



KNOWLEDGE PROFILE OF PROFESSIONAL HEALTHCARE IN THE CONTINUITY OF CARE

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Steps

- Describe the profile process according to Knowledge management methodology
- Internal validation by experts panel of HEPPY Project
- External validation with all partners of Heppy Project.



Methodology of knowledge management

- To analyse the references related to knowledge profile and job description
- To list knowledge and skills
- To check and validate the list of knowledge by the experts and, then, by the project team
- To classify the validated knowledge and skills list
- To create and validate the knowledge and skills profile



Knowledge and skills profile



Transversal skills

- Being able to explain the concepts of Health and Illness in different cultures.
- Being able to describe the history of both social welfare and health care system.
- Being able to describe the health needs of the population
- Being able to describe the environmental context and the cultural and socioeconomic status of patients and families
- Being able to define the relational circumstances among patients, families and professional workers
- Being able to act according to the laws, rules and regulations that affect the professional, criminal and civil responsibility which is applied to the role of the case manager.
- Being able to describe the ethical and deontological aspects.
- Being able to advice families and patients about the land services and hospital services in the healthcare field, in the social and educational field.
- Being able to acquire knowledge and skills of the family and relatives with relation to the ICF personal factors information.



Planning and realization of the Care Programme

- Being able to identify the assistance needs.
- Being able to estimate the patient's aspect of life and the practicability.
- Being able to identify the caregiver for supporting and sharing the planning assistance.
- Being able to make plans and customized flexible paths adjustable as time goes by.
- Being able to plan interventions.
- Being able to estimate the effectiveness of interventions.
- Being able to identify the skills for improving and developing the existing family resources.
- Being able to respect the family in the therapeutic education programme.
- Being able to reach the family culture in a respectfully way (habits and customs, by learning from it)
- Being able to apply methods and tools of the system quality management within the Continuity of care in hospital and territory.



Planning of Health and social care services and link with territorial resources

- Being able to set up the practices to the Local services or to the areas that take care of the “underprivileged people” from 0 to 65 years old or older than 65 (minors at risk, disabled persons, drug-addicted, heavy drinkers, people with AIDS or cancer, people with psychiatric troubles, the chronically sick etc...)
- Be aware of the hospital fact, the Social services and the relation with the territory
- Being able to apply security management methods and tools at home
- Being able to establish an equal level relationship with the family to stimulate the resources within the health education programme



Professional development

- Being able to manage the skills (knowledge management) that aim to improve the health system.
- Being able to apply methods and tools in order to looking for the best evidences of effectiveness.
- Being able to estimate the interventions on the basis of marker process and indicator results.
- Being able to apply methods and tools in order to update activities with respect to the scientific knowledge and the new technologies.
- Being able to manage a proper and equal relationship with the family.



Communication and helping relationship

- Being able to use techniques of welfare relationship as counselling, therapeutic education, the awareness of the meaning of coping, adherence and in general the way to support and assure the weak person.
- Being able to listen, mediate and communicate in an effective manner with the patient and his family.
- Being able to orient the person in the field of the territorial resources
- Being able to identify and contain emotionally stressful situations.
- Being able to apply methods and tools to support and train the caregivers to the handling of people at home.
- Being able to make a therapeutic education programme gathering the patient's story according to the Methodology of parents' pedagogy.



Team work

- Being able to apply tools to coordinate the health and social team
- Being able to apply tools for the supervising and the check the activity performed
- Being able to work in group or as a team
- Being able to put themselves into question
- Being able to take the blame into something and one's own limitations without commissioning anyone
- Being able to apply tools for the collaborative e cooperative learning
- Being able to learn with the group and from the group
- Being able to include the family and the relatives improving their knowledge and proficiency.



Thanks

Ačiū

Mulțumesc

Gracias

Ďakujem

Dziękuję bardzo

GRAZIE!