



## **INTERVIEW WITH MARC HASTERT**

General Secretary  
Luxembourg Hospital Federation

FHL was founded in 1948 and since 1965, exists as a not-for-profit legal entity (asbl).

Luxembourg Hospital Federation – “Fédération des Hôpitaux Luxembourgeois (FHL)” focuses on defending the professional interests of Luxembourg hospitals and facilitating all types of progress in hospitals, especially patient welfare.



## KEY CHALLENGES FOR SERVICE DELIVERY IN LUXEMBOURG

Luxembourg's health policy is articulated around the core values of universality, care of quality, fairness and solidarity. The focus will put into in favor of a healthcare system emphasized in medical progress and innovation able to adapt itself to the needs and challenges of society. Patient needs shall be appertained to the center of health policy. Therefore, all essential information will be at patients disposal in order to take part as a full actor in the healthcare system.

The health policy of the government will:

- guarantee the quality of care according to a systematic quality approach;
- ensure equal access to care;
- contribute to the prevention of diseases;
- provide priority to primary care;
- empower patients and providers;
- adapt the national healthcare system to the demographic evolution of the population.

High level medicine based on proven best practices recommendation will be promoted. In the hospital sector, the planning of major constructions, of modernization and hospital extension projects will be pursued. Any government agreement to construction projects that are the subject to a financial law will be submitted beforehand to the presentation and approval of a medical-care concept for the benefit of the entire population of Luxembourg.

Regarding specialized hospitals, national services, centers of competence, access to national structures with a national calling (competence centers, national services, specialized hospitals with national services) will be guaranteed to all patients, and regulated for specialized healthcare professionals with the required qualifications. Specialized national hospitals will maintain their independent governance. Their legal status will be harmonized and governance will be reviewed according to the model of good governance.

Collaboration between the different healthcare sectors will be improved by promoting medical practices in groups and multidisciplinary.

A collaboration between the hospital and non hospital sector will be carried out. A regular reassessment of the list of competence centers will be carried out and, if necessary, the list will be adapted.

In order to improve the efficiency of the hospital sector, collaborations between hospital structures are necessary. It will ensure to pool and/or centralize IT services, sterilization, laboratory, quality and risks as well as ongoing training of hospitals. Quality approaches to care provision in hospitals will be promoted through recognized accreditation systems.

A legal framework will be set to guarantee the care and transportation of sick or injured people outside emergency situations, under optimal conditions of comfort, safety and hygiene. The private ambulance sector will be contracted to organize inter-hospital and back-to-door secondary transport. Negotiations will be initiated with the German and Belgian partners in order to conclude bilateral agreements relating to the cross-border transport of patients by ambulance.

In order to promote and extend the use of the Luxembourgish language between patients and healthcare professionals, the efforts of the hospitals to provide an offer of Luxembourgish courses will be supported.

Regarding the financing of the hospital activity, hospital documentation in the various establishments is a cornerstone of hospital planning as well as the future financing of hospitals. All the necessary resources must be made available so that it can be applied as quickly as possible.

## KEY CHALLENGES FOR SERVICE DELIVERY IN LUXEMBOURG CONT.

The undertaken work to improve the functioning of the emergency services will be pursued by means of a concrete enforcement, by all concerned actors, based on the recommendations proposed by the audit regarding "Emergency" carried out in 2017. Operating of secondary sites, located outside the main sites of hospital emergencies, will be maintained.

Measures promoting and accompanying the "ambulatory shift" will be introduced. This will promote alternatives to conventional hospitalization without loss of quality, in agreement and in the interest of the patient. Financial incentives will be introduced for providers and patients both in the nomenclature of medical acts and services, in hospital financing and in terms of reimbursement. The creation of downstream care structures that reduces hospital stays will be supported.

Hospitalization offers at home or other less expensive intermediate care facilities will be supported by developing an "out-of-hospital" action plan. In order to reduce waiting times for magnetic resonance examinations, additional MRIs will be implemented in accordance with the latest technology standards. While respecting an adequate geographical coverage and respecting the recommendations in terms of prescription of the examinations, a reflection will be conducted on the opportunity of the installation in a non-hospital environment of technical trays, diagnostics and outpatient treatment.

*Excerpt from the government program 2018-2023*



## KEY CHALLENGES IN HEALTHCARE ON THE INTERNATIONAL LEVEL

FHL represents Luxembourg hospitals and hospital managers in the international hospital institutions.

FHL hopes to participate in projects that will have an effective impact among decision-makers in the different countries in order to allow the implementation of procedures in the various international and national laws and regulations.



## **ABOUT THE LUXEMBOURG HOSPITAL FEDERATION**

The aim of the Luxembourg Hospital Federation (FHL) is to promote the professional interests of Luxembourg hospitals and facilitating all types of improvements in hospitals, to the benefit of patient care.

FHL plays a key role in providing support to the hospital sector, advising them on the changes to be undertaken. FHL works alongside its member institutions in a network involving all healthcare stakeholders.

FHL activities are very diverse and include areas ranging from ad hoc assistance for matters related to law, economic analysis, budget negotiations, hospital statistics, purchasing, IT, medical physics, energy management, and issues related to safety, hygiene, quality, or norms, etc.

The FHL negotiates also a collective labour agreement with the trade unions for employees of hospitals and runs an occupational health service.

## **EXPECTATIONS FROM AND CONTRIBUTIONS TO IHF**

FHL relies on a collaboration that allows for effective benchmarking of European and global hospital sectors, particularly on subjects related to the skills of hospital stakeholders, particularly with regard to management. We need to learn from each other and look for the best possible solutions for the sake of hospital progress and patients. The FHL wishes to develop a strategy inspired by the experiences of other countries and to progress through reflections with a view to consolidated common visions to be considered in our lobbying actions.

## **EVOLUTION OF THE IHF IN THE NEXT FIVE YEARS**

The FHL hopes that the international institutions of which it is a member can assert themselves as recognized expert institutions whose positions are regularly taken into account when new laws and regulations are put in place. In this sense, the FHL also wants to work for better collaboration between international institutions. Alignment with IHF, HOPE and EAHM is desired.

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