

## **Recommendations to improve health care for people with chronic diseases**

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Key Messages:

- Recommendations were defined to support implementation of high-quality practices on health promotion, prevention, care management, education, and training.
- The recommendations constitute a tool for decision makers, health care providers and health care personnel to support implementation of good practices, and to improve, monitor, and evaluate the quality of chronic disease prevention and care.

Key words: chronic diseases, quality of care, diabetes

## **Abstract**

**Background** - The European Joint Action on Chronic Diseases and Promoting Healthy Ageing across the Life Cycle (JA-CHRODIS) was aimed to study the practices and policies related to chronic diseases in Europe, to promote and facilitate a process of exchange and transfer of good practices, for effective action against chronic diseases.

In the frame of the JA-CHRODIS, an extensive process was carried out to identify quality criteria and to formulate recommendations to improve prevention and quality of care for people with diabetes and NCDs in general.

**Methods** - RAND modified Delphi method was used to define the core quality criteria and recommendations. In summary, literature reviews were conducted on quality criteria and effective strategies on prevention and care of diabetes. The results were used to define the questionnaire for the Delphi process.

**Results** - As a result of the activities carried out for the definition of quality criteria, the following nine recommendations were defined: Design the practice, Promote the empowerment of the target population, Define an evaluation and monitoring plan, Comprehensiveness of the practice, Include education and training, Ethical considerations, Governance approach, Interaction with regular and relevant systems, Sustainability and scalability.

**Conclusions** - These Recommendations are general enough to be applied to any of the chronic diseases, and can be implemented in countries all across EU, irrespective of political, administrative, social and health care organization. They may constitute a valuable and practical tool to inspire and guide healthcare professionals and policy makers in their work for the promotion of healthy ageing as well as prevention, management and care of chronic diseases.

**Conflict of interest:** none

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