



## The Cyprus Realities: Status, challenges and plans

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# The General Healthcare System From Establishment to Institutional Stability

- Launched in June 2019 as a landmark structural reform
- Universal coverage
- Equal and equitable access for all citizens
- Comprehensive package of services
- Freedom of choice of provider
- Solidarity – contribution based

# Characteristics

**01**

Patient-centered

**02**

Global budget

**03**

Centralised IT System

**04**

Single-payer

**05**

Contracted public and private providers

## Current Status (1)

- Universal beneficiary participation
- High provider participation across specialties
- Projected budget exceeding €2.1 billion for 2026
- Robust financial reserves safeguarding system resilience
- Cyprus records the lowest unmet medical need in the EU (0.2% vs 3.8% EU average – Eurostat 2024)

Access has been secured.

The next phase focuses on optimisation and sustainability.

## Current Status (2)

GHS – entering the phase of stability, focus on targeted improvements

- Priority on evaluation of the System's efficiency and effectiveness
- Identification of weaknesses and corrective measures
- Institutional maturity linked to organizational and digital transformation
- Long-term sustainability and quality upgrade as strategic focus

## Challenges (1)

### 1. Personal Doctor Concept & Organized Primary Care

- The gatekeeping function of the Personal Doctor is not yet fully consolidated.
- Variability in referral practices affects continuity of care and cost control.
- Coordination between primary and specialist care remains uneven.

### 2. Culture, Utilisation and System Discipline

- **The cultural context among beneficiaries and providers** must evolve to encompass rational use of services, shared responsibility and mutual respect.
- **Persistent overuse and misuse** of services place pressure on System's operational balance, ie the alignment of resources with patient needs
- **Inefficient utilisation patterns**, risk distorting resource allocation.
- Long-term system viability depends on disciplined alignment between access and capacity.

## Challenges (2)

### 3. Capacity & Access

- Nursing shortages affect operational capacity.
- Geographic concentration of services may limit balanced access.
- Waiting time pressures persist in specific specialties.
- Cyprus' small market size increases systemic vulnerability.
- Geographical position and geopolitical uncertainty heighten external exposure.

### 4. Clinical Governance and Quality Consistency

- Limited systematic embedding of structured clinical guidelines, protocols, treatment algorithms and institutionalized clinical audit functions.
- Variation in care standards may arise in the absence of standardisation tools.
- Development of quality indicators-linkage to provider performance.

## Challenges (3)

### 5. Governance and Operational Complexity

- As the System matures, governance complexity increases.
- Internal processes require further consolidation and efficiency alignment.
- Performance monitoring mechanisms require continuous strengthening.

### 6. Regulatory Framework and Sustainability Pressures

- The regulatory framework requires further consolidation.
- Entry and participation conditions for providers require coherence and clarity.
- Supervision mechanisms must support consistent standards.
- Structural budget constraints require disciplined prioritisation and efficiency.

# Plans (1)

## 1. Reinforcing Primary Care

- Reinforcement of value based reimbursement model for Personal Doctors:
- Reinforcement of structured primary care pathways
- Beneficiary awareness and empowerment initiatives promoting rational service use and shared responsibility

## 2. Strategic Capacity Alignment

- Implementation of capacity planning framework
- Alignment of resource allocation with documented population needs
- Targeted reduction of waiting times



## Plans (2)

### 3. Advancing Quality and Evidence-Based Care

- Adoption of structured clinical guidelines
- Reinforcement of performance evaluation
- Close cooperation with the National Center of Clinical Evidence for:
  - Health Technology Assessment (HTA)
  - Clinical guidelines development
  - Clinical audit functions

### 4. Safeguarding Fiscal Sustainability

- AI-based utilisation monitoring
- Reinforced audit and supervision mechanisms
- More efficient processes for assessment, negotiation and supply of pharmaceutical products and medical devices
- Continuous corrective interventions safeguarding System's resilience

## Plans (3)

### 5. Institutional & Digital Modernization

- Keeping pace with the rapidly evolving digital health environment
- Modern information infrastructures
- Automation of internal procedures
- Resolution of IT system deficiencies
- Internal reorganisation and reinforcement of HIO to improve operational efficiency and institutional responsiveness
- Improved beneficiary and provider experience

## Vision for the Future (1)



**01**

Transitioning from stabilization to structured evolution of the System



**02**

Achieving better health outcomes for beneficiaries



**03**

Safeguarding the System's long-term sustainability and resilience



**04**

Ensuring that any new service or expenditure is based on documented effectiveness and tangible benefit/value

Guided by the experience gained, the data collected, and the documented needs of beneficiaries and providers, the Organization's **priority remains to maximise the value and effectiveness of the healthcare services covered within the GHS.**

## Vision for the Future (2)



**05**

Promoting a culture of rational use and provision of services among beneficiaries and providers



**06**

Embedding a dynamic and transparent governance model that prioritizes health equity and citizen engagement



**07**

Fostering organizational agility to identify risks early and implement remedial measures

The General Healthcare System should not expand mechanically, but evolve in a meaningful and effective manner, with services that deliver real benefit to beneficiaries, strengthen public health, and preserve the sustainability of the System over time.



Health Insurance Organization

Thank You