

MEMBERS' BEST PRACTICE EXAMPLES

MSA

Prevention Appointments for Young retirees

In July 2020, the Mutualité Sociale Agricole (MSA), the French social protection scheme that provides all social coverage for the agricultural population, launched a new offer of Prevention appointments for young retirees (in French: Rendez-vous Prévention Jeunes retraités).

This offer is aimed at the most vulnerable young retirees who are farthest from the care system, in order to help them strengthen their protective factors and reduce the risk factors of dependency. These meetings favour a multidimensional approach to the person, combining health and social aspects, in accordance with the recommendations of the World Health Organisation (WHO). This new measure has been included in the National Public Health Plan in 2019.

To anticipate and support the effects of ageing, the MSA has set up a specific prevention time for its members when they retire. These prevention meetings consist of a motivational health interview (empowerment method) for members of the agricultural scheme who have been retired for 6 to 18 months and who present one or more criteria of social or health fragility: no supplementary health insurance, no declaration of a regular doctor, no outpatient consultation with a general practitioner during the last 12 months, and beneficiaries of the Complémentaire Santé Solidaire (supplementary health insurance for people of modest means) Members are invited by a teleconsultant who uses this contact time to explain the benefits of participating in the action. The appointment includes a personalised remote interview with a nurse (post-Covid 19 scheme until the end of September 2020). The member's needs are identified in order to prepare the consultation with the general practitioner, who can prescribe targeted actions (care, prevention, complementary tests, etc.). A time to identify social fragility and a referral to the MSA's health and social action services are also carried out.

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The "Prévention jeunes retraités" meetings were gradually deployed throughout the country as from the end of June 2020 and the initial results showed that beneficiaries were satisfied and confirmed the need for support.

MSA is the first social security scheme in France to have launched these appointments, which are part of the Aging Well strategy, and to demonstrate the advantages of its one-stop shop.

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