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**Name of the University, Hospital, Research Institute, Academy or Ministry**

Pontificia Universidad Católica de Chile

**Name of the Division, Department, Unit, Section or Area**

Escuela de Enfermería Pontificia Universidad Católica de Chile

**City** Santiago **Reference Number** CHI-19

**Title** WHO Collaborating Centre for Health Services and Nursing Development for Noncommunicable Disease Care

**Report Year** 04-2015 to 04-2016

**1. Please briefly describe the progress made in the implementation of your agreed workplan as WHO collaborating centre during the past 12 months (or the reporting period listed above). Please report on how each workplan activity was implemented, if any outputs have been delivered, if any results have been achieved and if any difficulties have been encountered during this time. If an activity has previously been completed, has not started yet, or been placed on hold, please indicate this.**

**Activity 1**

Title: Improvement of chronic disease management in Latin America: Adaptation, translation dissemination, and implementation of an evidence-based training program for ambulatory care teams.

Description: Description: This course will introduce health care providers to ways in which health systems can be reoriented to provide better care to people living with chronic conditions. The course is appropriate for health professionals involved with chronic disease management and quality of care at different levels of the public health system. It will introduce participants to ways in which health systems can be reoriented to better manage chronic conditions. Participants will learn about health care models that include essential aspects of chronic disease management, such as organization of the health system, clinical information systems, and patient self-management support, community services and linkages. This is a blended learning program which allows the participant healthcare teams to develop a project which will improve the care of clients in their local ambulatory care clinics. (<http://new.paho.org/hq/dmdocuments/2009/ebcic-booklet.pdf>)

An international version of this course has been offered by PAHO/ Washington (Director: Dr Alberto Barceló) in La Habana, Cuba. One of the members of our team participated as faculty when this course was offered between May 19th and 23rd, 2015. Fourty health professionals who participated are members of National Institutes, Universities, and local authorities for chronic care.

Adapted national version of the course "Fundamentos de Modelo de Cuidados Crónicos para equipos de Atención Primaria" was offered between november 2015 and april 2016. One hundred and twenty six health professionals from Health Services from Ohiggins, and Santiago (South and North) participated.

Related to this course , the team participated in one video-conference with the Chilean Ministry of Health and Health Service representatives, to evaluate the experience of Valparaiso-San Antonio Health Service, as a follow up evaluation for the course offered between 2014 and 2015. This meetin took place on Valparaiso (March 18, 2015)

**Activity 2**

Title: Innovation sites for chronic condition management: Training of selected health care teams from different regions of the country for the implementation of comprehensive chronic care in ambulatory settings.

Description: Socialization and support in the implementation process of demonstration/Innovation sites designed to improve the quality and continuity of care of people with non-communicable diseases (NCD). These sites are strategically located in different regions of the country to promote and facilitate the dissemination of a new model of care for people with chronic conditions.

It has not been possible to obtain information regarding demonstration sites in chronic care due to change of personnel at the Ministry of Health.

Instead of visiting specific demonstration sites (like before), the team participated in (April 1st and 2nd, 2015) meetings in two communes (South Health Service and Valparaíso-San Antonio Health Service), so a possibility for establishing demonstration sites emerged, as possible demonstration centers were identified.

### **Activity 3**

Title: Latin American Research and Innovation Network for Self-care Support of Individuals with Chronic Conditions and their Family Caregivers. (RIA)

Description: Coordinate, broaden and keep updated the Website RIA (Red Latinoamericana de Investigación e Innovaciones para el Autocuidado de personas con condiciones crónicas de salud y sus familiares cuidadores) and establish links with other networks with shared objectives [www.riauc.cl](http://www.riauc.cl)

As mentioned in the 2014-2015 annual report, the RIA network was eliminated, however one member of our CC is co-coordinating with the National University of Colombia the Latin American network of Family Caregivers.

### **Activity 4**

Title: Updated publications on prevention and care of people living with chronic conditions available on the WHOCC's website.

Description: Link RIA with the WHOCC website

A member of our CC is a Contributor to PAHO 2016, Health Technology Manual "Improving the Integrated Management of Chronic Diseases in Primary Care Settings"

### **Activity 5**

Title: Distribution of selected articles on prevention and chronic care: A contribution to nursing practice in Latin America.

Description: Select and distribute periodically information regarding the prevention and care of people living with chronic conditions through regional listserves, such as ENFAMERICAS and Nurses Associations in Latin America.

For the Ministry of Health, two manuals were developed by members of our CC team, both documents were printed and disseminated through national health services and are available at [www.redcronicas.cl](http://www.redcronicas.cl) in pdf format:

- "Modelo de Atención para Personas con Enfermedades Crónicas. Directrices para la implementación" (Iltta Lange, Solange Campos, Claudia Bustamante, Claudia Alcayaga)

- "Educación para apoyar el automanejo de pacientes hospitalizados por un evento cardiovascular agudo" (Marcela González, Verónica Krämer, María José Bustamante, Claudia Alcayaga, Claudia Bustamante)

### **Activity 6**

Title: Self-management and decision support training for health care teams caring for people with chronic conditions: International symposium developed in collaboration with PAHO/WHO Chile

Description: Share experiences and state of the art of effective strategies to provide self-management and decision support to people with chronic conditions with participation of Dr. Kate Lorig (USA), Dr. Shirley Moore (USA), and Dr. Cornelia Ruland (Norway).

Between March 28th to April 1st 2016, Dr Kate Lorig , RN, Emeritus Professor of the School of Medicine at Stanford University worked with our CC in the incorporation of self-management support in the Nursing Curriculum as well as in the primary care setting.

During her stay, she gave the conference “Why Self Management in Health Care?” ( in spanish) . Around 100 professionals attended . Selected health professional who have been trained by our CC, faculty from different health professions and from different universities, authorities of PAHO, Ministry of Health and representatives from other Chilean WHO Collaborating Centers.

Her visit was possible due to the support provided by PAHO/Chile who organized during her stay in Chile two additional conferences, (University of Valparaiso Geropolis project and Western Health Service in Santiago) where she shared her experience on how to train peers with chronic diseases as self-management support educators. A Member of our CC attended these events to assure coordination as well as to design future work with the interested parties.

### **Activity 7**

Title: Self management support: Face-to-face and e-learning programs for health care providers who work with populations with chronic conditions. (2012-2013).

Description: Formal course with 4 modules to train health care providers on self-management support for people with chronic conditions or risk factors to develop them.

Self-management support has been included in the Chronic Care Model continuing education described on Activity N°1.

Also, a new course of “Introduction in Case-Management for Primary Care teams”, was developed as a pilot for the East Metropolitan Health Service. In this first version, 160 health professionals participated. The course included faculty from our CC and from School of Medicine and Family Health Centers.

The number of health professionals trained by our CC since 2011 is around 500 people.

During this last year the CC has done a systematic work to incorporate self-management support into the chronic disease programs that are offered in the outpatient clinics of the Faculty of Medicine of our university ( UC/Christus Health Network) The components of this activity has been sharing articles, small group meetings and direct consultation with the teams who work with patients with chronic renal failure, diabetes, hypertension , obesity or Multiple Sclerosis. These teams had also the opportunity to participate in activities with Dr Kate Lorig

### **Activity 8**

Title: Competencies on E-health for nurses working with people with chronic conditions. International workshop.

Description: Practice telecare skills to incorporate them into clinical practice.

During May 7 and 8, 2015 the CC team organized the “Self-Care International Conference: E-health and health literacy, innovations”.

The enrolment included 229 participants. The organization committee took the decision to provide access through full scholarships or major discount percentages benefiting 138 participants, among which are: undergraduate students, teachers of SON and professional clinical fields. They are collaborating in teaching and research carried out in the SON.

It has written evaluation data provided by 129 people, highlighting a very good evaluation of the selection of topics and presenters. The program was perceived as depth and current.

Regarding general profile of attendees, 30% of the attendees were students, from our SON and for technical careers (DUOC-UC). The rest of the attendees corresponds mostly professionals in the field of health (nurses, nurse-midwives, midwives, psychologists, doctors, social workers, physical therapists, dentists and nutritionists). They attended by 10 professionals in engineering (civil, computer and biomedical informatics). Of the total participants, only four came from regions, representing the hospital Yumbel. Arica Health Service, University of Magallanes and Community Emergency clinic in Reñaca Alto.

Group of professionals, 47 are linked to academic activities in different positions (heads, trainers, teachers, etc.) and 12 of them enrolled in post graduate studies (6 masters, 6 Ph.D.)

### **Activity 9**

Title: Translation of WHO nursing documents.

Description: Translation and adaptation of the following documents: SDNM, Global Standards for Initial Nursing Education, Nursing care for people with chronic conditions.

One member of our CC worked as a volunteer at PAHO/ Chile with the purpose of retrieving information regarding the other PAHO CCs to explore the possibility to initiate networking activities.

Also, one of the members of our CC participated at the Meeting on the History of Nursing and Midwifery in WHO 15-16 September 2015 and had the opportunity to share and link with other nursing leaders of the world.

- Permanent collaboration with Dr Alberto Barceló (consultant in Diabetes,PAHO/Washington) in review of his documents on the chronic care model.
- Participation in the cultural adaptation process for Latin America of the Patient Assessment for Chronic Illness Care (PACIC) Instrument. ( A. Barceló)
- Member of our CC participated as trainer in May 2015, in his workshop on chronic care in La Habana, Cuba.

**2. Please briefly describe your collaboration with WHO in regards to the activities of the WHO collaborating centre during the past 12 months (e.g. means of communication, frequency of contact, visits to or from WHO). Please feel free to mention any difficulties encountered (if any) and to provide suggestions for increased or improved communication (if applicable).**

We have encountered some economic difficulties to attend PAHO meetings as well as the PAHO offices.

Between November and March, we have had several meetings with Dr. Cassiani through skype or telephone to plan our redesignation.

**3. Please briefly describe any interactions or collaborations with other WHO collaborating centres in the context of the implementation of the above activities (if any). If you are part of a network of WHO collaborating centres, please also mention the name of the network, and describe any involvement in the network during the last 12 months.**

Our Collaborating Center suggested to the PAHO representative in Chile that it would be of great benefit to start networking activities with all collaborating centers (CC) in our country. With the support of PAHO Chile we contacted the 4 WHO Collaborating center in our country and organized periodical meetings to identify common interests. The decision of the Chilean CCs was not to focus on structure of a national Collaborating Center Network but rather focus on useful networking activities.

PAHO/ Chile representative invited in June 2015 PAHO CC coordinators in Washington DC (Eliane do Santos Pereira and Sandy Wenger) for a 2 day workshop with the 5 Chilean collaborating centers, which was co-ordinated by our CC, to share the experience of other CC country networks.

There are 5 CC in Chile:

CC for Health Services and Nursing Development for Chronic Disease Care, (Pontificia Universidad Católica de Chile) (coordinators)

CC against Epilepsy (National league for Epilepsy)

CC for Health and Nutrition (Institute of Food Technology (INTA) University of Chile)

CC for Midwifery Development (School of Midwifery, University of Chile)

CC for Occupational Health (Institute of Public Health, Ministry of Health , Chile)

During this year, active collaboration has been established between our CC and the League of Epilepsy CC, as well as between our CC and the Institute of Food Technology , University of Chile CC.

In fact, members of our CC had an active participation in a national meeting with volunteers of the League of Epilepsy in the city of la Serena in April 2016 with several teaching activities regarding selfmanagement support for patients with Epilepsy and for their family care givers. As a result, new collaborative activities are in the planning process.

As a result, each CC has invited, since then ,all other CCs to attend national and international extension activities; information of common interest has been circulated which has given great visibility to the WHO Collaborating Centers in Chile , specially at the Ministry of Health, Municipalities and Universities.

The Center has also supported the Webinar initiative of PAHO on Advance Nursing Practice, which considers translating material, the sessions, and supporting its coordinator team.

**4. Please briefly describe any type of technical, programmatic, advisory or other support received from WHO during the past 12 months for the implementation of the agreed activities listed above (if any).**

We have received permanent support from PAHO Chile to organize local activities, and now from Dr. Cassiani in order to elaborate our redesignation plan.