EQuiP Virtual Conference 2021: Introduction and Programme

EQuiP organised a virtual conference, which took place on 19-20 March 2021.

The conference was free of charge for everyone.

The overall topic was **Quality and Safety of urgent** primary care in Europe.

The conference was aimed for general practitioners, trainees, teachers, trainers and policy makers.

Participants were able to discuss topics, such as patient safety, teaching quality and safety, augmented reality in teaching urgent care, quality of urgent care in Europe, triage and decision support and palliative care.

The conference offered a great opportunity to meet new people active in the field of quality and safety. It was also a great opportunity to get new ideas for EQuiP, for topics that we can make a priority or for statements and opinions we should carry out.

Up until now, EQuiP mainly focused on regular working practice. There's a lack of knowledge and data on urgent care, so we were thrilled that the organizers chose this topic.

By Zalika Klemenc-Ketis EQuiP President https://equip.woncaeurope.org/

FRIDAY 19 MARCH 2021

16:00 Welcome, Zalika Klemenc-Ketis, EQuiP

16:10 Keynote, Martijn Rutten: Urgent Primary Care in Europe: Take a Look Abroad!

17:10-18:25 Workshops

A: EQuiP Patient Safety Group: The Emergency Kit and Telemedicine: Could they Each be Recipes for a Disaster? B: EQuiP Teaching Quality Group: The European Teaching Agenda: Quality Care and Patient Safety C: Simulation Centre: Using Augmented Reality in Simulations of Vitally Endangered Patients

18:25-18:30 **Break**

18:30-19:00 **Discussion**

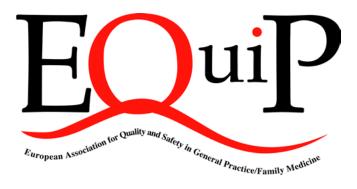
SATURDAY 20 MARCH 2021

09:00 Welcome, Zalika Klemenc-Ketis, EQuiP

09:10 Keynote, Stéphanie De Maesschalck: Providing Equitable Care for Vulnerable Groups: How to Apply State-of-the-art Research to Urgent Primary Care Situations?

10:10-11:25 **Workshops** D: Paul Giesen & Piet Vanden Bussche (EQuiP): Emergency Primary Care in the EU: Let's Do It Better! E: Marleen Smits & Carmen Erkelens: The Science Behind Triage and Decision Support in Primary Care F: Erika Zelko & Toosje Valkenburg: Between Life and Death: How to Deal with Urgency in Palliative Care?

11:30-12:00 Concluding remarks



EQuiP Virtual Conference 2021: Presentations (PDF)

FRIDAY 19 MARCH 2021

Keynote, Martijn Rutten: Urgent Primary Care in Europe: Take a Look Abroad! Link to presentation (PDF).

Workshops

A: EQuiP Patient Safety Group: The Emergency Kit and Telemedicine: Could they Each be Recipes for a Disaster? Link to presentation: Intro (PDF).

Link to presentation: Guidelines (PDF). Link to presentation: Telemedicine (PDF).

B: EQuiP Teaching Quality Group: The European Teaching Agenda: Quality Care and Patient Safety Link to presentation (PDF).

C: Simulation Centre: Using Augmented Reality in Simulations of Vitally Endangered Patients Link to presentation (PDF).

SATURDAY 20 MARCH 2021

Keynote, Stéphanie De Maesschalck: Providing Equitable Care for Vulnerable Groups: How to Apply State-of-the-art Research to Urgent Primary Care Situations? Link to presentation (PDF).

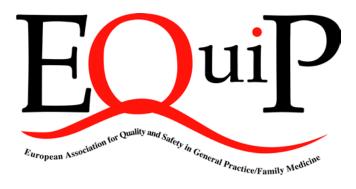
Workshops

D: Paul Giesen & Piet Vanden Bussche (EQuiP): Emergency Primary Care in the EU: Let's Do It Better! Link to presentation (PDF).

E: Marleen Smits & Carmen Erkelens: The Science Behind Triage and Decision Support in Primary Care Link to presentation: The Netherlands Triage Standard (PDF)

Link to presentation: The Science Behind the Netherlands Triage Standard (PDF)

F: Erika Zelko & Toosje Valkenburg: Between Life and Death: How to Deal with Urgency in Palliative Care? Link to presentation (PDF).





EQuiP Virtual Conference 2021: Setting the Virtual Scene

Contents

- History
- NHG Guidelines and development
- Use of NHG Guidelines
- Treatment guideline for emergency care









AFYC Jose-M Bueno





🔏 Maria Bakol.

Telephone triage

- Regional telephone number
- >90% first contact by telephone
- All GPCs use NTS
- GP assistents, supervision by GP
- Mandatory training and (re-)registration



Scientific Center for Quality of Healthcare Radboudumc



mhq









Image: solution of the solution of

From Katrin Martinson to Everyone

The idea of digital tranlations"if ne...

paul Giesen

Carmen Erkelens

%

EQuiP Virtual Conference 2021: Keynote Chat Messages, 20 March

Erika Zelko : Who pays the cost of the mediator or translator?

Gunnar : In Norway it is the ommunity

Hagit Dascal Weichhendler : It may also be related to financial abuse. Iisolated abuse or linked to forms of family violence. Do you think that documenting a code for poor literacy or social problem requires special permission from the patient? Andree Rochfort : you make a very important point Hajit, doctors are often not aware of these situations in families, and sometimes it is the "carer" who is carrying out the financial abuse.

Erika Zelko : In Slovenia they have access to all specialist, but it takes a lot of administrativ work to organize it by the GP.

Toni Dedeu : Does health literacy also include 'Digital Literacy'? Ulrik Bak Kirk : Good point, Toni. Maybe it is coined as "Digital Health Literacy"? Toni Dedeu : Some of the social demographics information can be collected in a multidisciplinary team approach (health care professionals and Social Workers) and the eHealth Records (EHR/EMR) ought to be at least shared and even better a single EHR where possible. There are such experiences in Europe. Mohammed Morad : To be aware of the cons of digital health as it may increase disparities in health The same for the hidden segment people with disabilities. Toni Dedeu : 'Digital divide' is a challenge for sure. Andree Rochfort : Digital health can also help patients with low HL ... we can give a patient a link to further information and they can ask a person of their own choice in the family or community to access it and translate f or them at a later point in time, for example information about chronic disease self management. Health literacy is a patient safety issue too...it can be an obstacle for patient adherence to medication, or lack of knowledge about reporting possible adverse reactions to medications....

Katrin Martinson : The idea of digital tranlations" if needed" is brilliant.

Toni Dedeu : You are making a really good point Stéphanie. An induction process with key basic information to immigrant and refugees should be tackled at supranational level. The EU should make it mandatory, and non-EU countries at national level. So, what can Primary health care do? Mohammed Morad : Networking of primary care with community organizations, not only national formal ones. *The public health role of primary care.* Hagit Dascal Weichhendler : Yes, but there are a lot of barriers - legal etc regarding sharing information. Mohammed Morad : Designing care to meet needs and expectations. Hagit Dascal Weichhendler : I believe we need much more presence of social workers in the clinics working side to side with us as GP's. Toni Dedeu : Absolutely Mohammed. But how to reach these people? This is a cross-sectoral approach and the role of PHC in intersectoral involvement. Mohammed Morad : Advocacy is very important in these cases. Verbal contact with the community. Profiling is very dangerous. Toni Dedeu : And expanding the Community perspective of Primary health and community care. This requieres new skills for GPs in many countries. Andree Rochfort : And new knowledge about referral pathways for patients to appropriate health and social worker professionals in the community at the meso level.

Toni Dedeu : Can Stéphanie repeat the name of the guy who she is talking about? Piet Vanden Bussche : Hans Verrept.

FACULTY OF MEDICINE



GHENT

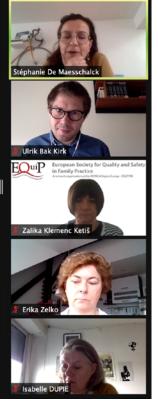
Mohammed Morad : Extraordinary lecture. Toni Dedeu : Well done Stéphanie. An excellent presentation. Generated vivid reflexions in the chat. Congrats. Carmen Erkelens : I made me reflect upon the importance of registration of patients' social situation. Jose-M Bueno : In Europe we have very different health providing systems with very different funding.

Toni Dedeu : We have to move towards Universal Health Care - a cross-sectoral approach is the cornerstone.



URGENT PRIMARY CARE FOR VULNERABLE POPULATIONS

DEPARTMENT OF PUBLIC HEALTH AND PR



Dragos : Thank you for your presentation ! I guess there are several challenges to tackle: 1) The healthcare pathway differs largely by EU country. It can be very puzzling to a well educated foreigner and nearly impossible for migrants that don't have the language profiency;

2) Digital systems could actually help with triage and appointements as a lot of platforms are being developed. The exemple of such - doctolib in France - which can ease finding a free GP or specialist and also help with triage; 3) Bureaucracy ease through digitalisation is another factor - easing some of the demands such as the first steps of healthcare protection for migrants that could be done online, directly from the GP office;

4) The primary care network is vital - knowing available social workers or free of charge specialists is crucial; 5) Before the interpreter or translator: Which platform is better for translation?

I do use google translate in order to translate indications etc. Privacy is another question.

EQuiP Virtual Conference 2021: Concluding Chat Messages

Workshop: Emergency Primary Care in the EU: Let's Do It Better!

Rosario Falanga : The problem to organize a good out of hours service: 1) Financial costs, and 2) We don't have many young GP to implement out of hours service 24/7. We need to share our patients summary digital clinic data with out of hours service e department of emergency care.

Zalika Klemenc Ketiš : In Slovenia, we organise out-of-hours care in primary health care centres and this system works well. Mohammed Morad : In Israel, some OOH service is provided at the PCC but most at different locations. Funding could also be mixed in remote areas.

Workshop: The Science Behind Triage and Decision Support in Primary Care

Toni Dedeu : I learned about the evidence and scientific rigour in the workshop on triage.

Mohammed Morad : Today, some use bots and apps for triage and even some HMO's do that without providing the evidence in support of the use. We should warn of that issue. AI has to take in consideration the contextual issues; relying on its use without reservation would raise questions and doubts. Hagit Dascal Weichhendler : Urgent care and triage during working hours - is also an important issue to be examined and discussed.

Johanna Tulonen-Tapio : Triage-session confirmed many ideas about it's sensitivity and spesificity and the ways nurses are using it. Interesting! We are having a webinar for nurses about triage.

Mohammed Morad : Some group practices offer extended services and cover some of the OOH time. We have limited nurse triage at the primary care clinics

Virtual Farewells

Victoria Tkachenko : Every EQuiP event is so exciting! It is wonderful that this conference happened. It was very interesting and useful and fruitful.

Sandra Alexiu : I also want to thank you for all the lectures and workshops.

Suzanne Creed : Thanks to all organisers and presenters of this conference - a really enjoyable event. Great collaboration and discussions. Look forward to the next one. Stay safe all.

Hagit Dascal Weichhendler : Very interesting and thanks for organizing and inviting !

Dragos : Thank you !

Jose-M Bueno : Thank you very much for the virtual conference. We enjoyed it very much

Victoria Tkachenko : Hope to see all of you soon.

Rosario Falanga : *Thank you, bye*

Carmen Erkelens : Yes, thank you for organising such an interesting conference!

Johanna Tulonen-Tapio : Bye, thank you!

Maria Bakola : Thank you very much! It was the first time I participated and it was really exciting!

Raluca Zoitanu : Thank you for a great event!

Mohammed Morad : Stay safe and looking forward to more meetings and works together.

Dorien Zwart : Thank you all! Brilliant conference.



Testimonials

"We had an inspirational workshop on the emergency kit and on use of telemedicine thanks to all who came to the workshop! Hope you all enjoyed the other workshops." (Andree Rochfort)

"Yes, we need more work refining the suggested topics and checking the evidence for working interventions." (Mohammed Morad)

"Thanks for a good workshop! Problems seem to be similar across European countries." (Adrian Rohrbasser)

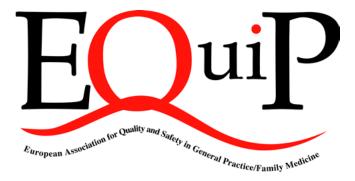
"The use of VR in training and so on, good tool to be aware and remember all dos and donts." (Miriam Rey) "Good to meet all. Nice and exciting meeting." (Victoria Tkachenko)

"Thanks to the organizers and great that you opened for more new people. For me it's interesting to hear more about what happens in the area in other countries and exchange ideas." (Hagit Dascal Weichhendler)

"Great workshop and collaborations with colleagues. I have leant many new things." (Maria Bakola)

"AR was so much fun!" (Johanna Tulonen-Tapio)

"Thank you all a great educational evening." (Suzanne Creed)



EQuiP Virtual Conference 2021: Some Social Media Mentions...

WONCA Working Party on Quality and Safety F Wonca @WONCA_QSafety

@EQuiP_Quality Virtual Conference 2021 starts in a few hours. Theme " #Quality and #Safety of #urgentprimarycare

in Europe" It is aimed for general practitioners (GP), GPtrainees, teachers, trainers and policy makers. #patientsafety @WoncaEurope

Oversæt Tweet

EQuiP Virtual Conference 2021



EQuiP

WONCA Working Party on Quality and Safety (F) Wonca @WONCA_QSafety

Congrats to @EQuiP_Quality #PatientSafety Group for their Outstanding @EQuiP_Quality virtual conference 2021 workshop "Could your EMERGENCY KIT be a recipe for disaster? chaired by @ARochfort @WoncaEurope @MedisecIreland Oversæt Tweet





#patientsafety Oversæt Tweet



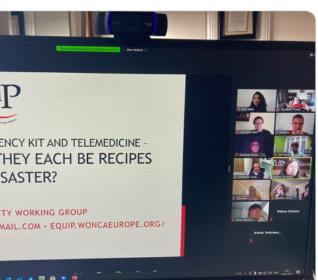
EQuiP

THE EMERGENCY KIT AND TELEMEDICINE -COULD THEY EACH BE RECIPES FOR A DISASTER?

PATIENT SAFETY WORKING GROUP EQUIP.WE@GMAIL.COM - EQUIP.WONCAEUROPE.ORG/



Delighted with the opportunity to be involved on behalf of @MedisecIreland Congratulations to all involved in the organisation of this years @EQuiP_Quality virtual conference really enjoyed the session on emergencies and telemedicine in GP chaired by @ARochfort



semFYC Internacional +S semFYC @semfyc_int

@EQuiP_Quality virtual conference will start in a few hours.

We would like to congratulate the organizers o a meeting of such a challenging matter

"Quality and Safety of urgent primary care in Deurope"

equip.woncaeurope.org

Oversæt Tweet



Paul Giesen and Piet Vanden Bussche: Emergency primary care in the EU: Let's do it better!

Paul Giesen (MD PhD) is GP in Nijmegen, the Netherlands. He was one of the initiators of the Dutch GP cooperatives for out-of-hours GP emergency care in 2000.

Since then he is project leader on research in GP emergency care and collaboration with ambulance and A&E department. His research group at IQ healthcare, Radboud university medical center (Nijmegen, the Netherlands) published more than 200 articles in scientific magazines.

Piet Vanden Bussche

GP in a group practice in Flanders Belgium.

Lecturer at Ghent University and member of the expert center Quality and Safety Ghent.

Senior GP for the Quality and Teaching Department of Domus Medica.

Past president and member of EQuiP Executive Board.





Aim

To give an overview of emergency primary care in the EU (current models, strong and weak aspects and desired future developments).

What is the current and wished role of GP in emergency care.

Reflect on the optimal emergency primary care: challenges and threats in the EU.

Abstract

In the EU there are many different organizational models for emergency primary care and there is a tendency towards large-scale primary care organizations in out-ofhours.

The main reasons for this tendency are the increasing workload, the low commitment of GPs, and their minimal financial support and number of personnel.

Another factor is the increasing shift of patients towards ambulance and hospital care. This is cost ineffective and undermines the role of the GP.

But are GP's motivated to for emergency care? What is their role and what are their wishes? Let's do it better, but what is the optimal model? What are the program requirements for optimal GP emergency care in Europe?

Marleen Smits and Carmen Erkelens: The science behind triage and decision support in primary care

Marleen Smits is an experienced researcher in the field of the quality and organisation of health care. Her PhD thesis was about patient safety in hospitals, while working at Nivel (Utrecht, the Netherlands) in 2005-2009.

Since 2010 Marleen works as a post doctoral researcher at IQ healthcare, Radboud university medical center (Nijmegen, the Netherlands).

She has performed many national and international studies on out-of-hours primary care, supervised 3 PhD students and is (co-) author of +60 peerreviewed papers.

Marleen is board member of EurOOHnet and academic editor of PLOSONE.



Carmen Erkelens (MD PhD) is a researcher in the fields of acute cardiovascular disease and quality and safety in primary care at the Department of General Practice of the Julius Center, University Medical Center Utrecht.

Last year she defended her PhD thesis which was titled 'Safe telephone triage of acute cardiovascular symptoms in out-of-hours primary care".

She combined her PhD project with a Postgraduate Master of Epidemiology (specialization: clinical epidemiology) at Utrecht University. Currently she is completing her GP training.





Erika Zelko (EQuiP) and Toosje Valkenburg: Between life and death: How to deal with urgency in palliative care?

Erika Zelko

Date of birth: 10th of March, 1968 in Vienna, Austria.

Education

1983-1987: Medical School, Murska Sobota University

1987-1994: Medical Faculty Ljubljana.

2002-2007: Master degree at Dept. of Public Health, thesis: 'Local community health enhancing Program assessment. The case of the Beltinci community'.

18.6.2015: Graduated with PhD thesis: 'Development of Methodology of public health approach at the Roma communit'.

20.9.2017-2019: EUPCA – Leadership Course.

Employment 1994-2016: Health Centre Beltinci.

1998-2007: Lecturer, Medical School, Murska Sobota.

Since 2015: EQuiP representative from Slovenia.

Since 2018: Member WONCA scholarship committee.



Toosje Valkenburg is a GP and GP-trainer in a health care center in De Bilt and hospice doctor in academic Hospice Demeter in De Bilt.

She has been a GP for more than twenty years in this village, near the city of Utrecht in the Netherlands.

She is both the Founder and Director of the hospice as well as Director of the health care center.



Take Home Messages

• Good quality of palliative care contributes to the feeling of security at home of the patient and prevents crises and increase the possibility for dying at home, which is the most desired patient wish.

• The organisation of how to address palliative care emergencies at first sight seems to be different internationally, but at a closer look there are many similarities in challenges.

• The good news is that every country has basic organisation/infrastructure to build upon. That gives the possibility for organising good and accessible palliative care for everyone.

• A shared experience is that if there are good palliative care services, it decreases the number of crises.

EQuiP Virtual Conference 2021: List of Participants (1/2)

| Name | Workshops |
|--|--------------------|
| Klaus Bernhart | Workshops A + E |
| Pierre Vanden Bussche | A+L A+D |
| Sara Willems | A+D A+D |
| | A+D A+E |
| Karen Vereecke | |
| Natascha Zoon | A+F |
| Jo Van Hoof Mayara Lomos Entringer | B+D |
| Mayara Lemos Entringer Romina Carvalho Ferreira | B+E |
| | C+F |
| Lilach Eyal Waldman Zlata Ožvačić Adžić | C+F |
| | B+F |
| Marina Kanushina | A + E |
| Jan Kovář Katrin Martinson | A + F |
| Katrin Martinson Le Vallikivi | A + E |
| Elle-Mall Sadrak | C+E |
| | A+D |
| Susanna Holmlund | A+D |
| Hagiu Dragos Paul Léa Pellerin | B + D A + E |
| Hiba Kassab | C+E |
| Isabelle Dupie | A+E |
| Jochen Gensichen | A+D |
| Sofia Dimopoulou | A+D |
| Maria Bakola | B+E |
| Suzanne Creed | A+E |
| Mark Campbell | B+E |
| Andrée Rochfort | A+E |
| John Allman | B+F |
| Joe Gallagher | C+F |
| Mira Kochanovsky | B+F |
| Liss Zvika | B+E |
| Ronen Bareket | C+D |
| Alona Sigler Harcavi | B+F |
| Mohammed Morad | B+E |
| Hagit Dascal Weichhendler | B + E |
| Rosario Falanga | B+D |
| Gianluigi Passerini | B+D |
| | |

Country Austria Belgium Belgium Belgium Belgium Belgium Brazil Brazil Canada Croatia Czech Republic **Czech Republic** Estonia Estonia Estonia Finland France France France France Germany Greece Greece Ireland Ireland Ireland Ireland Ireland Israel Israel Israel Israel Israel Israel Italy Italy

| Name | Work |
|----------------------|-------|
| Botagoz | B + F |
| Faith Mailu | B + F |
| Caleb Karanja | B + E |
| Eva Kawira | B + E |
| Joy Mugambi | B + F |
| Gazmend Bojaj | B+D |
| Jūratė Gasiunaite | B + E |
| Ausrine Kontrimiene | B + E |
| Raquel Gomez Bravo | B + D |
| Nikola Pandeliev | A + F |
| Sandra P | C + E |
| Katarina Stavrikj | B + D |
| Dorien Zwart | C + E |
| Feike Loots | C + E |
| Olugbemiga Olusanya | A + E |
| Gunnar Frode Olsen | A + D |
| Krzysztof Studziński | B + F |
| João Sequeira Carlos | C+D |
| | |

106 Participants 34 Countries 4 Continents



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E D F D E E

D F D

Country Kazakhstan Kenya Kenya Kenya Kenya Kosovo Lithuania Lithuania Luxemburg North Macedonia North Macedonia North Macedonia **Netherlands** Netherlands Nigeria Norway Poland Portugal

EQuiP Virtual Conference 2021: List of Participants (2/2)

| Name | Workshops | Country | Name | Workshops |
|------------------------|-----------|---------|-------------------------|-----------|
| Cristina Dorojan | A + D | Romania | Stefan Krnac | B + E |
| Greta Cotae | A + F | Romania | Tea Stegne Ignjatovic | C + E |
| Aura Corina Schepp | B + E | Romania | Erika Zelko | B + F |
| Mara Plesu | B + E | Romania | Nena Kopčavar Guček | B + E |
| Elena-Marina Pircalabu | B + E | Romania | Zalika Klemenc Ketiš | B + E |
| Andreea Zody | C + F | Romania | Črt Zavrnik | C + F |
| Klara Sarbu | B + F | Romania | Jorge Hidalgo Chavez | B + F |
| Dim Gabriela | C + E | Romania | Miriam Rey Seoane | C + F |
| Cornelia Frangopol | A + E | Romania | Jose Miguel Bueno Ortiz | A + D |
| Busneag Iliana-Carmen | B + E | Romania | Maria-Pilar Astier-Peña | A + E |
| Raluca Zoitanu | A + E | Romania | Juwei Chen Qin | C + F |
| Raluca Camarasescu | A + E | Romania | Marek Czajkowski | C + E |
| Carmen Fleseriu | B + E | Romania | Rita Fernholm | B + E |
| Carmen-Adriana Dogaru | B+D | Romania | Eva Arvidsson | B + E |
| Mihaela Comsa | B + E | Romania | Alexandre Gouveia | B + D |
| Anamaria Waldraf | A + D | Romania | Adrian Rohrbasser | A + F |
| Lucia Radulescu | A + E | Romania | Sonia Roache | B + E |
| Mirela-Roxana Bichir | A + E | Romania | Vildan Mevsim | B + D |
| Ivan Luminita Anca | B + E | Romania | Zekeriya Aktürk | B + E |
| Mihai Ion Ghioaldă | A + F | Romania | Victoria Tkachenko | B + E |
| Carmen Roman | C + D | Romania | Albina Zharkova | B + E |
| Sandra Alexiu | A + E | Romania | Toni Dedeu | B + E |
| Cristina Podani | A + E | Romania | Oluseyi Falade | B + E |
| Cristina Loghina | A + E | Romania | | |
| Mirela Opritescu | A + D | Romania | | |
| Cristina Mladin | A + D | Romania | | |
| Voni Calinescu | B + F | Romania | | |

Romania

Ciungan Beatrice Rebeca

B + D



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Country Slovakia Slovenia Slovenia Slovenia Slovenia Slovenia Spain Spain Spain Spain Spain Sweden Sweden Sweden Switzerland Switzerland Trinidad & Tobago Turkey Turkey Ukraine Ukraine United Kingdom United Kingdom