

### FRONTIZO (I CARE) Program

(Integrated Care in elderly and chronic multimorbid patiens)

https://iatreia.cityofathens.gr/programma-frontizo/

Th. Vontetsianos, MD, PhD Medical Coordinator





# A brief history of the collaboration with the Municipality of Athens

Since 2018, when today's respective Vice Mayor Prof.
 Stratigaki was in charge in the same position, having intiated in the municipal clinics the moto: <u>One stop shop:</u>
 Holistic approach integrating social and healthcare services

ΑΠΟΦΑΣΗ ΥΛΟΠΟΙΗΣΗΣ ΥΠΟΕΡΓΟΥ ΜΕ ΙΔΙΑ ΜΕΣΑ1



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ ΝΟΜΟΣ ΑΤΤΙΚΗΣ ΔΗΜΟΣ ΑΘΗΝΑΙΩΝ ΓΕΝΙΚΗ ΔΙΕΥΘΎΝΣΗ ΔΙΟΙΚΗΣΗΣ ΔΙΕΥΘΎΝΣΗ ΔΗΜΟΤΙΚΏΝ ΙΑΤΡΕΙΏΝ ΚΑΙ ΔΗΜΟΣΙΑΣ ΥΓΕΙΑΣ ΤΜΗΜΑ ΣΧΕΔΙΑΣΜΟΥ, ΟΡΓΑΝΏΣΗΣ &

ANAPTHTEO ΣΤΟ ΔΙΑΔΙΚΤΥΟ Αθήνα, 21/02/2019 Α.Π.:057855/21-02-2019



### **Member of RSCN 2019**





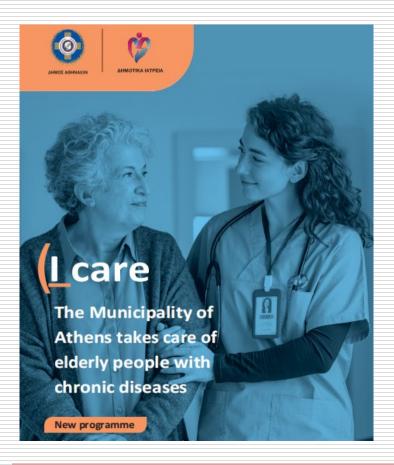


### FRONTIZO (I CARE) **Real Life Program**

- Nationally funded (creating political responsibility)
- Real patients, real perssonnell, real infrastracture
- Real working, operational and legal environment
- key success factors according to the **Municipal current status**



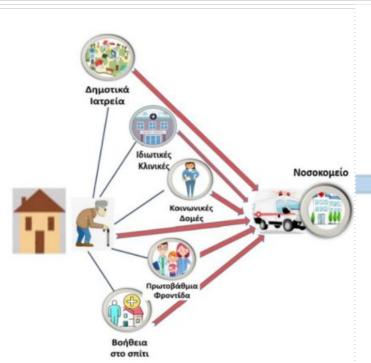
### **Vision and Goals**



To modernize the operation of the Municipal clinics and show the significance of the Social Sector Role in the management of the multimorbid chronic patients (diabetes mellitus, COPD, asthma, heart failure, coronary disease etc.) by providing ICT enabled person-centered services of combined medical and social care in everyday clinical practice.



## Contribution of the social sector to the critical transition







to person and patient-centerd, out-patient based Integrated Care



#### https://iatreia.cityofathens.gr/ programma-frontizo/

Summary, Presentation, Manual











Με τη συγγρηματοδότηση της Ελλάδας και της Ευρωπαϊκής Ένωση

Αρχική Πολυδύναμα Κέντρα / Δημοτικά Ιατρεία Υπηρεσίες Νέα - Ανακοινώσεις - Επικαιρότητα Δράσε

#### Πρόγραμμα Φροντίζω

Τρίτη, 10 Δεκεμβρίου, 2024 | 1ο Πολυδύναμο Κέντρο - Δημοτικό Ιατρείο - Καλφοπούλειο Υγειονομικό Κέντρο, 2ο Πολυδύναμο Κέντρο - Δημοτικό Ιατρείο - Νέος Κόσμος, 3ο Δημοτικό Ιατρείο - Πετράλωνα, 6ο Πολυδύναμο Κέντρο - Δημοτικό Ιατρείο - Κυψέλη, Παρεχόμενες Υπηρεσίες, Πολίτες



consentement correspondant et la date de début de votre participation





### **Deatailed Manual**

**(72 pages)** 

https://iatreia.cityofathens.gr/programma-frontizo/





## Presentations at the 22 Friendship Municipal clubs









# 4 Multidisciplinary Municipal Clinics (the place of provision of services)



1° Πολυδύναμο Κέντρο – Δημοτικό Ιατρείο – Καλφοπούλειο Υγειονομικό Κέντρο Σόλωνος 78



Ιατρείο – Πετράλωνα Πειραιώς 108, 1ος όροφος



2° Πολυδύναμο Κέντρο – Δημοτικό Ιατρείο – Νέος Κόσμος Φανοσθέχους και Φρειδερίκου Σμιθ



6° Πολυδύναμο Κέντρο — Δημοτικό Ιατρείο — Κυψέλη Χανίων 4β



## 1st PHASE (in person) Person centered Rehabilitation

**Based on Multidisciplinary team** 

Assignment of a Case Manager, acquaintance and familiarity



Holistic and comprehensive approach





Personalized Care

**Empowerment and Behavioral change** 



Integrated care



Medical and social

Care Plan



EHR with Care Plan incorporated







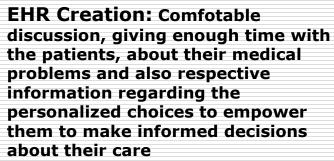
Patients' and carers' training

**Polypharmacy Management** 



### Just some images from Sessions of the 1st Phase







Goal Setting and Care Plan Creation: containing all the medical parameters, but also the psychosocial ones for a functional and a meaningful life. Making people to think about the future, and make plans appropriate for their care and wellbeing



# Just some images from Sessions of the 1st Phase



Education regarding the program and technologies used to support people to understand their condition and the steps they can take



Encourage contact as needed, ensuring access is quick and easy to build trust that they will get in touch if theyneed support



## 2nd PHASE (ICT assisted Virtual visits) Continued Coordinated Care (Based mainly on case manager)

Continued Care
(Virtual visits /Video, Vital signs
Transmission etc.)

Al applications



In case of hospitalazation, early discharge and a managed transition to home





ICT enabled
Integrated Care
2nd Phase





Early diagnosis of relepses, to enable people to get support before they get more serious;

Arrangement of real home visits

Coordination of Care, horisontically and vertically, based on EHR and Personal Care Plan



Διαχείριση Της Πολυφαρμακίας

## The total of the components

ICT assisted continuity and coordination of care

#### 1st Initial Phase In Person Multidisciplinary approach / Rehabilitation Συνεχής Παρακολούθηση από μακριά με τη βοήθεια των ΤΠΕ (Virtual visits /Video, Vital signs Transmission etc.) ονισμός της Φροντίδας, όντια και κάθετα, με τη Ολιστική Προσέγγιση ηθεια του ΗΦΥ και των ΤΠΕ Ολοκληρωμένη Εφαρμογές της τεχνητής Νοημος Εξατομικευ Φροντιδα Φροντίδα 2η Φάση Καθορισμός Case Manager, Πλάνο Φροντίδας γνωριμία και και Χρόνιας Ενημερωμένη νοσηλεία και πρώ εξοικείωση αρη ανίχνευση των Παρακολούθησης έξοδος από το νοσοκομείο ύνσεων και επιπλοκών (σε περίπτωση ενδονοσοκομεια. Ολοκληρωμένη νοσηλείας) Φροντίδα Ηλεκτρονικός Φάκελος Ενδυνάμωση Υγείας Επισκέψεις ειδικών στο σπίτι (real visits (με ενσωματωμένο το / εντατικοποίηση της θεραπείας κα.) Πλάνο Φροντίδας) Ειδική Εκπαίδευση Αξιοποίηση του Ασθενών και Θεραπευτικού Φροντιστών **2nd Chronic Phase** Περιβάλλοντος



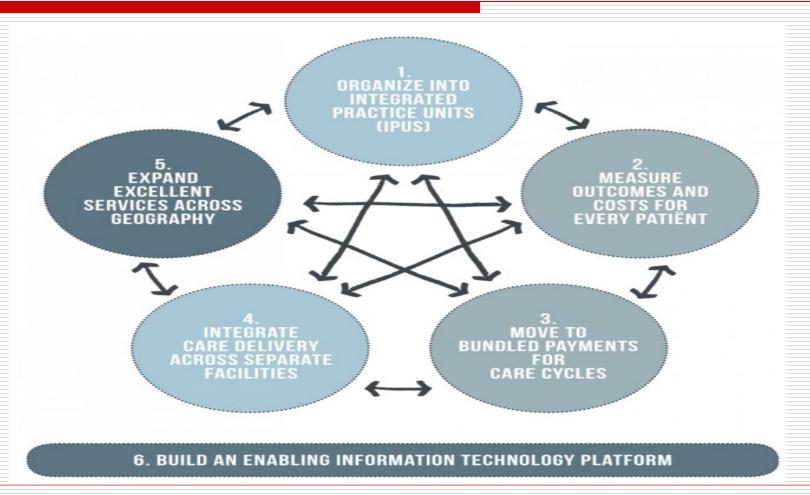
### **EVALUATION**

- PROMs
- PREMs
- Equity/Equality
- Personnel Satisfaction
- Cost
- Reimbursement issues and tools





### Value based System Michael Porter's 6 dimensions





## **Results so far**The patients first

- Acceptance
- Drop out range
- Compliance and Commitment
- Satisfaction
- Equity



## Results so far at general level

- Active sustainable and healthy political support
- Voluntairing Mobilazation of the healthy aged people of the social clubs
- The success of your initiative is linked to a broader policy process that promotes better integration, communication, and collaboration among organisations in the social and healthcare sectors (Cluster)



## Results so far at operational level

- The introduction of new tools and practices without adequate training, established work status and regular payments for the personell
- The daily workload pressures that professionals face
- Resistance to change, maily because of ignorance, at least at the time being



# International Advisory Board

Prof. Anne Hendry: Director IFICs Hub in Scotland, Honorary Professor, University of the West of Scotland, Honorary Secretary, British Geriatrics Society.



Prof. Dr. Regina Roller-Wirnsberger: Medical University of Graz.



Prof. Madalena Ilario: University of Naples Federico II, Chair, RSCN



■ Jacob Hofdijk, Special Adviser at CQT Zorg & Gezondheid, The Hague, South Holland, Netherlands



■ Dr Toni Dedeu \_Senior Advisor on Integrated Primary Health Care. WHO Regional Office for Europe at WHO European Centre for Primary Health Care



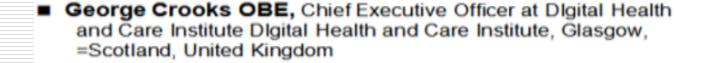
■ Prof. Josep Roca Hospital Clinic of Barcelona





# International Advisory Board

- Donna Hederson, President of the Board EHTEL
- BRian O'Connor, President of the Board ECHALLIANCE
- Dr. Albert Alonso MD Hospital Clinic of Barcelona, Former Chair RSCN
- Prof. Nick Guldemond Healthcare & Public Health, The Hague















## Kick of meeting, April 8, Athens City Hall











## Proposed National Advisory Board

#### **Medical / Nursing Sector**

George Chroussos: Member of Athens Academy, Em. Prof. Of Endocrinology Paediatrics

Nikos Siafakas: Em. Prof. Of Respiratory Medicine, f. Chair ERS

John Lekakis: Em. Prof. Of Cardiology, Chrai of the Greek Society of the Digital Medicine

George Baltopoulos: Em. Prof. Of Intensive Care, Chair of the Greek Institute of seriously ill patients

**Christos Savopoulos** Prof. Of Internal Medicine AUTH **Antonis Politis:** Prof. Of Psychiatry, Geriatrics Psychiatry

Antonia Koutsoukou Emeritus Prof. Of Respiratory Medicine EKPA

Christina Papanikolaou: F. Consultant Greek NHS, F. Secretary General, Ministry of Health

Christina Chrisohoou: Cardiology Consultant Greek NHS

**Skevos Sideris:** Cardiology Consultant Greek NHS

Dimitris Skoutas: Diabetologist, Vice Mayor Municipality of Thessaloniki

George Kaltsakas: Ass. Prof. Respiratory Medicine EKPA

George Palagias: F. Prof. AUTH

Konstantinos Makrylakis: Prof. Of Internal Medicine EKPA

Gerasimos Fillipatos: Prof. Of Cardiology EKPA

Thei Adamakidou: Ass. Prof. Of Community Nursing PADA



## Proposed National Advisory Board

#### **Pcyco -Social Sector**

Despoina Limniotaki Pcycologist Vice Mayor, City of

Athens

Christna Dimitrakaki: Pcycologist, rsearcher, EKPA

ICT Sector

Panagiotis Tsanakas: Prof. NTUA Dimitris Koutsoyris: Prof. NTUA

Dimitris Katehakis: Chair, CeHA FORTH -ICS, Aggelina Kouroumbali: Researcher, FORTH-ICS Theodore Papaioanou: Prof. Bio-Enginiring EKPA

Giorgos Megas: Reseearcher NTUA

**Insurance Sector** 

Miltiadis Nektarios: Em. Prof. insurance Scienses, UOP

George Veliotis: President, Insurance Europe

Health Platform

**Health financial Sector** 

**Athanasios Vozikis:** Prof. Health Economics, UOP **Ilias Kyriopoulos:** Prof. Health Economics, LSE

#### **Health Administrative Sector**

Mary Geitona Prof. of Peloponese University Lina Nikolopoulou: Manager, Action 4Obecity

**Anastasia Mpalasopoulou:** R&D Manager, 1st RHAA **Anastasios Vasileiadis:** Manager JOIST Technical Park

Patients's advocates

Dimitris Kontopidis: Patient Advocate,

Spyros Zorbas: Chair EPIONI, Carers' Associasion

Liz Mestheneos: Representative 50+

Vicky Michalopoulou Vice President ELLOK Cancer Society

**Pharmacy Sector** 

Olga Oikonomou: Hospital Pharmasist Aspasia Volakaki Hospital Pharmasist Charis Raftopoulos Manager Pharmacy Co.

**Legal Sector:** 

Gabriel Amitsis: Prof. PADA

**Athletic Sector** 

Charis Papageorgiou Veteran Basketbal player, President

ARIS Basketball Club



#### Opportunities that this Program offer

- FRONTIZO is a real-life Program, aiming at optimal holistic and sustainable care to improve the lives of our vulnerable citizens, but possibly also of vulnerable elderly Europeans who would like to visit Athens and are maybe prevented by health reasons
- Its success will also show off the social sector's contribution significance in the quality and resilience of our care system, especially in view of the new challenges, such as climate change...
- Its success will mainly be the acceptance of the Program in practice by the Community, and its long-term sustainability.



### Our strong weapon

# The basic Ippokrate's principle Human touch

