



# The Experience of Implementing 『 Plan for the National Public Health Insurance Family Doctor Integrated Delivery System 』

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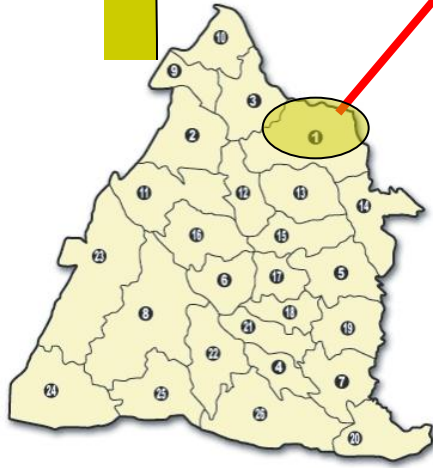


# Map



彰化縣 各區域

- 1 彰化市
- 2 鹿港鎮
- 3 和美鎮
- 4 北斗鎮
- 5 員林鎮
- 6 溪湖鎮
- 7 田中鎮
- 8 二林鎮
- 9 線西鄉
- 10 伸港鄉
- 11 福興鄉
- 12 秀水鄉
- 13 花壇鄉
- 14 芬園鄉
- 15 大村鄉
- 16 埔鹽鄉
- 17 埔心鄉
- 18 永靖鄉
- 19 社頭鄉
- 20 二水鄉
- 21 田尾鄉
- 22 埤頭鄉
- 23 芳苑鄉
- 24 大城鄉
- 25 竹塘鄉
- 26 溪州鄉



Taiwan



# Purpose

- The purposes of this plan are
  - (1) to implement the hierarchical medical care system and the referring system, providing people comprehensive, coordinate and continuing medical service;
  - (2) to establish the patient-centered healthcare climate;
  - (3) to reduce the medical expenditure and improve the medical service quality.

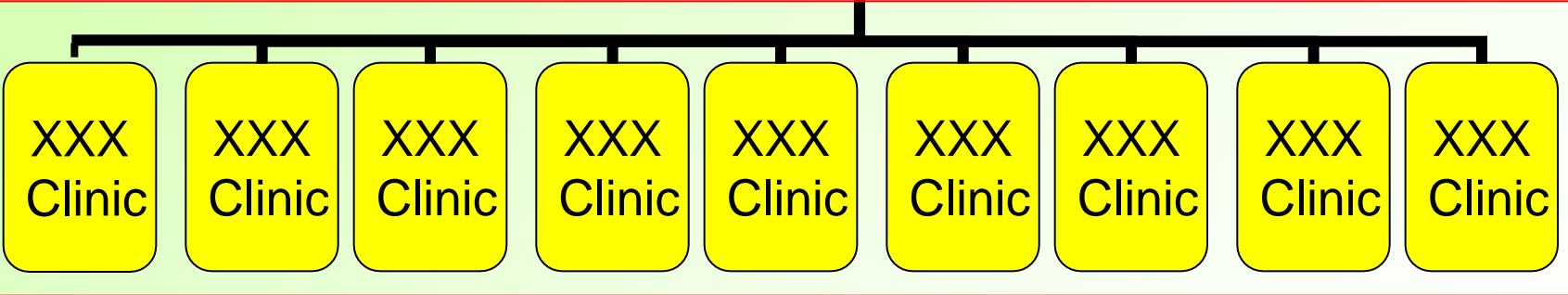


# Our Medical Group

the Bureau of Central Health Insurance

Changhua Christian Hospital

Vertical referral



Horizontal referral between clinics

Chang-Lian Medical Group



# Methods

- The family doctor care network was organized by family medicine department of the medical center.
- **Care managers of this care network are in charge of**
  - (1) patient's referral coordination service between clinics or between the clinic and medical center;
  - (2) holding health promoting activity for community patients;
  - (3) continuous education for clinic doctors.
  - (4) express the sympathy and deliver sympathy card to patients hospitalized.
- Because of the family doctor care network, the horizontal and vertical integrated delivery system was constructed.



# Results

- The annual objectives of this plan include:
  - The rate of emergency medical visit
  - The rate of hospitalization
  - The rate of see a doctor fixedly
- The results of our medical group are under estimating by the Bureau of Central Health Insurance.

Clinics	Cases	Accepting rate
1	369	100%
2	1278	100%
3	616	100%
4	1090	100%
5	966	100%
6	1016	100%
7	701	100%
8	636	100%
9	794	100%
<b>Total</b>	<b>7466</b>	<b>100%</b>



# Results

- Simple random sampling was used in the questionnaire-based survey after health promoting activity.
  - The patient satisfaction showed high satisfaction. (91% agreed helpful for health / 97% answered to take part next time)
- Simple random sampling was used in the questionnaire of satisfaction of patients enrolled in this plan.
  - The results showed high satisfaction. (90% answered satisfied for the health consultation and health care news provided by their family doctor / 86% answered satisfied for the understanding of their family doctor about his or her health / 100% answered satisfied for the total service their family doctor provided)



# Comments

- According to the implementing experience, some suggestions were given to Department of Health:
  - 1. to continue implement “Family Doctor Integrated Delivery System Plan” and to allow the local family doctor to organize the efficient care system with community hospital;
  - 2. to establish the exterior assess system to make sure the basic medical quality and the effects.



# Thanks for your attention!

## Welcome to Taiwan

20<sup>th</sup> International Conference on Health  
Promoting Hospitals and Health  
Services in Taiwan

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