



CAREWELL PILOT FACTS ZAGREB, CROATIA



HEALTHCARE SYSTEM

In terms of healthcare service delivery in Croatia, the family doctor (GP) provides basic healthcare services and suggests patient's further treatment in secondary or tertiary health care facilities. The patient has free access to hospital and polyclinics which have signed contracts for health care services with mandatory health insurance (contractual partners). Healthcare services at secondary and tertiary level in major cities are mainly available in hospitals. Hospitals are classified as clinical, general and specialised hospitals. Access to outpatient consultation outside major cities is fairly limited, while primary healthcare and emergency medicine are available in all parts of the state.

PATIENT EMPOWERMENT & HOME-SUPPORT PATHWAY

The following services are operational in Zagreb as part of this CareWell pathway:

Region Zagreb, Croatia

Zagreb is the capital and the largest city of the Republic of Croatia. It is located in the northwest of the country, along the Sava river, at the southern slopes of the Medvednica mountains. The wider Zagreb metropolitan area includes the City of Zagreb and the separate Zagreb County bringing the total population of the metropolitan area up to roughly 1,1 million. It is the only metropolitan area in Croatia with a population of over one million.

Partners

Ericsson Nikola Tesla
Faculty of Electrical Engineering,
University of Zagreb
Croatian Society for Pharmacoeconomics
and Health Economics

Delivery site

Health Center Zagreb - Center

Main CareWell Innovation

Healthcare delivery based on innovative
mHealth technology

Patient cohort(s) 2x55

Participating health professionals 6 Primary care teams



- Field nurses use specifically designed material for patient and caregivers education at the patients' home. The material was designed using input from primary care teams of the Health Center Zagreb - Center. It consists of 3D animations explaining diabetes, pulmonary diseases and cardiovascular diseases in Croatia, and includes dietary information and appropriate exercise suggestions.
- The educational material has also been made available on the Ericsson Nikola Tesla Youtube channel. Patients and caregivers can access the information through the Ericsson Mobile Health Android application on their Smartphone or on the FER Home Health TV application on their TV sets.
- Patients and informal caregivers are able to access telemonitoring data collected by the field nurses via Smartphone.
- A mobile data and voice plan has been set up for patients and informal carers to get hold of the field nurse.
- Patients will be able to view their personal health record (PHR) or request information about their PHR from the field nurse.

INTEGRATED CARE COORDINATION PATHWAY

The following services are operational in Zagreb as part of this CareWell pathway:

- The Care Coordination service is in place since 1 June 2015.
- Field nurses use the Ericsson Mobile Health chronic disease management system (EMH) to monitor patients' vital parameters (12 Lead ECG, spirometer, blood pressure gauge and pulse oximeter) during monthly house calls.
- The GPs can review the information immediately through the standard GP practice software (central PHR), in order to coordinate activities for upcoming house visits.
- Field nurses are able to communicate through the EMH system and receive

support from a patient's GP practice if the patient becomes unstable.

PATIENT RECRUITMENT AND SERVICE ROLLOUT

Out of 124 patients over 65 years of age identified in GP databases, 110 have been selected for the pilot. Patients suffer from two or more chronic conditions such as chronic obstructive pulmonary disease, heart failure or diabetes. They were equally split between a control group receiving the usual care and an intervention group receiving CareWell integrated care. Six primary care teams consisting of nurses and GPs have been recruited for the pilot, from the Health Center Zagreb - Center. All professionals have received training for using the technology and performing the pilot procedures.

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