

## Knowledge Transfer - Poland

(extract from D7.1 Knowledge Transfer Programme)

Informed by the outcomes of maturity assessment on strengths and weaknesses in integrated care in Poland, the following dimensions were identified as priorities for the knowledge transfer:

- **Dimension(s) for improvement:** these can be either weaker point, either relatively strong areas on which the region intended to improve further: Citizen/patient empowerment and Digital infrastructure.

In general, Poland did not offer any dimension for coaching given the fact that the overall dimension score was relatively low for some primary care zones and also due to limited capacities to engage in more knowledge transfer and capacity-building activities.

The following knowledge transfer and capacity-building activities were conducted in Poland:

### a) Collection of good practices on patient empowerment

The objective of this activity was to raise local and national awareness of the importance of the concept of citizen empowerment and the role of citizens in the design and provision of healthcare services. This activity included:

- analysis of providers' needs collected through the survey
- organisation of 5-6 focus groups with patients and medical staff to gather their perspectives and expectations on the concept of citizen empowerment.
- providing knowledge of patient empowerment for providers by showcasing good practices/examples of citizen empowerment tools, nutrition plans, training plans and educational movies and other
- share the most valuable assets with National Health Fund (NHF) Academy
- create a NHF Knowledge Transfer Hub portal at the gov.pl domaine as a Polish repository/equivalent of SCIROCCO Exchange Knowledge Management Hub. The portal was not live at the pint of submitting this Deliverable.
- promote the interim outcomes at the national conference on 9 December 2021.

### Challenges in the implementation of SCIROCCO Exchange Knowledge Transfer Programme in Poland region

We managed to activate and equip a group of about 45 PHC providers who were already involved in coordinated care with the tools to strengthen the implementation of the concept of Citizen Empowerment. All events envisaged to engage providers had to be organised virtually that lead to less involvement of stakeholders in those activities. The language barrier made it difficult to involve representatives of primary healthcare centres in the active exchange of experiences at the international level.

### Impact of SCIROCCO Exchange Knowledge Transfer Programme

One of the goals of knowledge transfer process in Poland was to provide greater knowledge on the concept of citizen empowerment. To equip patients to self-manager their health and play more active role in the provision of healthcare services, a dedicated platform - NHF's

Academy was established. This platform is a kind of repository of good practices for both patients and healthcare providers and is widely recognised also throughout medical environment.

As Self-care is an important point in coordinated care, in order to strengthen this aspect and support patients and also healthcare providers in the provision of training and educational advice on proper nutrition, a portal [diets.nfz.gov.pl](http://diets.nfz.gov.pl) was launched. This portal was finally transformed to a portal supporting healthy people who need inspiration and help in changing their lifestyle, At the moment portal has been integrated with Individual Patients Account' mobile application.

Future initiatives:

- Develop the NHF Knowledge Transfer HUB - a Polish repository of good practices containing Polish experiences and translate (fully / partially) experiences of other countries, which are also supplied by the Scirocco Exchange Knowledge Management HUB.
- Scaling the SCIROCCO Exchange Maturity Model in Poland - tested solution during the SCIROCCO Exchange project on 40 providers - In the new financial perspective (Cohesion Policy 2021-2027 in Europe), the National Health Fund submitted a proposal to implement a project to assess the maturity of subsequent primary care facilities for the implementation of coordinated care.
- The experience gathered thanks to the SCIROCCO Exchange project will allow the National Health Fund to use the SCIROCCO Exchange Knowledge Management Hub and the self-assessment tool for further evaluation of integrated care among service providers.