

## *Achieving Person-Centred Health Systems*

The idea of person-centred health systems is widely advocated in political and policy declarations to better address health system challenges. A person-centred approach is advocated on political, ethical and instrumental grounds and believed to benefit service users, health professionals and the health system more broadly. However, there is continuing debate about the strategies that are available and effective to promote and implement ‘person-centred’ approaches. This book brings together the world’s leading experts in the field to present the evidence base and analyse current challenges and issues. It examines ‘person-centredness’ from the different roles people take in health systems, as individual service users, care managers, taxpayers or active citizens. The evidence presented will not only provide invaluable policy advice to practitioners and policy-makers working on the design and implementation of person-centred health systems but will also be an excellent resource for academics and graduate students researching health systems in Europe.

ELLEN NOLTE is Professor of Health Services and Systems Research at the London School of Hygiene & Tropical Medicine. Her expertise is in health systems research, international health care comparisons and performance assessment. She has published widely on health systems, integrated care, European health policy and population health assessments and serves as co-editor of the *Journal of Health Services Research and Policy*. Previous books include *Caring for People with Chronic Conditions: Health System Perspective* (2008) and *Assessing Chronic Disease Management in European Health Systems: Concepts and Approaches* (2014).

SHERRY MERKUR is Research Fellow and Health Policy Analyst at the European Observatory on Health Systems and Policies, based at the LSE. She is Editor-in-Chief of *Eurohealth* and an author and editor of *HiT: Health system reviews*. Her publications include *Promoting Health, Preventing Disease: The Economic Case* (2015). With Martin McKee, Nigel Edwards and Ellen Nolte, she is co-editor of *The Changing Role of the Hospital in European Health Systems* (Cambridge, 2020).

ANDERS ANELL is Professor at Lund University School of Economics and Management, Chairman of the Board at the Swedish Agency for Health and Care Services Analysis (Vårdanalys) and a former general director of the Swedish Institute for Health Economics (IHE). He has published widely on health systems, patient choice and the role and impact of incentives in health care.

## European Observatory on Health Systems and Policies

The volumes in this series focus on topical issues around the transformation of health systems in Europe, a process being driven by a changing environment, increasing pressures and evolving needs.

Drawing on available evidence, existing experience and conceptual thinking, these studies aim to provide both practical and policy-relevant information and lessons on how to implement change to make health systems more equitable, effective and efficient. They are designed to promote and support evidence-informed policy-making in the health sector and will be a valuable resource for all those involved in developing, assessing or analysing health systems and policies.

In addition to policy-makers, stakeholders and researchers in the field of health policy, key audiences outside the health sector will also find this series invaluable for understanding the complex choices and challenges that health systems face today.

### LIST OF TITLES

*Challenges to Tackling Antimicrobial Resistance: Economic and Policy Responses*

Edited by Michael Anderson, Michele Cecchini, Elias Mossialos

*The Changing Role of the Hospital in European Health Systems*

Edited by Martin McKee, Sherry Merkur, Nigel Edwards, Ellen Nolte

### Series Editors

JOSEP FIGUERAS Director, European Observatory on Health Systems and Policies

MARTIN MCKEE Co-Director, European Observatory on Health Systems and Policies, and Professor of European Public Health at the London School of Hygiene & Tropical Medicine

ELIAS MOSSIALOS Co-Director, European Observatory on Health Systems and Policies, and Brian Abel-Smith Professor of Health Policy, London School of Economics and Political Science

REINHARD BUSSE Co-Director, European Observatory on Health Systems and Policies, and Head of the Department of Health Care Management, Berlin University of Technology

Cambridge University Press

978-1-108-79006-2 — Achieving Person-Centred Health Systems

Edited by Ellen Nolte , Sherry Merkur , Anders Anell , Assisted by Jonathan North  
Frontmatter

[More Information](#)

# Achieving Person- Centred Health Systems

Evidence, Strategies and Challenges

Edited by

ELLEN NOLTE

*London School of Hygiene & Tropical Medicine*

SHERRY MERKUR

*European Observatory on Health Systems and Policies*

ANDERS ANELL

*Lund University, Sweden*



CAMBRIDGE  
UNIVERSITY PRESS

European  
**Observatory**  
on Health Systems and Policies  
a partnership hosted by WHO



► vårdanalys  
◄

Cambridge University Press  
978-1-108-79006-2 — Achieving Person-Centred Health Systems  
Edited by Ellen Nolte , Sherry Merkur , Anders Anell , Assisted by Jonathan North  
Frontmatter  
[More Information](#)

**CAMBRIDGE**  
UNIVERSITY PRESS

University Printing House, Cambridge CB2 8BS, United Kingdom  
One Liberty Plaza, 20th Floor, New York, NY 10006, USA  
477 Williamstown Road, Port Melbourne, VIC 3207, Australia  
314–321, 3rd Floor, Plot 3, Splendor Forum, Jasola District Centre,  
New Delhi – 110025, India  
79 Anson Road, #06–04/06, Singapore 079906

Cambridge University Press is part of the University of Cambridge.

It furthers the University's mission by disseminating knowledge in the pursuit of education, learning and research at the highest international levels of excellence.

[www.cambridge.org](http://www.cambridge.org)  
Information on this title: [www.cambridge.org/9781108790062](http://www.cambridge.org/9781108790062)  
DOI: 10.1017/9781108855464

Copyright © World Health Organization (acting as the host organization for, and secretariat of, the European Observatory on Health Systems and Policies) 2020

This work is in copyright. It is subject to statutory exceptions and to the provisions of relevant licensing agreements; with the exception of the Creative Commons version the link for which is provided below, no reproduction of any part of this work may take place without the written permission of Cambridge University Press.

An online version of this work is published at [doi.org/10.1017/9781108855464](https://doi.org/10.1017/9781108855464) under a Creative Commons Open Access license CC-BY-NC-ND 3.0 which permits re-use, distribution and reproduction in any medium for non-commercial purposes providing appropriate credit to the original work is given. You may not distribute derivative works without permission. To view a copy of this license, visit <https://creativecommons.org/licenses/by-nc-nd/3.0>

All versions of this work may contain content reproduced under license from third parties. Permission to reproduce this third-party content must be obtained from these third-parties directly.

When citing this work, please include a reference to the DOI 10.1017/9781108855464

First published 2020

Printed in the United Kingdom by TJ International Ltd, Padstow Cornwall

*A catalogue record for this publication is available from the British Library.*

ISBN 978-1-108-79006-2 Paperback

Cambridge University Press has no responsibility for the persistence or accuracy of URLs for external or third-party internet websites referred to in this publication and does not guarantee that any content on such websites is, or will remain, accurate or appropriate.

Cambridge University Press

978-1-108-79006-2 — Achieving Person-Centred Health Systems

Edited by Ellen Nolte , Sherry Merkur , Anders Anell , Assisted by Jonathan North  
Frontmatter[More Information](#)

European  
**Observatory**  
on Health Systems and Policies

a partnership hosted by WHO

## European Observatory on Health Systems and Policies



The European Observatory on Health Systems and Policies supports and promotes evidence-based health policy-making through comprehensive and rigorous analysis of health systems in Europe. It brings together a wide range of policy-makers, academics and practitioners to analyse trends in health reform, drawing on experience from across Europe to illuminate policy issues.

The European Observatory on Health Systems and Policies is a partnership hosted by the World Health Organization Regional Office for Europe which includes the Governments of Austria, Belgium, Finland, Ireland, Norway, Slovenia, Spain, Sweden, Switzerland, the United Kingdom, and the Veneto Region of Italy; the European Commission; the World Bank; UNCAM (French National Union of Health Insurance Funds); the Health Foundation; the London School of Economics and Political Science; and the London School of Hygiene & Tropical Medicine. The Observatory has a secretariat in Brussels and it has hubs in London (at LSE and LSHTM) and at the Berlin University of Technology.

Cambridge University Press

978-1-108-79006-2 — Achieving Person-Centred Health Systems

Edited by Ellen Nolte , Sherry Merkur , Anders Anell , Assisted by Jonathan North  
Frontmatter

[More Information](#)

Copyright © World Health Organization (acting as the host organization for, and secretariat of, the European Observatory on Health Systems and Policies) 2020.

All rights reserved.

The European Observatory on Health Systems and Policies welcomes requests for permission to reproduce or translate its publications, in part or in full. Contact us at [contact@obs.who.int](mailto:contact@obs.who.int)

The designations employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of the European Observatory on Health Systems and Policies concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries. The mention of specific companies or of certain manufacturers' products does not imply that they are endorsed or recommended by the European Observatory on Health Systems and Policies in preference to others of a similar nature that are not mentioned. Errors and omissions excepted, the names of proprietary products are distinguished by initial capital letters.

All reasonable precautions have been taken by the European Observatory on Health Systems and Policies to verify the information contained in this publication. However, the published material is being distributed without warranty of any kind, either express or implied. The responsibility for the interpretation and use of the material lies with the reader. In no event shall the European Observatory on Health Systems and Policies be liable for damages arising from its use. The views expressed by authors, editors, or expert groups do not necessarily represent the decisions or the stated policy of the European Observatory on Health Systems and Policies or any of its partners.

A catalogue record of this book is available from the British Library.

## Contents

<i>Foreword I</i>	<i>page ix</i>
<i>Foreword II</i>	<i>xi</i>
<i>Foreword III</i>	<i>xiii</i>
<i>Acknowledgements</i>	<i>xv</i>
<i>List of Contributors</i>	<i>xvii</i>
<i>List of Figures</i>	<i>xx</i>
<i>List of Tables</i>	<i>xxi</i>
<i>List of Boxes</i>	<i>xxii</i>
<b>1 The person at the centre of health systems: an introduction</b>	<b>1</b>
<b>2 Person-centredness: exploring its evolution and meaning in the health system context</b>	<b>19</b>
<b>3 Person-centred health systems: strategies, drivers and impacts</b>	<b>41</b>
<b>4 Achieving person-centred health systems: levers and strategies</b>	<b>75</b>
<b>5 Community participation in health system development</b>	<b>115</b>
<b>6 Patient and public involvement in research</b>	<b>145</b>
<b>7 Listening to people: measuring views, experiences and perceptions</b>	<b>173</b>
<b>8 Choosing providers</b>	<b>201</b>
<b>9 Choosing payers: can insurance competition strengthen person-centred care?</b>	<b>229</b>

viii	<i>Contents</i>
10 The service user as manager of care: the role of direct payments and personal budgets	259
11 Choosing treatments and the role of shared decision-making	283
12 The person at the centre? The role of self-management and self-management support	317
13 Patients' rights: from recognition to implementation	347



## *Foreword I*

Already in 2006, Council Conclusions by EU health ministers confirmed access to good quality health care as an overarching value for health systems across Europe. Next to effectiveness and safety, patient experience is considered a key component of health care quality. Historically, concern with patient safety has been the prime driver of EU-level rules on medical products. In the last decade, effectiveness has risen to the fore of health system analysis through EU-level processes such as the European Semester. In recent years, we have seen initiatives focusing on the patient perspective, assessing how health systems can draw on patient-reported experiences and outcomes. This book delivers a key contribution to this debate.

The book's very title, referring to 'person-centredness', raises some compelling questions on how to frame the current conceptual framework. Does a term like 'patient-centredness' cover dimensions which are more general in service delivery and not necessarily limited to experiences related to morbidity? How would this concept fit with areas such as prevention and health promotion, where the whole idea is to help people avoid becoming patients? These questions go well beyond 'petty semantics' and the discussions raised in this book are very timely.

The book presents valuable lessons from areas in health systems where persons (many of them patients) have already found ways of expressing choice, gaining a voice and more generally participating in health systems. In doing so, it convincingly makes the point that a more systematic move to person-centred care will support health systems in addressing the challenges they face. Obviously, there are barriers for health systems to overcome when pursuing a person-centred redesign, duly recognized in the book.

Current population health literacy levels across the EU will need to be raised if citizens are to take up a more active role in co-steering health systems. Also, health systems need to overcome the important information gap they face. The uptake of more holistic, person-centred

health data holds great potential. The quality of care and the performance of health systems across the EU stand to gain significantly from improvements in this direction. The development of such complementary health indicators will help policy-makers and health professionals to more effectively treat patients, who are increasingly frail and suffering from multiple morbidities. The European Commission is actively supporting Member States to achieve this health system transformation.

For many years patient groups have rightfully demanded from policy-makers ‘nothing about us without us’. Now it is time to push this principle to a higher level. Inspired by this book, we should strive for a person-centred redesign of health systems that will include all patient groups, as well as the wider population that health systems aim to keep healthy.

ISABEL DE LA MATA  
*European Commission*

## *Foreword II*

Centring health systems around people remains a major challenge for all countries. Traditionally, a fragmented landscape of health providers has determined what services to offer and how they are delivered, while patients have had limited options to choose, participate or even co-produce.

People demand now a more active role in their health care and a better response to their expectations as social values have progressed and information asymmetries have shrunk with the advent of new forms of communication and participation. Hence, it has become a health systems practitioners' mandate to walk the talk of valuing choice and the preferences of individuals, de-institutionalizing services for increased community-based care closer to home, involving individuals and their caregivers in managing long-term care needs, engaging multiple care disciplines, promoting the exercise of personal choice, and extending services beyond physical limits into virtual modalities.

This book provides a comprehensive and necessary analysis of the multi-pronged concept of people-centredness to set a common background to health reformers, practitioners and researchers. Its editors and chapter authors explore what health strategies and innovations can contribute to effectively make health systems more people-centred, empowering community participation, measuring people's perceptions and enabling choice of providers and payers. They also provide evidence-based guidance on how health services can be more person-centred by engaging patients in decision-making, empowering them as managers of their own care and, overall, fostering self-management.

It comes at a timely moment when health systems celebrate historical landmarks like the foundation of the World Health Organization in 1948. In 2018 we also commemorated the 40th anniversary of the Declaration of Alma Ata and the 10th anniversary of the Tallinn Charter that shape modern health policies aiming to achieve health for all underpinned by the vision put forward by Health 2020. They all share

the vision of people-centred health systems based on the principles of equity, social justice, community participation, health promotion, the appropriate use of resources and intersectoral action.

Against this backdrop, 21st century health systems need to be rethought and strengthened to successfully face a changing world context characterized by ageing societies, globalization, climate change and technological progress. People-centred health systems based on strong primary health care and integrated health services across the life-course are vital to reach the Sustainable Development Goals and achieve universal health coverage by 2030 and this book is an accurate compass to guide the way forward.

DR HANS HENRI P. KLUGE  
*WHO Regional Director for Europe*

## *Foreword III*

Modern medicine has contributed to tremendous achievements in terms of expanding life expectancy, curing diseases that previously were fatal, finding new ways of alleviating pain and suffering, and improving patients' quality of life. However, when we ask patients about their experiences of the health services they use, the results are not always as positive. Patients do not always feel that they have been respected and listened to, that their needs and preferences have been taken into account and that their experiences and knowledge are valued.

Studies that compare patients' experiences in different countries show us that some countries are ahead when it comes to delivering health services that are person-centred. Person-centred care essentially entails services where patients feel that they are treated as persons, with respect and dignity, and that their needs, wants and preferences are considered. It is therefore of great value to explore how different countries, and providers in these countries, have attempted to change the way they deliver health care. The Swedish Agency for Health and Care Services Analysis has collaborated with the European Observatory on Health Systems and Policies in an attempt to shed light on possible strategies that can contribute to making our health systems more person-centred. This work rests on the assumption that it is not enough to increase person-centredness in the patients' interaction with nurses, doctors and other health professionals, but that all tiers of the health system need to consider the perspective of the user and the wider public. Managers and policy-makers at different levels need to create incentives, eliminate obstacles and show leadership in order to create services that will meet individuals' varying needs and include them in the care process. This volume has brought together some of the most experienced researchers in the field, coming from a range of disciplines, in order to outline and analyse what we know of the effectiveness of different strategies that could contribute to transforming our health systems.

Respecting patients' wants and preferences, and involving them in the care they receive, can potentially lead to better medical results. More research is, however, needed in this area to create a more comprehensive understanding of the effects of person-centred care. What is more, and perhaps more importantly, person-centredness should be seen as an important value in its own right. The process of participation, in its many different forms, has an intrinsic value as a democratic principle.

Involving patients in their own care, and in designing the health services they use, is a much overlooked resource that we, in light of the pressures our health systems face, can no longer afford to ignore. Learning from patients and their families and letting their voices be a core feature when we design, reform and evaluate our health systems sends an important message to both health professionals and policy-makers. This book can guide and inspire decision-makers, nationally, regionally and locally, in their attempts to create sustainable and inclusive health systems.

We want to thank the Observatory and the World Health Organization for this collaborative process. We are also grateful to the authors of the different chapters and to the editors for their hard work, and we lastly send our thanks to all other participants who have contributed to the book. As a next step, we intend to summarize the most important lessons from the anthology and analyse them in the context of the Swedish health system – thus hoping to increase knowledge and capacity among Swedish policy-makers.

JEAN-LUC AF GEIJERSTAM

*General Director*

*The Swedish Agency for Health and Care Services Analysis*

## *Acknowledgements*

This volume is one of a series of books produced by the European Observatory on Health Systems and Policies. We are immensely grateful to all the authors for their hard work and enthusiasm in this study, and to Isabel de la Mata, Jean-Luc af Geijerstam and Dr Hans Henri P. Kluge for contributing the Forewords.

In addition to the authors (*see* List of contributors), we gratefully acknowledge the contributions of those who participated in a policy roundtable held in Stockholm in March 2017, to discuss contents, direction and individual draft chapters of the volume. These were: Sevim Barbasso-Helmers, Ann Catrine Eldh, Björn Hansell, Kaisa Immonen, Stefan Jutterdal, Bodil Klintberg, Fredrik Lennartsson, Johanna Lind, Tove Lindahl Greve, Veronika Lindberg, Lisbeth Löpare, Maria Montefusco, Stig Nyman, Sara Riggare, Ingrid Schmidt, and Kajsa Westling. The roundtable discussions provided an invaluable source for guiding this work further and improving its overall relevance to policy.

The information presented reflects the evidence as it stood in the spring of 2018. We would further like to thank the reviewers of individual chapters for all their comments and suggestions, which further enhanced the quality of the work. These were: Paula Blomqvist, Paul Buchanan, Sibylle Erdmann, Dominick Frosch, Tamara Hervey, Anya de Iongh, Karen Jones, Danny van Leeuwen, Cristin Lind, Maria Montefusco, Šarunas Narbutas, Catherine Needham, Jennie Popay, Sara Riggare, Sophie Staniszewska, Sarah Thomson and Sue Ziebland. We also gratefully acknowledge the time taken by the final reviewers of this volume, Dr Ann Catrine Eldh, and Professor Mike Dent. We greatly benefited from their very helpful comments and suggestions.

We are especially grateful to the Swedish Agency for Health and Care Services Analysis (Vårdanalys) for co-funding this study, and in particular to Johanna Lind (now Lumell Associates), Hanna Sjöberg, Kajsa Westling and Fredrik Lennartsson (now Director of Health and

Care, Region Skane) for their continued collaboration and support, patience and enthusiasm from the inception of this study to its final publication.

Finally, this book would not have appeared without the able and patient support throughout the project of our colleagues in the Observatory. In particular, we would like to thank Celine Démaret and Annalisa Marianecchi who helped manage all administrative matters related to this work, including the organization of the author workshop in Stockholm. We are also very grateful to Jonathan North and Caroline White for managing the production process and to Sarah Cook for copy-editing the manuscript.



## *Contributors*

**Anders Anell** is Professor, Department of Business Administration, Lund University, Sweden

**Andrew Barnes** is Associate Professor, Department of Health Behaviour and Policy, University of California (UCLA), USA

**Peter Beresford OBE** is Professor of Citizen Participation, School of Health and Social Care, University of Essex, UK and Co-Chair of Shaping Our Lives, the UK disabled people's and service users organization and network

**Helmut Brand** is Jean Monnet Professor of European Public Health and Head of the Department of International Health, School for Public Health and Primary Care (CAPHRI), Maastricht University, the Netherlands

**Timo Clemens** is Researcher, Department of International Health, School for Public Health and Primary Care (CAPHRI), Maastricht University, the Netherlands

**Angela Coulter** was chief executive of Picker Institute Europe from 2000 to 2008 and is now an independent consultant based in Oxfordshire, UK

**Alizon K. Draper** is Reader, School of Life Sciences, University of Westminster, UK

**Marianna Fotaki** is Professor of Business Ethics, Warwick Business School, University of Warwick, UK

**Martin Härter** is Chair of the Department of Medical Psychology, University Medical Center Hamburg-Eppendorf, University Medical Center, Hamburg, Germany

**France Légaré** is Tier 1 Canada Research Chair in Shared Decision Making and Knowledge Translation and Professor, Department of Family Medicine and Emergency Medicine, Faculty of Medicine, Université Laval, Québec, Canada

**Andrew McCulloch** was chief executive of Picker Institute Europe from 2013 to 2017 and is now an independent consultant based in London, UK

**Sherry Merkur** is Research Fellow and Health Policy Analyst, European Observatory on Health Systems and Policies, London School of Economics and Political Science, London, UK

**Ellen Nolte** is Professor of Health Services and Systems Research, London School of Hygiene & Tropical Medicine, London, UK

**Herman Nys** is Director, Centre for Biomedical Ethics and Law (CBMER), KU Leuven, Belgium

**Willy Palm** is Senior Advisor, European Observatory on Health Systems and Policies, Brussels, Belgium

**Giuseppe Paparella** was research officer at Picker Institute Europe and is now visiting scholar at the Hoover Institution, Stanford University, USA

**Wilm Quentin** is Senior Research Fellow, Department of Health Care Management, Berlin University of Technology, European Observatory on Health Systems and Policies, Germany

**Thomas Rice** is Professor, Fielding School of Public Health, University of California (UCLA), USA

**Susan B. Rifkin** is Adjunct Professor, Colorado School of Public Health, USA

**Jasna Russo** is Deputy Professor of Gender Studies in Rehabilitation and Education, Faculty of Rehabilitation, Technical University, Dortmund, Germany

**David Shaw** is Senior Researcher, Institute for Biomedical Ethics, University of Basel

**Martin Smatana** is General Director, Institute for Health Policies, Slovakia

**Dawn Stacey** is Research Chair in Knowledge Translation to Patients and Professor, School of Nursing, Faculty of Health Sciences, University of Ottawa, Canada and Senior Scientist, Ottawa Hospital Research Institute, Centre for Practice Changing Research, University of Ottawa, Ottawa, Canada

*List of Contributors*

xix

**Anne M. Stiggelbout** is Professor of Medical Decision Making, Department of Biomedical Data Sciences, Leiden University Medical Center, Leiden, the Netherlands

**Richard Thomson** is Professor of Epidemiology and Public Health, Population and Health Sciences Institute, Newcastle University, Newcastle upon Tyne, UK

**David Townend** is Professor of Law and Legal Philosophy in Health, Medicine and Life Sciences, School of Public Health and Primary Care (CAPHRI), Maastricht University, the Netherlands

**Ewout van Ginneken** is Hub Coordinator, European Observatory on Health Systems and Policies, Berlin University of Technology, Germany

**Nick Verhaeghe** is Post-doctoral Researcher, Department of Public Health and Primary Care, Ghent University, Belgium

**Ruth Waitzberg** is Researcher, Smokler Center for Health Policy Research, Myers-JDC-Brookdale Institute, Israel

## *Figures*

1.1 Engagement of service users with chronic conditions in their own care, 2016	<i>page 6</i>
1.2 Forgone medical care (%) in 2008/2009 and 2012/2013 among disadvantaged populations in 30 countries	8
1.3 The conceptual framework guiding the study	10
2.1 Frequency of articles mentioning versions of ‘patient-centred’ or ‘person-centred’ in the biomedical and life science database PubMed by July 2017	29
4.1 Regular internet use among EU citizens, 2005 and 2014	94
6.1 Levels and stages of service user involvement in research	157
9.1 Switch rates in Israel by socioeconomic status (SES) of place of residence, 2015 (1 = lowest SES, 10 = highest SES)	244

*Tables*

2.1	Dimensions of patient-centred care as identified by selected seminal frameworks	<i>page 25</i>
2.2	Types of ‘centredness’ identified by Hughes, Bamford & May (2008)	31
3.1	Principal categories of patients’ rights based on a review of four European frameworks	63
4.1	Lever for the implementation of person-centred care innovations in health care organizations	103
5.1	Assumptions underlying the contribution of community participation in health: a summary	122
5.2	Conceptual approaches to community participation in health	124
7.1	Types of PROM	185
7.2	Potential uses of PROMs	187
9.1	Overview of insurance choice in Germany, Israel, the Netherlands, Slovakia, Switzerland and the USA	233
9.2	Type of choice in basic insurance in Germany, Israel, the Netherlands, Slovakia, Switzerland and the USA	238
9.3	Reasons for switching insurer	245
10.1	Overview of the use of personal budgets in a number of countries	263
12.1	Self-management outcomes described as important by stakeholder group	330
13.1	Patients’ rights as defined under four different European frameworks	353
13.2	Clusters of core patients’ rights as identified from four patients’ rights frameworks	357
13.3	Mapping national approaches according to their enforceable character and type of legislation	360

*Boxes*

2.1 Selected definitions of patient- and person-centred care	<i>page</i> 23
3.1 Approaches to collect data on people's views and experiences of care	47
3.2 Personal budgets and related schemes: an overview	54
3.3 Assessment of the 2015 Patient Act, Sweden	58
3.4 Self-management support strategies in European countries	61
4.1 What do we know about whether people want to engage in health care decision-making at individual and collective levels?	78
4.2 The role of 'power' in the physician–patient interaction	81
4.3 Whose experience counts? Patient involvement in health technology assessment decisions in Australia	84
4.4 Health literacy levels in European countries	88
4.5 A national strategy to strengthen health literacy at all levels in Austria	91
4.6 Access to and use of e-health portals in Australia, Denmark and Estonia	93
4.7 Recommendations for implementation of e-health systems based on a systematic review of systematic reviews	96
4.8 Measuring and reporting the performance of institutions and practitioners in health care	99
4.9 Skills education and training framework for person-centred care in England	101
4.10 Key factors that are likely to enhance the success of large-system transformation initiatives in health care	104
5.1 The medical approach: community mobilization for mental health promotion among Cape Verdean immigrants in the Netherlands	128
5.2 The health service approach: citizen participation in the Italian health care system	129

<i>List of Boxes</i>	xxiii
5.3 The community development approach: community participation in the design of rural primary care services in Scotland	130
6.1 Consumers United for Evidence-Based Healthcare	151
6.2 4PI Involvement Standards (NSUN)	154
6.3 Understanding the impact of research participation	160
7.1 Measurement of patients' experience in England	179
7.2 Measurement of patients' experience in Germany	180
7.3 Measurement of patients' experience in Italy	180
7.4 Commonwealth Fund international surveys	182
7.5 OECD Health Care Quality Indicators	183
7.6 National PROMs programme in England	186
7.7 Eurobarometer surveys	189
9.1 Observed health insurance switching patterns in Israel	243
11.1 Excerpt from the 2015 Patient Act, Sweden	287
11.2 A reasonable patient	288
11.3 The ethical imperative for shared decision-making	294
11.4 The CollaboRATE tool: a three-item patient-reported measure of SDM	299
12.1 Taxonomy of self-management support as proposed by Taylor et al. (2014)	321
12.2 Managing conditions well vs. managing (or living) well with conditions	327
12.3 The value of different aspects of self-management support	332
12.4 Implementing self-management support at the local level in the English NHS	338
13.1 The European Charter of Patients' Rights	352
 <b>Appendix</b>	
13.1 Patients' rights legislation in European countries	370

Cambridge University Press  
978-1-108-79006-2 — Achieving Person-Centred Health Systems  
Edited by Ellen Nolte , Sherry Merkur , Anders Anell , Assisted by Jonathan North  
Frontmatter  
[More Information](#)

---