

## HOPE European Exchange Programme 2022

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## Using Evidence in Healthcare Management in Crete



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Health Regions		Hospitals
1	Attica	18
2	Aegean	17
3	Epirus and West Macedonia	14
4	East Macedonia and Thrace	13
5	Thessaly	13
6	Peloponnese and West Greece	28
7	Crete	8

Greek Health Regions  
at a glance

Resident Population of Greece: 10,816,286 /  
male (49%) and female (51%)

Wikipedia, March 2022 (Census, Hellenic Statistical Authority)

# 7<sup>th</sup> Health Region of Crete

Crete: largest island in Greece (8,303 km<sup>2</sup>)

Population of the Region of Crete: 622,000

Population of the capital city Heraklion: 151,000 (4<sup>th</sup> largest city in Greece)

*Wikipedia, March 2022 (Census, Hellenic Statistical Authority)*



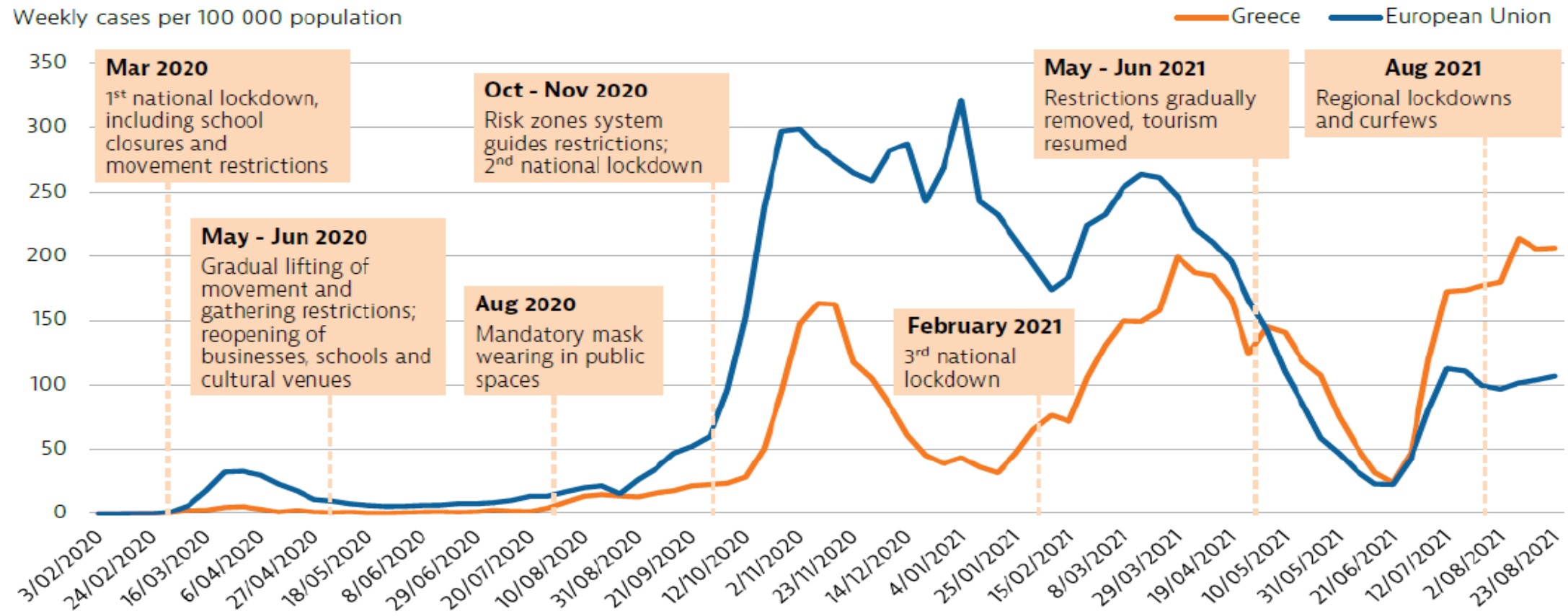
The 7th Health Region of Crete is the **regional authority** responsible for the specification-development of health policies in the Region of Crete by supervising, coordinating and controlling the operation of:

- **8** Hospitals (1 University, 4 General, 3 General Hospitals – Health Centres)
- **19** Health Centres
- **133** Regional Medical Centres
- **12** Local Health Units
- **32** Public Facilities for Mental Health

# Spread of COVID-19 in Greece



Weekly cases per 100 000 population



Note: The EU average is unweighted (the number of countries included in the average varies depending on the week). The number of COVID-19 cases in EU countries was underestimated during the first wave in spring 2020 due to more limited testing.

Sources: ECDC for COVID-19 cases and authors for containment measures.

**State of Health in the EU, Greece, Country Health Profile 2021, OECD and the European Observatory on Health Systems and Policies, in cooperation with the European Commission**

# Our visits during the HOPE Exchange Programme

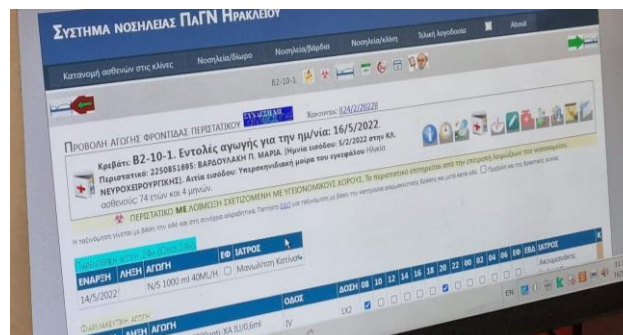
- 7<sup>th</sup> Healthcare Region of Crete (Senior Management, HR and IT Directors, Finance and Quality Improvement Teams)
- FORTH – Institute of Computer Science (Head of the Center for e-Health Applications and Services and Collaborating Researcher)
- Hellenic Mediterranean University (summer programme with American Rutgers School of Health Professions and Communication & Information)
- Secondary Care - Senior Management Teams, including Nursing, Medical, Finance, Supplies and HR Directorates at the General University Hospital of Heraklion (PAGNI) and the Venizeleio General Hospital in Heraklion
- Primary Care – TOMY Primary Care Health Centre in Heraklion and Primary Health Centre of Agia Varvara (clinical staff including General Practitioners, nurses, midwives, consultants and social care workers)
- Home care services (based at the General University Hospital of Heraklion - PAGNI)
- Videoconference with the Associate Professor of Health Economics, Mr Vozikis Athanasios around the Medical Error Reporting Information System (MERIS)
- Private Hospital 'Asklipeion'

# Identified good practice examples

1. Data management and quality of service improvements implemented during COVID-19 pandemic (secondary care ICU, Home care services, Quality Assurance Framework, Panacea and Infection Control Management systems)
2. Development of innovative, user-friendly, personalised digital tools to support effective and sustainable health services for all (FORTH) Participation in the European Union healthcare projects
3. National Patient Safety system development (Medical Error Reporting Information System – MERIS pilot)
4. Health Inequalities identified during COVID-19 pandemic



## The General University Hospital of Heraklion (PAGNI)



2021 with numbers:

- ✓ 2133 staff members
- ✓ 771 beds
- ✓ 434,521 patients



# National Quality Assurance Framework Development

The vision and the mission of the Ministry of Health, 7<sup>th</sup> Healthy Region of Crete as well as secondary and primary care providers is around continuing improvement of services, by:

- ✓ Availability of reliable services,
- ✓ Provision of personalized care services,
- ✓ Compliance to legislation, safety and infection control procedures,
- ✓ Monitoring of key processes
- ✓ Improvement of effectiveness and efficiency

## Processes established to date:

- ✓ Regular reporting
- ✓ Internal audits
- ✓ ISO certification
- ✓ International Patient Safety Goals





# Center for eHealth Applications and Services



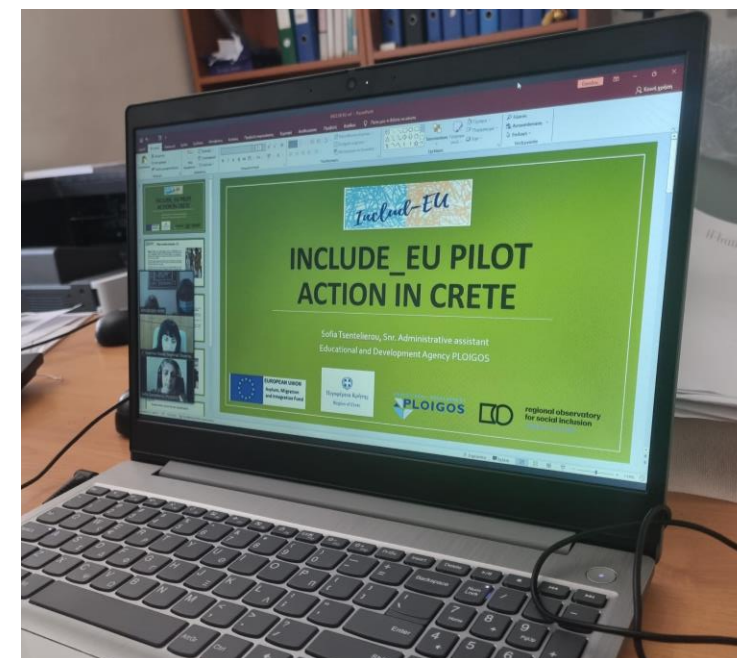
Implementation of the 1st Integrated Regional Health Telematics Network in Greece

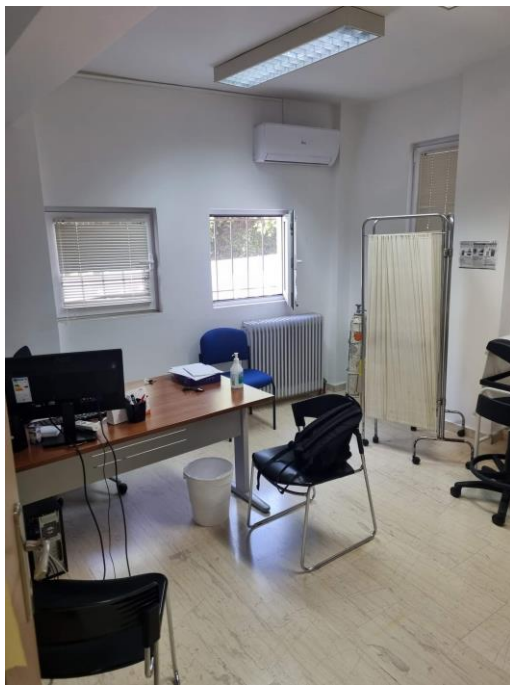
Supported more than **50** National Health System units during the past decade

Implemented more than 200 projects for health units of the NHS during the past five years

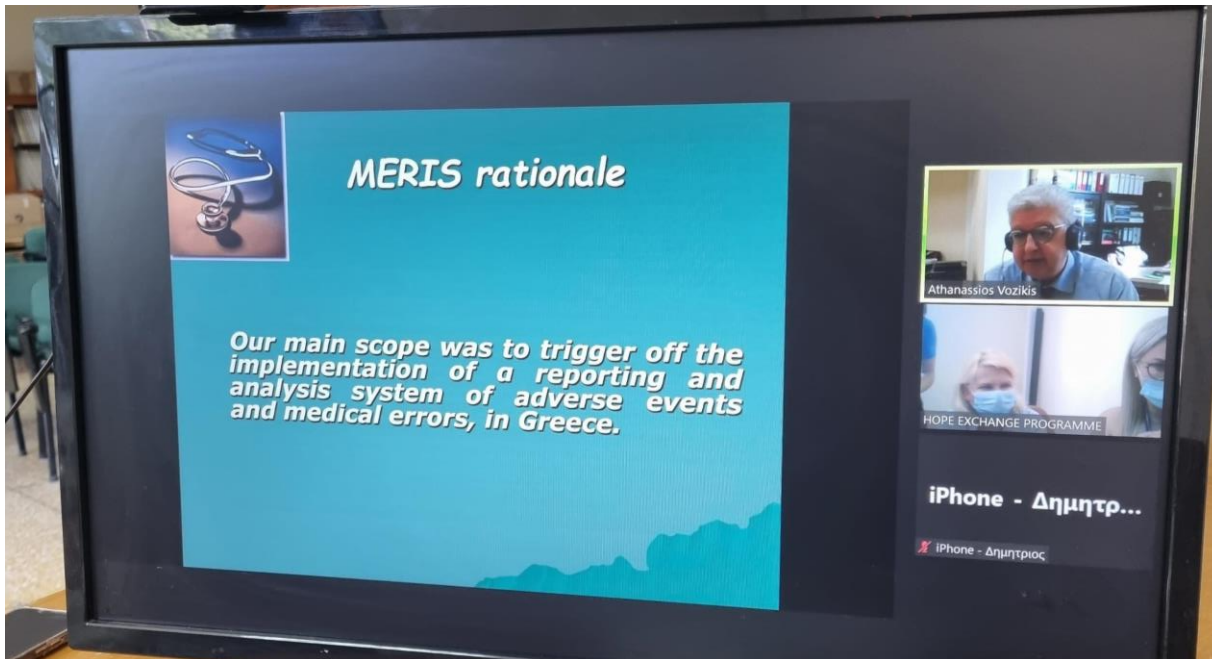
Has developed > 150 eHealth tools for integrated care solutions

Active support and promotion of standardization and the development of healthy entrepreneurship





The implementation of **Medical Error Reporting Information System (MERIS)** embodies a mandatory module, which adopts the tool methodology for measuring adverse events and medical errors within the intensive care unit [ICU] environment, and a voluntary one with web-based public reporting methodology.



MERIS has been evaluated as a comprehensive and effective system; it succeeded in detecting the main factors that cause adverse events and discloses severe omissions of the Greek health system.

It is planned for MERIS to be incorporated and run efficiently nationally, adapted to the needs and peculiarities of each hospital or clinic

# Hellenic Mediterranean University's visit to the Romani Gypsy community in Crete



# Summary – Sources of good practice

- ✓ Professional experience and knowledge
- ✓ Organisational data
- ✓ Stakeholder values and concerns
- ✓ Focus on quality assurance, system improvements and innovation
- ✓ Patient Safety and Risk Management
- ✓ Patient Experience
- ✓ Staff Experience
- ✓ **Importance of the Culture – Our People**



# References

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