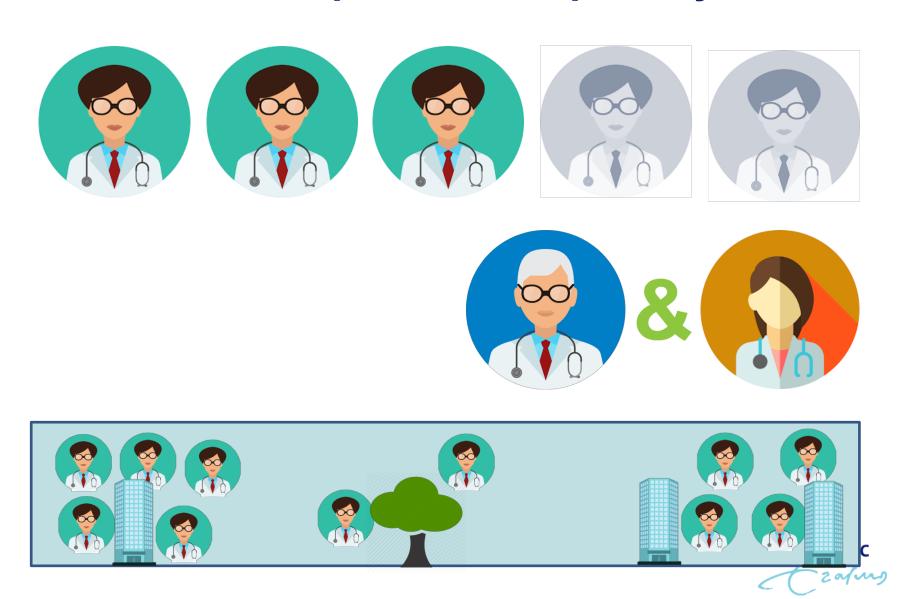


# Raising the attractiveness of primary health care

Results from a Policy Brief in support of the Austrian Presidency of the Council of the European Union 2018

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# Health workforce problems in primary care



#### How to resolve the shortages and maldistributions?





QUESTION 496(b) " HOW WOULD YOU DEAL WITH PATIENTS ANGRY AT HAVING TO WAIT FOR APPOINTMENTS"

#### How to resolve the shortages and maldistributions?



- Improve attractiveness of primary care
- Medical education
- Recruitment and retention
  - Rural and remote areas
  - Work environment
- Primary care models
- Health workforce planning

Erasmus MC rafus

How can the attractiveness of primary care be increased for medical doctors, other health professionals, patients and the general public?



## Improving the attractiveness of PC

# Pros



- Direct and long-term patient care
- Patient orientation ("whole person")
- Working atmosphere



## Cons



- Working conditions
- High administrative workload
- Lack of peer support
- Low status and prestige



#### **Medical education**



"The doctor will be right with you shortly, he's finishing medical school."

Erasmus MC zafus

#### **Medical education**

- Longitudinal programmes
- Compulsory primary care clerkships
- Electives in primary care

 A whole range of other programmes with very little evidence, including interests groups, student-run free clinics, integrated residency programmes, participation in primary care research, etc.

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## **Recruitment and retention – rural areas**



#### **Recruitment and retention – work environment**



#### Recruitment and retention – work environment

#### Employment quality

- Salaries (GP salaries relatively low)
- Work-life balance (especially important in view of feminization)
- Professional development
- Interprofessinal collaboration

#### Work quality

- New technologies
- Skill-mix

# **Primary care models**

#### Relevant elements - health professionals:

- Practice type (age-related)
- Multidisciplinary working
- Clinical leadership
- Range of services being offered
- Career options and development

#### Relevant elements - patients:

- Practice type (age-related)
- Range of services being offered



# Health workforce planning in PC

- No direct relatonship with attractiveness
- Mostly indirect by creating a more stable workforce, which limits issues related to workload, working times, etc.
- Successful example: the workforce planning model in the Netherlands

