



ALIGNING HEALTHCARE SUSTAINABILITY WITH THE PATIENT PERSPECTIVE

Miltos Miltiadous



**HEALTH
CONFERENCE
2026**

Transforming Healthcare in Cyprus: New Trends, New Realities

26 February 2026, The Landmark Nicosia

Conflict of interest disclosure



Miltos Miltiadous

Cyprus Patients
Association
Secretary

Cyprus Thalassaemia
Association
President

Health Insurance
Organization
Board Member

“The content of this presentation has not been influenced by any financial, commercial or personal interests.”



HEALTH
CONFERENCE
2026

Value in healthcare is more than cost control

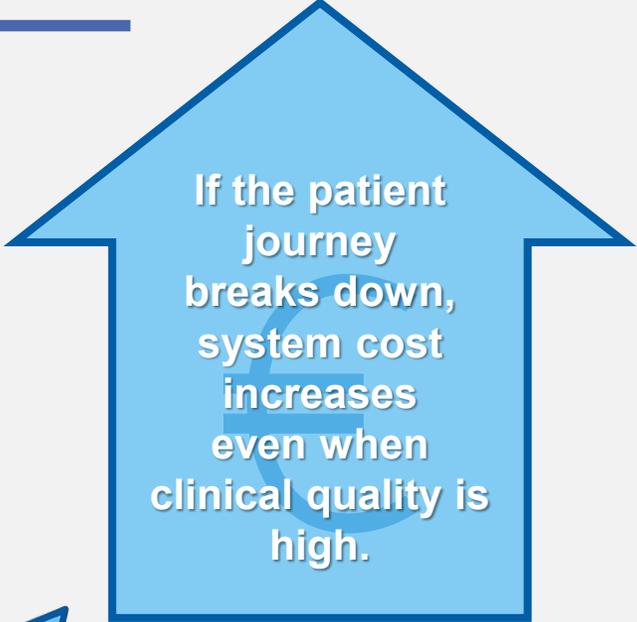
Healthcare sustainability is often framed as cost containment

However, value equals **outcomes relative to cost**

Outcomes are influenced by:

- Patient behavior
- Treatment adherence
- Continuity of care
- Trust in the system

Patient experience directly affects all four



If the patient journey breaks down, system cost increases even when clinical quality is high.



Patient Experience Influences Clinical Outcomes

Positive patient experience is associated with:

- Higher treatment adherence
- Improved safety outcomes
- Better disease control
- Reduced complication rates



Communication quality alone affects adherence risk by ~19%

This is not about satisfaction scores!

It is about whether patients follow treatment consistently over time!



Doyle et al., BMJ Open 2013
Zolnierok & DiMatteo, Med Care 2009



HEALTH
CONFERENCE
2026

The Cost of Poor Patient Experience

Poor experience is linked with:

- Medication non-adherence
- Missed follow-ups
- Delayed care seeking
- Emergency admissions
- Increased hospital readmissions



>>> Use of more intensive and costly interventions

Poor communication or system fragmentation increases downstream expenditure!



Patient Experience as a System Performance Indicator

Healthcare systems now measure:

- Access to care
- Coordination between services
- Information clarity
- Continuity of care
- Involvement in decision-making

through

Patient-Reported Experience Measures (PREMs)



used internationally as:

- Quality indicators
- System performance metrics
- Policy evaluation tools



Chronic Disease Management as a System Stress Test

Chronic conditions require:

- Long-term treatment adherence
- Regular monitoring
- Coordinated multidisciplinary care
- Reliable service access over time

Fragmented care in chronic disease is associated with:

- Higher complication rates
- Increased hospitalization
- Reduced treatment effectiveness



Doyle et al., *BMJ Open* 2013
Zolnierek & DiMatteo, *Med Care* 2009

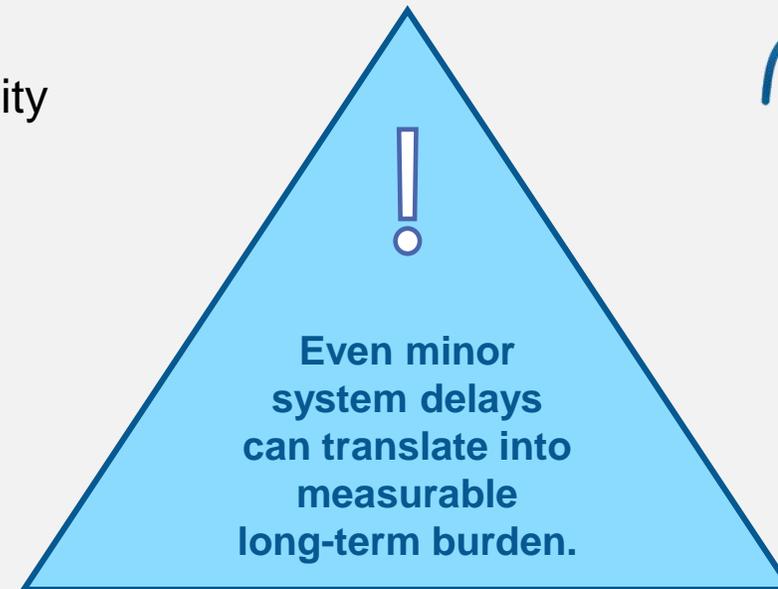


HEALTH
CONFERENCE
2026

The Case of Transfusion-Dependent Conditions

In transfusion-dependent patients:

- Treatment continuity is critical
- Scheduling delays affect haemoglobin stability
- Sub-optimal transfusion leads to
 - Fatigue
 - Organ stress
 - Functional decline
 - Increased long-term complications



Small service inefficiencies accumulate over time and increase  clinical risk
 resource utilization



Patient-Centered Care Models that Improve Sustainability

Shared Decision-Making

- Patients actively involved in treatment planning
- Improved treatment adherence
- Reduced unnecessary interventions

Self-Management Support

- Patient education programs
- Digital monitoring tools
- Community-based support
- ➔ Fewer acute complications



Care Coordination

- Multidisciplinary care teams
- Case management for complex patients
- Structured follow-up pathways
- ➔ Reduced hospital admissions

Integrated Care Pathways

- Primary–secondary care alignment
- Continuity across services
- Reduced fragmentation



Key Messages

- Value in healthcare is driven by outcomes
- Patient experience influences system performance
- Poor experience increases long-term cost
- Chronic care reveals system inefficiencies
- Patient-centered care supports sustainability



Healthcare sustainability depends on patient experience

