

PaRIS

Patient Reported Indicator Surveys

DOES HEALTHCARE DELIVER? WHAT HEALTH SYSTEM COULD DO TO BETTER SERVE PATIENTS NEEDS

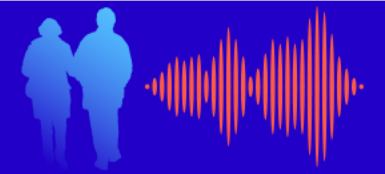
BERLIN 27 NOVEMBER 2025

Michael van den Berg, PaRIS international project manager
OECD, Directorate for Employment, Labour and Social Affairs



OECD works on better policies for better lives

-  **Intergovernmental organisation**
→ 38 member countries
-  **Economic analysis for better health and health systems**
-  **International data collection and harmonisation**
-  **Evidence-based policy advice**
-  **Bringing together and stakeholders, governments and experts to find solutions for complex problems**



Front-running health systems are changing towards more people-centred care...

FROM...

“Fixing what’s broken”

Survive

Hospital focus

Paternalism (doctor knows best)



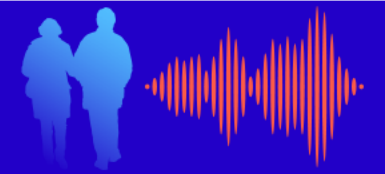
TO...

Enabling people live meaningful lives

Thrive

Community focus

Partnership (patient as partner in own care)



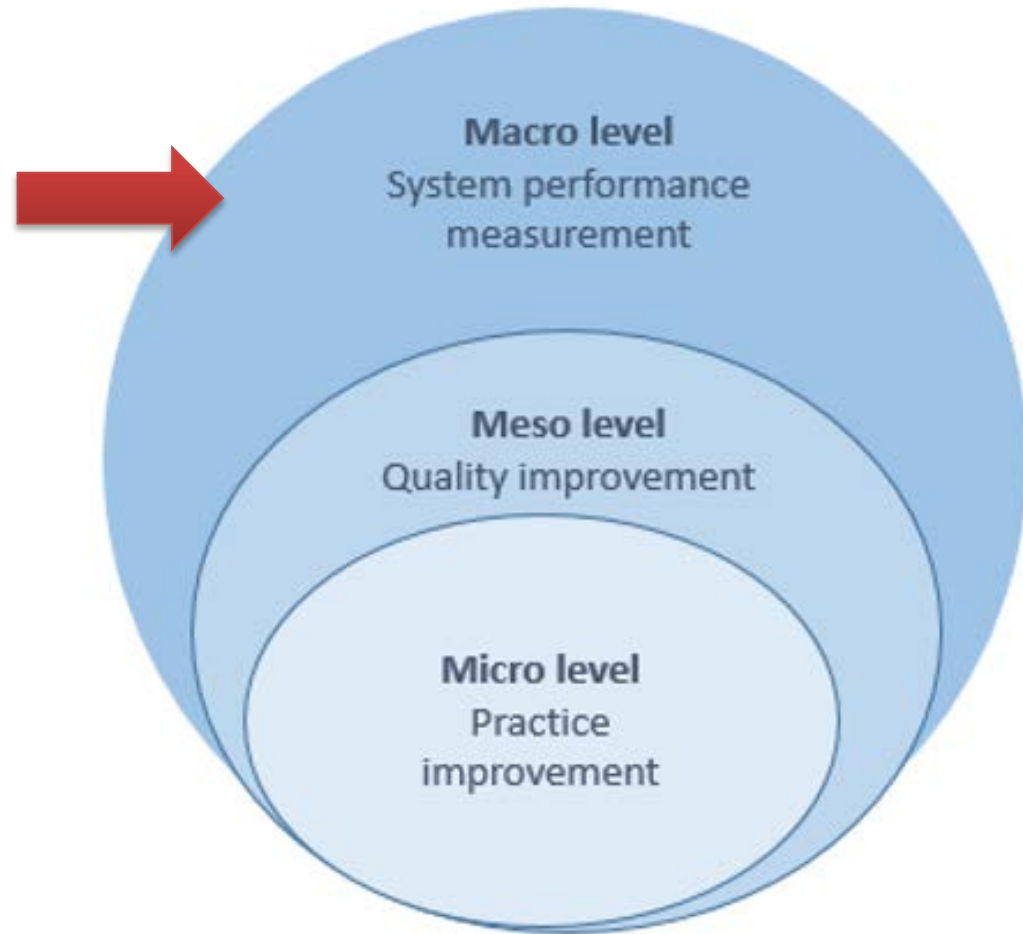
Healthcare is all about the patient



But if we do not ask patients how healthcare impacts their lives, policy decisions are shots in the dark



Patient-reported measures can be used across different levels of healthcare



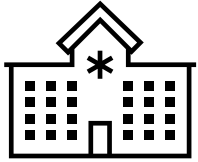
What can policy makers do?

What can organisations (practices) do?

What can individual professionals and patients do?

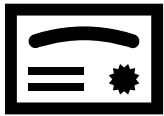


How 'PROMising' does it look in Germany?



Mainly used in specialised areas, such as

- Hip & knee (e.g. Dresden Registry and national registry)
- PROMs in Federal Joint committee (G-BA) quality assurance (PROMoting Quality)



Occasionally used for quality assurance e.g. certification

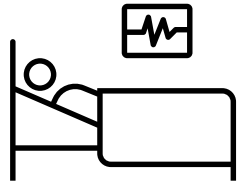


Clinicians are the main users

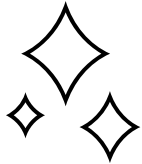
Kendir, C. et al. (2025), "PROMoting quality of care through patient reported outcome measures (PROMs) *OECD Health Working Papers*, No. 183, OECD Publishing, Paris, <https://doi.org/10.1787/c17bb968-en>.



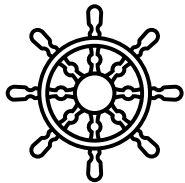
Germany has several important initiatives but misses opportunities for national policies



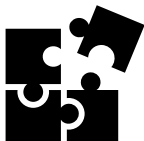
Traditional 'disease-focus' and hospital-focus



Fragmentation across different registries



Steering information for policy largely lacking



Primary care and ability to benchmark with other countries is lacking



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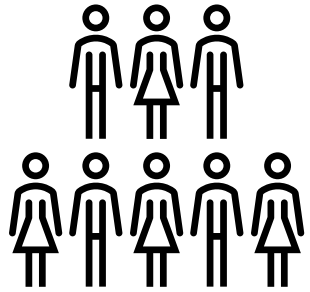
Patient Reported Indicator Surveys

*“The main difficulty derives from the fact that **I have to visit more than one doctor**, doctors of different specialty. This **costs me energy, money and time**, because I have to change **my work/daily routine.**”*

*Zoe, 67 years old,
living with multiple chronic conditions*



PaRIS sets a new international standard for patient-reported outcome and experience measures



>107 000 primary care users aged 45 and older

>1 800 primary care practices

19 countries pioneered,
next cycle with most
OECD members in
preparation



Australia



Belgium



Canada



Czech Republic



France



Greece



Iceland



Italy



Luxembourg



Netherlands



Norway



Portugal



Romania



Saudi Arabia



Slovenia



Spain



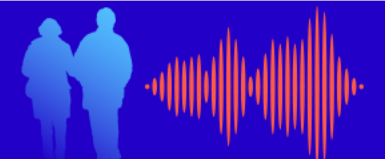
Switzerland



Wales (UK)



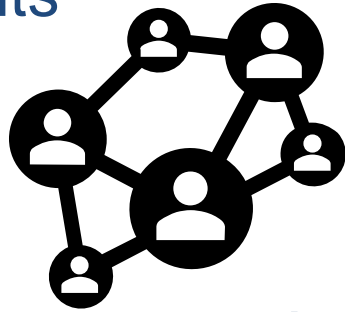
United States



PaRIS is a shared mission for bringing the patient voice to health policy making

Patients

Healthcare professionals



Policymakers

Academics



PaRIS questionnaires, peer-reviewed scientific articles and technical documents are available at www.oecd.org/health/PaRIS

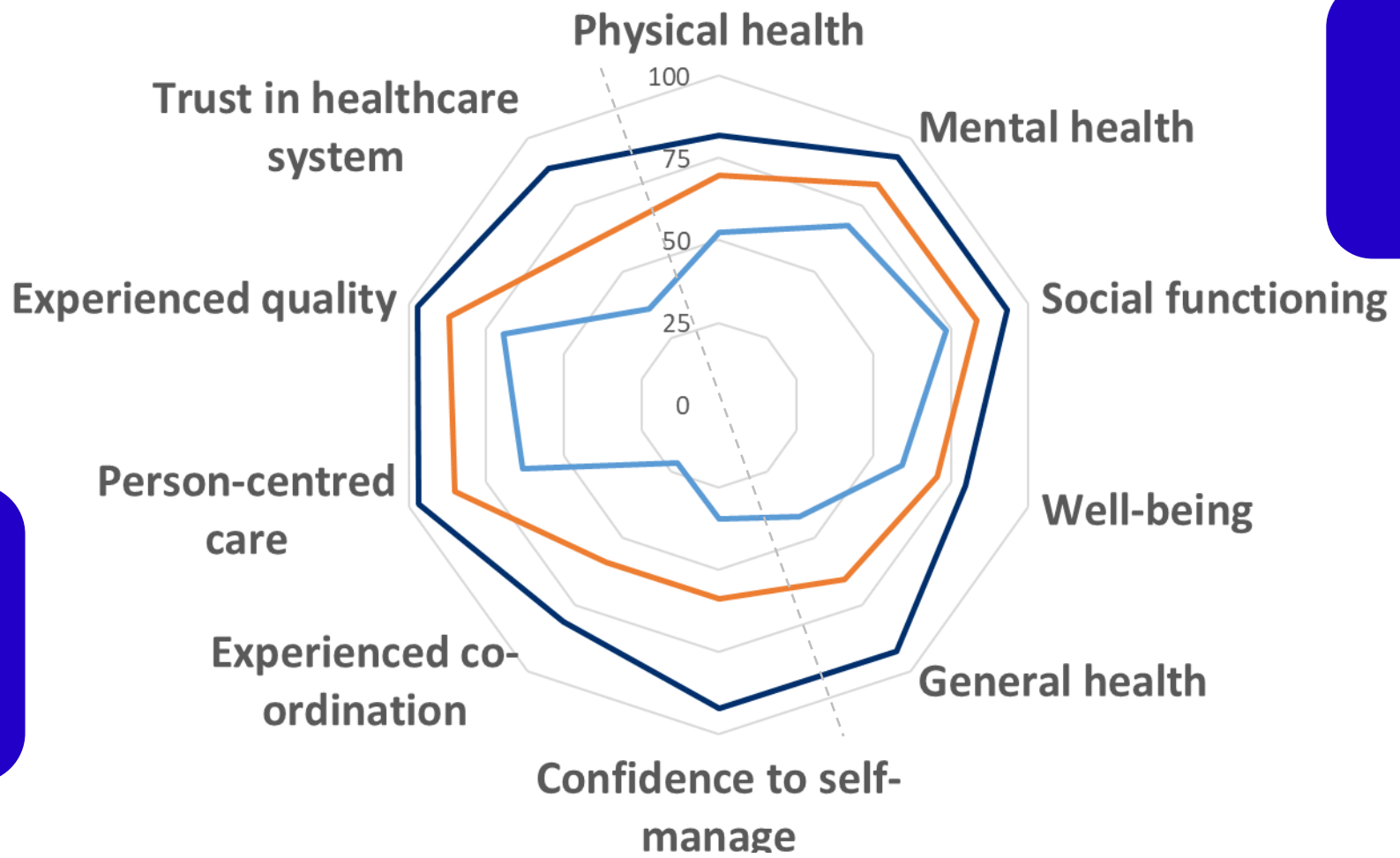


The PaRIS 10: Five health outcomes, five healthcare experiences to understand what healthcare delivers

- Highest
- OECD PaRIS
- Lowest

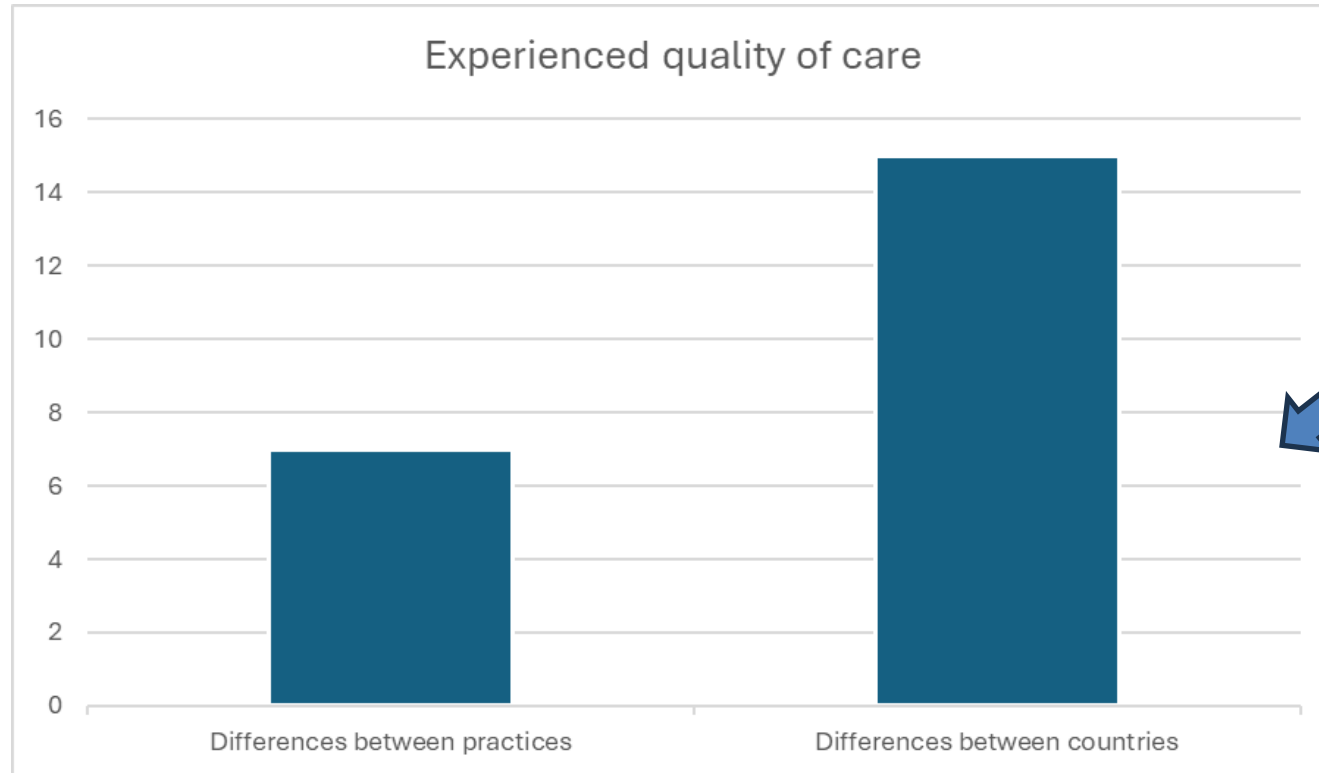
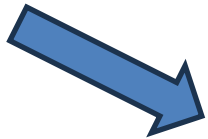
Patient-reported outcome measures

Patient-reported experience measures



A significant part of solutions should be organised on system level (1/2)

In some **practices** patients are more positive than in others (7% of variation)

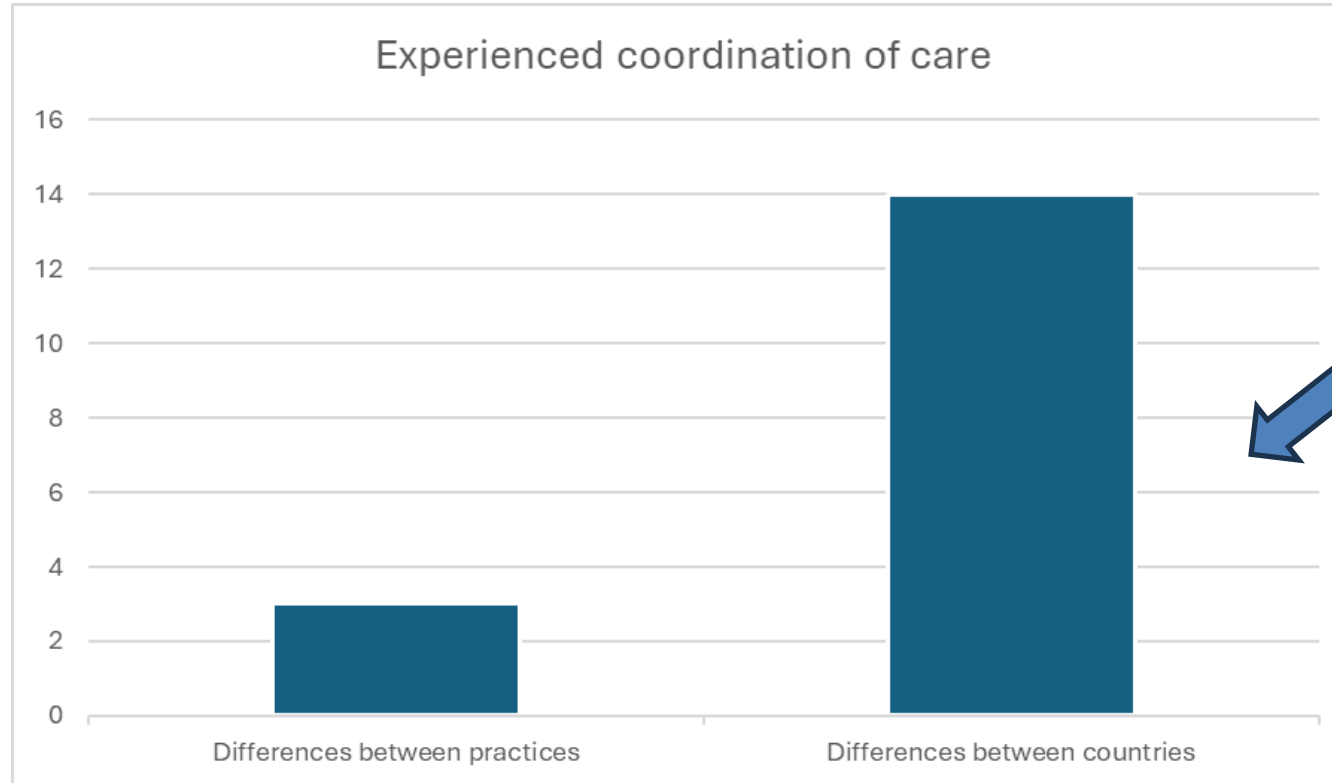
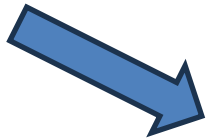


In some **countries** patients are more positive than in others (15% of variation)

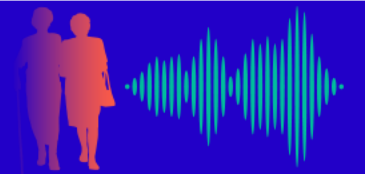


A significant part of solutions should be organised on system level (2/2)

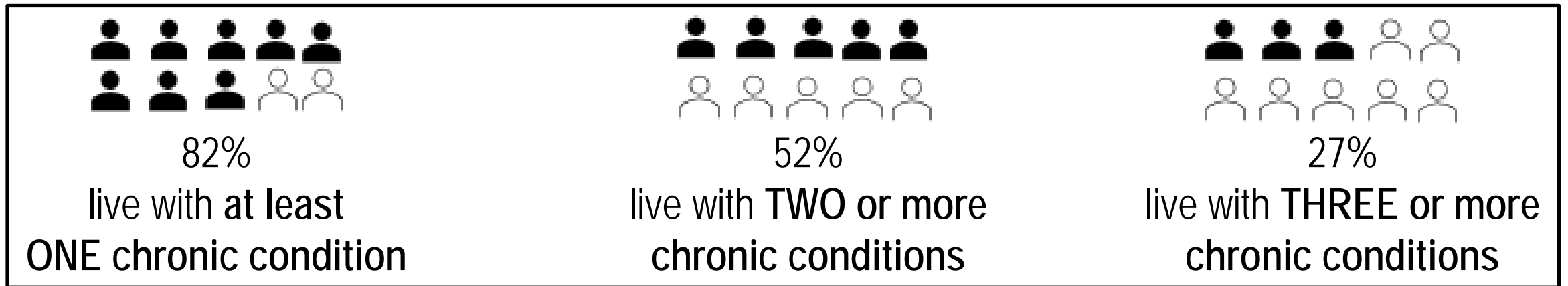
In some **practices** patients are more positive than in others (3% of variation)



In some **countries** patients are more positive than in others (14% of variation)



Living with chronic conditions is becoming the norm rather than the exception in primary care



Care plans: A quarter of people with chronic conditions



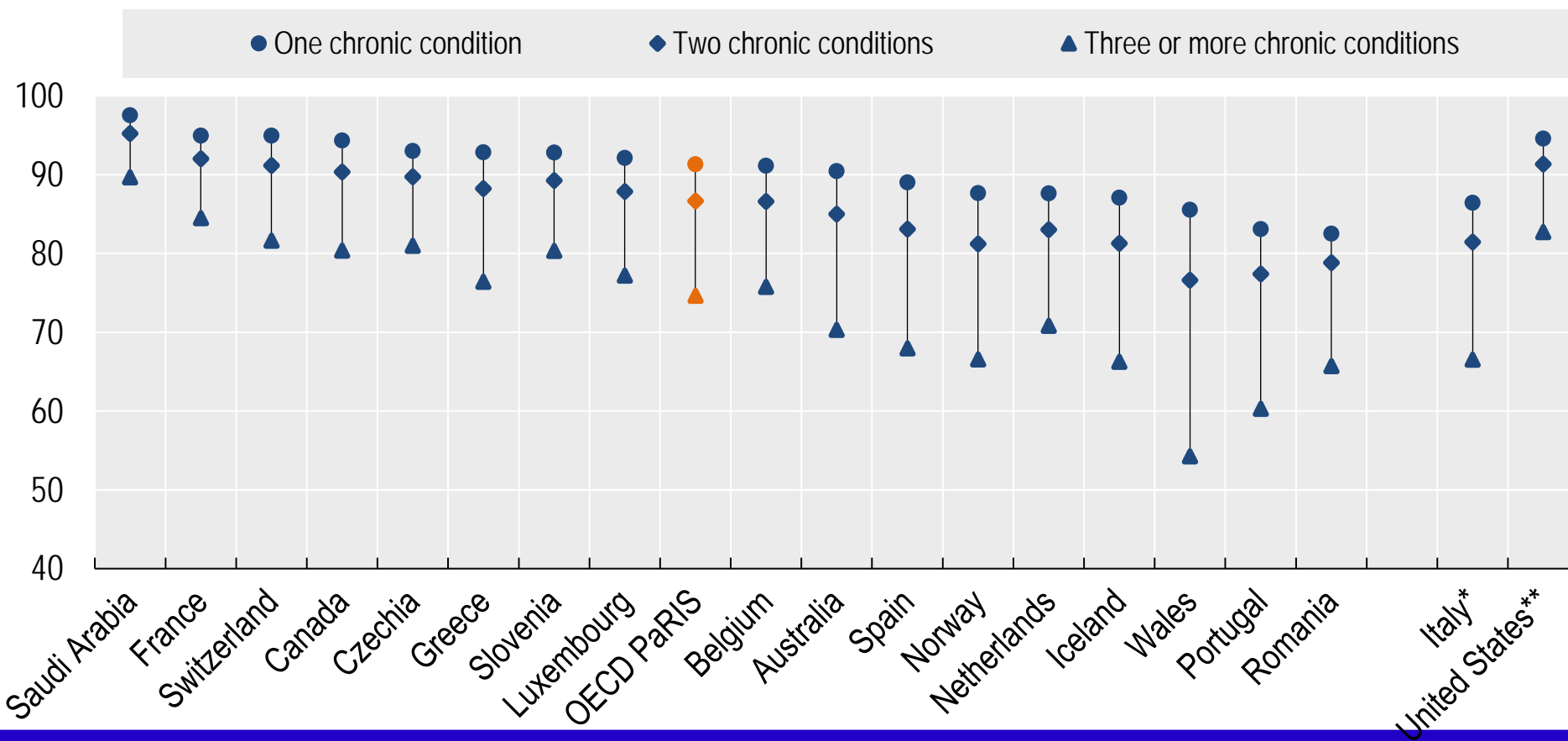
Multiple medications: 7 in 10 people with multiple chronic conditions take 3+ medications, 3 in 10 take 4+ medications

Medication reviews: 7 in 10 people with multiple chronic conditions have had their medications reviewed by a healthcare professional



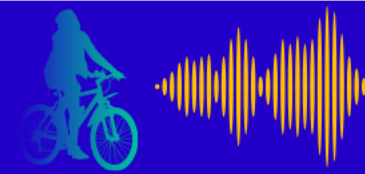
Each additional chronic condition deteriorates people's social life

% of patients with chronic conditions

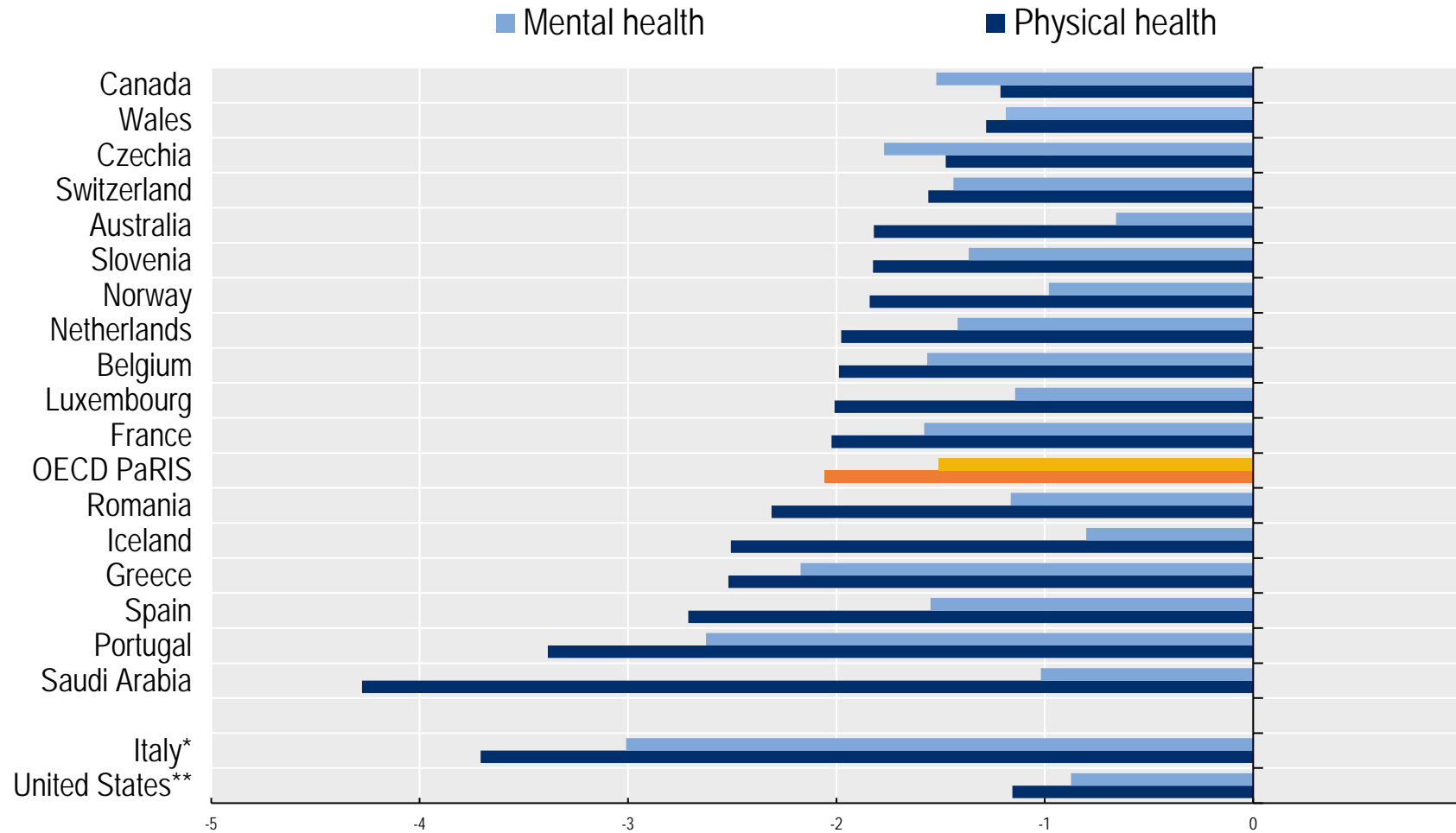


“please rate how well you carry out your usual social activities and roles.

(This includes activities at home, at work and in your community, and responsibilities as a parent, child, spouse, employee, friend, etc.)”



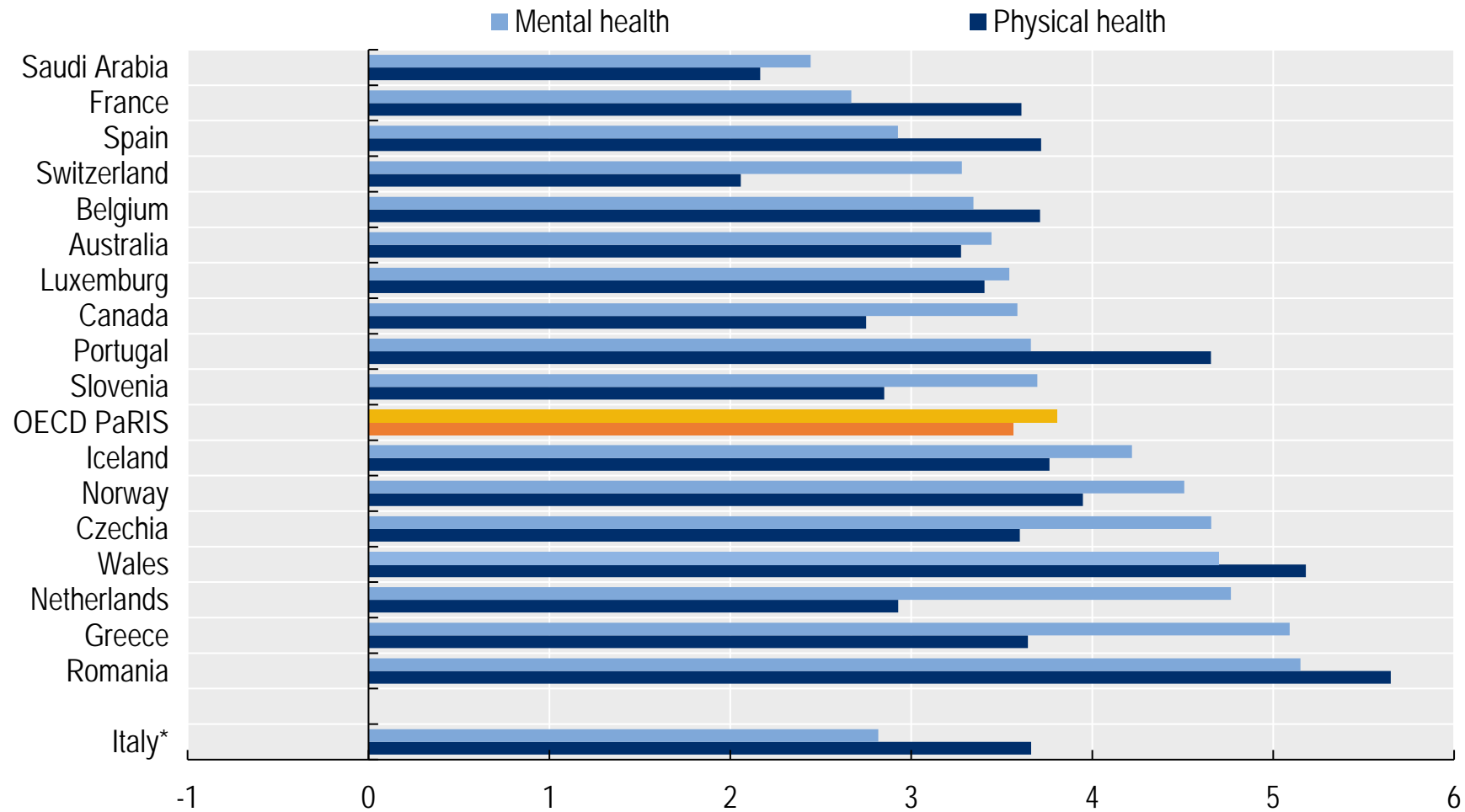
Women consistently report worse physical and mental health...



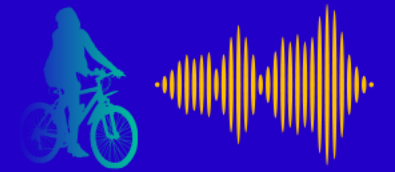
Gender gap
women – men
average scores



... and so do those with lower income

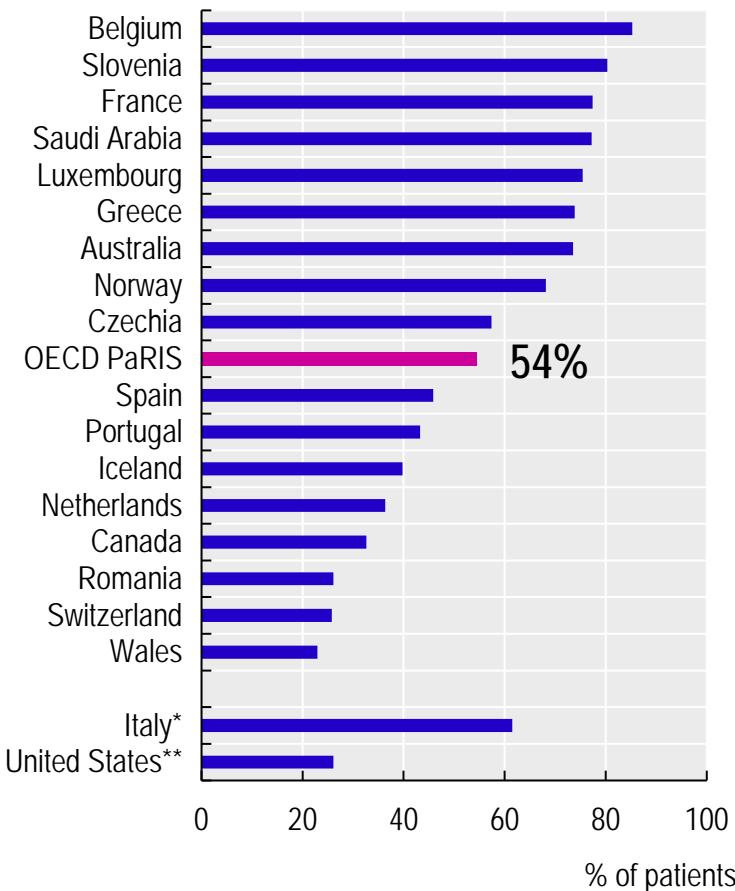


Income gap
high-income – low-
income average
scores

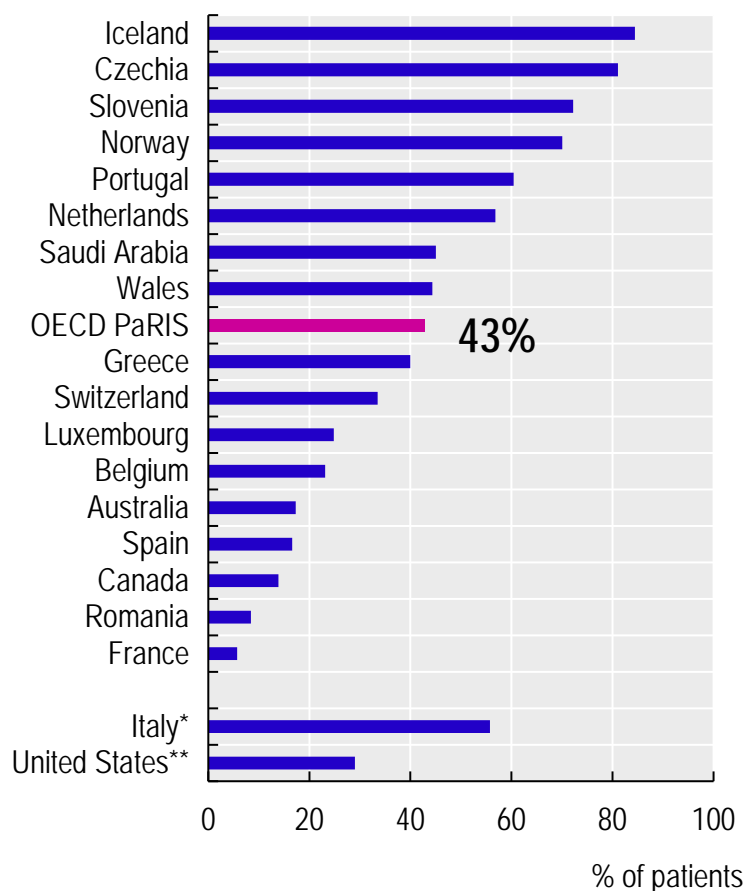


While most people use online services, few access their electronic health records

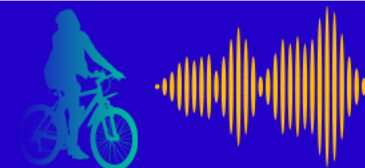
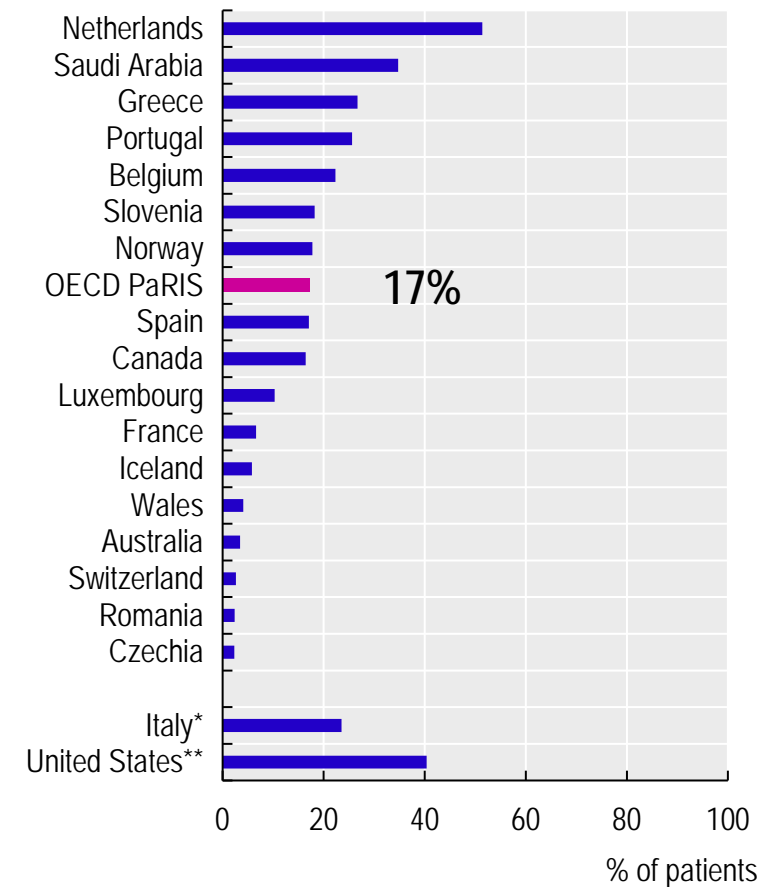
Booked appointment online



Ordered repeated prescriptions online



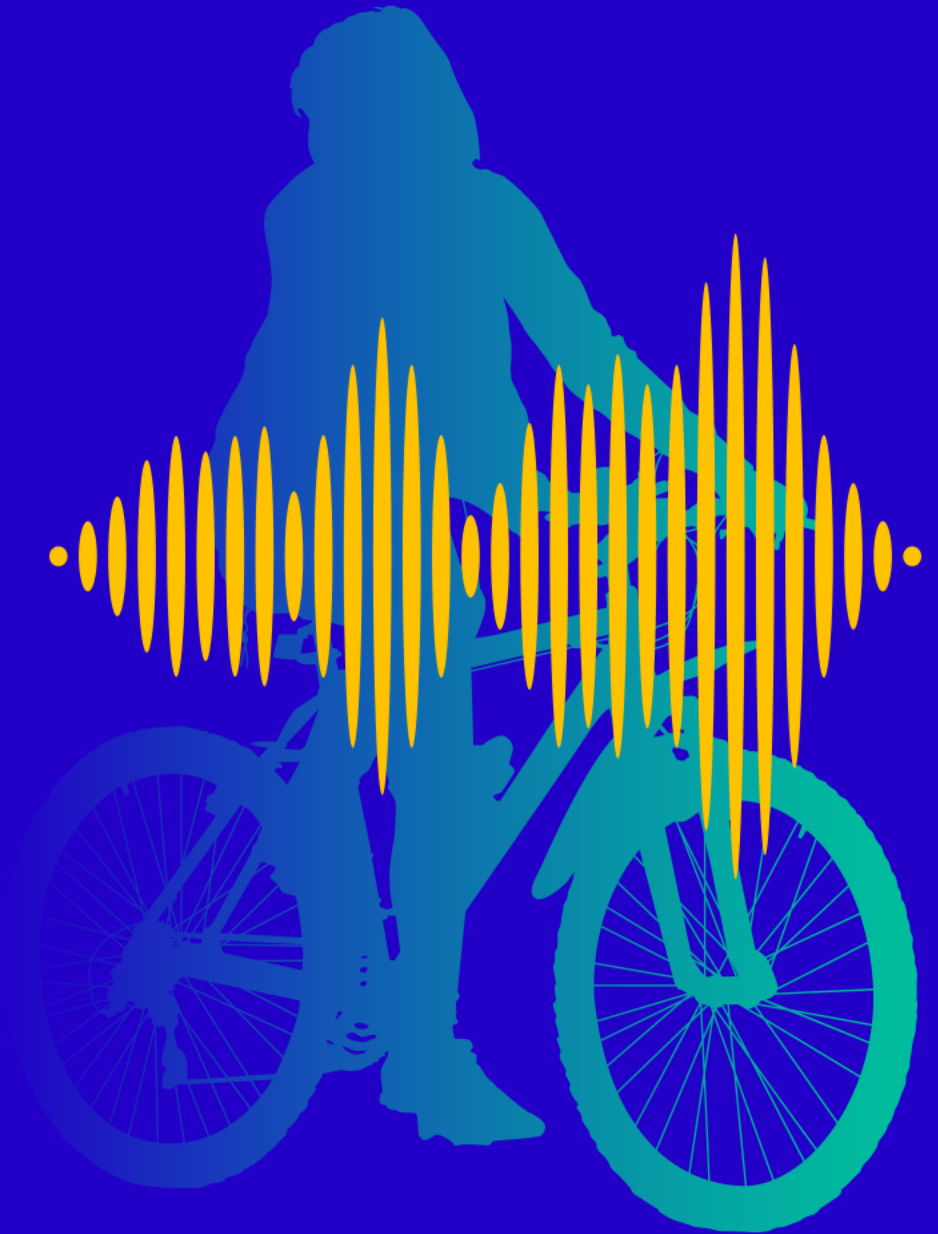
Accessed medical records online



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Patient Reported Indicator Surveys

What can healthcare systems do to improve people's outcomes and experiences?



How can healthcare systems deliver what matters to patients?....

....The “three T’s”



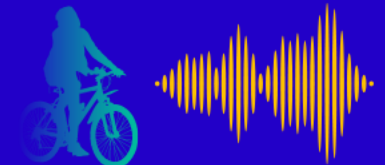
Time



Tailored care



**Trouble-free
and safe care**



PaRIS

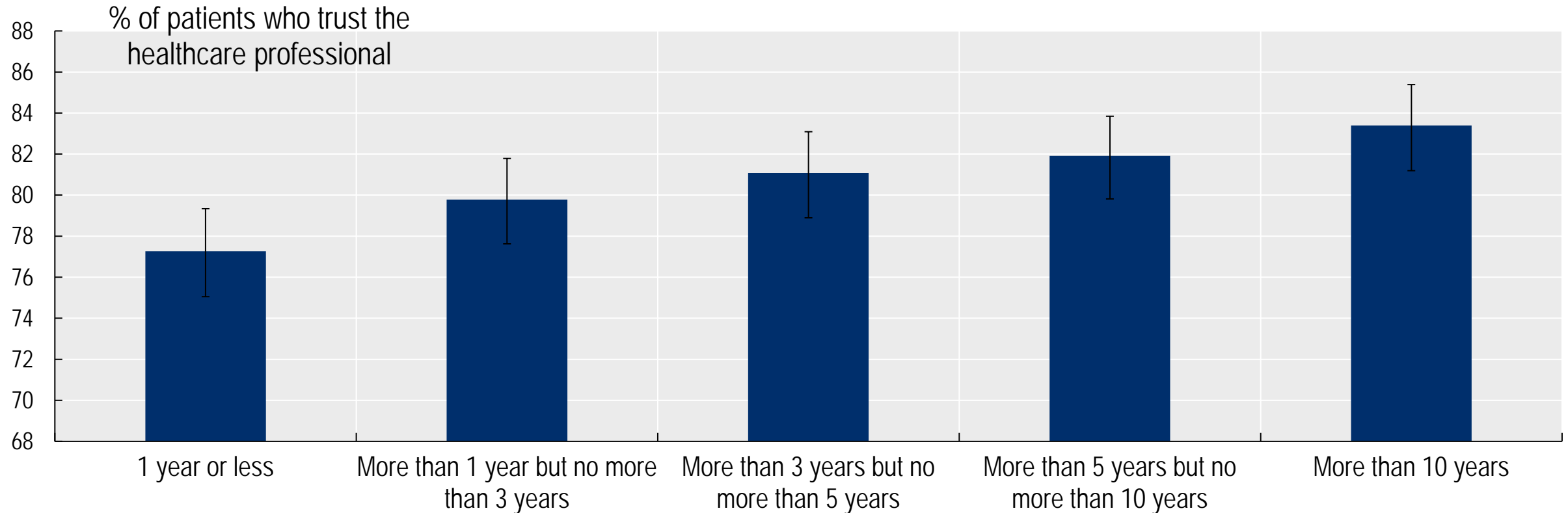
Patient Reported Indicator Surveys

Time



Longitudinal primary care professional-patient relationships go hand in hand with higher levels of trust

Length of relationship (years) with same primary care professionals



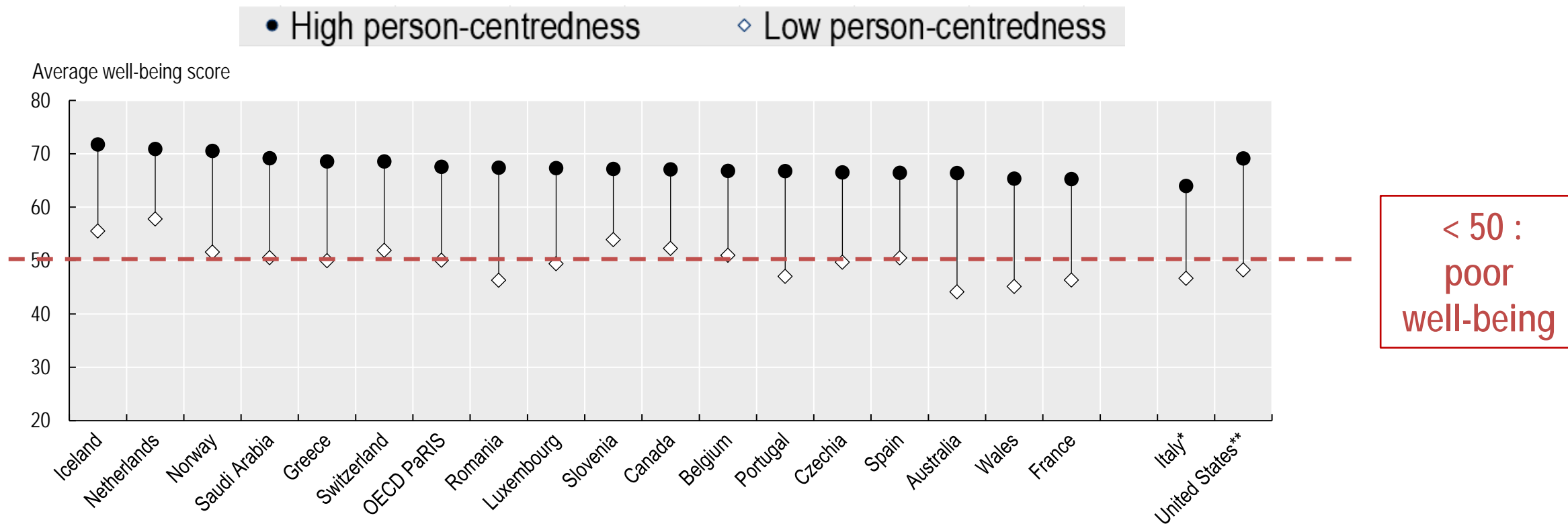
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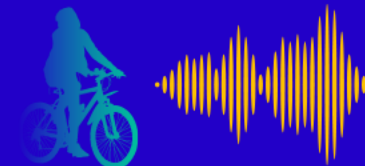
Tailored care



Patients report better well-being when care is tailored to their needs



Person-centred care measures among others: health professional discussing what is important to the patient, patient involved in decisions



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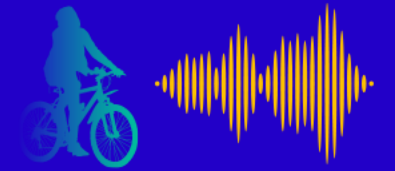
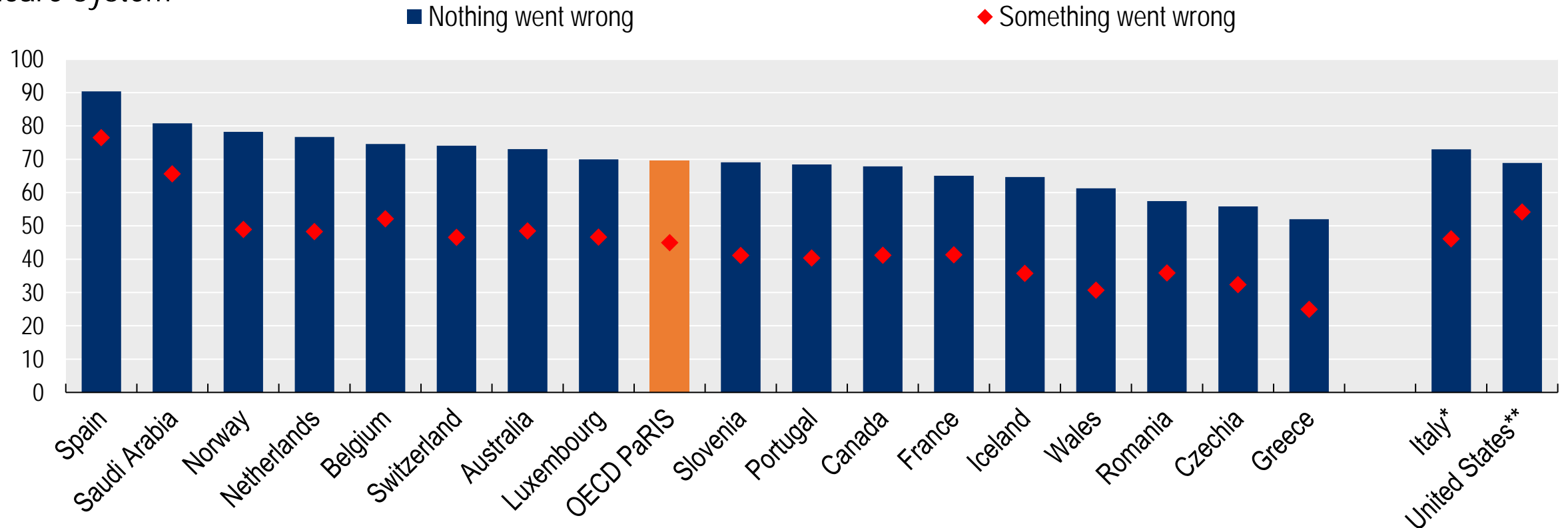
Patient Reported Indicator Surveys

Trouble-free and safe care



'Adverse events' in primary care are linked to lower trust in healthcare systems

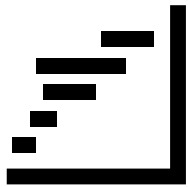
% patients who trust the healthcare system



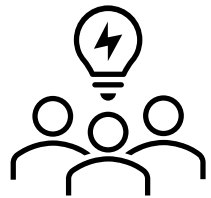
The value for actionable healthcare policy



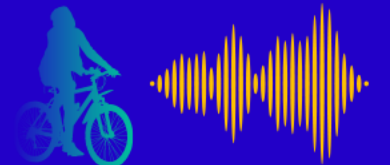
Enables 'zooming out' and facilitates international learning



Provides policy makers with systematic information about what matters to patients

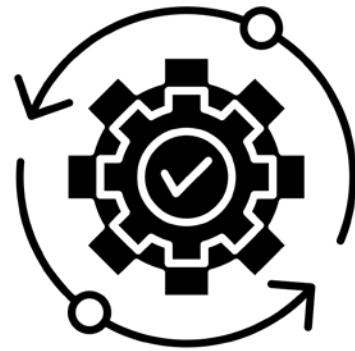


PaRIS enables linking outcomes and experiences directly to organisational and healthcare system characteristics



Does Healthcare Deliver?

Results from the Patient-Reported Indicator Surveys (PaRIS)



PaRIS shows that when people's voices
guide policy and practice,
healthcare becomes truly people-centred,
delivering what really matters to those it
serves.

And that begins with **measuring what
really matters to people.**



PaRIS

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🌐 <https://www.oecd.org/health/paris/>

📧 <https://oecd.org/newsletters>

Report

Does Healthcare Deliver?

Results from the Patient-Reported Indicator Surveys (PaRIS)

OECD | PaRIS



Read the report !