

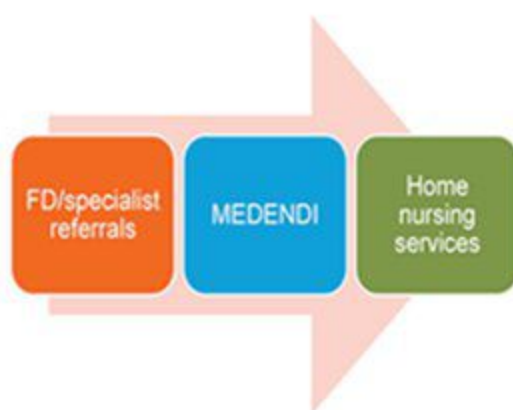
DISCOVER THE SUSTAIN SITES

MEDENDI

Tallinn and Harju County, Estonia

DESCRIPTION

- Medendi has been offering home nursing service since 2003
- There are 14 nurses working for Medendi and the organisation has on average 180 patients from Tallinn and Harju County
- Home nursing aims to help patients who are recovering from an operation, elderly, disabled or in need of care for some other reason
- The main target group for home nursing care consists of patients, who do not need active treatment and are discharged from the hospital



IMPROVEMENT PROJECT

- During the problem-defining and needs assessment phase, the main problem was identified as a lack of cooperation between the health care and social systems, which is partly related to strict medical data protection regulations
- The project's goal was to increase the engagement of older people, their families, formal and informal carers and other specialists in the development of a goal-directed common care plan in order to deliver an individualised service
- The intervention would actively involve older people in setting their priorities and making decisions about how they wish to support their health
- The target is to provide older people with access to the type of care they need efficiently, without any overlap or duplication

OUTCOMES AND LESSONS LEARNT

- The process of data collection from different parties, including the client themselves, was implemented but the process of systematic data sharing is still obscure. There is a further need for procedure and motivation measures to achieve the better engagement of patients and their family members
- Underestimating the emotional condition of older people is an overwhelming phenomenon and needs public discussion and further attention
- The paper-based tool, which was developed and implemented during the project, helped take the next step towards integrated care in Estonia by making care services more person-centred
- Further research is needed to develop and test models of integrated care in which informal carers are included as partners equal to professionals

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