



# Health service delivery before and after the pandemic



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Episode 5 of the Webinar Series  
Health Management in action:  
Fostering health systems' resilience

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This webinar is co-funded by the EU4Health Programme of the European Union. Views and opinions are of the speakers only.



# George Valiotis

EHMA Executive Director



# About EHMA

**OUR VISION** is excellent health management for a healthy Europe.

**OUR MISSION** is to support the spread of knowledge on effective health management.

**OUR VALUES** are excellence, quality, inclusiveness, relevance, and respect.





- We are the **only membership organisation in Europe** to bring together the full health management ecosystem.
- We are a recognised and respected **amplifier of best practices** in the evolution of health management.
- We provide an environment where **evidence, challenge and experience are valued**, and complex debates on current topics can take place.





# Are you an EHMA Member?

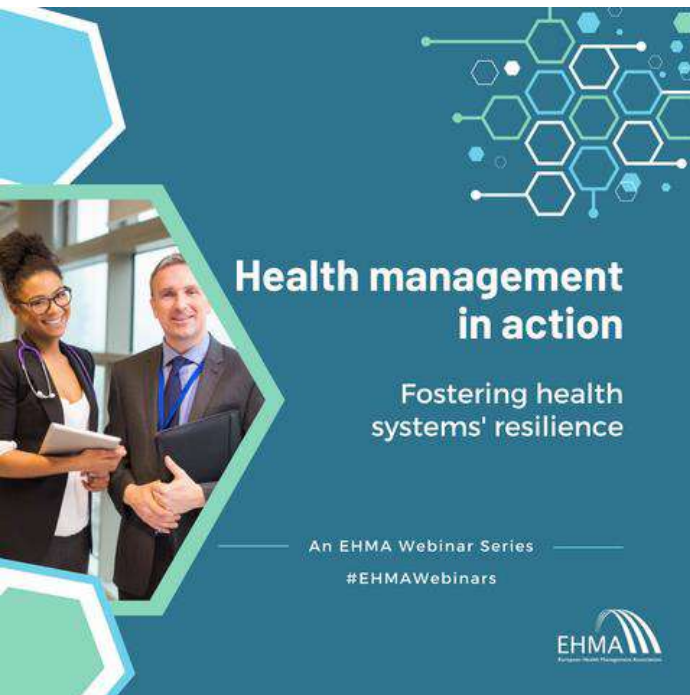
Become part of Europe's preeminent community of practice on health management.

Discover more at [www.ehma.org/join-us/](http://www.ehma.org/join-us/)



## About this webinar series

Our webinar series, 'Health Management in action: fostering health systems' resilience', discusses **health management topics** that are crucial **to improve health systems preparedness and response**.




The graphic features a dark teal background with a network of hexagons and lines in light blue and green. On the left, a photograph shows a woman in a black blazer and glasses holding a tablet, and a man in a suit holding a laptop. The text is white and positioned to the right of the photo.

**Health management  
in action**

Fostering health  
systems' resilience

An EHMA Webinar Series

#EHMAWebinars



EHMA  
European Health Management Association



# Practical information

1. All participant **microphones should remain muted** to keep the audio clear
2. If you have any questions, you can **type them in the chat box**. We will answer them during the Q&A.
3. This webinar is being recorded. **The recording, materials and a summary report will be made available** on the EHMA website - [www.ehma.org](http://www.ehma.org)
4. **We are live-tweeting**. Join us tagging us at [@EHMAinfo](https://twitter.com/EHMAinfo) and using the hashtag [#EHMAwebinars](https://twitter.com/hashtag/EHMAwebinars)



# Agenda



- **13.30- 13.35 (5 minutes):** Welcome and introduction
- **13.35 - 13.50 (15 minutes):** Presentation on integrated care approaches to healthcare delivery by Dr Axel Kaehne
- **13.50 - 14.05 (15 minutes):** Presentation on the role of informal carers in the delivery of care by Mr Stecy Yghemonos
- **14.05 - 14.15 (10 minutes):** Q & A



# Our speakers



## Prof Axel Kaehne

Director, Evaluation and Policy Analysis Unit; Reader Health Services Research, Edge Hill University; Editor in Chief, Journal of Integrated Care (Emerald), UK

## Mr Stecy Yghemonos

Executive Director, Eurocarers, Belgium



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# Health Services after COVID 19

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Prof Axel Kaehne  
Editor Journal of Integrated Care  
(Emerald)

[axel.kaehne@edgehill.ac.uk](mailto:axel.kaehne@edgehill.ac.uk)



## The Pre-COVID health service delivery

The Pre-COVID health service landscape was characterized by

- Fragmented service delivery for many people with chronic conditions
- Underfunded social care and community services causing backlog with hospital discharge of patients after treatment
- Workforce shortages
- Use of health care data to detect and treat patients more effectively and efficiently (diagnostics and population health data)
- System changes – working together not against each other



## ... as COVID emerged...

During Pandemic health service landscape was radically transformed

- Fragmentation – emergency legislation in most countries ordered health care facilities to provide ICU capacity – singular objective of health services
- Social and community care – cut off from hospital care provision due to infection control measures
- Workforce – ICU and nursing capacity was increased through redeployment of staff
- Health care data – diagnostics and analysis capacity was increased dramatically to detect infections
- System - access to personal data and early warning systems were developed and utilized



# The Post-COVID health service landscape

What's the legacy of COVID for health services?

## 2 perspectives

1. Limited learning – it was an emergency situation underpinned by emergency legislation
2. Significant learning about power of data; resilience; workforce deployment; service collaboration

### First perspective

- Hospital was focus of treatment – cemented the predominance of hospital based services
- Genuine collaboration was rare (patient transfer into community care)

### Second perspective

- Use of data will stay with us – population health management
- Adoption of rapid learning cycles in health care services; adaptation and increased resilience of staff



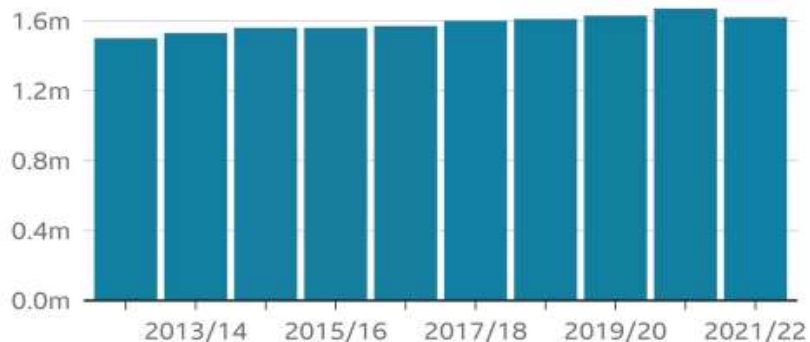
## There is no going back ....

The Pandemic has illustrated strengths and weaknesses in the health systems and has created new long term challenges

- Staff burnout and workforce development
- System stress – A&E attendances (>4 hours and >12 hours waiting)

### Drop in filled adult social care posts for first time in ten years

Estimated number of adult social care filled posts (millions)



Source: Skills for Care estimates

BBC



## There is no going back because...

- Pre-pandemic performance of health system in England was poor on various indicators compared to other European countries
- COVID exacerbated situation but also increased awareness of innovative approaches and novel use of data for health service delivery

### Main Question:

- how do we embed adaptive continuous learning in our health services?



If you want to publish in the *Journal of Integrated Care* do get in touch!

[https://www.emerald.com/insight/publication/issn/1476-9018?\\_ga=2.35989024.1060798127.1638553209-1420976278.1638553209](https://www.emerald.com/insight/publication/issn/1476-9018?_ga=2.35989024.1060798127.1638553209-1420976278.1638553209)

### Publications on Integrated Care

Kaehne, A., & Nies, H. (Eds.). (2021). *How to deliver integrated care. A guidebook for managers*. Emerald Publishing.

<https://books.emeraldinsight.com/page/detail/How-to-Deliver-Integrated-Care/?k=9781838675301>

Kaehne, A. (2022). *Integrated Care. Reflections on Change in Health Services*. Emerald Publishing Limited. <https://doi.org/10.1108/9781801179782>



**Thank you!**

**See you at EHMA 2023**

# Addressing the situation and needs of informal carers across the EU

## Lessons from the COVID-19 pandemic

EHMA Webinar 'Health service delivery before and after the pandemic'

11 October 2022

# The Situation of carers in Europe



The Personal is Political

## According to research:

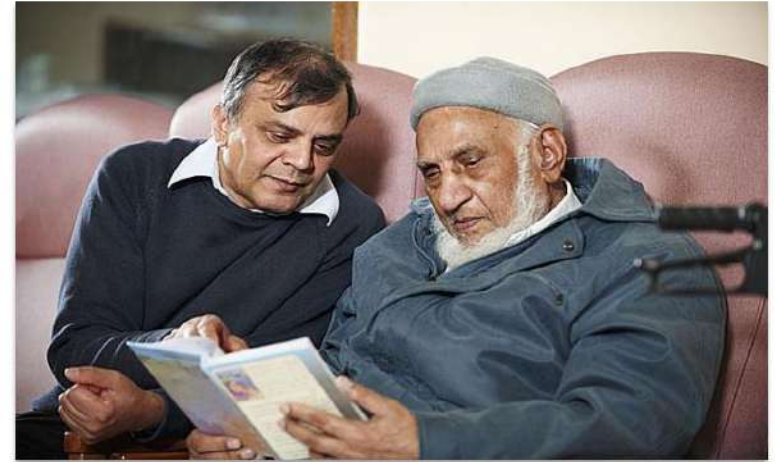
- Informal carers are **largest providers of health and social care support**
- Make up about **10-20% of the total EU population**
- **Women** provide 2/3 of care mainly as daughters (in law) and spouses/partners.
- Estimated value of informal care **between €320 & 368 billion**

# Impact of caring

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## Clear correlation between caring and:

- Work-life/care balance
- Social exclusion and poverty
- Health and well-being



*"As a carer, you have no social life whatsoever. I have been an unpaid carer for 20 years. I do not feel part of society at all. I feel a complete outsider"*

# The impact of COVID 19 on care and caring

# Impact on Personal and Caring circumstances



## Most impacted aspects of carer's life :

1. Social network/participation (78.7%);
2. **Quality of life (76.8%);**
3. **Mental health/psychological state of mind (66.5%);**
4. Access to care services for care recipient (59.8%); and
5. Care recipient's health status (54%)

→ **More Care** as a result of COVID (+17% weekly hours of care)

→ More **INTENSE** care

→ **More Carers !** (+11,9%)

# Impact on access to Care Services

**Not all carers are supported** by care services,  
1/3 report decreasing support

## Most effective sources of support

1. Family members (42.2%);
2. **Pharmacists (40.1%);**
3. Friends and neighbours (21.7%);
4. **General practitioners (20.8%);** and
5. Public health services/professionals (17.9%)

More than half of carers feel **not sufficiently supported**



# Action Points

**WE ARE  
INFORMAL  
CARERS**

**WE ARE  
ESSENTIAL**

**WE NEED  
SUPPORT**



EUROPEAN  
CARERS  
DAY - 06 OCT.

[www.carersday.eu](http://www.carersday.eu)

- Better **interface between formal and informal** care;
- Support **Civil Society Organisations**
- **Boost potential of technology** to support carers
- Address **cross-border informal care**

**Acknowledge and support carers across policies !**

# EUROPEAN CARE STRATEGY



**European Pillar  
of Social Rights**  
**Principle 18:**  
**Long-term care**



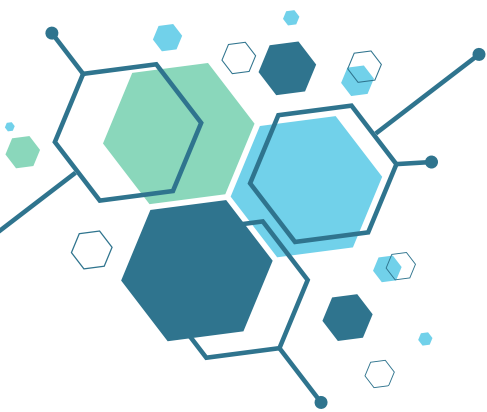
# ● Issues addressed by the strategy



Thank you

[www.eurocarers.org](http://www.eurocarers.org)

[sy@eurocarers.org](mailto:sy@eurocarers.org)



# Q & A

Type your questions in the chat box  
or raise your hand to ask your question live.



# 90-second survey

Your feedback is important to us,  
as it helps us shape and improve our webinars



# Next webinar

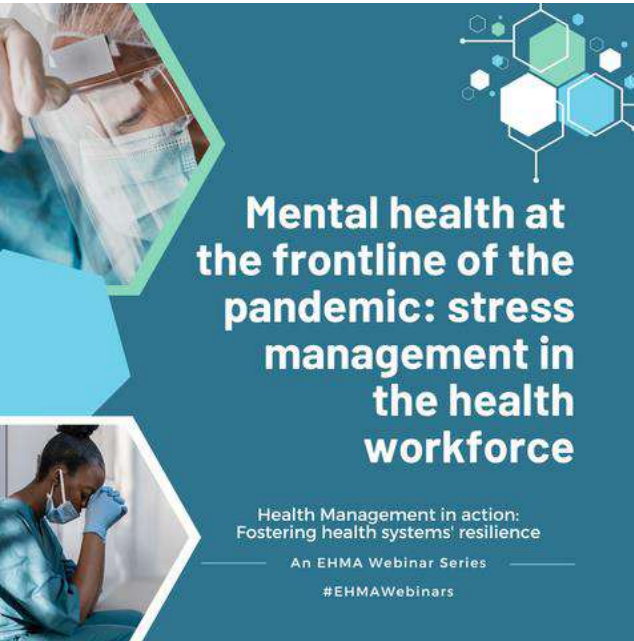


## Mental health at the frontline of the pandemic: stress management in the health workforce

**When: Tue., 18 October 2022**, 13.30-14.15 CEST

### Speakers:

- **Prof. Dr Walter Sermeus**, Full professor at KU Leuven Institute for Healthcare Policy, Belgium
- **Representative of the project Magnet4Europe**, improving mental health and wellbeing in the health care workplace

A promotional graphic for the webinar. It features a dark blue background with white and light blue text. On the left, there are two hexagonal inset images: the top one shows a close-up of a person wearing a surgical mask and cap, and the bottom one shows a person in a blue uniform sitting at a desk, looking stressed with their hand to their face. In the top right corner, there is a graphic of interconnected hexagons in white, green, and blue. The main text is centered and reads: 'Mental health at the frontline of the pandemic: stress management in the health workforce'. Below this, in smaller text, it says 'Health Management in action: Fostering health systems' resilience', 'An EHMA Webinar Series', and '#EHMAWebinars'.

**Mental health at the frontline of the pandemic: stress management in the health workforce**

Health Management in action:  
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# Thank you!

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