



SAIATU - PALLIATIVE CARE

Telnice, April 2014



INHOME SOCIAL PALLIATIVE CARE SUPPORT SERVICE

The Saiatu Experience



Intensive palliative care in home social support

- A growing number of patients who have been diagnosed with a terminal illness would prefer to spend the last months of their lives at home.
- Extensive research demonstrates that in home end of life treatment provides better quality care in the last phase of their lives, for both the patient and their family. Hospices provide a great quality service but given the choice, a large number of families would prefer to stay at home.
- The current Health Care services offer good medical assistance but this is not enough to allow patients to die at home. Relatives panic in moments of crisis and the patient is very often hospitalized unnecessarily.
- Saiatu covers this gap in end of life care, preparing the main carer and the family for the whole dying process and offering 24 hour personal and professional support.
- With this new approach, a significant number of families are able to remain at home feeling that they have received a much better service than had they been hospitalized.
- The Health and Social services work in a more efficient way and direct savings are generated due to the reduction of emergency admissions, hospitalization and badly

Definition of the target population



Patients with cancer

Patients with progressive chronic illnesses

Portfolio of services

Care protocols

Patients

Accompaniment

Monitoring of symptoms

Information

Communication

Respite care

Bereavement support

BADLs

Care support

Family members

24x7x365

Specialised care



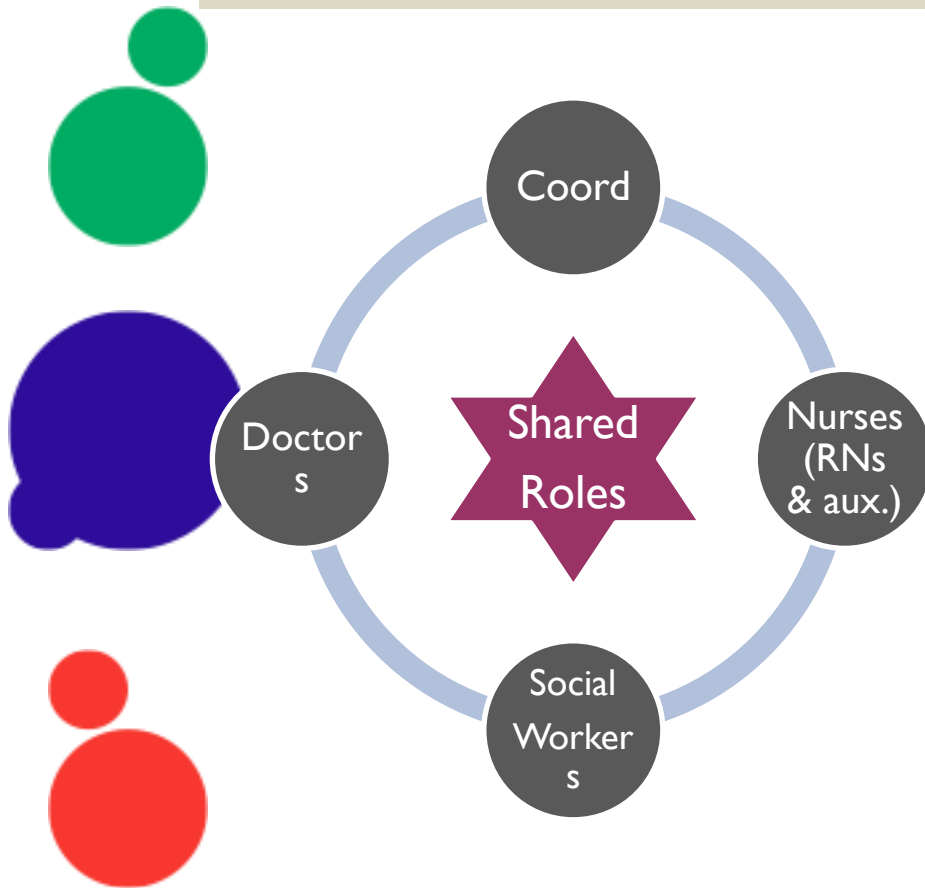
1. To provide support, face-to-face &/or by telephone, for the care & emotional accompaniment of patients & families at any time of day, even at night (in exceptional circumstances), every day of the year

2. To collaborate with other palliative care resources in the Basque Country to ensure comprehensive care through specialised social support

3. To facilitate in-home care & meet the wishes of patients who prefer to die at home & their families, alleviating pain & offering accompaniment & support in the care of physical symptoms, as well as emotional & social needs

4. To support family members throughout the course of the illness & after the death in the bereavement period

Human Resources & Roles



Organisation of the Activities

Provision of services

- Face-to-face
- By telephone

Referral of patients

Operation of the programme






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THE BENEFITS




-Saiatu primarily benefits the user and the family, who receive a more comprehensive care service based on the needs expressed by the family as opposed to a standard solution.

- Professionals will have the necessary time to assess and prepare the patient and the family about the process they are going to live and will support them in moments of crisis.



- Above all, Saiatu will accompany the family in managing the spiritual needs that are such a huge part of life and death. In some cases, it can even transform death from a traumatic experience into a more positive one.

-This project benefits health care assistants, informal carers and nurses to become more specialized and highly valued professionals in an area of growing needs.



- Saiatu also benefits the hospitals (Health Service) and social workers (Social services), by reducing the use of emergency, hospitalization and related services.

- In the specific field of cancer care, Saiatu fills the gap of providing rapid response during the last weeks of life, complementing a previously made hugely expensive investment.

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(0: low, 10: very high)	Satisfaction
0	0 (0%)
1	0 (0%)
2	0 (0%)
3	0 (0%)
4	0 (0%)
5	2(14%)
6	0 (0%)
7	0 (0%)
8	1 (7%)
9	1(7%)
10	10 (71%)





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SUMMARY

- Our proposal. Saiatu offers a new ” **intensive** in home **social** palliative care support service”.
- The evidence. Saiatu has proven to offer a **new** complementary service that makes the existing resources more **efficient**, highly valued by the **user**, that also saves resources to the health and social protection systems.
- The benefits. Saiatu can save about **5000** euro per case.
- The costs. The Health Service only pays back **50%** of the demonstrated savings.





"The coordination of social and health resources in palliative care is not an element of excellence, but rather a necessity."