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Name of the University, Hospital, Research Institute, Academy or Ministry

Pontificia Universidad Católica de Chile

Name of the Division, Department, Unit, Section or Area

Escuela de Enfermería Pontificia Universidad Católica de Chile

City Santiago

Reference Number CHI-19

Title WHO Collaborating Centre for Health Services and Nursing Development for Noncommunicable Disease Care

Report Year 04/2012 to 04/2013

1. Please briefly describe the progress made in the implementation of your agreed workplan as WHO collaborating centre during the past 12 months (or the reporting period listed above). Please report on how each workplan activity was implemented, if any outputs have been delivered, if any results have been achieved and if any difficulties have been encountered during this time. If an activity has previously been completed, has not started yet, or been placed on hold, please indicate this.

#### Activity 1

Title: Improvement of chronic disease management in Latin America: Adaptation, translation dissemination, and implementation of an evidence-based training program for ambulatory care teams.

Description: Description: This course will introduce health care providers to ways in which health systems can be reoriented to provide better care to people living with chronic conditions. The course is appropriate for health professionals involved with chronic disease management and quality of care at different levels of the public health system. It will introduce participants to ways in which health systems can be reoriented to better manage chronic conditions. Participants will learn about health care models that include essential aspects of chronic disease management, such as organization of the health system, clinical information systems, and patient self-management support, community services and linkages. This is a blended learning program which allows the participant healthcare teams to develop a project which will improve the care of clients in their local ambulatory care clinics. (<http://new.paho.org/hq/dmdocuments/2009/ebcic-booklet.pdf>)

Up to date, the original course directed by Dr. Alberto Barceló, which was translated and adapted as "Evidence Based Chronic Care: a clinical-administrative need", has been offered in three instances (August and December 2011, and November 2012). A total of 300 professionals working in cardiovascular health programs at outpatient centers in the center and south of the country, have participated in this training.

In addition, during the year 2012, a new version of the course, with additional contents was offered, in response to a special request done by the trainees from 2011. This training called "Teams that care about themselves-Strong teams: a resource for Chronic Care in Primary Health Care", seeks to identify strategies that strengthen the implementation of the model of chronic care. This South East Metropolitan Service funded the participation of 126 people.

For this year, the collaborating center has the goal of establishing this program as part of the continuum education courses available permanently at the School of Nursing, emphasizing its dissemination in Latin American countries ideally in a more innovative modality that needs to be developed. Today, all courses have been offered by special requests.

#### Activity 2

Title: Innovation sites for chronic condition management: Training of selected health care teams from different regions of the country for the implementation of comprehensive chronic care in ambulatory settings.

Description: Socialization and support in the implementation process of demonstration/Innovation sites designed to improve the quality and continuity of care of people with non-communicable diseases (NCD). These sites are strategically located in different regions of the country to promote and facilitate the dissemination of a new model of care for people with chronic conditions.

During the year 2012, two centers were identified as Innovative demonstration centers for managing chronic conditions. This was possible through the follow up and permanent feed back offered by the WHOcc team to the trained teams. The identified centers and what they have accomplished:

-San José Hospital, Coronel Commune (IX Region in the South): they establish as their main objective to increase the evaluation coverage of diabetic foot. Focusing on continuum improvement, in the first cycle they detected a problem with the reports of the evaluation of diabetic foot, from this, they identified all factors related with the problem. In the next cycles, they worked on solving identified problems reaching improvement in the coverage of the evaluation of diabetic foot.

-Family Health Care Center Los Volcanes, Chillán Commune (VIII Region in the South): they identify as the main problem, patient absenteeism to the cardiovascular health care program appointments. They implemented a pilot intervention with a group of uncompensated diabetic patients who did not show up for their appointment. A paramedic was assigned to centralize all patient information in coordination with the Ministry of Health through the Program Salud Responde (Health Answers), assigning and information patients about their scheduled appointments. In addition, they incorporated encounters with a professional in the field of chemical pharmacy, who provided a customized appointment to each patient, with emphasis in the pharmacological management. These interventions helped reached improvement in treatment adherence and metabolic compensation of the clients. For this coming period, our WHOcc agreed with the South East Metropolitan Health Service to follow up and evaluate all groups trained during 2011-2012, and evaluate the implementation of the Model of Chronic Care. For the second semester 2013, a seminar is planned to show the successful experiences of the implementation of the model. This will facilitate the identification of the new demonstration centers.

Besides, the WHO cc will continue to seek training instances in the north part of our country and identification of demonstration centers in that geographic area. This will be coordinated with people in charge of the area of chronic care at the Ministry of Health.

#### Activity 3

Title: Latin American Research and Innovation Network for Self-care Support of Individuals with Chronic Conditions and their Family Caregivers. (RIA)

Description: Coordinate, broaden and keep updated the Website RIA (Red Latinoamericana de Investigación e Innovaciones para el Autocuidado de personas con condiciones crónicas de salud y sus familiares cuidadores) and establish links with other networks with shared objectives [www.riauc.cl](http://www.riauc.cl)

The Latin American Network for research and innovation for the Self care of people with chronic health conditions and their family care givers' website ([www.riauc.cl](http://www.riauc.cl)) was updated three times during the year 2012. Dissemination of the three main WHOcc activities was done through RIA: course "Evidence Based Chronic Care: a clinical-administrative need" and "Teams that care about themselves-Strong teams: a resource for Chronic Care in Primary Health Care", and the International Symposium for Self Management.

In addition, we participated in two meetings through Elluminate with other Nursing and Midwifery Collaborating Centers from PAHO (PANMCC).

For this year, the center will seek to optimize the use of RIA, we estimate that we have not worked enough on its activation. In order to do so, before finishing the first semester of 2013, we will update the RIA participants' information in the database and we will send information about the planned activities. This process will be done parallel to updating the website.

#### Activity 4

Title: Updated publications on prevention and care of people living with chronic conditions available on the WHOCC's website.

Description: Link RIA with the WHOCC website

So far, we have not established the link between RIA and the WHOcc website. This will be done after the RIA website is updated.

#### Activity 5

Title: Distribution of selected articles on prevention and chronic care: A contribution to nursing practice in Latin America.

Description: Select and distribute periodically information regarding the prevention and care of people living with chronic conditions through regional list-serves, such as ENFAMERICAS and . Nurses Associations in Latin America.

This activity was planned for the period 2013-2016; starting the second semester of this year, a plan will be established to reach the goal. We evaluate establishing a link between RIA, Enfamerica and nursing associations in Latin America, connection that will be the center of the plan for this year. As a WHOcc we are collaborating with PANMCC, compiling information about the contribution of different nursing WHOccs. This is currently conducted and we are responsible of center in the area of chronic conditions.

#### Activity 6

**Title:** Self-management and decision support training for health care teams caring for people with chronic conditions: International symposium developed in collaboration with PAHO/WHO Chile

**Description:** Share experiences and state of the art of effective strategies to provide self-management and decision support to people with chronic conditions with participation of Dr. Kate Lorig (USA), Dr. Shirley Moore (USA), and Dr. Cornelia Ruland (Norway).

October 25th and 26th of 2012 an international symposium was organized "Support for self-management: key element in caring for people with chronic conditions". Eighty-one attendees from Ecuador, Colombia, Brazil, Mexico, and Chile positively evaluated the activity.

Experts from different countries participated lead by Ilta Lange, past director of our center: Cornelia Ruland (Oslo University Hospital), Kate Lorig (Stanford University), and Shirley Moore with Elizabeth Madigan (Case Western Reserve University-WHO-CC in Home Care).

This activity received support from PAHO, Roche laboratories, and Pontificia Universidad Católica de Chile through the Office of research and doctoral programs.

#### Activity 7

**Title:** Self management support: Face-to-face and e-learning programs for health care providers who work with populations with chronic conditions. (2012-2013).

**Description:** Formal course with 4 modules to train health care providers on self-management support for people with chronic conditions or risk factors to develop them.

The center team is currently finalizing the first version of a Diploma on chronic conditions, to be offered by the School of Nursing through the department of continuum education. This program is planned to be finalized, revised, and approved by the University authorities during the second semester of 2013, and offered formally for the first time in the first semester of 2014.

Contents of the program are:

- Epidemiology and management of non communicable chronic diseases.
- Innovative strategies for the care of people with chronic conditions and their families.
- Intervention projects for the strengthening self-management of chronic diseases.
- Motivational interviewing.

We expect to offer this Diploma in a b-learning modality.

#### Activity 8

**Title:** Competencies on E-health for nurses working with people with chronic conditions. International workshop.

**Description:** Practice telecare skills to incorporate them into clinical practice.

As a WHOcc, we participated in the fifth virtual encounter for nursing networks on "MHealth applications on nursing care for people and their families", organized by the nursing Informatics Network (WG NI IMIA LAC-UCentral y CIS), on April 23rd 2013.

For the year 2014 we plan on organizing a workshop on telecare and e-health for nurses as a preconference activity for the International Self care conference, to be organized by our center during the second semester of 2014.

#### Activity 9

**Title:** Translation of WHO nursing documents.

**Description:** Translation and adaptation of the following documents: SDNM, Global Standards for Initial Nursing Education, Nursing care for people with chronic conditions.

The past President of our WHOcc center, Ilta Lange, collaborated with Carmen Falconi to translate the document "Servicios de Enfermería y Obstetricia Directrices Estratégicas 2011-2015. This will be published as available material in the center's website. Translations have not been conducted this year, since the effort was put in the publication of the cited book. In the future we plan to support PAHO needs on this area considering available human resources.

2. Please briefly describe your collaboration with WHO in regards to the activities of the WHO collaborating centre during the past 12 months (e.g. means of communication, frequency of contact, visits to or from WHO). Please feel free to mention any difficulties encountered (if any) and to provide suggestions for increased or improved communication (if applicable).

3. Please briefly describe any interactions or collaborations with other WHO collaborating centres in the context of the implementation of the above activities (if any). If you are part of a network of WHO collaborating centres, please also mention the name of the network, and describe any involvement in the network during the last 12 months.

The international symposium "Support for self-management: key element in caring for people with chronic conditions".(October 25th and 26th of 2012) was co-organized with Shirley Moore and Elizabeth Madigan from Case Western Reserve University-WHO-CC in Home Care.

Our CC also participates frequently at PANMCC web meetings.