

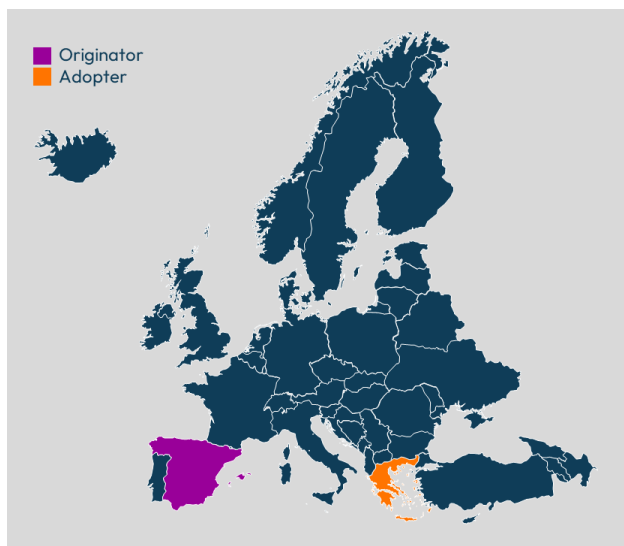


## DHU Twinning: Healthier

### Health Education for All Twinning

Originator: Biosistemak Institute for Health System Research, Spain, Osakidetza the Basque Health Service, Spain

Adopter: Foundation for Research and Technology – Hellas (FORTH) Institute of Computer Science, Centre for eHealth Applications and Services Administration of the 7th Healthcare Region of Crete, Greece



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## Introduction

On May 15, 2024, the Assembly Hall of the **University Hospital of Basurto, Bilbao-Basurto IHO**, hosted the visit of the delegation from Crete. The visiting team included representatives from **FORTH**, along with the **Heads of the Health Policies Directorate, Public Health Directorate, and Information Systems Directorate of the Administration of the 7th Healthcare Region of Crete, Greece**. The event focused on sharing **Osakidetza Basque Health Service's** knowledge and experience in patient empowerment and health education for Basque citizens.

## Project Overview

The visit was part of the project **HEALTHIER: Health Education for All**, an interregional twinning initiative funded by the European project Digital Health Uptake. Coordinated by **FORTH (Crete)** and **Biosistemak Institute (Basque Country)**, HEALTHIER aims to share information and knowledge about the strategies and plans implemented by Osakidetza Basque Health Service to empower patients and the general population through health education and literacy. The project also highlights the resources available to Basque citizens to better manage their health, such as health information and materials, workshops, training programs, services, and tools.

## Conference Participation

**Healthcare professionals and managers** attended the conference from the Sub-Directorate of Primary Care of the General Directorate, the Sub-Directorate of Nursing, the Sub-Directorate of Quality and Information Systems, and the Bilbao-Basurto IHO. They explained the structure of Osakidetza Basque Health Services and the Integrated Healthcare Organizations, as well as the strategies for integrated care, patient empowerment, and Primary Care from a community perspective. They also presented some examples of the programs and services available in Osakidetza aimed at empowering citizens to manage their health, along with the digital tools and platforms used to collect data, analyze results, and monitor programs.

## Learning Opportunities

The Crete delegation had the opportunity to learn firsthand about the development and offerings of **educational materials** available at Osasun Eskola (School of Health). In addition, they received comprehensive information about the **Active Patient-Paziente Bizia program**, the **Kronik ON empowerment program for complex chronic patients**, and the **Health Advice service**, as well as the wide range of activities conducted for **citizen empowerment**. Nursing professionals from the Bilbao-Basurto IHO and OSI Goierri-Urola Garaia IHO shared their experiences in developing and implementing various **empowerment programs and activities** in daily clinical practice.



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## Future Prospects

The knowledge transfer from the Basque Country to the Region of Crete, Greece, facilitated by the HEALTHIER twinning program, provides an opportunity to adapt regional best practices, such as the health school and citizen empowerment programs, **to other European regions like Crete**. Also, on May 16th, a dedicated **workshop** was conducted to analyze how these best practices could be incorporated and scaled up into the integrated health system of the Region of Crete and utilized by citizens and health professionals.

## Conclusion

The Greek delegation praised the twinning program and its organization for its professional and human quality. Representatives from both regions view this activity as a valuable opportunity to share knowledge between European regions and to identify potential areas for collaboration and future synergies.

## Additional Resources

- [Biosistemak Institute website](#)
- [FORTH website](#)
- [Newspaper article in Greek](#)
- [Social media post](#)
- [Twitter post](#)

## Picture repository



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