



TRISAN

Trinational Centre of competences for cross-border Health care in the Upper-Rhine Region

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Responsible for the project

What is TRISAN?

Trinational competence centre for **crossborder cooperation** in the **health sector** in the Upper Rhine Region (France, Germany, Switzerland)

Since 2023 : Permanent project hosted by the **Euro-Institut** and supported by **25 partners** :

- Healthcare authorities
- Local and regional authorities
- Eurodistricts



Goals of TRISAN :

- to develop the potentials of health cooperation in the Upper Rhine region
- to remove cross-border barriers for healthcare professionals, experts, and patients

Through :

- Knowledge production
- Support of projects
- Network building

Focus on 3 topics :

- Patient mobility
- Shortage of skilled professionals
- Prevention / health promotion

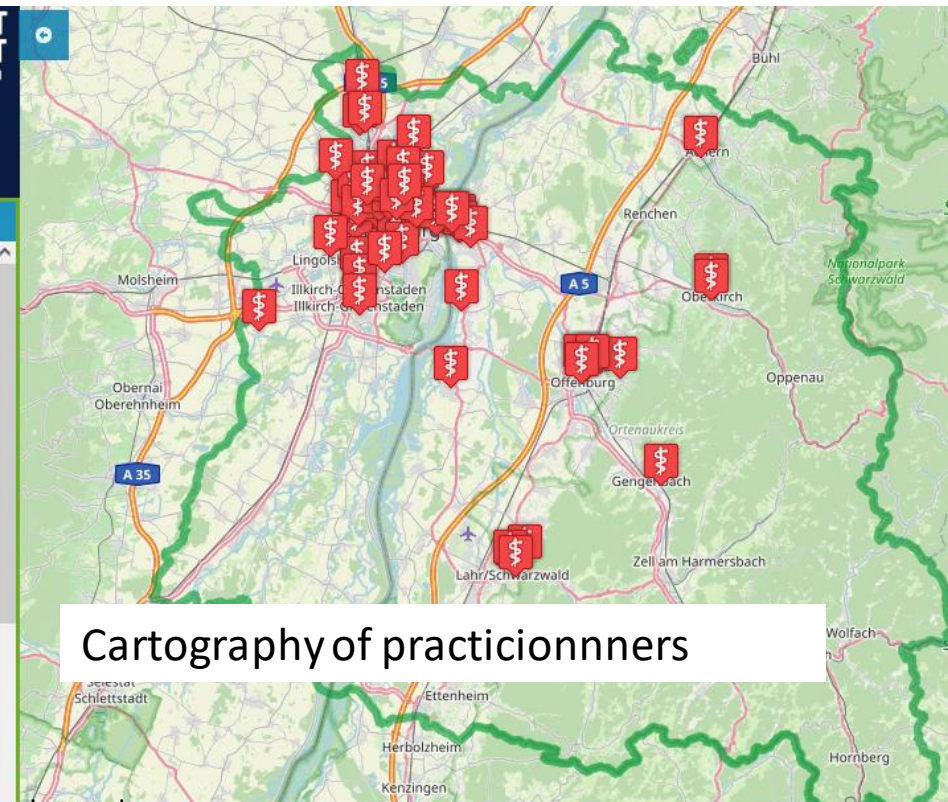
2 surveys conducted in 2022

- Phoning action towards 2000 citizens of the Upper-Rhine Region (living at max. 20 km of the border) => interest to use healthcare services from the neighbouring country
- Online questionnaire on the obstacles / satisfaction when experiencing healthcare services (500 Responses)

Main obstacles encountered by the citizens:

- **Lack of information on healthcare services** in the neighbouring country (who, what (and what kind of) services, where, by whom, etc.)
- **Access to information on possibilities for reimbursement:** Complexity of the applicable rules, too complicated, too long (up to 1 year in France), lack of transparency on the amount covered /not reimbursed
- **Reimbursement** : Necessity of **prior authorization** for some treatments
- **Language barrier** (for the administration / with professionals)
- **Specific problems for cross-border workers** :
 - Difficulties to get an insurance card in the country of residence
 - Affiliation of children
 - ...

Development of Information - <https://www.trisan.org/fr/infos-citoyens>



Information campaigns on Facebook / LinkedIn

Information workshops for citizens and practitioners

Encourage cooperation between health care providers / stakeholders

Obstacles encountered by stakeholders:

- **Asymmetry of systems** (difficulty to identify the counterpart and level of decision making process)
- **Different implementation of the DRG System:** lack of visibility of costs in the neighbouring country
- Different working cultures
- Lack of personal resources

Cartography and identify complementarities between the services offered on both sides of the border

Design cross-border patient journeys based on local agreements :

- Reduce the administrative hurdles for the patients (prior authorization, transport, reimbursement procedure...)
- Reduce the language barrier
- Reduce the risks of high out-of-pocket costs
- Facilitate continuity of care after the patient has returned to their country



Thank you
for your
attention !



For further questions:
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