

AAPEHS

Adolescent and Adult Perspectives on European Health System Performance: A Four-Country Study

KEYWORDS

Health care quality, Adolescent health, Migrant health, Patient perspective, Representative data, Country comparison, Systems performance

DURATION

24 months

ABSTRACT

Background: Population trust in health systems is crucial both during public health crises like the COVID-19 pandemic and during normal times, as it influences peoples willingness to contribute resources to the health system, to utilize the services it offers, and to follow public health guidance. However, people’s perceptions of health systems and their experiences of care are currently not captured systematically in any national or international data system. **Objectives:** We aim to use a new study tool developed by an international team of researchers led by the Harvard School of Public Health to collect key information on health systems that is essential for building strong health systems for the future in four target countries: Latvia, the Netherlands, Scotland and Switzerland. The Peoples Voice Survey (PVS) is designed to measure health system quality (i.e., user experience and care competence) between countries and across age, gender, and income groups within countries in a systematic way, using nationally representative samples and a combination of mobile, phone and online survey tools. The surveys will cover the entire population aged 15 and older, with a particular focus on adolescents under age 18 and migrant populations, both of which are of particular importance for the health system due to their unique health needs. Understanding the extent to which health systems are meeting needs in areas such as sexual and reproductive health, infectious disease prevention, and mental health is critical for building strong health systems for the future. In addition, encouraging adolescent participation in the PVS will provide a robust mechanism for youth consultation and support for their rights under the UN Convention on the Rights of the Child. It will enable them to be heard and to have their views taken seriously (Article 12), to support their right to the best possible health (Article 24), and to express their thoughts and opinions (Article 13). **Methods:** We will implement the Peoples Voice in Latvia, the Netherlands, Scotland, and Switzerland. The PVS has been extensively validated in a wide range of settings around the world using cognitive interviews, pre-testing, and piloting. In each of the four target countries, we will randomly select 2500 individuals ages 15 and older for the survey, and get their input on health systems performance using a combination of phone, online and in-person surveys. The surveys will cover the following domains: What do people expect from their health system? Does the population endorse the current health system, in word and in action? Do individuals trust the care available to them? Do individuals have confidence in public primary care to deliver core health services? What are peoples health system utilization patterns? Bypassing patterns? Who are the non-users of health services? Are health care users treated respectfully? What is the self-rated health of the population? **Equity:** how do these answers vary across population sub-groups? **Impact:** The PVS enables a rapid assessment of health system performance from a population perspective. The results can inform health system design and financing to

maximize positive health outcomes and inform community demand for improvement. By focusing on adolescents and migrant populations in the PVS, we will also be able to bring attention to their particular health needs and inform health system reforms to better meet these needs. We plan to develop country policy briefs for policy dialogue in each country. We also plan to organize a joint event for dissemination of findings as the basis for further health systems transformation for all people including children and adolescents. Finally, we plan to develop scientific manuscripts communicating key findings from the surveys, directly comparing the four health systems with respect to their performance for the adult population as a whole as well as adolescent and migrant populations.

PARTNERS

PI	Organisation	Country
Fink	Swiss Tropical and Public Health Institute	Switzerland
Jansen	Academisch Ziekenhuis Groningen	Netherlands
Scott	Public Health Scotland	Scotland, United Kingdom
Villeruša	Riga Stradin University	Latvia