
ORGANIZING AND DELIVERING HIGH-QUALITY CARE FOR CHRONIC NON-COMMUNICABLE
CONDITIONS IN THE AMERICAS: A REGIONAL WORKING GROUP

PLACE: PAN AMERICAN HEALTH ORGANIZATION (ROOM 1017)
525 23RD ST NW
WASHINGTON DC, 20037

DATE: DECEMBER 13-14, 2012

DOCUMENTS:

[HTTP://PFTP.PAHO.ORG/PUBLIC/FORMS/ALLITEMS.ASPX?&&p_sortbehavior=0&p_fileleafref=murthy%202012%2epdf&&rootfolder=%2fpublic%2fchronicare&pagefirstrow=1&treefield=folders&treevalue=chronicare&processqstringtocaml=1&&view={B9B59EE1-E24F-4A75-8826-6B6128274B00}](http://pftp.paho.org/public/forms/allitems.aspx?&&p_sortbehavior=0&p_fileleafref=murthy%202012%2epdf&&rootfolder=%2fpublic%2fchronicare&pagefirstrow=1&treefield=folders&treevalue=chronicare&processqstringtocaml=1&&view={B9B59EE1-E24F-4A75-8826-6B6128274B00})

LIVE SESSIONS: <http://www.paho.org/virtual/hsd-nc-eng>



INTRODUCTION

CARE FOR CHRONIC NON-COMMUNICABLE DISEASES (CNCDS) SUCH AS CARDIOVASCULAR DISEASE, DIABETES, CANCER, AND CHRONIC OBSTRUCTIVE PULMONARY DISEASE IS A GLOBAL PROBLEM. RESEARCH DEMONSTRATES THAT THE VAST MAJORITY OF PEOPLE WITH CNCDS DO NOT RECEIVE APPROPRIATE CARE. ONLY AROUND HALF ARE DIAGNOSED; AND AMONG THESE PATIENTS, ONLY HALF ARE TREATED. AMONG THE QUARTER OF PEOPLE WITH CNCDS WHO DO RECEIVE CARE, ONLY HALF ACHIEVE THE DESIRED CLINICAL TREATMENT TARGETS. CUMULATIVELY, ONLY AROUND ONE IN TEN PEOPLE WITH CHRONIC CONDITIONS ARE TREATED SUCCESSFULLY. THIS IS MAINLY THE RESULT OF INADEQUATE MANAGEMENT, BUT ALSO OF INSUFFICIENT ACCESS TO CARE AND THE EXISTENCE OF NUMEROUS FINANCIAL BARRIERS.



SEVERAL ORGANIZATIONAL MODELS OF CNCDS MANAGEMENT HAVE BEEN PROPOSED AND IMPLEMENTED INTERNATIONALLY. PERHAPS THE BEST KNOWN AND MOST INFLUENTIAL IS THE CHRONIC CARE MODEL, WHICH FOCUSES ON LINKING INFORMED, ACTIVATED PATIENTS WITH PROACTIVE AND PREPARED HEALTH-CARE TEAMS. ACCORDING TO THE CCM, THIS REQUIRES AN APPROPRIATELY ORGANIZED HEALTH SYSTEM LINKED WITH NECESSARY RESOURCES IN THE BROADER COMMUNITY.

IMPLEMENTING INTEGRATED EVIDENCE BASED CHRONIC CARE CONTINUES TO BE A CHALLENGE FOR MOST DEVELOPING COUNTRIES.

AIM: PRODUCE A SET OF EVIDENCE BASED RECOMMENDATIONS TO GUIDE TECHNICAL COOPERATION WITH PAHO MEMBER STATES FOR ORGANIZING AND DELIVERING HIGH-QUALITY CARE FOR CHRONIC NON-COMMUNICABLE CONDITIONS IN THE AMERICAS.

OBJECTIVES:

1. REVIEW THE EVIDENCE FOR THE IMPLEMENTATION OF EACH COMPONENT OF THE CCM, NAMELY ORGANIZATION OF HEALTH CARE, DECISION SUPPORT, SELF-MANAGEMENT SUPPORT, DELIVERY DESIGN, HEALTH INFORMATION SYSTEM AND COMMUNITY RESOURCES.
2. TRANSLATE THE EVIDENCE IN PRACTICAL RECOMMENDATIONS THAT PAHO MEMBER STATES CAN USE FOR THE IMPLEMENTATION OF THE CHRONIC CARE MODEL.

PARTICIPANTS:

- | | | |
|----|--------------------------|-----------------|
| 1 | MICHAEL PARCHMAN | SEATTLE, USA |
| 2 | JOANNE EPPING JORDAN | SEATTLE, USA |
| 3 | SANDRA DELON | CALGARY, CANADA |
| 4 | MARIA CRISTINA ESCOBAR | CHILE |
| 5 | TAMU DAVIDSON SADLER | JAMAICA |
| 6 | SEBASTIAN LASPIUR | ARGENTINA |
| 7 | ANAND PAREKH | USA |
| 8 | RAFAEL BENGOA | SPAIN |
| 9 | LIZETH GUTIERREZ | MEXICO |
| 10 | SONIA ANGELL | USA |
| 11 | ANSELM HENNIS | BARBADOS |
| 12 | MICHELINE MEINERS | BRAZIL |
| 13 | FREDERICO GUANAIS | IDB, USA |
| 14 | MONTSERRAT MEIRO-LORENZO | WORLD BANK |

SECRETARIAT PAHO

- 15 A BARCELÓ (MEETING COORDINATOR)
- 16 J HOSPEDALES
- 17 S LUCIANI
- 18 P ORDUÑEZ
- 19 E PRIETO
- 20 M PEREZ
- 21 R TASCA
- 23 TOMO KANDA
- 24 J FITZGERALD
- 25 E VEGA

VIRTUAL CONTRIBUTION

- E VILACA, BRAZIL
E PEREZ FLORES, PAHO-FEP

AGENDA

THURSDAY, DECEMBER 13TH 2012

(ELUMINATE SESSIONS: 8:30-9:45 AM; 2:00-2:30 PM; 4:30-5:30 PM)

- 08:30-08:45 AM OPENING: JAMES HOSPEDALES, SENIOR ADVISOR, CHRONIC DISEASES;
MARCOS ESPINAL, AREA MANAGER, DISEASE SURVEILLANCE,
PREVENTION & CONTROL
- 08:45-09:15 AM IMPROVING CHRONIC CARE IN THE AMERICAS.
ALBERTO BARCELÓ, ADVISOR, CHRONIC DISEASES
- 09:15-09:45 AM PRESENTATION: REVIEW OF THE HISTORY, DEVELOPMENT AND
APPLICATION OF THE CHRONIC CARE MODEL. MICHAEL PARCHMAN, USA
- 9:45-10:30 AM WORKING GROUPS (GROUP 1: ROOM 1017, GROUP 2: ROOM 207, GROUP
3: ROOM 209)
- 10:30-10:45 COFFEE BREAK
- 10:45-12:30 PM WORKING GROUPS CONT'D
- 12:30-02:00 PM LUNCH BREAK
- 02:00-02:30 PM PRESENTATION: EVIDENCES FOR POLICY DEVELOPMENT SUPPORTING THE
IMPLEMENTATION OF THE CHRONIC CARE MODEL. RAFAEL BENGOA,
SPAIN
- 02:30-03:30 PM WORKING GROUPS (GROUP 1: ROOM 1017, GROUP 2: ROOM 207, GROUP
3: ROOM 209)
- 03:30-03:45 PM COFFEE BREAK
- 03:45-04:30 PM WORKING GROUPS CONT'D
- 04:30-05:30 PM GROUP WORK REPORTS (THE HEALTH CARE ORGANIZATION; SELF-
MANAGEMENT SUPPORT; DECISION SUPPORT). CHAIR: MONTSERRAT
MEIRO-LORENZO.

FRIDAY, DECEMBER 14TH 2012

(ELUMINATE SESSIONS: 8:30-9:30 AM; 2:00-5:30 PM)

- 8:30-09:00 AM PRESENTATION: EVIDENCES SUPPORTING MANAGEMENT OF MULTIPLE
CHRONIC CONDITIONS. ANAND PAREKH, SUB SECRETARY OF HEALTH,
HEALTH AND HUMAN SERVICES, USA

9:00-10:30 AM	WORKING GROUPS (GROUP 1: ROOM 1017, GROUP 2: ROOM 207, GROUP 3: ROOM 209)
10:30-10:45	COFFEE BREAK
10:45-12:30 PM	WORKING GROUPS CONT'D
12:30-02:00 PM	LUNCH BREAK
02:00-03:00 PM	PRESENTATION OF RESULTS OF WORKING GROUPS (CLINICAL INFORMATION SYSTEM; COMMUNITY LINKAGES; DELIVERY SYSTEM DESIGN). CHAIR: SONIA ANGELL
03:00-05:00 PM	EXPERT RECOMMENDATIONS. DISCUSSION & REVIEW. JOANNE EPPING-JORDAN, USA
05:00-05:30 PM	CONCLUSIONS. JAMES HOSPEDALES, PAHO
05:30 PM	ADJOURN

WORKING GROUPS

GROUP 1: THE HEALTH CARE ORGANIZATION/CLINICAL INFORMATION SYSTEM

ROOM 1017

1. M PARCHMAN
2. T DAVIDSON SADLER (RAPPORTEUR, CLINICAL
INFORMATION SYSTEM)
3. S DELON (RAPPORTEUR, HEALTH CARE ORGANIZATION)
4. J FITZGERALD
5. S ANGELL
6. S LUCIANI (FACILITATOR)
7. F GUANAIS

GROUP 2: SELF-MANAGEMENT SUPPORT/ COMMUNITY LINKAGES

ROOM 207

1. A HENNIS (RAPPORTEUR, COMMUNITY LINKAGES)
2. MC ESCOBAR (RAPPORTEUR, SELF-MANAGEMENT
SUPPORT)
3. J EPPING-JORDAN
4. E VEGA
5. M MEIRO-LORENZO
6. T KANDA
7. A BARCELÓ (FACILITATOR)

GROUP 3: DECISION SUPPORT/ DELIVERY SYSTEM DESIGN

ROOM 209

1. R BENGOA
2. S LASPIUR
3. P ORDUÑEZ (FACILITATOR)
4. L GUTIERREZ (RAPPORTEUR, DECISION SUPPORT)
5. M MEINERS (RAPPORTEUR, DELIVERY SYSTEM DESIGN)
6. R TASCA
7. E PRIETO (FACILITATOR)