



## Joanna Khoo, PhD Candidate

22 March 2018, 12:30pm-1:30pm

AHSRI, Enterprise 1, Innovation Campus  
Training Room

### The role of private health insurance in supporting the care of high-needs patients

Despite playing a supplementary role in Australia's health care financing system, private health insurance remains a frequently debated health policy issue. Previous research in Australia has focused on the differences in health care access between people with and without private health insurance but there has been little research on how insurers support different groups within the privately insured population.

This research project employs a mixed-methods design using multiple data sources to examine the role of private health insurance in supporting the care of high-needs patients. In the first section of this presentation, an overview of the research design will be provided and key findings from the first phase of research, which involved the analysis of private health insurance claims data, will be discussed.

The second section presents findings from a qualitative study that explored perspectives of private health insurance representatives on the factors influencing the design and implementation of strategies to support high-needs patients. An important finding arising from the research project is the impact of data availability and quality on planning, implementing and evaluating support strategies for high-needs patients.



RSVP for seating to Julie de Clouet  
02 4221 3464 or [juliede@uow.edu.au](mailto:juliede@uow.edu.au)

