Working Group
"Providers"

Eligibility

- Bottom-up approach: ask beneficiaries what they are doing now, would like like, need for new providers

- Survey or map all providers: public, private, NGO; different levels

- Define minimal criteria for equipment, competence, friendliness, opening hours, facility, etc.

Decision

- Decision
  - yes / no
  - potential
  - Providers have to be created

Quality

- Ensure that performance after accreditation is in line with defined criteria
- QA System
  - Who, when
  - How: statistical audits, site visits, patient queries

Contracting

- Service definition
- Price (same price for all providers?)
- Structural quality (opening hours)
- Processes (medical, social)
- Training, continuous
- Liabilities
- Record keeping
- Provision of monitoring data
- Regulations for cases of conflict: what if qual. crit. are not met? Fraud?

Competition

- Enough providers needed also in remote areas
- Competition on volume / quality / price ?
- List of back up providers
- Stimulate competition between private and public sector