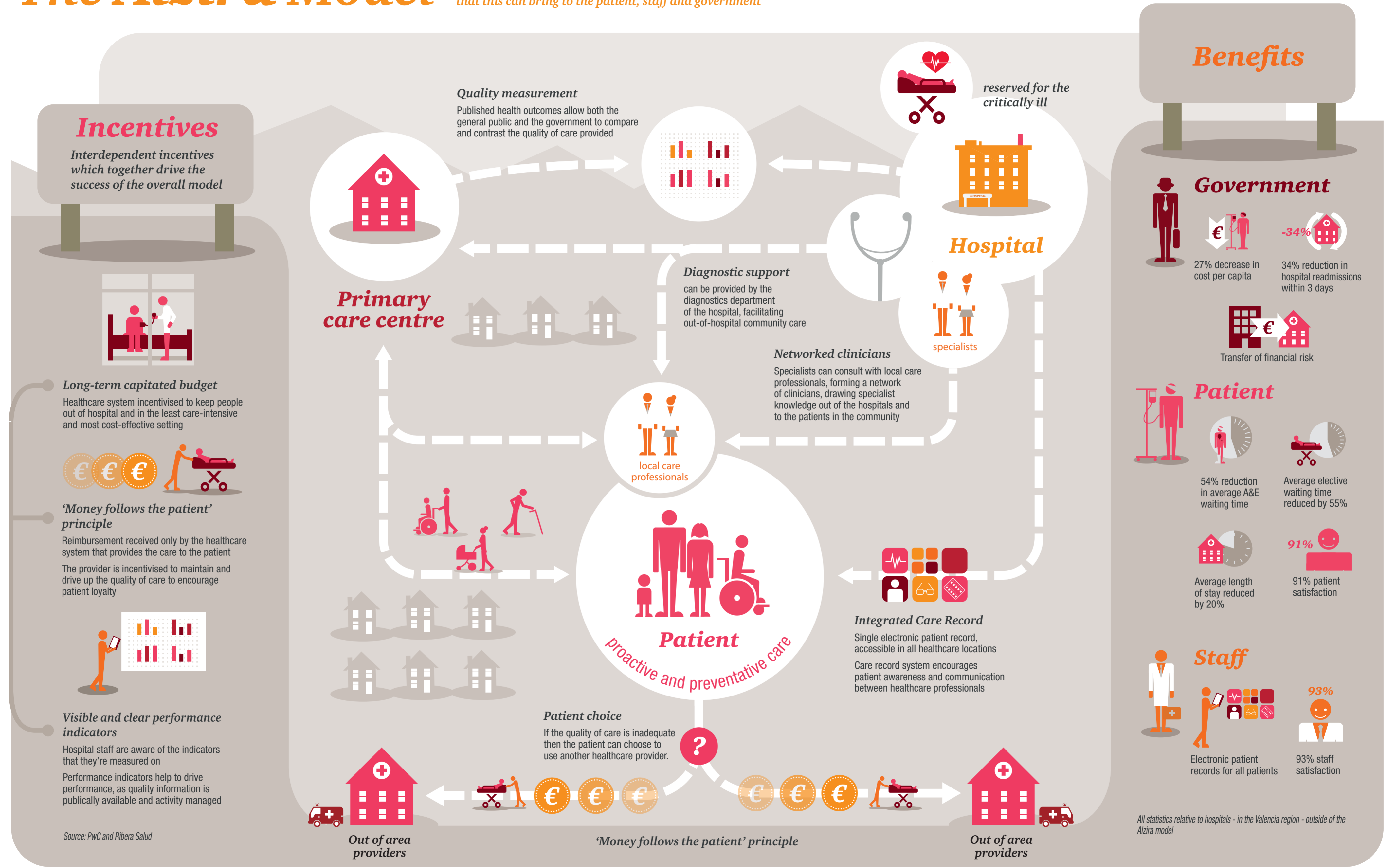


The Alzira Model

Introduced in Spain in 1999, the Alzira model is an example of how out-of-hospital care can be incentivised, and the benefits that this can bring to the patient, staff and government



Incentives

Interdependent incentives which together drive the success of the overall model

Long-term capitated budget

Healthcare system incentivised to keep people out of hospital and in the least care-intensive and most cost-effective setting



'Money follows the patient' principle

Reimbursement received only by the healthcare system that provides the care to the patient
The provider is incentivised to maintain and drive up the quality of care to encourage patient loyalty



Visible and clear performance indicators

Hospital staff are aware of the indicators that they're measured on
Performance indicators help to drive performance, as quality information is publically available and activity managed

Source: PwC and Ribera Salud

Benefits

Government



27% decrease in cost per capita
34% reduction in hospital readmissions within 3 days



Patient



54% reduction in average A&E waiting time
Average elective waiting time reduced by 55%

Average length of stay reduced by 20%
91% patient satisfaction

Staff



Electronic patient records for all patients
93% staff satisfaction

All statistics relative to hospitals - in the Valencia region - outside of the Alzira model