

*The Patient Value Chain -
How to create value and reduce
waste in the healthcare system and
beyond.*

stimmt

*An input for the VBHC
Annual Conference
2026*

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Stimmt AG:

*Together we build more **valuable**
client relationships.*



25 year Stimmt Party with clients, Stimmties,
their families, alumni

In health care, the prevalent discussion is about rising costs and rising usage ...

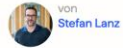
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BAG

Krankenkassenprämien steigen wieder um vier Prozent – oder mehr

Die Gesundheitskosten steigen und damit auch unsere Prämien für die Krankenkasse. Das Bundesamt für Gesundheit rechnet wieder mit einem Schub um sicher 4,5 bis 5 Prozent.

LE TEMPS



von Stefan Lanz

SUISSE ÉCONOMIE OPINIONS CULTURE SOCIÉTÉ SCIENCES SPORT PODCASTS V

Trop utilisée, l'imagerie médicale coûte plus de 2 milliards au système de santé suisse

Offre pléthorique, coûts en hausse, contrôles lacunaires et régulation en berne..., le rapport sur l'imagerie médicale publié ce lundi par le Contrôle fédéral des finances est sévère et appelle à plus de transparence



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Startseite | Wirtschaft | Gesundheitskosten Schweiz: Wachstum auf hohem Niveau

ETH-Prognose zeigt

Schweizer Gesundheitskosten steigen in diesem Jahr um 3,7 Prozent – die Prämien dürften folgen

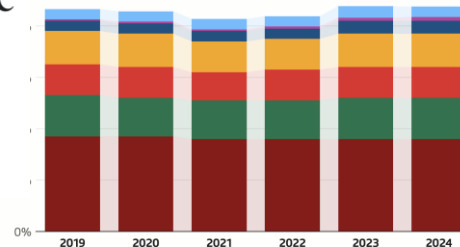
Die Konjunkturforschungsstelle der ETH Zürich hat die Kosten im

Play SRF Audio genommen – und vor allem

Gesundheitskosten – relative Anteile nach ausgewählten Bereichen

Anteile in Prozent

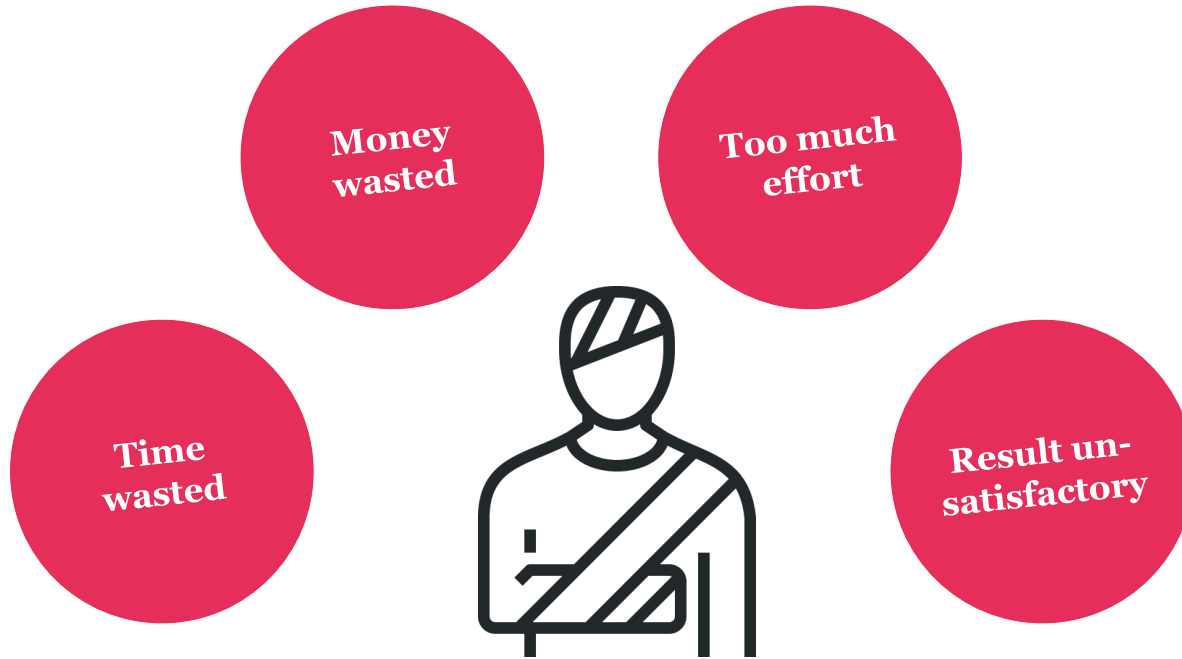
Spitäler Arztpraxen Medikamente Pflegeheime Spitex Psychotherapie
erhaltungskosten



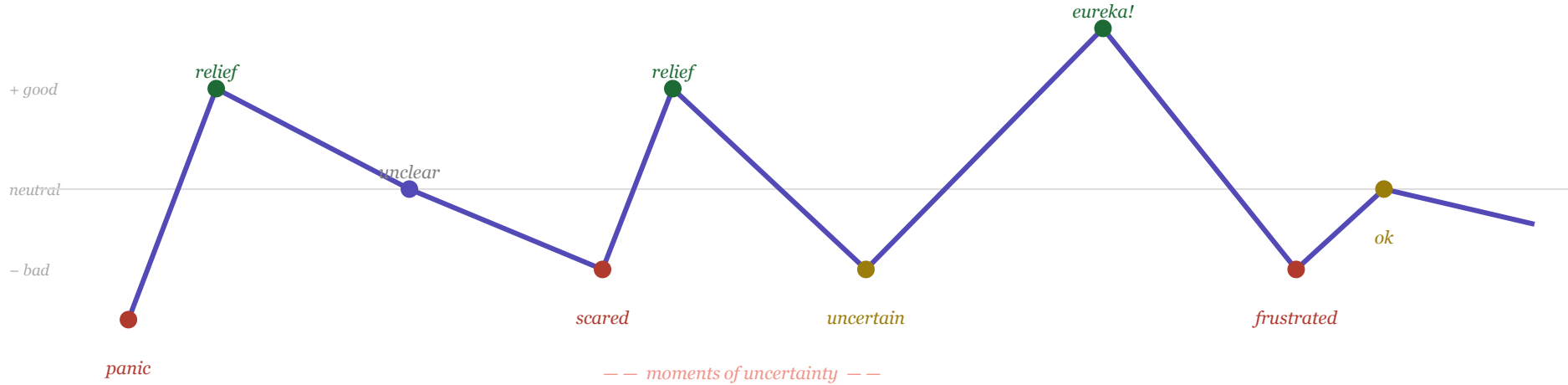
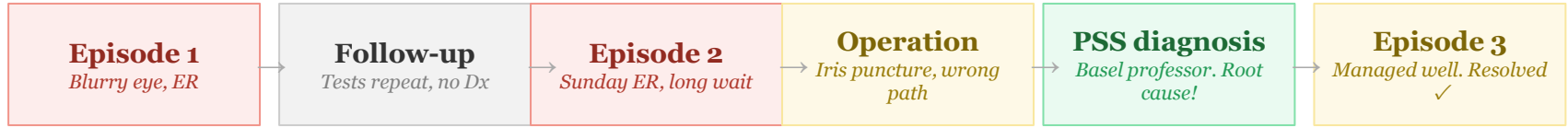
Lesehilfe: 2024 machten Spitäler 36 Prozent der Kosten aus, Arztpraxen 16 Prozent, Medikamente 12 Prozent sowie Pflegeheime 13 Prozent.

Quelle: BFS

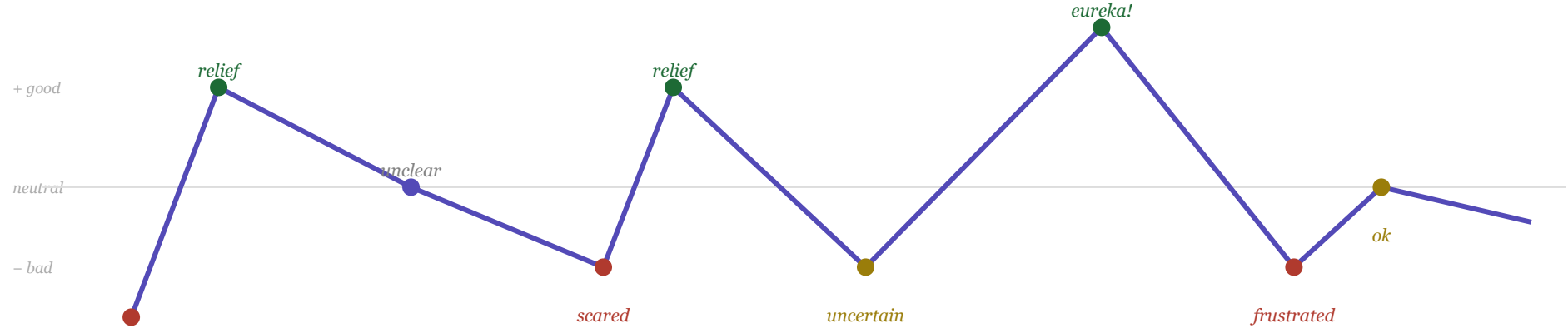
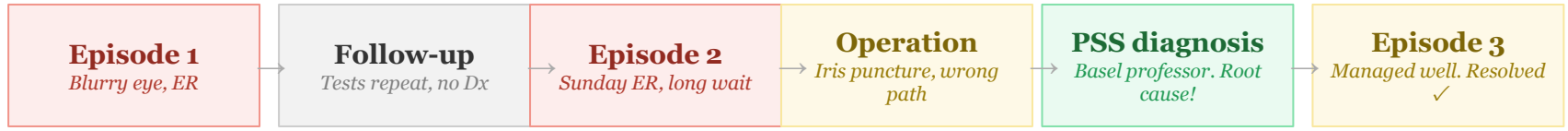
One dimension for higher value is reducing waste. Waste is not only happening on the provider side, it is also happening on the patient side.







My Posner-Schlossmann-Syndrome-odyssey as a not so orchestrated value chain



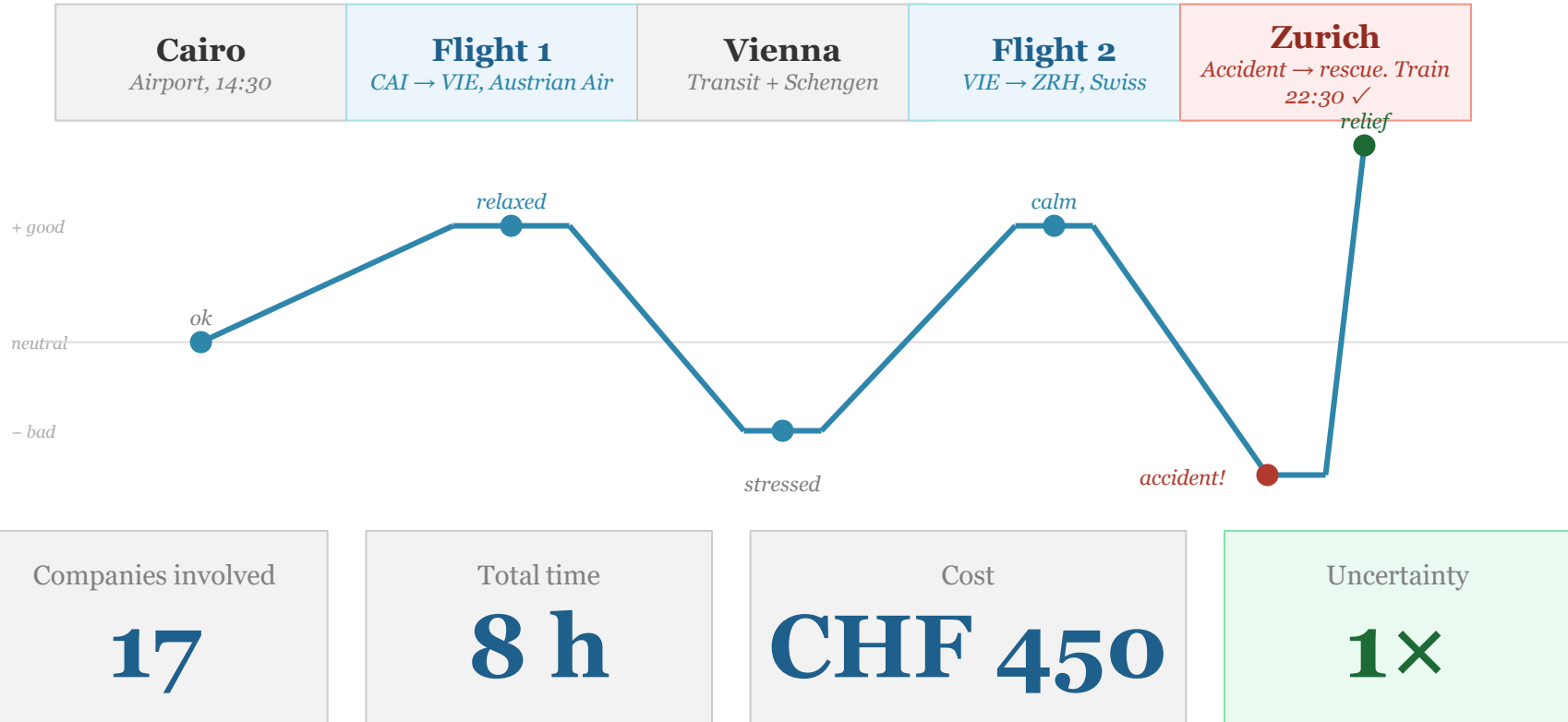
--- moments of uncertainty ---

Professionals 15	Total time 32 h	Cost CHF 5'000	Uncertainty >5×	Unnecessary procedures >5
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The flight from Cairo to Vienna to Zurich: very orchestrated



*The eye to eye comparison of the two value chains:
Same number of parties involved, much more waste.*

	Eye journey	✈️ Cairo → Zurich
Parties involved	15 professionals	17 companies
Time spent	32 h	8 h
Cost	CHF 5'000	CHF 450
Uncertainty	>5×	1×
Unnecessary procedures	>5 — all avoidable	0

The difference between the aviation industry and the healthcare industry: An inherent need to work together as seamlessly as possible.

	Aviation	Healthcare today
1. Non-negotiable standards	<i>ICAO · IATA – global, binding</i>	<i>Fragmented by canton, insurer, provider</i>
2. Common language + IT	<i>Amadeus · SITA · UTC · ICAO Aviation English</i>	<i>EPD adoption <5% · no shared data standard</i>
3. Rigorous financial pressure	<i>Razor margins – waste is existential</i>	<i>Fee-for-service rewards, volume over value</i>
4. No blame culture	<i>Incidents reported + learned from</i>	<i>Liability culture → partially under-reporting</i>

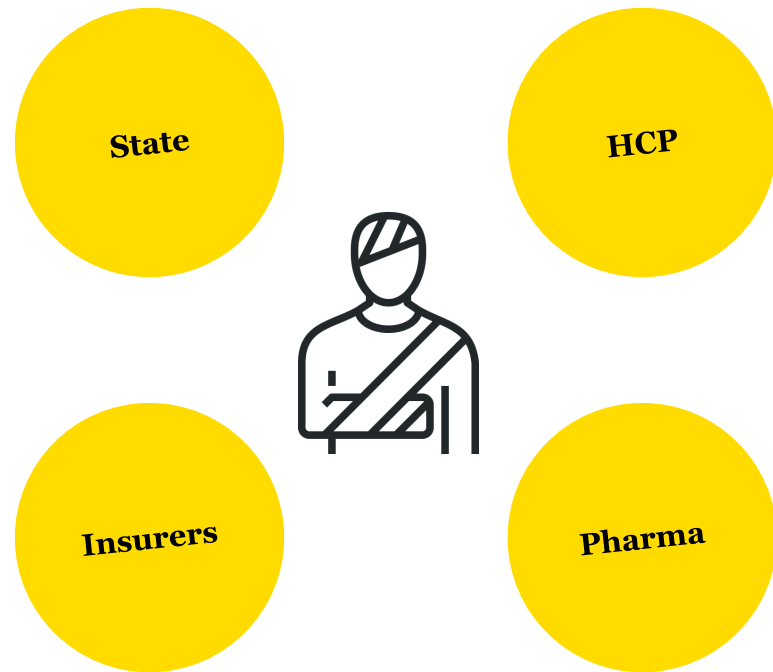
And number 5...

*5. Focus and responsibility
on the full value chain*

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Looking at the full patient value chain connects the dots.





#patientvaluechains

*Experts for profitable
customer relationships*

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The workshop: Reduce waste in the patient value chain, 45'

Have fun!

Consider my eye-journey one more time, 10'

1. At which stages was clinical value genuinely created — and what made that possible?
2. Duplicate tests were ordered multiple times. What would have prevented them?
3. The correct diagnosis came via a personal network, not the system. How do we fix that?
4. Where did I as the patient bear unnecessary uncertainty — and who could have resolved it sooner?

Build a better patient value chain with LEGO! 20'



Reflection in your group, 10'

What are possible (new) approaches for increasing value and reducing waste when looking at the system from a patient value chain perspective?