



INTEGRATED SOCIAL AND HEALTH CARE PROGRAM (PAISS)

Navarra - Spain

Government of Navarra



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Context

Collaboration between Social Services Department and Health Care System to develop integrated common actions in Navarra.

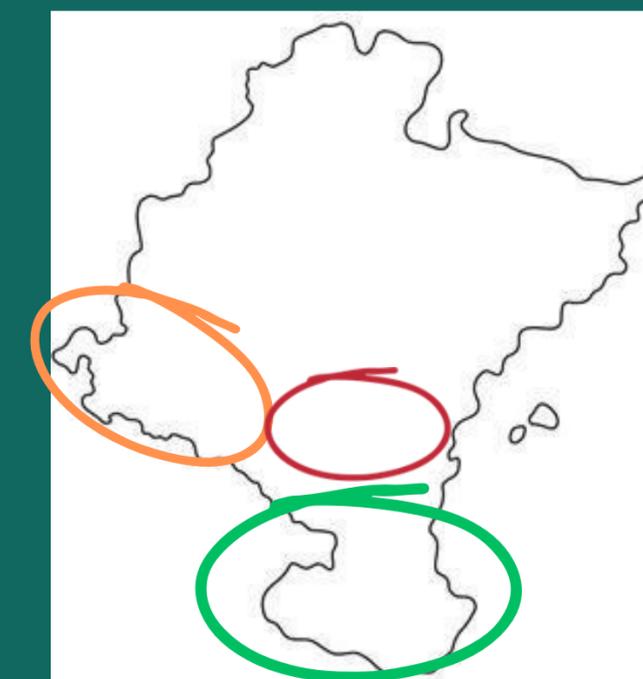
Present: Tafalla, Estella, Tudela

Future: Rest of Navarra

Tafalla (2018)

Estella (2021)

Tudela (2021)





Profiles

- Persons and Families in rural areas of Tudela, Estella and Tafalla (Navarra).
- Complex social and health situations which need integrated actions from Health and Social Services systems.
- Intervention on critical situations during temporary period of time.

Features of the programme



Person-centered model of care

- Customized attention
- People choose how they want to live and how they want to be taken care
- People + Families + Environment



Rural areas

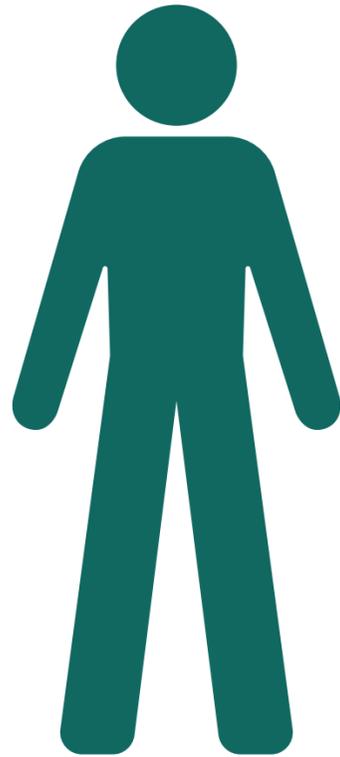
- Services are close to people
- Tailored attention focusing on the specific needs of each area
- Decentralized services



Aims

- Improve their quality of life
- Recover the functional capacity
- Continue living in their homes
- Prevent early institutionalizations

Teams and area resources



Hospital

- Department of social work

Basic Area Operational teams

- Interdisciplinary teams: Social workers and Nurses
- Primary Health Care and Social Services
- Meetings every month

INTEGRATED WORK

Socio-health coordination team

- Social worker and nurse
- Area
- Meetings with Basic Area Operational teams

Area resources

- Area
- No financial cost
- 1-3 months
- Quick access
- Intensive attention
- Specialized



Home care team



Day care centre



Nursing home

INDIVIDUAL ATTENTION PLAN
(Person and familie)

Results



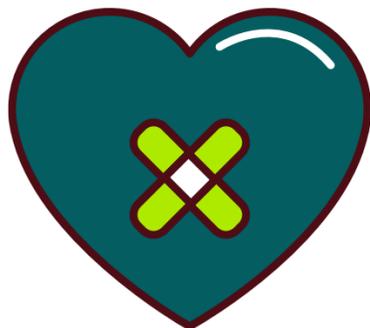
High satisfaction

- People feel grateful with the services.
- Families feel more supported in moment of crisis
-● People feel they can decide about their lives.
- The system adapts to people and their needs.
- Professionals do integrated work and feel supported by their colleagues when they need to make difficult decisions



People continue in their homes and community

-● People return or continue living in their homes being cared by their families and other community services.
- Families learn other ways of caring and they have more time to organize the help they need.



Recovery

-● In most cases people recover their functional capacity

