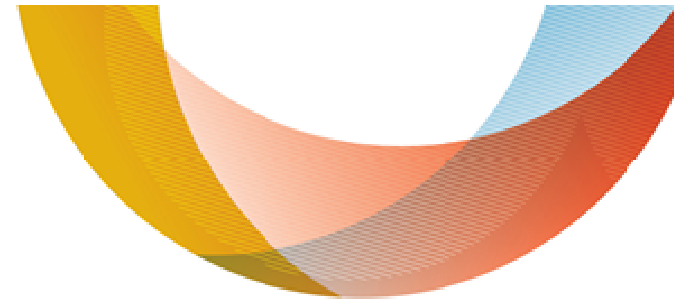


Evaluation of Austria's first PHC: What lessons can be learned?



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Description of the problem

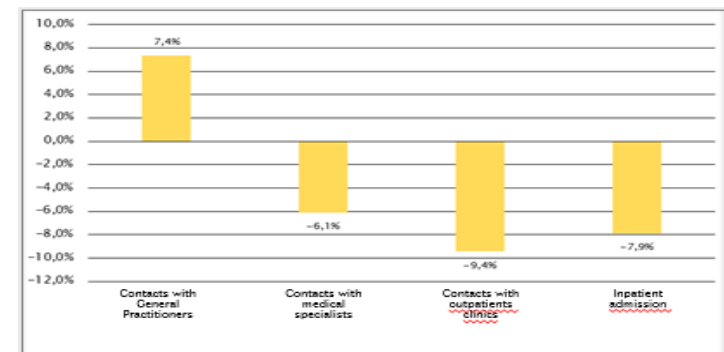
- Primary health care in Austria is mainly provided by general practitioners (GP) in solo practices with average opening hours of 16-20 hours a week
- This leads to high frequencies in outpatient care departments of hospitals and secondly to inefficiencies due to a high level of uncoordinated care
- Thus in June 2014, the Federal Target-Based Governance Commission adopted a new concept for providing primary Health Care in an integrative, quality-assured manner and steering patients to the Best Point of Service
- PHC centres are providing care in a multiprofessional approach (psychologists, nutritionists, and nurses) and have significantly longer opening hours with 45 hours per week

Main messages

- Cooperation in multi-professional teams can lead to a relief of the physicians and a higher job satisfaction
- PHC can lead to a lower utilization of outpatient departments and thus to an improvement in the coordination of care

Main Results

- The average number of contacts with general practitioners in regular PHC MM patients is 7.4 % higher than in the comparison group, while the average number of contacts with specialists is 6.1 % lower than in the comparison group.
- The average number of outpatient contacts of PHC MM regular patients is 9.4 % lower than in the comparison group.
- Patients of the PHC MM have 7.9 % fewer inpatient stays (in each case during Q3/2015-Q2/2016)



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