



# HOPE Agora 2025

Together for Quality

Malta

Ger Walsh





# Primary HealthCare

**Delivery of 50 primary HC services nationwide in**

- Health Centres**
- Community Clinics**
- Centres of Excellence**
- Telemedicine 24/7, client support centre**
- National Screening Service**

**All services free of charge and provided by MDT's**

# Primary HealthCare

## Our Commitment



# Primary HealthCare – Quality

- Awarded ISO 1901 for Quality Management System
- Includes Provision of Integrated Health care services
- ISO 1901 Recently awarded to Physiotherapy services



# Primary HealthCare – Quality

**Awarded NCPE Equality Mark in recognition of commitment to gender equality in the workplace**

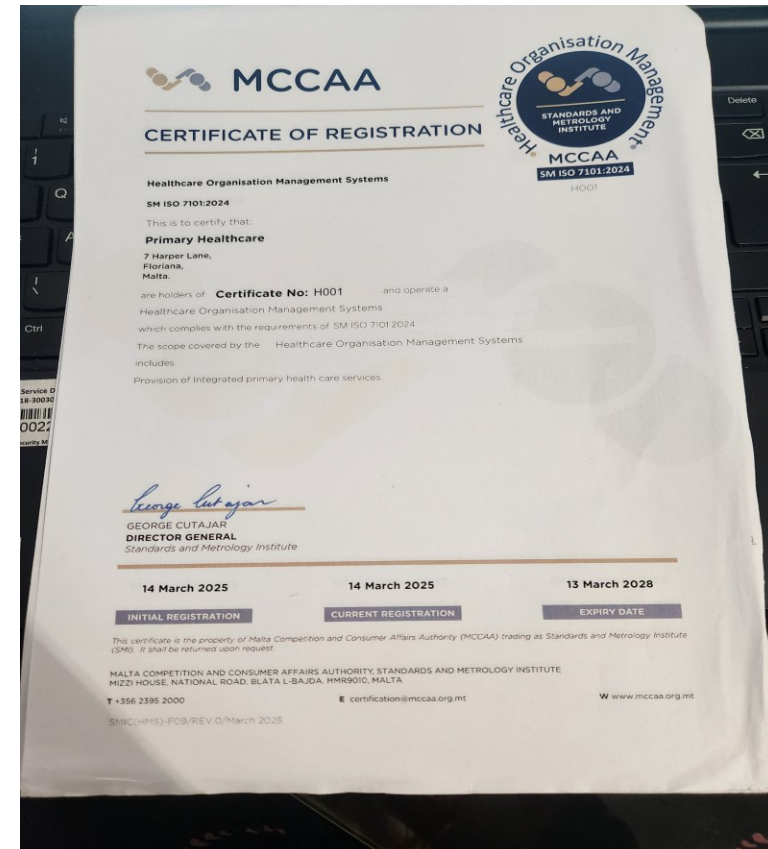
- Gender equality is one of their values**
- management is based on the recognition and promotion of the potential of all employees irrespective of their gender and caring responsibilities.**



# Primary HealthCare – Quality

**Awarded ISO 7101 for Healthcare Organisational System.  
Creates a culture of quality and continuous improvement  
that strive to deliver**

- Safe (Patient & Workforce)**
- Sustainable, high quality**
- Effective**
- Timely**
- Efficient**
- Equitable**
- Person centred care**



# Primary HealthCare – Telemedicine

**Remote delivery of Health Services, consultation & Health assessments  
Allows HC provider to evaluate , diagnose, evaluate manage & treat ,  
without need for face to face at this time**

- **24 HR service since March 2020**
- **To date 420,000 medical teleconsultations carries out**
- **Doctors manage 250- 300 calls per day**
- **2 million calls answered since service established**
- **Each teleconsultation recorded on Electronic Patient Record (EPR) Increasing continuity of care & patient safety**
- **Blood investigations ordered**
- **Nursing and SLT support**
- **Education & health promotion and advice provided & signposting**
- **Plan to expand to other MDT's**

**Medical home visits decreased by 85% since service established, allowing increased availability of doctors in cases that necessitate**

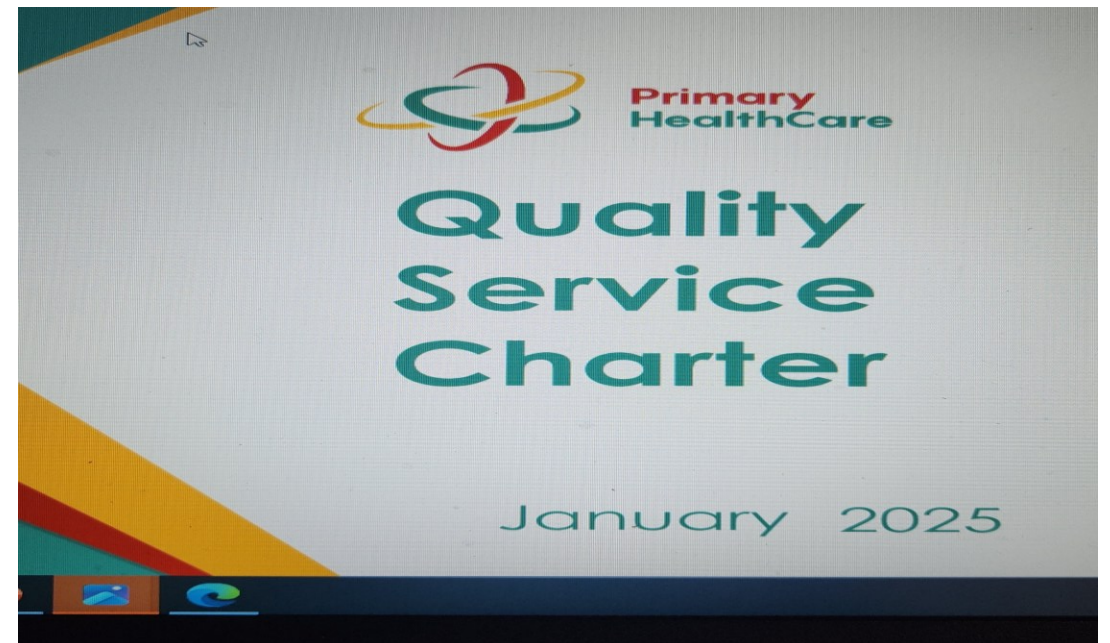


# Primary HealthCare - Quality Service Charter

## Customer Feedback

**Charter reviewed annually in line with**

- **Government policy**
- **Patient Feedback Via complaints/compliments**
- **Scanning code visible in all Healthcare centres to submit feedback**
- **Mystery Shoppers feedback**
- **Quality service audits**
- **Benchmarking**
- **Operational Data**
- **ISO certification**



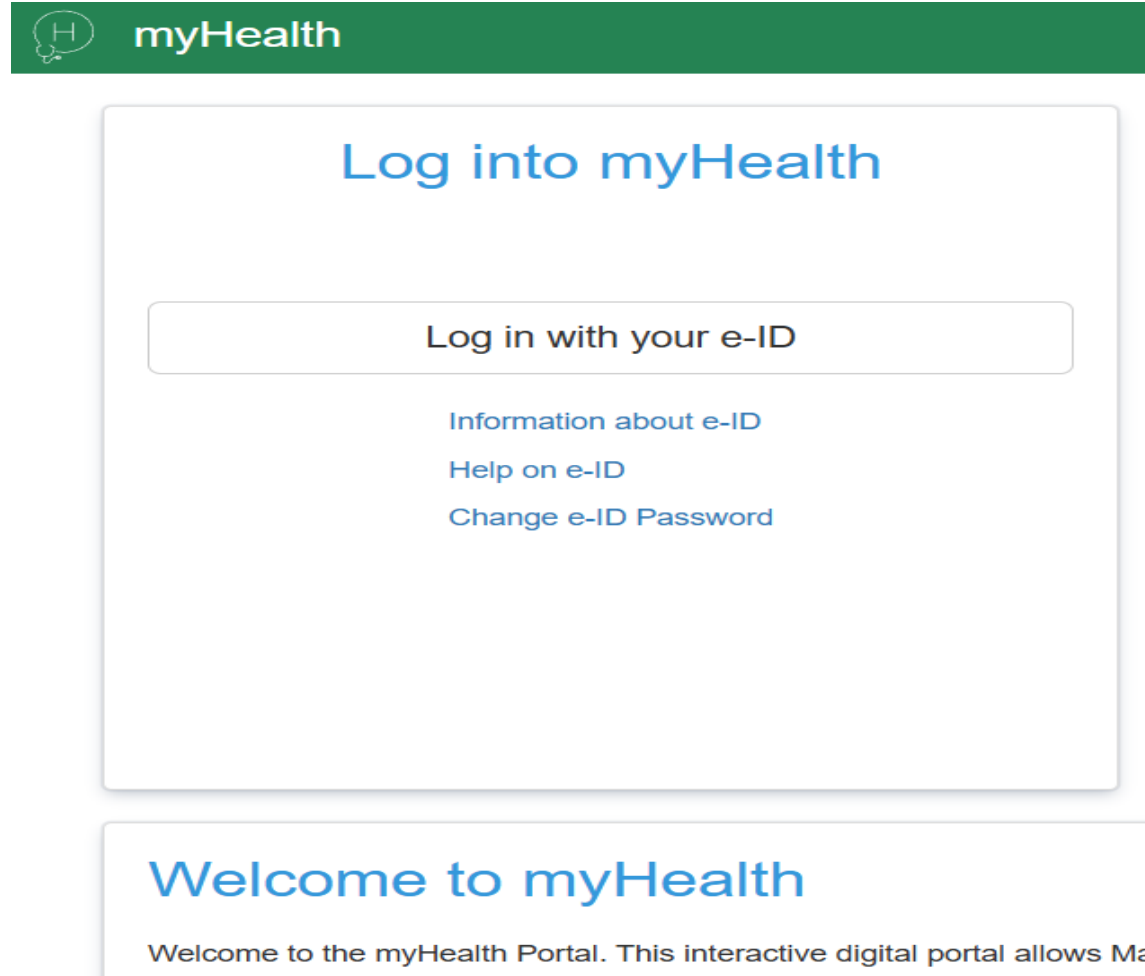


# myHealth – Interactive Digital Portal

to access health record by Doctors and citizen

## View

- upcoming appointments
- Labs
- Xray , ECG's
- Report
- Medications
- Vaccinations records
- Personal health journey



The screenshot shows the myHealth portal interface. At the top, there is a green header with the myHealth logo and the text "myHealth". Below the header, the main content area is titled "Log into myHealth". A prominent button labeled "Log in with your e-ID" is centered. Below this button, there are three links: "Information about e-ID", "Help on e-ID", and "Change e-ID Password". At the bottom of the page, there is a "Welcome to myHealth" section with a sub-header "Welcome to the myHealth Portal. This interactive digital portal allows Ma".

# **Oncology Services – Quality**

## **Nurse Navigator Role – Patient Pathways**



**In 2022 WHO praised Malta's New Cancer Care System for**

- personalised**
- Integrated care , both during and after treatment**

**The Nurse Navigator role revolves around the patient**

- guides patients through services**
- protocols and forms**
- creates cocoon of confidence in the system , therefore enhancing patients mental health & Contributes to quality of overall therapeutic experience**

# Oncology Services – Quality

## Fast Track System- Patient Pathways



**Faster diagnosis , developed by Directorate of Cancer Care Pathways (DCCP) with GP's**

**Shorter time between diagnosis and start of treatment**

**Increases patient and caregiver knowledge**

**Increased adherence to recommended care & reported improvement in Quality of Life**

# Oncology Services – Quality Patient Pathways

TIMES OF MALTA MONDAY, MAY 19, 2025 | 7

NATIONAL

## Malta cancer care hailed as European best practice

EU Commission observatory recommended system for adoption in other countries

AYA LAMTAROI and MARK LAURENCE ZAMMIT

the bureaucracy of their treatment process with a specialised, tailor-made care plan.

The nurse navigator guides the patient through a maze of services, protocols and forms during one of the toughest periods of their life, improving the overall quality of the therapeutic experience.

Earlier this year, the European Observatory on Health Systems and Policies listed Malta's cancer care services and initiatives as one of the practices across the continent that "can inform new actions to better tackle cancer across Europe".

The system, which has been developed over the past decade by a team of professionals spearheaded by the Directorate for Cancer Care Pathways (DCCP), introduced a fast-track e-referral system that allows general physicians to refer patients quickly to specialists, significantly reducing waiting times for initial consultations, among other things.

It also made the testing process far quicker, in some cases bringing waiting times down from seven months to just 21 days.

The system also introduced the concept of nurse navigators – nurses whose job is to guide cancer patients through

**EMERGENCY ADMISSIONS DOWN 25%**

Speaking to Times of Malta, DCCP director Dr Danika Marmarà explained the system has also relieved pressure on the emergency department by reducing cancer patient admissions by at least 25 per cent, as patients who previously would have gone to the hospital now have their needs met when they contact their nurse navigator.

Marmarà studied cancer care in the UK, focusing her research on why patients often fall through the cracks of the treatment system or are struck by bewilderment in the face of the distressing exigencies of testing and treatment.



The entrance to Sir Anthony Mamo Oncology Centre. FILE PHOTO: MATTHEW MIRABELLI

The DCCP's efforts were also hailed by the World Health Organisation (WHO) in 2022, which advised other countries to consider following in Malta's footsteps.

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**System still lacks essential health workers**

The EU Commission observatory, however, warned that the system still lacks essential health workers, "including nurses, pharmacists, psychologists and other health professionals" and that "more investment in human resources is needed" to enable the expansion of services.

**SURVIVORSHIP AND CARE IN THE COMMUNITY**

In 2019, the directorate also set up the survivorship unit, which provides continued support to patients after they have completed their cancer treatments.

This unit ensures that patients receive follow-up physical and emotional care and assistance as they transition to recovery.

The unit provided support to over 47,000 patients, offering one-on-one calls and other services.

pilot testing of an oncology outreach service to provide interventions in patients' homes.

This approach reduces the need for hospital visits, making care more convenient and comfortable for patients.

Moreover, it is also setting up a research team to analyse hospital admission trends and other cancer data, to be better equipped and efficiently prepared for future demands.

"We're trying to make every step of the way easier, quicker and more efficient for patients – from the moment they suspect cancer, through testing, diagnosis, treatment and post-treatment," Marmarà said.

"Our aim is improving and developing cancer services, co-ordination of care and ensuring continuity of care across the whole cancer care pathway."



# Nazioni Unite



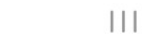
Ricerca...

RICERCA

## Malta 'nurse navigators' embody patient-centred care



WHO Dr Danika Marmarà, Director of Malta's Cancer Care Pathways



Menu



10 February 2025 | Case Study

## A dedicated directorate to improve cancer care pathways

OTHER

NATIONAL

MALTA

## Summary

Malta seeks to overcome barriers in cancer care pathways through

TRIQ IL-FOSOS

1





# Maintaining Quality - Care of the Older Persons Saint Vincent De Paul

- **1200 beds**
- **Quality Assurance department -  
Continual rotational , unannounced  
audits on Hygiene & Food**
- **Enables early identification of issues  
and early resolution by collaboration  
with staff within all departments in  
collaboration with Patients/family**
- **Continued patient feedback**





# Maintaining Quality - Care of the Older Persons Saint Vincent De Paul



- **Internal Quality Assurance Policy for training (IQAP) with focus on continual evidence based professional development for staff to enhance quality care whilst providing holistic care for patients**
- **Training centre works in collaboration with ward to identify training needs of staff**



VILLAGE 25

servizz publiku

WELCOME

servizz publiku

VILLAGE

Mappa Digital

Mappa Digital

# **Patient & Stakeholder Involvement In Patient Care**



## **Action for Breast Cancer Foundation**

**-Work closely with health service and patient**

- Advocate for patients**
- Provide Specially designed equipment**
- 15 Free Psychological support sessions to patient ,+ / Family members**
- Funded Oncotype DX cancer assay(Now mainstream)**
- Funded Scalp Cooling devices /cold**

Grazzi

Go Raith Maith Agat

Thank You