



## **BASQUE COUNTRY, SPAIN**

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# Basque Country's Health System

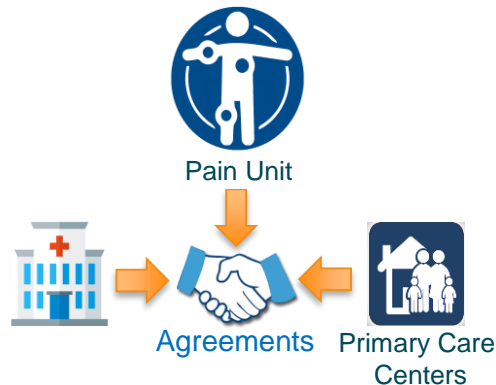


- Population: 2,17M
- Financed by tasks: 3.422M€ in 2016
- Universal Healthcare coverage
- Public Healthcare provider: Osakidetza
- 13 Integrated Care Organisations
  - 14 Acute Hospitals
  - 313 Primary Care centers
- 2 Sub-acute Hospitals
- 3 Mental Health Nets
- +30.000 Healthcare professionals

# Integrated Approach in Pain Management

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

## Change Pain Management Model



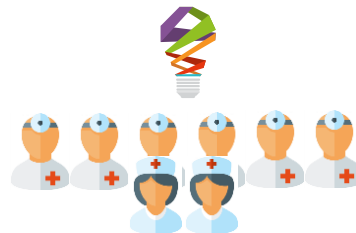
## Integrated care approach

- Joint management Primary Care & Pain Unit
- Referrals scheduled as digital consultations
- Stratification
- Personalised Management Plan
- Real-time sharing of patient information
- Tele-Consultation and electronic prescription

## Non f2f care

- Telephone consultations
- Videoconference
- Pain-related apps

GOOD   
PRACTICE



Regional scope:

- 2 Hospitals
- 1 Pain Unit
- 25 Primary care Centers

# The key innovative elements of the good practice

## Integrated Electronic Health Record



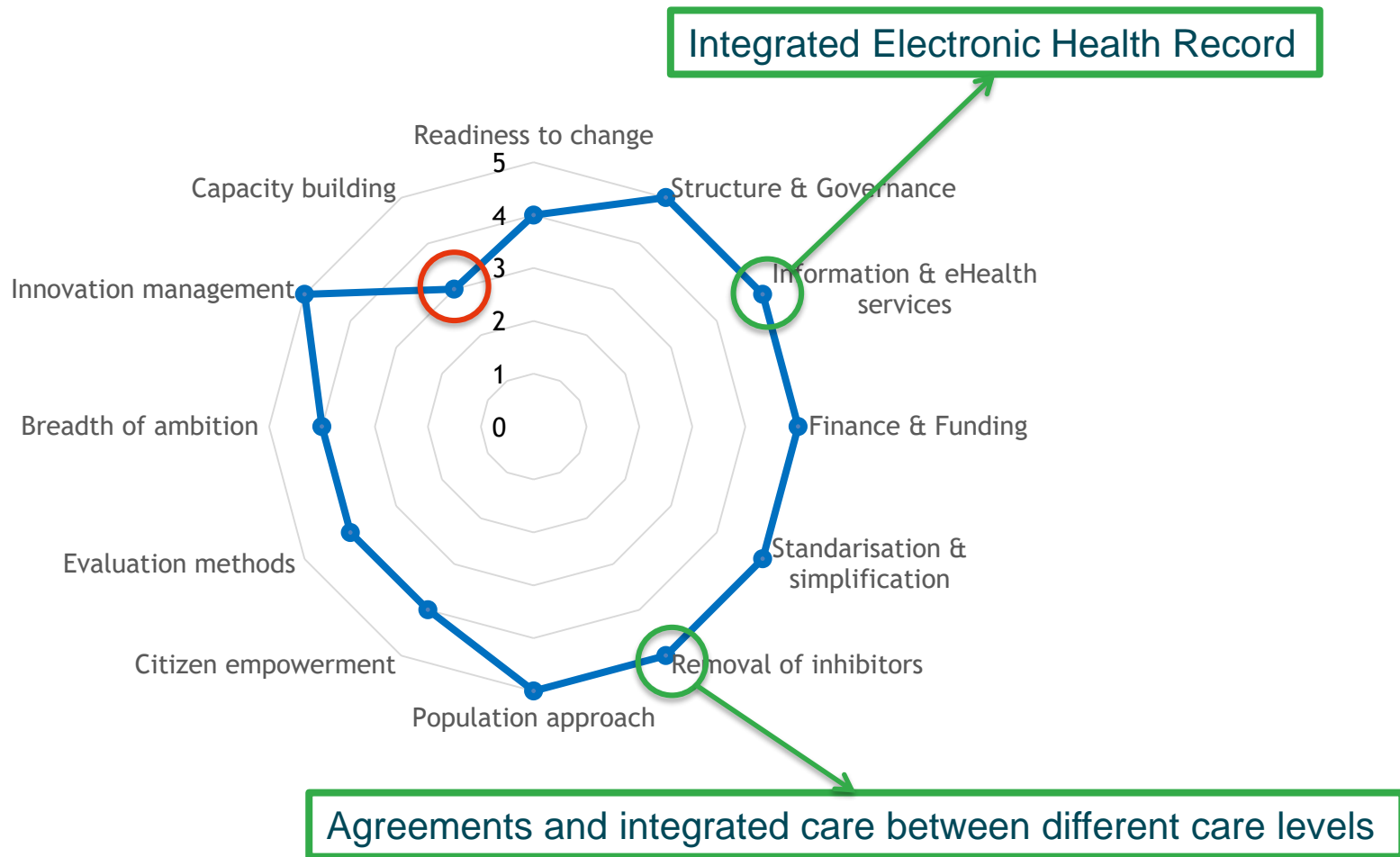
## Willingness



## Communication tools



# Maturity model assessment of our good practice



# 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.