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Conference abstract

Experiences and needs of diabetic patients and healthcare professionals: a qualitative study in the canton of Vaud (Switzerland)

Isabelle Peytremann-Bridevaux, Institute of Social and Preventive Medicine, CHUV and University of Lausanne, 17 Rue Bugnon, CH-1005 Lausanne, Switzerland

Stéphanie Lauvergeon, Institute of Social and Preventive Medicine, CHUV and University of Lausanne, 17 Rue Bugnon, CH-1005 Lausanne, Switzerland

Désirée Mettler, Institute of Social and Preventive Medicine, CHUV and University of Lausanne, 17 Rue Bugnon, CH-1005 Lausanne, Switzerland

Bernard Burnand, Institute of Social and Preventive Medicine, CHUV and University of Lausanne, 17 Rue Bugnon, CH-1005 Lausanne, Switzerland

Correspondence to: Isabelle Peytremann-Bridevaux, E-mail: Isabelle.Peytremann-Bridevaux@chuv.ch

Abstract

Purpose: To explore the needs and expectations of diabetic patients and healthcare professionals in the canton of Vaud.

Context: Development and implementation of a diabetes cantonal program.

Methods: We conducted one focus group (FG) with diabetic patients and one with healthcare professionals (general practitioners, diabetologists, pharmacists, home healthcare managers, podologists) in each of the four health regions of the canton (n=8 FG). FGs were audio-taped and transcribed verbatim, and content analysis performed.

Results and conclusion: Perceived quality of diabetes care varies, depending on participants and regions considered. Participants describe a lack of collaboration and communication between professionals, problems linked to self-management education, and a lack of information on diabetes for the general population.

They propose to improve the quality of care by strengthening existing structures, by developing centralization of care and information, and by reinforcing teamwork and self-management education. They also suggest implementing information and prevention campaigns for the general population.

Diabetics and healthcare professionals express the need to develop a cantonal program at a local level and adapted to patients' needs. For patients, such a program would represent an opportunity to have access to comprehensive care. For healthcare professionals, it would favor the development of teamwork and of local networks.

Participants point out similar problems and solutions, even if not similarly expressed. These results should help the development and implementation of a program adapted to the patients' and professionals' needs.

Keywords

diabetes, chronic disease management, qualitative methods, Switzerland

PowerPoint presentation available from: http://www.integratedcare.org/Portals/0/congresses/Peytremann-Bridevaux_presentation.pdf