

## Integrated care for people with chronic wound

### General Hospital and Community Health Centre Novo Mesto (Slovenia)

### Abstract

#### Description & knowledge

Chronic wound management is complex, involving variety of stakeholders from different levels of healthcare and surrounding community. Organisation of care within and outside health care is often fragmented which reinforces communication barriers between health professionals (HPs) and between HPs and patients and their carers.

Slovene pilot action is based on the outcomes of the Analysis of healthcare system in Slovenia, the Resolution on National healthcare plan 2016-2025 and other important National documents that strongly support the need for integrated care.

#### Rationale

The intervention is guided by the principles of patient empowerment and patient centred integrated care.

Patient's role should be based on partnership with health professionals and treatment plans developed together according to patient's needs.

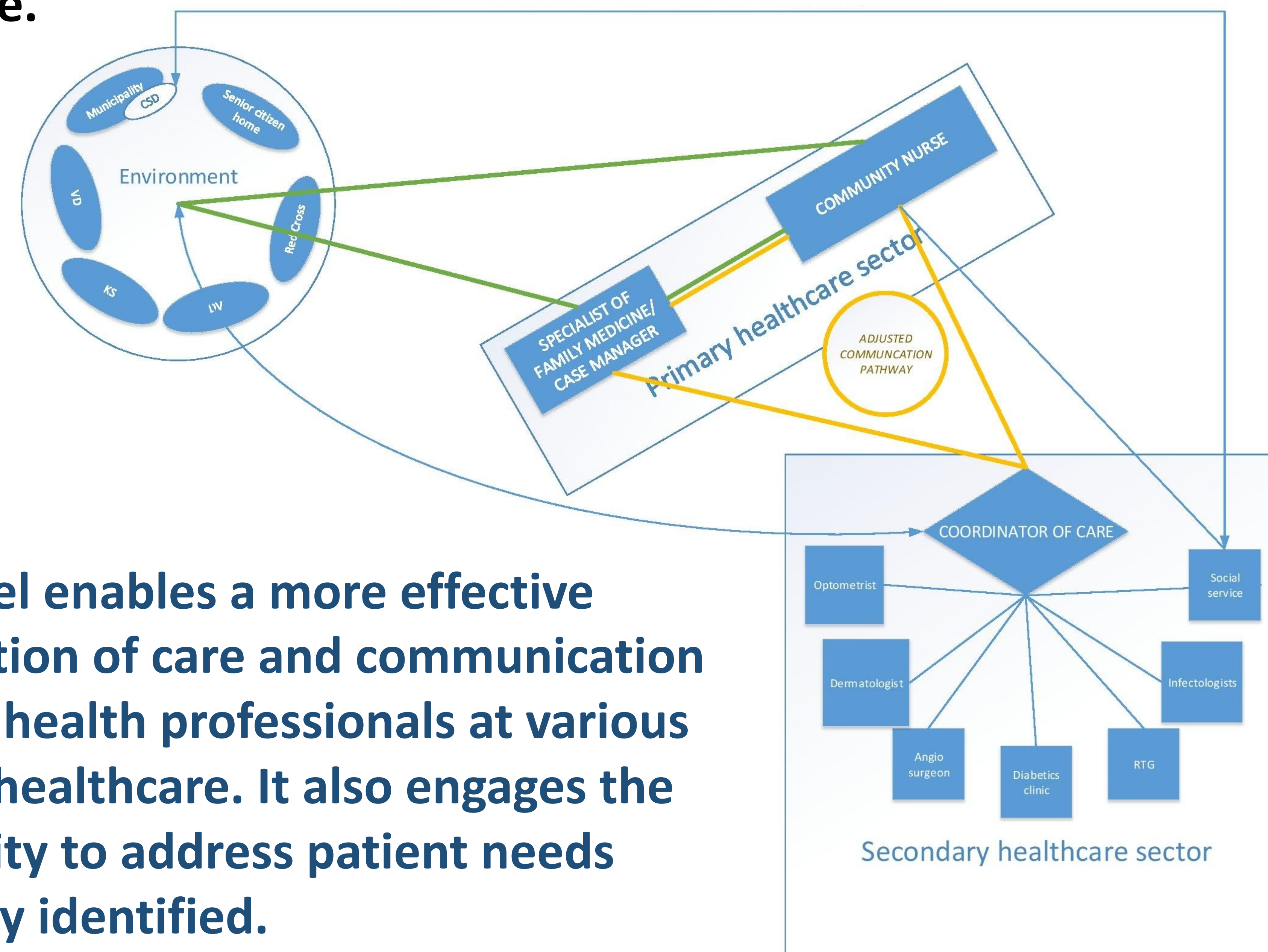
#### Specific aims

- Establishing a model structured by QCR (developed in the JA CHRODIS) and transferable to other domains of healthcare.
- Patient needs assessment.
- Active patient involvement in practice development.

#### Key performance indicators

- Meaningful and active involvement of patient representative(s) in LIWG.
- Patient needs assessment with patients participation.
- Development and implementation of Protocol of collaboration.
- Systemic and long term support by Ministry of Health and local stakeholders.

**Our institutions joined forces to establish new ways of collaboration between those who are (and could be) included in chronic wound patient care. We took chronic wound as a 'model condition' to help us developing a model of integrated care within and outside healthcare.**



**The model enables a more effective coordination of care and communication between health professionals at various levels of healthcare. It also engages the community to address patient needs previously identified.**



Picture 1 Patient representative Dušan Jukić expressing his views on patient's needs in healthcare in Novo mesto, Slovenia



Picture 2 Meeting of the Local implementation working group in Novo mesto, Slovenia



Picture 3 Gathering of the local stakeholders (municipality, general hospital, community health centre, Centre for social service, NGOs) decision-makers (MoH, National insurance institute), patient representatives and international Chrodis+ Study visit group in Novo mesto, Slovenia

### Enablers

- Motivated LIWG members and support from partner institutions.
- Information infrastructure that can improve collaboration between health professionals.
- Strong support from Ministry of Health

### Barriers

- The healthcare system is fragmented, it is "disease centred" and not "patient centred".
- Organisation of healthcare, budgeting and professional culture make integration of care difficult.
- Information is not systematically shared between HPs at different levels of care.

### Key messages

- Practice introduces a model of integration of care and is being developed according to the Quality Criteria and Recommendations.
- Patients actively participate in Local implementation working group and community meetings, and their needs are assessed.
- Practice promotes sustainability and scalability through support of the Ministry of Health.

### Acknowledgements

We are grateful to our members of the Local implementation working group for their enormous contributions, to supporters from the community of Novo mesto and proponents from Ministry of Health, National Institute of Public Health and National Insurance Institute of Slovenia who provide valuable ideas in pursuit of our common goals.