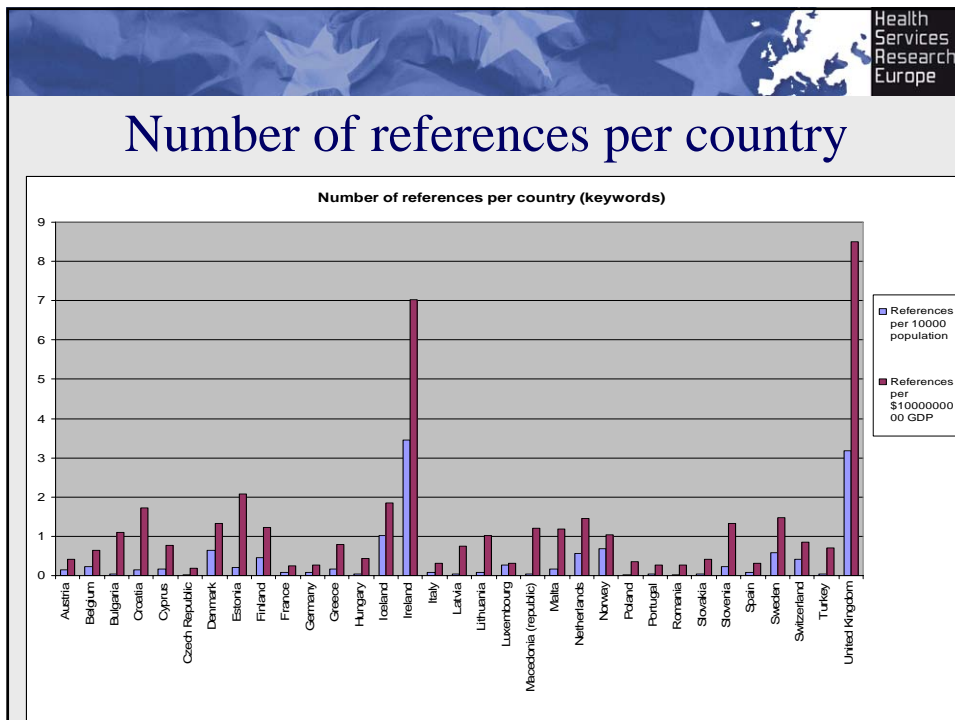
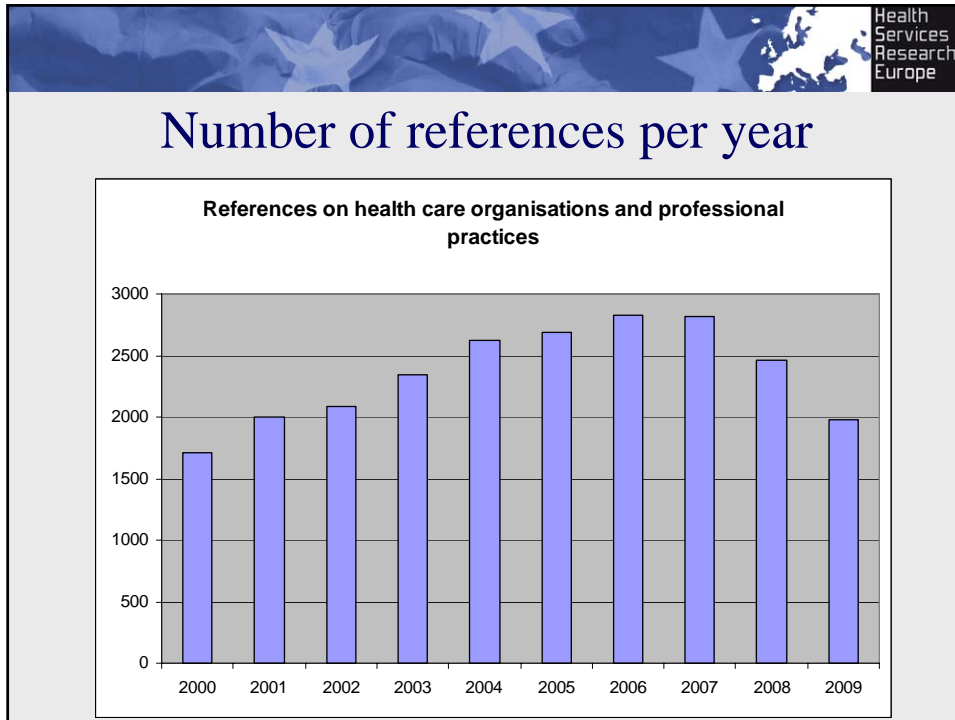
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Example of relevant research in this theme:

Certification and accreditation of hospitals (Anne Karin Lindahl)

- Policy problem:
 - Pressures to implement certification and accreditation (many European countries have it)
 - Costs of implementation are high
- Areas for investigation:
 - Lack of methodologically sound studies of the effects
 - Need for well-planned and controlled studies into certification and accreditation of hospitals








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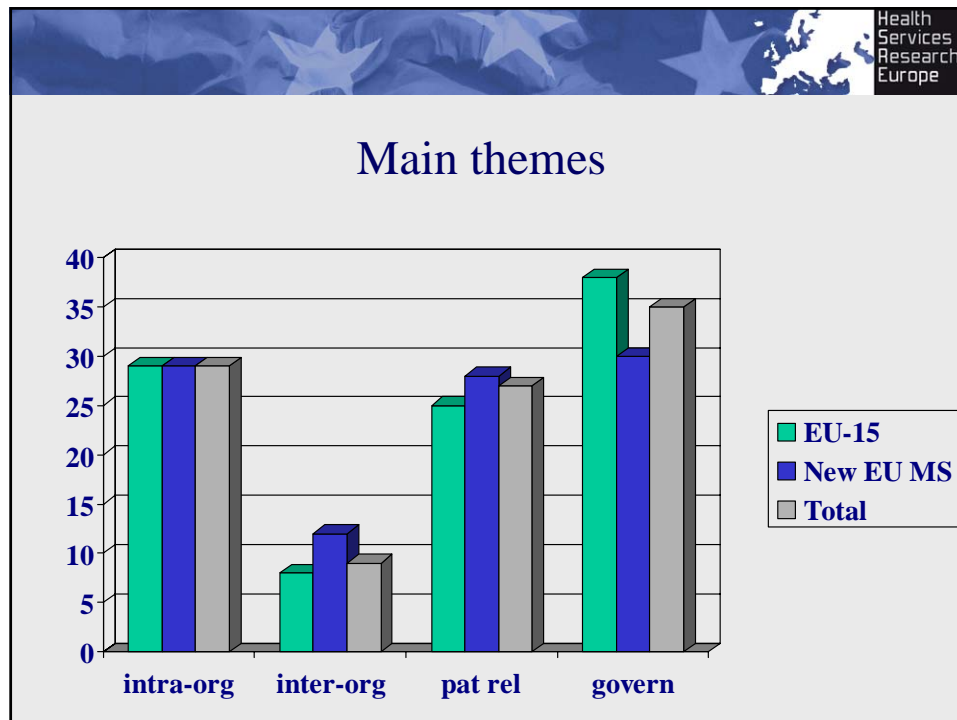
Classification of research topics



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Method: analysis of a selection of abstracts

- Random selection of 15 references per country
- Classification by theme and topic, based on abstract and judged by three researchers
- Percentage not HSR or outside this domain: 47%



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- ### Research topics
- (compared to survey respondents' priorities)
- Intra-organisational control:
 - Workforce and skill mix issues most frequent (in line with priorities)
 - Changing services second most frequent (much lower in priority)
 - Relationships between managers and clinicians among least frequent (but higher in priorities)



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Research topics

(compared to survey respondents' priorities)

- Inter-organisational control:
 - Inequalities and distribution most frequent (less highly prioritized)
 - Shifting from secondary to primary care and continuity of care each second most frequent (but highest in priorities)
 - Cross-border health care and new health care organizations both frequent (but lower priority)



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Research topics

(compared to survey respondents' priorities)

- Patients relations:
 - Patient involvement and participation most frequent (in line with priorities)
 - Balancing needs and demands and use of eHealth each less frequent (but higher priority)
 - Patient compliance frequent (in line with priorities)



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Research topics


(compared to survey respondents' priorities)

- **Governance and accountability:**
 - Assessment and improvement of quality and safety most frequent (in line with priorities)
 - Balancing organizational efficiency and quality of care and Planning, commissioning and purchasing of services each lower frequency (but higher priority)
 - Use of treatment guidelines relatively high frequency (but lower priority)



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Current EU-funded research



Method: inventory of EU-funded research

- Selection of projects in databases SANCO and Cordis by two keywords: primary care & hospital and selection of FP7 projects.
- Step 1: Manual scan of titles to eliminate irrelevant projects
- Step 2: Manual scan of project descriptions. 62 projects were included.



Results

- Most projects (28) relate to 'governance and accountability' theme
- Assessment and improvement of quality and safety is the most researched topic
- Few projects were found on Inter-organisational arrangements (7) and Patient relations (8)





Does past and current research match the priorities?

- Low volume of research on issues of inter organizational relations
- Relatively low volume on priority topics:
 - Relations between managers and professionals
 - Shifting from secondary to primary care
 - Balancing needs and demands
 - eHealth
 - Balancing organizational efficiency and quality
 - Commissioning/purchasing of services



Topics for group discussions

- Integration of care across organizations
- Patient-centred care, patient involvement
- Evaluating skill mix, organization and delivery of care