CHRODIS+
IMPLEMENTING GOOD PRACTICES FOR CHRONIC DISEASES

Co-funded by the Health Programme of the European Union

Splošna bolnišnica Novo mesto

STUDY VISIT IN NOVO MESTO, 5TH AND 6TH OF MARCH 2019

General Hospital Novo mesto and Health Centre Novo mesto in collaboration with partners outside of a healthcare system, are working together on a European project JA-CHRODIS+. Project is funded by European Commission and collaborating partners. The purpose of the project is to support member states in search for effective ways to reduce the burden of chronic diseases, increase sustainability of health systems and development of human capital. Main project manager for Slovenia is National Institute of Public Health (*slo. Nacionalni inštitut za javno zdravje – NIJZ*). General Hospital Novo mesto and Health Center Novo mesto are associated partners. Main objective of the pilot project, which is carried out by both partners, is integrated care for a person with a chronic disease. As a model case we chose patients with chronic diseases because they are mainly affected by more than one chronic disease, weak social status, poor mobility, and often accompanied by solitude... These people need help on many levels of healthcare system and a strong support from family and local community.

Integrated and coordinated work of a different stakeholders, from inside and outside of healthcare system, toward care of a person with chronic disease is of outmost importance to assure quality, safe, timely and personalized care for patient's needs.

Within the project we established a Local Implementation Working Group (LIWG). Group members are healthcare workers and colleagues from both levels of health care. It was important and highly creative, that a member of a group is a patient's representative. Furthermore we also connected with representatives of Municipality of Novo mesto.

One of the project activities was also organizing a Study Visit of CHRODIS+ leadership representatives and representatives from different institutions, which cooperate in a project. Study Visit was organised on 5th and 6th of March.

Members of the international working group that implement pilot projects and attended the Study Visit were:

- MD **Marina Maggini**, *Istituto Superiore di Sanita* – leader of work package, that is engaged with improvements in care of patients' with chronic diseases
- **Mirca Barbolini**, *Istituto Superiore di Sanita* – methodological support in performing pilot activities
- MD **Lyudmil Ninov**, *European Patients' Forum* – monitoring and support in organizing study visits
- MS. **Valentina Strammiello**, *European Patients' Forum* - monitoring and support in organizing study visits
- MD **David Somekh**, *European Health Futures Forum* – support and evaluation of usability of QCR tool
- Dr. **Teresa Corral Canto**, *Instituto de Salud Carlos III* – representative of CHRODIS+ leadership
- MSc. **Idil Hussein**, *National Institute for Health and Welfare* – pilot project representative on Finland
- MD **Jelka Zaletel**, *National Institute of Public Health* – co-leader of work package

Members of international working group

Photo: M. Matešić

In the morning part of Study Visit, we organized round table and discussed about the need for integrated patient care with chronic diseases, which where attended by different representatives of government, non-government, healthcare and social organizations:

- Ministry of Health
- National Institute of Health
- Municipality of Novo mesto
- Association of Diabetics Novo mesto
- Institute for Health Insurance of Slovenia
- Centre for Social Work
- Health Centre Novo mesto
- General Hospital Novo mesto

Purpose of a round table was a common reflection on many needs and challenges, with which persons with chronic disease are facing with and also to discuss on how to strengthen the links between different stakeholders, which are part of care.

The course of round tables and debate about needs and challenges' of a patient with a chronic diseases.

Photo: M. Matešić

Work was done in groups (decision makers, community & healthcare and external observers). Starting point for discussion was Marks story – fictional person, which is facing with very much real problems during care of its chronic diseases.

Story triggered interesting debate and interaction between members of different groups, which at first was discussed about multilayer problems, with which patient faces inside and outside of healthcare system. Furthermore, participants searched for solutions on local and national level, that would enable integrated health care and led to quality, safe, timely and patients' needs centred care. At the end of the first part of Study Visit, each group shared their results and findings with other participants.

Integration with local community is crucial in identifying the needs and circumstances, in which its population lives in, and crucial for strengthening permanent links, that are directly or indirectly contributing to better care of a person with chronic diseases or other illnesses. This form of connection and reciprocal collaboration toward health promotion in local environment we named Community approach. In future, we will strive to deepen and expand this form of cooperation.

In the second part of Study Visit, members of LIWG discussed with abroad representatives about actual work in our pilot project.

CHRODIS+
IMPLEMENTING GOOD PRACTICES FOR CHRONIC DISEASES

Co-funded by the Health Programme of the European Union

Splošna bolnišnica Novo mesto

Presentation of performed activities by LIWG group

Photo: M. Matešić

We presented our performed activities during project, where among others we analyzed our current condition in a field of a patients care for chronic disease, our preparation for action plan of pilot project, identification and outlined patients' pathway through healthcare system, beginning with patients' needs assessment, while also supporting and improving the protocol of collaboration between healthcare workers and community and optimization of communication pathways inside and between healthcare institutions. With representative from Ministry of Health and partners from abroad we came to fruitful discussion, which was oriented toward improving practice, while particular emphasis was on reflection on how to provide durability, sustainability and portability of its positive aspects after completion of the project.

One of the other main purposes of the CHRODIS+ project is to check usability of a special tool that was developed in previous CHRODIS project and it is called QCR Tool. It represents as a guideline of design and management of our practice, and also practices, that are underway in other members states. For that purpose we discussed about its different usability during our second day of the Study Visit, 6th of March. Our findings, are going to be included in a special manual for its use.

Discussion about QCR Tool

Photo: M. Matešić

Study Visit in Novo mesto, was a first of its kind within JA-CHRODIS+ project, and it represents as a welcoming incentive toward further efforts to improve care of a person with a chronic diseases and especially for more coordinated, integrated and toward community oriented healthcare.

Milivoj PILETIČ
MD, medical director of General Hospital Novo mesto