

## Improvement Planning - Poland

(extract from D8.1 Improvement Planning Programme)

### Narodowy Fundusz Zdrowia (NFZ) -Poland

Regional partners at the NFZ, or the National Health Fund of Poland, focused on citizen empowerment, with “Increased knowledge and skills in providing self-management for patients” as the improvement goal. Current activities focused on several items including conducting a needs assessment to best understand current utilisation of health services and patient’s experience through PREMs and PROMS (Coulter, 2017); building provider capacity to conduct self-management for patients through web-based resources and patient portals; investing in digital infrastructure as a platform accessible for both patients and providers and the digital electronic medical health record. Activities implemented are expected to result in empowering patients to self-managed, improved provider-patient partnerships, and shifts in care patterns towards more primary care and reductions in hospital admissions.

Goal: Increased knowledge and skills in providing self-management for patients - this table does not seem to be finalized

Planned Work		Intended Results			
Input	Activities	Outputs (Sample)	Short-term Outcome	Long-term Outcome	Impact
-finances -database NFZ -existing collaboration with providers and project management team (POZ+) -evaluation results -SCIROCCO maturity assessment results	<u>Needs assessment</u> Analyse utilisation of preventive programs and public care services financed by the public payer Public Healthcare Use Survey (Danael) Evaluation research of patients using integrated care (PREMs and PROMs) Evaluation research of entities providing integrated care - POZ PLUS (Karasiewicz et al., 2020)	# analysis # reports # recommendations provided # of articles, presentations, information (dissemination of results)	Increased awareness and utilisation of the various preventive programs on offer (patients and providers) Increased knowledge about factors influencing the use of health services by patients Increasing the knowledge about integrated care among patients and healthcare providers Disseminating information about a reliable source of data on integrated care in Poland	Community of practice formed between providers on patient self-management Improved interprofessional collaboration and care coordination Improved partnership between patients and providers Policy makers recognise the importance and value of patient self-management	Changes in law that facilitates the coordination of care in primary care Improved population health Improved utilisation of healthcare resources (care quality and cost control) Optimization of the organisation of the provision of health services (integrated care) Cost optimization of health services
	<u>Capacity Building for providers</u> Organise workshops for healthcare providers to conduct group education workshops for patients' self-management Provide training dedicated to health educators "ABC of health promotion"	# of providers trained # of allied health professionals trained ( <i>152 certificates issued; 295 training users</i> )	Recognise of the service provider's needs in conducting group counselling in the self-management of the disease for patients Recognise the methods of teaching and adapting methods to the needs of patients and self-management of chronic diseases	Knowledge of patient's self-management shared between providers ( <i>e.g. SweetPregna</i> ) Improved management of care	Increased services that are patient-centric (individual plan, portal, tools) Cultural shift in the patient's central role

	<p><b><u>Capacity Building for patients</u></b></p> <p>Organise self-management <b>training/ group advice</b> for patients with the same diagnosis/illnesses (for 2-6 patients each)</p> <p>Create web-based resources (YouTube, website) on self-management for patients</p> <p>Create patient portal with information on <b>various diseases</b> (NHF Academy; pacjent.gov.pl)</p>	<p># of patients/training reached</p> <p># of patients reached NHF Academy or Integrated care YouTube &amp; website</p> <p>(e.g. video tutorials about physiotherapy)</p> <p># of visits to the NHF website/FB (e.g. Wednesday with prophylaxis)</p> <p># of visits to the governmental website</p> <p>(pacjent/patient.gov.pl; <a href="https://poradnia.ncez.pl/">https://poradnia.ncez.pl/</a>)</p>	<p>Increased knowledge of chronic disease self-management among patients</p> <p>Increased knowledge of health education</p> <p>?</p>	<p>for patients with chronic conditions</p> <p>Reduction of hospital admissions</p> <p>Increased percentage of patients <b>cared</b> in primary care (compared to specialist care referrals)</p>	<p>along the care continuum</p>
	<p><b><u>Digital infrastructure</u></b></p> <p>Develop and distribute tools/<b>apps</b>/resources for physicians and patients about self-management</p>	<p># of people reached</p> <p># of downloads</p> <p>(e.g. SweetPregna, CancellCancer)</p>	<p>Increased knowledge, awareness and capacity of providers and patients on self- management</p> <p>Increased knowledge of patients and physicians on how to use modern tools to support the self-management of a chronic disease.</p>		
	<p>Activate IKP (Individual Patient Account) - containing EMR - individual information on health services financed by public funds (missing diagnostic results), e-prescriptions, e-referral and e-sick leave accessible by patients</p>	<p># of patients access/activation (for POZ PLUS patients, monthly cumulatively)</p> <p># of POZ PLUS patients with Patient Summary (AP-PKUŚ)</p>	<p>Increased capacity of patients to organise care</p> <p>Increased knowledge of patients to navigate digital platforms</p>		

	Create Patient Summary (IPPZ, IPOM)				
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