



# E-Health Strategy of the Basque Country

## Person-centred care model

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# Basque Country general features

- High level of **self-government** and **own fiscal autonomy** (own system of taxation).
- **Ministry of Health** of the Basque Government control Health Services



- **Osakidetza** Basque Health Service is composed by 13 Integrated Healthcare Organizations (IHO).
- **Basque Health Research** 4 BIO Health Research Institutes: ( Highest investment in R&D in Spain above European average.)

## Basque Autonomous Community

2.2 million population; 7.235 Km<sup>2</sup>

> 23% population are >65 years old

# Basque Country strategic framework

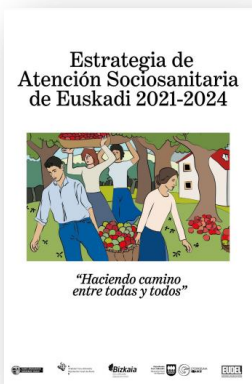
## Health and care frameworks



Health Ministry Strategy 2021-2024



Research and Innovation Strategy in Health 2022-2025



Social and Health Care guidelines 2021-2024



Osakidetza Strategy 2023-2025

## Research & Digital transf. frameworks



**Priorities:**  
Healthy ageing life-course approach,  
Sustainable and Person-centered care model



PCTI 2030: Smart Specialisation Strategy



Digital Transformation 2025

# System scaled Basque Practice

## Person-centered care model



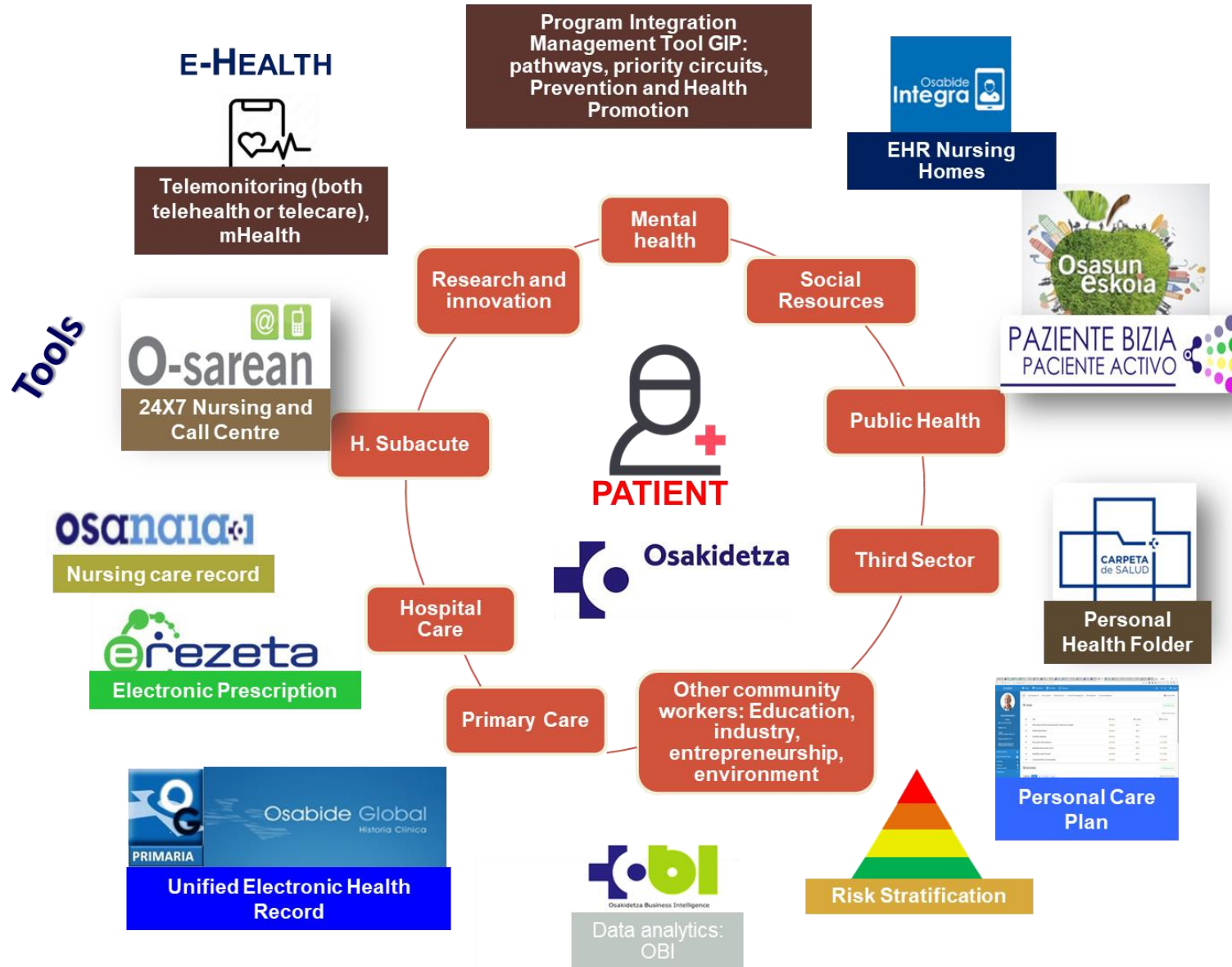
Focused on...

increasing disability-free life expectancy, boosting prevention and health promotion in a whole life-course approach and transform citizen health and care system towards a person-centred care model.

### Main components:

-   Integrated Healthcare Organizations
-  Basque population risk stratification
-  Integrated care pathways
-  eHealth strategy 

# E-Health strategy of the Basque Country



# Evidence Data in 2022 (vs 2021)



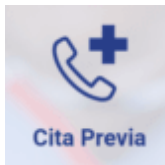
**244,934** calls made to the e-health centre (-46%).



**3,805,959** accesses to the PHF (+142%)



**271,017** digital professionals' inter-consultations (+12%).



**24,574,900** telephone consultation in PC 772 (+33%).



**3,705,825** web appointments (+215%)



**1,968,889** visits to the School of Health webpage (+224%).

# Key messages for Person-centred care model

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**Clear strategic vision** has provided leadership, explicit support and capacities to transform the health system towards person-centred care model.

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**Strong and maintained investment in digitalization and e-Health deployment** to support integrated care.

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Reinforcing organizational, functional and clinical coordination has improved **continuity and person-centered care** both at health and social care levels.

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Adapt and advance **into a digital world** with an increasing role of robotisation, AI, electronic communication, cyber-security and big data, ensuring **better health outcomes, person decision making capacity and equity** .

**Eskerrik asko!**  
**Thank you very much!**

*Euskadi, auzolana, bien común*

EUSKO JAURLARITZA



GOBIERNO VASCO

