



**International
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Europe

**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*





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CASE SCENARIO



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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.

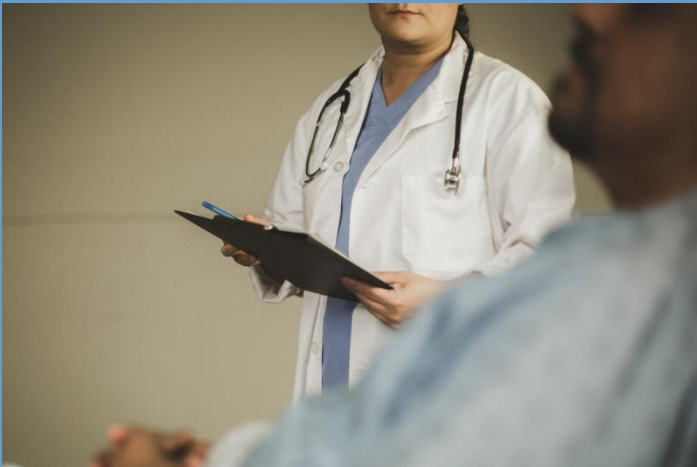
2- Care is customized based on patient needs and values.

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.

WHAT ARE THE 10 RULES OF PERFORMANCE IN A MODERN HEALTH CARE SYSTEM?



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 graded attention to systems that help prevent and mitigate errors.

WHAT ARE THE 10 RULES OF PERFORMANCE IN A MODERN HEALTH CARE SYSTEM?



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

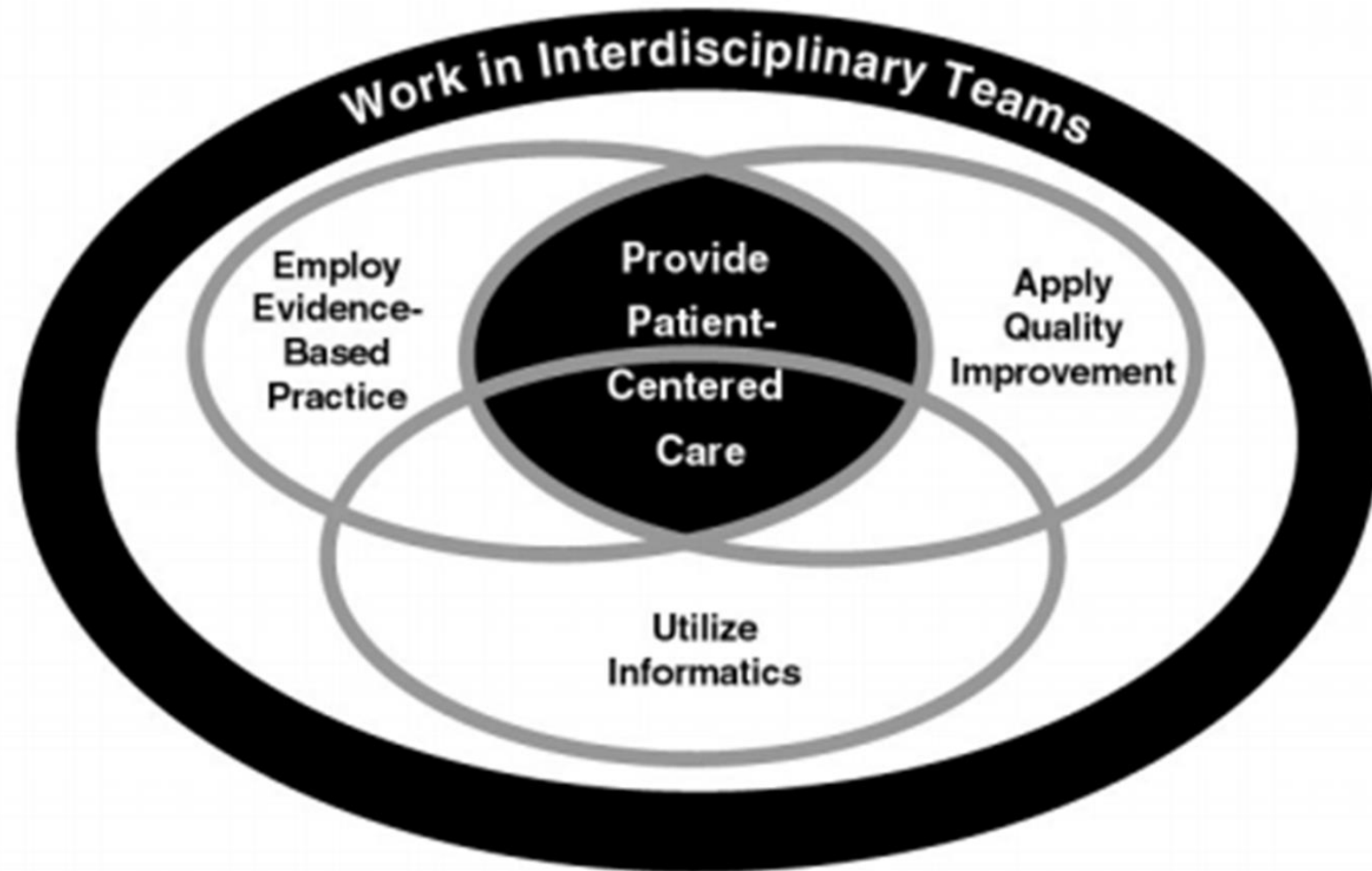
Health professionals should make efforts not to waste resources or patient time.

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





THANK YOU