

HOPE Portugal

Diego Sanchez (SPAIN)

Maria Lambraki (GREECE)

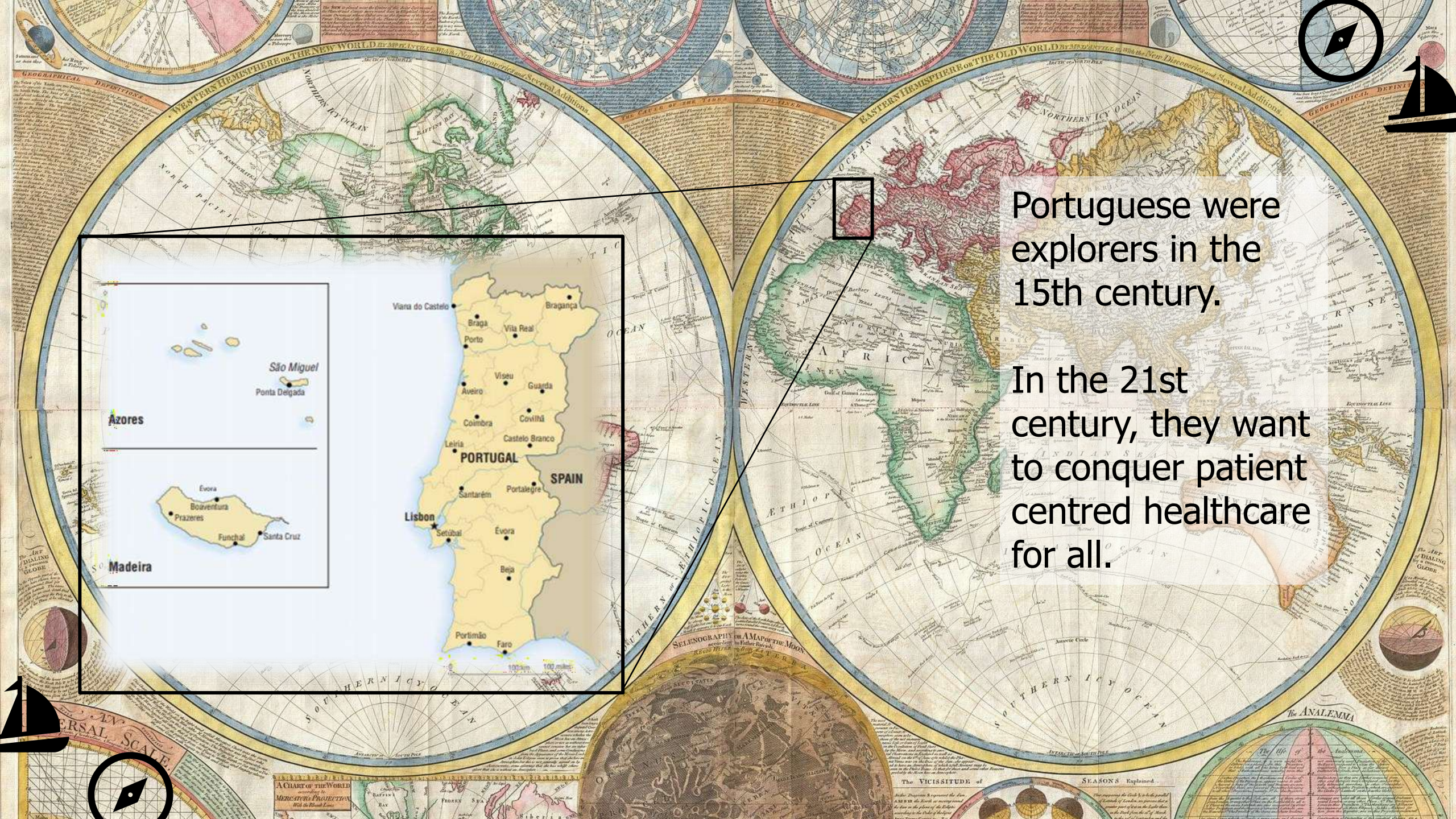
Hanna Svensson (SWEDEN)

Clair Chew (UNITED KINGDOM)

Istvan Ehrenbaum (SWITZERLAND)

Mireille Klop (NETHERLANDS)





Portuguese were explorers in the 15th century.

In the 21st century, they want to conquer patient centred healthcare for all.

Portuguese Health System

The healthcare system in Portugal consists of three coexisting systems (since Health Basic Law 1990):

National Health
System (NHS)



Universal Coverage

Health
Subsystems



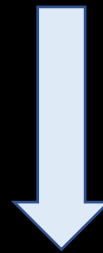
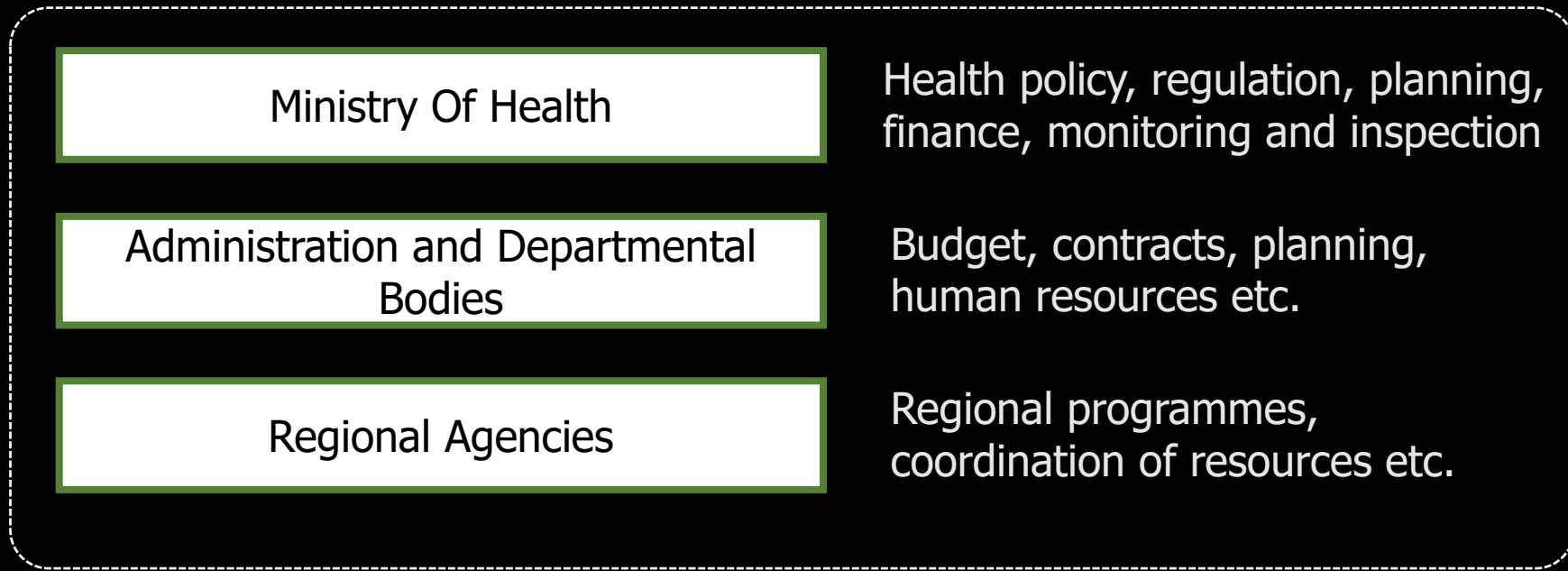
Public, Private, Social

Health Insurance

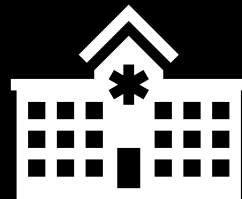


Private and Volunteers

Health system structure

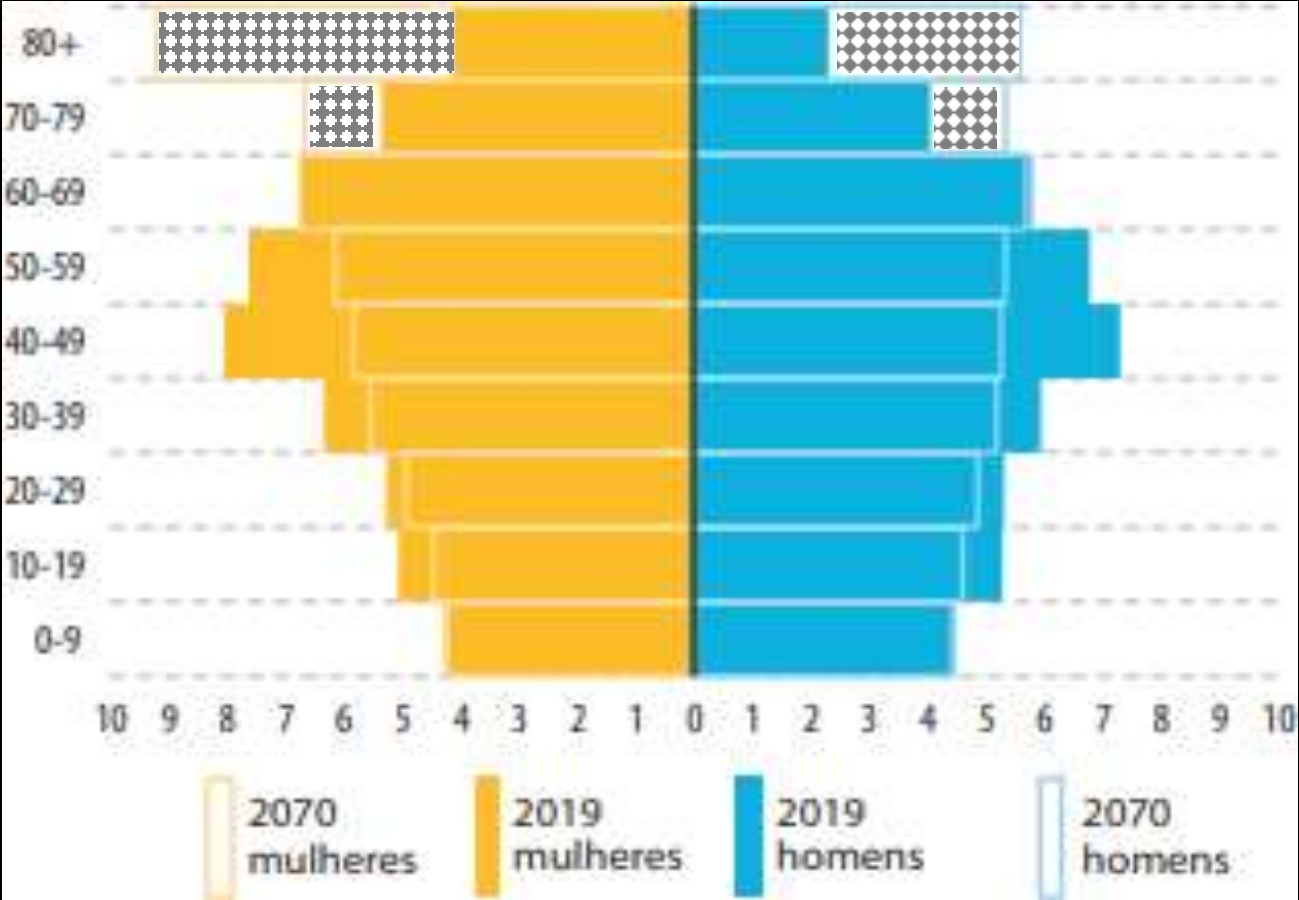


Direction, guidelines, contracts etc



Total population (2021) ➔ 10.344.802

Average annual population growth rate ➔ (-) 0,2%



1 Digital integration for evidence-based care



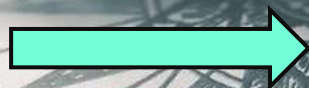
2 Examples of economic and clinical integration for person centred healthcare



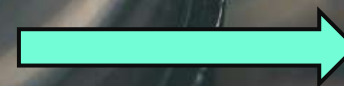
1 Digital integration for evidence-based integrated care



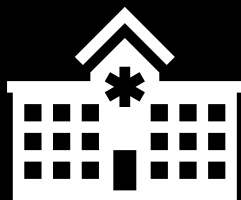
Integrated Digital
Systems



Evidence



People

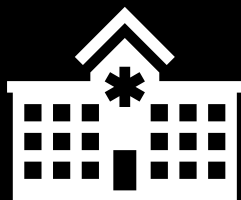


Hospital



Primary care





Hospital



Primary care

ALERT-A to communicate between hospitals and primary care

Doente
Fernando Araujo Pinheiro (53 anos) Proc: 99000049

Elaboração da nota de alta / carta de transferência *

Estado clínico
Piorado

Registo

Nome enfermeiro

Administrativos

Via de Acesso Integrado

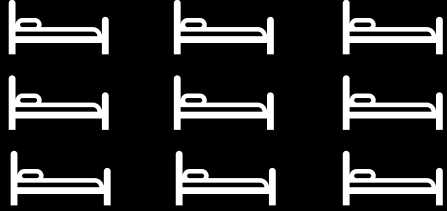
Deseja efetuar o pedido de referenciação para o utente?

Partilha Informação Partilha Info. c/ Observações Referenciação

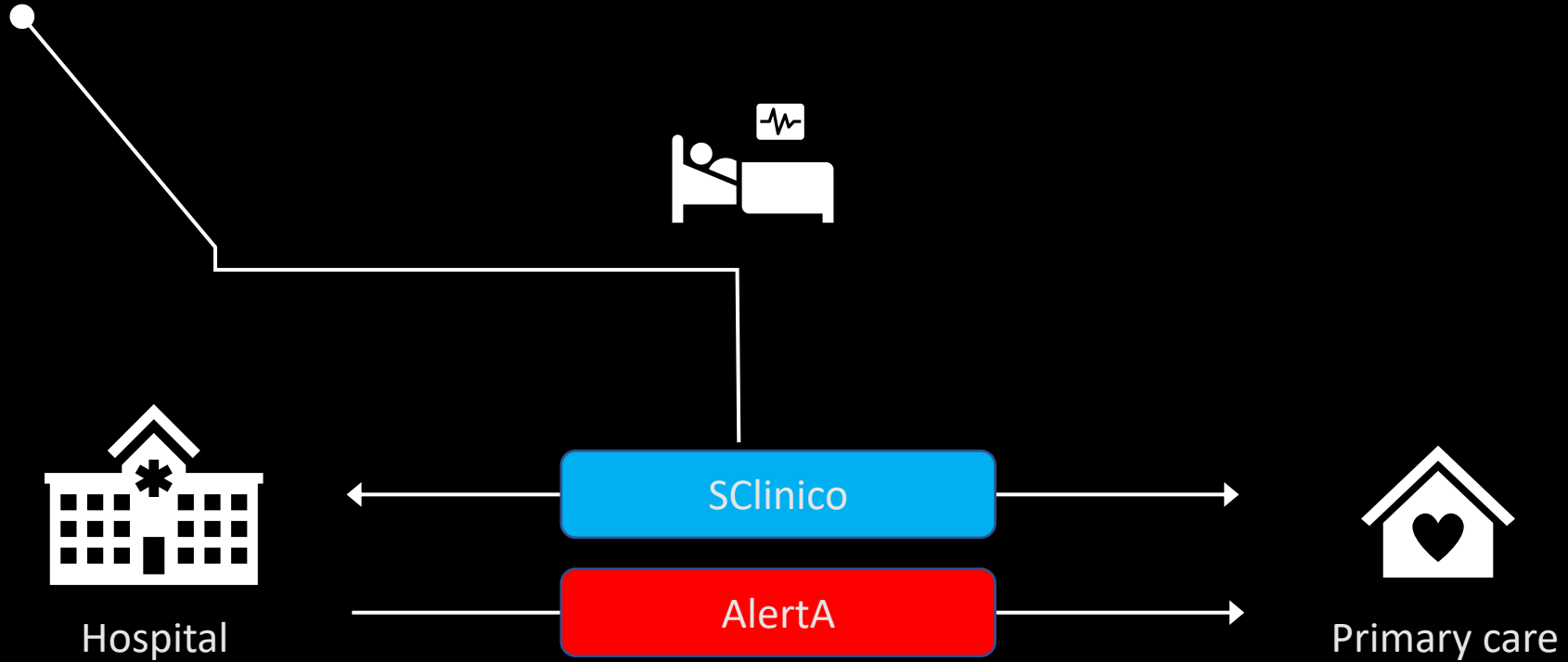
* A alta do doente é registada na nota de alta

TRASTE

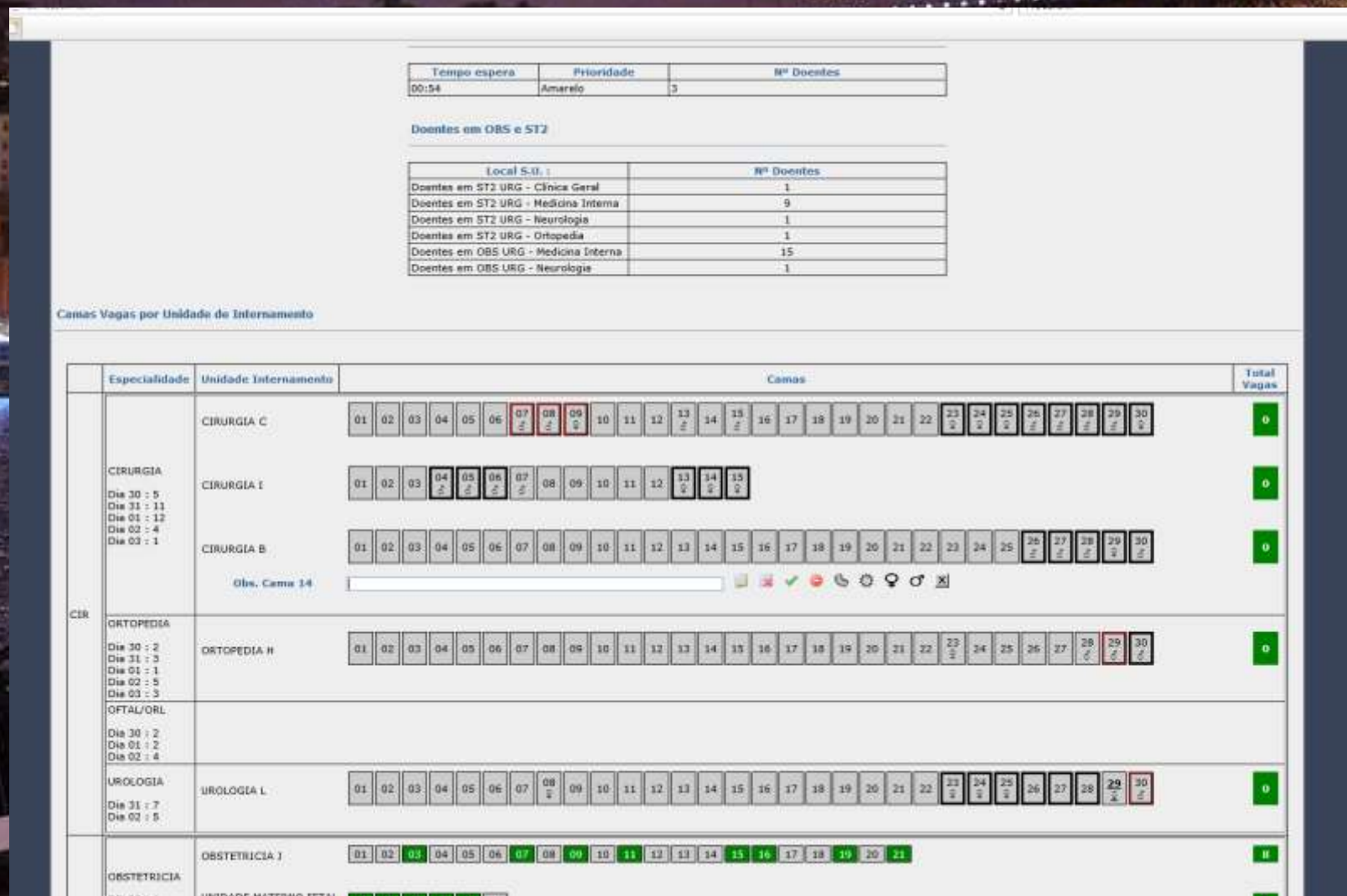
Bed Management



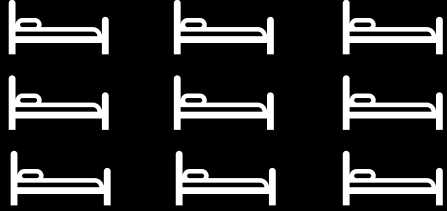
Real-time dashboards



Real-time dashboards for making decisions



Bed Management

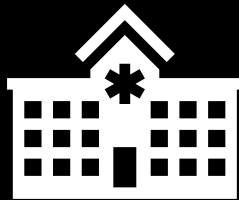


Real-time dashboards

Antibiotic Stewardship and Infection Control



Clinical reports



Hospital

SClinico

AlertA



Primary care

Clinical reports for clinical decisions



Microorganismos Problema - Novos Isolamentos

Última actualização: 30-05-2019 18:00:00

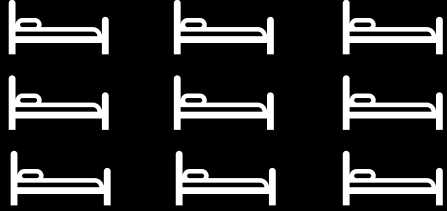
Resultados disponibilizados de 28-05-2019 18:00:00 até 30-05-2019 18:00:00

Página 1 de 1

ATENÇÃO: Este alerta diz respeito **apenas** ao isolamento de microorganismos multirresistentes e **não dispensa** a consulta do **Clinidata** para a visualização de todos os resultados microbiológicos!

Serviço Responsável	Processo	Episódio	Exame Microb.	Data Pedido	Data Resultado	Microorganismo	Serviço Físico (Cama)	Local Colheita	Alerta	Problema	Isolam.
Ucip - Urgencia		19017 Histórico	3516 Detalhes 3ª versão	24-05-2019 15:46	30-05-2019 15:45	Escherichia coli	Ucip - Urgencia (Cama 0)	PÚS	Enterobacteriaceae ESBL + Isolado LC: 1 Mic. Alerta: 2	Sem Problema Problemas: 0	Contacto
	1901	1901 Histórico	11263684 Detalhes 2ª versão	24-05-2019 18:10	30-05-2019 12:59	Escherichia coli	Ucip - Urgencia (Cama 0)	EXSUDADO RECTAL	Enterobacteriaceae ESBL + Isolado LC: 1 Mic. Alerta: 2	Sem Problema Problemas: 0	Contacto
	1901	19017 Histórico	11263684 Detalhes 2ª versão	24-05-2019 18:10	30-05-2019 12:59	Escherichia coli	Ucip - Urgencia (Cama 0)	EXSUDADO RECTAL	Escherichia coli, carbapenemase positiva Isolado LC: 1 Mic. Alerta: 2	Sem Problema Problemas: 0	Contacto

Bed Management



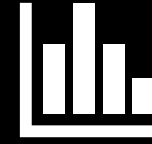
Real-time dashboards

Antibiotic Stewardship and Infection Control

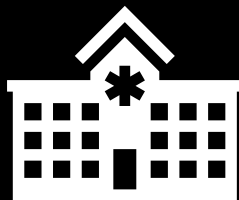
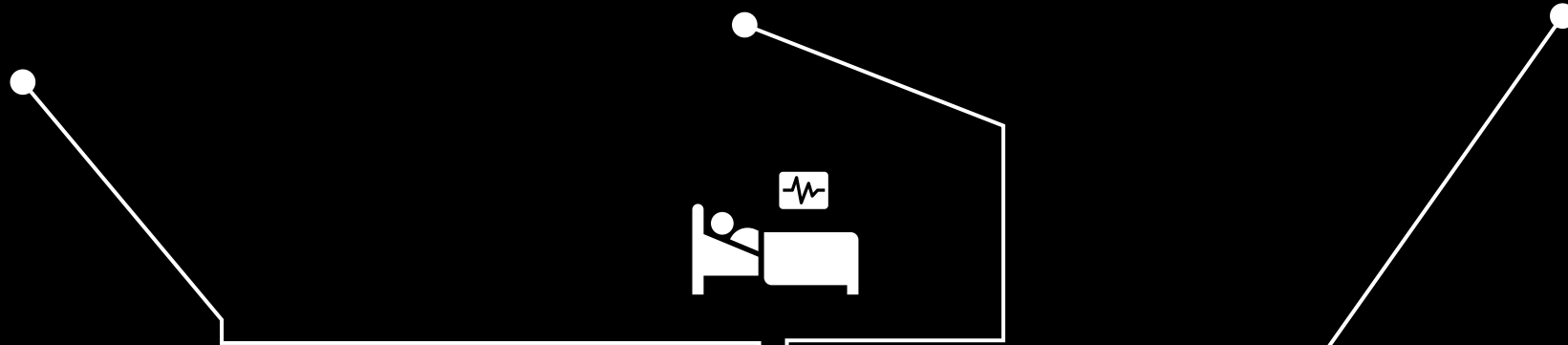


Clinical reports

Managers



Self-serve reports



Hospital

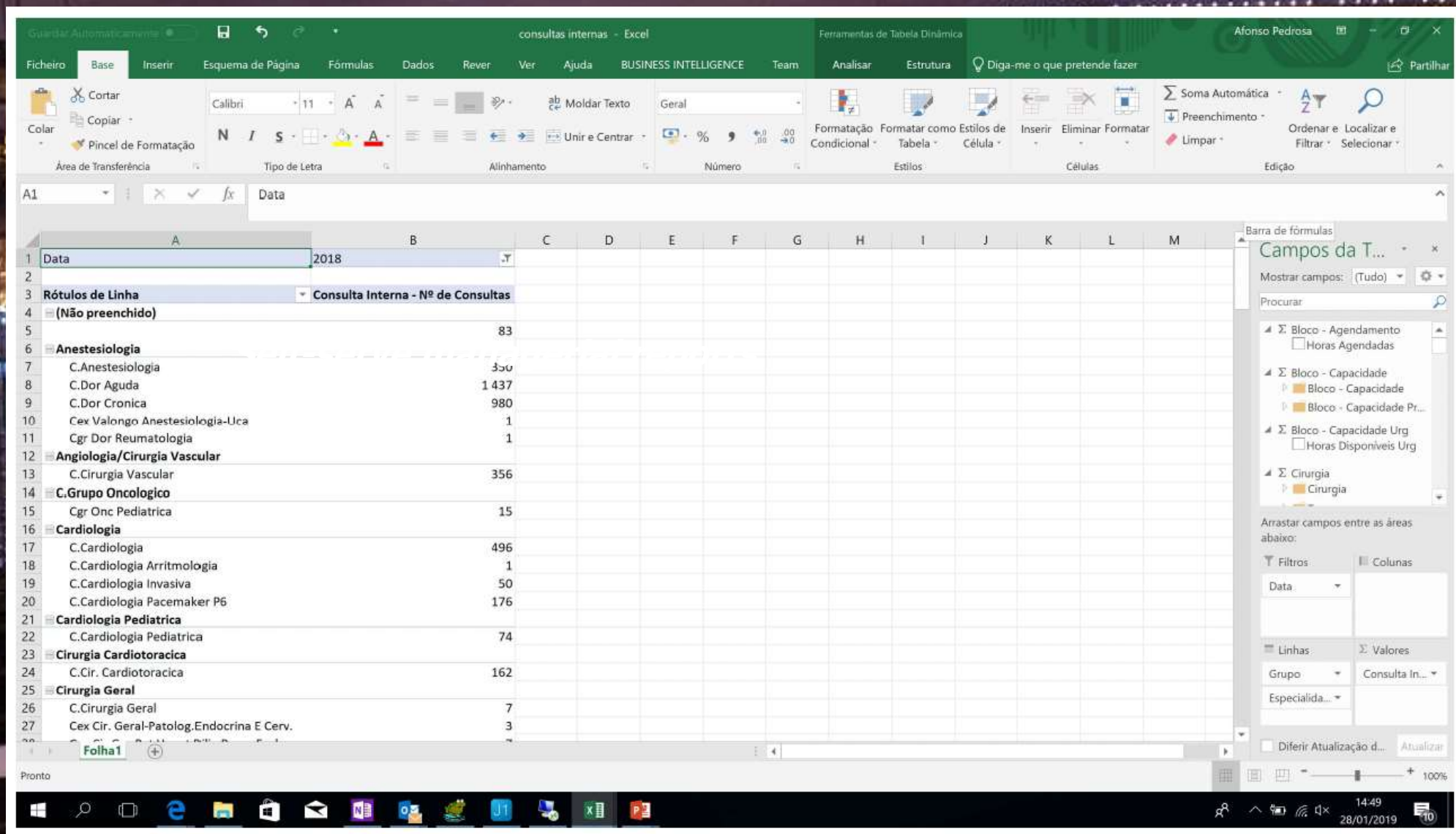
SClinico

AlertA



Primary care

Self-serve managerial reports for strategy and planning

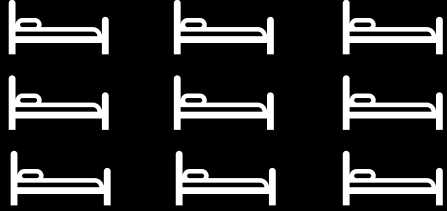


The screenshot displays a Microsoft Excel spreadsheet titled "consultas internas - Excel". The interface shows the "Base" tab selected, with various toolbars for editing, formatting, and data analysis. The main data area contains a PivotTable with the following structure:

Data	2018
Rótulos de Linha	
Consulta Interna - Nº de Consultas	
(Não preenchido)	
	83
Anestesiologia	
C.Anestesiologia	350
C.Dor Aguda	1437
C.Dor Cronica	980
Cex Valongo Anestesiologia-Uca	1
Cgr Dor Reumatologia	1
Angiologia/Cirurgia Vascular	
C.Cirurgia Vascular	356
C.Grupo Oncologico	
Cgr Onc Pediatrica	15
Cardiologia	
C.Cardiolgia	496
C.Cardiolgia Arritmologia	1
C.Cardiolgia Invasiva	50
C.Cardiolgia Pacemaker P6	176
Cardiologia Pediatrica	
C.Cardiolgia Pediatrica	74
Cirurgia Cardiotoracica	
C.Cir. Cardiotoracica	162
Cirurgia Geral	
C.Cirurgia Geral	7
Cex Cir. Geral-Patolog.Endocrina E Cerv.	3

The right-hand side of the image shows the "Campos da T..." (Fields of the Table) task pane, which allows users to drag and drop fields into the report's filters, rows, and columns. The "Filtros" (Filters) section shows "Data" selected. The "Linhas" (Rows) section shows "Grupo" and "Especialidade" selected. The "Colunas" (Columns) section shows "Consultas Internas" selected. The "Valores" (Values) section shows "Consultas Internas" selected. The bottom status bar indicates the file is "Pronto" (Ready) and the zoom level is 100%.

Bed Management



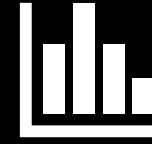
Real-time dashboards

Antibiotic Stewardship and Infection Control

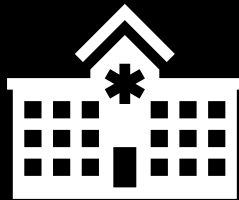
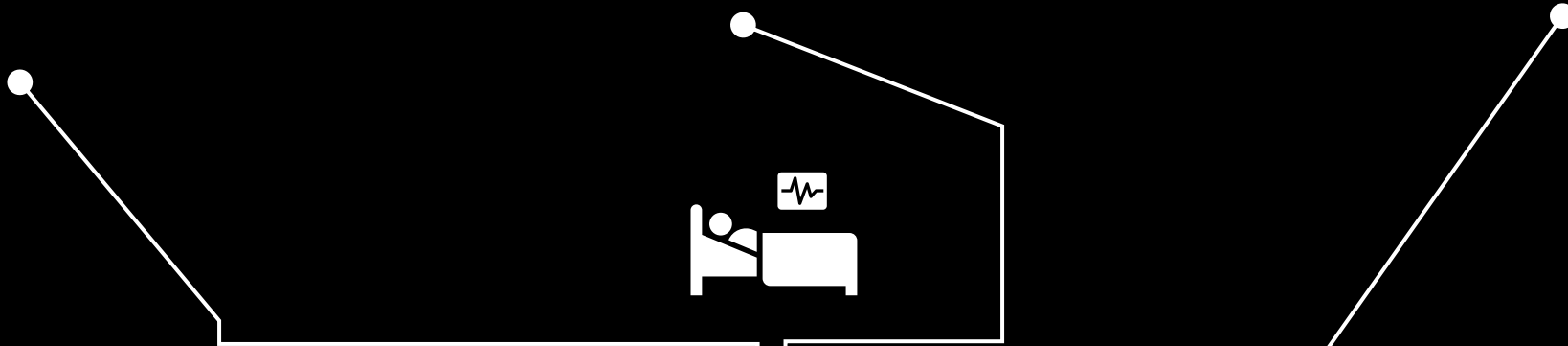


Clinical reports

Managers



Self-serve reports



Hospital

SClinico

AlertA



Primary care

1 Digital integration for evidence-based integrated care

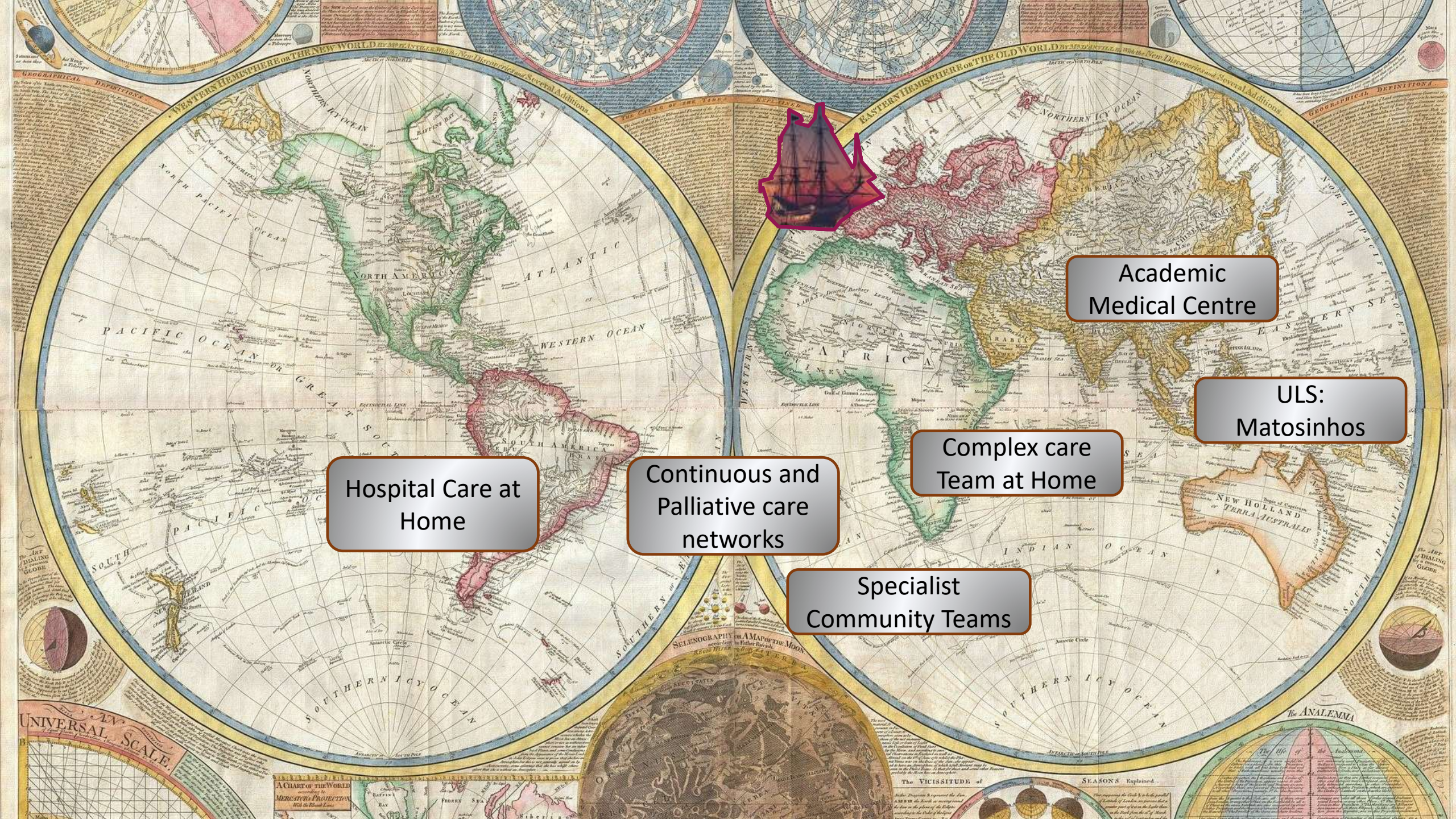


Takeaways

- Coordinate digital systems on a regional/national level
- Healthcare providers prioritise and hire expertise to build tools

2 Examples of economic and clinical integration for person centred healthcare





Academic
Medical Centre

ULS:
Matosinhos

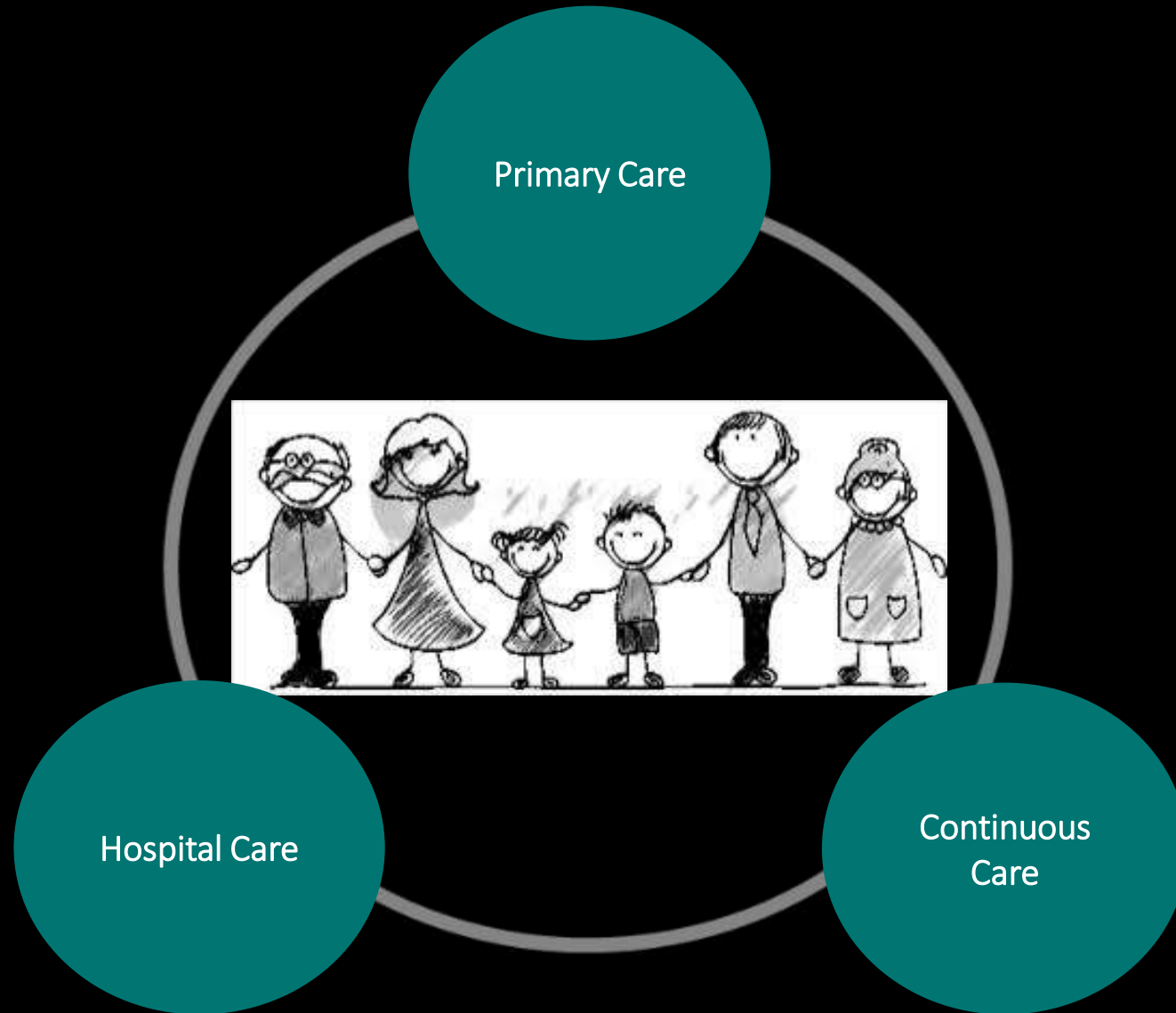
Complex care
Team at Home

Continuous and
Palliative care
networks

Specialist
Community Teams

Hospital Care at
Home

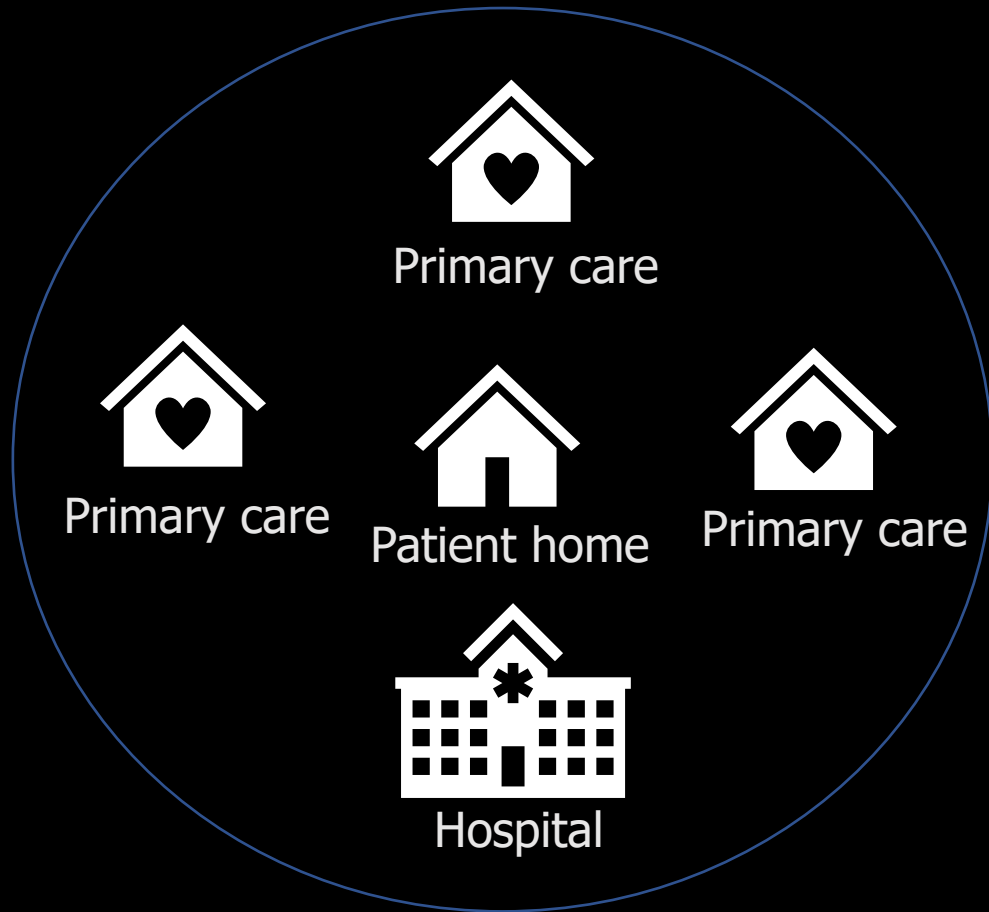
Example A: Unidade Local de Saúde / Local Health Units



Example A: Integrated Local Health Units

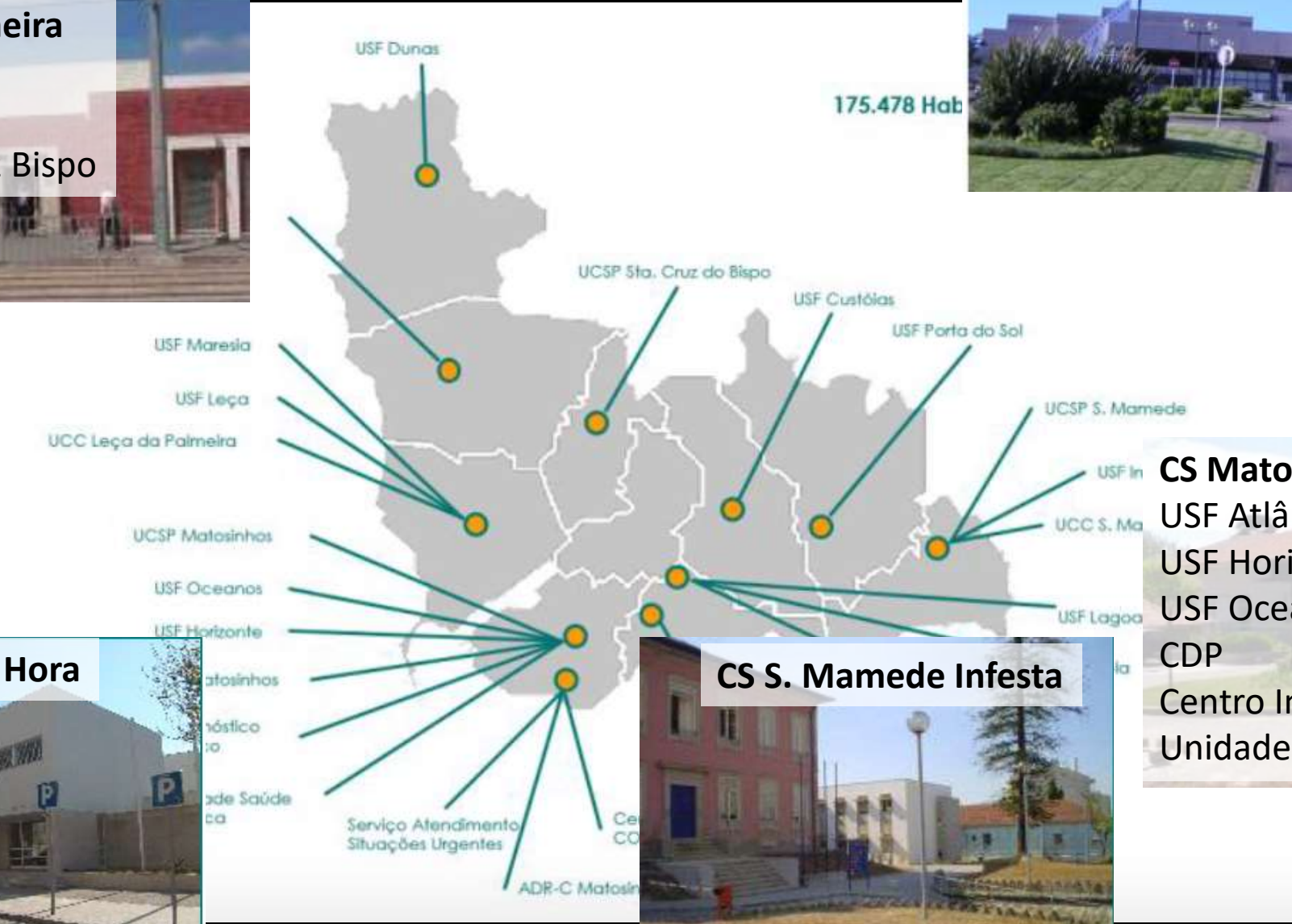
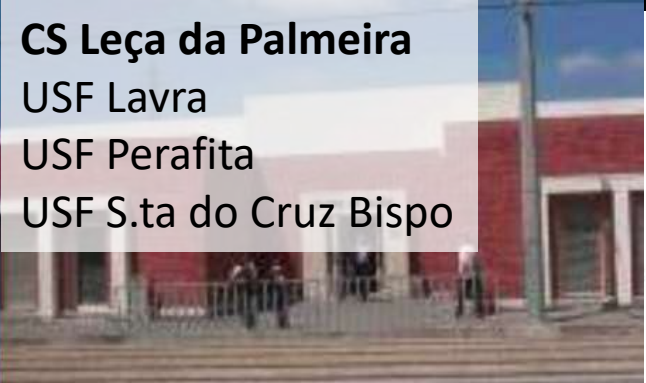
Financed by number of inhabitants

Integrated care

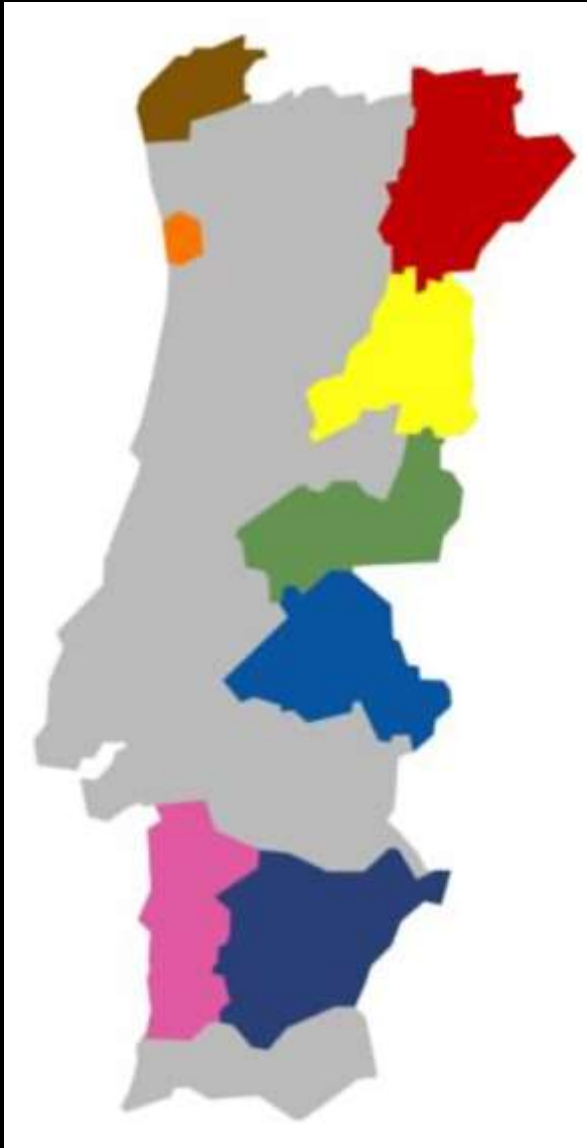


- Focused on solving the **population's health needs/problems**
- Structural response of healthcare which includes **the approach by pathology**, integrating the different levels of care and taking into account the patient flow
- Organised in **multidisciplinary teams** that serve specific groups (COPD, diabetes,...)

First local health unit created in 1999



Eight Local Health Units in Portugal



1999	Unidade Local de Saúde de Matosinhos
2007	Unidade Local de Saúde do Norte Alentejano
2008	Unidade Local de Saúde do Alto Minho
2008	Unidade Local de Saúde da Guarda
2008	Unidade Local de Saúde do Baixo Alentejo
2010	Unidade Local de Saúde de Castelo Branco
2011	Unidade Local de Saúde do Nordeste
2012	Unidade Local de Saúde do Litoral Alentejano

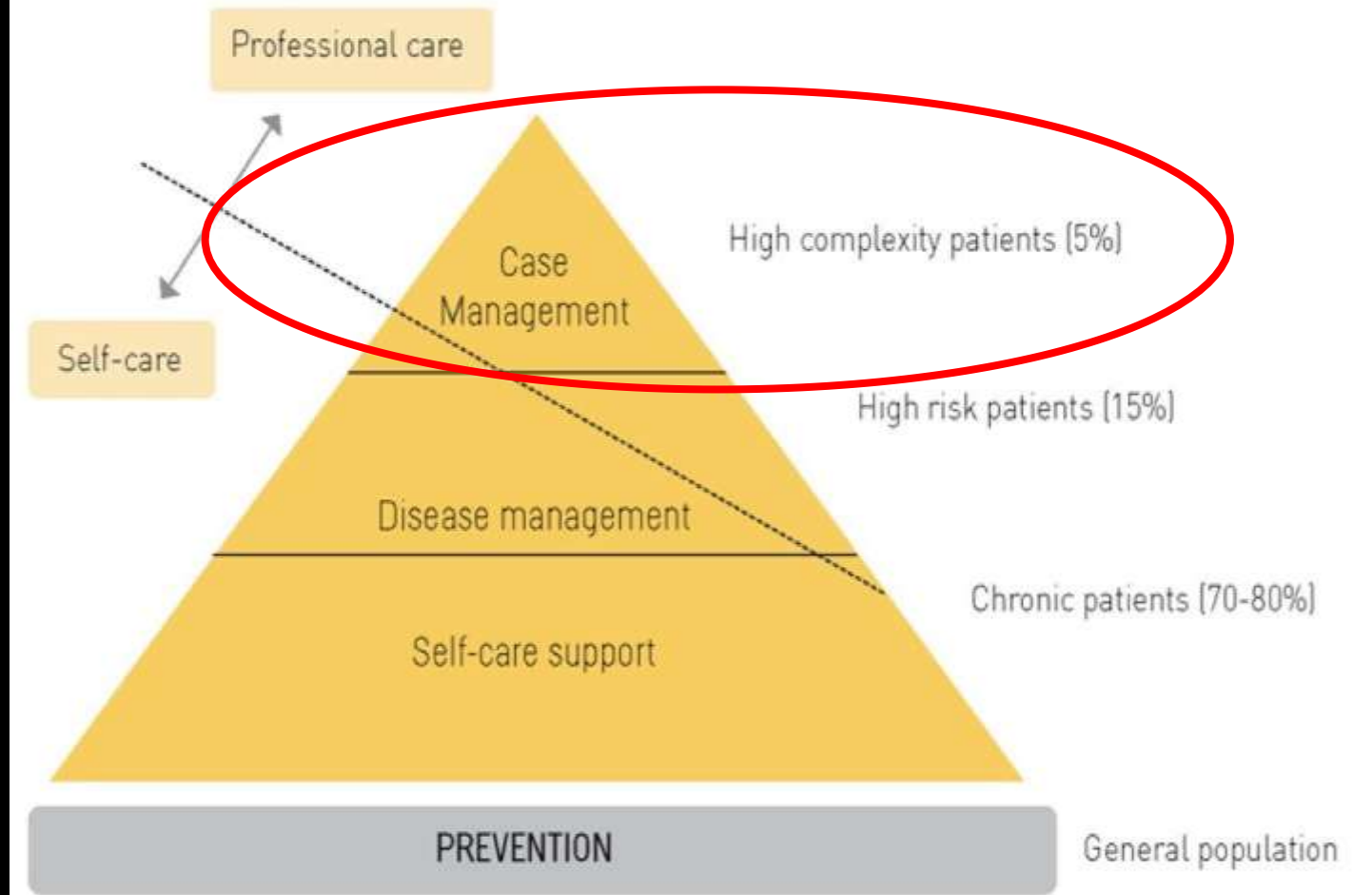
More than ***1 million people*** covered by healthcare provided by Local Health Units

Example B: Chronic Complex Patient Support Team





Kaiser Permanent risk stratification pyramid

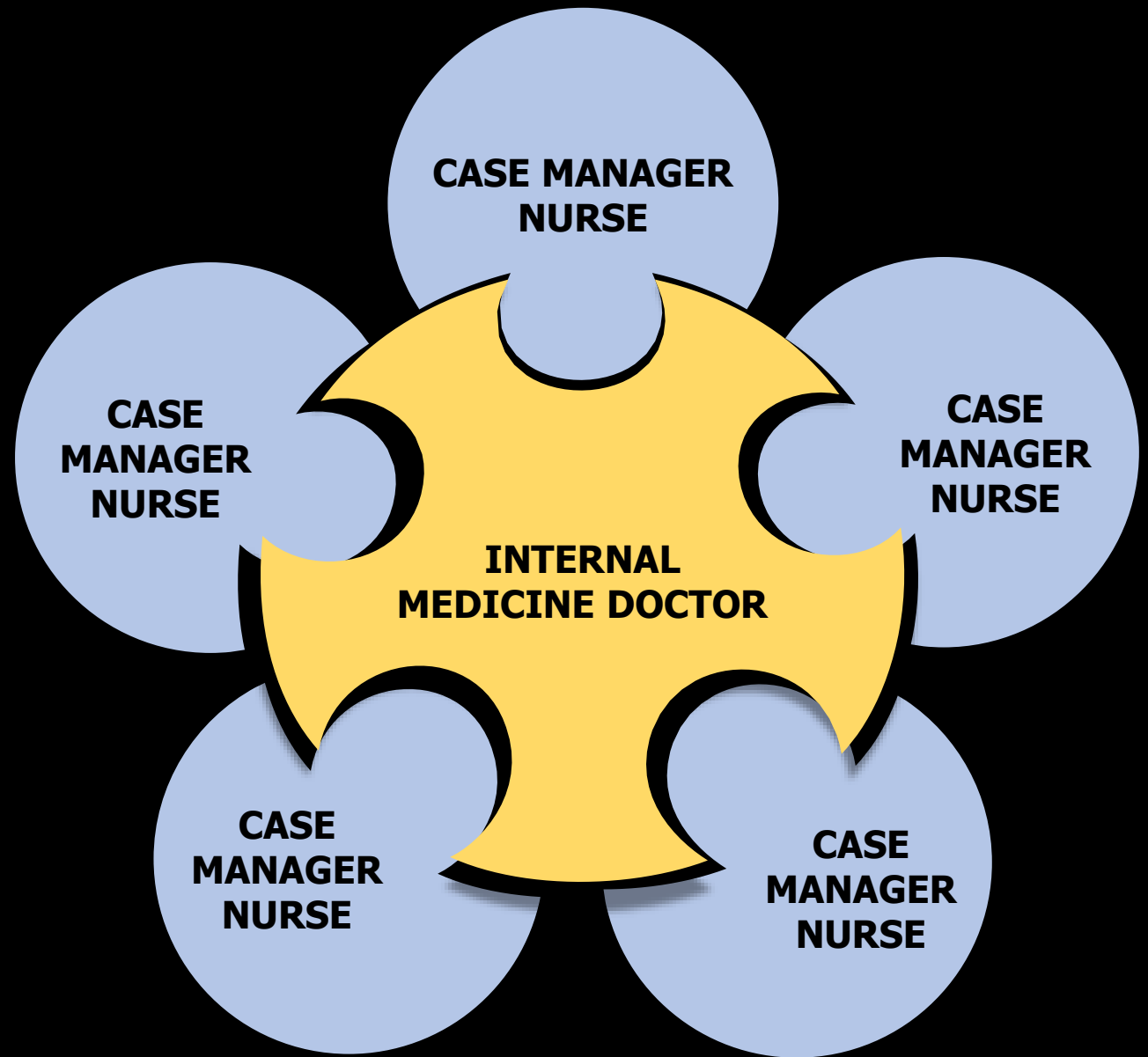


FONTE: WORLD HEALTH ORGANIZATION, REGIONAL OFFICE FOR EUROPE, 2016

Multidisciplinary Team

Complex Chronic Patient Support Team

- 4 Case Manager Nurses in the Community
- 2 Nurse Case Management by phone
- 2 Internal Medicine Physicians;
- Nutritionist Support
- Social Service ("work in progress")





Activation Criteria

PRESENCE OF 3 OR MORE CRITERIA:

- 75 years of age or older
- 5 or more SU episodes in the last year
- 3 or more hospital admissions in the last year
- 3 or more of the following co-morbidities: Chronic Lung Disease, Heart Failure, Chronic Kidney Disease, Chronic Liver Disease, Active Neoplasm, Diabetes and Cerebrovascular Disease
- 6 or more usual medications

Levels of Care

CASE MANAGEMENT



Individual Care
Plan



- Case Manager Nurse
- Weekly/Biweekly Home Visits

TELEPHONE CASE MANAGEMENT



Individual Care
Plan



- Telephone case management by team nurse

SCHEDULED CONSULTATION

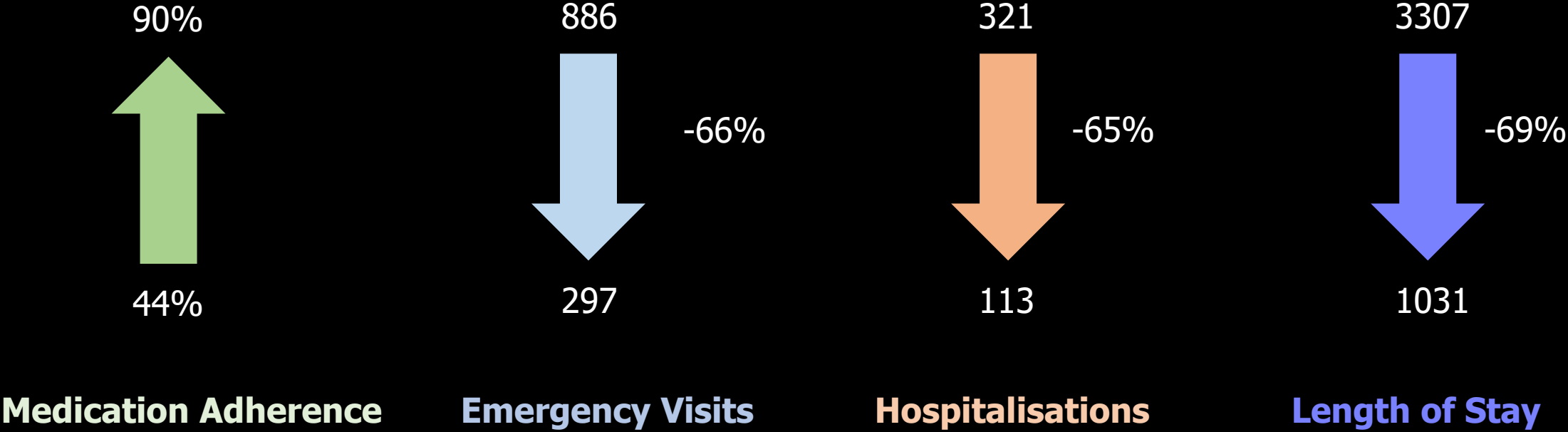


- Regular Consultation with Internal Medicine Physician

Open Consultation
Home Visit as a Team
(Doctor/Nurse) Team Contacts



Measures of change after 1 year of being with the team



Patients after one year



My health is **satisfactory**

72,2%
↑
36,1%

My health is **bad**

54,2%
↓
13,9%



No Depression

51,5%
↑
35,4%



Severe Depression

32.4%
↓
13,2%



Example C: Integration to foster evidence generation, scientific thinking and translation

LISBON ACADEMIC MEDICAL CENTER

Our goal: Integrate forefront scientific research with medical teaching, medical training and patient care

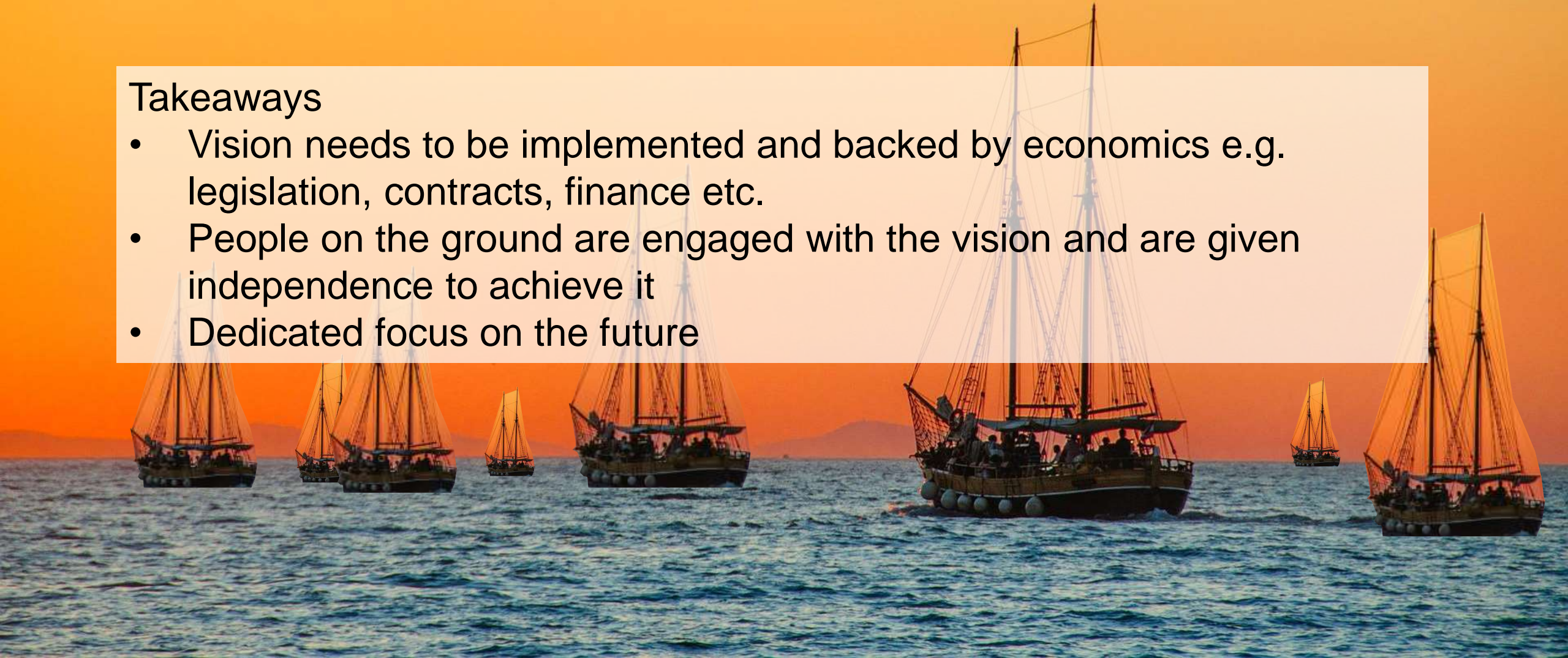


2 Examples of economic and clinical integration for person centred healthcare



Takeaways

- Vision needs to be implemented and backed by economics e.g. legislation, contracts, finance etc.
- People on the ground are engaged with the vision and are given independence to achieve it
- Dedicated focus on the future



***Thank you to all our hosts
for their generosity and
hospitality***

CENTRO HOSPITALAR
UNIVERSITÁRIO
LISBOA NORTE, EPE



HOSPITAL DE
SANTAMARIA



Hospital
Pulido Valente



IPO COIMBRA



CHU
Porto



IPO PORTO



ULS
Matosinhos



HFF

HOSPITAL PROFESSOR
DOUTOR FERNANDO FONSECA