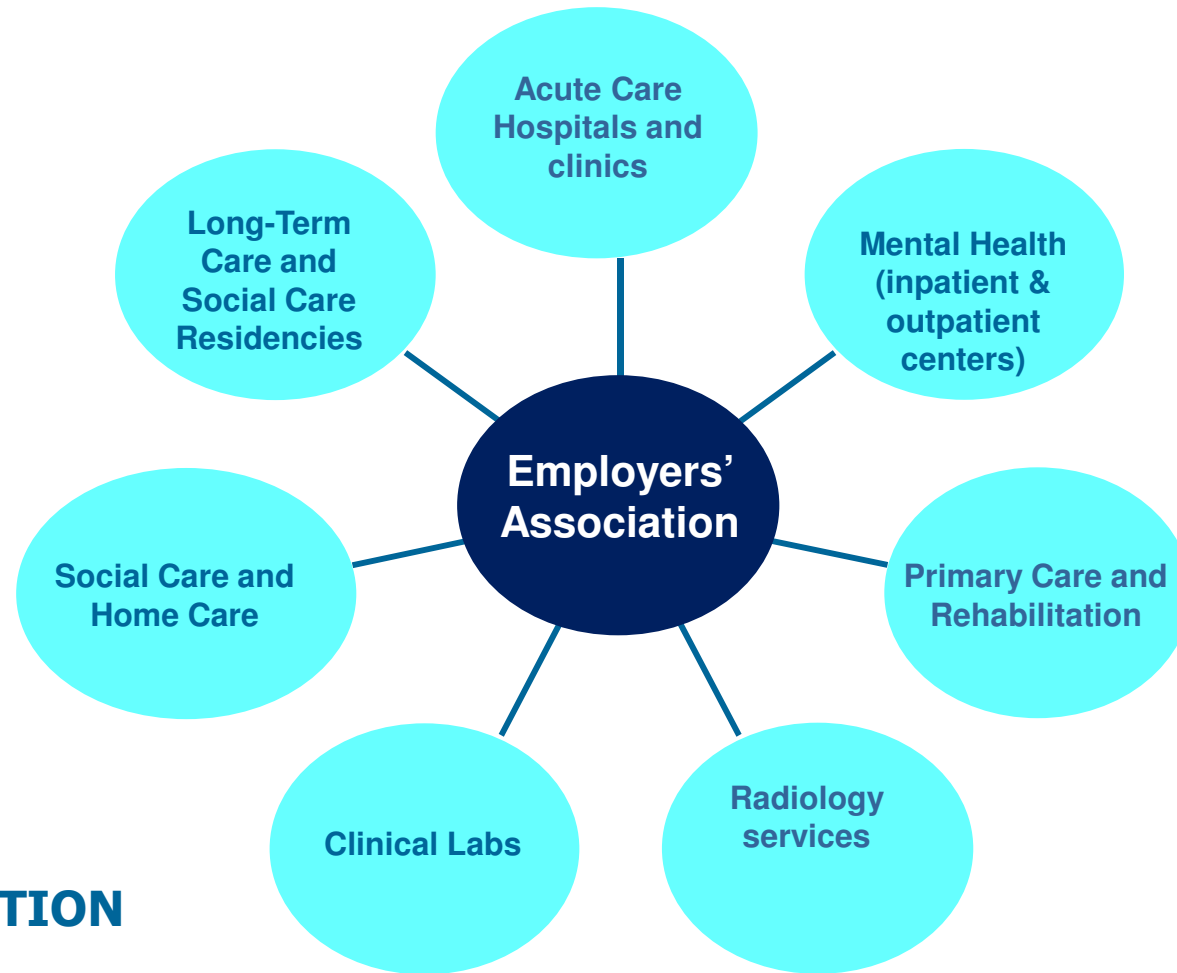




The importance of the socio-sanitary platform

Joan M Ferrer
December 14, 2012



REPRESENTATION FIELDS

Our functions

• EMPLOYERS' ORGANIZATION

- ✓ **Union & Employers' Organizations Agreements**
- ✓ **Associate institutions representation**
- ✓ **Health & Social System improvement** through active participation of civil society
- ✓ **Continuous Education** warranting professional development and employment

• ASSOCIATION

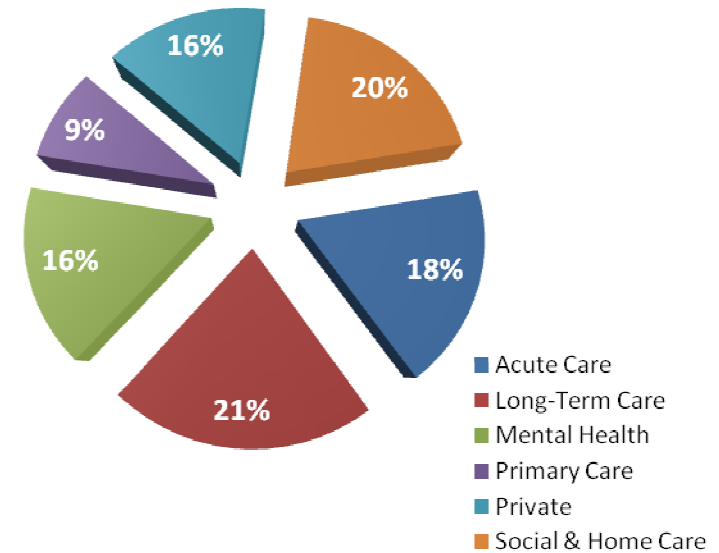
- ✓ **"Making together what we cannot do alone"**
- ✓ Data Protection Code Law implementation and legal advice
- ✓ Consulting and assessment for associate institutions
- ✓ Model definition and stimulus for Strategic Alliances

• LOBBY

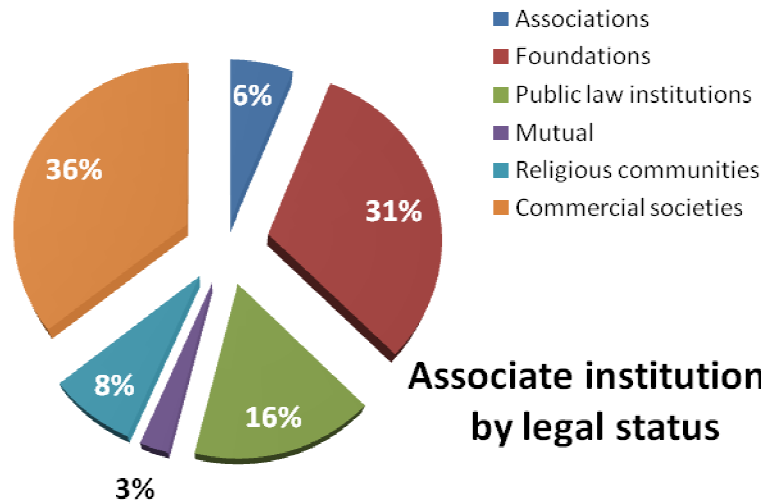
- ✓ **Fomento del Trabajo Nacional** (enterprise association)
- ✓ Health & Social enterprises as part of the **productive sector**
- ✓ Expert opinion, acting as a **referent**
- ✓ **Proposing values to society** projecting into future scenarios

La Unió, today

Associate institutions by activity focus



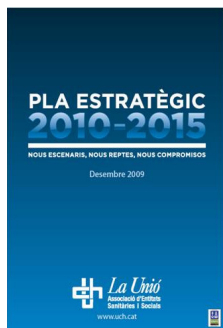
Associate institutions by legal status



115 associate institutions

La Unió, values that generate adherence

- **Public-private partnership** in health and social care sectors
- **A model for managing public services**, in which the Health and Social Administrations define policies, plan, accreditate, buy and evaluate services provided by a mixed network of public and private provider organizations, which in turn need to produce efficient and excellent services for the citizens.
- **Provider organizations managed autonomously**, based in governance good practices, a professional management and accountability.



A strategic orientation and challenges

TO VALUE ACTIVITIES AND RESULTS OF OUR ASSOCIATES
Sharing knowledge and results, in the arena of practice and applied management experiences that make the provider organizations became an innovative reference, and reinforce the identity values of La Unió




MANAGEMENT INNOVATION PRIZES



INNOVATION EXPERIENCES TECHNICAL SESSIONS

SUSTAINABILITY OBSERVATORY




Benchmarking




PUBLIC-PRIVATE PARTNERSHIP OBSERVATORY



MANAGEMENT INNOVATION PRIZES

MANAGEMENT INNOVATION :

application of new ideas, concepts, products, services and practices with the aim of utility and productivity growth



II Edició dels Premis La Unió a la Innovació en Gestió 2011

El Pla Estratègic de La Unió 2010-2015 inclou la Innovació en Gestió com a aportació estratègica de les organitzacions i els professionals en la creació de valor en el sector sanitari i social

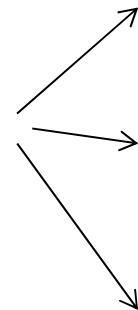
Premis a la Innovació en Gestió

Responen a la voluntat de La Unió de reconèixer i posar en valor el treball de les organitzacions sanitàries i socials en aplicar innovacions en la gestió de les seves institucions, destacar el valor que aporten en la gestió de les persones i premiar les innovacions que es tradueixen i impacten positivament en resultats per als ciutadans.

Why promote a recognition in innovation?

- ✓ To recognize and highlight the promotion of excellence and the capacity to adapt provider institutions to the new economic, technological, social and caring environments and paradigms
- ✓ To value professional implication in promoting transfer and connectivity between different sector experiences
- ✓ To prestige the health and social care sectors as strategic ones for economic and social development and growth in our little country





- ✓ **PROFESSIONAL CODE OF CONDUCT: AN ETHICAL APPROACH (Sabadell Gent Gran)**
- ✓ **ZERO SUBJECTIONS (Sanitas Residencial)**
- ✓ **CENTRALIZED PURCHASING (Benito Menni)**
- ✓ **SUPPORTFAM: PROVIDING CARE PROXIMITY USING COMMUNICATION TECHNOLOGIES (SAR Quavitae)**



INNOVATION EXPERIENCES TECHNICAL SESSIONS

Sessió tècnica d'Atenció Primària

Autonomia de Gestió. Models a l'Atenció Primària

Consell de Sector d'Atenció Primària

25 de març 2010 a les 10.00 a 13.00 h

Seu de La Unió (Bruc, 72-74, 1r., Barcelona)

Us convidem a la I Sessió Tècnica:

“Benchmarking en Innovació”

“COMPARTIM EL QUE FEM”

Consell de sector d'Atenció a la Dependència.

30 de novembre de 2010 a les 10:00h.

Lloc: Sala d'actes de La Unió

Bruc 72-74 Barcelona

Us convidem a la Jornada Tècnica:

“Experiències Infermeres en la Millora de l'eficiència i la qualitat dels processos assistencials”

11 de novembre de 2009, de 9.30 a 14.00 h.

Auditori de la Corporació Sanitària Parc Taulí
(carrer Parc Taulí, s/n - 08208 de Sabadell)

I JORNADA DE LA XHUP prenent la iniciativa

Seguretat dels pacients i aliances estratègiques

Us convidem a la Jornada tècnica:

“Benchmarking en Innovació”

I Jornada Tècnica: compartim el que fem”

Consell de sector d'Atenció Especialitzada-XHUP.

15 de setembre de 2009 a les 10:00h.

Aula de Formació de La Unió.

Bruc 72-74 Barcelona

Jornada de Intercambio

APDEH - UCH

Associação Portuguesa para o Desenvolvimento Hospitalar

Unió Catalana d'Hospitals

18 de Septiembre de 2009 de 10:00-14:00h.

Aula de Formació de La Unió. Bruc 72-74 Barcelona

SUSTAINABILITY OBSERVATORY

First Survey on sustainability development in long-term care providers

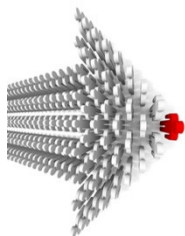
- **On line survey:** 52 questions
- For **leaders and professionals**
- Participation: **45 mid-term and long-term care providers** associated to La Unió (**91%** rate of response).

“Desenvolupament sostenible i Empresa:
Resultats de la l'enquesta sobre el
Desenvolupament Sostenible a Hospitals”

Dimarts 18 de gener de 2011
Sala d'actes de l'IESE - Auditori Campus Sud
Presentación Resultados de la 1ª Encuesta de
Sostenibilidad en Hospitales

- ✓ Sustainability development is perceived by organization's leadership as one area of **high added value and compromise**.
- ✓ **30%** of organizations have already implemented sustainable development management systems, with initiatives in reducing costs, improved quality of care and reduced environmental impact.
- ✓ Professionals identified the importance of **integrate sustainability criteria in care practices**, which would represent additional gaining in efficiency.

Why La Unió promotes benchmarking?



1. To serve to the growth of the associate organizations and support excellence in their results

- ✓ Sharing relevant information with the aim of improvement
- ✓ A source for learning together, considering excellence as a merit

2. A privileged arena where reflection for shared knowledge is generated

- ✓ Identify and learning from best practices
- ✓ A climate of trust and confidentiality

3. To value results in health and social care provider organizations

- ✓ Recognizing innovation
- ✓ Disseminating the shared learning



Benchmarking UNIÓ web platform

1. A connectivity platform between associates

- ✓ Developed by Fundació Unió in partnership with a technological enterprise, Athenea Solutions
- ✓ Administered completely by the internal technical team
- ✓ Confidential treatment of all the information

2. A platform oriented to provide added value

- ✓ Full 24/7 accessibility and a real-time update of information
- ✓ A global picture of a sector of activity
- ✓ An analytical tool to explore

3. With a working methodology

- ✓ Flexible and adapted to real interests of providers
- ✓ Technical sessions for debate and reflection





Joan Maria Ferrer (anar a - sortir)

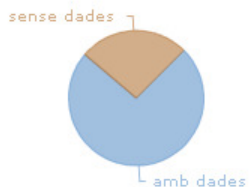
dades SM XHUP Dep AP INF SS ajuda

Sociosanitari - Llargia Estada

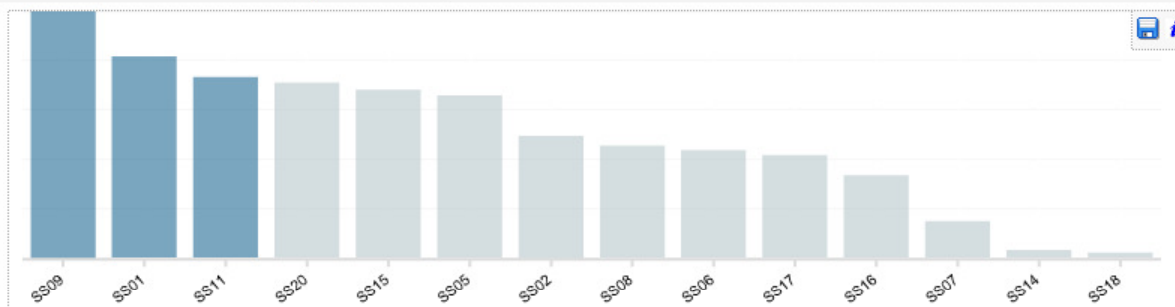
global fòrum LLE anàlisi

veure com: tècnic del benchmark període: 2011 filtres: tot

13 entitats 19 Unitats Llargia Estada



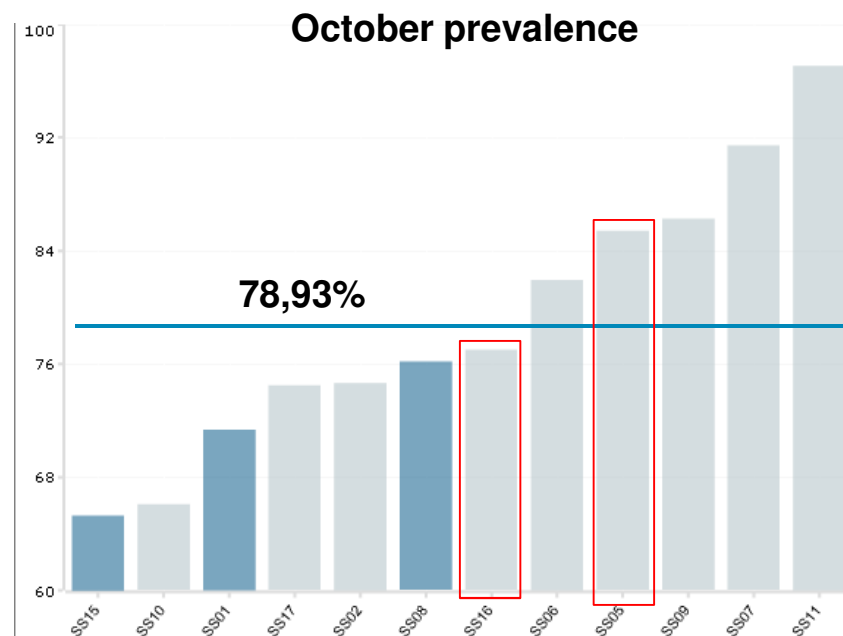
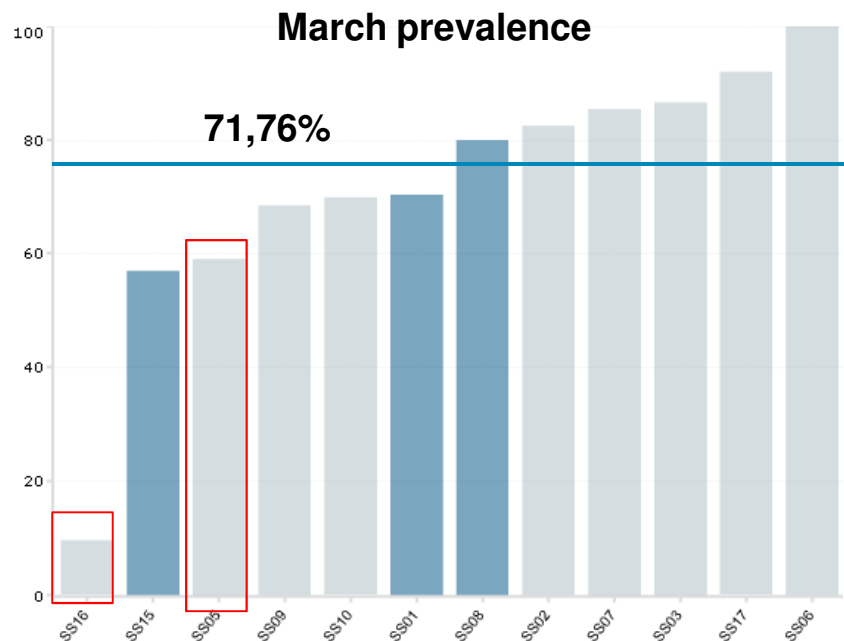
compliment (dades)



indicador (rànking / valors)	SS01	SS11	SS09	mitja	top 5	mín.	màx.
Activitat	5 de 13	9 de 13	-				
SS01 % Altes a domicili	50,62	32,56	-	37,78	48,49	10,20	50,68
SS02 % Altes a residència social	14,52	13,95	-	17,59	31,36	4,26	53,06
SS03 % Altes a Exitus	-	-	-	0,31	0,31	0,31	0,31
SS04 % Derivacions atenció hospitalària urgent	18,14	6,05	-	8,69	3,03	-	20,75
SS05 % pacients > 1 any d'estada	-	-	-	0,49	0,49	0,49	0,49
Recursos humans	12 de 12	4 de 12	10 de 12				
SS24 % ETC auxiliars	50,88	76,94	61,71	65,45	72,07	50,88	76,94
SS25 % ETC infermeres	19,02	16,54	19,47	23,37	29,39	16,22	33,67
SS27 Cost personal per ETC	41.054,96	28.184,24	34.823,00	37.272,50	30.509,33	27.732,16	54.034,89
Seguretat	6 de 13	4 de 13	-				
SS12 % Malalts amb 1+ caigudes	25,22	13,52	-	24,90	15,40	4,29	42,11
SS13 % Malalts amb restricció física (Tall Març)	16,97	-	-	28,27	28,27	16,97	47,75
SS14 % Malalts amb restricció física (Tall Octubre)	-	-	-	0,00	0,00	inf	inf
SS15 % Malalts UPP grau 2	8,41	8,19	-	9,03	4,01	1,69	21,43
Perfil de complexitat clínica	3 de 13	7 de 13	2 de 13				
SS06 % Malalts amb polimedicació (Tall Març)	43,58	-	-	51,67	51,67	15,38	82,86
SS07 % Malalts amb polimedicació (Tall Octubre)	-	-	-	0,00	0,00	inf	inf

Main results in point prevalence indicators (march-october 2012)

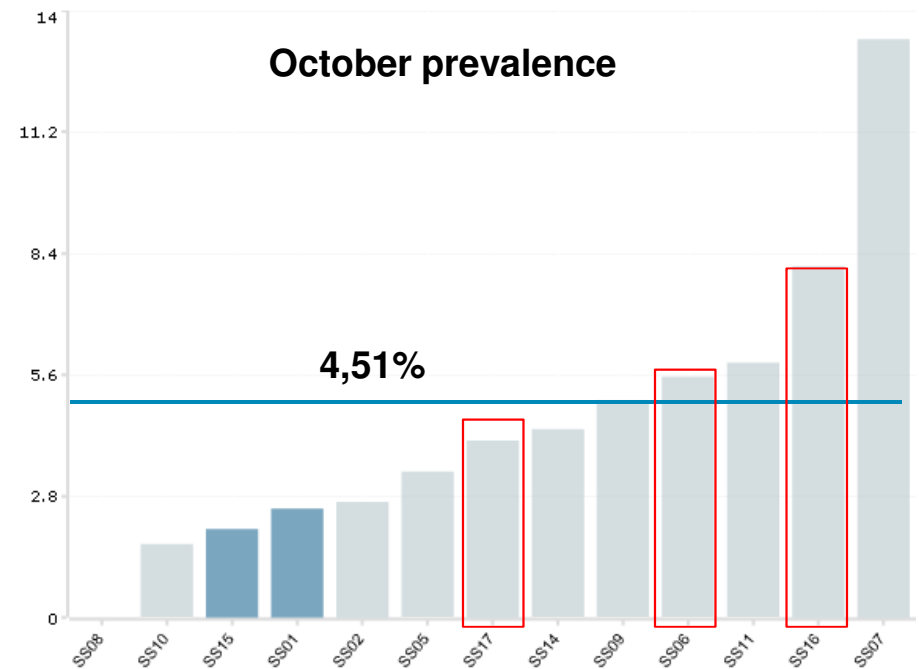
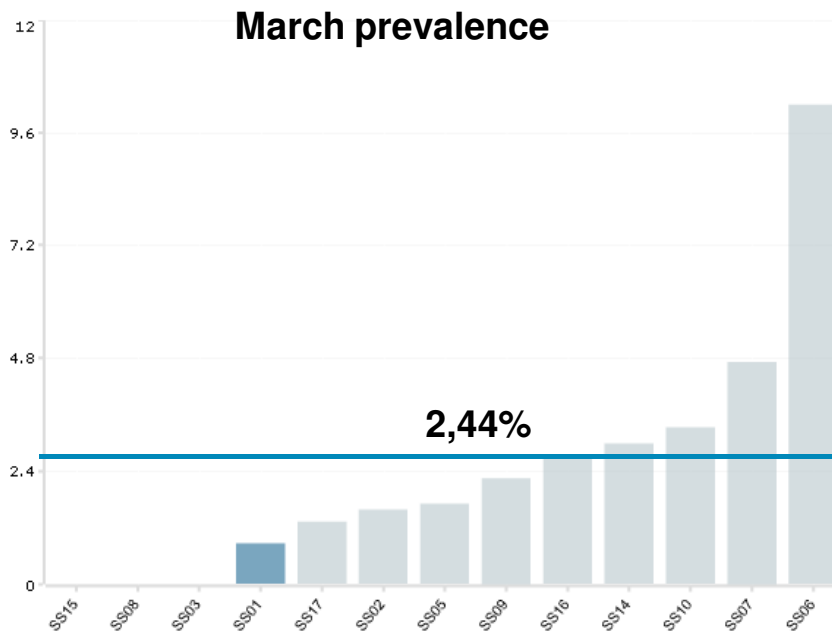
SS04 % of patients with a medication profile with >7 combined medications



October has no outlier values, and shows a more reliable sample of patients. A different relative ranking for provider organization is also identified

Main results in point prevalence indicators (march-october 2012)

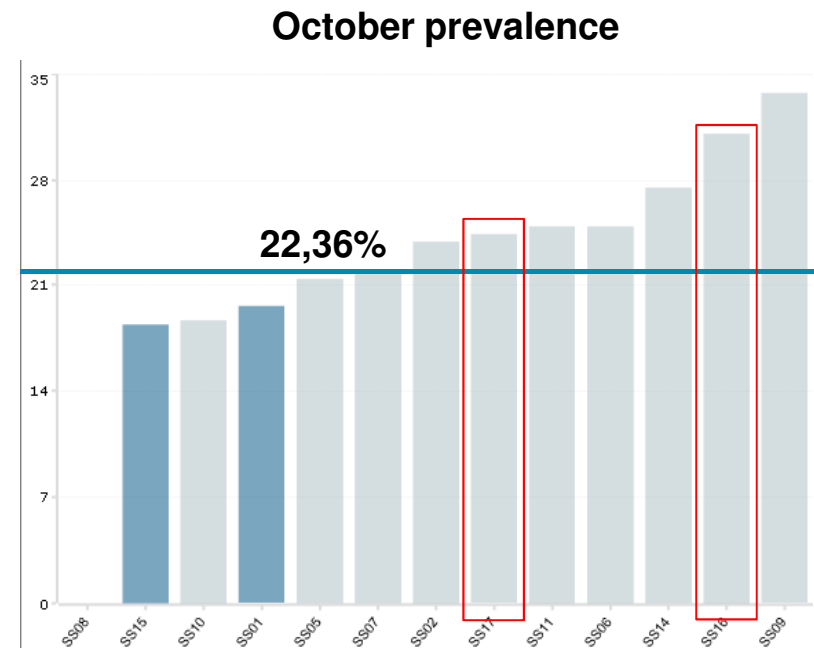
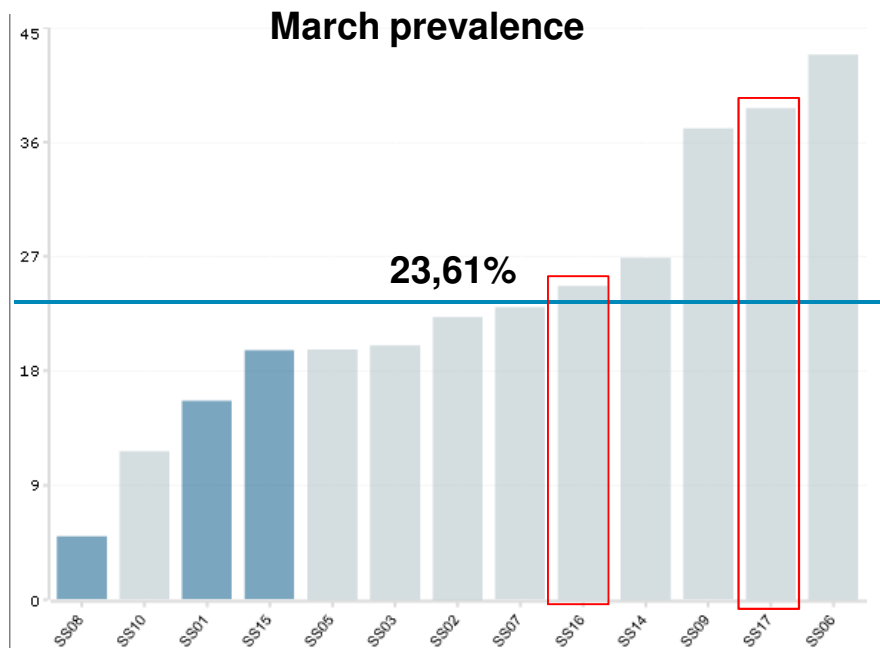
SS07 % patients with urine infection (prevalence 2012)



Three providers have doubled this result in october.

Main results in point prevalence indicators (march-october 2012)

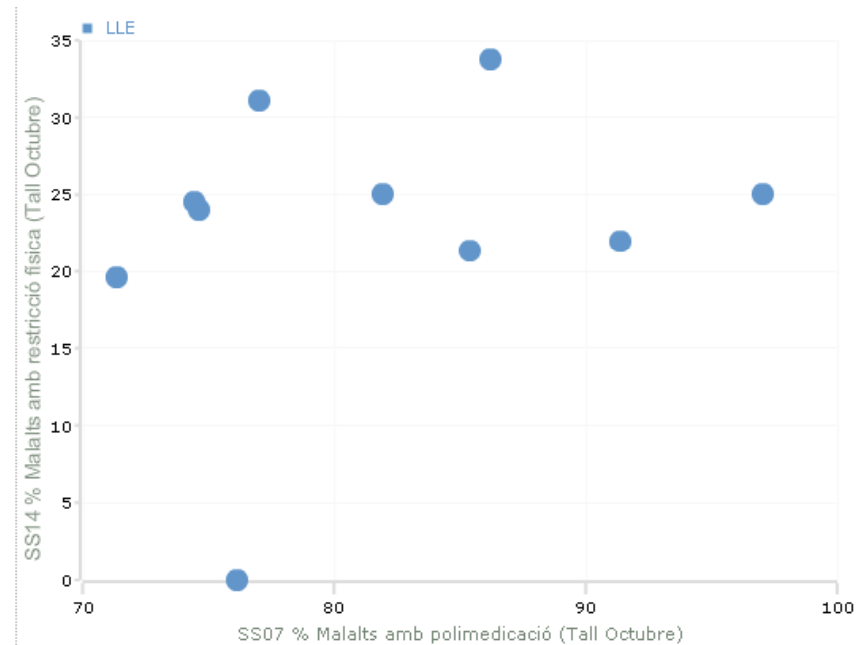
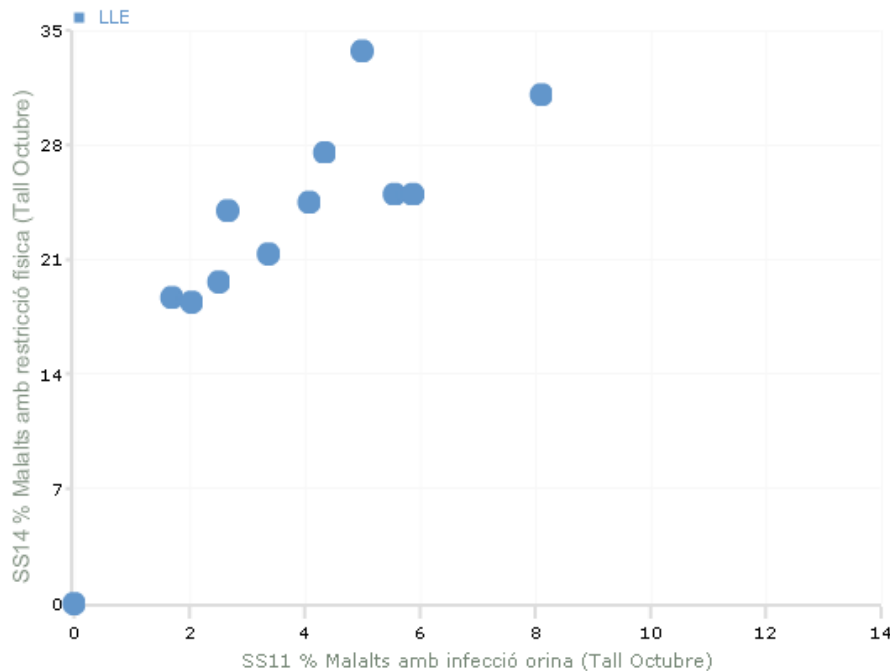
SS09 % patients with physical restrains (point prevalence 2012)



Outlier values are less in october. Except for SS16, with a higher percentage in october, and SS17 with a lower percentage, the rest of providers present similar results between the two periods of time.

Main results in point prevalence indicators (march-october 2012)

SS09 % malalts amb restricció física: (tall prevalença 2012)



A correlation between patients with physical restrains and urine infection is observed. However, no aparent correlation between urine infection or restrains utilization with multiple medication profile is identified.

PUBLIC-PRIVATE PARTNERSHIP OBSERVATORY

Sustainability of public policies

A service management model based on public-private partnership

- Estable
- Sustainable
- Professionalized
- Transparent in results

- SHARING KNOWLEDGE
- SHARING EXPERIENCES

GENERATE CONFIDENCE

2013 Working Plan

- 1.- Define key elements for a **systemic management of chronic conditions**: document report *Repensant el model d'atenció a la dependència* (proposals for a reengineering of the socio-sanitary model in Catalonia)
- 2.- Stimulate transformational changes for socio-sanitary organizations, exploring the **capacity to adapt to new paradigms and face future sustainable strategies**.
- 3.- Reinforce the professional **orientation emphasizing traditional values of professionalism** and building consensus for a new scheme for contracting.
- 4.- Promote **orientation and proximity to the community** favouring the responsible utilization of scarce resources.
- 5.- Take advantage of the **connectivity platforms** between organizations to promote alliances, partnerships and sharing knowledge and experience.

Conclusions (1/2)

1. Service provider organizations should **stimulate and manage innovation**, identifying talented people and valuable contributions, building a culture where the generation and execution of innovative ideas could emerge.
2. Innovation can be triggered from an employers' organization with a strategic orientation in place for **valuing initiatives from individual associates**, and **servicing as a favourable platform** where sharing of knowledge and experience is made possible.

Conclusions (2/2)

3. The **strategic orientation for innovation is made visible and practised** when sharing and valuing knowledge and experiences of our associates, identifying best practices and results, with a learning purpose, and disseminating this collaborative effort to benefit the whole sector.
4. Thanks to the existing links with the economic, academic and political worlds, the association represents a **true network of interests that can serve as a connecting node** and a meeting platform of specialized management knowledge into practice.

THANK YOU

