

# Evidence-informed decision-making in healthcare management



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# 2019 Participants



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# 11 HOPE Placements





# Healthcare in Spain

- Sixth largest country in Europe
- Population of 46 million
- Decentralised to 17 autonomous regions, but working to national guidelines
- Universal primary, secondary and tertiary care
- Financed through general taxation
- Population coverage of 98,5%





# Health Outcomes

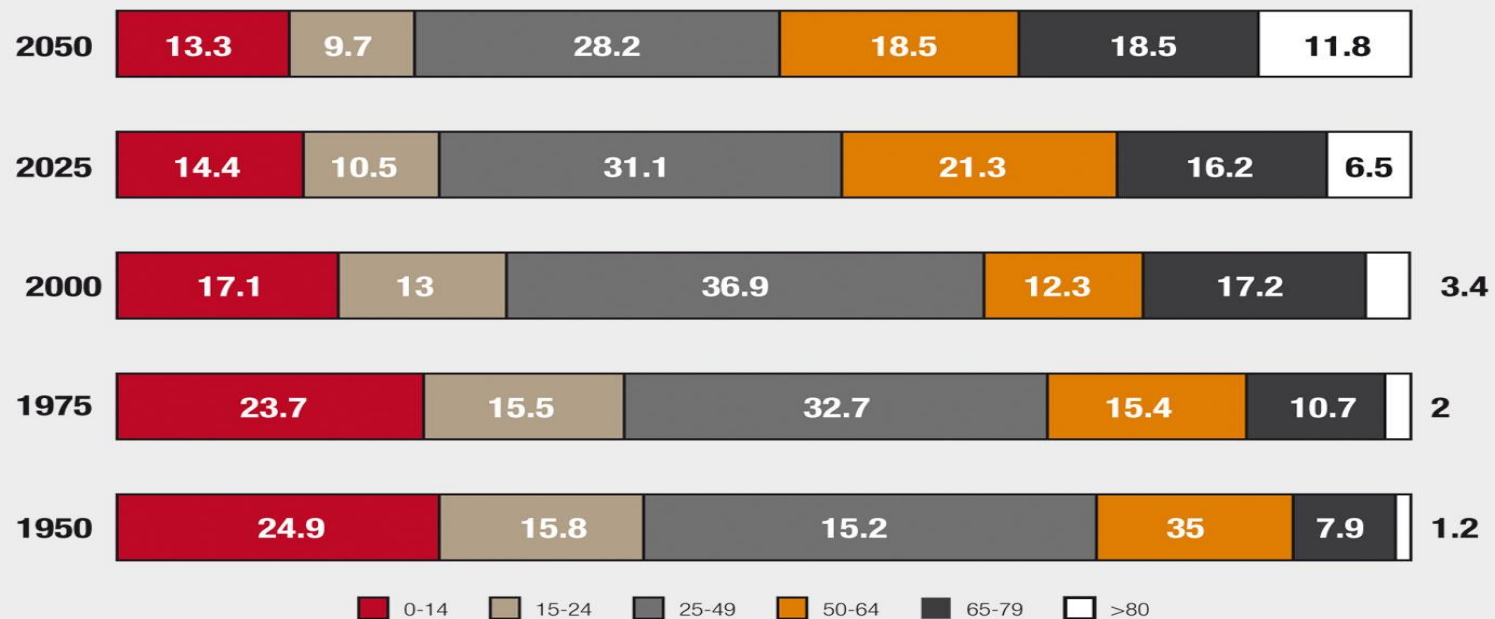
- State of health
  - life expectancy (3rd)
  - potential years of life lost, life expectancy (4th)
  - infant mortality (8th)
- System ranked 3rd most efficient in the world
- Demand management and waiting times remain challenging

Most Efficient Health Care							
Current Rank	2009 Rank	Change	Country/Region	Efficiency Score	Life Expectancy	Relative Cost %	Absolute Cost \$
1	1	—	Hong Kong	88.9	83.98	5.40	2,021
2	2	—	Singapore	84.2	82.65	4.92	2,752
3	8	5	Spain	72.2	83.80	9.03	2,658
4	7	3	S. Korea	71.5	82.16	7.37	2,060
5	3	-2	Japan	68.2	83.59	10.23	3,703
6	5	-1	Italy	67.7	82.69	9.25	3,258
7	4	-3	Israel	66.8	82.15	7.81	2,910
8	15	7	Chile	65.2	81.50	7.79	1,137
9	9	—	U.A.E.	64.3	77.37	3.64	1,611
10	6	-4	Australia	62.0	82.25	9.42	6,031
11	33	22	Argentina	59.8	76.16	4.79	605
12	11	-1	Taiwan	59.7	80.20	6.34	1,389
13	22	9	Greece	59.0	81.29	8.08	1,743
14	10	-4	Switzerland	57.8	82.85	11.66	9,674
15	21	6	France	56.8	82.37	11.54	4,959



# Spain: Demographic Changes

/// Changing relative sizes of population groups over the period 1950-2050 //////////////////////////////////////  
(FIGURE 1)



SOURCE: UN World Population Prospects (2002 Revision).



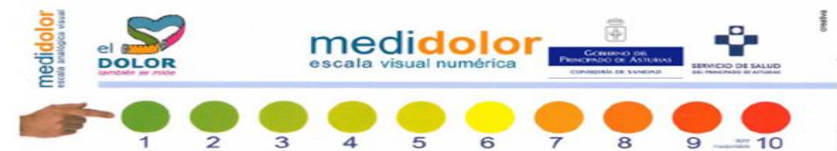
# Examples: Evidence-informed decision-making in healthcare management

- Patient Involvement in Care
- E-health
- Chronic Disease Management



# Patient Involvement In Care

- Health Authority (OETSPA) improvement project for insulin dependent diabetic patients
- Patient feedback cited poor pain control and concerns about needle quality
- Decision taken to select new provider of insulin needles, in accordance with patient feedback
- A patient satisfaction survey was designed and sent to selected patients
- Each patient only used one brand of needles for 5 consecutive days and scored provider according to:
  - Pain level (VAS)
  - Presence of hematoma
  - Overall satisfaction
- Patients were supported by nursing staff to rate their experience, but were unaware of the brand used

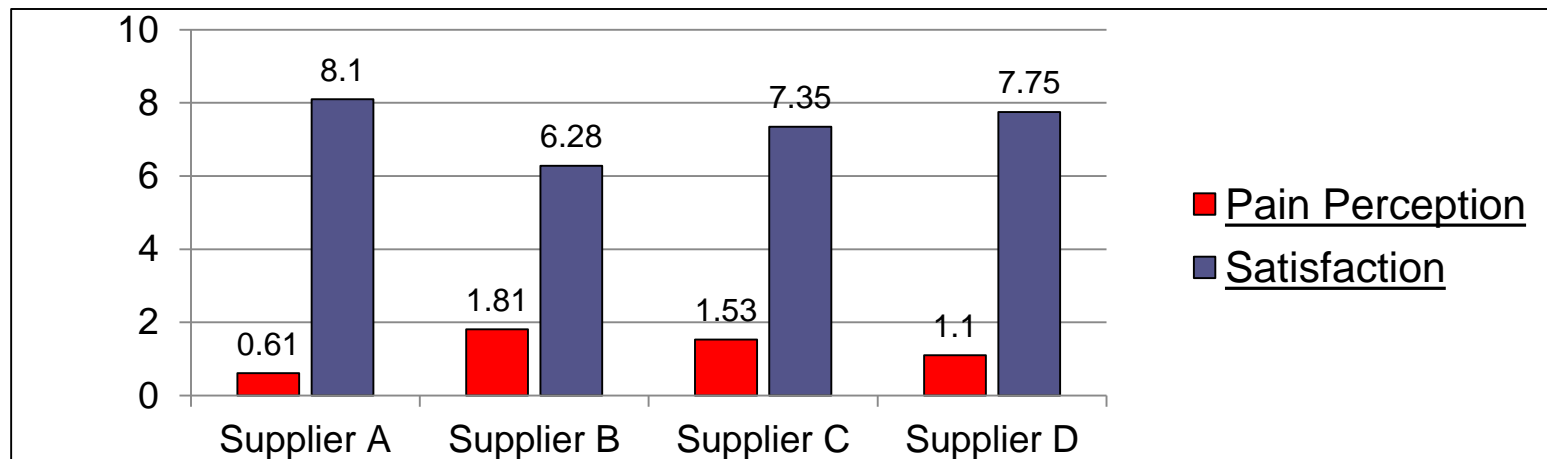






# Patient Involvement In Care

## Project Outcome



- Results were shared with patients and used to select supplier
- Supplier A was preferred by patients, due to high satisfaction and lower pain scores
- Following the scoring process, supplier A was chosen due to economical, technical and patient opinion strengths



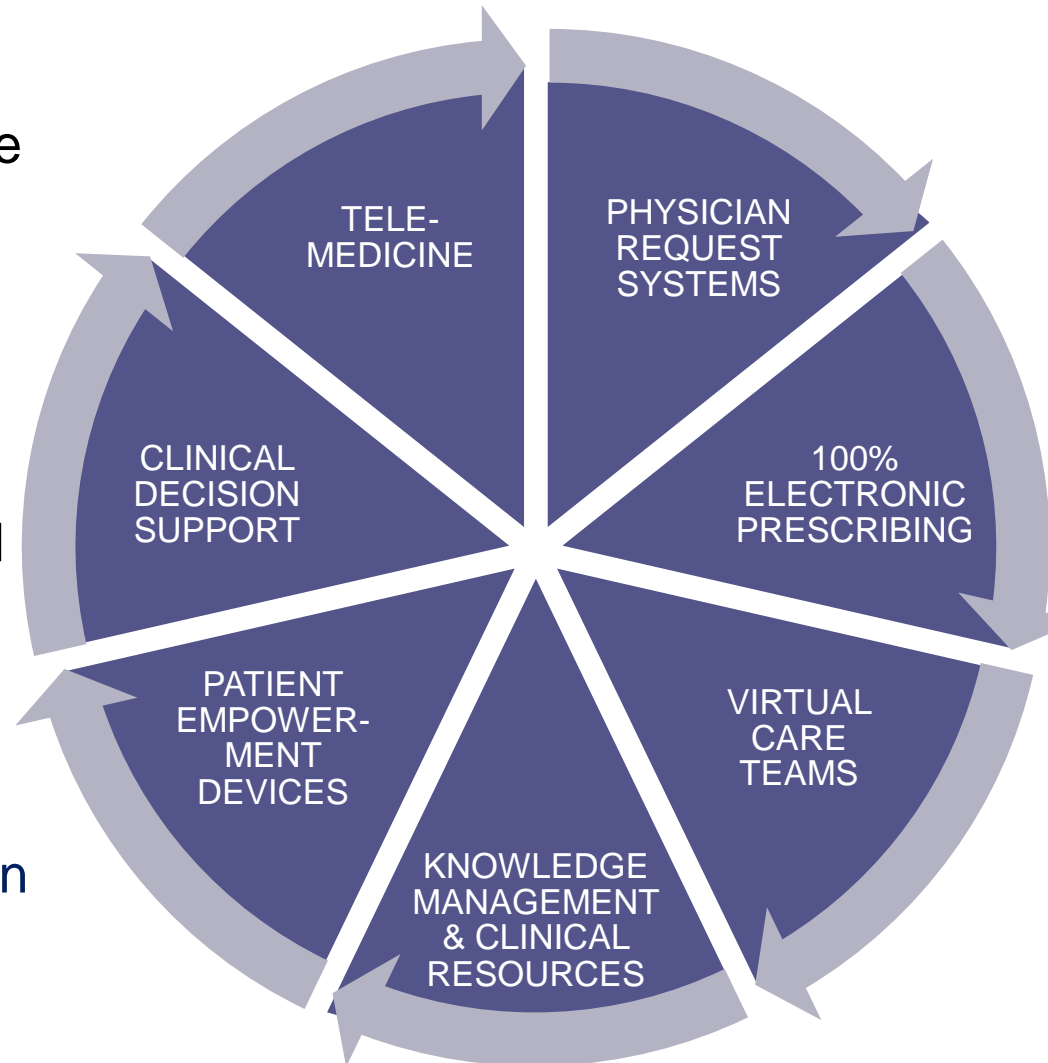
# E-health

Right time, right place, right care

- Avoid duplication and increase efficiency
- Improve continuity and immediacy of care
- Safety and quality

Implementation of an integrated electronic health record

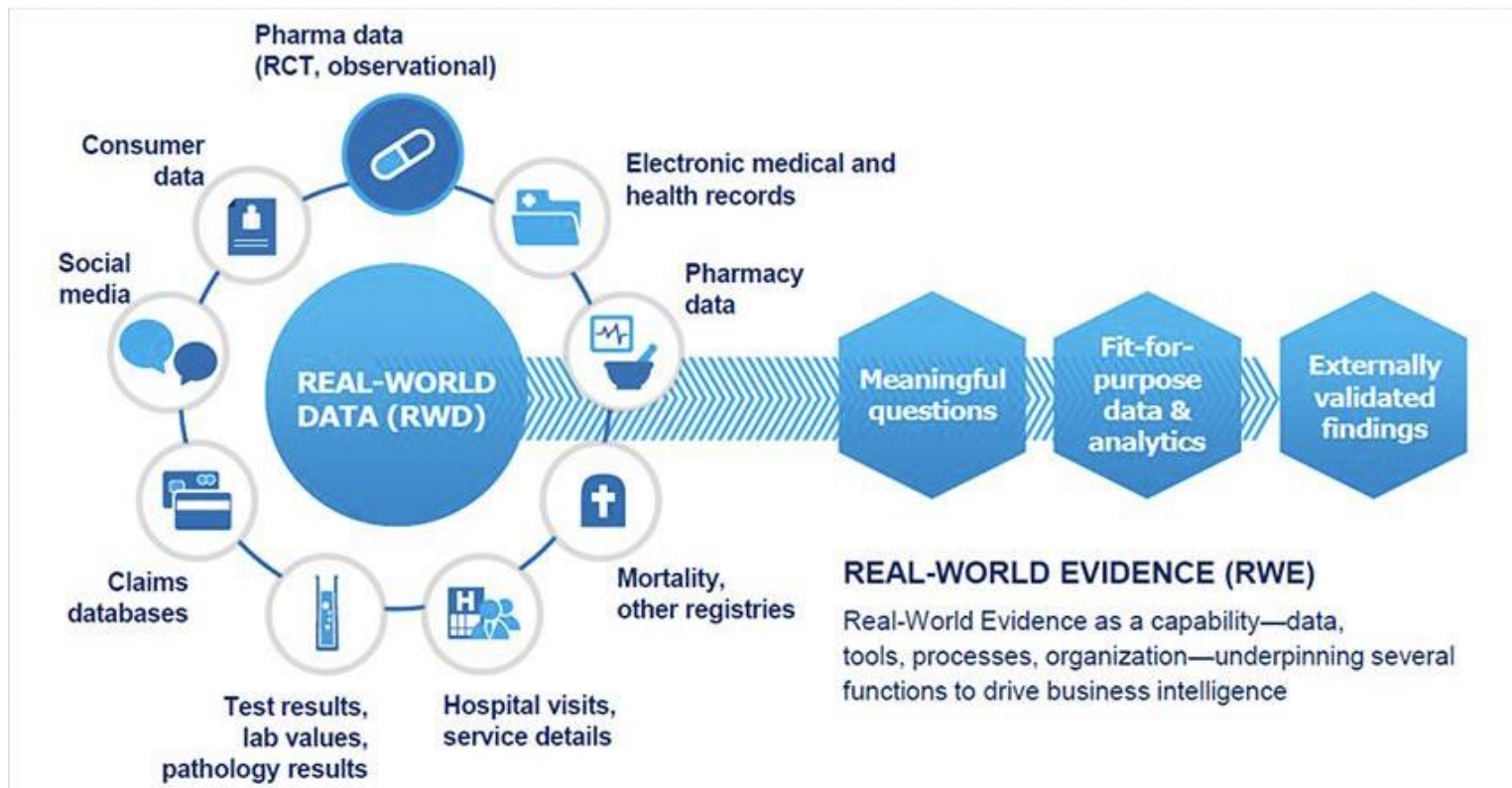
- Primary, secondary and tertiary care
- Population database
- Integrated with support systems e.g. finance, human resources





# Precision Medicine-Big Data

To improve and personalise health, prevent and detect disease earlier



# Chronic Disease Management



Preventing Chronic Diseases, a vital investment, WHO 2005

## Objectives

- Enhance quality of life
- Improve patient autonomy
- Contribute to sustainability
- Reduce cost of patient care
- Continuous improvement
- Promote integrated care

	< 17 años	17- 44	45-64	65-79	> 80 años	Total
Crónicos identificados	2.247	2.025	3.719	5.297	5.295	4.213
Resto	708	653	895	1.581	1.231	846

SEGMENTO	Leve	Moderado	Severo	TOTAL
Asma	1.250	3.255	9.593	2.175
Insuficiencia Renal	1.790	5.023	18.722	3.877
Ictus. Ac. Cerebrovascular	1.516	5.294	21.999	4.782
Cardiopatía Isquémica	1.471	4.833	16.739	3.375
Insuficiencia Cardíaca	1.489	5.638	21.545	3.163
Diabetes	1.778	5.145	19.613	3.526
EPOC. Enferm. Pulmonar Obstr. Crónica	1.528	5.528	19.572	4.425
Dos de las enfermedades crónicas seleccionadas (4 segmentos)	2.042	6.305	22.275	6.369
Tres o más de las enfermedades crónicas seleccionadas	2.064	7.223	27.661	11.151
Demencia sola o acompañada de otras enferm. crónicas	1.594	6.484	23.361	5.802
<b>TOTAL</b>	<b>1.606</b>	<b>5.021</b>	<b>19.923</b>	<b>4.213</b>

5 veces mayor

Pluripatológico Severo 33 veces mayor que el sano

12 veces mayor

# Chronic Disease Management



## Process

- Multi-disciplinary working centered around the patient
- Stratification of patients according to disease and severity
- Indicators to track improvements

## Outcomes

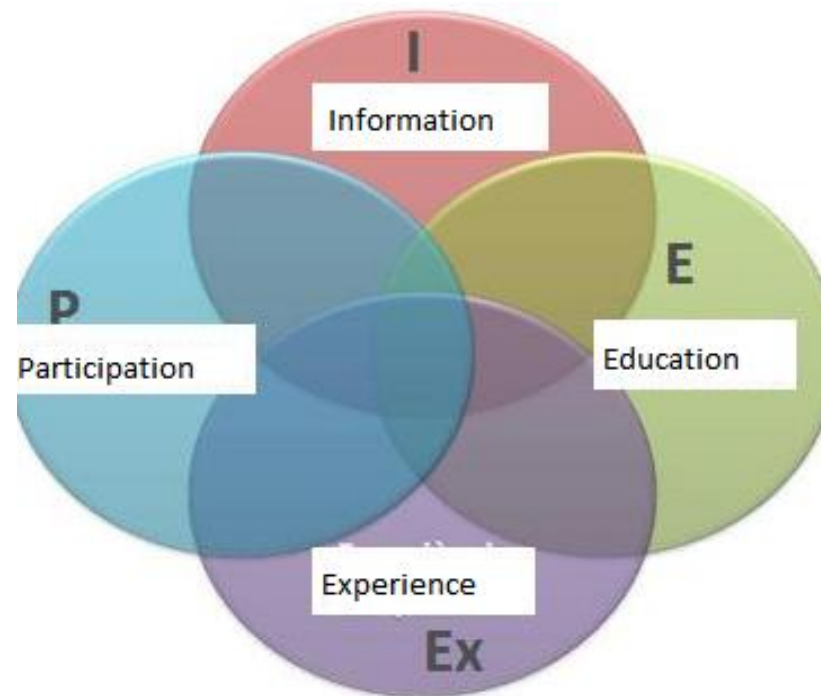
- Reduction in urgent admissions
- Increased satisfaction for users and providers of the service
- Reduction in use of resources
- Increased integration





# Summary

- Spain is responding to changes in demographic composition and chronic disease prevalence
- Evidence demonstrates effective and efficient healthcare system
- Observed evidence of innovation, learning and responsiveness to ensure sustainability





**Muchas Gracias**