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IT and reengineering processes in primary care. We should do it better

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Healthcare is now in an interesting crossroad, the socio demographic evolution, the economic sustainability and the most active role of the patients, makes a big pressure on the healthcare workforce and of course on the managers of these services. It is generally well accepted that it is needed a dramatic change on the services in the way they are provided, at this level, the use of information technologies at the primary care levels is clear that are having an increasing role, but this solutions, alone, do not obtain the expected results. The main reason of failing, as it is known in other sectors, is the lack of process reengineering when we introduce IT solutions. With this approach, this presentation will explain the experience with 4 primary care centers (Medical Home - team model) in Barcelona (145 physicians, nurses and support professionals attending 95.000 people). The work done with the clinicians has had three basic points: 1. - Processes (lean healthcare), 2. - Innovation (advanced practice with nurses) and 3. - Clinical leadership. Next steps will be open to discussion in future strategies on linking processes with hospitals, social services..., and applying knowledge from concepts as population health management and global health.

Biography

Josep M. Picas. M.D., at the University of Barcelona. Diploma at the ESADE Business School of Barcelona. He is the President of the European Association of Healthcare IT Managers. He began his career in 1974 as a Medical Doctor, he was appointed deputy Director of the Hospital de l'Esperança, in Barcelona, in 1979-84. Medical Director of Municipal Institute of Health Care Services from 1985 to 2004 (Public HMO in Barcelona). He has been Director of the Primary Care of Barcelona City, from 2004 to 2007. CIO at the Hospital del Mar in Barcelona in 2008 and CIO at the Hospital de St. Pau in Barcelona, Spain from 2009 to 2012. Now he is beginning a new project with 2 University Hospitals of Barcelona, pharmaceutical industries and technological companies applying ICT and PBM to healthcare processes under the model of shared savings. He has worked actively on the development of disease management programs, computerised information health systems. He participates on Boards and Steering Committees at local and international level. He has belonged to the Board of the International Disease Management Alliance, New Jersey (US) and the Medical Records Institute, Boston (US).

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