Skill mix and measures to provide continuity and coordination of care

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All health professionals should be educated to deliver patient-centered care as members of an interdisciplinary team, emphasizing evidence-based practice, quality improvement approaches, and informatics.

This approach is key to improve outcomes for people with chronic disease and more specifically for people with diabetes (pwd) given the complexity of the disease and the vast array of complications that can arise.
THE COMPETENCIES NEEDED FOR HEALTH CARE PROFESSIONALS

1. Provide patient-centered care
2. Work in interdisciplinary teams
3. Employ evidence-based
4. Apply quality improvement
5. Utilize informatics

Source: https://www.diabetes.ca/managing-my-diabetes/tools---resources/resource
CASE SCENARIO

DIABETES WARNING SIGNS

- frequent urination
- weight loss
- lack of energy
- excessive thirst

If you show these signs, seek MEDICAL ATTENTION now.

These signs can be mild or absent in people with type 2 diabetes.

www.worlddiabetesday.org
CASE SCENARIO
WHY DID MRS SMITH’S CARE FAILED ON SEVERAL ACCOUNTS?

1. First, the health professionals she saw did not provide patient-centered care.
2. Second, the various health professionals did not work as an interdisciplinary team in the development of an individualized treatment plan for Mrs. Smith.
3. Third, the health professionals did not employ evidence-based practice in Mrs. Smith’s care.
4. Fourth, the clinic did not apply quality improvement methods.
5. Finally, health professionals did not utilize informatics in the clinic visited by Mrs. Smith.
What are the 10 rules of performance in a modern health care system?

1- Care is based on continuous healing relationships
Health professionals should provide care whenever patients need it and in many forms, not just face-to-face visits. Health professionals should be responsive at all times (24 hours a day, every day) and provide care over the internet, by telephone, and by other means in addition to face-to-face visits.

2- Care is customized based on patient needs and values.
Health professionals have the capability to respond to individual patient choices and preferences.

3- The patient is the source of control.
Health professionals should be able to accommodate differences in patient preferences and encourage shared decision making.
4- Knowledge is shared, and information flows freely. 
Health professionals should support patients’ unfettered access to their own medical information and to clinical knowledge and communicate effectively and share information with patients.

5- Decision making is evidence based 
Health professionals should provide care based on the best available scientific, standardized knowledge.

6- Safety is a system property 
Health professionals should ensure safety by paying grated attention to systems that help prevent and mitigate errors.
7. Transparency is necessary
Health professionals should make information available to patients and their families that allows them to make informed decisions about all aspects of care.

8. Needs are anticipated
Health professionals should be able to anticipate patient needs through planning.

9. Waste is continuously decreased
Health professionals should make efforts not to waste resources or patient time.

10. Cooperation amongst clinicians is a priority.
Health professionals should actively collaborate and communicate to ensure appropriate exchange of information and coordination of care.
Overlap of Core Competencies for Health Professionals

- Provide Patient-Centered Care
- Employ Evidence-Based Practice
- Apply Quality Improvement
- Utilize Informatics

Work in Interdisciplinary Teams
THANK YOU