

HOPE STUDY TOUR

CHRONIC DISEASES MODEL: LOOKING TOWARDS AN INTEGRATED APPROACH

19 – 20 March 2020

MAJORCA, BALEARIC ISLANDS (SPAIN)

HOPE STUDY TOUR MALLORCA

FOR HOSPITAL AND HEALTHCARE DIRECTORS AND MANAGERS

Chronic diseases Model: looking towards an integrated approach.

19 and 20 March 2020

Majorca, Balearic Islands (Spain)

The Balearic Islands Health Service organizes this March 2020 a first study tour for hospital and healthcare directors and managers within the framework of the European Hospital and Healthcare Federation (HOPE).

HOPE is a nongovernmental association, whose mission is to promote improvements in the health of citizens and a uniformly high standard of hospital care by the European Union, fostering efficiency, effectiveness and humanity in the organisation and operations of hospital and health services. HOPE represents around 80% of hospital activity in Europe. Spain became a member state of HOPE in 1986.

The study tour will be held on 19 and 20 March 2020 in the Island of Majorca (Spain) on the topic: “Chronic Diseases Model: Looking Towards an Integrated Approach”, aiming to show all the partners of the main implemented healthcare changes in the regional Healthcare Service of the Autonomous Community of the Balearic Islands from 2016 to 2019, in the field of medical attention to population under complex chronic diseases.

The Balearic Health Service is under the jurisdiction of the Regional Ministry for Health Care and Consumer Affairs and is responsible for the healthcare of the population in the whole archipelago, including prevention and development of welfare, rehabilitation and medical care in all ranges of activity inside and outside hospitals. It covers a population of approximately 1.060.964 inhabitants and is structured in 59 primary care areas that are distributed in 7 districts where a reference acute hospital and currently three intermediate care hospitals must be available.

In order to tackle the challenge of chronic diseases treatment several organizational and management models have been introduced by developed countries in the last decades. In Spain, the central administration published in 2012 the “Strategy for an approach to chronicity”, expecting, with the help of its recommendations, to establish a general cohesion frame guiding the Autonomous Communities (Regional Administrations in Spain). Through the implementation of the necessary actions to respond to the everchanging health and social care needs brought about by the population ageing and the increase of health condition chronification.

In this cohesion framework, the Regional Ministry for Healthcare and Consumer Affairs published in 2017 a care plan aimed at people with chronic diseases, whose strategic objectives were, among others: identifying target populations according to the complexity level to get full and individualized attention; implementing the advanced complex chronic patient project in all care areas; implementing the project regarding the nurse case management to ensure assistance coordination and continuity; impulsing an effective coordination of both medical and social services and finally carrying out a planification of sociosanitary intermediate care resources taking the population and ageing projections into account.

The HOPE study tour participants will get to know the strategic interventions that have been undertaken during these last years within this plan's framework including among other actions:

- Population identified according to complexity levels and the drawing up of a marking system with alarm signs on medical histories in order to be visible in all care levels and to allow a more individualized, proactive and planned care, once these alarms have been activated by referential professional judgement.
- The creation of specific hospitalization units for complex chronic patients in acute hospitals and of specific care route, which implies deep coordination of all units involved throughout the case management.
- The creation of specific units in intermediate care hospitals so that advanced chronic patients, in case of clinical decompensation, can access the above mentioned centres directly from their homes, through being directly referred by their primary care professional referents. Professionals in these units/wards have palliative care training and work interdisciplinary to carry out a full approach guaranteeing the highest possible comfort and welfare.
- The implementation of the nurse case management programme in all scopes of activity with the primary goal of safeguarding the integral care plan aimed at the patients, their families and caregivers through the coordination of all professionals and the case management, ensuring the care continuity.

PRELIMINARY PROGRAMME

Venue: Meeting room Ca'n Campaner. Street Can Campaner, 4, Palma de Mallorca.

Thursday, 19 March 2020

09:00 – 09:30 Opening.

Patricia Gómez Picard. Member of the Balearic Government in charge of Health.

Juli Fuster Culebras. Director General of Health Care Service of the Balearic Islands.

09:30 – 11:30 Workshop sessions.

- Care plan for patients with chronic diseases.
- Identifying the target population with complex chronic diseases. Care model for complex and advanced chronic patients.
- Management of different scenarios and complex chronicity: experience in the implementation of the program from the point of view of the Case Manager Nurse.
- Complex chronic health care for children and young adults. María García de Paso.
- Palliative Care Program in Balearic Islands.
- Social and health care interaction for an integrated approach to patients with chronic diseases.

11:30 – 12:00 Coffee break.

12:00 – 13:30 Workshop sessions.

- Implementation of Kronos Project in a District General Hospital.
- The role of information and communication technologies within the Health System for chronicity management.



- Budget, agreements and infrastructures.

13:30 – 15:30 Lunch.

15:30 – 17:30 Workshop sessions.

- Changes needed in health organisations and professional roles in primary care.
- Shared care for chronic patients: organisational changes within hospitals.
- Community and specialized social resources planning to respond to the needs of the population.

20:00 – 22:00 Dinner

Friday, 20 March 2020

09:00 – 11:00 Workshop sessions.

- Experiences in the Project implementation amongst different attention levels.

11:30 – 11:30 Coffee break.

11:30 – 13:30 Guided tour to General Hospital.

13:30 – 15:00 Finger food.



For further information and registration regarding the programme at Balearic Islands Healthcare Service (Majorca), please contact:

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Costs

The costs for participating in the study tour are 200€, including two coffees, two lunches and one dinner.

Participants

Participants are limited to 15 persons with a maximum of 3 participants per nationality.

Hotels

Suggestions of hotels will be provided to participants on request.