



«Κάλλιον το προλαμβάνειν ή το θεραπεύειν»
(Preventing is better than curing)

Hippocrates of Kos, a.k.a. Father of Medicine
460 – 370 BC

Hello...





How I got involved...

When I got the invitation...





Some facts...

- ✓ Primary Care is linked to the changes in the social and political sector
- ✓ each country organizes its health system in different ways from the others, in terms of funding, organization, operation, planning and coordination
- ✓ the first contact-point between the citizen and the health system
- ✓ the provision of Primary Health Care services is not human-centered
- ✓ health inequalities in terms of gender and social status – socio-economic status
- ✓ while health expenditures are increasing, there is no commensurate improvement in key indicators of life expectancy
- ✓ because of poor organization of Primary Health Care, Secondary Health care is burdened

We cannot solve all the problems here, today,
but we can discuss the solutions...



What the patient wants

- ✓ ease of access
- ✓ choice
- ✓ continuity
- ✓ technical quality
- ✓ patient-centered care

Just a reminder:
What is patient-centered care?



I am not just a name on a chart...



What the patient wants

⌚ TIME: The #1 thing people want from their healthcare providers is **their time**

🔍 CLARITY: Insurance is tricky... You never really know what's covered or how much you'll have to pay in addition to your copay, let alone what prescriptions might cost

🤝 UNDERSTANDING: You want to understand what you're hearing.

👍 ATTENTION: Eye contact is hard to come by nowadays

My dear doc please 🙏 ...

- ✓ ask me questions
- ✓ remember that “the customer is always right”
- ✓ speak my language
- ✓ look me in the eyes
- ✓ be my partner
- ✓ do your homework
- ✓ give me options
- ✓ pass it on

Who is the Primary Care Giver?

- Informal caregivers = Caregiving ranges from providing direct care to the care recipient to complex health care and managing social service systems.
- Most are women
- Some of them, in particular elderly spouses, are themselves sick or have significant physical or mental disabilities.
- Others, such as the children of the patient, are at critical stages of their own personal or professional lives and lack the time, the tools, or the skills needed to care for their sick relatives



Who is the Primary Care Giver?

- Caregivers often suffer from psychosocial symptoms (anxiety & depression)
- The severity of depression among caregivers is often greater than among the sick patients themselves
- Fatigue, digestion problems reduced immune system activity, slower wound healing relatively higher blood pressure levels, and multiple sleep problems
- Decrease in social ties due to the caregiving demands
- Very Important: The present #Covid19 pandemic has drastically affected the world health status and has altered the lives of millions of people

Caregivers

Surveys demonstrate that while a high percentage of physicians reported that they were aware of the caregivers' higher risk for physical and mental impairments due to caregiving, they did not initiate interventions to address this vulnerable group

WHY ?

lack of time

lack of knowledge

a different outlook

other obstacles

Dear doc, please...

- ✓ Ask me how things are going
- ✓ Please discuss with me about the patient's goals and priorities now and at the end of life, including patient's current and future health priorities
- ✓ Please be familiar with evidence-based interventions which relieve my stress
- ✓ Please be familiar that I may need the help and support of physicians, nurses, and social workers
- ✓ Please be familiar that Informal care recipients and caregivers both arrive at primary care as patients



Food for thought...

- Primary Care is complex
- Primary Care is the ideal context for reaching most caregivers as caregivers would benefit from their support
- Primary Care is important in improving health outcomes and reducing costs
- Primary care is the future of healthcare
- Stay healthy



Menia Koukougiani
menia@theadcase.gr