

projects

quality plan of
the APHS

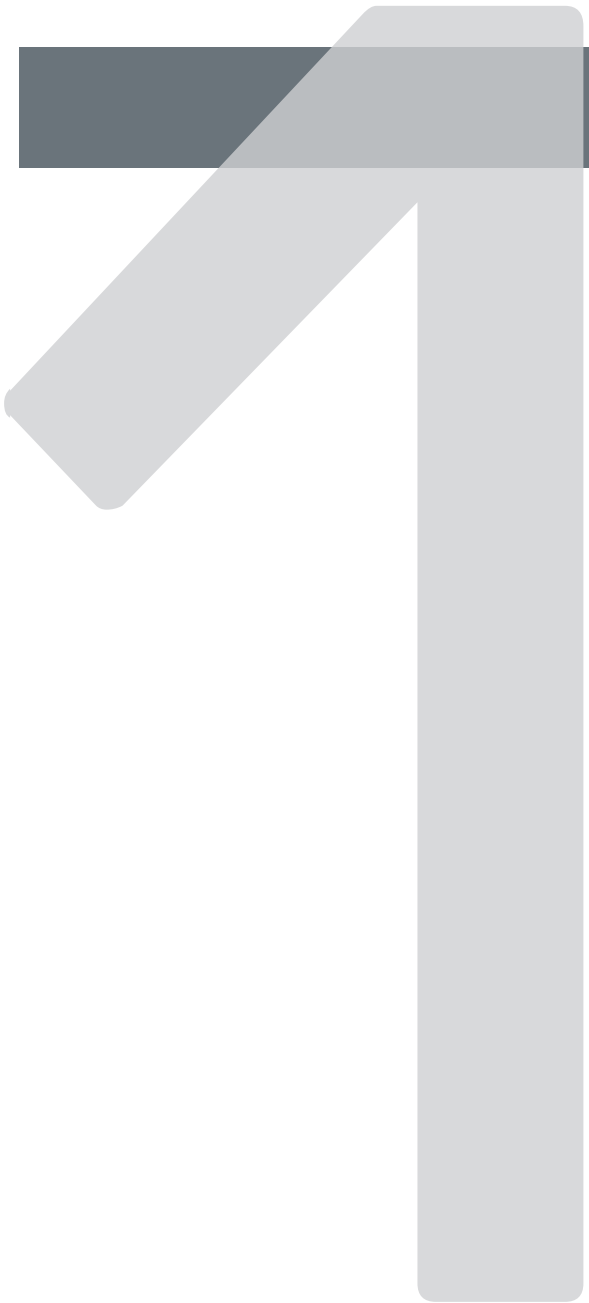


A person wearing a white lab coat is partially visible on the left side of the image, looking towards a framed document on a white wall. The document appears to be a technical drawing or a quality plan. Below the document is a dark rectangular opening, possibly a window or a piece of equipment. The overall scene is brightly lit, suggesting a clean, professional laboratory or office environment.

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Project 1
HEALTHCARE FOCUSED ON THE PERSON.



ACTIONS:

1. Continuously include the vision of the gender “assigned social role” in the approach to problems of health, disability or multiculturalism.

2. Create local adaptations for health service plans to respond to the social and geographical plurality of the citizens.

3. Lend support to dealing with local health problems throughout the region by a cross-sector, participative approach and the creation of Local Health Plans.

4. Extend the services portfolio provided by Salud Responde (Health Response Call Centre) and diversify its access channels by promoting proactive accessibility for specific groups in special situations: Salud 24 Horas (24 Hour Healthcare), Teletranslation, SMS, etc.

5. Implement proactive measures in the Andalusian Plan for Carers to facilitate access to the health services.

6. Identify and promote the diversification of channels to facilitate proactive access to the APHS for the citizen: Healthcare Portal: web 2.0, Informarse.es Salud, Opinar.es Saludable, Multi-device Platform.

7. Create, in conjunction with the professionals, a plan for accompaniment and accessibility for groups of patients with special needs.

8. Further develop comprehensive healthcare plans, strategies and specific action programmes.

9. Create a healthcare strategy for people with chronic illnesses.

Project 2
FURTHER PROGRESS IN CITIZENS' RIGHTS,
PARTICIPATION AND SHARED RESPONSIBILITY.



ACTIONS:

1. Define and promote the development of new citizens' rights by developing the Health Information Law, the Death with Dignity Law and oral healthcare.

2. Guarantee the effective development of the fundamental rights of the person (information, privacy, confidentiality, decision-making, etc.) by establishing informative and formative strategies for both citizens and professionals and by introducing structural measures in centres and services.

3. Adapt the professional training plans in all the centres and services to include training and communication in the management of citizens' rights as established in the Andalusian Public Health System.

4. Define and establish collaborative work strategies between citizens and professionals in the Andalusian Public Health System centres with a view to sharing knowledge, rights and information regarding outcomes and identify possible areas for improvement within the framework of shared responsibility.

5. Provide the citizens with instruments for monitoring healthcare quality criteria by means of the integrated care pathways.

6. Provide patients with information on the costs of healthcare.

7. Continually incorporate aspects relating to the values and expectations of the citizens into management tools.

8. Advance in the promotion of transparency of the Andalusian Public Health System by ensuring that the outcomes obtained in the system are available to the public, thereby facilitating free choice and decision-making.

9. Implement the Citizen Participation Plan in all areas of the organisation and include a communications plan to be incorporated into the clinical management units.



Project 3
MODERNISATION, SIMPLIFICATION AND
INNOVATION IN INTEGRATED CARE PATHWAYS.

ACTIONS:

1. Define the Information Support Process.

2. Effectively develop the integrated care pathways related to the services portfolio of each of the clinical units.

3. Design simplified, updated tools to allow the professionals to implement the integrated care pathways.

4. Base the modernisation of the Integrated care pathways (ICP) on incorporation and synergy with other organisation strategies within the framework of Clinical Management.

5. Comprehensive development of tools for the citizens based on integrated care pathways: Escuela de Pacientes (Patient School), Salud 24 Horas (24 Hour Healthcare), Informarse.es Salud, etc.

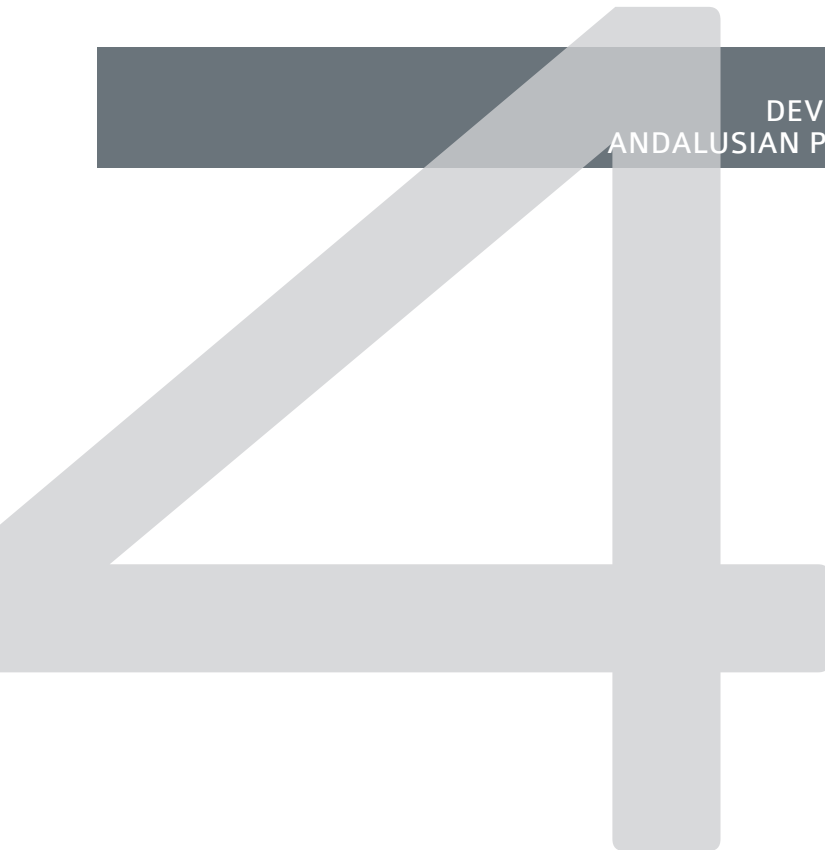
6. Coordinate the actions of mutual aid associations with service provision.

7. Incorporate gender perspectives, life-style actions and the special needs of disabled and dependent people into the integrated care pathways.

8. Develop the Stroke Healthcare Plan, redefining and incorporating the integrated care pathway.

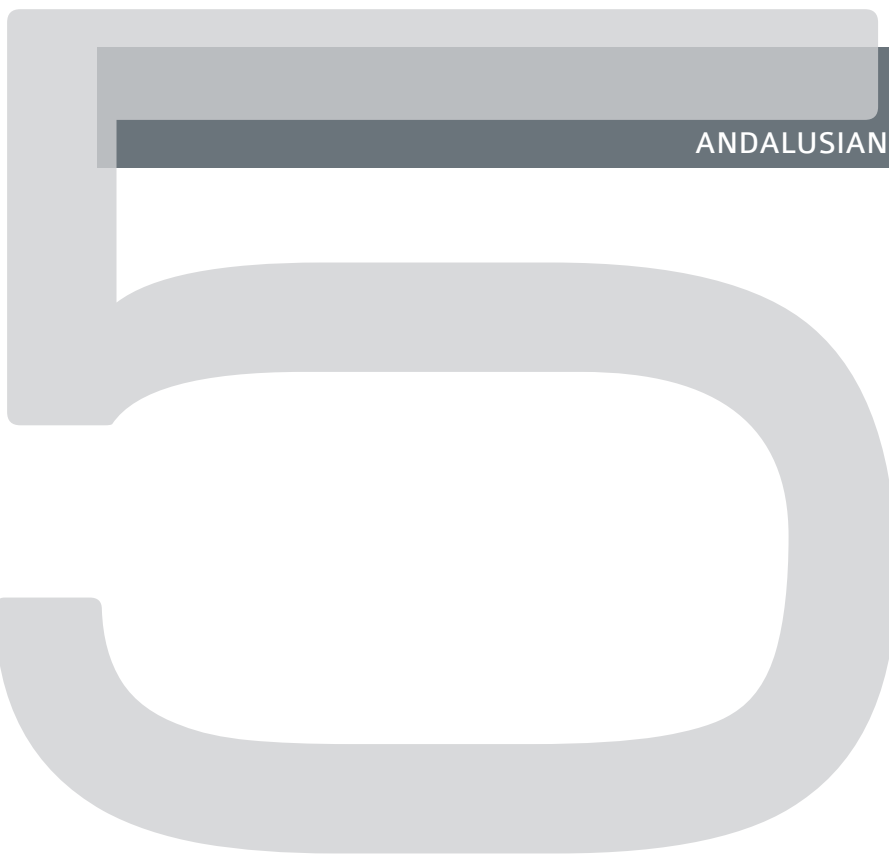
9. Develop the Oral Healthcare Plan.

Project 4
DEVELOPMENT AND IMPLEMENTATION OF THE
ANDALUSIAN PUBLIC HEALTH SYSTEM SAFETY STRATEGY.



ACTIONS:

1. Expand and consolidate the Andalusian Public Health System safety strategy, evaluate to what level it has been implemented in the centres and promote measures for its continuing improvement.
2. Incorporate patients and carers in the safety policy for the healthcare centres using tools such as the integrated care pathways, Escuela de Pacientes (Patient School), etc.
3. Promote and reinforce the role of the Safety Observatory as a reference point for professionals and citizens in the safety strategy.
4. Create nodes of reference and mentor centres for good practices in patient safety to share knowledge.
5. Achieve the unequivocal identification of every patient during their stay in a hospital centre.
6. Permanently reinforce the safety of surgery patients, primarily by using the redesigned Surgical Block Process.



Project 5
EFFECTIVE IMPLEMENTATION OF THE
ANDALUSIAN PUBLIC HEALTH SYSTEM CARE STRATEGY.

ACTIONS:

1. Incorporate and integrate patient care into the different healthcare strategies of the Andalusian Public Health System.

2. Further incorporate patient care as an essential element of the Clinical Management model.

3. Develop advanced nursing practice in pharmaceutical provision, advanced triage, minor surgery, case management and other contexts.

4. Adapt the role of nursing in accordance with the development and application of patient rights in cases such as Death with Dignity and Advanced Healthcare Directive (Living Will).

5. Promote nursing participation as a resource in the effective development of the Dependency Law and in the strategy for the care of people with chronic illnesses.

6. Integrate care in the Andalusian Public Health System Observatories to comprehensively manage the knowledge generated in this field: safety, training, innovation, and good practices.

7. Define and determine the healthcare services which can be added to the services portfolio as a result of the incorporation of new nursing specialities and other advanced practices.



Project 6
TRAINING AND
PROFESSIONAL DEVELOPMENT.

ACTIONS:

1. Promote accreditation as a means of access for the professional to advanced clinical practice and excellence in professional development.

2. Define the mechanisms for the systematic updating of the accreditation model to adapt it to the changes in clinical practice and to the healthcare requirements described in the comprehensive plans and integrated care pathways.

3. Promote the development of tools to facilitate and support clinical decision-making, such as Artificial Intelligence Systems and the Virtual Simulated Patient.

4. Develop projects for the Strategic Comprehensive Training Plan:
 - New quality model for practical-clinical training.
 - Programme of alliances for quality in professional training.
 - Training and accreditation for undergraduate, postgraduate and resident intern teachers.
 - Common Complementary Programme for specialist training in Health Sciences.
 - Objective Structured Clinical Evaluation (OSCE) for undergraduate students and resident interns.
 - Comprehensive development of the quality model for continuing training.
 - Make available to the professionals of the Andalusian Public Health System: the Andalusian Observatory for quality training in Health Sciences, the network of training and competency-evaluation experts and the Andalusian Training Resources Bank.
 - Training programme for directors and clinical unit managers.
 - Detection of training needs: healthcare demography.
 - Training accreditation model for the public health system.



Project 7
FURTHER THE DEVELOPMENT OF
THE PROFESSIONAL COMPETENCIES MODEL.

ACTIONS:

1. Define and adapt professional roles to the needs of the system and new developments in the healthcare model.
2. Adapt the role of nursing to the new developments in the healthcare model: Casualty, surgical areas, palliative care, pathway-specific competencies, healthcare ethics, referrals and diagnostic tests, pharmaceutical provision, public health.
3. Incorporate good practices from the integrated care pathways into the competency development model for the different professions.
4. Identify and adapt competencies for working in areas of social transformation.
5. Define the management competency model in accordance with the new organisational framework.



Project 8
DEVELOP THE NEW CLINICAL MANAGEMENT MODEL
THROUGHOUT THE ANDALUSIAN PUBLIC HEALTH SYSTEM.

ACTIONS:

1. Extend the new clinical management model to include all healthcare areas.

2. Develop the evaluation model for clinical units with focus on the measurement of health outcomes.

3. Orient the professional competency model towards clinical units, improving health outcomes and professional development.

4. Integrate knowledge management platforms and make them more accessible to the professionals.

5. Ensure that a command of the participation strategies and channels becomes an essential quality-defining element in the new clinical management model.

6. Promote and consolidate one-stop healthcare models within the organisation.

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Project 9
TRANSFORMATION OF THE ORGANISATION
TO PROVIDE SUPPORT TO CLINICAL MANAGEMENT.

ACTIONS:

1. Define the criteria to allow for progress towards flexible organisational structures within the Andalusian Public Health System.

2. Identify the organisational needs of the Andalusian Public Health System by means of prospective analysis, debate and proposed recommendation reports.

3. Further develop the model for Healthcare Management Areas, draw up the map and conclude implementation.

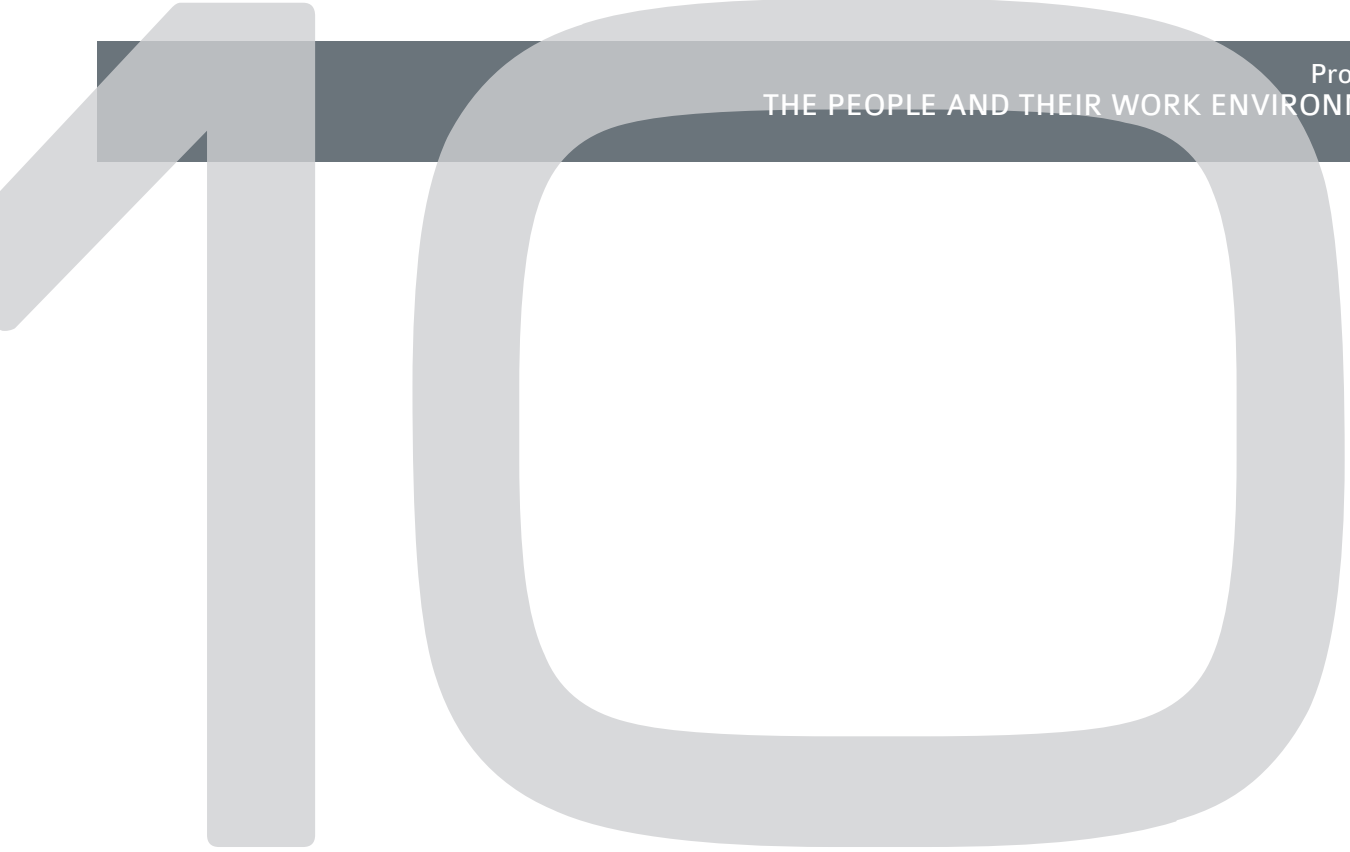
4. Define the reference units by establishing the model, the services portfolio and the mechanisms for access and evaluation of outcomes. Define the map of reference units in the Andalusian Public Health System.

5. Modernise the Andalusian Accident and Emergency Plan by increasing the flexibility and coordination of the system.

6. Maintain on-going modernisation of the Accreditation Model for the healthcare centres and units in Andalusia, adapting it in accordance with the new organisational models and requirements of the system.

7. Incorporate functional structures to allow the opinions of the citizens to be collected and transferred to the areas where organisational decisions are made.

Project 10
THE PEOPLE AND THEIR WORK ENVIRONMENT.



ACTIONS:

1. Define an improvement plan for the work environments in each of the healthcare centres.

2. Establish strategies to favour work-life balance, such as day-care centres, computer classrooms, physical activity, libraries, workshops, etc.

3. Develop strategies for health promotion in the workplace, such as physical activities and back care, self-esteem, stress management, violence prevention, good eating habits and aids for giving up smoking.

4. Promote the development of actions in the Assault Prevention Plan.

5. Implement the evaluation of the working and emotional climates in the healthcare centres as an information tool to improve the work environment.

6. Fully implement the single administration network for the professionals: Collaborative Environment, Virtual Library, Health Portal, Multi-device platform for professionals.

Project 11
SUSTAINABILITY.



ACTIONS:

1. Implement an action plan for the use of renewable energies.

2. Implement an action plan for the responsible use of resources.

3. Produce a catalogue of values and objectives for centres with regard to social commitment to the geographical area where the services are provided.

4. Establish criteria for responsible public procurement in all areas of the organisation.

Project 12
COOPERATION.



ACTIONS:

1. Create an International Cooperation Strategy in Health Development.

2. Incorporate the criteria of the Andalusian Cooperation for Development into all activities of the organisation and create stable coordination mechanisms with the institutions responsible for these activities (AACID, etc).

3. Establish a registry of activities for International Cooperation in Health Development.

4. Promote alliances with international, national and regional healthcare and humanitarian organisations as well as with healthcare institutions in countries which receive aid.

5. Promote specific cooperation plans in Northern Morocco, Spanish-speaking areas of the Caribbean and in the countries of the Andean region and the Southern Cone.

Project 13
DEVELOPMENT OF THE ETHICS
STRATEGY OF THE ORGANISATION.

13B

ACTIONS:

1. Create a Strategic Plan of Ethics for the citizens, the professionals and the organisation.

2. Provide regulation for the new roles and structures of the healthcare and research ethics commissions.

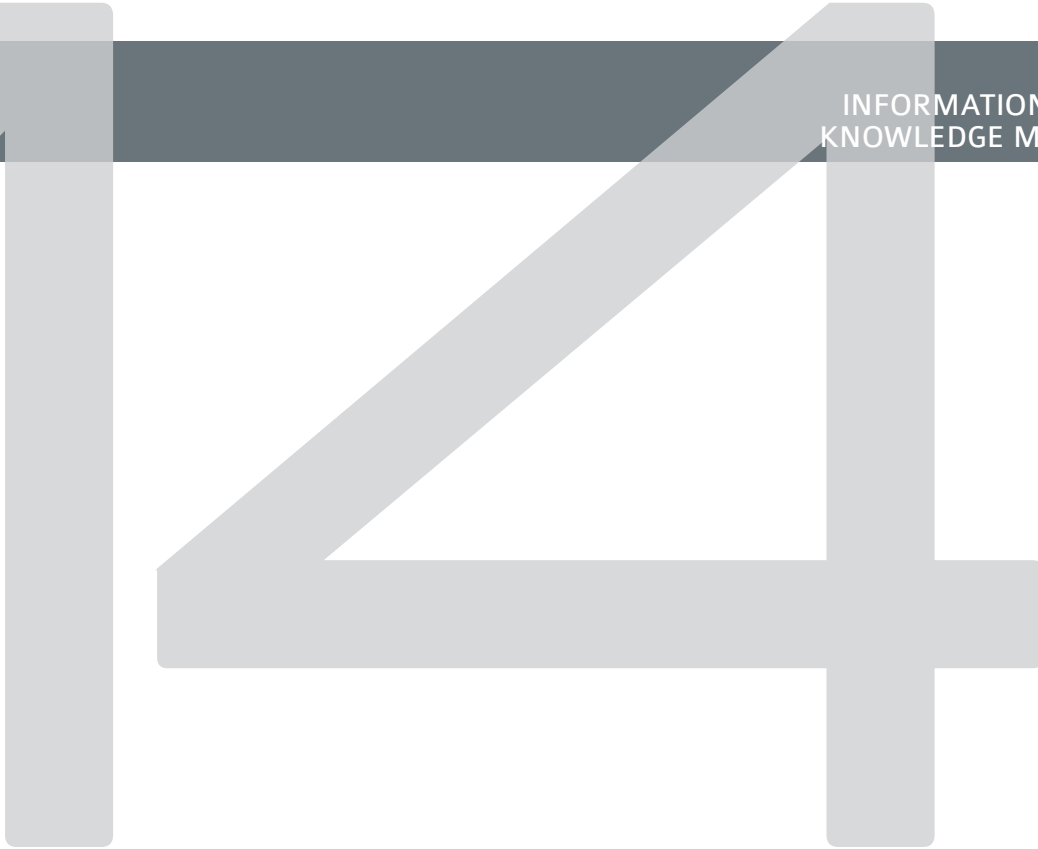
3. Define the maps for the ethics commissions for healthcare and research in Andalusia.

4. Facilitate access for healthcare professionals to the Advanced Healthcare Directive (Living Will) Registry and integrate it into medical records.

5. Facilitate citizen access to exercise their right to express their Advanced Healthcare Directive (Living Will).

6. Develop and promote the process of on-going information with the patient by developing and implementing a strategy of informed consent throughout the organisation.

Project 14
INFORMATION SYSTEMS IN
KNOWLEDGE MANAGEMENT.



ACTIONS:

1. Effectively implement an integrated information system for decision-making in the different areas and levels of the organisation.

2. Ensure that information regarding outcomes is generated systematically and comprehensively, thereby promoting permanent evaluation of health interventions.

3. Promote the generation of information in all areas of healthcare to orient and prioritise actions in relation to patient safety.

4. Incorporate indicators based on good practices which can be easily adapted to the best, currently available evidence.

5. Establish flexible information channels adapted to facilitate the sharing of service portfolio outcomes, thereby enhancing the transparency of the Andalusian Public Health System.

6. Encourage centres to manage and share the knowledge generated in clinical commissions as a vehicle for professional participation.

7. Coordinate the banks of good-practices to promote professional and citizen access to all the knowledge generated within the system (idea banks, answers to clinical questions, etc.).

8. Develop the institutional repository of the Andalusian Public Health System Virtual Library.

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ACTIONS:

1. Re-analyse the digital strategy and formulate a new stage in its development.

2. Redefine the systems integration model, applications and inter-operability.

3. Incorporate decision-making help tools into the system.

4. Extensively integrate the care pathway-based management model and the principal elements for patient safety into the digital strategy.

5. Design tools and procedures for obtaining clinical indicators and health outcomes based on the Digital Medical Record and facilitate retrospective and trend studies.

Project 16
TELEMEDICINE.

16

ACTIONS:

1. Develop a telemedicine framework strategy in the Andalusian Public Health System.
2. Establish criteria for adaptability, viability and effectiveness.
3. Incorporate the telemedicine tools and activities into the services portfolio of the Andalusian Public Health System.
4. Establish priority criteria and implementation schedules.
5. Develop a common, integrated telemedicine platform.
6. Integrate telemedicine actions into the Digital Medical Record.
7. Legally regulate the quality, security and protection of data in telemedicine activities.

Project 17
DEVELOPMENT OF THE R+D+i STRATEGY IN HEALTH.

ACTIONS:

1. Continue the development of the R+D+i strategy and define a new plan for the 2011-2015 period.

2. Promote the development of open innovation in the organisation through the Living Lab Salud Andalusia (LLSA).

3. Promote the advancement of research in professional groups with new healthcare roles.

4. Create and deploy the human capital researcher development project in the APHS.

5. Improve the integration of knowledge management agents and processes to achieve a "one-stop" scenario.

6. Complete the regulatory and management structures for intellectual and industrial property rights in the APHS.

Project 18
DEVELOPMENT STRATEGY FOR
THE NEW PUBLIC HEALTH MODEL.

18

ACTIONS:

1. Development, dissemination and endorsement of the Andalusian Public Health Law.

2. Definition of competency maps and accreditation models for public health professionals.

3. Definition of the public health competencies deemed necessary for all professional profiles in the Andalusian Public Health System.

4. Definition and implementation of a public health training model for all the professions involved.

5. Development of the model for local action in health as a means of transferring leadership to local entities regarding the improvement of collective health.

6. Development of mutual aid in health to improve the effectiveness of integrated care pathways and the strategies of the Andalusian Public Health System via peer help.

7. Development of the health strategy in all policies and the evaluation of impact on health.

Health Promotion and Prevention

8. Incorporate Health Promotion and Prevention into the Clinical Management model.

9. Incorporate Health Promotion and Prevention into the different health strategies of the Andalusian Public Health System.

10. Adapt professional roles and competency profiles in accordance with the requirements for the practice of Health Promotion and Prevention.

11. Define and determine the healthcare services portfolio in accordance with the requirements for Health Promotion and Prevention.

12. Define a screening policy and establish a quality guarantee system for these policies.

Health Surveillance Strategies

13. Develop a quality alarm network to guarantee an early, efficient response by developing prevention and protection measures for public-health risk situations by means of professional development, provide availability of surveillance systems equipped with tools for prediction, integrated protocols for research and control and efficient communication systems for emergency situations.

14. Develop and implement a methodology based on the review of evidence, research and participation to identify and evaluate interventions performed in different fields and which are expected to have an impact on public health.

15. Systematically integrate epidemiological information into the service planning process and the evaluation of intervention outcomes of the principal health problems of the Andalusian population, their determining factors and inequalities in health (SIVSA, AIMA, RPCA, SIVMA, Red Alerta, Flu, HIV/Aids).

16. Facilitate access to information and incorporate new fields of work and improve both the capacity and the quality of epidemiological analysis at all levels in the Andalusian Public Health System. This can be achieved by means of an integrated information system for health surveillance which integrates all of the relevant information sources using new information and communication technologies.

17. Incorporate the evaluation of health outcomes from comprehensive plans and screenings to take action on the principal causes of mortality.

Health Promotion Strategies

18. Follow-up and evaluation of the Andalusian Environmental Health Plan.


19. Design and development of the Andalusian Food Safety Plan.

20. Implementation of quality management models in the Health Protection services:
 - Implementation of the care pathway-based work methodology in Health Protection.
 - Implementation of intra-inter level auditing systems.

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21. Development of Risk Analysis as a basic element of Health Protection policies.
- Develop guidelines, methods and protocols of action to improve risk evaluation.
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22. Design and evaluate new management models for services in Health Protection.
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23. Define and develop the training plan, incorporating the dissemination of generated knowledge as an essential element.
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24. Promote professional accreditation.
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25. Promote the development of information systems.
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26. Facilitate citizen access to public health services:
- Make the Portfolio of Protection Services available to the citizens.
 - Simplify and optimise citizen access to the Protection Services by developing the appropriate tools to facilitate processing and actions.
-
27. Promote citizen participation, communication and involvement in the improvement of public health:
- Develop strategies for the dissemination of knowledge on public health (presentation of information adapted to the citizen, selection of suitable channels, etc).
 - Make information on the general health of the population and its determining factors available to the citizens (citizen access to information systems).
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28. Ensure the effectiveness of citizen participation by adapting it to the different environments and levels of action.
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Social Healthcare Strategies

29. Follow-up and evaluation of the Andalusian Alzheimer Plan.
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30. Design and development of the Andalusian Plan for Early Intervention

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31. Implementation of Sub-processes relating to Intellectual Disability, Sensory Disability, Mobility Impairment, Autism Spectrum Disorders and the Supervision of New-borns at Risk related to the Comprehensive Early Intervention Integrated Care Pathway.

 32. Define an Early Intervention Information System as part of the Digital Medical Record (DIRAYA).

 33. Design a training and research policy for the professionals involved in early intervention processes.

 34. Incorporate and integrate the perspective of disability and dependency as a transversal aspect in the Quality Plan.