



ΠΑΝΕΠΙΣΤΗΜΙΟ ΚΡΗΤΗΣ  
UNIVERSITY OF CRETE

ΤΜΗΜΑ ΙΑΤΡΙΚΗΣ  
FACULTY OF MEDICINE



Τ.Θ. 2208, 71003 Ηράκλειο, Κρήτη

P.O. Box 2208, Heraklion, Crete,  
Greece

ΤΟΜΕΑΣ ΚΟΙΝΩΝΙΚΗΣ ΙΑΤΡΙΚΗΣ

DEPARTMENT OF SOCIAL  
MEDICINE

Tel.: +30 2810 394600

Fax: 2810 394606

Κλινική Κοινωνικής και Οικογενειακής Ιατρικής: +30 2810 394621

Clinic of Social and Family Medicine: +30 2810 394621

Director: Prof. C. Lionis



«VIGOUR - Evidence-based guidance to scale-up integrated care in Europe»

### INTRODUCTORY MEETING

Monday 20 May 2019, 14:00 - 16:00

School of Medicine, University of Crete, Greece

### SUMMARY

#### 1. The aim of the meeting

The aim of the meeting was to introduce VIGOUR to local stakeholder by presenting its objectives, individual components and expectations. The meeting also sought to initiate the dialogue between stakeholders regarding integrated care needs and how each organization perceives them based on their priorities and expertise. By the end of the meeting, stakeholders were invited to express their interest to engage in VIGOUR's future discussions and facilitate the local implementation and scale-up of integrated care.

The meeting was organized and coordinated by the Clinic of Social and Family Medicine, School of Medicine, University of Crete, under the supervision of Prof. Christos Lionis, Principal Investigator of VIGOUR in Greece.

#### 2. Attendee stakeholders

Twenty three organizations were invited to this introductory meeting. In total, 24 participants from 13 different organizations attended. The following organizations were represented:

A. Patient organizations:

- Cretan Palliative Care Association "Zacharias Mpantouvas"
- "Efzo" Patients with cancer
- Cretan Association for Rheumatoid Disease Patients
- Organization of Alzheimer's Disease and related disorders, Heraklion Prefecture, "ALLILENGII" (SOLIDARITY)

B. Service organizations:

- Local Healthcare Units of Heraklion (primary care provision in urban areas)
- Healthcare Centers of Heraklion (primary care provision in rural and semi-urban areas)
- National Center of Emergency Medicine Care
- Heraklion Center of Mental Health

C. Educational organizations:

- University of Crete
- Department of Social Work, Hellenic Mediterranean University
- Nursing Department, Hellenic Mediterranean University
- HelMSIC-Students Association, School of Medicine, University of Crete

D. Policy-making authorities:

- 7th Health Region of Crete

### **3. Emerging themes/priorities and first reflections**

- Educational training of health professionals focusing on open communication in the doctor-patient relationship

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*«The patient has the need to feel that we are there for him/her. The patient is in the center and, based on his/her needs, we will build integrated care»*

*«It is important that courses for (medical) students teach them how to speak and address the patient»*

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- Education of patients (which is among the most difficult tasks)

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*«Education does not concern only doctors and health professional but, mostly, the patients»*

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- Multidisciplinary-based care provision and shared decision-making processes

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*«The patient needs all medical specialties, irrespectively if he/she suffers only from cancer or whatever. What is not very expensive is to convince hospital doctors that they have to have a collaboration between their specialties»*

*«In the framework of our organization, we run a program called “joint decision” which concerns the patient and the doctor. In this program, the doctor discusses and understands the needs of the patient and together they decide about the optimal treatment and the next steps... We think that doctors and patients are fellow travelers in our country’s health system»*

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- Comprehensive patient records as a priority

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*«I would like to touch two issues: the first concerns the (poor) collaboration of specialties which may result in losing information and the patient to take the role of the referee between the specialties that facilitate him/her. This issue could be particularly helped by the use of electronic records»*

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- Building pathways of care that could be followed by all doctors and could be applicable to all patients

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*«I would like to highlight how important it is that, through this project, pathways could be built that could be followed by all doctors in order to serve their patients in the best way»*

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- Significant enhancement for out-of-hospital care (at home or in the community)

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*«Another important issue, apart from palliative care, is home care. This is being done here in Crete, however the last few years it seems as it has been stuck»*

*«It is tremendously important to enhance with care and protection this population (i.e. those who can't go to hospitals). But this has to be done by all, we need to do it together; the municipality, the community, the healthcare stakeholders, the volunteers, the family. In this way we can built the collaboration, not only between health professionals, but services in general»*

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- Consider evaluation (of facilities, personnel, procedures etc.) and update professional frameworks and training
- Focus on multimorbidity with attention to anxiety/depression symptoms as psychosocial parameters of care relating to quality of life
- Patient groups and NGOs input and experience to be part of the health system training programs (e.g. in palliative care)
- Enhancement of the role of volunteers

