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The pathway towards chronic care integration in Abu Dhabi, United Arab Emirates: A mixed method study to explore perspectives of healthcare workers

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Statement of the Problem: The Chronic Care Model (CCM) is a multicomponent model with an organizational approach that addresses how to deliver care for all individuals with chronic diseases and has its own assessment tools, like the Assessment Chronic Illness Care (ACIC)1,2.

Objectives: To explore healthcare workers perception of the level of integration of the Chronic Care Model (CCM) in the daily care of chronic patients. Methodology & Theoretical

Orientation: A purposive sample of 14 healthcare workers from Abu Dhabi's health system was interviewed using a semi-structured topic guide based on the ACIC instrument. A mixed-methods approach was used, as interviews were recorded, transcribed verbatim, and subject to content analysis using words as the unit. Following each question on the topic guide, participants scored the corresponding ACIC subscale from 0 (limited support) to 11 (fully developed).

Findings: Delivery system design was the element with the highest score 8.5 and the only fully developed element to support chronic illness care. All the other elements were rated as reasonably good with scores between 6.3 (community) and 8.1 (health system). Participants awarded high scores for some components; however, the qualitative findings did not always support the quantitative data indicating that the transition from doctor-centered to patient-centered is still in process.

Conclusion & Significance: Abu Dhabi's health system currently provides good support for chronic illness care. Strategies have been implemented to create a pathway towards the full development of the CCM best practices and healthcare excellence.

Biography

Marilya Silva Paulo is currently finishing her PhD in International Health with specialization in Health Policies and Development. Her field of study is in Health Services Research, more specifically she has been working on how to improve quality in primary health care and delivery of care to chronic patients. Her passion is on improving health systems quality and empowering people to manage their own diseases. She is been working at the Institute of Public Health, College of Medicine and Health Sciences, United Arab Emirates University.

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