



Generalitat de Catalunya  
**Departament de Salut**

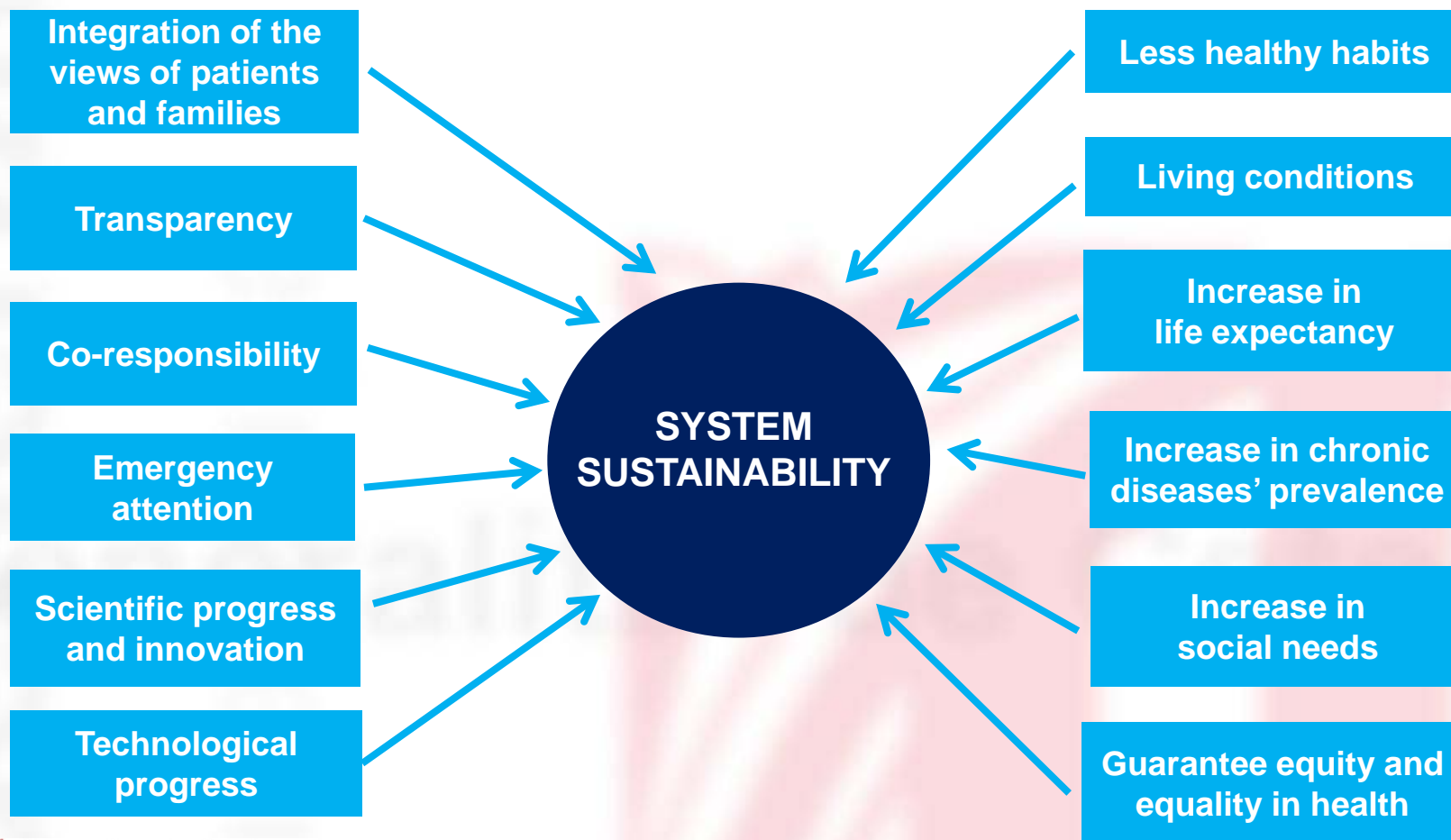
**Patient Advisory Council of  
Catalonia (CCPC):  
the voice of patients in public  
health policies**

Roser Vallès Navarro

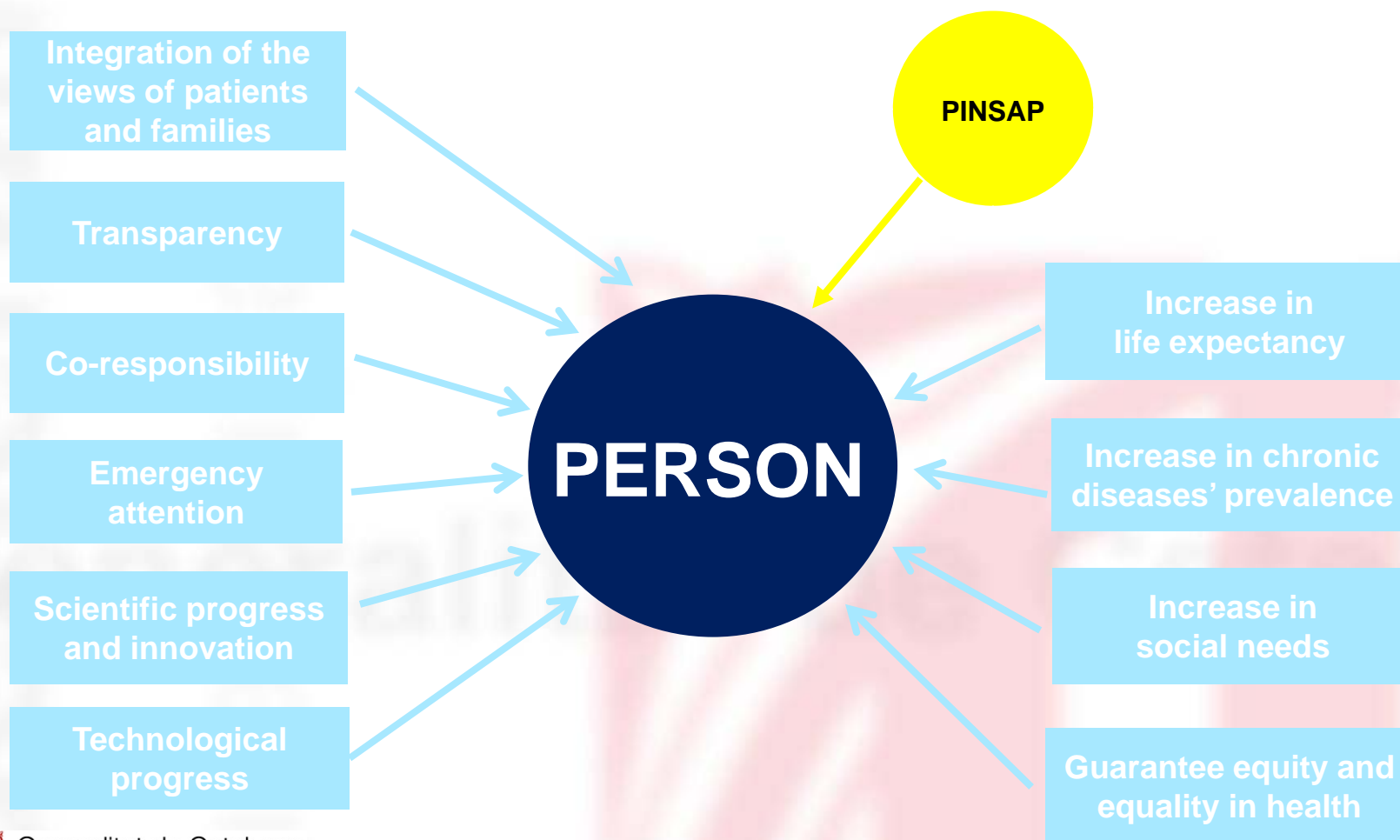
Director-General for Healthcare Planning and Regulation

Ministry of Health

## The context of Catalonia



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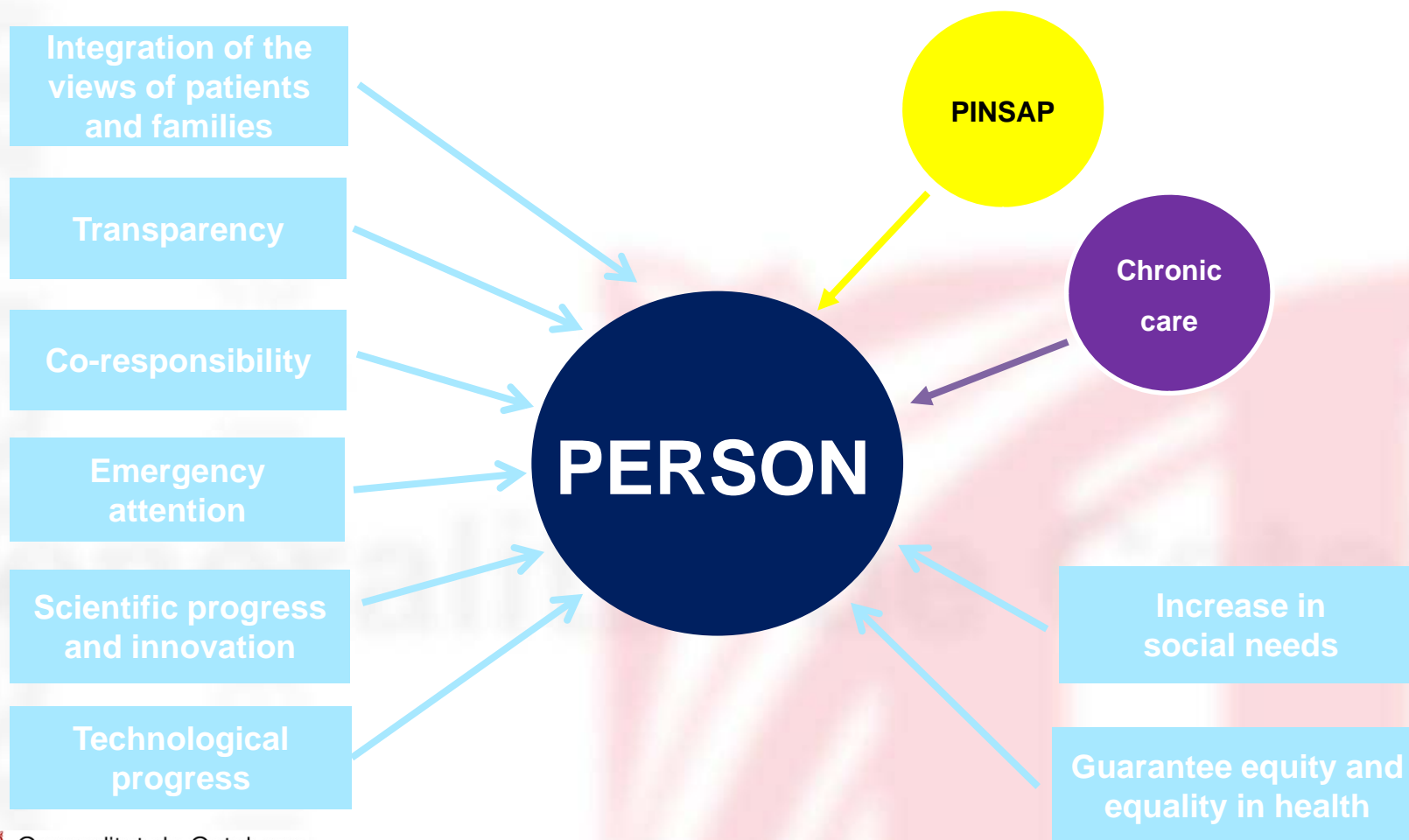
## Inter-ministerial Public Health Plan (PINSAP)

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- **Inter-ministerial** and **inter-sectoral** tool
- 2 axis, 14 scopes and 30 new actions:
  - ✓ **Axis 1:** Increasing good health years of population in Catalonia. Scope: mobility, agriculture, environment, work, town planning, housing, education and leisure, health system, social policies.
  - ✓ **Axis 2:** Adding a health point of view when public policies design and assessment
- **Physical activity, sport and health (PAFES), AMED project and FitJove project** are some examples



## The context of Catalonia





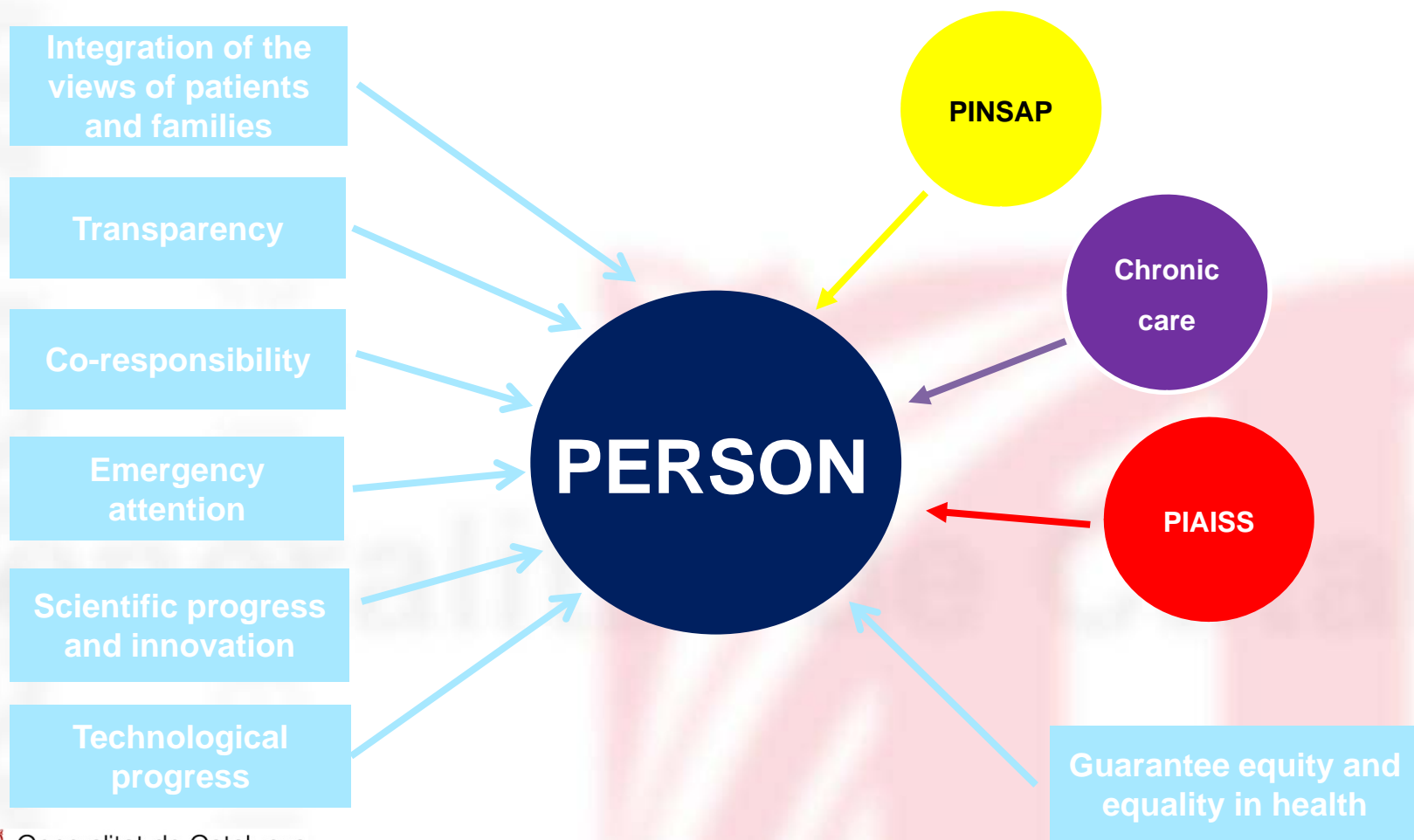
## Chronic illness care and prevention Program (PPAC)

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- Closer attention, individual and with better results
- **Assistance routes:**
  - ✓ Same criteria as the clinical good practices and better coordination among professionals
  - ✓ 4 assistance routes (100% coverage): type 2 Diabetes, heart failure, chronic bronchitis, depression
  - ✓ 3 new assistance routes (2014-2015): chronic kidney disease, dementia, atrial fibrillation
- **Catalonia Expert Patient Program:** more than 4.500 patients managing better their illness.



## The context of Catalonia





## Inter-ministerial Social Health and Healthcare Services and Interaction Plan (PIAISS)

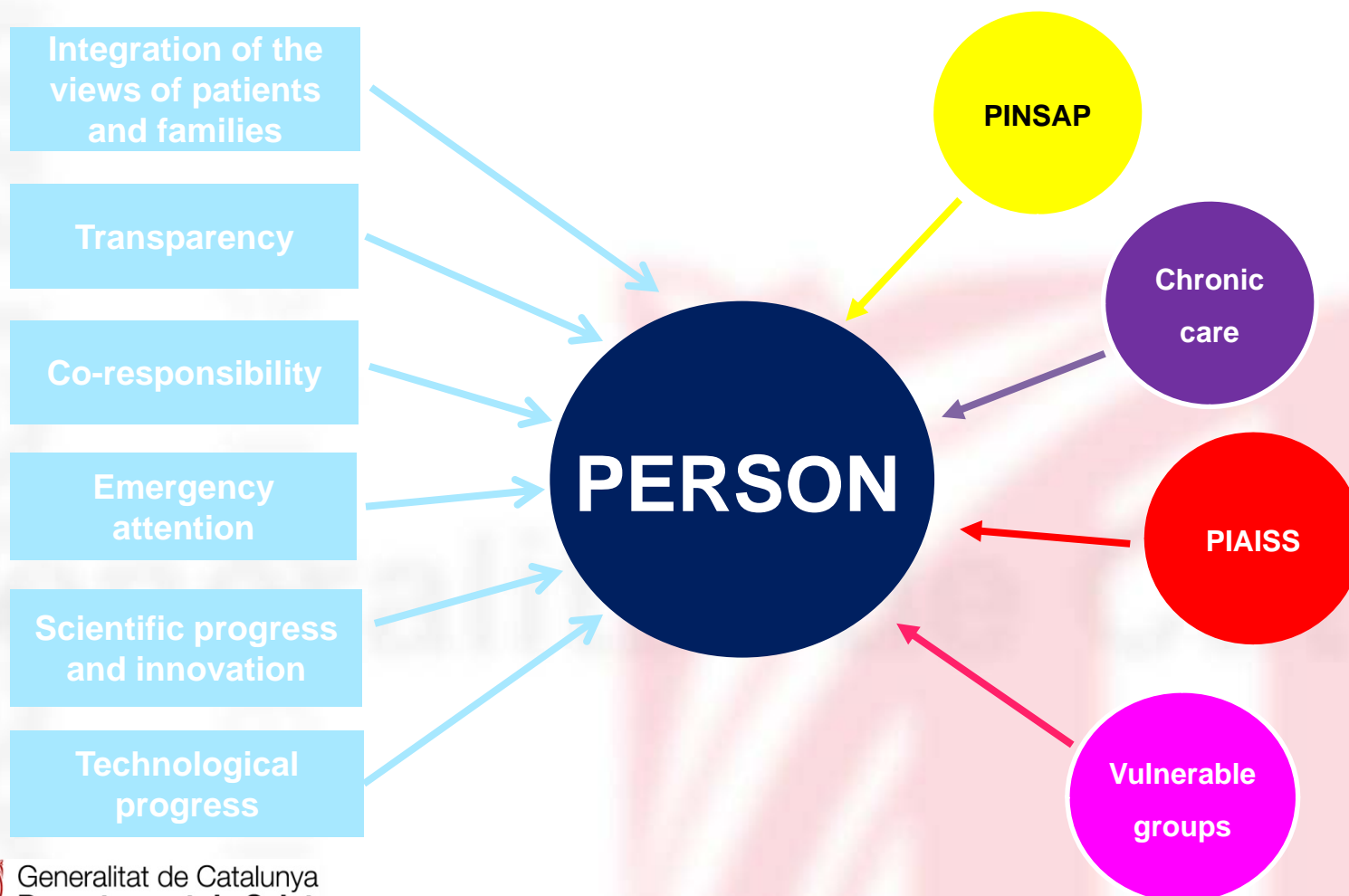
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- Transformation of the social and healthcare model to:
  - ✓ ensure comprehensive, **person-centred care**
  - ✓ be capable of **responding to patients' needs**
- Comprehensive social and health care as a **model of innovation**
- Shared, safe, quality information systems
- Community-based care, close to people's homes
- Shared use of resources, without replication
- Rationalization of the least cost-effective resources





## The context of Catalonia





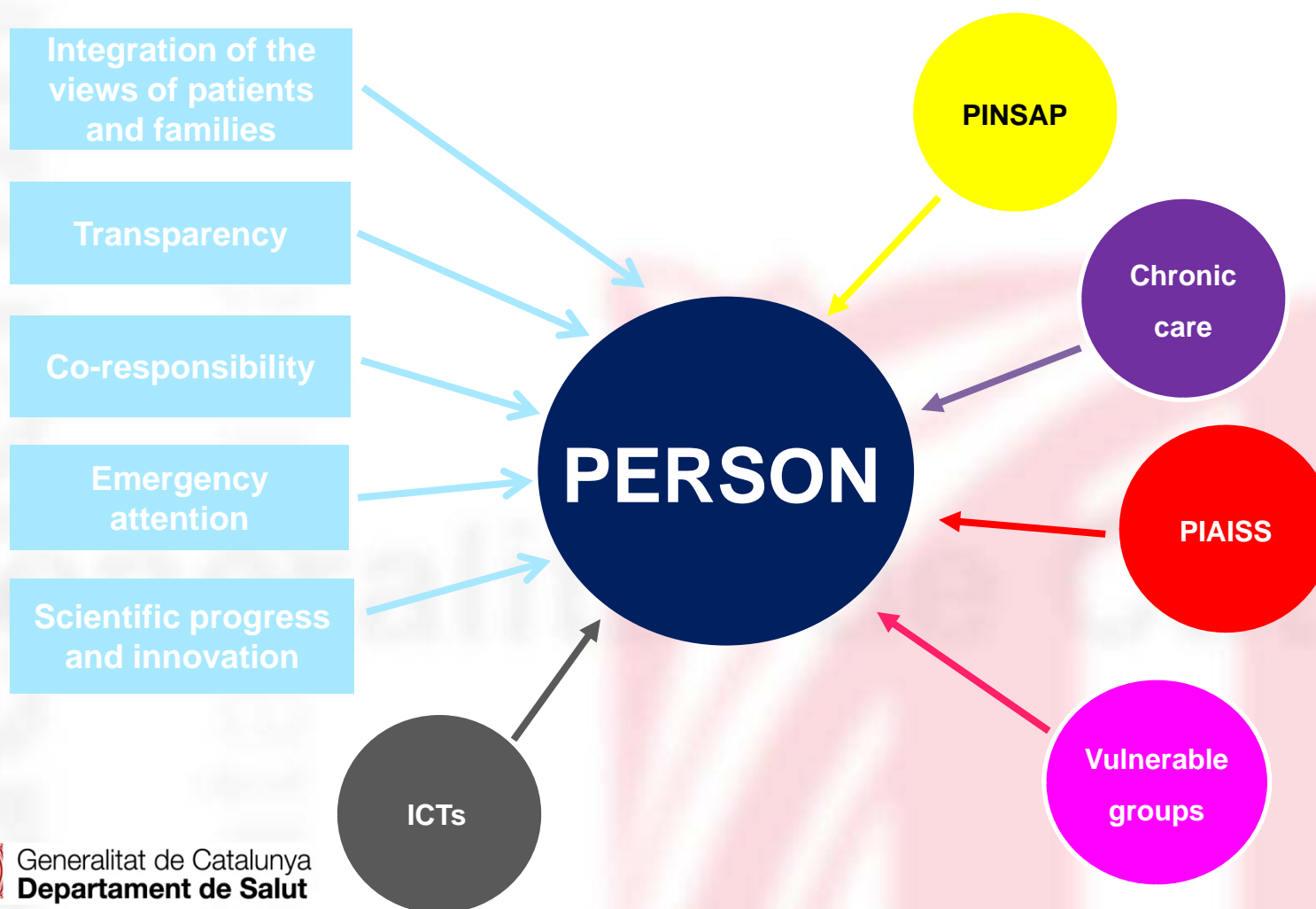
## Attention to vulnerable groups

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- Vulnerable groups  inequalities in healthcare
- Targets:
  - ✓ Reduce inequalities in healthcare
  - ✓ Guarantee equity all over the country
  - ✓ Guarantee equity to all the citizens
- **The Crisis and Health Observatory** was created
- Collaboration with **third sector organizations**
- Targeted interventions: old people, mental health, immigrants, gender-based violence, homeless people, etc.
- A model to **minority illnesses attention.**



## The context of Catalonia





## Use of IT tools

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- IT tools as a change tool to achieve a **new care model**.
  - **Shared clinical history (HC3)**
  - ***C@tSalut La meva Salut***:
    - ✓ Digital environment, personal and non-transferable to check your clinical history
    - ✓ Allows citizens to have access to their personal health information and use it in a confidential and safe way
    - ✓ Allows electronic administrative processes





## Use of IT tools

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- ✓ **Enables participation and co-responsibility** of citizens in prevention and cure of their health

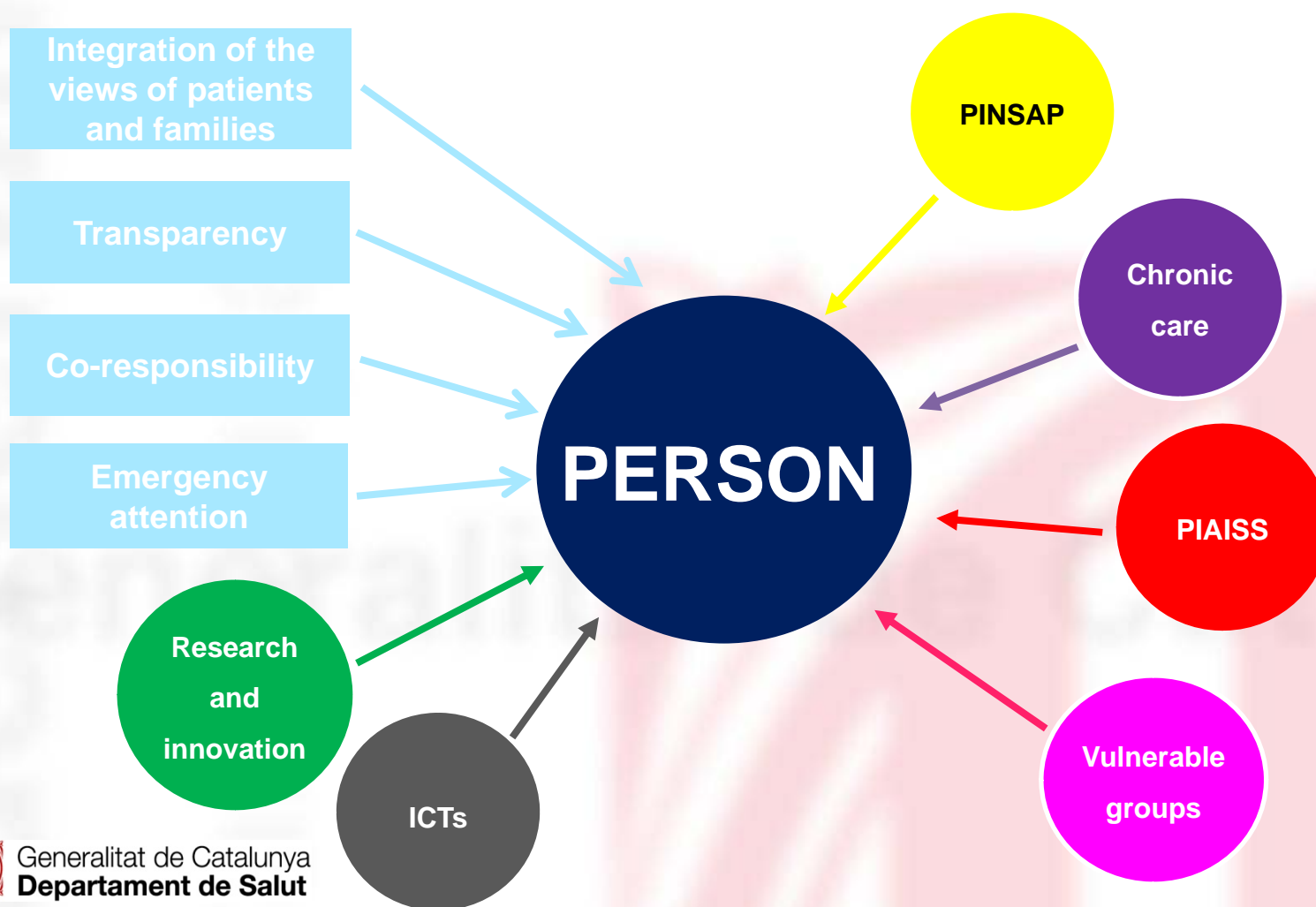


**Citizen becomes:**

- + autonomous**
- + responsible**
- + participative**

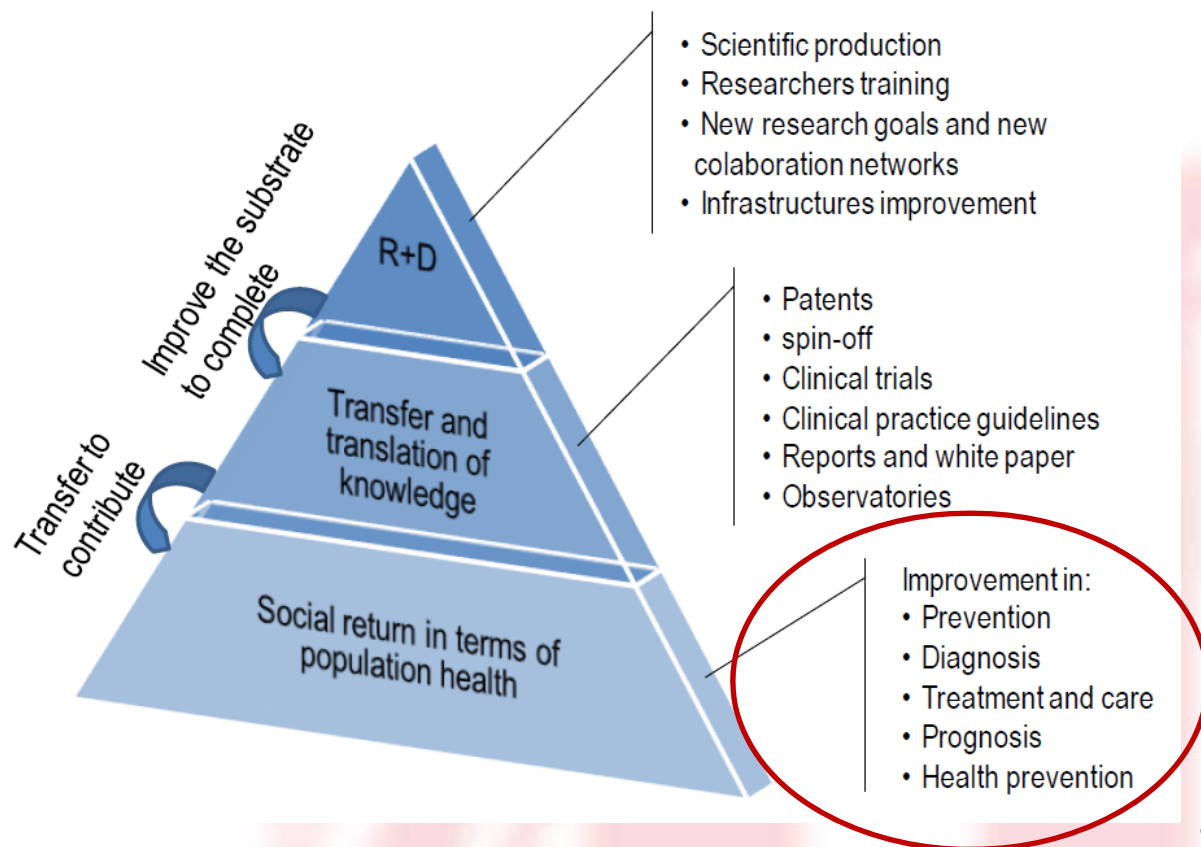


## The context of Catalonia

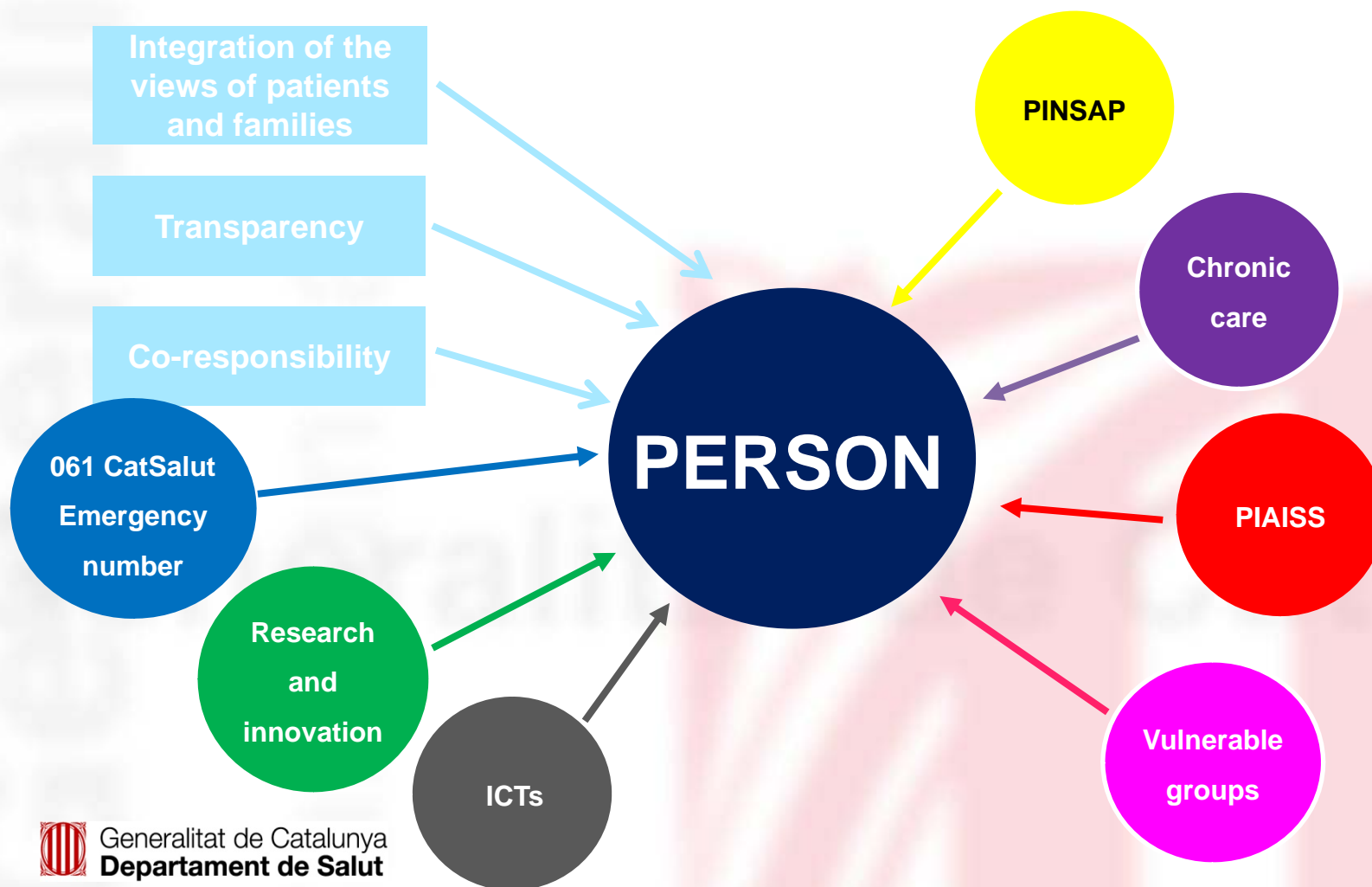


## Strategic Plan for Innovation in Health Care 2012-2015

- The **policy's impact on the population's health** should be measured:



## The context of Catalonia







## ***061 CatSalut Respon* and medical emergencies**

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- Emergency service “*061 Catsalut Respon*” consolidates as:
  - ✓ A door for the citizen to interact with health system
  - ✓ A health emergency system, that has become a reference in Europe in quality and response time.
- *061 CatSalut Respon*
  - ✓ 24 h working , 365 days a year, 5000 alerts per day, 45% solved by phone
  - ✓ Simultaneous translation service by phone for citizens and health professionals
- APP 061





## ***061 CatSalut Respon and medical emergencies***

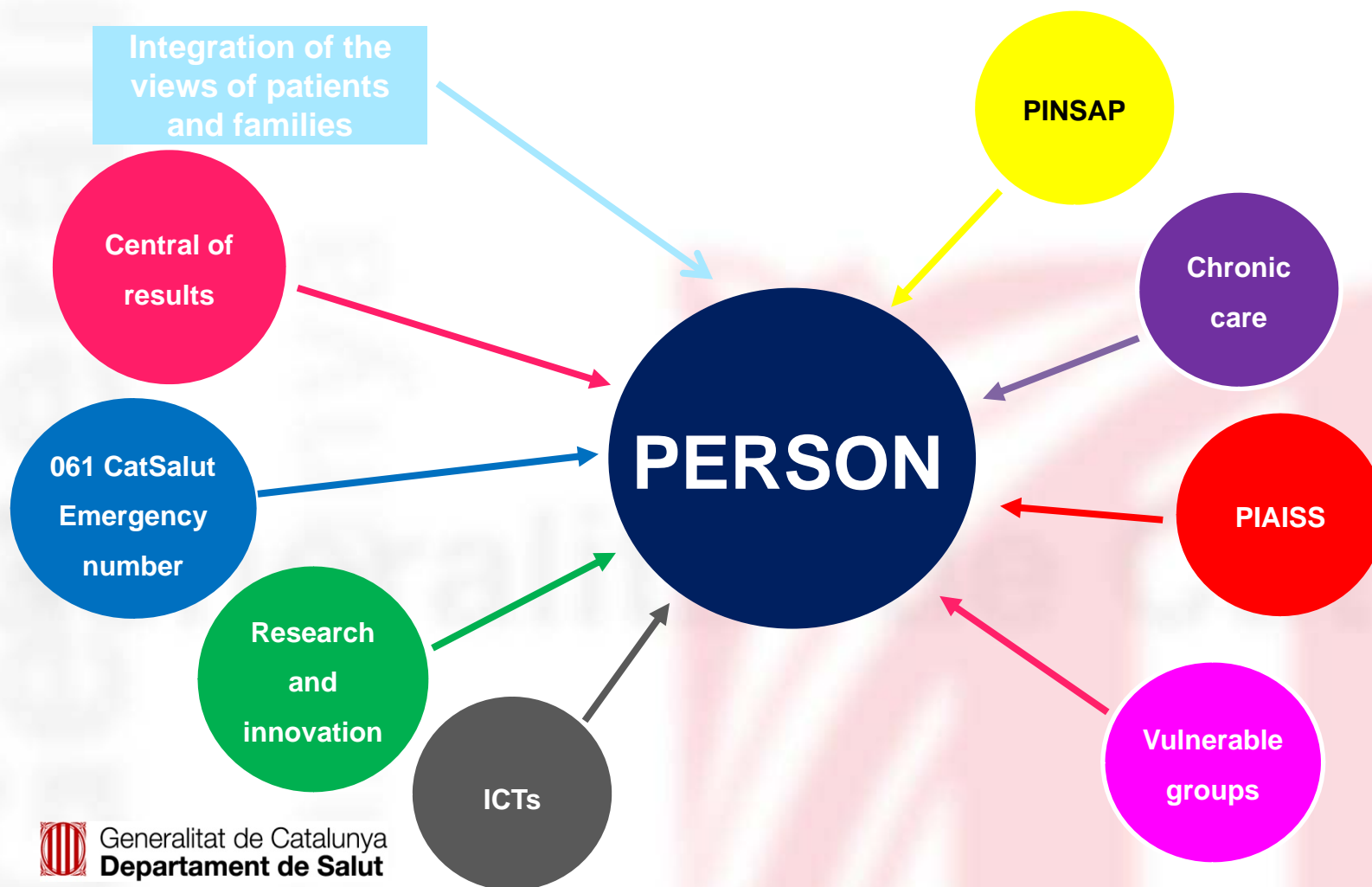
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- **Activation codes**, integrated model for emergency calls
  - ✓ Heart attack code, stroke code, risk of suicide code, patients with trauma code
- Primary health care, hospital network and SEM (Emergency Medical System) are **key elements** for the country medical emergency system



## The context of Catalonia

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## Central of results

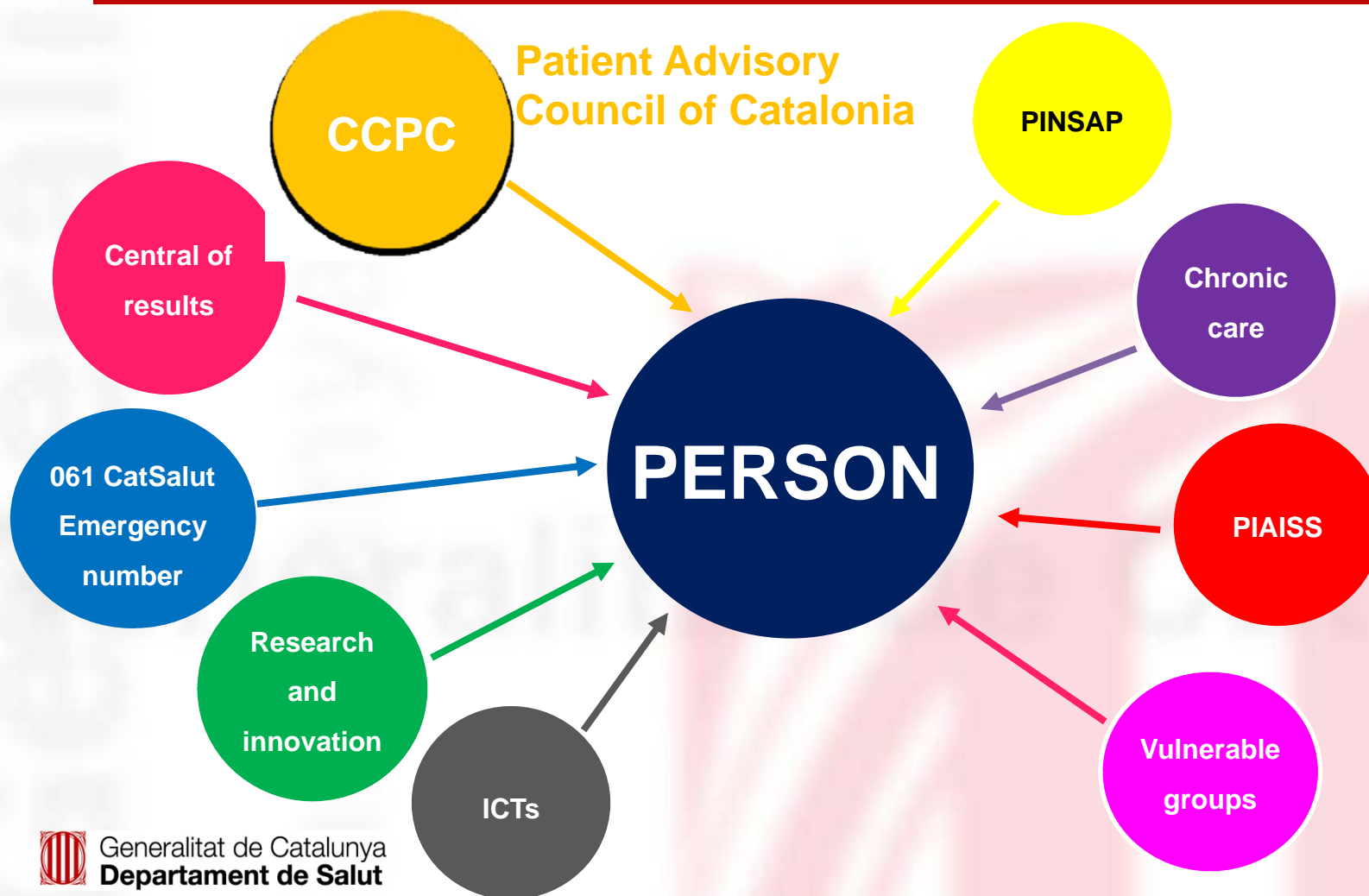
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- **Measures, assesses and disseminates information** obtained in healthcare:

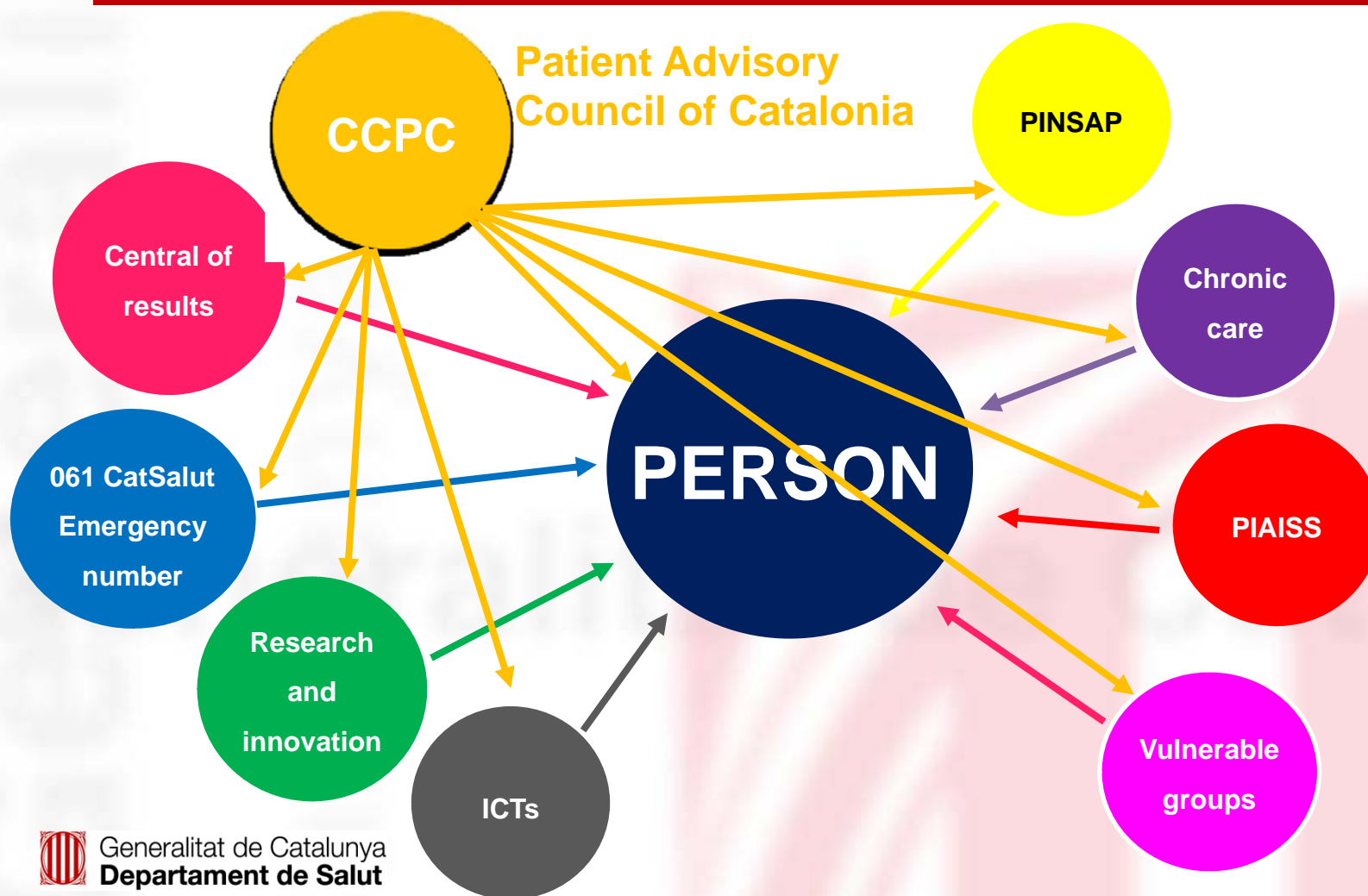
- ✓ Hospital networks
- ✓ Primary healthcare
- ✓ Social and healthcare centres
- ✓ Mental health and addictions
- ✓ Health research centres



## The context of Catalonia



## The context of Catalonia



## Patient Advisory Council of Catalonia: the voice of patients in Catalonia

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- In 2012, a permanent body for patient consultation and participation was formed

- Comprised of: patients, relatives and administration

↓  
**Innovation**

- The Chairman of the Patient Advisory Council of Catalonia is the Minister for Health

Consell Consultiu de  
**Pacients**  
de Catalunya





## Patient Advisory Council of Catalonia: the voice of patients in Catalonia

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- In October 2013, the Government of Catalonia asked the Patient Advisory Council of Catalonia to design and implement a **Strategic Plan for the Participation of Patients in the Catalan Public Health System 2013-2016**.



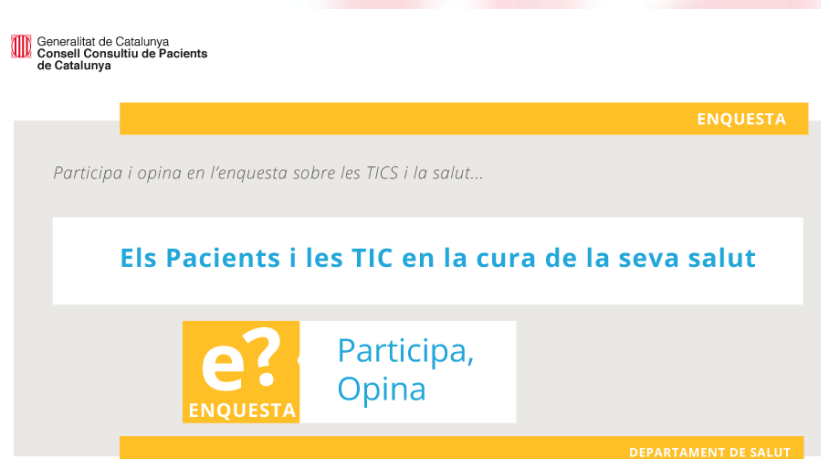


## Patient Advisory Council of Catalonia: main actions and results

### A. Joint decisions



### B. Survey: “The role of patients and ICT in your healthcare”



# Patient Advisory Council of Catalonia: main actions and results

## C. Annual cycle of talks on bioethics

Generalitat de Catalunya  
Consell Consultiu de Pacients  
de Catalunya

16 DE DESEMBRE DE 2014 - DEPARTAMENT DE SALUT

*IV Sessió del Cicle de xerrades formatives sobre bioètica  
als pacients, del Consell Consultiu de Pacients de Catalunya*

**El consentiment informat en la pràctica**

Ponent: Marc A. Broggi

**16**  
DESEMBRE  
DE 11:00 A 13:00

Vine  
a reflexionar

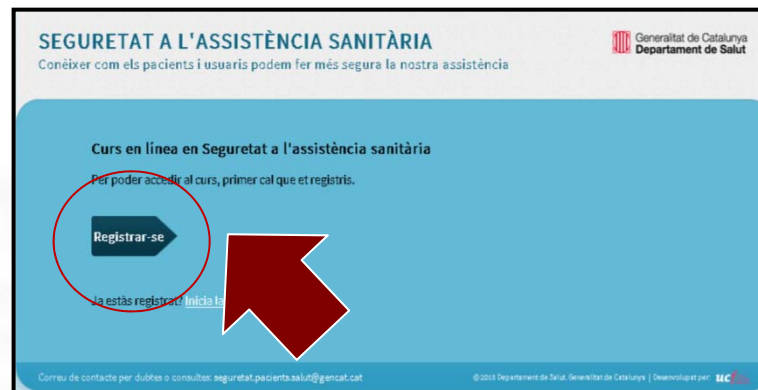
SALA D'ACTES DEL DEPARTAMENT DE SALUT  
Travessera de les Corts, 139-151. Barcelona



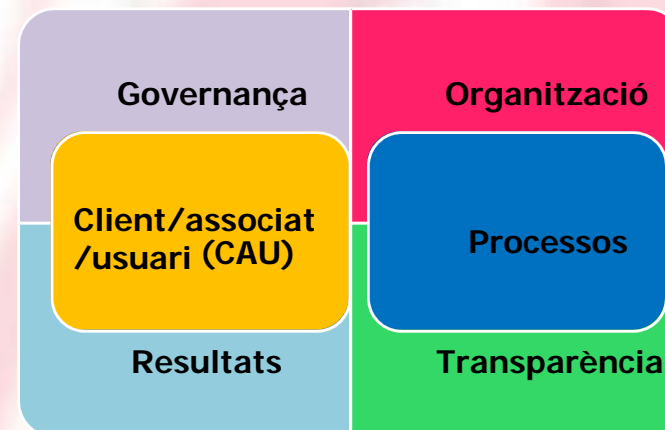


## Patient Advisory Council of Catalonia: main actions and results

### D. Patient safety course: "Safety in healthcare"



### E. AVENÇ project: Self-assessment guide for the management of patient organizations in Catalonia.





## Patient Advisory Council of Catalonia: main actions and results

### F. Reply to special needs:

- Support and promotion of the “**No puc Esperar**”, ACCU Catalunya and Hospital Universitari Josep Trueta Girona
- **Braille card** for visually disabled people
- **Cuida'm card** for vulnerable people that need special care





## Where are we going?

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- Increase the active participation of patients in health policies and their relation with the system:

### From monologue to dialogue

- Provide **clear information, that is comprehensible and useful for citizens**
- Without information and education **there is no knowledge**, and without knowledge **there is no decision-making ability**



## Where are we going?

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- Making health policies **for patients with patients**, based on participation and transparency principles



Increase in participation that leads to:

- ✓ **Improve the quality of care**
- ✓ **Recognize decisions made**
- ✓ **Promote trust in health services**
- ✓ **Tackle inequalities at the level of health and opportunities**
- ✓ **Promote actions at individual and community level**
- ✓ **Increase patients' responsibility and involvement**



## Where are we going?

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- This cultural shift is only possible if relations are based on **transparency** and **trust** between:

- ✓ Administration
- ✓ Patients, relatives and entities
- ✓ Professionals



## **Where are we going?**

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**WE CAN AND WILL DO IT.**  
**WE WALK TOGETHER**

Consell Consultiu de  
**Pacients**  
de Catalunya





Generalitat de Catalunya  
**Departament de Salut**

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**@consellpacients**