

Sanidad
CFGM Emergencias Sanitarias

ANEXO PARA ANDALUCÍA

English for emergency medical technicians

ALTAMAR



Anexo para Andalucía



Health Care System

Andalusian Public Health System

In Andalusia the acronym SAS is more likely to conjure up images of healthcare than air travel. It stands for Servicio Andaluz de Salud, or Andalusian Health Service and is run by the regional government.

If you are planning to use public health facilities in southern Spain, our users' guide will help you get to know your rights and responsibilities as well as which services are provided, which ones you are entitled to and how to go about getting your fair share of the healthcare pie.

SAS also provides you with the opportunity to participate in the service by donating blood, registering as an organ donor and providing feedback on the services you receive.

Additionally, the public health service runs a number of very useful information services that can help you with both general and specific questions and health problems, including specific risks related to this region and climate, for example heat stroke.

Our regional health service is a vast system that can be broken down into the following areas: primary care, specialist care and special organisations.

Primary Care

In 2007, there were more than 5,200 General Practitioners – or *medicos de familia* – working in nearly 1,500 public clinics – or *centros de atención primaria (CAP)* –, to provide primary care across this region. According to official information this means that all citizens have a health centre that can be reached "within a few minutes by standard transportation". In actual fact, of course, this mainly applies to those living in cities, towns or reasonably sized villages (if they're lucky).

Specialist Care

Specialists work on an outpatient basis at primary care centres, specialised one-stop, outpatient diagnostic centres known as CARE centres and at hospitals. In 2007 there were nearly 30 hospitals spread across Andalusia. In order to see a specialist, you need to visit your family doctor in order to obtain an appointment.

Special Organisations

There are a number of health services that operate under the SAS umbrella but are considered as special organisations or branches within the regional public health system. They are: mental health care, emergency services, organ transplant coordination and the blood transfusion network.

Adapted from: Andalusia.com <https://www.andalusia.com>

Andalusian Agency for Healthcare Quality

The Andalusian Agency for Healthcare Quality (ACSA) is a public organisation attached to the Ministry of Health of the Regional Government of Andalusia, whose management is supported by the Fundación Progreso y Salud. Its aim is to improve the quality of the services provided by health and social services organisations and professionals. In order to do so, it has been designated as quality certification body for health and social services organisations, as well as for its professionals, the training they receive and the web pages with health content. Thus, ACSA supports health organisations and professionals in improving the quality of their work, via certification and other projects that encourage patient safety, professional development and innovation in health, as well as through new projects within mHealth that are part of the Quality and Safety Strategy for health mobile applications. In addition, the Andalusian Agency for Healthcare Quality is also an organisation that creates knowledge about quality in the health sector: such knowledge arises from the research work carried out by the Agency's professionals as well as from the assessment processes, which become a valuable source of information to collect good practices, recommendations and common areas for improvement, as well as scientific knowledge that, through research, serves as basis for ACSA's own projects, resulting in a huge scientific production.

In order to carry out its activity, ACSA has economic resources from the Regional Ministry of Health which are transferred to the Fundación Progreso y Salud with the aim of financing the activity in terms of support and management for the centres and programmes managed by the Foundation. With the aim of fostering excellence in all the services related to health care and welfare, ACSA is involved in several projects, which receive financing via management orders, agreements and/or other specific grants. Furthermore, ACSA receives financing from the resources generated by its own activity through the billing of its services to its users. You can see our rates here.

Adapted from: <https://www.sspa.juntadeandalucia.es/agenciadecalidadsanitaria/en/about-us/>

Health Andalusia App (App Salud Andalucía)

The Health Andalusia App ('Salud Andalucía' App) is the reference mobile application for all users of the Andalusian Health Service (SAS). Its objective is to provide information and offer services related to healthcare to those who use mobile devices, within the framework of its mobility strategy development.

'Salud Andalucía' was launched in 2020 by the Regional Ministry of Health and Families of Andalusia with the aim of having a central repository of all the institutional mobile applications in the Andalusian Public Health System, being one of the technological tools helping to improve citizen healthcare. It gives access to a catalog of Apps adopted by the Andalusian Public Health System such as 'Health Responds' ('Salud Responde', to request and manage primary care appointments), 'Donate Blood' ('Dona Sangre', for blood donations), 'My Prescription' ('Mi Prescripción', with all medications), 'Vaccines' ('Vacunas', on vaccinations) or 'Radar Covid' (to help to prevent the spread of COVID-19), together with access to relevant health information and related news. 'Salud Andalucía' has two specific tools on COVID-19: a self-test and a virtual assistant. The App also links to ClicSalud+, where citizens can access their digital health record. When the account is activated in the App preferences, confirmation notifications of telephone appointments, PCR test results or negative antigen tests are received. Until mid-2021, a total of 26 M notifications of telephone appointments and 5.5 M negative results of PCR or antigen test have been issued via SMS or as a notification in the 'Salud Andalucía' App.

Adapted from: <https://futurium.ec.europa.eu/en/active-and-healthy-living-digital-world/wellbeing-and-health-promotion/best-practices/health-andalusia-app-app-salud-andalusia?language=es>

Health promotion and psychological support

IV Andalusian Health Plan

Demographic forecasts suggest the progressive ageing of the Andalusian population. The increase in the number of years lived should be accompanied by some good health conditions, since having a healthier society is a way of increasing the social justice and efficiency.

People in good health contribute to the social and economic development and use less healthcare resources. It is therefore necessary to prevent people from getting sick by actions of health promotion, prevention and protection, which would result in a better health and economic development.

Data show great social disparities in health (social gradient in health) so that individuals with higher income, education and social position enjoy better health, longer life and better prognosis in the event of becoming ill than those with the lowest levels. For this reason, the aim of the IV Andalusian Health Plan (AHP) is to give further consideration to health disparities and reducing them over the coming years. To do this, it is suggested as a crosscutting element, the progressive incorporation of the Health in All Policies approach.

Moreover, this IV AHP looks at how we can respond to the new challenges linked to globalisation and climate change and wants to know its impact in Andalusia as well as its influence in protection, prevention actions and emergency action plan.

One innovative aspect will be to widen the range of factors that affect individual and collective health. Medicine and Public Health are directed to the health problems and risks, a vision aiming at reducing health deficit. Furthermore, this Plan aims to explore the health assets (elements or resources that increase the capacity of individuals, groups, communities, populations or institutions to maintain and sustain health and wellbeing). The aim is to identify the available health assets in Andalusia, to retrieve, generate and promote them.

Health is a right which has to be guaranteed and a requirement for progress and for living life to the full. This is the reason why the IV Andalusian Health Plan considers to work in the strategy Health in All Policies with the other institutions and administrations, apart from introducing flexible assessment and management tools. This way, decentralization and rapprochement initiatives of public health system to resolve health needs of citizens, will foster the inclusion of an equity and sustainability perspective, to offer the best services and the most efficient technologies. To that end, this Plan considers that the participation and leading role of professionals is essential.

As a result, the IV Andalusian Health Plan seeks to fulfil 6 essential commitments:

- Increasing healthy life expectancy.
- Protecting and promoting the health of people to the effects of climate change, sustainability, globalization and emerging risks due to environmental or food condition.
- Generating and developing the health assets of our Community and make them available to Andalusian society.
- Reducing social inequalities in health.
- To place the Andalusian Public Health System at the service of citizens with the leadership of health professionals.
- Promoting knowledge management and technology introduction with sustainability criteria in order to improve the population health.

Mental Health in Andalusia

Caring for those with mental disorders is a priority for the Andalusian Public Health System (SSPA, Sistema Sanitario Público de Andalucía) not only in terms of the occurrence and prevalence of mental illness, but with regards to the personal suffering caused and the impact on family members and society, as well as in terms of the complexity and cost of the treatment and rehabilitation processes.

Since it began in 1984, and over the course of over two decades, the process of psychiatric reform in Andalusia has brought about an increase in resources and the commitment and effort of professionals from the different care networks of the Andalusian Health Service (SAS, Servicio Andaluz de Salud) in approaching mental health problems. It is based on the community care model, which is, in turn, based on the following: the multidisciplinary work teams, the continuity of care, the joint working culture with primary health care and the development of cross-cutting programmes. Over recent years, mental health care based on the community model has been enriched by the possibility of recovery. This new idea involves a real process of personal change to enable the individual to get their life back on track, helping them regain their skills as much as possible both as an individual and as a member of the community, regardless of their symptoms or problems.

The provision of care and assistance to people with a severe, long term mental illness fundamentally falls to the family members. Studies show that the profile of a carer is usually female, generally a wife or daughter between 50 and 65 years of age, a housewife and with an average cultural level. The assignment of the carer to the role is not accidental. Cultural preconceptions linked to the traditional roles of gender are what condition a woman to fill the role of carer of her ageing or sick family members.

Although migration is not in itself a cause of mental disorder, it can be considered as a significantly stressful situation due to the possible uprooting of a person, the experience of sorrow or grief and the risk of social exclusion for the immigrant population. In addition, the growing number of people in this group creates a new challenge for the SSPA, not only because of possible language barriers, but also due to social and cultural differences, including those linked with a person's conception of health and illness, and possible variations in the understanding of what constitutes mental or physical disability.

Mental health care is provided by the SSPA in the same way as they deal with the population's other health problems, with the participation of the primary care network, and the specialised and emergency networks.

The effectiveness of interventions in the approach towards mental disorders requires the involvement of multidisciplinary teams which interact at the different care levels.

Specific facilities for mental health

Specialised care for people with mental health issues is carried out via a network of health facilities distributed throughout Andalusia. When Decree 77/2008 came into force, mental health facilities were organised in Clinical Management Units dependent on the different hospital areas or health management departments.

At the end of 2007, this network comprised the following facilities:

- 76 Community Mental Health Units (USMC, Unidades de Salud Mental Comunitaria). These are the basic specialised care facilities for mental health. They provide comprehensive care to patients in the local area in form of outpatient services or home care.
- 14 Child and Adolescent Mental Health Units (USMI-J, Unidades de Salud Mental Infanto-Juvenil). The USMI-J provide specialised care, both in outpatient departments and via complete or partial hospitalisation, to children and adolescents under 18 referred from their corresponding community mental health unit.

- 19 Acute Inpatient Mental Health Units (UHSM, Unidades de Hospitalización de Salud Mental). These provide specialised services for short and long hospital stays.
- 14 Mental Health Therapeutic Communities (CTSM, Comunidades Terapéuticas de Salud Mental). These facilities are aimed at the intensive treatment of patients with SMI who require specialised mental health care, in a hospital environment where they are completely or partially hospitalised for medium term stays.
- 9 Mental Health Rehabilitation Units (URSM, Unidades de Rehabilitación de Salud Mental). The aim of these outpatient units is the recovery of social skills and reinsertion into society and employment for patients with SMI.
- 11 Mental Health Day Hospitals (HDSM, Hospitales de Día de Salud Mental). These are considered to be intermediate resources between the USMC and the UHSM. They provide specialised care on a day-hospital basis.

Mental health clinical management units

Over recent years, the Regional Ministry of Health and the SAS have been promoting the creation of Clinical Management Units (CMU) as an organisational structure involving health care professionals in the management of the resources used in their own clinical practices. This management model has been adopted within mental health care.

Community Resources for Social Support

As with the rest of the population, people with mental illnesses have the right to access each and every one of the services within the social welfare system. Amongst the most frequently used by this group of people, the following are to be noted:

- Social services (both community and specialised), via which they can gain access to general assistance and services established under the Law on the Promotion of Personal Autonomy and Care for Dependent People.
- General programmes from the educational system which aim to compensate for lack of training in general and access to employment in particular, (adult education and social guarantee programmes, etc.).
- The Andalusian Employment Service Programmes, the objective of which is to increase the employability of the unemployed (career advice, traineeship, integration support...).
- Housing support programmes for underprivileged sectors.
- Care on behalf of the Administration of Justice both in the civil and criminal aspects.

There are specific resources, as the Andalusian Public Foundation for Social Integration of People with Mental Illness (FAISEM). The main aim of FAISEM is to develop social support programmes and activities for people with severe mental illness in Andalusia, in coordination with the public mental health services and with the various networks of existing services in our Community (social, employment and education services, etc.).

And there is the mutual support network. The Andalusian network for mutual support relating to mental health is wide and diverse. People with severe mental illness and their close relatives or friends are represented at a regional level by two federated organisations which comprise more of twenty associations. In addition, there are another independent associations of patients with mental illnesses and their families and several "monographic" associations aimed at a particular mental disorder (eating disorders, attention deficit disorder and hyperactivity, and general developmental disorders, amongst others) at a local, provincial or regional level.

Emergencies and teleassistance

EPES

The Public Company for Health Emergencies (EPES) of Andalusia, was created in 1994 by the Council of Health of the Meeting of Andalusia to lend attendance to the health emergencies in all the Independent Community Andalusian.

EPES has the aim of providing comprehensive care for accidents and emergencies in Andalusia, thus contributing to the improvement of citizens' health and providing personalized services in the pre-hospital setting. EPES is responsible for –amongst other services– handling the 061 direct dial number, as well as the health emergencies that arise within its geographical area.

How the co-ordination service reacts to incoming calls

The healthcare delivery process begins when a call is received at any of the eight co-ordination centres located in each of the capital cities of the provinces of Andalusia. Tele-operators attend to calls, with support from medical staff who decide which type of resource is required to tackle each case, or whether assistance can be resolved by providing healthcare advice. Calls may be received from patients, relatives, other healthcare assistance networks, the police or other national security forces, and they may also be referred from other emergency services such as the 112 line.

Call handling

When the call requires calling into action any of the resources available at EPES, the user will receive healthcare emergency services from a healthcare team who will stabilise critically ill patients, and will transfer them to the relevant hospital. The team will then become available again as soon as possible to attend to any other requests.

Services

- Emergency medical care.
- Coordination of medical emergencies.
- Management of health-related transport.
- Coordination of the Comprehensive Alert Network telephone hotline.
- Coverage for foreseeable risks.
- Coordination of the Emergency Transport Network and of the transfer of critical patients.

SaludResponde

«Salud Responde» («Health Response») provides multi-channel access to Andalusia's Public Health System, managed by EPES and the Andalusian Health Service. Salud Responde provides comprehensive attention to both citizens and health professionals in the Andalusian Community and it offers its users more than 30 services.

The free Salud Responde smartphone application is available for Android, iOS, and Windows Phone. Amongst its services, noteworthy is the ability to make an appointment for primary care, a 24-hour healthcare channel, and patient follow-up and monitoring services. Its main services are:

- Prior appointment primary care.
- Health 24 hours.
- Follow-up of patients.

Mobile Electronic Health Record (HCDM)

A solution for the electronic registry of patients, with cutting-edge features, for mobility and emergency environments, which constitutes the mobility module for the Patient's Unique History in Andalucía. Developed and implemented by the Public Healthcare Emergency Company EPES-061, the HCDM (Mobile Electronic Health Record) makes health professional's daily work easier as they attend calls to accidents and emergencies outside the hospital or healthcare centre, while also providing more security for the patient.

EPES-061 offers its services of consulting and project export to the medical services interested in implementing the HCDM system.

Adapted from: <http://www.epes.es/?estaticos=english-information>

Junta de Andalucía regional government telecare

Teleassistance or telecare are the common names for services where a person carries a pendant or bracelet with a button to call for help if needed and other varying monitoring systems and personal alarms in the home or street. The service aims to provide peace of mind and promote independent living.

Private teleassistance operators are common in Spain, however for people on pensions, low incomes or unable to afford expensive systems there are two inexpensive operators available from the Red Cross and, in Andalusia, from the regional government. Solutions can also normally be offered to those who only have a mobile phone and not a landline.

For people with an assessed disability or a care need, free teleassistance may be possible via the local council social services department, although it can take some time to be assessed and is subject to certain criteria.

Applications for telecare can be made online or often with the assistance of the local town hall social services department.

If you have any question about Andalusia Telecare Service (or you wish to apply for it) or questions on any benefit of the Tarjeta Sesentaycinco there is a free telephone number from the Junta de Andalucía regional government which can also take calls in English: (0034) 900200165.

Please note, that this telecare service is currently only offered in Spanish and is available only to residents of Andalusia (including Malaga, the Costa del Sol, Almería and other areas).

As well as the small monthly fee for Teleassistance from the Junta de Andalucía, the same service is also normally offered free of charge nationwide in Spain as the most basic level of support as part of the national government's social care services for dependency, (even for those under 65 who qualify), once an application is made by town-hall-based social workers, however this process can take some time.

Adapted from: <http://supportinspain.info>

Tarjeta Sesentaycinco

Junta de Andalucía regional government telecare, a major regional scheme in Andalusia, provides access to a 24-hour helpline by pressing a button on a pendant worn on your neck. It does not just help with emergencies, but also provides easier access to advice on health services and sends out reminders of when to take medicines.

The service is available at very low cost (currently around 11 euros a month maximum) to anyone registered on a local town hall census roll, whatever their nationality, and who is in possession of an Andalusian pensioners' card for the over 65s: Tarjeta Sesentaycinco, which is easily applied for free of charge.

The card, issued by the Junta de Andalucía, is free, gives access to a series of discounts and services and is valid for five years.

There are two levels; basic level for those over 65 and also gold level for seniors with particularly low incomes.

The main discounts for those over 65 who have the card are:

- Telecare / teleassistance at a minimum monthly fee.
- Half price on buses subsidised by the Junta de Andalucía that link towns.
- Glasses with 30 to 55 % discount.
- Hearing aids with 30 to 35 % discount.
- Various discounts in hotels, cinemas, sporting events, attractions (see here for list of discounts in Spanish).
- Access to a legal guidance service (generally in Spanish) available in certain day centres for the elderly run by the regional government.
- Access to a subsidised lunch service available at select regional government day centres for seniors (and an additional 50 % discount if you have the gold card level).

Adapted from: <http://supportinspain.info>



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