

# Is task-shifting important?

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# **Is task-shifting important?**

- **Not only important, but much necessary**
- **The COVID pandemic showed the need for flexibility and that it is possible to break rigid frontiers between occupations**
- **Multiple benefits:**
  - **services of higher quality, higher satisfaction of users**
  - **makes choosing a health profession more attractive**
  - **factor of retention, in the profession, in zones with unmet needs (medical deserts), in the country**
  - **better accessibility to services**
  - **efficiency gains**

# How to produce those benefits?

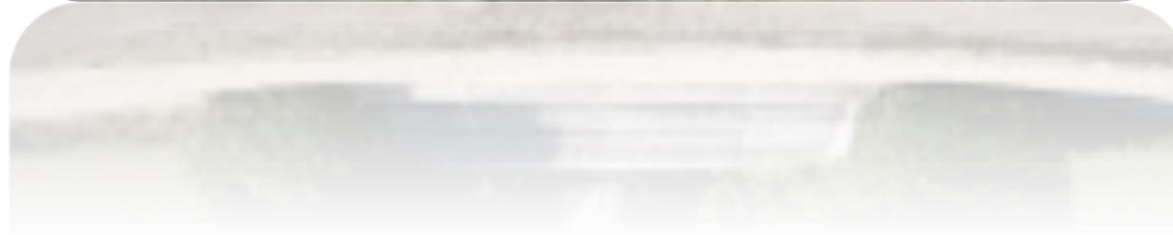
- Technical feasibility is not enough; political feasibility is key
- Many stakeholders with different, often conflicting interests are involved: professional councils, trade-unions, educators, providers, political actors
- Changes needed: legal and regulatory environment, education and training of workers, working conditions, including remuneration and benefits
- Resistance from both those who “lose” and even from those who “gain”
- Change takes time to occur without a strong commitment from political decision-makers

**Task-shifting is important, it is above all necessary, but it is difficult**

**This is why the TASHI project responds to a pressing need**

# INSTITUTO DE HIGIENE E MEDICINA TROPICAL

## Obrigado!





Empowering EU health policies  
on Task SHifting

# Tasks delegation to increase the accessibility and quality of primary health care services in Lithuania

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Adviser  
Specialized Health Care Division



MINISTRY OF HEALTH  
OF THE REPUBLIC OF LITHUANIA



## The goal of the pilot

- To strengthen the quality of healthcare services which are provided by family medicine doctors and psychiatrists through tasks shifting to other healthcare specialists.
- Output: guideline, report of the best practices, protocols, the list of competencies of nurses and nurse's assistants which should be strengthen, legislation improvement (if needed).



# Objectives of the pilot

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1.1. To identify the tasks that could be delegated to other primary healthcare specialists;

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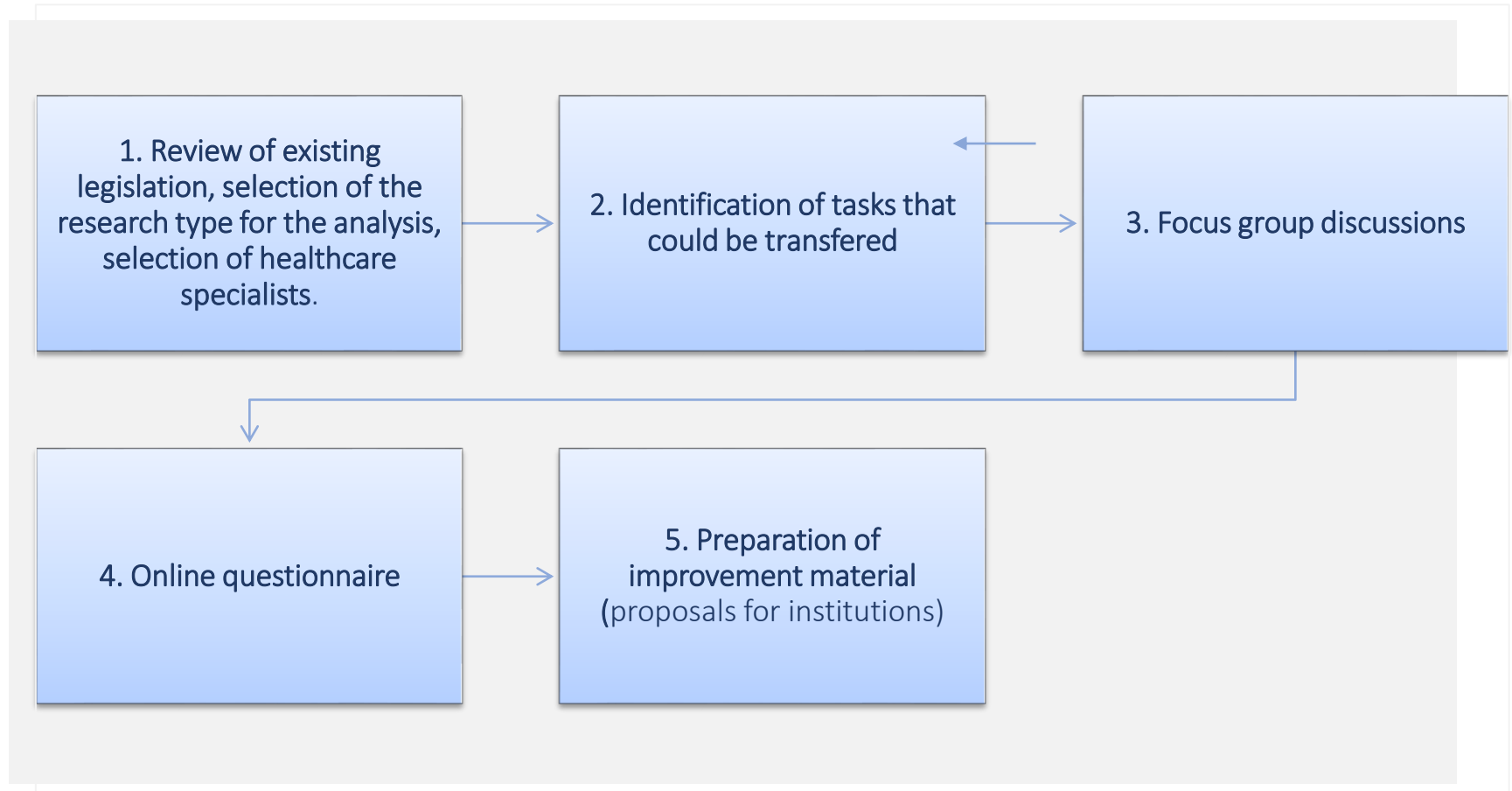
1.2. To identify the most effective ways (to a specific healthcare specialist) of delegating tasks from Family medicine doctors, psychiatrists to nurses, nursing assistants;

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1.3. To identify the competencies which should be additionally provided to nurses and nursing assistants;

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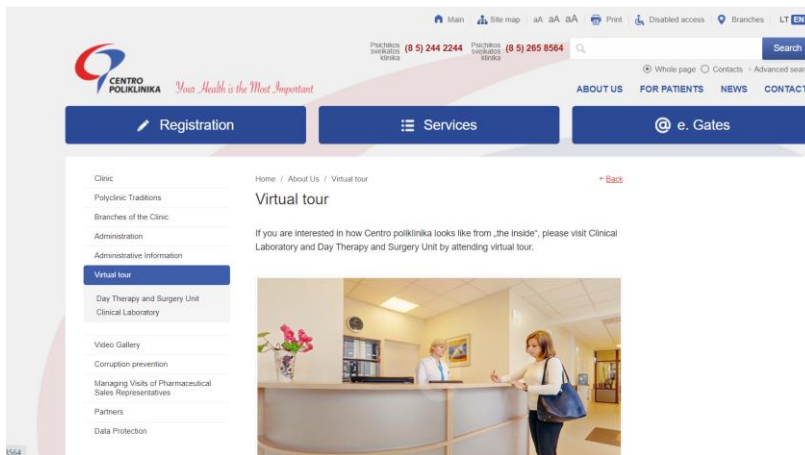
1.4. To provide the recommendations for improvement to institutions which are implementing the policy.





# The scope of the pilot

- Two largest primary care providers are involved in the pilot - „Centro poliklinika“ and „Kauno miesto poliklinika“;
- Two institutions cover over 200 000 persons in the database;
- Health care professionals working in the selected institutions have the most intense schedule.

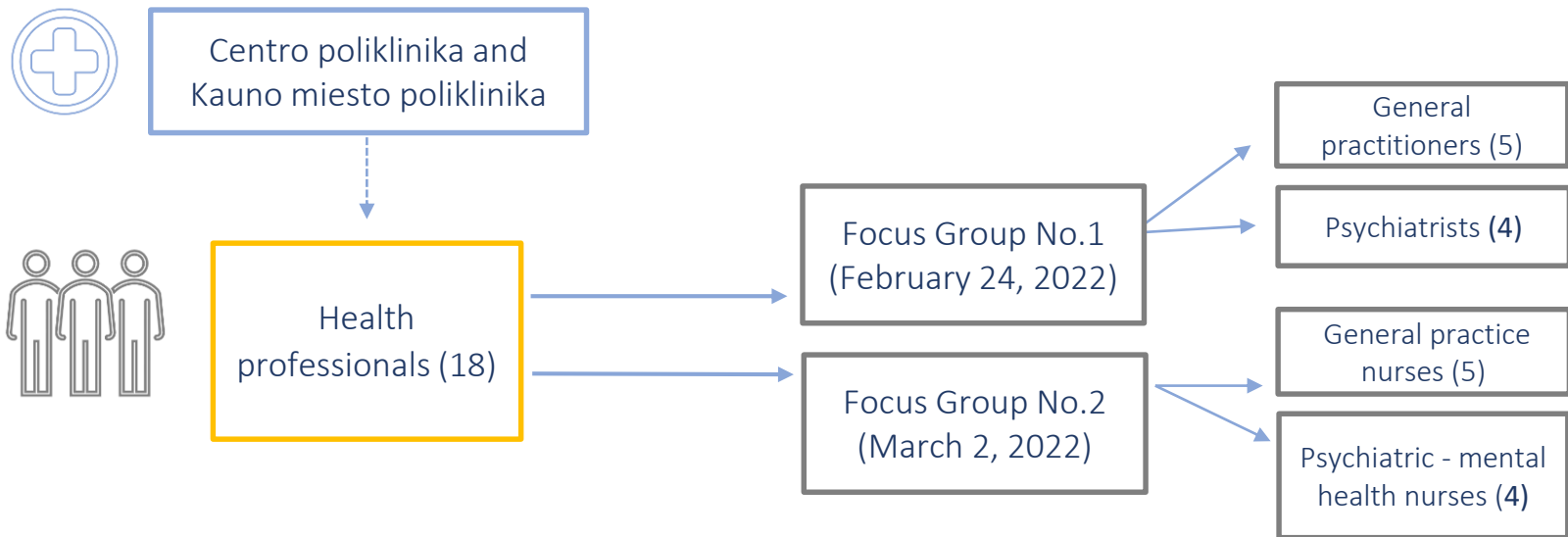




# Which professionals are affected in the pilot?

- Health workforce/occupation: general practitioners, psychiatrists, general practice nurses and psychiatric - mental health nurses.
- Number: 118 health professionals participating in focus groups (18) and survey questionnaire (100).

# Focus group interviews



# Focus Groups Results

Table 1. Summary of focus groups results.

AREAS OF TASK SHIFTING	ACTIVITIES POTENTIALLY TO BE SHIFTED	BARRIERS FOR TASK-SHIFTING	MEASURES TO BE TAKEN
• CLINICAL SECTOR	✓ Prescribing health-care supplies/medical	✓ Regulatory, legal constraints;	✓ Development of a nursing education programs;
• ORGANISATIONAL SECTOR	✓ Patient consultation;	✓ Lack of competencies;	
• ADMINISTRATION SECTOR	✓ Management of healthcare prevention programmes;	✓ Patients' expectations (patients generally feel nurses cannot be able to deal with simple conditions and prefer to consult with a general practitioner for more 'complex' conditions);	✓ Legislative changes (medicine norms of family medicine doctors, psychiatrists, nurses;
	✓ Writing referrals for tests or scans/referring to specialists;		
	✓ Prescribing medications		✓ Training programs (wound care, reporting an ECG, etc.)
	✓ Prescription extension;		
	✓ Follow-up;		
	✓ Home visits;	✓ Lack of training.	

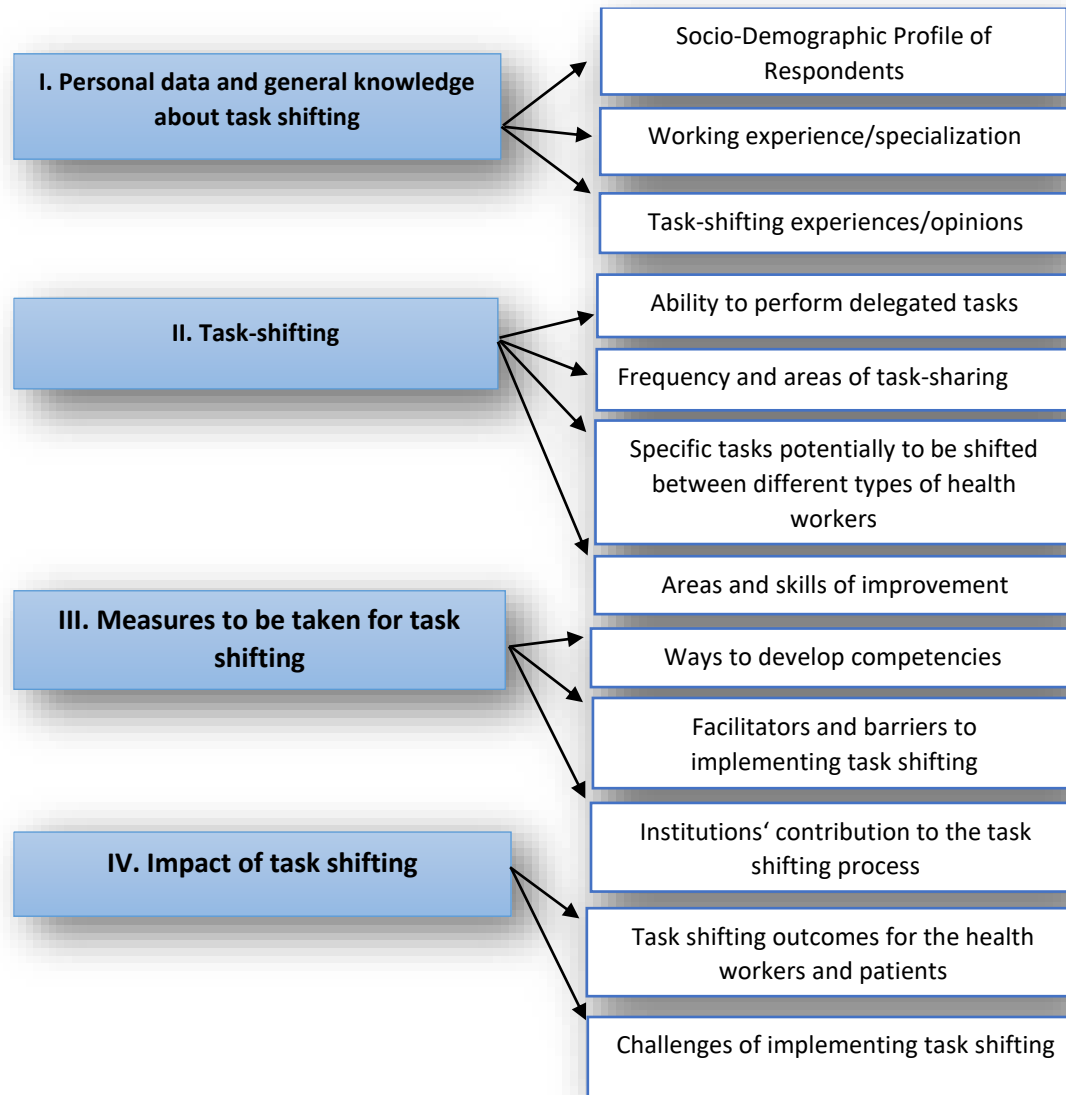


# Survey questionnaire

- The questionnaire aims to explore knowledge, perception and attitudes of general practice nurses and psychiatric - mental health nurses toward task shifting experiences and practices in primary care.
- 38 survey questions;
- 100 nurses participating in online questionnaire.

# Questionnaire Design

**Figure 1.** Survey Design.





# What's Next?

1. **Identification of missing competencies** and their content;
2. **Creating Task List Report:** identification of tasks which could be shifted;
3. **Preparing a guideline** on the most effective ways of task shifting from family medicine doctors, psychiatrists to nurses, nursing assistants;
4. **Preparation of improvement material/ proposals** for institutions which are implementing policy: the MoH, the Ministry of Education, science and sport of the Republic of Lithuania (if needed).



Thank You For Your  
Attention





Empowering EU health policies  
on Task SHifting

# **Task Shifting between General Practitioners and Nurses in the Primary Care Sector in Lombardy Region**

Alessandro Colombo

Vittoria Viganò

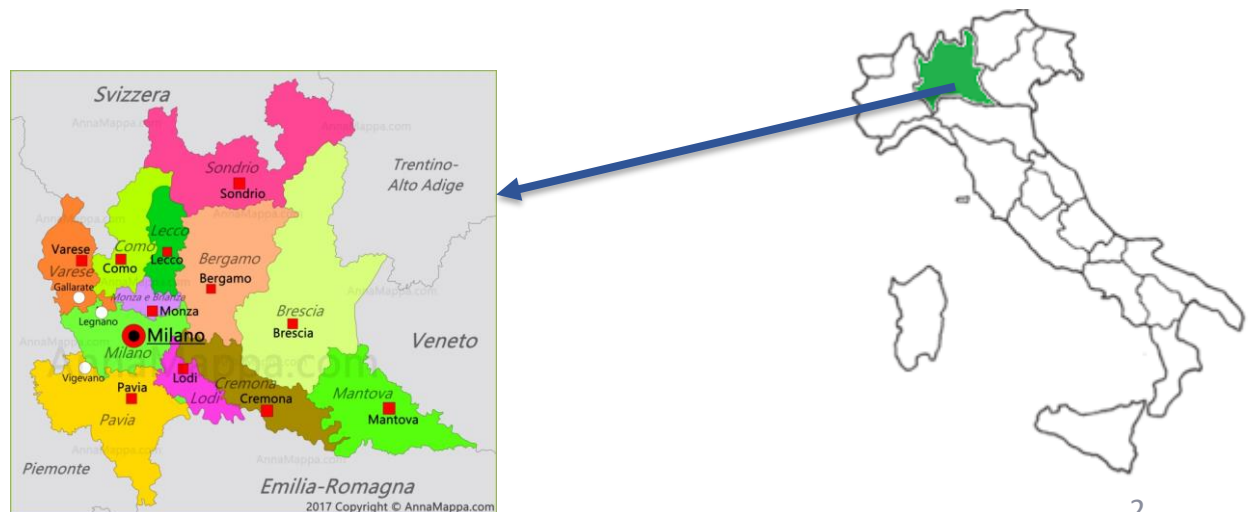
Marco Lenzi

PoliS-Lombardia  
Academy for Health Care Training

28<sup>th</sup> April 2022

## Scope of the pilot

- Academy for Health Care Training - in charge of healthcare workforce training in Lombardy region (10 million inhabs.):  
GPs, Heads of Clinical Units, Family Nurses, Top Management





## Focus area of the pilot

- **Primary care** in substantial evolution in Italy (and Europe!)
- **Significant asset:** primary care people in training:
  - Family Nurses course (1600 people in the years coming)
  - GPs training course (1.500 trainees!)

## Health professionals to be involved

- Family Nurses course (1600 people)
  - 150 current participants (56% under 45yo)
  - Plus 16 coordinators (mature nurses)
  - 200 from May 2022 (II edition)
- GPs training course (3 years)
  - 200 1° year
  - 300 2° year
  - Plus (404 mature GP)
  - (+ 500 enrolling in April 2022)

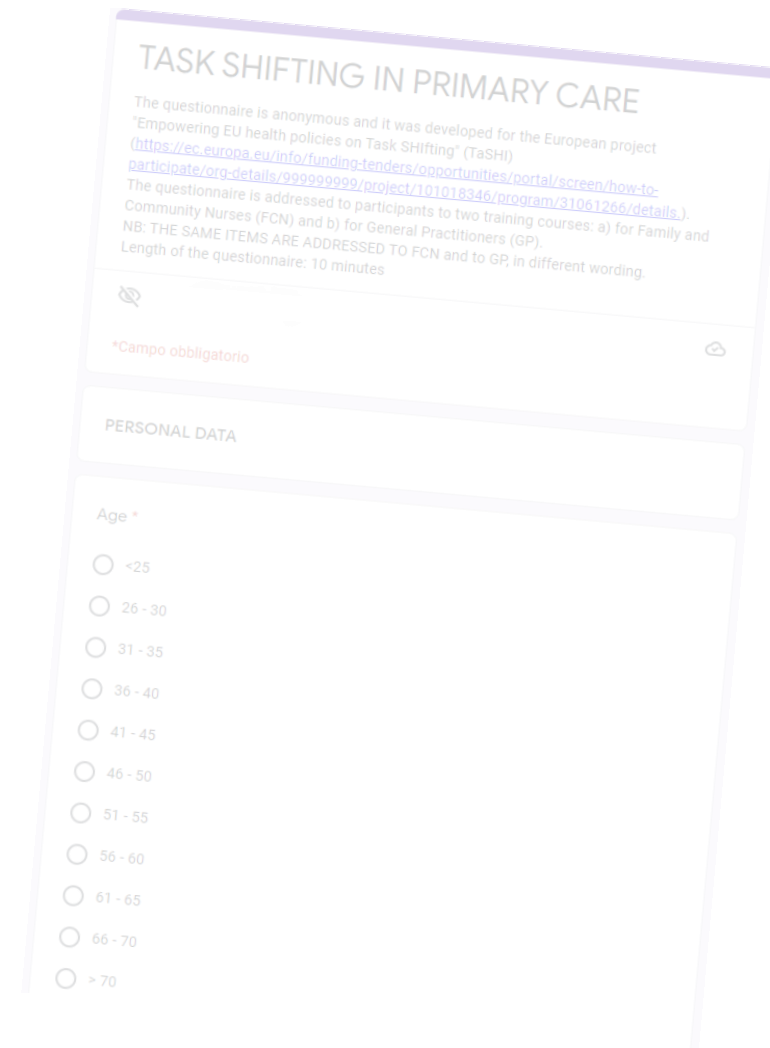


## Pilot's contents

- Personal data (anonymous): 2 items
- Training and work experiences: 5 items
- Task Shifting awareness: 2 items
- Task Shifting between GP's and Family Nurses in primary care: 9 items; 4 subitems

## Preliminary results

- 1) Response rate
- 2) Awareness and Interest
- 3) First results

A screenshot of a digital questionnaire titled "TASK SHIFTING IN PRIMARY CARE". The text explains that the questionnaire is anonymous and developed for the European project "Empowering EU health policies on Task Shifting" (TaSHI). It includes a URL for more information: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/how-to-participate/org-details/999999999/project/101018346/program/31061266/details>. The questionnaire is addressed to participants in two training courses: a) for Family and Community Nurses (FCN) and b) for General Practitioners (GP). It notes that the same items are addressed to FCN and to GP, in different wording, and that the length of the questionnaire is 10 minutes. Below the introductory text, there is a section for "PERSONAL DATA" with a mandatory field for "Age \*". The age options are radio buttons with the following ranges: <25, 26 - 30, 31 - 35, 36 - 40, 41 - 45, 46 - 50, 51 - 55, 56 - 60, 61 - 65, 66 - 70, and > 70.



## 1) Response rate

- First and Second Wave, January and March 2022:

**Family Nurses 130/166 (78%)**

**GPs 379/904 (41%)**

A screenshot of a questionnaire titled "TASK SHIFTING IN PRIMARY CARE". The text on the form includes: "The questionnaire is anonymous and it was developed for the European project 'Empowering EU health policies on Task Shifting' (TaSHI) ([https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/how-to-participate/org-details/999999999/project/101018346/program/31061266/details](\"https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/how-to-participate/org-details/999999999/project/101018346/program/31061266/details\")). The questionnaire is addressed to participants to two training courses: a) for Family and Community Nurses (FCN) and b) for General Practitioners (GP). NB: THE SAME ITEMS ARE ADDRESSED TO FCN and to GP, in different wording. Length of the questionnaire: 10 minutes." Below this is a section labeled "PERSONAL DATA" with a list of age ranges: <25, 26 - 30, 31 - 35, 36 - 40, 41 - 45, 46 - 50, 51 - 55, 56 - 60, 61 - 65, 66 - 70, and > 70. Each age range has a radio button next to it. There is also a red asterisk and the word "obligatorio" (obligatory) next to the first age range.

## 2) Awareness and Interest

*«Have you ever heard about Task Shifting in your academic background or in your job?»*

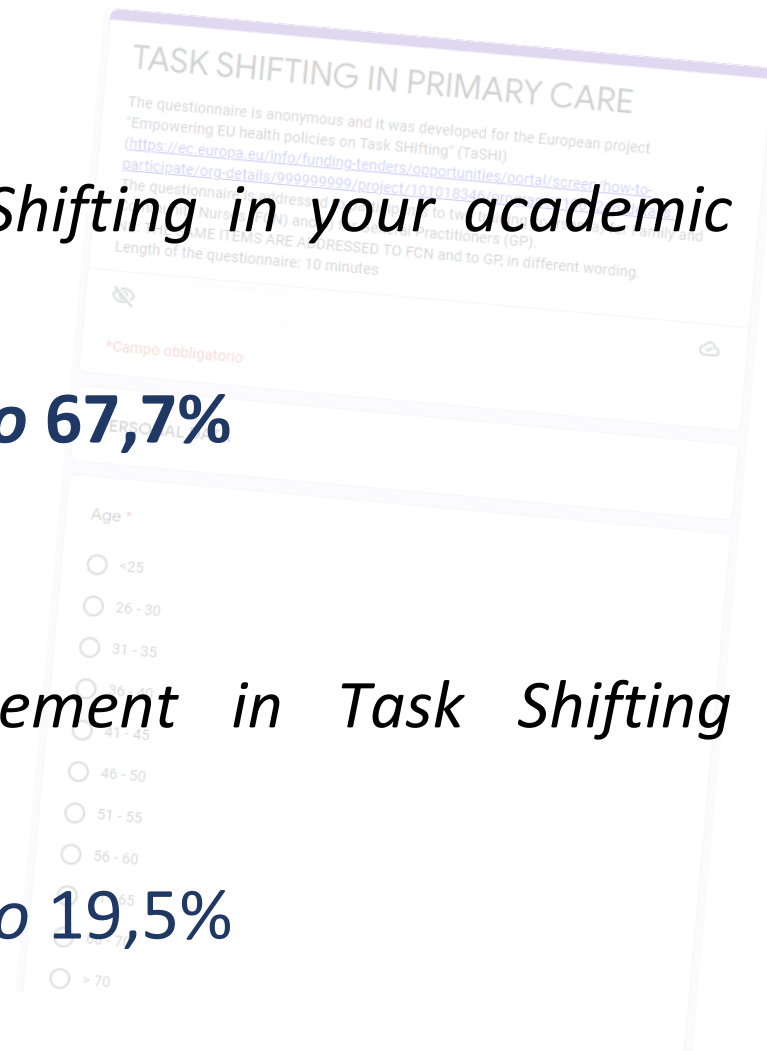
**Family Nurses yes 32,3% | no 67,7%**

**GPs yes 29,6% | no 70,4%**

*«Would you like a direct involvement in Task Shifting initiatives?»*

**Family Nurses yes 80,5% | no 19,5%**

**GPs yes 61,2% | no 38,8%**



**TASK SHIFTING IN PRIMARY CARE**

The questionnaire is anonymous and it was developed for the European project "Empowering EU health policies on Task Shifting" (TaSHI) (<https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/how-to-participate/org-details/999999999/project/101018346>) and is addressed to two target groups: Family Nurses (FN) and General Practitioners (GP). SOME ITEMS ARE ADDRESSED TO FCN and to GP, in different wording. Length of the questionnaire: 10 minutes

\*Campo obbligatorio

PERSONAL

Age \*

☐ <25

☐ 26 - 30

☐ 31 - 35

☐ 36 - 40

☐ 41 - 45

☐ 46 - 50

☐ 51 - 55

☐ 56 - 60

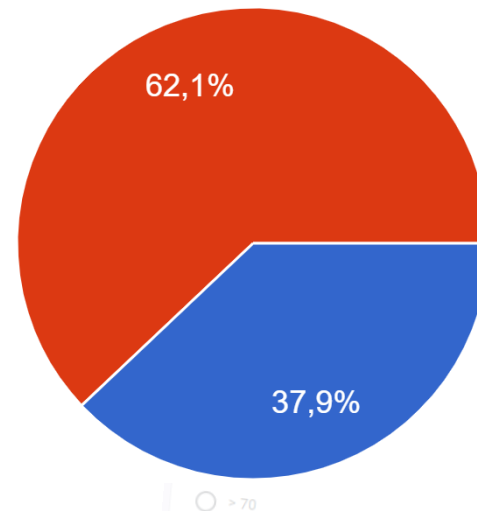
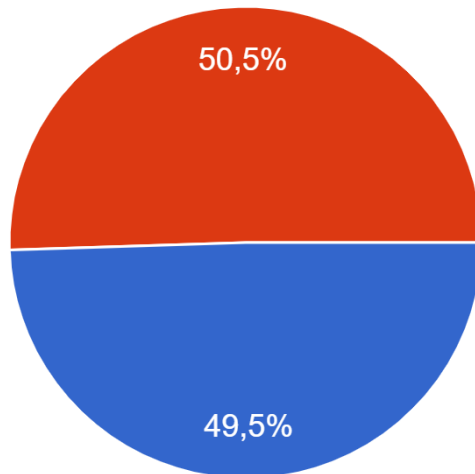
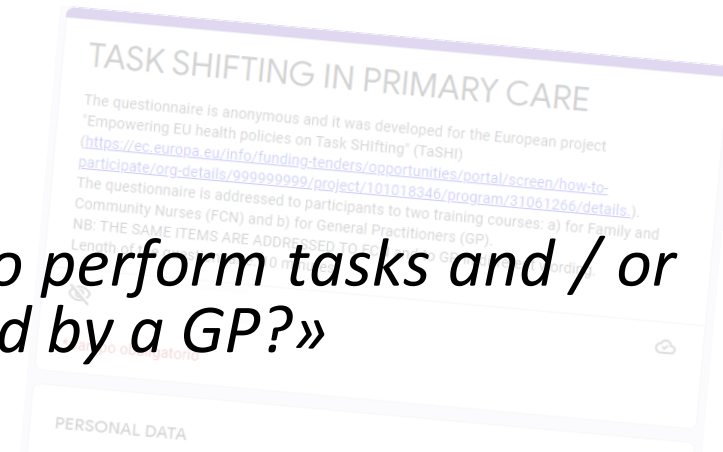
☐ 61 - 65

☐ > 70



### 3) First results Family Nurses (1/4)

*«As Family Nurses, are you required to perform tasks and / or functions that could also be performed by a GP?»*

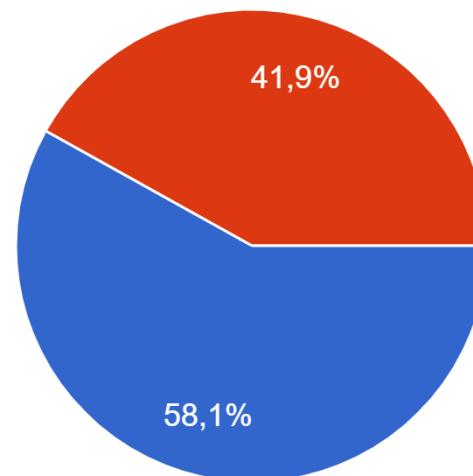
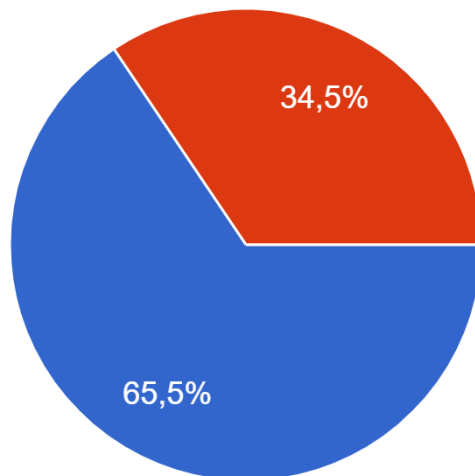


● Si  
● No

First and Second Wave, January and March 2022

### 3) First results GPs (1/4)

*«As GP, are you required to perform tasks and / or functions that could also be performed by an IdFC?»*



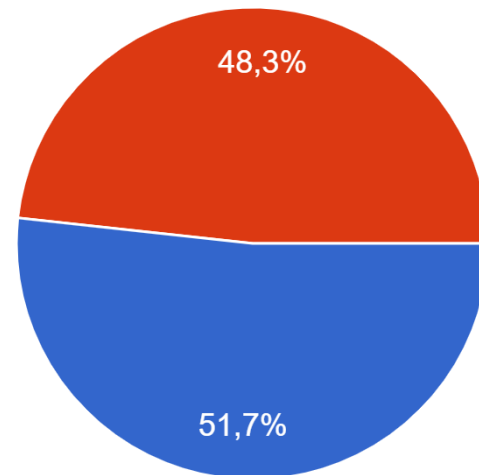
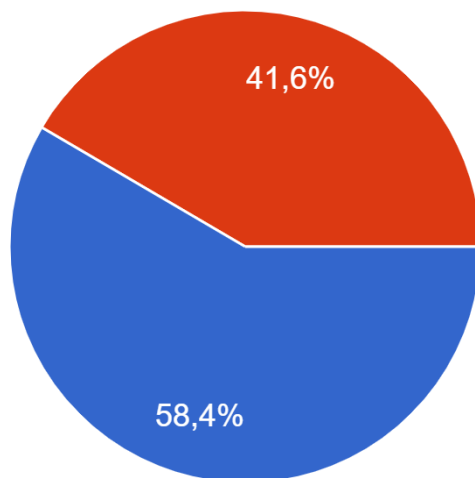
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### 3) First results Family Nurses (2/4)

*«As Family Nurse, do you believe you can adequately perform certain tasks that belong to MD's area of competence?»*



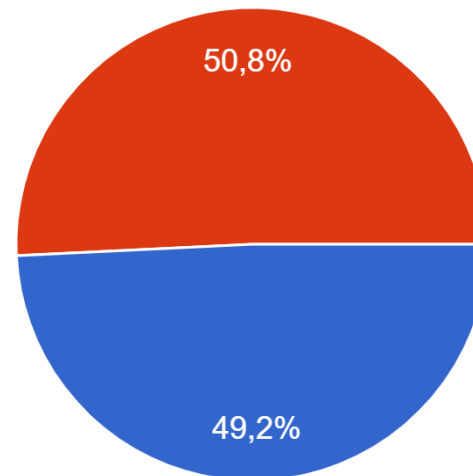
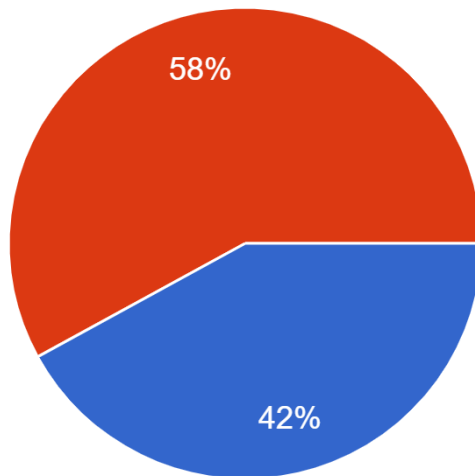
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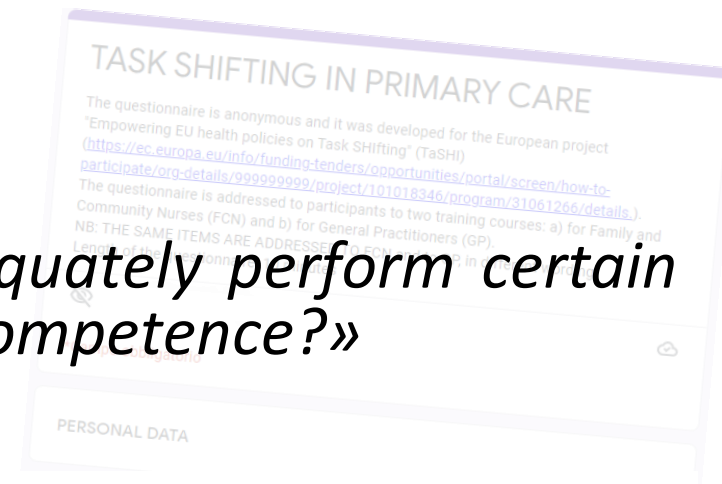
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### 3) First results GPs (2/4)

*«As GP, do you believe you can adequately perform certain tasks that belong to nurse's area of competence?»*

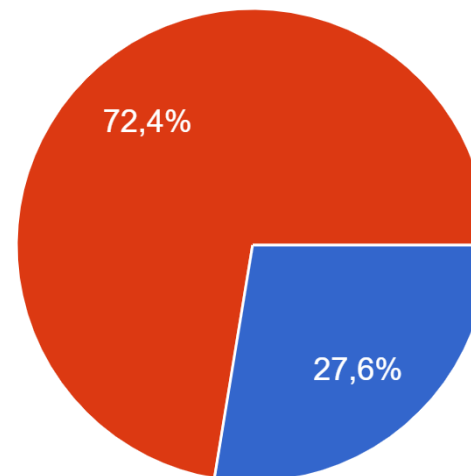
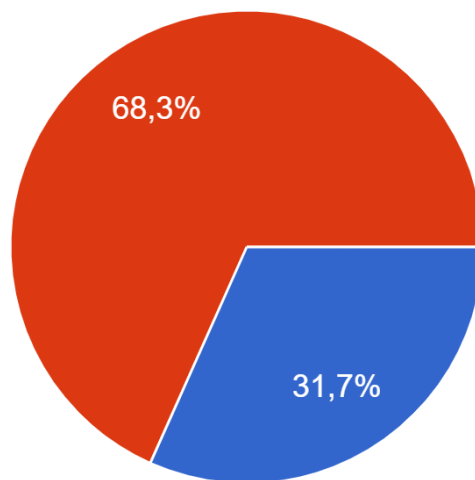


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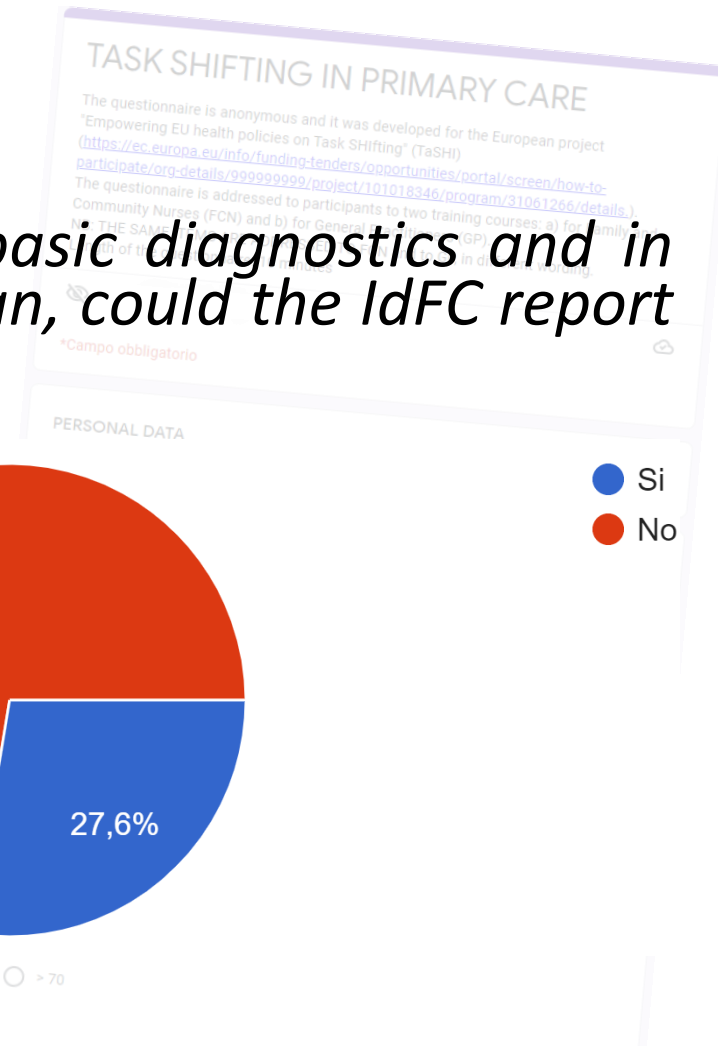


### 3) First results Family Nurses (3/4)

*«In your opinion, in the context of basic diagnostics and in agreement with the referring physician, could the IdFC report (refertare)?»*



First and Second Wave, January and March 2022



**TASK SHIFTING IN PRIMARY CARE**

The questionnaire is anonymous and it was developed for the European project "Empowering EU health policies on Task Shifting" (TaSHI) (<https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/how-to-participate/org-details/999999999/project/101018346/program/31061266/details>)

The questionnaire is addressed to participants to two training courses: a) for Family Community Nurses (FCN) and b) for General Practitioners (GPs).

IN THE SAME SECTION, YOU WILL FIND THE QUESTIONNAIRE FOR THE DISSEMINATION OF THE RESULTS OF THE SURVEY.

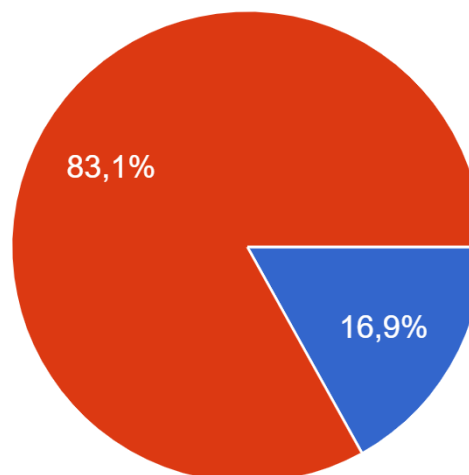
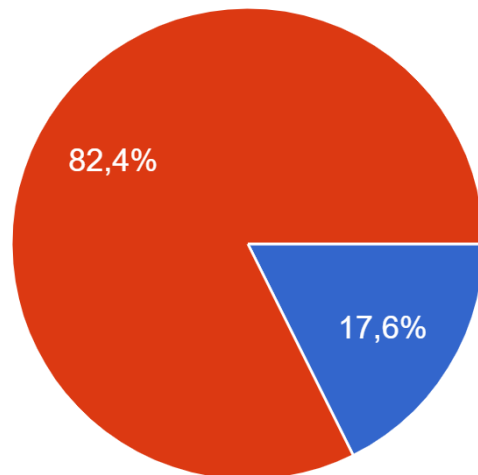
\*Campo obbligatorio

PERSONAL DATA

○ > 70

### 3) First results GPs (3/4)

*«In your opinion, in the context of basic diagnostics and in agreement with the referring physician, could the IdFC report (refertare)?»*

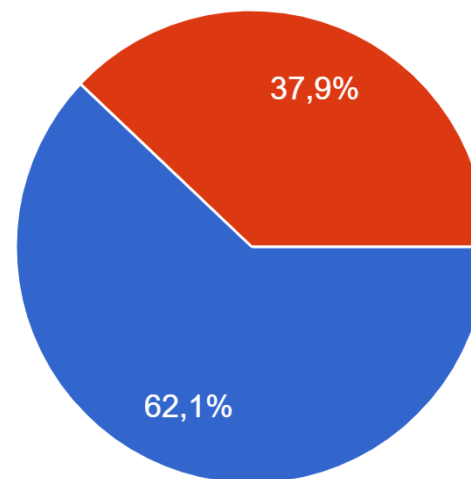
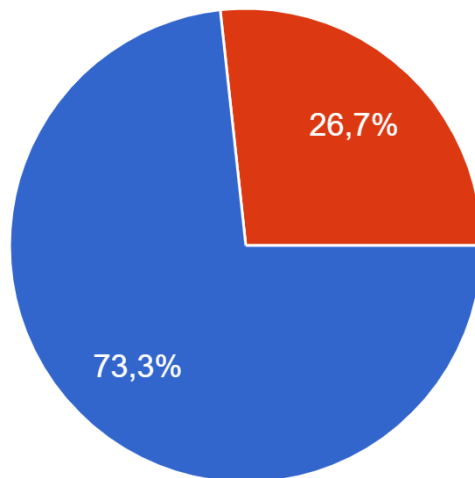


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First and Second Wave, January and March 2022

### 3) First results Family Nurses (4/4)

*«In your opinion, in agreement with the referring physician, the IdFC could prescribe (prescrivere)?»*



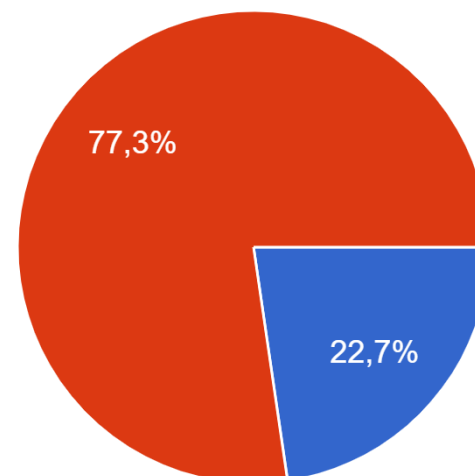
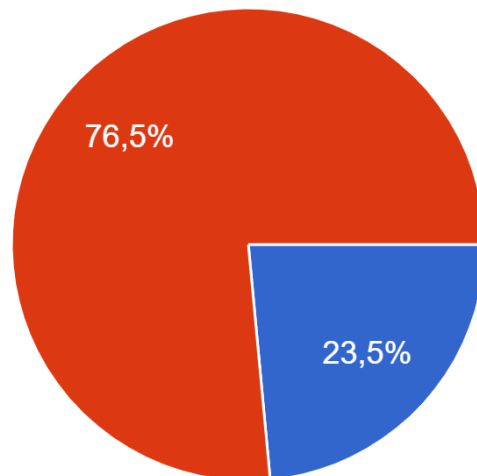
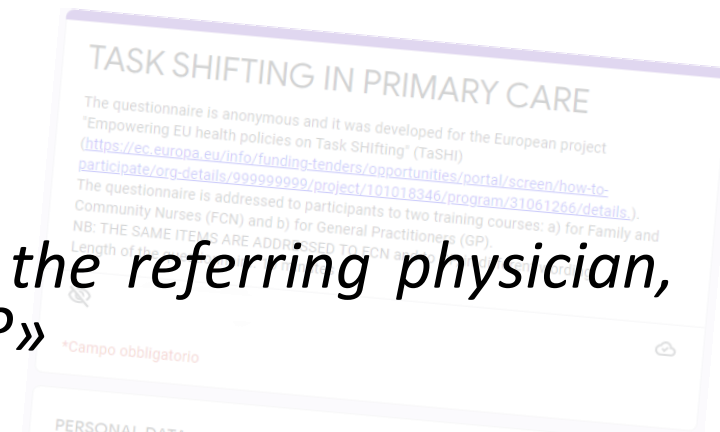
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First and Second Wave, January and March 2022

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### 3) First results GPs (4/4)

*«In your opinion, in agreement with the referring physician, the IdFC could prescribe (prescrivere)?»*



● Si  
● No

First and Second Wave, January and March 2022

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## Next steps

- Data cleaning
- New waves
- More questions
- Target's enlargement
- Analyzing results
- Experimenting Task Shifting discipline in training courses



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**Thank you!**

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