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«Machtfaktor Patient 3.0» – Patienten verändern das Gesicht des Gesundheitswesens

"The power of patients 3.0" – Patients are changing the face of health care

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The Diabetes Programme: involving the actors to change the way they care

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Teaser: Chronic care management requires from a lot of independent actors to involve in a long-term, complex collaboration. The Diabetes Programme developed a participative approach to aim at this new paradigm.

Background, objective: Diabetes prevalence has increased almost tenfold during the last two decades. The WHO organization warned about this new epidemic that is projected to be the 7th leading cause of death in 2030. In the Canton of Vaud, one out of fifteen adults has diabetes. Among them, one third doesn't know it. In 2010, the Health Minister launched the Diabetes Cantonal Programme (PcD). It is aimed to reduce the impact of diabetes on the population by lowering the incidence and enhancing quality and access to healthcare.

Approach, methods, patient engagement: The PcD five strategic axes, based on Wagner Chronic Care Model are the following:

- Health promotion as well as primary and secondary prevention, aimed at promoting physical activity, healthy diet and smoke free lifestyle
- Self-management and patients support, improving patients' autonomy through health competences empowerment measures
- Healthcare improvement, promoting healthcare quality and access through projects such as the development and systematic use of interdisciplinary and coordinated healthcare processes based on best practice recommendations
- Healthcare providers training, aiming at enhancing their capabilities to develop partnership for the management of chronic - thus complex and long-term - conditions
- Communication, with measures and development of tools that will sustain required changes of the healthcare system.

A crosswise management axis comprises measures such as evaluation and sharing experiences.

Findings: The PcD was developed together with health care providers, patients' representatives and institutions. The patients' needs as well as their experiences and those from the healthcare providers were first identified and used as a basis for this process. Patients expected a more global and coordinated follow up that will better fit their medical and psychosocial needs, better information on courses and services and a centralized multidisciplinary information delivery.

Discussion and implications: This participative approach involving patients as well as healthcare providers is definitely seen as a key to success for singular projects as well as the Programme as a whole. More than 40 projects are currently running. The patients' needs and expectancies still help elaborate projects, define the expected outputs and set priorities. They also help federate the actors through common objectives centered on the patients' interest and thus are a key leverage to networking. The PcD integration to the Diabetes Patients Association of the Canton of Vaud (AVD) gives it a legitimation to do so.

Key terms: Diabetes programme, quality, access