

# Task support, delegation, and shifting in France





# Disability management in France

- **DISABILITY ASSEMENT**

- National health fund (CNAM)  
= Social Insurance Physician (SIP)



- **ABILITY ASSESMENT**

- Enterprise & state supply  
= Occupational Physician (OP)



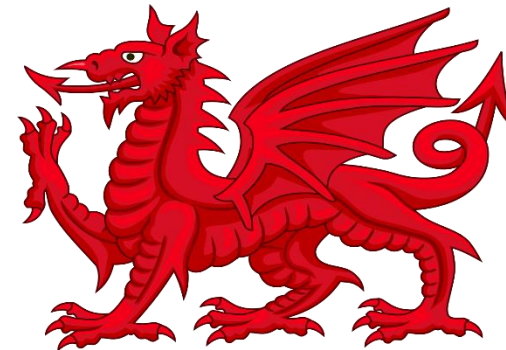
# Staring...



AK5



SIGNALISATION.com



# STARING...

- Sandrine .....**the Social Medical Nurse (SMN)**: collecting data and preparing the **file**
- Thierry .....**the Health Fund Counsellor (HFC)**: administrative & health **counselling**
- Brigitte .....**The social assistant**: any **non health-related benefits**
- Agnès .....The secretary : would like to become a HFC



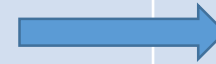
**BEFORE 2016**

**AFTER 2016**



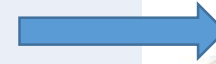
**TASK SUPPORT**

Preparing the assessment



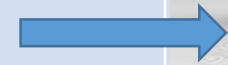
**TASK DELEGATION**

Playing part in the advice



**TASK SHIFTING**

Following the advice  
Administrative guidance  
Health counselling



# Traditional physician assessment task time-line 1945- 2015 (F)

## • INPUT PHASE

## THROUGHPUT PHASE

## OUTPUT PHASE

- Collecting the information



Examination of the claim  
± of the claimant



Conclusion





# New physician assessment task time-line 2016-(F)

## • INPUT PHASE

## THROUGHPUT PHASE

## OUTPUT PHASE

- Collecting the information



Examination  
of the claim ; of the claimant



Conclusion



# An advanced assessment 2017-2018 (F)

• **INPUT PHASE**                      **THROUGHPUT PHASE**                      **OUTPUT PHASE**                      **RELEASE PHASE**



- Collecting the information
- Examination of the claim-of the claimant
- Conclusion& following explained to the patient





TASK	SUPPORT	DELEGATION	SHIFTING
NURSES (MSN)	<b>Collecting Medical information</b>	<b>Time-schedule of examination Preparing the advices</b>	Advice on severe disability at home
HEALTH FUND COUNSELLORS (HFC)	Additionnal informations on benefits	Counselling on Standard medical conditions: -Tobacco smoking -Diabete melitus	<b>Explain the medical decision and consequences</b>



# WHY TO EXPLAIN A DECISION?

....When it is delivered in writing details



- 10% of the population (major town - OECD) does not understand the local language
- 20% (France) can not make sense or act from a text (illiterraty)



# LIMITATIONS



IS THAT ALL THERE IS ?



# ALL IS IN CARRYING OUT!

Napoleon bonaparte

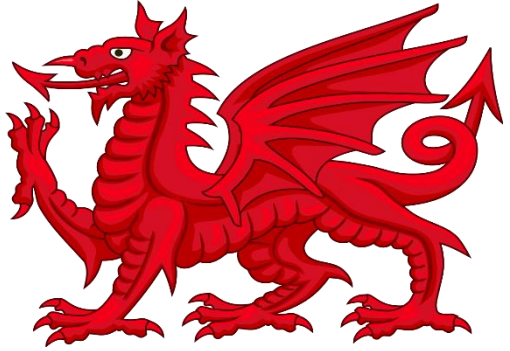




# KNOW YOUR CUSTOMERS NYC!

Ceo Bank of Santander 2011





NOT SO EASY ...

A first line front officer  
in family affairs:

1000 rules on benefit services

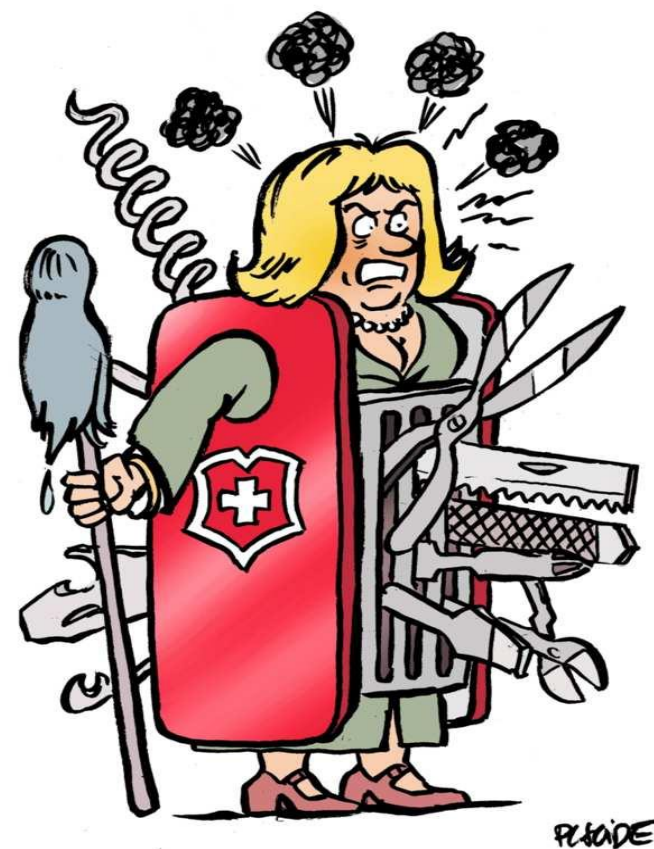


# TOWARDS AN INTEGRATED SYSTEM

A CNAM  
PRODUCTION



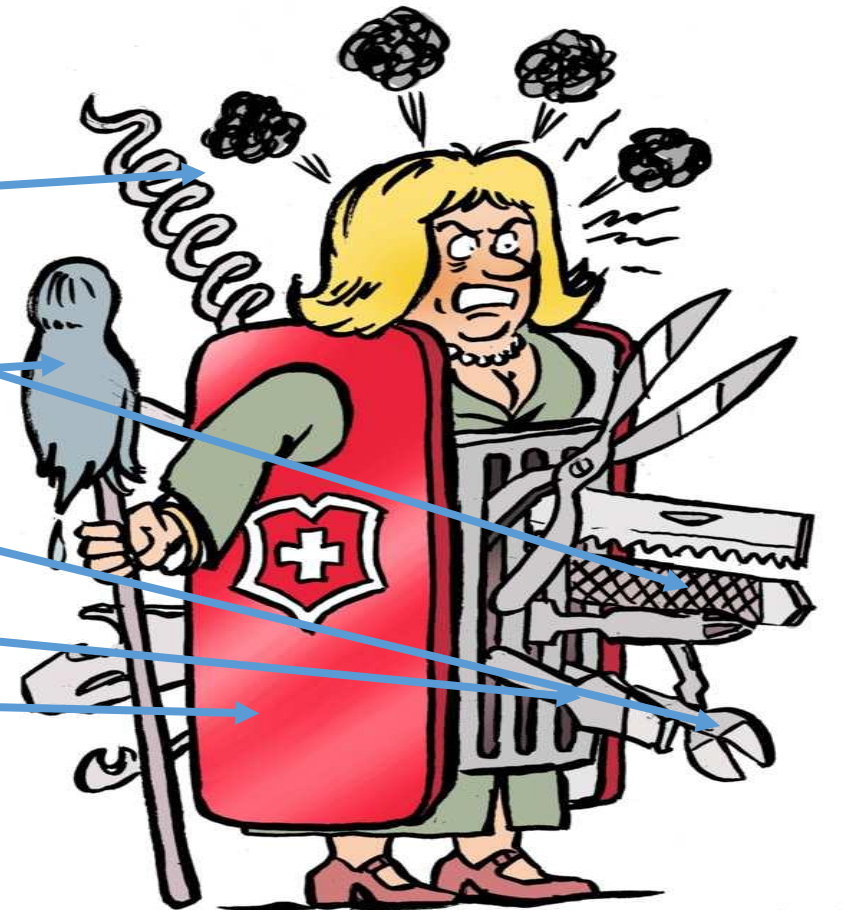




# Social assistant

## Non health related benefits

Children  
Household  
Debts  
Income  
Food supply  
Rent  
Etc...



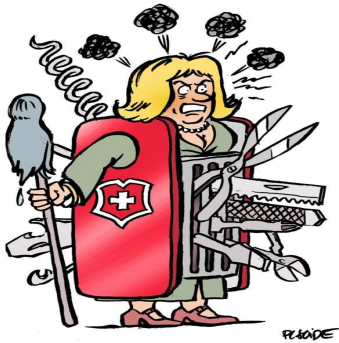
PLAIDE



# An integrated assessment 2018 (F)

- **PREPUT PHASE**      **INPUT PHASE**      **THROUGHPUT PHASE**      **OUTPUT PHASE**      **RELEASE PHASE**

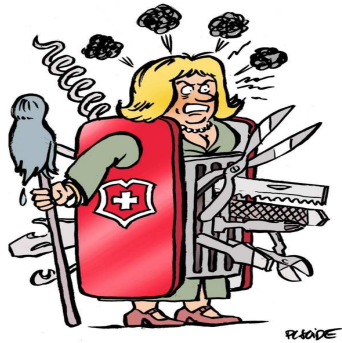
- Social assesment      Collecting the information      Examination of the claim ; of the claimant      Conclusion& following



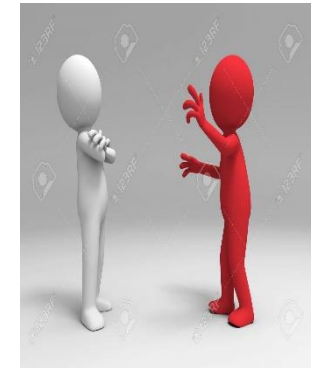
# A STRATEGIC TIME –LINE LAY OUT

- **PREPUT PHASE**      **INPUT PHASE**      **THROUGHPUT PHASE**      **OUTPUT PHASE**      **RELEASE PHASE**

- 2 MONTHS    SICK-LEAVE  
Social assessment



- 3- 6 -12 MONTHS  
Medical assessment



# Global Disability management in France :

## **A fragmented system**

- **DISABILITY ASSEMENT**

- National health fund  
= Social Insurance Physician



- **ABILITY ASSESMENT**

- Enterprise & state supply  
= Occupational Physician



# FIN



MERCI DE VOTRE ATTENTION

