

Cataract surgery pathway – Zilveren Kruis, Netherlands

Procedure/product focus: Cataract surgery **Population segment:** Patients with cataract **Care pathway:** Full integrated care solution

Procuring entity: Zilveren Kruis (NL) **Provider bid winners:** OLVG, Bravis, Rotterdam Eye Hospital, Deventer hospital, St. Jansdal

Key value criteria used



Outcome focus

- Visual acuity
- Complication rates
- Re-operation rate
- Performance monitoring system



Cost of care focus

- Total price of procedure



Other benefits for stakeholders

- Patient satisfaction
- Patient waiting time



Broader impact on society

- High Cataract Surgery rate (CSR)

Value impact on stakeholders

Value created for payer organisation

Quantitative impact (clinical and economic)

- Lower complication and follow up surgery rate reduces long-term cost of care
- Long-term volume contracts with lower price per surgery
- Attraction of new members due to best service

Qualitative impact

- Developing and providing high-quality integrated cataract therapy within center of excellence
- Reward and enhanced reputation for being one of the first in offering best value cataract care
- Transparency on performance of providers

Cultural change

- Improved relationships with hospitals/HCPs
- Staff enabled in value-based procurem

Value created for hospital/bid winners

Quantitative impact (clinical and economic)

- Revenue guaranty from 3-year contract
- High volume of performed surgeries due to no waiting time and short lead times to surgery

Qualitative impact

- Recognized as quality leader
 - Best BCVA2 above 90%
 - Low complication rates
- Building out quality monitoring system improves overall clinical operations
- High patient satisfaction and net promoted score due to positive care experience

Cultural change

- Fostered collaboration in multidisciplinary teams to define value-based KPIs