

IMPROVING THE QUALITY OF HEALTHCARE USING THE EXPERINCES AND COMPETENCES OF PATIENTS:

ARE WE READY?

I. Casado Montañés

I. Romo Valdivieso

THANKS TO...



Monte Pacis Monastery

Mrs Asunción Ruiz de la Sierra, Head of Service INGESA. Spain.

Mrs. Daiva Zagurskienė, National Coordinator for Hope Programme in Lithuania.

Mrs. Judita Daratienė, Deputy Director for Medicine in Palanga Rehabilitation Hospital. Lithuania.

Mr. Francisco Javier Vadillo Olmo, Deputy Director of H. U. C. Valladolid. Spain.

Mr. Natán Redondo Pérez, General Nursing Manager of H. U. C. Valladolid. Spain.

Mr. Antoni Peris. Managing Director of CASAP. Barcelona. Spain.

Mrs. Alba Brugués. Deputy Director of CASAP. Barcelona. Spain.





OUR THREE
CHOICES...

LITHUANIAN DIABETES ASSOCIATION

INTEGRATED HOME CARE PROJECT

VILIJA MIRIMAVICIENÉ

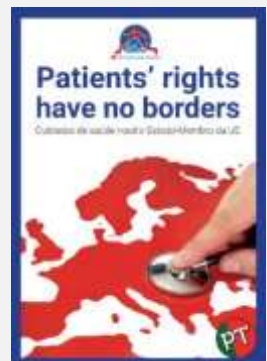


THE LITHUANIAN DIABETES ASSOCIATION



Kiemo Galerija/ Kaunas

“Everyone should be provided with healthcare services as good as possible; everyone should be informed about the prophylaxis of the disease and its control; everyone should feel responsible for his own life”



THE LITHUANIAN DIABETES ASSOCIATION (LDA)

AIM: Participate on the decision making of health policies.

WHEN: It was founded on December 9, 1989 in Lithuania by Vida Augustinienė, President of the LDA and Board Member of the International Diabetes Federation in Europe.

WHY: *"Society was short of information about diabetes, the disease was frightening. There was nobody to defend the rights of the ill person. Diabetes expanded unrestrictedly". (Vida A.)*

LDA has: 55 clubs, societies and communities uniting over 6000 members.



THE LITHUANIAN DIABETES ASSOCIATION



STRENGTHS:

The Lithuanian Diabetes Association was the first one to talk about the growing disaster in public.

It allowed Health Department to know the reality of patients.

The Association participated in the change of law for the rights of the patients.

THE LITHUANIAN DIABETES ASSOCIATION

STRENGTHS:

To unite doctors, nurses, diabetic patients, their family members and all people of good will to improve the control of this disease in Lithuania.

Disseminates information on diabetes mellitus not only to those who are being treated, but also to the public and authorities.

Provides patients with social and psychological assistance.

Prevent violations of people's rights.



Kiemo Galerija/ Kaunas



THE LITHUANIAN DIABETES ASSOCIATION

STRENGTHS:

LDA achievements:

Public funding for some conditions and medicines.

Increased budget for regional hospitals.

Reduction of waiting lists to see family doctors.

Funding for educational summer camps for children with diabetes (from NGO and Social and Labour Ministry).

Organises education sessions for the World Diabetes Day in 54 local clubs with the participation of experts in diabetes.



Kiemo Galerija/ Kaunas

THE LITHUANIAN DIABETES ASSOCIATION



Kiemo Galerija/ Kaunas

BARRIERS:

“We need a common objective and strategy independently from political leaders”, V. Augustinienė.

LDA claims:

To increase the budget for education programmes for people with diabetes.

To increase the salaries for healthcare professionals.

An insurance for patients who have been victims of medical errors.

THE LITHUANIAN
DIABETES
ASSOCIATION

We speak to a woman with diabetes who has been in the diabetes association for 10 years:

*“We need **time** to speak with doctors and nurses about diabetes and its management, especially at the moment of diagnoses.*

*We need **individualized** information”*

INTEGRATED HOME CARE IN LITHUANIA (IHC)



Kiemo Galerija/ Kaunas

INTEGRATED HOME CARE IN LITHUANIA (IHC)

AIM: To implement a network combining social and health services to provide integral care at home.

WHY? In 2012 the Ministry of Social Security and Labour introduced the idea of pilot projects designed with input from the local staff (municipalities officials), with the advantage of external funding opportunities.

WHERE? One of the 21 pilot projects is in Birštonas, Lithuania. 4,700M population. Extended to 39 municipalities.

WHEN? Implemented in 2013.

ADDRESSED TO: Disabled and elderly people, relatives and/or carers, with social and healthcare needs at home.

HOME CARE TEAM: Nurses, nurse assistants, social workers and social assistants.

SERVICES: 2-8 h social care and 2h up to 4 h/ day nursing assistant and nurse care 5 days a week at home.

FUNDING: European Social Fund+ Municipality +National grants: depending on people's income.



INTEGRATED HOME CARE

Together with the nurse and social worker, we visited one of the people included in the integrated home care programme: a lady with Alzheimer disease and a highly dependant boy with cerebral palsy.



Birstonas

INTEGRATED HOME CARE

STRENGTHS

Prevents loneliness

Provides adequate help to daily activities

Nursing support with a proactive view

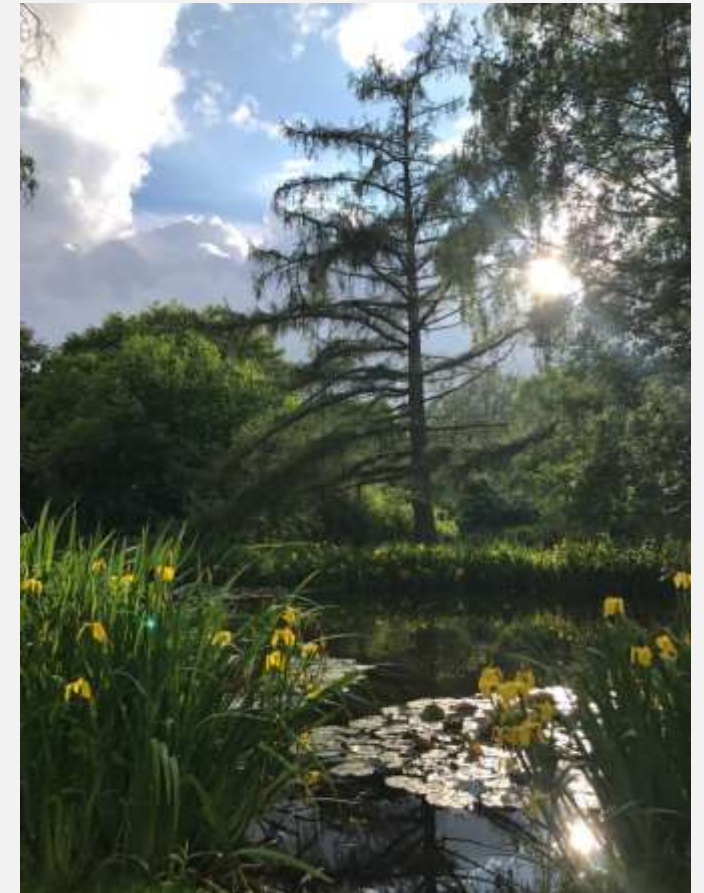
Support to relatives or carers and prevention of burnout

Provision of additional services: shopping, laundry, hairdressing...

“PROVIDES INTEGRAL CARE”



Kiemo Galerija/ Kaunas



KAUNAS, Botanic Garden

INTEGRATED HOME CARE

BARRIERS

A context of poor culture of dialogue between social and healthcare services to provide patient centred care at home.

The patient needs time to get used to some new, unknown specialties visiting them at home.
Patients feel their privacy reduced.

More staff is needed to ensure equity of care.

More modern nursing equipment, care products and digitalization are needed.



KAUNAS, Botanic Gardn

INTEGRATED HOME CARE

THE INNOVATION: “PATIENT-CENTRED
MEANS INTEGRATED”

THE COLLABORATION BETWEEN SOCIAL AND
HEALTHCARE SERVICES ADDRESSES PATIENTS AND
RELATIVES/CARERES NEEDS AT HOME

VILIJÀ MIRIMAVICIENÉ



Palanga beach



Vilija is the perfect expert patient.

The complicity with patient helps them to adapt to their new situation and empower them to become more independent.

VILIJA MIRIMAVICIENĖ

AIM: To empower people on wheelchair to become independent.

WHY? After a car accident she decides to help other people in the same situation.

WHERE? Palanga Rehabilitation Hospital, Lithuania.

WHEN? Implemented in 2001.

ADRESSED TO: inpatients of this Hospital and members of Lithuanian Association of Active Rehabilitation .

TEAM: Doctors, nurses, physiotherapists and occupational therapists of the hospital.

SERVICES: 6h 5d/week.



VILIJA MIRIMAVICIENÉ



Palanga



Hill of witches- Neringa

STRENGTHS

The message coming from her personal experience is more powerful to patients.

Key person to help patients overcome first reactions to new situation (shock).

Leads people towards independence.

Teaches wheelchair management.

Organizes ludic activities for the group twice a week.

Key support for the rest of healthcare staff.



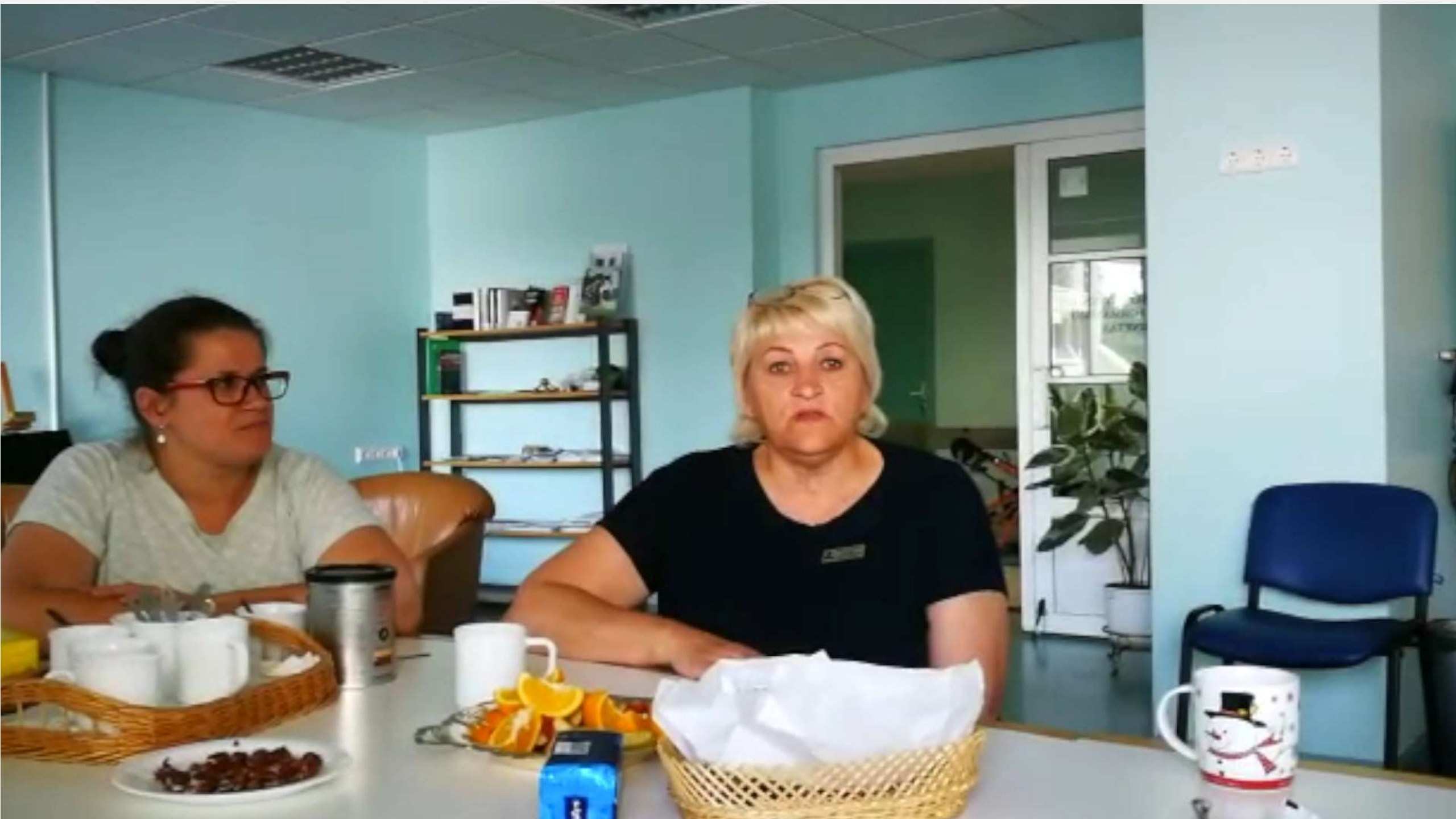


VILIJ A MIRIMAVICIENÉ

BARRIERS

“She would like to have a basketball court in the Rehabilitation Hospital”





VILIJA MIRIMAVICIENĖ: WE CAN!



THANK YOU
VERY MUCH

