CONFERENCE ABSTRACT

Paziente Bizia-Active Patient on line, a valid and effective resource for empowerment in health

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Since 2013, it has been developing its own methodology adapted to the needs of the environment, its main objective is to increase the empowerment of people living with chronic diseases and/or carers, through training workshops on self-care and disease management, seeking to enable them to better understand the disease, take responsibility for their health and participate in shared decision-making.

(2018) In response to the incompatibility of timetables and geographical dispersion, a new online environment is being piloted that allows any point in the Basque Country to be reached centrally, in real time, training without the use of infrastructures and travel.

(2020) Covid-19 forces the cessation of face-to-face training, transferring it to digital format.

Aims, Objectives: Through digital channels, to give continuity to the programme, maintaining its clinical effectiveness. And to provide an environment that favours adherence and digital literacy of the agents involved as an innovative part of their self-care.

Material And Method: Paziente Bizia-Paciente Activo is developed through workshops run by peers (previously trained), in group sessions and on a weekly basis. In addition to basic knowledge about the illness, work is done on healthy lifestyle habits, emotional management, sexuality, symptom management, as well as skills that will help to better control health; the establishment of action plans, problem solving, communication techniques, stress control techniques and shared decision making. The method is accompanied by educational material.

The online modality is built on successful community and internet-based programmes, developed by SMRC, involving people with basic technological skills.

The face-to-face offer is transferred, maintaining its format (content, duration and frequency) to a videoconferencing platform integrated in Osakidetza.

In addition to basic training, all the agents involved are provided with a guide to facilitate access and navigation in the digital environment.
Results – Highlights: Increase in the number of participants who are aware of the programme through social networks and corporate digital media (88%).

Digital training of 32 monitors/facilitators and 358 users.

With respect to the face-to-face format: access by a younger population, a significant increase in the completion rate (88%), and 76% say they feel more empowered to control their disease, rating the use of the tool with more than 4 out of 5 in all items.

All stakeholders were involved through explicit comments and responses, analysis of the use of the environment, satisfaction surveys and feedback on the programme.

Conclusions: The digital format is satisfactory and useful. New technologies enable access and continuity of the programme, bringing it closer to a wider population, including younger people, increasing the completion rate, and providing a digital solution to self-care and empowerment.

Implications For Applicability And Limitations: There are limitations that prevent access to the digital format, such as lack of computer literacy and appropriate devices, mainly among older people.