

May 27th, 2025

11H00-12H00 – ONLINE CONFERENCE

«Does Healthcare Deliver? »

SPEAKER

Michael van den Berg

Organisation for Economic Co-operation and Development (OECD)

Directorate for Employment, Labour and Social Affairs – Health Division

Michael van den Berg is a policy analyst at the Organisation for Economic Co-operation and Development (OECD), specialising in health system performance assessment, quality of care, and patient-reported indicators. With a background in sociology and a PhD in health services research, he brings over two decades of experience in health services research and policy advising.

Throughout his career, Michael has focused on using evidence and research to drive tangible improvements in healthcare systems. He currently leads the OECD's flagship initiative, the Patient-Reported Indicator Surveys (PaRIS), reflecting his commitment to strengthening international understanding of healthcare value through the voices and experiences of patients.

ABSTRACT

The OECD's Patient-Reported Indicator Surveys (PaRIS) flagship report, "Does Healthcare Deliver?", presents the initial findings from a large-scale international survey of people living with chronic conditions. This groundbreaking initiative gathered data from over 107,000 primary care users aged 45 and older across 19 countries. The report focuses on patient-reported outcomes (PROMs), such as physical and mental health, and patient-reported experiences of care (PREMs), including coordination and person-centredness. These insights allow for crucial cross-country comparisons of primary care performance from the patient's perspective. The findings aim to inform policy-making and drive improvements in the quality and people-centredness of primary care services for this significant population. Ultimately, PaRIS seeks to enhance the value of health system investments by understanding what matters most to patients.

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