POSTER ABSTRACT

Kronik ON Programme - Multimorbid patients informal caregivers empowerment by online materials (Osakidetza - Basque Country)

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Introduction: Population aging and the increased number of chronic diseases push the healthcare systems to design and implement new strategies to improve the quality of services. These strategies require investment in ICT tools, promotion of patient empowerment in the management of their disease and a better integration of health and social care services.

Osakidetza Basque Health Services has implemented and scale-up the structured and standard corporate KronikON programme, target for individual empowerment of the multimorbid patient and their caregivers.

Aims, Objectives, Theory or Methods: The aim of this structured and standard corporate, on and offline, programme is together with the patient and/or caregiver to explore the latter’s knowledge of the pathologies that multimorbid patient suffers from, and detect which are the areas that need to be improved. This program has incorporated recently a session target to informal caregivers, oriented to education and empowerment in care and self-care. It seeks to improve their health through, self assessment, the acquisition of information, skills and tools necessary for proper self-management and early detection of situations that require support resources.

Highlights or Results or Key Findings: In Kronik ON programme informal caregivers new session, is focused to explain what it is to be a caregiver, signs and symptoms of caregiver overload, will be shared self-care recommendations, detected the needs and make awareness of existing services and/or resources for caregiver support. Throughout the session, the following contents will be addressed: (i) what it is to be a caregiver; (ii) information on overload, how it manifests itself, what causes it, recommendations for prevention; (iii) recommendations on life habits for self-care; (iv) symptoms and warning signs to take into account to control the situation and what not to forget, (v) information on health and social resources and support services available for caregivers and (vi) the self-assessment tool for identifying the overload.

All the materials developed are available in Osakidetza health system and online for all the citizen in the School of Health of Osakidetza (”Osasun Eskola”) website. https://www.osakidetza.euskadi.eus/kronikon-programa/-/persona-cuidadora/
**Conclusions:** Kronik ON programme offers attention to both conditions: patient and caregiver, empowering the self-management of the health of both, sharing tools, knowledge and skills to take care of themselves. Care that directed to caregiver is fundamental for the prevention and improvement of the caregiver's and dependent person's state of health.

**Implications for applicability/transferability, sustainability, and limitations:** The structured Kronik ON Program is a corporative program of Osakidetza Basque Health Service system multimorbid patient pathway focused to empower multimorbid patient. The new session developed by a multidisciplinary team composed specially by nurses from seven Integrated Healthcare Organizations (OSIs) of Osakidetza, will be offered to caregivers of these multimorbid patients from the Basque Health System.

Educational materials are available in the health system as well as a trainee course for all healthcare professionals.