

Improvement Planning - Basque Country, Spain

(extract from D8.1 Improvement Planning Programme)

Kronikgune and Osakidetza (Basque Country, Spain)

Regional partner decided on systematic patient involvement as an improvement goal. Patient involvement will be reflected in the redesign of the care pathway for multimorbid patients. For this purpose, capacity building activities on stakeholder involvement and care pathway redesign were planned. Through SCIROCCO Exchange knowledge transfer activities, the implementation team expected to learn from the experience of the Midlothian Health and Social Care Partnership in Scotland on their patient involvement implementation strategy. Furthermore, evaluation and dissemination strategies were deployed to assess and raise awareness about improvement activities. The main objective of the improvement plan was to create “A health system that is more capable and inclusive with citizens for the co-design of processes and decision-making and therefore more efficient (and responsive)”. The intervention was carried out by the Kronikgune¹ team with support of the Basque Foundation for Innovation in Research and Health (BIOEF)² in the region of Osakidetza, Basque Country (Spain). A stakeholder engagement workshop was held on November 5th, 2021, with the objective of including stakeholders input in the (re)design of the improvement plan.

¹ For more information about Kronikgune please visit <https://www.kronikgune.org/en/>

² For more information on BIOEF please visit <https://www.bioef.org/es/>

Region: Basque Country, Spain

Goal: To improve care for frail patients by improving care pathways and empowering and involving patients and professionals

Planned Work		Intended results		
Inputs	Activities	Outputs	Short/Medium-term Outcome	Long-term Outcome
Organisational leadership Political support Knowledge of Osakidetza health professionals Staff of Osakidetza, Kronikgune and Bioef Resources (€) for carrying out activities Infrastructures for the implementation of activities Knowledge of the Scottish Health System on this topic Citizens, patients, and carers Funding to travel to Scotland	Review of current situation and analysis Review of current pathway and experiences in relation to care of multimorbid patients: Interviews with professionals Surveys Focus groups Results of previous projects Analysis of methodologies for the design, redesign and scaling of processes together with the citizens Selection of participants Selection of a group of professionals from the system to participate in the redesign of the multimorbid patients' pathway. Selection of citizens (multimorbid patients and carers) to participate in the process of redesigning the multimorbid patients' care pathway. Creation of a joint group of professionals and patients for the redesign of the Osakidetza multimorbid patients' care pathway. Obtain information of participants	No. of patients involved in the design process No. of citizens involved in the redesign process No. of caregivers involved in the redesign process No. of healthcare professionals involved in the redesign process Multimorbid patients' care pathway redesigned, implemented, and scaled up No. citizens involved in the design of the methodology to design, redesign and scale up processes and pathways No. professionals involved in the design of the methodology to design, redesign and scale up processes and pathways No. of professionals-citizen meetings held No. of interviews and focus groups conducted	Improving PROMS in multimorbid patients Improved PREMS in multimorbid patients and caregivers Improved equity in multimorbid care Improved patient and caregiver empowerment Increased self-management of the disease (Osanaia, scale 1 to 5) Improved reconciliation and adherence to treatment Improved chronic care Reducing avoidable admissions Reduction of average length of stay Increase in home visits No. of IHOs following the route (GIP)	Improving citizens' health and quality of life Improving the quality of life of chronic patients and carers. A health system that is more capable and inclusive with citizens for the co-design of processes and decision-making and therefore more efficient.

	<p>Interviews and focus groups with patients and carers for the development of a methodology for the design, redesign and scaling up of processes and pathways together with the citizens</p> <p>Interviews and focus groups with healthcare professionals for the development of a methodology for the design, redesign and scaling up of processes and pathways together with the citizens</p> <p>Training sessions for health professionals in the use of methodologies that include citizens in design and decision making.</p> <p>Selection and/or development of tools Development of tools and processes to involve citizens in process redesign and decision-making</p> <p>Design of evaluation system</p> <p>Design and implementation of a change management strategy</p> <p>Design of communication and dissemination strategy</p> <p>Exchange activities</p> <p>Study visits to Scotland to increase awareness of the double diamond methodology and the Midlothian (pathfinder) example.</p>	<p>No. of professionals trained in the use of methodologies that include citizens in process redesign and decision making</p> <p>Guide/manual for the design, redesign and scaling of processes and pathways together with the citizenry</p> <p>List of shortcomings of the current Osakidetza pathway for multimorbid patients.</p>	<p>No. of patients included in the pathway (GIP)</p> <p>No. of emergency visits</p> <p>No. of professionals using the pathway</p> <p>Health professionals more receptive to including citizens in process design and decision making</p> <p>Systematize the design, redesign and scaling up of processes and pathways</p> <p>Improved satisfaction of professionals</p>	
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