

# Out-of-hours care in European countries:

European approaches for optimizing care in  
times of increasing shortages of healthcare  
professionals

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# Similar challenges across Europe



- ↑ demands: ageing population, ↑ multimorbidity, ↑ diagnostic - & treatment options
- Use non-urgent, consumerism?
- Task shift to primary care
- Lack of healthcare professionals
- How to maintain quality of care (& service level), with ↑ demands & ↓ resources

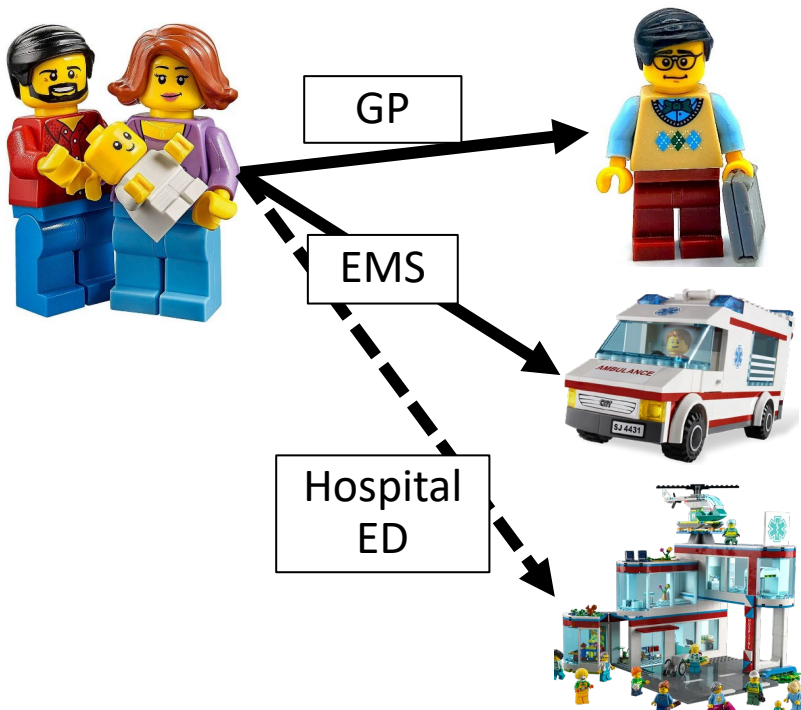


# Strategies

- Reorganisation of healthcare
- ↑ workforce: with task delegation/sharing
- ↓ demands: ↑ health literacy, ↑ (self)triage quality, redirection of flow to daytime & primary care

# Daytime care

## Unscheduled acute care



## Strategies

- GP practices: gatekeeper for ED?

## Reorganisation:

- Municipality acute care teams
- Hospital-at-home
- Incentives for GPs in deprived areas

# Daytime care: strategies

## Workforce:

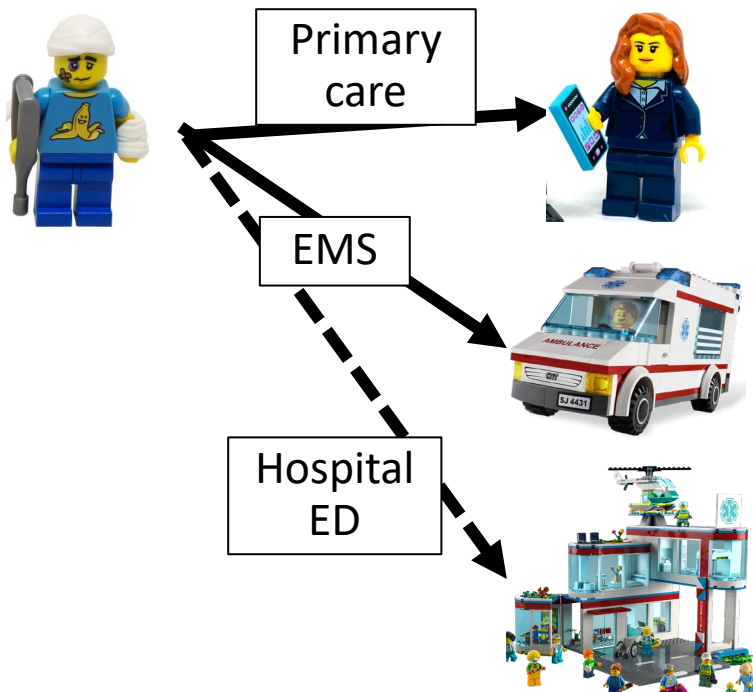
- Task delegation to nurses, paramedics, medical students
- Video consultations
- Video conference specialists
- Distant GP/physician (video)

## Demands:

- Access: online appointments, time-same-day, walk-in slots (acute?)
- Self-triage systems
- More tailored chronic care

# OOH care

## Unscheduled acute care



## Many models exist

- Small GP models (GP, rotation groups)
- Larger (GP) models (GP cooperatives, urgent care centers, minor injury units)
- Hospital-based models (ED, primary care at hospital)

Terminology varies!

Steeman et al. Out-of-hours primary care in 26 European countries: an overview of organizational models. *Fam Pract.* 2020;38(6):744-50.

# OOH care: strategies

## Organisation & workforce:



- Ambulance on-scene contacts own GP
- Task delegation to nurses & paramedics
- Use of specific care tracks

## Demands:

- Telephone triage (who, how?)
- Use of video
- Symptom checkers/self-triage
- Chatbot
- AI?





# Take home messages

- Many initiatives
- Focus on reorganisation, workforce, demands
- Not one solution fits all!
  - Existing healthcare system, culture
  - Available resources
  - Geography
  
- But: inspiration is key!

*Any  
questions?*



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