WEBINAR

EIP ON AHA

Video Consultation Twinning Project – Basque Country and Scotland

23rd October 2020 – 10:00 – 12:30 CET (GMT +1)

Agenda

10.00 - 10.05	**Welcome and introductions**
10.05 – 10.35 10.40 – 11.40	**Presentations on video consultation in the regions, covering -** • Regional strategy on video consultation (roadmap) • Current status of implementation of video consultation in the region • Successes – what has worked well and what can we share (resources that we have already developed to support implementation) • Challenges – what do we need help (from the other region) with? **Basque Country presentation & Q&A** *5 min Short Break* **Scotland presentation & Q&A** *5 min Short Break*
11.45 – 12.30	Priorities for further knowledge exchange General discussion about what topics the twinning partners want to follow up on (via further knowledge exchange webinars).

Presentation from the Basque Country

- Current status of implementation of video consultation in the Basque Country
- Non-presential Osakidetza – Osarean
- Experiences:
  - Online Kronik ON Programme for Multimorbid patients
  - Online Active Patient Programme
  - Free of Tobacco Online Programme
- Basque Country Challenges

Implementation of video consultation

The strategic lines of the Department and Osakidetza place the person at the centre of health.

To this end, the Basque health system has been adapting and transforming itself.

The creation of Integrated Health Organisations and the incorporation of new patient monitoring systems (Osabide Global, Osarean, Personal Health Folder, Estraficación, e-Prescripción...) have been part of this transformation of the system towards innovation.

Video consultation is one of the challenges of Osakidetza and in the recent years different pilots and experiences have been carried out.

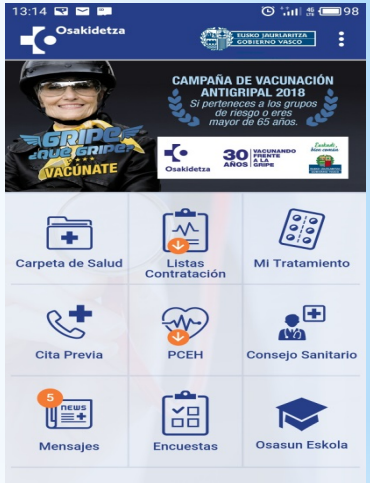
The exceptional situation caused by the Covid-19 has made the use of new technologies, and especially video consultation, has accelerated.

Osakidetza

O-sarean
Osakidetza en red

OSASUN KARPETA

O-SAREAN
NON PRESENTIAL
OSAKIDETZA



CARPETA DE SALUD
PERSONAL HEALTH FOLDER

betiON

Osakidetza

O-sarean
Osakidetza en red

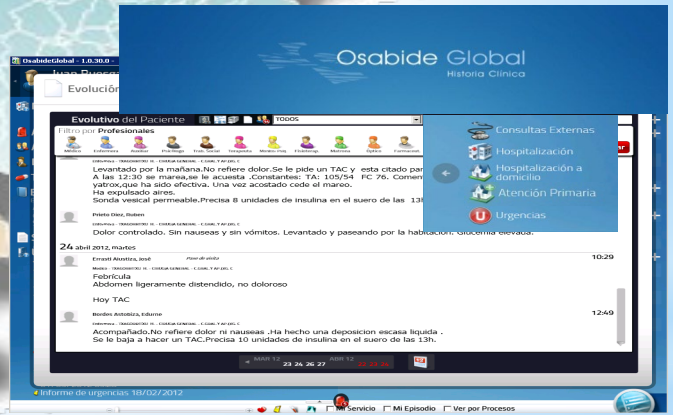
Personal Health Folder

erezeta

BILBAO

SAN SEBASTIÁN

VITORIA



Osakidetza

Introduction of new communication channels

Osakidetza

Carpeta de Salud
Personal Health Folder

O-sarean
Osakidetza en red

4 Access to third parties

1 Consult and recover

- Filiation data
- My Health Folder
- Next appointments
- Clinical Reports
- H. Folder in QR

3 Interaction

- Messages to patient
- Doubts with the GP
- Patient diary

2 Enrich

- Self follow-up
- My chronic disease Management
- Documents uploading

Carpeta de Salud

Osakidetza

1. Consulting and retrieving information

Personal data

Clinical reports

- Analysis
- Pathological anatomy
- Radiology
- Emergency
- Hospital discharge

My treatment

Vaccination history

Pending appointments

Surgical waiting list

Osakidetza

2. Enriching my Health Record

Reports from other organizations	• It can be uploaded in the Health Record
Follow-up programmes	• Control of tobacco and alcohol consumption • Self-monitoring of my weight and blood pressure
Mi diary	• Notes made by the patient and recorded in his medical record

Osakidetza

3. Interaction through non-presential channels

Patient diary	• The patient makes notes on his illness • The health professional can see it from the medical history
Messages to the patient	• The health professional sends a message to the patient • The patient consults his health folder
Doubts with my doctor	• The patient sends a question to the health professional • The professional answers you.

Osakidetza

O-sarean
Osakidetza en red

4. Access authorisations

Access to third party medical records

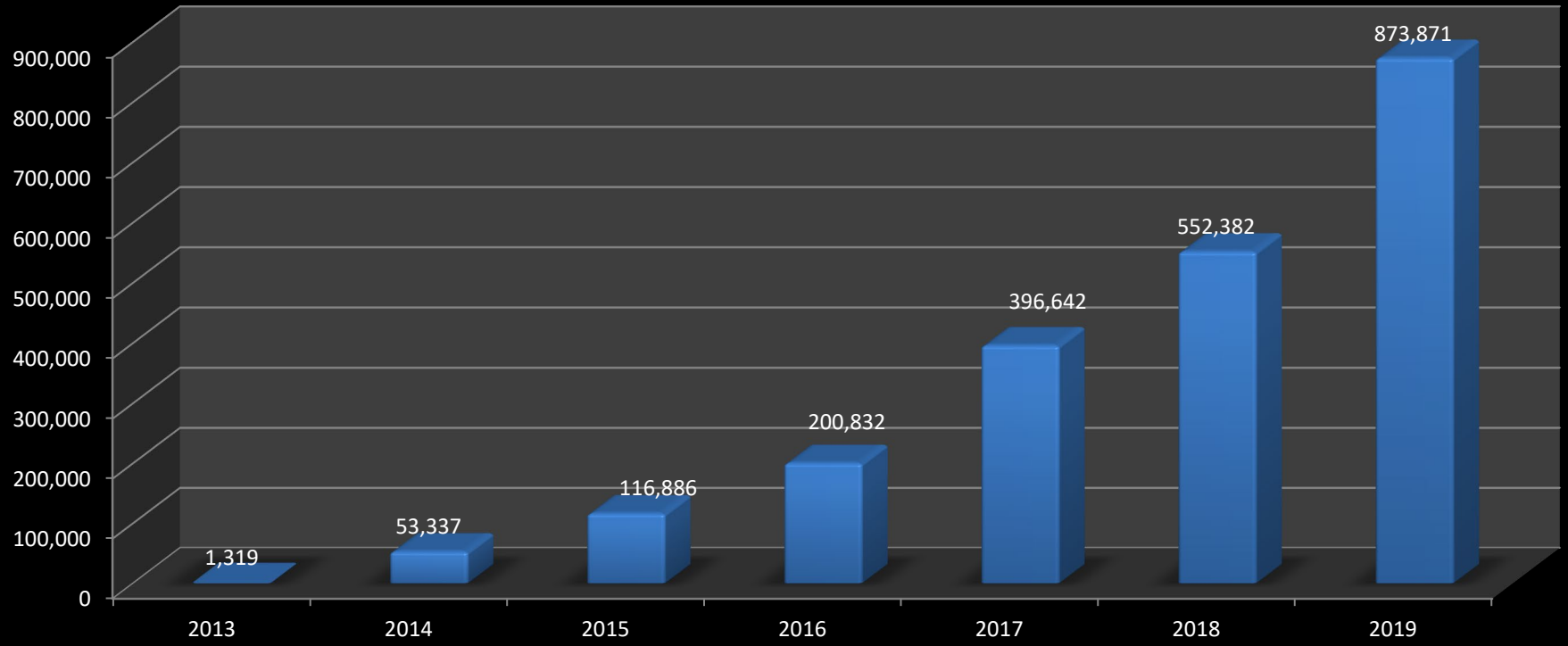
- Children under 16 years of age
- Senior citizens
- Persons under guardianship or legally incapacitated
- Newborns

Access to my medical records

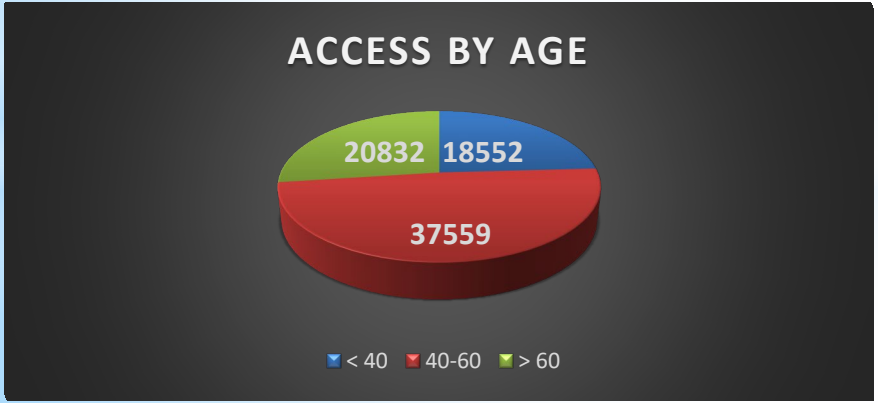
- I can give permission to others to access my medical records, and in the same way, revoke it

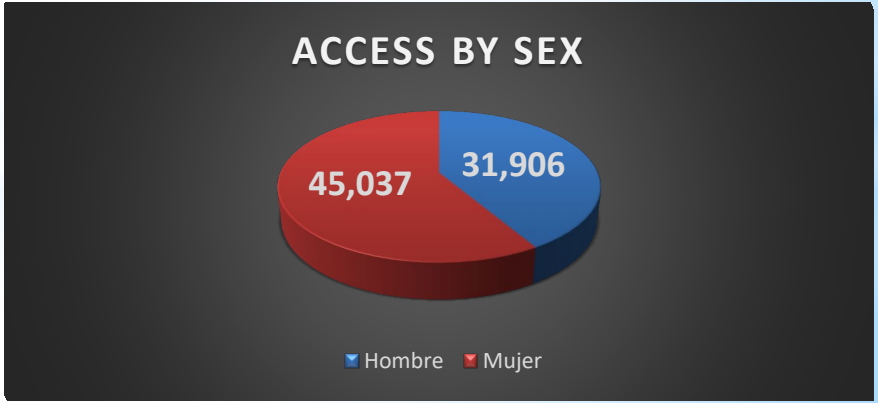
Osasun Karpeta / Carpeta de Salud/Personal Health Folder

ACCESSES TO THE PERSONAL HEALTH FOLDER



*Osasun Karpeta / Carpeta de Salud/ Personal Health Folder





Osakidetza

O-sarean
Osakidetza en red

Osasun Aholkua
Consejo Sanitario
eHealth Centre

36.397
Beti-On Patients

192.173
Incoming Calls

80 %
Resolution

Folow-up ICHOM and CMA patients

Support specialized Nurse Home Hospitalization, Cessations programmes

104.204
Follow-up chronic patients

Osakidetza

O-sarean
Osakidetza en red

Telephone Consultations

Osakidetza

O-sarean
Osakidetza en red

Web / IVR Appointments

Osakidetza

euskadi.eu

Cita Previa

Osakidetza te responde
900 20 30 50

Identificación de usuarios

Puedes reservar una cita, consultar o anular citas pendientes. Debes identificarte a través del número de TIS (tarjet

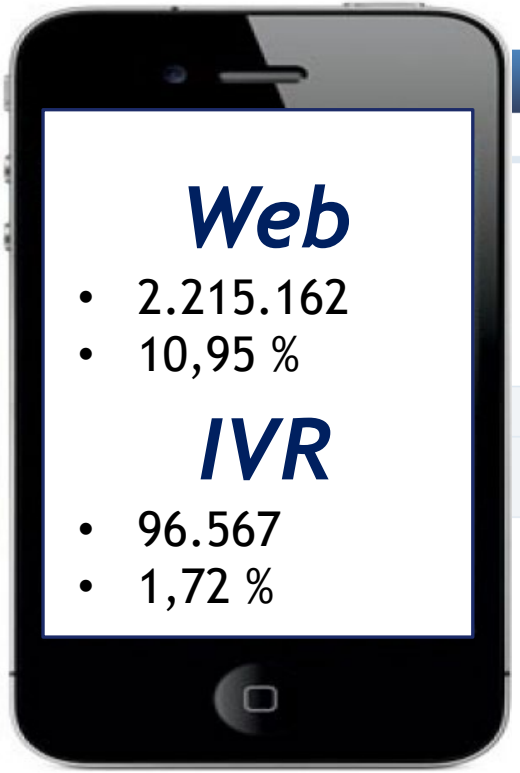
Introduce el número de la TIS tal como se muestra en la imagen, y añade tu fecha de nacimiento:

1 *Num. Tis:

*Fecha nacimiento dd/mm/aaaa

Confirmar

* campos Obligatorios



Web

- 2.215.162
- 10,95 %

IVR

- 96.567
- 1,72 %

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Osakidetza

O-sarean
Osakidetza en red

Non-presential Interconsultations

2017

- 88.659
- 44,65 /1000 TIS

2018

- 94.768
- 47,43 /1000 TIS

Osakidetza

Telemonitoring

O-sarean
Osakidetza en red

- 294 Tele-COPD
- 64 Tele-HF
- 311 Tele-Multimorbid Patients
- 760 Tele-HF 72 h
- 531 Tele-TAO
- 9728 MCP, Defibrillators y Holter

Osakidetza

O-sarean
Osakidetza en red

App

Carpeta de Salud

Mi Tratamiento

Cita Previa

Consejo Sanitario

PCEH

Osasun Eskola

Mensajes

Encuestas

Listas Contratación

Osakidetza
O-sarean
Osakidetza en red
Thank you very much
Eskerrik asko

Multimorbid Patients Video-consulting

Osakidetza

Covid-19 pandemic has led to a series of changes in the organization of care in all areas, in other words, adapting to the context:

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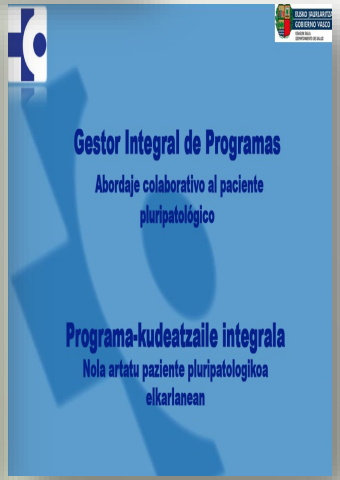


MULTIMORBID PATIENT PATHWAY

Document 2019 developed within the framework of ACT@Scale European Project.
Participants: Kronikgune & Osakidetza (54 professionals. All Integrated Healthcare Organisations)

- Defining and deploying Multimorbid Pathway
- Describe the roles, resources and activities and flowchart
- Patient/caregiver empowerment
- Impact on processes and results (indicators)
- Multimorbid Programme in the Integrated Programme Manager (GIP - Gestor Integral de Programas)

Osakidetza

ACTIONS CARRIED OUT FOR PATIENT EMPOWEREMENT WITH KRONIK ON PROGRAMME AND MULTIMORBID PATIENTS FOLLOW-UP

- Set up a multidisciplinar working group, composed of Kronikgune, nurses from 4 Integrated Healthcare Organisations (IHOs), School of Health (“Osasun Eskola”), Information Systems IT, Nursing service (“Osanaia”), Osarean and SIAC).

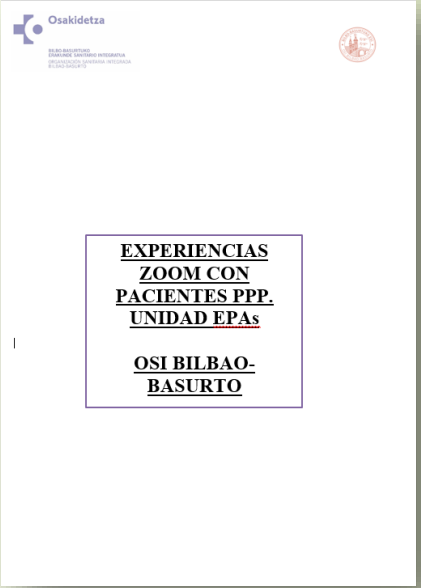
- Brief piloting of the use of the ZOOM tool with patients to carry out the Kronik ON sessions and follow up patients

- Preparation of a "quick guide" draft about how to use and make “video calls” through Zoom tool with patients.

Osakidetza

PRELIMINARY RESULTS OF THE PILOTING NURSE AND PATIENT FEEDBACK

- ZOOM tool seems to us a very useful tool to be able to see and "objectify" changes presented by the patient. It allows us to observe the patient's general state and the fact that they are seen us through a video give them peace and calm.
- We believe that it is necessary professionals and patients adaptation to a new culture and technologies. We see it as another monitoring tool that can be alternated other services.
- Clearly Zoom has benefits that telephone consultations do not have and also disadvantages.
- We believe that the preferences of patients and caregivers, as well as those of professionals, must be respected in all cases.
- It takes longer at the beginning, but once installed and the first Zoom session is done, everything works very fast and in a dynamic way.
- In general, there is a good feeling about the use of the tool.
- Considering the healthcare situation that we are tackling, COVID does seem to be a very useful tool to have a better connection with the patients.
- Multimorbid patient almost always requires caregivers who have the time to do so.


Osakidetza

EXPERIENCIAS ZOOM CON PACIENTES PPP. UNIDAD EPAs

OSI BILBAO-BASURTO

Osakidetza

NEXT STEPS

- Continue with the pilots that should serve to make adjustments and improvements to the system.

- Design a strategy to integrate a greater number of professionals and patients in the use of Zoom platform. Organize information and training actions as "pills".
  - Deployment and scale-up integrating in the process directorates of the Integrated Healthcare Organisations.
  - Produce a short promotional video with testimonials from the point of view of the professional and the patient/family in order to encourage the use of the tool.
  - Include the adjustment of this monitoring of chronic patients in the virtual service portfolio (Zoom appointment) and in the Osakidetza information systems.

Osakidetza

Osakidetza

PAZIENTE BIZIA
PACIENTE ACTIVO

Osakidetza

PAZIENTE BIZIA
PACIENTE ACTIVO

EUSKO JAURLARITZA
GOBIERNO VASCO
OSASUN SAILA
DEPARTAMENTO DE SALUD

PAZIENTE BIZIA
PACIENTE ACTIVO

¿QUÉ SE TRABAJA?

TRABAJO EN EQUIPO, PROFESIONALES Y PACIENTES

FOMENTO EDUCACIÓN ENTRE IGUALES

MOTIVACIÓN

APRENDER Y COMPARTIR CON OTROS

DECISIONES COMPARTIDAS

RESOLUCIÓN DE PROBLEMAS

ESTILOS DE VIDA SALUDABLES

INFORMACIÓN ESTRUCTURADA

CONTROL Y MANEJO DE LOS SINTOMAS

MANEJO ASPECTOS SOCIALES Y EMOCIONALES

PAZIENTE BIZIA
PACIENTE ACTIVO

What workshops we offer?

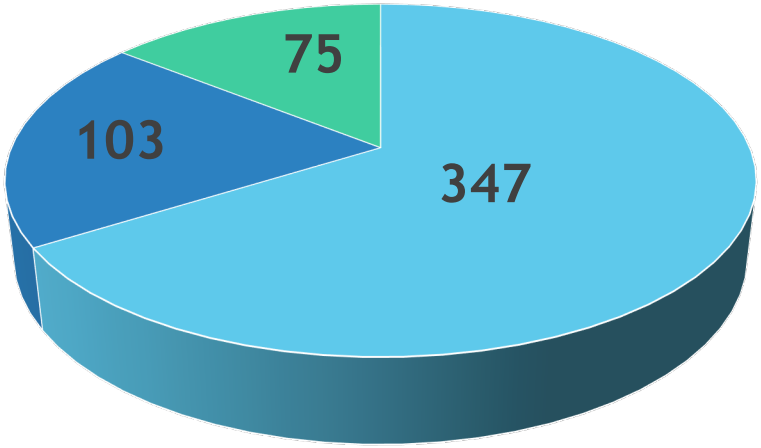
Online active trainning

vively :)

Participants
PB-PA
2010/2019

- 7137

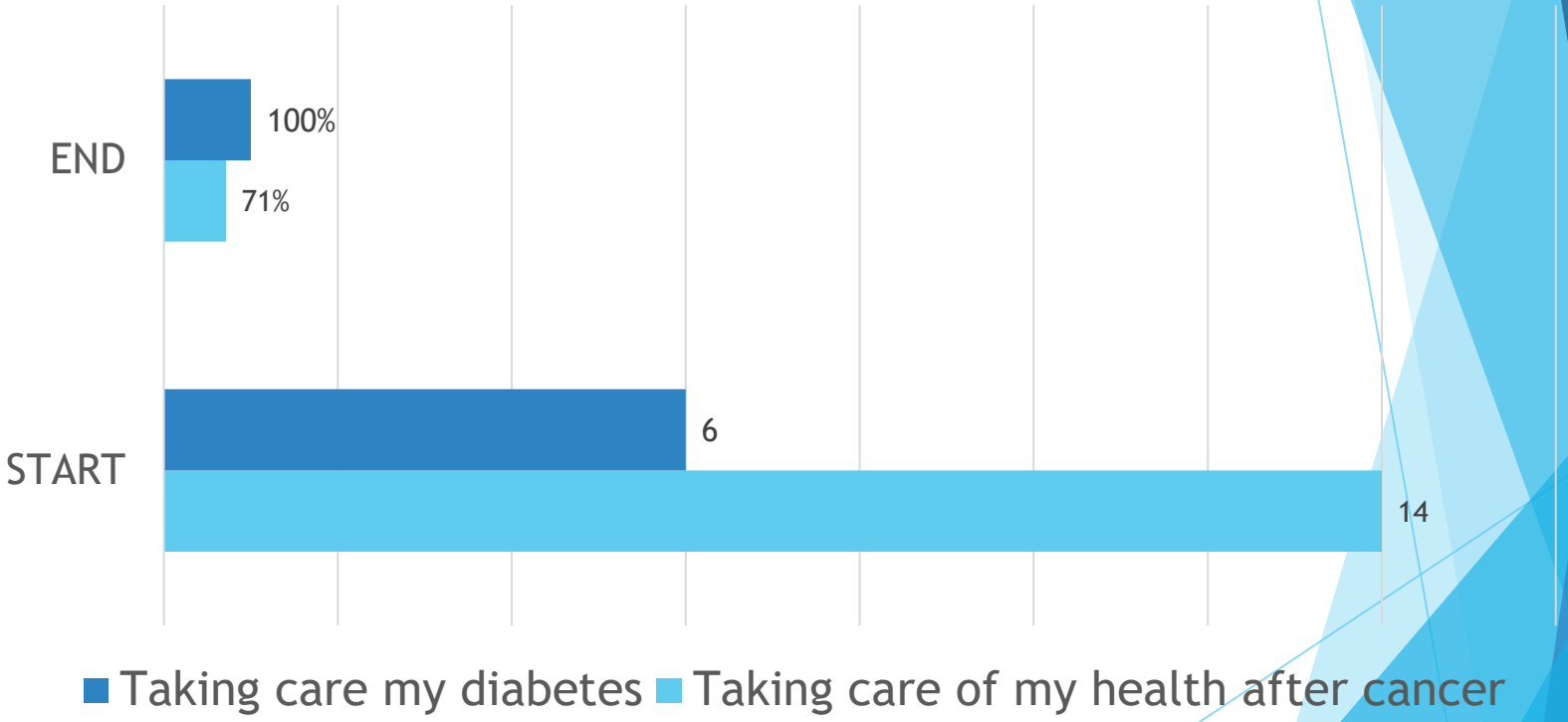
COVID-19 PANDEMIA



PARTICIPANTS ACCEPT ON LINE TRAINING ACCEPT ZOOM TRAINING

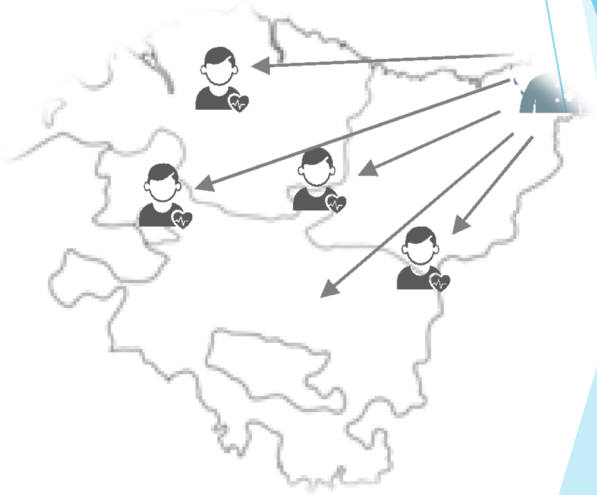
PAZIENTE BIZIA
PACIENTE ACTIVO

Training through Zoom - Covid-19



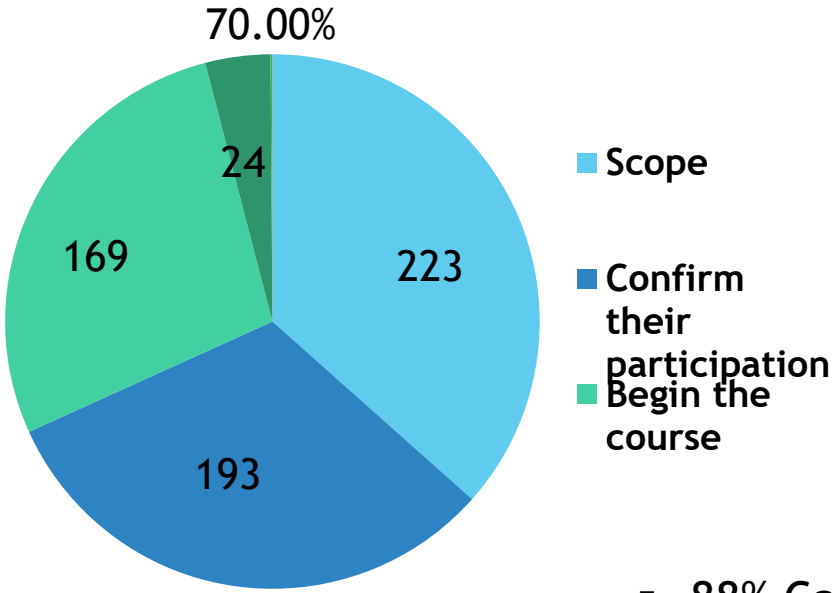
2018 (Pilot)
Why online?

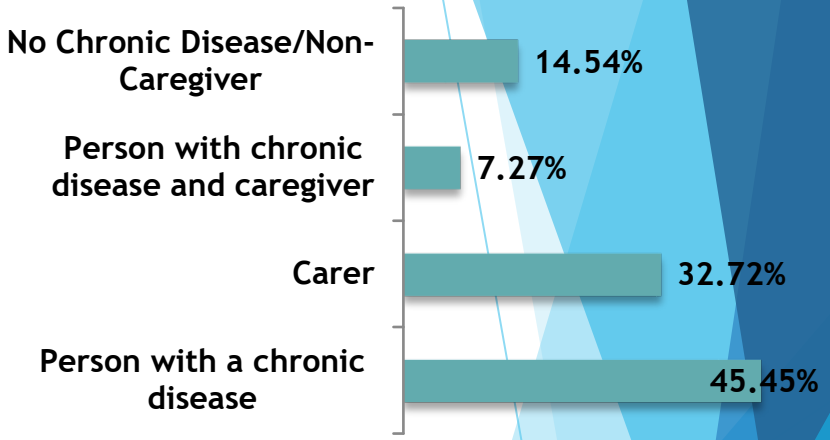
Time incompatibility
Geographical dispersion
Stigma



- 223 Applications
- 193 Registered

Online results





- 88% Carry out the training
- 61% Complete the training (4/6 sessions)
- Average age 53 years
- 73% women
- 86% better prepared
- 83% anonymity

PAZIENTE BIZIA
PACIENTE ACTIVO

2020

vively :)

Course: Active Training

How: 100% online and free.

Duration: 6 sessions/6 weeks. Minimum commitment and dedication: 1.5 hours per week.

Methodology: Reading, learning self-care skills, interacting with group members on problems, achievements, difficult emotions and action plans.

What is needed: A laptop or desktop computer, tablet or mobile phone with internet connection and an email account.

How to sing-up:

Tlf: 943 00 65 51
Email address: pacienteactivo@osakidetza.eus
registration form on the website with comments "online course”

PAZIENTE BIZIA
PACIENTE ACTIVO

Paciente Activo en casa

Pequeñas pinceladas sobre autocuidado y confinamiento

Tras el confinamiento por la Covid-19, y casi sin tiempo para procesar la nueva situación, desde la coordinación del **Programa Paziente Bizia-Paciente Activo** nos vimos en la necesidad de modificar las rutinas y los hábitos del día a día. Ante esto, nos preguntamos:

- **¿Dejaremos de hacer ejercicio?**
- **¿Cambiaremos nuestra forma de alimentarnos?**
- **Y a nivel emocional, ¿tendremos herramientas suficientes para gestionar esta situación?**

Para dar respuesta a estas preguntas se creó el chat **"Paciente Activo en casa"**, integrado por **algo más de 30 monitores** del programa (personas que conviven con la enfermedad crónica y/o son personas cuidadoras), que acogieron con agrado la invitación para solventar la necesidad de adaptar sus cuidados o los de las personas con las que conviven durante el confinamiento, trabajar en equipo y compartir experiencias, herramientas y habilidades.

Durante una hora y media diaria y más de 40 días, nos acompañamos y apoyamos virtualmente, incluso celebrando juntos, porque no, los resultados satisfactorios de revisiones médicas y pruebas diagnósticas.

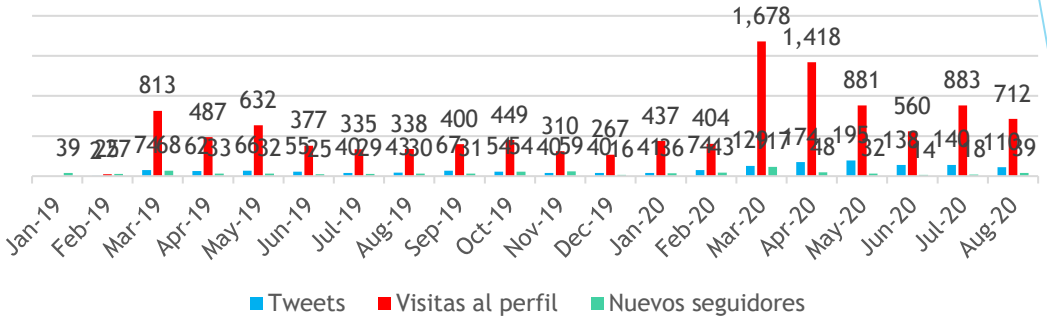
Así, suscribiendo las palabras de los y las participantes del chat, llegamos a la conclusión que el programa **Paziente Bizia-Paciente Activo ha aportado y aporta herramientas para hacer frente a este confinamiento, como a continuación se detalla:**

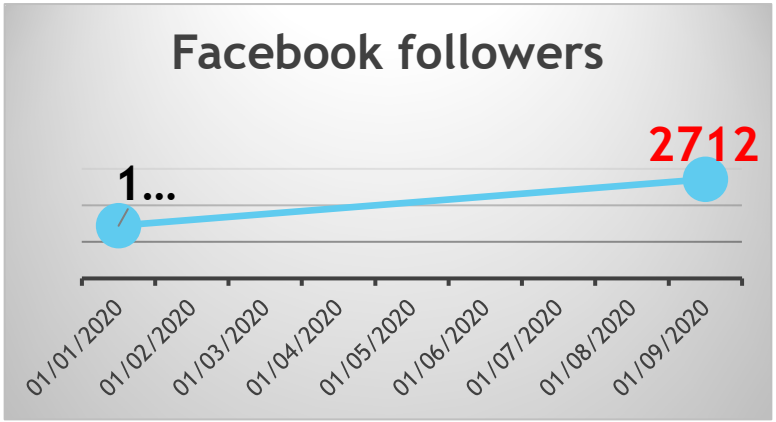
You can read it at the following link:

https://www.osakidetza.euskadi.eus/cuida-salud/-/paciente-activo-en-casa/

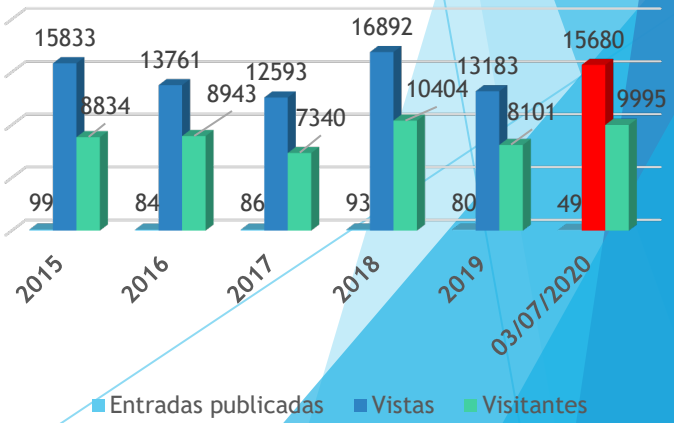
PAZIENTE BIZIA
PACIENTE ACTIVO

Twitter 3544 followers 08/09/2020





Blog



PAZIENTE BIZIA
PACIENTE ACTIVO

Active Patient programme "Paziente Bizia-Paciente Activo"

- Training offer Last quarter 2020

CURSO: Cuidando mi salud después del cáncer

MODALIDAD	DÍAS	F. INICIO	HORARIO
Telemática (Videoconferencia)	Martes	20/10/2020	10:30 - 13:00
Telemática (Videoconferencia)	Miércoles	03/11/2020	16:30 - 19:00
Presencial	*	*	*

CURSO: Cuidando mi diabetes

MODALIDAD	DÍAS	F. INICIO	HORARIO
Telemática (Videoconferencia)	Jueves	22/10/2020	10:30 - 13:00
Telemática (Videoconferencia)	Lunes	02/11/2020	16:30 - 19:00
Presencial	*	*	*

CURSO: Cuidando activamente mi salud

MODALIDAD	DÍAS	F. INICIO	HORARIO
Presencial	*	*	*

CURSO: Entrenamiento Activo

MODALIDAD	DÍAS	F. INICIO	
Telemática (On line)		28/09/2020	55 Participantes
Telemática(On line)	Lunes	16/11/2020	

** LOS TALLERES PRESENCIALES A CONCRETAR EN FUNCIÓN DE LAS CIRCUNSTANCIAS SANITARIAS*

Basque Country free of tobacco smoke

- REDUCE THE PREVALENCE OF TOBACCO CONSUMPTION
- PROTECTING people from tobacco smoke
- INFORM AND RAISE AWARENESS about the health risks of tobacco and air polluted by tobacco smoke
- OFFERING HELP TO SMOKERS in Primary Care

Basque Country free of tobacco smoke Programme

Tobacco is the leading cause of preventable death

Non-presential

On-line Group Intervention

Combined therapy App

Idea

Parte Hartu

TOP 5

Online platform for group intervention to stop smoking

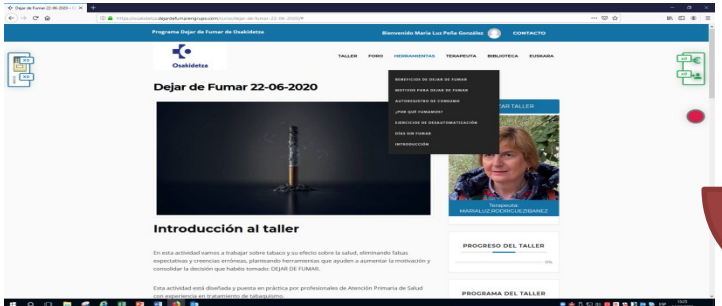
IADP(Impact Assessment on Data Protection)

Working Group: 5 experts from IHO In Group Intervention

Intervention procedure adapted to face-to-face activity

Resources:
- Patient group
- Therapist
- 1 technical support person
- ZOOM

Platform content: sessions, materials, forum



Training of therapists in Tools: Platform and zoom

Online Group intervention activities

Registration: School of Health (Osasun Eskola) https://www.osakidetza.euskadi.eus/cuida-salud/-/prevencion-del-tabaquismo/

Dissemination: Intranet, Facebook , blog Paciente activo

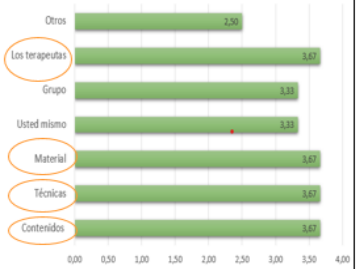
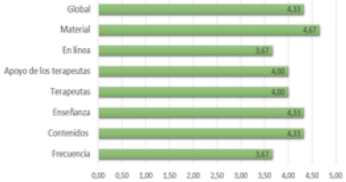
Evaluation:

Nº of Groups made:

Groups since 6th of June (1 pilot, 3 in progress and end of October will start 2)

People registered in total: 113

EVALUACION DE LA INTERVENCION DE PARTICIPANTES

¿La intervención ha satisfecho sus necesidades?	¿Que aspectos le han ayudado mas? (0-4: de ninguna o mucha ayuda)	Grado de satisfacción (0-5: nada satisfecho-muy satisfecho)	¿Qué es lo que más ha gustado?	Áreas de mejora propuestas
SI		 En general las respuestas son de muy satisfecho/a, con una media de 4,1	• Muy buenos terapeutas: buenas pautas utilizadas y trato de los temas con positividad. • Muy buen apoyo técnico. • Buen material escrito: bien redactado y ordenado. • El grupo.	• Corto. Dificultad de conectar con el grupo. • Muy comprimido. • Más material de relajación sería interesante.

Tratamiento mixto

- **App" Vive sin tabaco" Terapia combinada.**

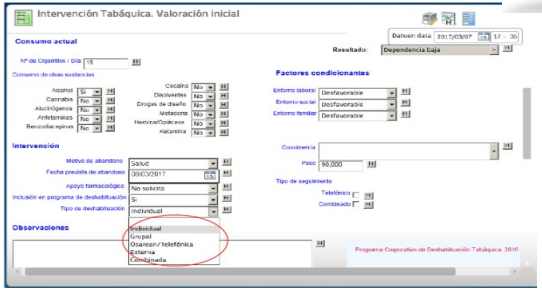
Es un tratamiento que combina la utilización de una APP con visitas presenciales o por teléfono de tu profesional de referencia. La APP te servirá de apoyo proporcionándote motivación y refuerzo a lo largo de todo el proceso. Necesitarás que tu profesional sanitario de referencia te tramite el alta en la aplicación. Infórmate en tu centro de salud.

Manual de utilización del App Vive sin tabaco.

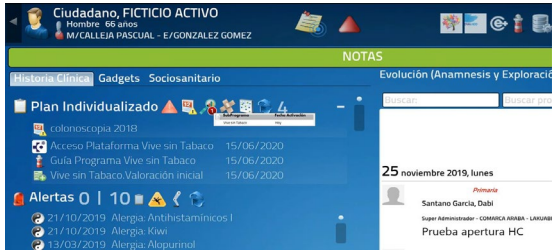
App Store
Iphone

Play Store
Android

- Integration with the Health Record (Osabide Global) - Patients data transfer

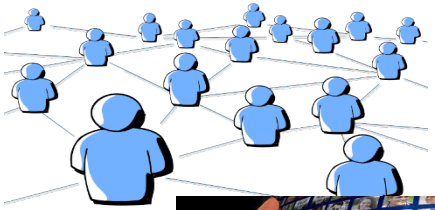


- Professionals: GIP (Integrated patient management)



- Access to the App console monitoring .
- Guide to guarantee professionals intervention.

Dissemintation and training during Covid-19



DESPLIEGUE INFORMACIÓN APP TERAPIA COMBINADA

18 de junio de 2020
GIPUZKOA

OSIS
+
Red de Salud Mental

Referentes de las Organizaciones
y
2 referentes por OSI de Centros de Salud

23 de junio de 2020
ARABA

OSIS
+
Red de Salud Mental

Referentes de las Organizaciones
y
todos los referentes que deseen incorporarse

24 de junio de 2020
BIZKAIA 1

25 de junio de 2020
BIZKAIA 2

OSIS
+
Red de Salud Mental
+
Consejo Sanitario

- OSI Barrualde – Galdakao
- OSI Bilbao –Basurto
- Red Salud Mental Bizkaia

- OSI Barakaldo – Sestao
- OSI E.E.-Cruces
- OSI Uribe
- Consejo Sanitario

Referentes de las Organizaciones
y
2 referentes por OSI de centros de salud

Posteriormente habrá posibilidad de hacer otras sesiones. Todas las sesiones se realizarán vía ZOOM, de 13:00 a 15:00 h.

Os agradeceríamos que nos enviaseis el Excel cumplimentado dos días antes del inicio de la sesión.

Nº of patients treated:

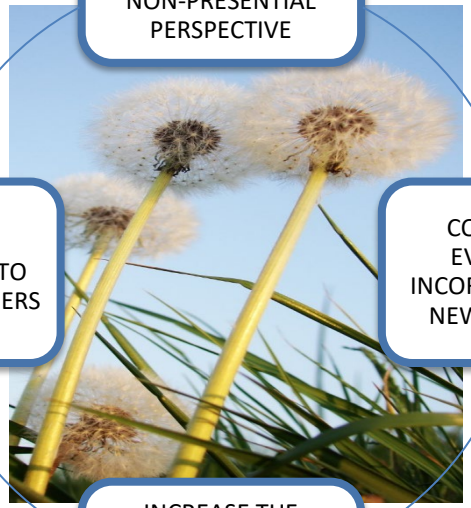
Pilot: 61

From June: 35

Álava	Bizkaia	Gipuzkoa
23	10	2

Total : 96 patients

Challenges Free Basque Country of non-presential tobacco smoke



TO STANDARDISE THE APPROACH TO SMOKING FROM A NON-PRESENTIAL PERSPECTIVE

TO MOTIVATE PROFESSIONALS TO TAKE UP NEW OFFERS

CONTINUOUS EVALUATION INCORPORATION OF NEW INITIATIVES

INCREASE THE TECHNOLOGY AND PROFESSIONALS TRANING IN TECHNOLOGIES

Mariluz Peña González
Subdirección de Asistencia Sanitaria

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WEBINAR

EIP ON AHA

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