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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 04-2013 to 04-2014

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>)

The summer course "Evidence Based Chronic Illness Care " developed by PAHO and the University of Miami in 2009 was adapted to the Chilean context in 2011. Training courses have been structured since, considering the different requirements of primary health care teams, using this course as baseline.

Examples are:

- Redesign de Model of Chronic Care in Primary Health Care: towards a shared decision making (November, 2013).

- Evidence-Based Chronic Care: A Need and a Clinical and Administrative Challenge (December, 2013)
During November and December 2013 we offered 3 new training courses for multidisciplinary teams who work with cardiovascular patients (total 280 health professionals).

Most of the participants are working at primary health care clinics, and a few in the hospital setting that belong to the south eastern or northern health care services in Santiago, respectively. The result of this training course has been that each health care teams has designed a project that will contribute to implement the chronic care model in the cardiovascular program of the health institution where they are working.

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.

Due to rotation of the health care workforce in primary health care clinic, the demonstration sites that were implemented in the Southeastern Health Services have been weakened. A small number of health professionals have incorporated selfmanagement support as part of their professional role and still use telecare with specific patients to improve continuity of care. The rigorous follow up that has been done by the authorities of the southeastern health service and the yearly training activities provided by our Collaborating Center (CC) has allowed that the health care teams are identifying different strategies to improve coordination and continuity of care for the patients with chronic disease.

The Ministry of Health is aware of the effort that has been done in the South Eastern health Service and has invited some of the trained professionals to participate in national meetings to share their experience. Also one of the trained health professionals has been invited to Concepción to share their experiences and lessons learned. In this sense, there is a recognition that the South Eastern health Service is far more advanced in chronic care, however we cannot yet identify a specific health care center as a demonstration site where other teams could be trained.

We will follow up the implementation of chronic care projects by the trained health care teams of the northern health service, to identify potential demonstration sites.

In the south of Chile, the team from Coronel Hospital has (IX Region) has established a demonstration site in chronic care management. During July 2013, we participated in a training program organized by the Hospital of Coronel. The experience included a visit to the demonstration centers for a follow up and feedback instance. We received a thank you letter from the hospital director (September, 2013).

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

We have continued offering the Family Caregiver Program to a new cohort (2013-2014) for administrative and professional staff at our university who have to work full time and take care of a dependent significant other with a limiting chronic disease. We have established a network between the different cohorts of graduates of this program who provide peer support and contribute to strengthen the Family Caregiver Program for workers at our University. Linkages exist between the members of our CC who work in this program and faculty from the Universidad Nacional de Colombia who have a community based family caregiver program, with whom we share common goals.

The family care giver program has received recognition from the Rector of our University a special recognition from PAHO / Chile, as a good practice in health promotion. (October 2013)

This family care experience was published in 2014.

Herrera-López LM, Alcayaga-Rojas C, Torres-Hidalgo M, Funk Buntemeyer R, Bustamante-Troncoso C, Riquelme-Hernández G, et.al. Programa de apoyo al trabajador, cuidador familiar: fenómeno social emergente. *Aquichan*; 2014. 14(3): 430-439

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

During this year the RIA network has not been updated due to the retirement of two of the founding members of our Collaborating Center, who had close to 20 hours weekly dedication, each (Ilta lange and Mila Urrutia) The usefulness of the RIA network is in the process of being revised.

However we maintained networking activities with GCronico, the chronic care network of the National University of Colombia in Bogotá, with whom we share objectives. In September 2013, one of the member of our CC (Solange Campos) was lecturer at their meeting "Promover la salud y afrontar la cronicidad" which took place in Melgar, Colombia .

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.

We have written two documents related to chronic care for the Ministry of Health.

-2013 Chronic Disease Selfmanagement : A shared task between patients and health care team. (Adjudicación de la licitación N° 4127-1303-SE13 para documento MINSAL. Lange, I; Campos, S. Editores Iñiguez, S; Vargas, I. "Automanejo de Enfermedades Crónicas: Una tarea compartida entre usuarios y equipo de salud".)

- 2014 Educational interventions for patients discharged from the hospital after a myocardial infarction or stroke: An implementation Manual. (Manual de Implementación de Intervenciones Educativas para el Alta en Personas post Infarto Agudo Miocardio y Accidente Cerebro Vascular. Marcela González, Verónica Kramer, María José Bustamante, Claudia Alcayaga, Claudia Bustamante.)

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).

It was conducted during 2012, informed in Annual report period 2012-2013.

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.

We are in the process of designing a Certificate Program on Chronic Care (Diploma de Cuidados Crónicos) with a strong web component. To be able to respond promptly to the national training requirements in chronic care, we have invited national leaders in chronic care to become part of the teaching staff of our Collaborating Center. Among these leaders is Dr. Maria Cristina Escobar, who after being 25 years the head of the Department of Non Communicable Diseases of the Ministry of Health , recently retired and accepted to be part of our teaching staff.

Negotiation with the Director of the School of Health Sciences at Pontificia Universidad Católica (includes the schools of physical therapy, fono audiology, and nutrition) and the director of the School of Dentistry to design a continuing education program on chronic care for their faculty

To contribute with the Implementation of the Chronic Care model in the Cardiovascular Health Care Program, we participated in: Taller "Implementación del Modelo de Atención de Crónicos en el Programa de Salud Cardio-vascular", organizado por el Depto. ENT, Subsecretaría de Salud Pública, Ministerio de Salud de Chile, Santiago, Chile, Enero 2014.

This workshop was organized by the Department of Non Communicable Diseases of the Ministry of Health and the Panamerican Health Organization/ Washington. The complete team of our Collaborating Center was invited by the Ministry of Health to participate, and its purpose was that the Ministry of Health could prepare a manual with useful strategies to implement the chronic care model in the cardiovascular programs, with the recommendations of the expert participants who attended this workshop.

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.

Practical mentorship on telecare to incorporate this strategy into clinical practice.

Participation in Conference: "Telecare: The contribution of information technology for home care" (" Jornada Telecuidados: Aporte de las TICs Cuidados Domiciliarios") Central University , November 2013. Claudia Bustamante, lecturer.

We are organizing the el V Encuentro Internacional de Autocuidado e-Salud: Innovación para el cuidado (To be held on May 2015). We expect to cover the topic of E-health and the management of chronic conditions.

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.

Our CC (Ita Lange) translated SDNM and send it to PAHO (Dr Silvina Malvarez) However, later we were informed that our translation could not be used because there is a norm at WHO , that all translations of official documents have to be done by official WHO translators

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).

PAHO has been our partner throughout the year , for all training activities. We have had permanent contact with Dr Alberto Barceló, from PAHO / Washington who has collaborated with us in our training activities and we have collaborated with him in the review of different documents regarding chronic care and diabetes care which he has send us for feedback.

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.

With regards to PAHO representation in Chile, we have been in monthly contact with Drs Jacques Girard and later with Dr Roberto del Aguila , consultants in epidemiology and health promotion . They have been our technical advisors, and have participated in our training programs, in the inauguration sesión and often as lecturers.

We have had the best experience and support working with the PAHO consultants as well as with the Representatives at PAHO Chilean Office .

We have also had permanent contact with Dr. Silvina Malvarez at PAHO until she retired

We have also participated each year in the PANMCC meetings in Washington DC. (Panamerican Nursing and Midwifery Collaborating Centers) We met with Madeline Naegle, Director of the WHO Collaborating Center at the College of Nursing, New York University (August, 2013) and we keep the relationship with the Collaborating Center at the University of Miami.

4. Please briefly describe any type of technical, programmatic, advisory or other support received from WHO during the past 12 months for the implementation of the agreed activities listed above (if any).

Other Activities from our CC

Research Projects

- Satisfaction with telecare of patients with pre diabetes. Funded by School of Nursing. Principal Investigator: Claudia Alcayaga. March 2013-March 2014

- Health literacy to improve metabolic control and self efficacy in persons with type 2 Diabetes in Family Health care Center in the commune of La Florida : a controlled clinical trial. Xth FONIS-CONYCIT Contest. Principal Investigator : Claudia Bustamante December 2013-June 2015

(Ensayo clínico controlado de Literacidad en Salud, para incrementar la compensación metabólica y autoeficacia de personas con Diabetes Mellitus tipo 2 en CESFAM de la comuna de La Florida. X Concurso Fonis-Conycit. Investigador principal: Claudia Bustamante, Diciembre 2013-junio 2015

- Evaluation of cost effectiveness of comprehensive home visits for fall prevention in older adults (Evaluación de costo-efectividad de una intervención basada en visita domiciliaria integral para la Prevención de Caídas en Adultos Mayores Autovalentes.) Interdisciplinary Contest funded by the University Research Funds.

Coordinator: Claudia Bustamante. October 2013-October-2014