



Raising the attractiveness of primary health care

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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

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."

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.



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
- Interprofessional 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



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Health workforce planning in PC

- No direct relationship 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

