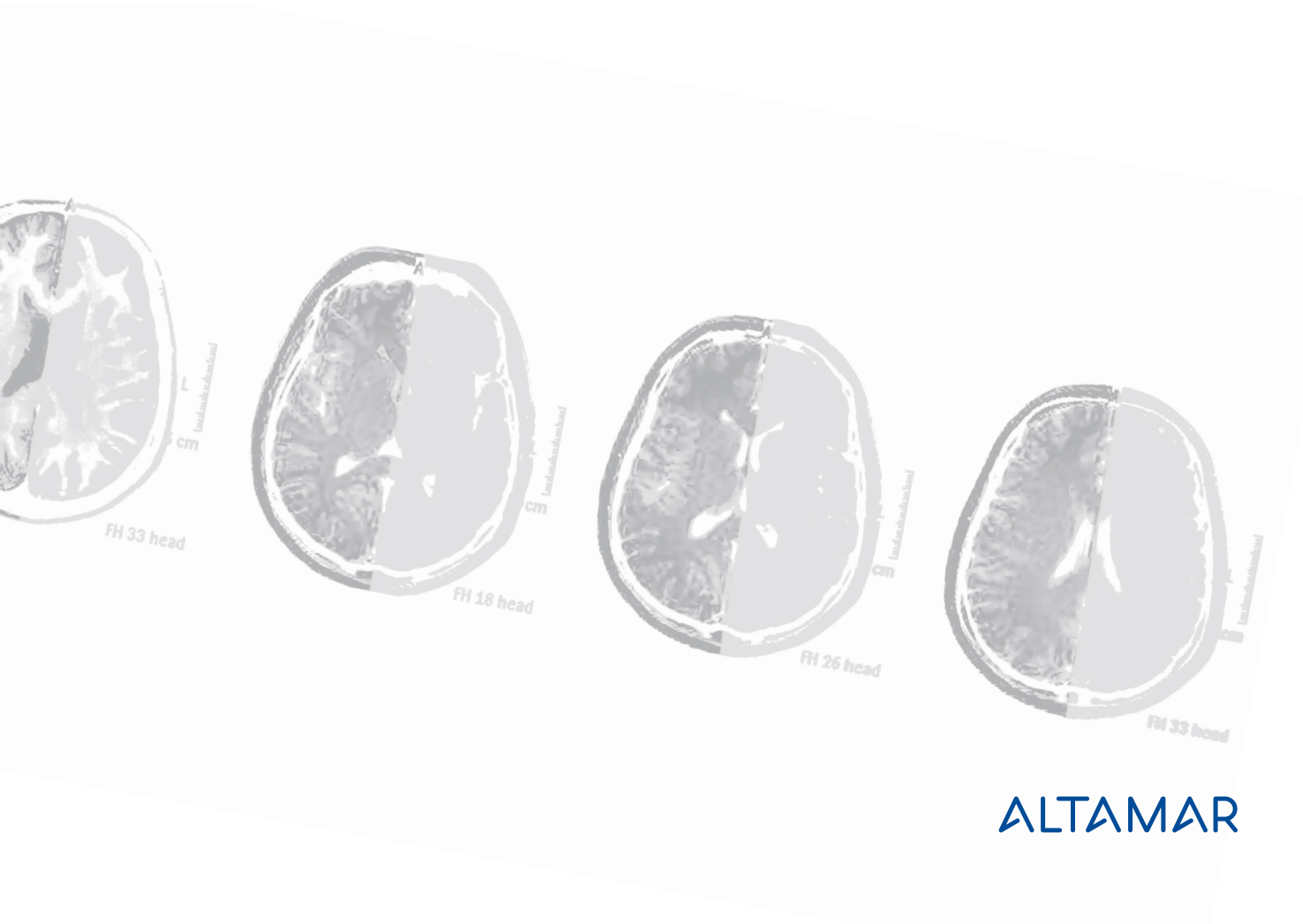


# English for Health Technicians (GS)

Anexo para Andalucía



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## 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.

## Health Care System

### 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.ssipa.juntadeandalucia.es/agenciadecalidadsanitaria/en/about-us/>

## Health Care System

### 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-andalucia?language=es>

## Health promotion

### 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.



## Health promotion

### 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>

## Health promotion

### Health Checks for Older People in the Age Range 65+

The 'Health check for 65+' is provided by the Andalusian health service's primary care centres throughout the region of Andalusia. The initiative's goal is to facilitate the early detection and prevention of frailty in older people by implementing care plans and interventions chosen based on tests, questionnaires, and functional performance assessments, in order to help older people improve and maintain their independence and quality of life.

The initiative was proposed in collaboration with the Andalusian health service and two scientific societies that provided evidence for the programme. These scientific societies take a multidisciplinary approach to family medicine and family and community nursing, including nurses and social workers.

The introduction of new standardised tests that reduce variability, the periodic assessments following pathway design, the detection of early warning signs, and the overall satisfaction of the population have all been successful elements of the initiative.

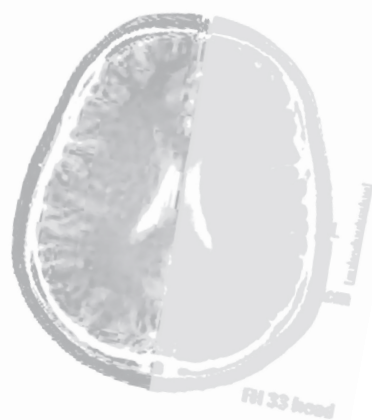
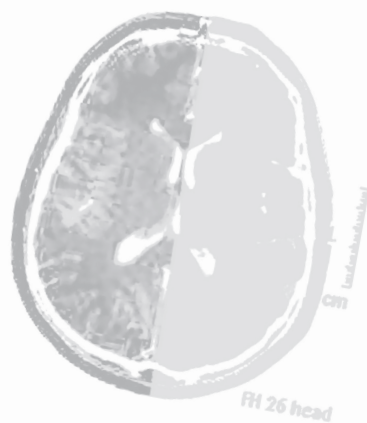
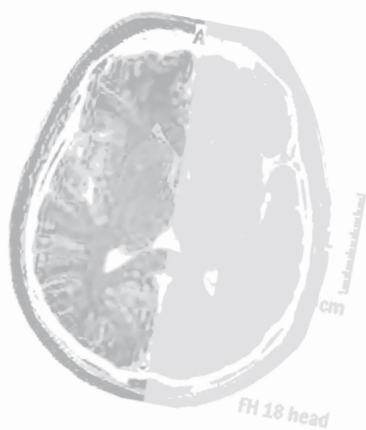
The overall goals are to detect early warning signs of health problems in people 65 and older, as well as to implement evidence-based health promotion and fragility prevention measures to improve older people's independence, health, and quality of life.

Specific goals include:

- Identifying and registering people aged 65 and older who live in Andalusia.
- Categorising people's level of independence.
- Identifying health problems and care needs.
- Improving co-ordination mechanisms between care professionals and primary care centres.
- Improving access to primary care for the target population.

Adapted from: <https://www.esn-eu.org/members/regional-government-andalucia-department-equality-conciliation-and-social-policies>





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