

# Bureaucracy *jeopardizes* our healthcare system

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## At a glance

- Since the introduction of the KVG, legal requirements have increased significantly - with noticeable consequences for administration and system complexity.
- A growing proportion of working time is spent on administrative tasks instead of patient care - a key problem in view of the shortage of specialists.
- Less regulation and more room for maneuver for stakeholders are crucial to sustainably improve efficiency, innovation and quality.

The Swiss healthcare system is increasingly suffering from a growing density of regulation. Originally conceived as a competitively organized system, the model has evolved over the years into a complex web of laws, ordinances and administrative requirements. This development not only places a burden on service providers, but also jeopardizes the efficiency and quality of care.</p></div>
<div data-bbox="162 224 908 349" data-label="Text">
<p>The high level of regulation also weakens the system's ability to innovate. This is exemplified by the modest process innovations that are manifested in the digital transformation. Rigid guidelines and complex processes make it difficult to introduce new treatment methods and digital solutions. However, it is precisely these innovations that are crucial to making care more efficient in the long term and ensuring high quality with limited human resources.</p></div>
<div data-bbox="162 377 889 402" data-label="Section-Header">
<h2>Bureaucracy comes at the expense of patient care</h2></div>
<div data-bbox="162 414 909 519" data-label="Text">
<p>Since the introduction of the Health Insurance Act (KVG), regulation has increased significantly. The legal basis has been expanded by a factor of almost three and the administrative requirements have increased at all levels. As a result, an ever-increasing proportion of medical professionals' working time is spent on documentation and bureaucracy rather than on treating patients.</p></div>
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<p>This development is particularly problematic in light of the increasing shortage of skilled workers. At a time when every qualified specialist is urgently needed, administrative tasks tie up valuable resources. At the same time, the attractiveness of the healthcare professions decreases when the focus is shifted from medical work to administrative duties.</p></div>
<div data-bbox="162 671 564 696" data-label="Section-Header">
<h2>Regulation misses its target</h2></div>
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<p>Previous reform approaches have often relied on additional regulation to reduce costs or ensure quality. However, experience shows that this approach has failed in the majority of cases. More regulations do not lead to better results, but instead increase the administrative burden, create new disincentives and do not solve the fundamental challenges.</p></div>
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<p>The original principles of the KVG must be applied again: regulated competition, decentralized responsibility and clear incentives for efficient care processes. Functioning performance-based competition can limit costs more</p></div>
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effectively than centralized control. To achieve this, the regulatory framework must be simplified and the players' scope for action expanded. Reducing unnecessary bureaucracy would not only increase efficiency, but also increase the motivation of professionals and improve the quality of care. At the same time, resources could be deployed in a more targeted manner where they are most beneficial: with patients.</p>

There are specific starting points for reducing the administrative burden, particularly in the areas of tariff partnership, approval procedures, documentation requirements and reporting processes. Simplifications can have a rapid impact here.</p>

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