

CONFERENCE ABSTRACT

Building knowledge capacity among patients and healthcare professionals to strengthen coordinated care in Poland using the experiences of the Scirocco Exchange project

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Introduction: The obligation of integrated care was introduced in Poland on October 1, 2021 under the Act on health care services financed from public funds. Each healthcare provider should employ a coordinator who will be responsible for organizing patient care. In 2018-2021, a pilot of coordinated care – POZ PLUS in 45 primary care centers was carried out in Poland and covered a population of 300,000 patients. It was based on 3 pillars: primary health care, management of patients with chronic diseases and prophylaxis. It is carried out by a multidisciplinary team of doctors, nurses, coordinators and other professionals.

Aims, Objectives, Theory or Methods: In order to build the potential of knowledge about integrated care for patients and medical professionals, the process of identification, planning and implementation of knowledge was used, formulated according to the principles set out in the Scirocco Exchange project. Interviews and focus studies were conducted with patients to determine their level of knowledge about managing their own health. Similar studies were conducted with the employees of healthcare providers to determine what they need to better coordinate patient care. Additionally, a review of available literature, good examples, educational materials and other media in English and Polish was carried out.

Highlights or Results or Key Findings: On the basis of the Scirocco Maturity Assessment of primary health care facilities, deficit areas were identified among service providers participating in the pilot of integrated care in Poland. Citizen Empowerment was identified as the area requiring the greatest attention and strengthening. In cooperation with the leader of WP Knowledge transfer of the Scirocco Exchange project, the Polish group developed the Implementation Plan of knowledge transfer in Poland, indicating the goals and actions to be taken. Identified the needs of patients and medical staff and other health professionals. Examples of educational materials and videos on nutrition, physical activity and rehabilitation were collected and presented. Many of them,

such as "8 Weeks For Health" or portal free diets, helped patients during the COVID pandemic. For people with chronic diseases, mobile applications have been developed to support their health self-management. The project of NHF Knowledge Transfer HUB was created.

Conclusions: Effective building of knowledge potential in the area of coordinated care requires the involvement of the National Health Fund as responsible for the implementation of the Scirocco Exchange Knowledge Transfer Plan in Poland. The consistency and effectiveness of the message depends on the cooperation of the National Health Fund with healthcare providers in Poland and international cooperation, consisting in meetings and exchange of know-how.

Implications for applicability/transferability, sustainability, and limitations: Knowledge capacity building may be extended to other health centers joining coordinated care in Poland. The NFZ Knowledge Transfer HUB portal can be connected with the Scirocco Exchange Knowledge Management HUB as well as other national HUBs and provide a platform for mutual cooperation between healthcare providers in Europe.