

University of Medicine and Pharmacy Tg.Mures

Registration no. UMF Tg-Mures \_\_\_\_\_ of: \_\_\_\_\_

## SCIENTIFIC REPORT

# "IMPROVING PATIENT ACCESS TO MEDICAL SERVICES: DEVELOPMENT OF SINGLE CENTRE PATIENTS PROGRAMMING-SCPP"

CNCS-UEFISCDI project: PNII – IDEI/ WE-017/2011

Tirgu-Mures  
NOVEMBER 4-5 2011

**This work was supported by CNCS –UEFISCDI, project number PNII – IDEI/ WE-017/2011**

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### Scientific content of the event

Conference/Exploring Workshop: „IMPROVING PATIENT ACCESS TO MEDICAL SERVICES: DEVELOPMENT OF SINGLE CENTRE PATIENTS PROGRAMMING-SCPP, organized by the University of Medicine and Pharmacy held on 4-5 November in Tg-Mures, funded under the National Programme II IDEAS, under the program Exploratory Workshops, by CNCS-Executive Unit for Financing Higher Education, Research, Development and Innovation , code PN-II-ID-WE-2011-017, is part of UMP Tg-Mures concerned to obtain scientific and technological results, consistent with those of Europe reflected by increasing visibility and international recognition of Romanian research, common objective with the objective of the National Plan for Research, Development and Innovation 2007-2013.

University of Medicine and Pharmacy, Tirgu-Mures, the host institution is an institution of higher education center of excellence in medical training and research in academic medical widely acclaimed for quality and professionalism. UMP Tg. Mures has focused on achieving permanent European and international standards, while preserving the traditional values.

The idea of this conference started with the need to improve patient access to medical services. Service model of this project is based on a vision in which the patient is placed in the center (patient-centric), which is more stable and continuous, based on prevention and promotion of continuity of care and socio-sanitary integration.

Starting from the unique dispatch model 112, through which any call to this service can be received and served by emergency medical services, firefighters, police, the central idea of the Single Patients Programming center was not far. In view of the organizers, any patient who requests a unique number of the Center, to be able to be scheduled for medical services, which means family medicine advice, dental consultations, outpatient consultations in specialized laboratory investigations that performed in outpatient treatment, medical services requiring hospitalization for short term or long term, providing home care services, and release drugs and other medical products.

It is important to be noted that this project of CUPP does not refer to the replacement of any systems that already exist, but due to the method of cooperation, it wants to make these systems interoperable so as to enrich the platform with new services available for the systems used which are considered valid or is not considered necessary to replace them. This is a guarantee of investments and non-invasive nature of the project at its organization.

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The main requirement of the SPPC network is to organize and ensure medical services "focused on individual need" implemented through integrated planning, allowing the interception of " new and different needs" due to social changes, economic and cultural changes giving suitable responses at assistance levels.

The identified general requirements points us to a rethinking of supply of medical services according to a logic driven by user requirements and can be summarized as follows:

- Simplifying the access of citizens and users by eliminating unnecessary travel, including through innovative channels of programming, communication of medical reports and secured methods of recognition;
  - Development of some kind of politics for information exchange between health care providers in order to encourage simplicity and communication in the management service and especially medical service operators, citizens and patients with special care in exchange of clinical information.
  - Promotion and dissemination of information regarding services and all information necessary to make informed decisions about care actions
  - Efficiency increase of patient care, by integrating family doctors in the network of medical professionals, in order to ensure a greater continuity of care and provide effective responses and corresponding to patient needs;
  - Standardization of patient clinical sheet, improving the quality documentation while maintaining flexibility to manage information specific to each medical specialty;
  - Decrease of clinical risk management as a result of incorrect and / or incorrect to each medical prescription verifying that each activity be appropriate to the patient it was prescribed for;

In parallel with the above functional requirements it must also be mentioned the technological ones that should be by different components of the proposed e-health platform and are listed below:

- high flexibility
- reduced impact on staff obtained through increased utility and use
- non-duplication of functions, but that can be easily integrated with specialized components which completely solve their own functions
- using technological solutions with a low invasive character
- using standard international colloquium (HL7) for exchanging information and responding to international frameworks (IHE).

In addition, to improve supply management services it should be offered a "system of access to services and medical benefits" to perform the functions of "complex resource management system" allowing not only to offer management specialized services, but also all "resources" that can be programmed in the medical field. Such a system must then operate either as an individual structure at the local level as well as offering a vision of "unit" of all available resources in one or more hospitals

The workshop was attended by representatives of the public health service providers and private hospitals, specialty outpatient, diagnostic and treatment centers, dental offices, home care, pharmacies, family physicians and medical specialists, representatives of professional organizations, public health professionals and management, Faculty of Medicine in Brasov, Sibiu and Targu-Mures, representatives of the press. A working group was constituted of specialists from different areas, involved in the further steps necessary to implement SPPC

There were presented unique experience on the organization Center for dispatching emergencies - 112, by Dr. Raed Arafat - Undersecretary of State in the Ministry of Health, Umbria region of Italy experience related to an integrated health care and vision for the new way of integration of health services through SPPC, by Dr. Alexander Rafila - University of Medicine and Pharmacy Carol Davila Bucharest, Bucharest Matei Bals Institute.

In the case of unique integrated dispatching 112 emergency center were highlighted as follows

Conclusions:

- Romania has an advanced system regarding answering calls to the unique number 112
- Technical support for 112 is one of the most advanced in Europe.
- Dispatching and coordination are currently separated by taking over the calls except integrated dispatch of Mures county
- Partial (112+ISU+Medical) or total (112+ISU+Medical+Public order /traffic police) dispatching integration for emergency cases is the aspect that should be analyzed and eventually developed
- Dispatching integration does not prevent some agencies, especially police, to keep a secondary dispatcher for specific activities not related to emergency response

And proposals:

1. Creation, in collaboration with STS, of a standard integrated dispatch that refers to the space, personnel and equipment / operation.
2. Establishment of some clear working procedures that aims to minimize the time between the moment 112 is called and the moment that the intervention crew or crews, depending the case, is/are alerted
3. Establishment of some pilot centers where dispatches may be implemented at minimum costs.
4. Establishment of a program for achieving and equipment, through structural funds, of a number of integrated dispatch.
5. Keeping STS responsible for 112 in Romania being responsible for the management of the technical capacity of call centers and future integrated dispatches
6. Establishment of responsibilities in terms of dispatch and command and control in integrated dispatches.

In the case of the example of the Umbria region of Italy, have been highlighted the following:

Conclusions:

- Access system will be carried out through functions of a system of "benefits program" (SPPC) which is a practical application of "electronic access" to medical services.
- The system represents a valid programming instrument, not only technologically but also organizational, essential to ensure citizens' access to medical services in the territory, coordinated organized, quickly and flexible under safety conditions, transparency and uniformity of the rules.
- In particular, SPPC is a true information system capable of managing hundreds of journals, allowing the scheduling, cancellation and changing programming for different types of medical services provided and their billing.
- Furthermore, the proposed solution due to SPPC instrument and its features, provides the possibility to improve the use of the system as it enables a wide dissemination of its points of use, since they will be distributed to various stakeholders (counters information, Education of Physicians, Pharmacies), but which will be able to be accessed directly by citizens through the use of other channels through many existing access channels (contact center, Internet ...).
- All participants filled in questionnaires to participate. Finally, the Working Group established, chaired by the project director, Dr. Florin Buicu, decided to continue the steps and activities necessary to implement the SCPP project.

Results will be presented in a paper to be sent for publication in Acta Medica Transylvania, ISSN 1453-1968, the magazine B + (CNCSIS).

Also, media representatives received the materials of popular initiative, reflected in the newspapers, radio and online (<http://florinbuicu.blogspot.com/2011/11/imbunatatirea-accesului-pacientilor-la.html?spref=fb>; <http://www.muresnews.ro/stiri/detalii-stire/inapoi/acasa/articol/florin-buicu-se-doreste-de-fapt-organizarea-de-centre-unice-de-programare-a-pacientilor-de-gen.html>; <http://www.citynews.ro/mures/sanatate-16/centre-de-programare-a-pacientilor-la-targu-mures-207222/>; <http://www.tirgumureseanul.ro/detali-stire/lista/home/articol/imbunatatirea-accesului-pacientilor-la-serviciile-medicale.html>; [http://www.zi-de-zi.ro/detalii-articol/back\\_to/lista-prima-pagina/article/programarea-pacientilor-prin-centrul-unic-de-programare.html](http://www.zi-de-zi.ro/detalii-articol/back_to/lista-prima-pagina/article/programarea-pacientilor-prin-centrul-unic-de-programare.html)).

By covering the results and conclusions of the scientific manifestations both in highly specialized publications and in the media accessible to a wider audience, to help raise awareness in society regarding the importance of scientific research and technological development in order to find practical solutions to improve patient access to medical services.

Rector,  
Prof. Univ. Dr. Copotoiu Constantin

Project manager,  
Dr. Florin Buicu

University of Medicine and Pharmacy Tg-Mures

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### Program

- November 4 2011 - Tonitza Lounge Continental Hotel Tirgu-Mures  
15<sup>00</sup> - 16<sup>00</sup> – Registration of participants working group,  
16<sup>00</sup> – 20<sup>00</sup> – Works Working group  
20<sup>00</sup> – 22<sup>00</sup> – Working desk
- November 5 2011- Continental Hotel Tirgu-Mures – Grigorescu Lounge  
8<sup>00</sup> – 8<sup>30</sup> Registration of participants  
8<sup>30</sup> – 8<sup>45</sup> Florin Buicu - Welcome  
8<sup>45</sup> – 9<sup>30</sup> Raed Arafat – Single Emergency Center. Integrated  
dispatching and unique call number 112  
9<sup>30</sup>-10<sup>30</sup> Alexandru Rafila - Platform for e-health network proposed  
by the National Institute Matei Bals Hospital in Bucharest  
and regional centers for infectious diseases, in collaboration  
with Italy's Umbria region.  
9<sup>30</sup> – 10<sup>30</sup> Florin Buicu - Unique Center for Patient Scheduling - vision  
and objectives  
10<sup>30</sup> - 11<sup>00</sup> Coffee break  
11<sup>00</sup> – 13<sup>00</sup> Interatctive discussions  
13<sup>00</sup> – 14<sup>30</sup> Lunch break –Continental restaurant  
14<sup>30</sup>–17<sup>00</sup> Interatctive discussions. Filling in questionnaires by the  
participants
- Continental Hotel Tirgu-Mures – Tonitza Lounge  
17<sup>00</sup> - 18<sup>00</sup> Press Conference

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Prof. Univ. Dr. Copotoiu Constantin

Project manager  
Dr. Florin Buicu

Universitatea de Medicina si Farmacie din Tg-Mures

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Information on the organization of the event

Tg Mures is recognized for medical services to patients. Fame of health professionals from Mures made the inhabitants of the city to be approached by family members or acquaintances from other localities in Romania, with the question: Do not you know a doctor?.... or with the request: I want a planning to a doctor in Tg.Mures This situation is valid for all academic medical centers in Romania.

Starting from this state of affairs, there appeared the need of organizing another means of access to medical and pharmaceuticals services.

University of Medicine and Pharmacy Tg-Mures won a project in National Plan for Research and Innovation „Ideas“ Programme PN-II-ID-WE-2011-017, financing being the State Budget-National Council of Scientific Research (NCSR) through Executive Unit for Financing Higher Education, Research, Development and Innovation (UEFISCDI). Project Director, Dr. Florin Buicu, along with the co-organizer of the project, Dr. Levente Vass, are trying to improve access to health care by creating Single Centers for Patient Planning SCPP.

The project team is made up of personalities from the medical academic world and not only : Prof. Dr. Klara Branzaniuc - rector of Pharmacy Tg-Mures science, Prof. Dr. Leonard Azamfirei - Dean of Faculty of Medicine Pharmacy Tg-Mures Dr. Mircea Suciuc - dean of the Faculty of Dental Medicine and Pharmacy Tg-Mures, Dr. Adriana Tomuletiu - the University of Targu-Mures Cantemir, Head of Works. Dr. Cristian Boeriu - UPU-SMURD coordinator Tg-Mures, head of Emergency Medicine Course in Pharmacy Tg-Mures, As. Univ. Dr. Gabriela Buicu - psychologist, psychiatrist specialist Pharmacy Tg-Mures framework. In the project was set up a working group of 30 people consisting of teachers of the Faculty of Medicine in Targu-Mures, Brasov and Sibiu, and representatives of health care providers in seven counties of the center region.

In the exploratory workshop which was attended by 120 people, held on 4-5 November 2011, in the Continental Hotel Targu-Mures lounges, Dr. Raed Arafat Undersecretary of State in the Ministry of Health, presented the experience of 20 years of UPU-SMURD at the conference: Single Emergency Center - past, present and future. Integrated dispatching and unique call number 112. Dr. Alexander Rafila from UMF Carol Davila Bucharest, presented the experience of Umbria region of Italy and the draft of the National Institute of Infectious Diseases Matei Bals network hospitals and infectious disease. Vision and objectives of the Single Programming Patients Centre were presented by the project director, Dr. Florin Buicu.

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The model of provision of medical services is based on a vision in which the patient is placed in the center (patient-centric), which is more stable and continuous, based on prevention and promoting of continuity of care and socio-sanitary integration

Starting from the unique center model for emergency situations successfully implemented in Romania, it is intended to start the procedures necessary to assess the need and opportunity for programming Single Programming Patients Centres SPPC.

It is important to be noted that this project of SPPC does not envisage the replacement of any systems that already exist, but due to the method of cooperation, it is wanted to make these systems interoperable so as to enrich the platform with new services available for the systems used which are considered valid or is not considered necessary to replace them. This is a guarantee of investments and non-invasive character of the project at the organization level.

The main requirement of the SPPC network is to organize and ensure medical services "focused on individual need" implemented through integrated planning, allowing the interception of " new and different needs" due to social changes, economic and cultural level suitable for assistance responses.

It is wanted, that similar to access to emergency services through 112 Single Center, to be organized Single Programming Patients Center, so that, through a simple phone call given to the programming center, to be possible specialty consultation scheduling, family or dentistry medicine, hospitalization, drug release, imaging and laboratory investigations, both to public and private providers.

The working group that was made up, made of 30 people, will continue efforts to implement the pilot project.

Results will be published in the Acta Medica Transylvania journal, magazine joined in the Nomenclature medical publications approved by the Board of Physicians in Romania, classified in the B+ CNCSIS category.

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Prof. Univ. Dr. Copotoiu Constantin

Project manager  
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### Results

Based on the dispatching experience of 112 Single Center and on the experience of Umbria region of Italy, it was established the working group of 30 people, teachers from the faculties of medicine in Tg-Mures, Brasov, Sibiu, and representatives of medical service providers, public or private, in the order to continue work on the pilot project of the Single Programming Patients Center in the seven counties in the euro-center, but is also evaluated the pilot project development and the medical providers from Bucharest.

120 people attended the faculty of medicine, dentistry, Tg-Mures, Sibiu, Brasov, as well as providers of public and private medical services from the 7 center euroregion.

Participants in the exploring workshop positively appreciated the event and the idea presented in the the event through filling the satisfaction questionnaires.

Results will be published in the Acta Medica Transylvania journal, magazine joined in the Nomenclature medical publications approved by the Board of Physicians in Romania, classified in the B+ CNCSIS category.

The event received coverage in the newspapers, radio and online:

- Muresnews: <http://www.muresnews.ro/stiri/detalii-stire/inapoi/acasa/articol/florin-buicu-se-doreste-de-fapt-organizarea-de-centre-unic-de-programare-a-pacientilor-de-gen.html>;
- CityNews: <http://www.citynews.ro/mures/sanatate-16/centre-de-programare-a-pacientilor-la-targu-mures-207222/>
- Tirgumureseanul: <http://www.tirgumureseanul.ro/detalii-stire/lista/home/articol/imbunatatirea-accesului-pacientilor-la-serviciile-medicale.html>
- Day-by-day: [http://www.zi-de-zi.ro/detalii-articol/back\\_to/lista-prima-pagina/article/programarea-pacientilor-prin-centrul-unic-de-programare.html](http://www.zi-de-zi.ro/detalii-articol/back_to/lista-prima-pagina/article/programarea-pacientilor-prin-centrul-unic-de-programare.html)

It is necessary to conduct a sociological study on a population level to assess the impact of the measure in the people's perception of quality of medical services

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Prof Univ. Dr. Copotoiu Constantin

Project manager,  
Dr. Florin Buicu

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