



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

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

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

Information on this title: 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 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.

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

European Observatory on Health Systems and Policies



WELFARE ECONOMY
AND EMPLOYMENT
AND EDUCATION

.be

MINISTERE
DE LA SANTE PUBLIQUE
ET DE LA FAMILLE

AN DEREN
UNIVERSITÄT
WIEN VIENNA
UNIVERSITY OF
MEDICINE



REGIO
DEL VENEZIA



HM
GOVERNMENT



THE
WORLD BANK

UNION
NATIONALE
DES
CAISSES
D'ASSURANCE
MALADIE

The
Health
Foundation

LSE

LONDON
SCHOOL OF
ECONOMICS
AND
POLITICAL
SCIENCE

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.

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

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.