BASQUE COUNTRY, SPAIN

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Basque Country’s Health System

- Population: 2,17M
- Financed by tasks: 3.422M€ in 2016
- Universal Healthcare coverage
- Public Healthcare provider: Osakidetza
- 13 Integrated Care Organisations
  - 14 Acute Hospitals
  - 313 Primary Care centers
- 2 Sub-acute Hospitals
- 3 Mental Health Nets
- +30.000 Healthcare professionals
## Integrated Approach in Pain Management

### Improve patients pain management, coordinating the conventional care with various forms of non f2f services

<table>
<thead>
<tr>
<th>Change Pain Management Model</th>
<th>Integrated care approach</th>
<th>Non f2f care</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Pain Unit" /></td>
<td>• Joint management Primary Care &amp; Pain Unit</td>
<td>• Telephone consultations</td>
</tr>
<tr>
<td><img src="image2" alt="Agreements" /></td>
<td>• Referrals scheduled as digital consultations</td>
<td>• Videoconference</td>
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<tr>
<td><img src="image3" alt="Primary Care Centers" /></td>
<td>• Stratification</td>
<td>• Pain-related apps</td>
</tr>
<tr>
<td><img src="image4" alt="Tele-Consultation and electronic prescription" /></td>
<td>• Personalised Management Plan</td>
<td><img src="image5" alt="Regional scope" /></td>
</tr>
<tr>
<td><img src="image6" alt="Real-time sharing of patient information" /></td>
<td>• Real-time sharing of patient information</td>
<td>• 2 Hospitals</td>
</tr>
<tr>
<td><img src="image7" alt="Tele-Consultation and electronic prescription" /></td>
<td>• Tele-Consultation and electronic prescription</td>
<td>• 1 Pain Unit</td>
</tr>
</tbody>
</table>

**GOOD PRACTICE**

EHTEL INNOVATION INITIATIVE

15 March 2017
The key innovative elements of the good practice

Integrated Electronic Health Record

Willingness

Communication tools
Maturity model assessment of our good practice

Integrated Electronic Health Record

Agreements and integrated care between different care levels
Maturity model assessment of our good practice – “the experience”

- The maturity model scores were completed taking into account the context where the good practice has been implemented – An integrated Care Organisation of the Basque Country.
- The dimensions of the model seem appropriate.
- Some difficulties to understand the difference between scores of the assessment scale.
- Not easy to gather all the information from all the profiles of the organisation needed.
- It provided a photo (a ‘snapshot’) about the maturity of the Integrated Care Organisation where the practice has been implemented.
Overall conclusions

- Basque GGPP have developed in a high mature system.
- The focus of the maturity model is now on the system context in general.
- The online tool is friendly, easy to use and multiplatform.
- Dimensions seems appropriate to assess the maturity of the context.
- More refinement on some of the scales is needed.