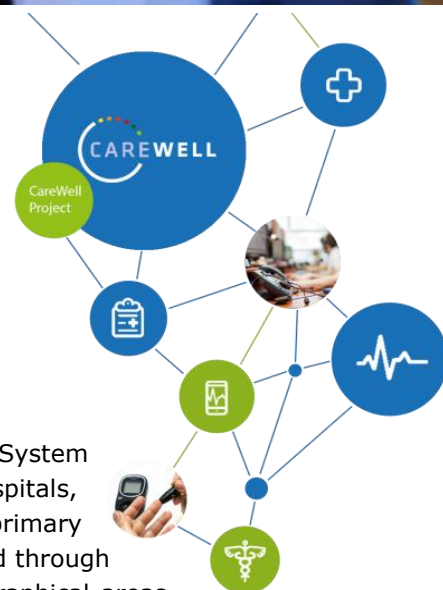




CAREWELL PILOT FACTSHEET BASQUE COUNTRY, SPAIN



Region Basque Country [Euskadi / País Vasco]

An autonomous community in Northern Spain. The population of the Basque Country is around 2,200,000 inhabitants, concentrated around the three main metropolitan areas: Bilbao, Vitoria-Gasteiz and San Sebastián-Donostia.

Partners Kronikgune
Osakidetza

Main CareWell Innovation Kronik ON
EHR extension

Patient cohort(s) 2 x 100

Participating health professionals 190

HEALTHCARE SYSTEM

The Basque Health System includes 16 hospitals, more than 320 primary care clinics organised through three different geographical areas, apart from the Mental Health Centres, Emergencies and Basque Transfusions and Human Tissue Centre. More than 30.000 professionals work for Osakidetza – the Basque health service, which could be considered the biggest organisation of the Basque Country. Osakidetza is fully involved in the regional strategy to tackle the challenge of chronicity.

PATIENT EMPOWERMENT & HOME-SUPPORT PATHWAY

The following services are operational in the Basque Country as part of this CareWell pathway:

- The comprehensive patient empowerment programme KronikON was developed specifically for CareWell. The programme, created together with a





group of primary and secondary care nurses involved in the intervention, targets frail elderly patients and their caregivers. It consists of a basic set of four 20 to 30 minute sessions at a health centre or in the patient's home. Primary and secondary care nurses provide essential information in order to help patients understand their condition better and to explore and agree upon the best methods of self-care. The program seeks to help patients become more active and more health-literate. It is available to patients and their informal carers through the Electronic Health Record and the Osakidetza web portal.

- Primary care nurses can now systematically follow up their patients' health status on a monthly basis by phone calls and use a validated questionnaire for that purpose.

INTEGRATED CARE COORDINATION PATHWAY

The following services are operational in the Basque Country as part of this CareWell pathway:

- GPs can request out-of-hours follow up calls on patients from nurses, through an eHealth centre.
- The Basque Country's Electronic Health Record (EHR) was significantly extended to reach more professionals and has additional functionalities. It includes, for example, the answers from symptom questionnaires.
- The ePrescription service is being extended to more participating stakeholders such as pharmacists. The community pharmacist service is a way of easing the procedure of obtaining a follow-up prescription if a patient is diagnosed and classified in the EHR as chronically ill.

PATIENT RECRUITMENT AND SERVICE ROLLOUT

Patients with high complex needs and most likely to benefit from CareWell services were identified through screening the EHR and employing a risk stratification score. The risk stratification score was calculated by linking data from several administrative and clinical databases (hospitalisation, emergency visits, consultation, prescription, diagnosis, demographic data, etc). A cohort of 100 patients over the age of 65, suffering from two or more chronic conditions such as chronic obstructive, pulmonary disease, ischemic heart failure and diabetes has been selected for the intervention group, with another 100 patients selected for the control group. All 100 patients in the intervention group have already been officially enrolled into the programme.

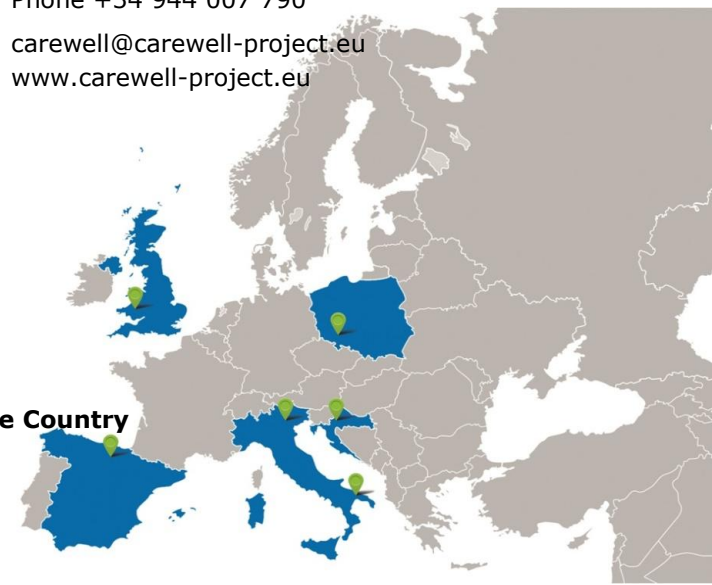
As of May 2015, the service has been rolled out to four hospitals and around 60 primary health centres. About 190 GPs, nurses and social workers from these organizations have been recruited. All have undergone training which included familiarisation with CareWell and its integrated care objectives, basic training on clinical aspects pertaining to chronicity and frailty in elderly patients and a walkthrough of the KronikON empowerment programme.

CONTACT

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Basque Country

