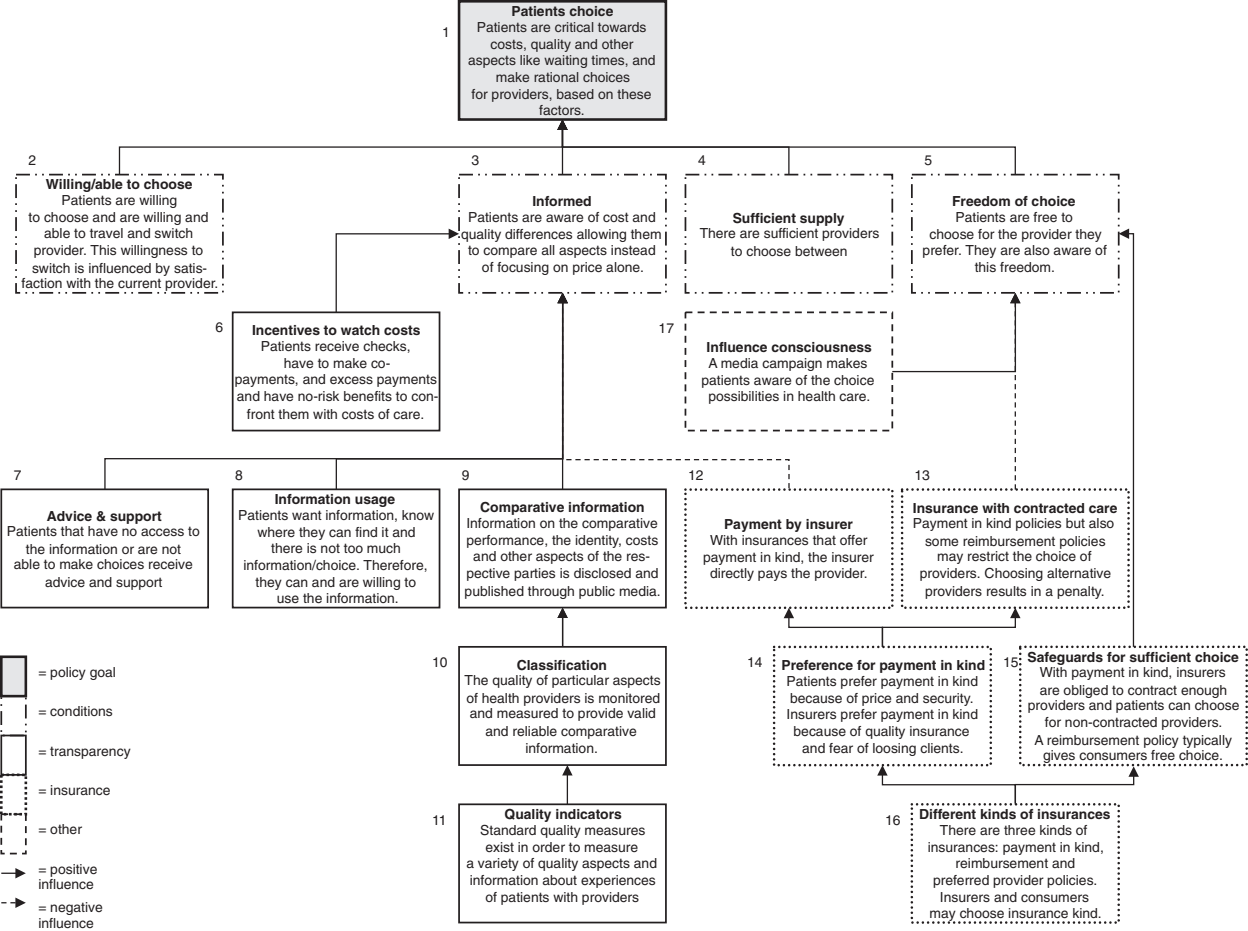
1
Patients choice
Patients are critical towards costs, quality and other aspects like waiting times, and make rational choices for providers, based on these factors.
2
Willing/able to choose
Patients are willing to choose and are willing and able to travel and switch provider. This willingness to switch is influenced by satisfaction with the current provider.
3
Informed
Patients are aware of cost and quality differences allowing them to compare all aspects instead of focusing on price alone.
4
Sufficient supply
There are sufficient providers to choose between
5
Freedom of choice
Patients are free to choose for the provider they prefer. They are also aware of this freedom.
6
Incentives to watch costs
Patients receive checks, have to make co-payments, and excess payments and have no-risk benefits to confront them with costs of care.
17
Influence consciousness
A media campaign makes patients aware of the choice possibilities in health care.
7
Advice & support
Patients that have no access to the information or are not able to make choices receive advice and support
8
Information usage
Patients want information, know where they can find it and there is not too much information/choice. Therefore, they can and are willing to use the information.
9
Comparative information
Information on the comparative performance, the identity, costs and other aspects of the respective parties is disclosed and published through public media.
12
Payment by insurer
With insurances that offer payment in kind, the insurer directly pays the provider.
13
Insurance with contracted care
Payment in kind policies but also some reimbursement policies may restrict the choice of providers. Choosing alternative providers results in a penalty.
10
Classification
The quality of particular aspects of health providers is monitored and measured to provide valid and reliable comparative information.
14
Preference for payment in kind
Patients prefer payment in kind because of price and security. Insurers prefer payment in kind because of quality insurance and fear of loosing clients.
15
Safeguards for sufficient choice
With payment in kind, insurers are obliged to contract enough providers and patients can choose for non-contracted providers. A reimbursement policy typically gives consumers free choice.
11
Quality indicators
Standard quality measures exist in order to measure a variety of quality aspects and information about experiences of patients with providers
16
Different kinds of insurances
There are three kinds of insurances: payment in kind, reimbursement and preferred provider policies. Insurers and consumers may choose insurance kind.
= policy goal
= conditions
= transparency
= insurance
= other
= positive influence
= negative influence