

Dialogue and participation between health providers primary care and the healthcare administration in Catalonia

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PRIMARY CARE IN CATALONIA

In Catalonia, Primary Care is the first point of access focused on the diagnosis and treatment of acute and chronic health issues, as well as health promotion, prevention, and rehabilitation, home care, emergencies, and sexual and reproductive health.

It is organized into Basic Health Areas. Each Basic Health Area is assigned to a primary care team and is located in primary care centers in urban areas and local clinics in rural areas.



- 365 Basic Health Areas
- 374 Primary Care Teams
- 420 Primary Care Centers
- 739 Local Clinics
- 24 Primary Care Emergency Centers
- Population of over 7.9 million

36 health providers primary care:

- Catalan Health Institute (ICS), the largest public administration health services in Catalonia, manages 75% of the Primary Care Centers.
- **35 providers health services**, representing 20% of primary care and comprising a total of 85 primary care teams, 88 primary care centers, and 122 local clinics, providing care to more than 2 million people.
- **Providers health services**, are private or non-governmental organizations that have an agreement or contract with a public health insurance (Catalan Health Service).

HEALTH PROVIDERS PRIMARY CARE COMMISSION

The Consortium for Health and Social Care of Catalonia (CSC) and Catalan Hospital, Health and Social Services Association (La Unió), are two providers lobbies with a long history, whose mission is to defend the interests of their members before the healthcare and social administration, as well as to promote network collaboration and stimulate innovation.

More than 10 years ago, both providers lobbies launched the Health providers primary care commission with the 35 Entities of the concerted network of primary and community care. The commission's **mission** is to serve as a space for dialogue, sharing knowledge, and experiences between the entities and the healthcare administration.

Objectives:

- To discuss the strategies being defined and/or promoted by the administration.
- To provide a space for sharing concerns of the entities and resolving any doubts in any of the areas of shared interest.
- To promote joint initiatives, such as organizing specific events and ad-hoc working groups on emerging topics.

35
Entities

88
Primary Care
Centers
122
Local Clinics

20%
Primary Care

They provide
care to
2 million
inhabitants

RESULTS

Activity and Participation:

- Over 50 meetings held / 6 annual meetings.
- High participation (30 attendees per meeting).
- High degree of satisfaction among participants.
- Involvement of top representatives from the health administration in both the planning and operational aspects of primary care in Catalonia.

Response to sector-related issues

- Primary care service portfolio
- Incorporation of new professional roles in primary care (physiotherapists, emotional well-being specialists, and nutritionists)
- Measurement of primary care accessibility
- Contracting and financing models
- Prescription of PROMs (Patient-Reported Outcome Measures), among others.
- Public health and health promotion
- Working group with temporary disability specialists once the need is detected to seek strategies to improve management by the entities.



Best Practices and Innovation

- Holding 7 conferences on Innovation in Primary Care with more than 500 annual attendees.
- At the last conference, over 30 innovative initiatives were presented, focusing on citizen care and patient experience, personnel management and professional care, and team and professional management autonomy.

CONCLUSIONS

- **We defend the uniqueness of the Catalan public healthcare system.** There is a separation of functions in planning, financing, and service provision, as well as diversity among provider entities offering care.
- **Representation of the providers health services.** Health providers primary care commission comprises a total of 35 entities, representing 20% of primary care centers in Catalonia.
- **The commission as a space for collaboration and debate.** Through this commission, we highlight the contribution of the providers health services network to the Catalan public healthcare system, which has been a pioneer in implementing innovative care models within its areas of operation.

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