

POSTER ABSTRACT

Using SF-36 survey to facilitate the redesign of home care services in chronic patients in a primary care setting

17th International Conference on Integrated Care, Dublin, 08-10 May 2017

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Introduction: Healthcare providers are currently struggling on how best to address the variety of care services demanded by an ageing population. Economic and workforce constraints characterise a risk adverse environment that hampers innovation in work practices. Relying on simple well accepted tools might be a way of moving teams to a comfort zone where changes can happen more naturally.

Within the population based integrated care policy defined by the Catalan Health Care Plan for the period 2016-20, our Primary Care Centre (located in the Northern part of the urban area of Barcelona) is developing a strategy to redesign the care provided to complex chronic patients. This strategy is to be guided by patients' health-related quality of life.

Aims: Our objective is to develop a comprehensive chronic care strategy that values patients' needs as the guiding principle to redesign current and future services. The vision is one that incorporates all the professionals in the process of change.

To achieve this objective we have considered the use of the 36-Item Short Form Survey (SF-36) as a valuable tool to guide our teams in redesigning care services better attuned to patients' needs. The survey enjoys worldwide acceptance and we think it might prompt new ideas and facilitate understanding among healthcare professionals challenged with the need to redesign care services for chronic patients.

Methods: The initial step will be to redesign care for a group of complex chronic patients receiving home care services. This two-year project has two distinct phases: 1) Assessment of the health-related quality of life (HRQL) in a sample representative of the 400 patients currently receiving home-based care; and, 2) Designing the new home-base care services on the basis of the HRQL findings. This will be achieved through a set of iterative cycles involving a multidisciplinary team of professionals of the primary care centres that will act as team leaders for the deployment of the new services.

During the first phase, to be completed by April '17, the SF-36 survey will be administered to 100 individuals that are receiving home-based care services. The survey will be completed by the open question "What does matter you most regarding your life?" For this group of

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Individuals' information about the use of resources for the last year will be collected (outpatient visits –GP, nurses, social care, consultants-, telecare services, hospital admissions, long term centres admissions, A&E visits).

During the second phase, the iterative cycles will be taking place. These cycles will be using qualitative approaches to ensure that the team of professionals involved develop a whole group thinking that is process oriented, inclusive and participatory and stays focused on the patients' quality of life as guiding principle.

Data corresponding to the first phase will be presented and discussed at the ICIC'17 conference.

Keywords: sf-36 survey; home care; chronic patients; integrated care policy
