

# Laboratory of Primary Health Care General Practice and Health Services Research

Prof. Alexios Benos  
Assistant Prof. Emmanouil Smyrnakis

---

# Laboratory of Primary Health Care General Practice and Health Services Research

Director: Prof. Alexios Benos

Main fields of expertise:

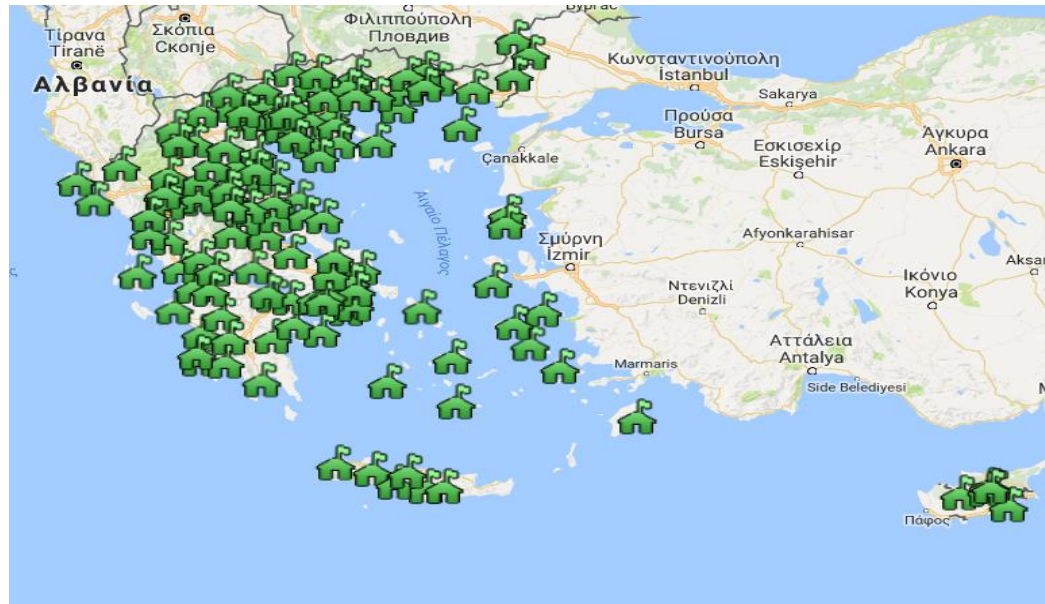
- Primary Health Care and General Practice
- Public Health
- Health Policy

# Previous EU Project



# Teaching in the Community

Primary Health Care Teachers' Network, with members from more than 120 Centers (PHC) in Greece and Cyprus



# Clinical Skills Laboratory

- The Clinical Skills Lab was established in 2004.
- Small group teaching – Basic Clinical Skills.
- 2014 the Staff of Clinical Skills Lab published the book ***Basic Clinical Skills***, University Studio Press editions.
- Communication with patients with disabilities is a new skill taught since 2013.







ΑΡΙΣΤΟΤΕΛΕΙΟ  
ΠΑΝΕΠΙΣΤΗΜΙΟ  
ΘΕΣΣΑΛΟΝΙΚΗΣ



ARISTOTLE  
UNIVERSITY OF  
THESSALONIKI

ΤΜΗΜΑ ΙΑΤΡΙΚΗΣ



MEDICAL DEPARTMENT



ΕΡΓΑΣΤΗΡΙΟ  
ΠΡΩΤΟΒΑΘΜΙΑΣ ΦΡΟΝΤΙΔΑΣ ΥΓΕΙΑΣ  
ΓΕΝΙΚΗΣ ΙΑΤΡΙΚΗΣ & ΕΡΕΥΝΑΣ ΥΠΗΡΕΣΙΩΝ ΥΓΕΙΑΣ

LABORATORY OF  
PRIMARY HEALTH CARE  
GENERAL PRACTICE AND HEALTH SERVICES RESEARCH

# The SMiLe project's WP5

## **Principal Aim: Disability Awareness of Health professionals**

- Focus on particular needs of persons with disabilities (visual, hearing, mobility).
- Communication skills training, adapted to the specific needs of each disability.

This is one of very few projects with an offer for PHC staff focusing on **improving their professional competences in basic clinical skills for disabled patients** and their understanding of the daily lives of persons with disabilities as members of community.



- The training courses developed by SMiLe project target PHC staff wishing to perfect their professional competences in treated well disabled patients.
- They aim to provide participants with knowledge of disability and appropriate communication skills according to special health care needs.

# The SMiLe project's WP5

- D 5.1 Joint PHC Practitioners' Training Scheme
- D 5.2 Training Center for PHP practitioners
- D 5.3 PHC Practioners' Training Programs
- D 5.4 Toolbox for Equal Health Provision

# The SMiLe project's WP5

## 5.1 Joint PHC Practitioners' Training Scheme

➔ Inform PHC professionals of the teachers network for the aims of the SMiLe project:

### Target group:

- Regional Primary Health Care Units - Directors of Health Centers and Partners of the PHC network (Greece)
- Health professionals of National Emergency Center and Multi-profile Hospital of Ardino (Bulgary)

# The SMiLe project's WP5

## 5.1 Joint PHC Practitioners' Training Scheme

- Define training coordinators (2-3 health professionals of Iasmos HC) (Greece)
- Define training coordinators (National Emergency Center and Multi-profile Hospital of Ardino – Bulgaria)

# The SMiLe project's WP5

## 5.1 Joint PHC Practitioners' Training Scheme

Training coordinators:

- **Phase A.** They will be trained in our Training Center, AUTH-Thessaloniki
- **Phase B.** They will support the short training seminars in situ the cross border area

# The SMiLe project's WP5

## 5.2 Training Centre for PHC practitioners

➔ New educational environment and educational material needs

✓ An area of AUTH Medical School is granted to INTERREG to be used as a Clinical Skills Educational Centre



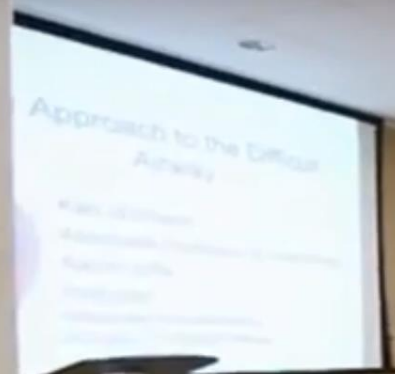
# The SMiLe project's WP5

## 5.2 Training Centre for PHC practitioners

- Re-designing and rebuilding of space begins.
  - Multi-purpose room
  - Exam-room/ simulation room
  - Seminar room: 30-40 people

<http://medicine.dundee.ac.uk/medical-education-institute/clinical-skills-centre/facilities>





## Multi-Purpose Room





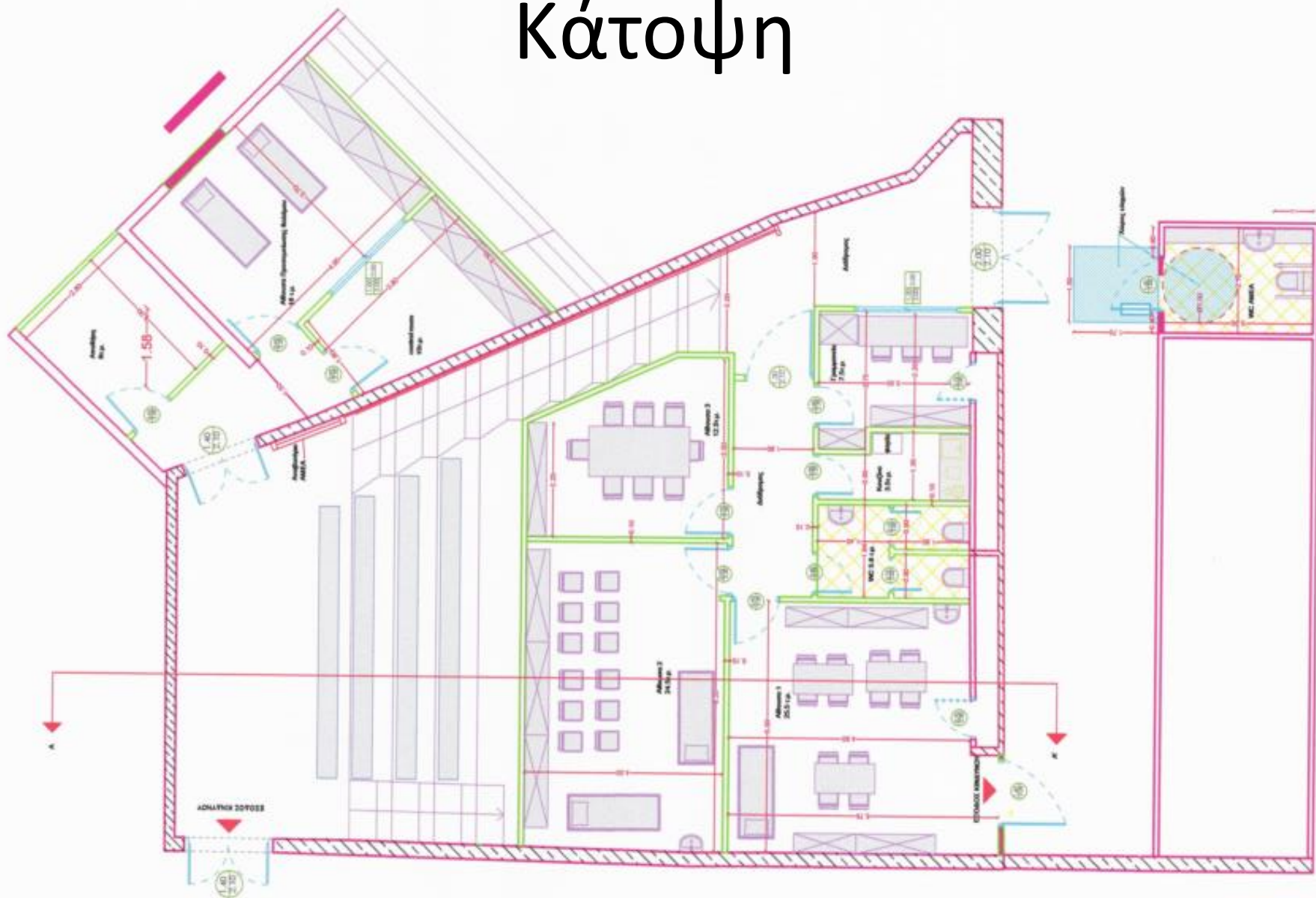
Edinburgh Napier Simulation and Clinical Skills Centre



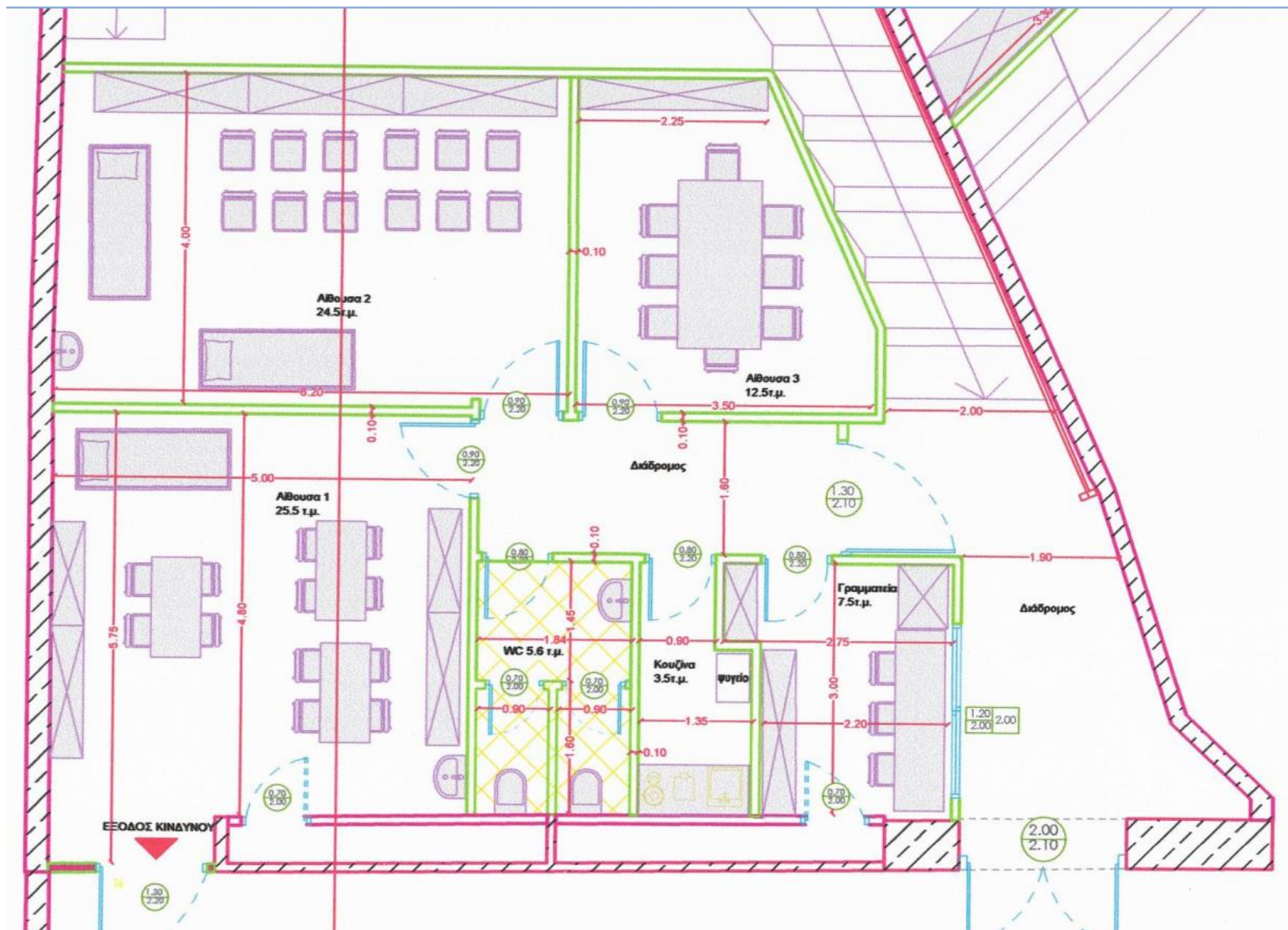
ΠΕΡΙΣΣΟΤΕΡΑ ΒΙΝΤΕΟ

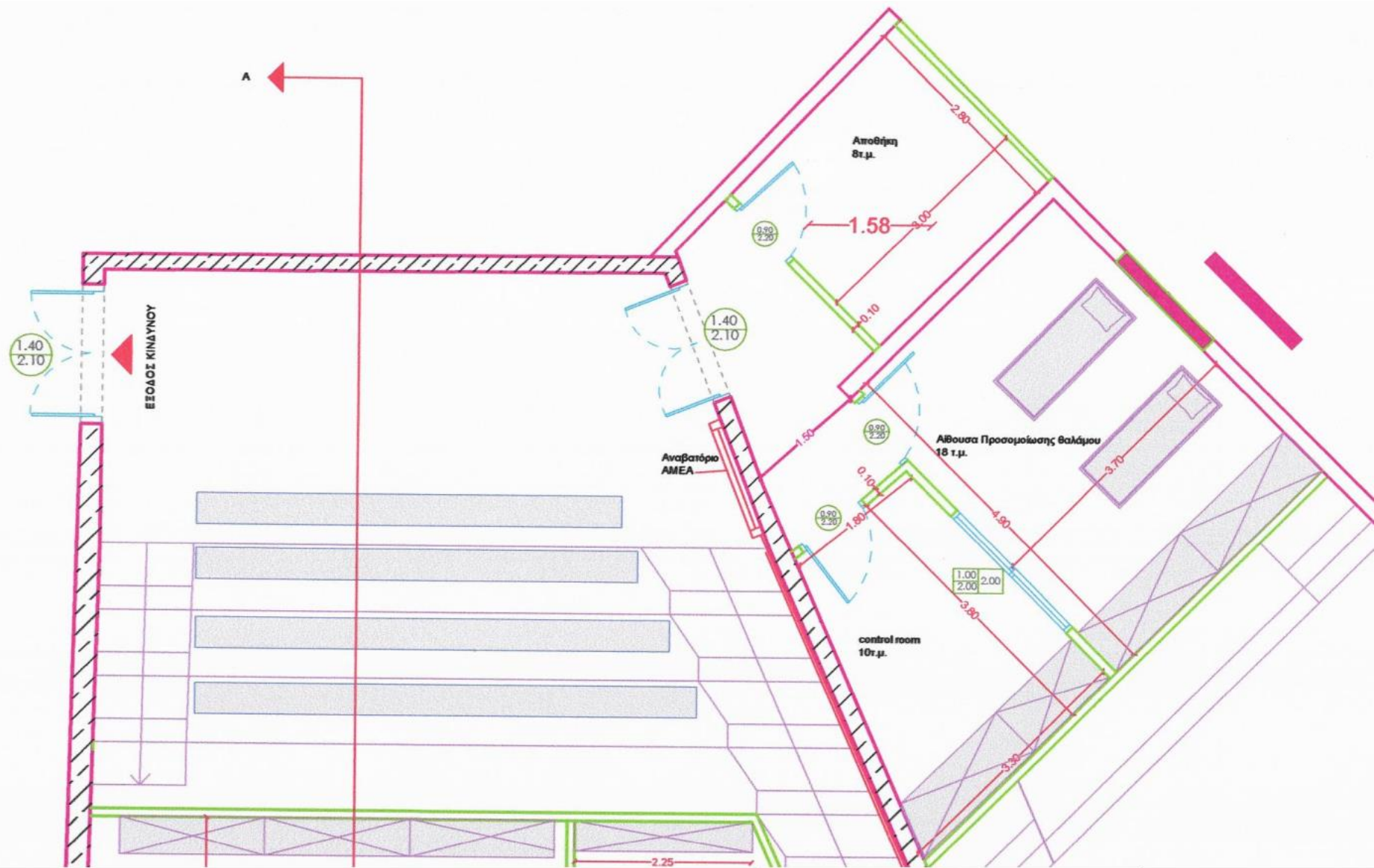
ΠΕΡΙΣΣΟΤΕΡΑ ΒΙΝΤΕΟ

# Κάτοψη









# Manikins and part-task trainers available in the Educational Center



Line	Product Number Description	Quantity	Unit Price EUR	Total Price EUR	Tax EUR
1	KKMW22 Patient Care Simulator 'Cherry'	1.00	3,210.00	3,210.00	0.00
2	60120 Rectal Examination Trainer Mk2	1.00	1,340.00	1,340.00	0.00
3	60122 Mk 2 Rectal Examination- Perineum - Normal	2.00	280.00	560.00	0.00
4	KKM82 Eye Examination Trainer Simulator Supp Pt No: M82	1.00	1,440.00	1,440.00	0.00
5	KKMW-12 Ear Examination Simulator II	1.00	3,030.00	3,030.00	0.00
6	00140 Acf Pad - Venepuncture	10.00	140.00	1,400.00	0.00
7	00180 Vein For Acf Pad- S/A 074-027	7.00	55.00	385.00	0.00
8	00310 Injection Trainer	8.00	130.00	1,040.00	0.00
9	60150 Advanced Catheterisation 2011	2.00	1,960.00	3,920.00	0.00

Line	Product Number Description	Quantity	Unit Price EUR	Total Price EUR	Tax EUR
10	00041 Wound Closure Pad Lge- Pack Of 6 Pads	6.00	30.00	180.00	0.00
11	00042 Wound Closure Pad -Small- (Pack Of 12)	6.00	30.00	180.00	0.00
12	00550 Skin Pad Jig MK3	6.00	16.00	96.00	0.00
13	60900 Clinical Female Pelvic Tnr MK3- Standard	1.00	2,450.00	2,450.00	0.00
14	60950 CMPT - STANDARD - Trainer Mk2	1.00	2,580.00	2,580.00	0.00
15	010300 Carriage	1.00	304.50	304.50	0.00
Total Net Price:				22,115.50	EUR







# The SMiLe project's WP5

## 5.2.3 PHC Practitioners' Training Programs

- A. Principles and practices for supporting equal access in Healthcare**
- B. Reducing handicapped people's exclusion from accessing Primary Health Care - Training on basic clinical skills**

# The SMiLe project's WP5

## 5.2.3 PHC Practitioners' Training Programs

- ***1. 2-Day Training Seminars for Trainers of Health Care Units in Greece and Bulgaria***
  - AUTH Clinical Skills Educational Center, Thessaloniki
  - (Month 16-18, Friday 5pm-9pm and Saturday 10am-4pm)
- ***2. Training Seminar for Health Care Professionals in Local Health Units***
  - Ardino, Zlatograd and Iasmos Health Center
  - (Month 18, Friday 9am-2pm)

## 1. 2-Day Training Seminars for Trainers of Health Care Units in Greece and Bulgaria

AUTH Clinical Skills Educational Center, Thessaloniki  
(Month 16-18, Friday 5pm-9pm and Saturday 10am-4pm)

### Notes:

- Place: AUTH Clinical Skills Educational Center
- Language: English
- Participants: team of 15-20 people (participation of at least 2 persons from every selected unit from Greece and Bulgaria)

### A. Principles and practices for supporting equal access in Healthcare

- Primary Healthcare: goals, definitions, the Alma-Ata declaration. Scientific and administrative approach *Alexis Benos*
- Designing health care services: Health needs assessment *Stathis Giannakopoulos*
- Accessibility needs for people with disabilities in primary healthcare: stereotypes, language etiquette, obstacles *Panagiotis Tsalis*
- Multi-professional teamwork – healthcare team *Maria Moirasanti*
- People with mental disorders *Vangelis Zolios*
- Community participation in primary health care development *Emmanouil Smyrnakis*

### B. Reducing handicapped people's exclusion from accessing Primary Health Care – Training on basic clinical skills

#### Clinical workshops

##### A. Feedback technique in education

##### B. Developing communication skills for people with disabilities

1. Communicating (effectively) with visually impaired people
2. Communicating (effectively) with people with physical disabilities
3. Communicating (effectively) with hearing impaired people

##### Practicing basic clinical skills

- Basic clinical examination of a person with a disability
- Transportation of a person with a disability
- Practicing basic clinical skills on people with disabilities (vital signs measurement, venepuncture, injections, bladder catheterisation, wound suturing, airway release, nasogastric tube insertion and others)

# The SMiLe project's WP5

## 5.2.3 PHC Practitioners' Training Programs

- ***1. 2-Day Training Seminars for Trainers of Health Care Units in Greece and Bulgaria***
  - AUTH Clinical Skills Educational Center, Thessaloniki
  - (Month 16-18, Friday 5pm-9pm and Saturday 10am-4pm)
- ***2. Training Seminar for Health Care Professionals in Local Health Units***
  - Ardino, Zlatograd and Iasmos Health Center
  - (Month 18, Friday 9am-2pm)

## **2. Training Seminar for Health Care Professionals in Local Health Units**

**Ardino, Zlatograd and Iasmos Health Center  
(Month 18, Friday 9am-2pm)**

### **Notes:**

- Teaching Staff: trained instructors already having attended the AUTH Clinical Skills Educational Center
- Place 1: **Iasmos** in Greece, Language: Greek, Participants: health care professionals of the collaborating Health Care Units (the AUTH Group also participating)
- Place 2: **Ardino & Zlatograd** in Bulgaria, Language: Bulgarian, Participants: health care professionals of the collaborating hospitals of **Ardino/Zlatograd**

### **A. Principles and practice for supporting equal access in Healthcare**

- Primary healthcare: goals and definitions
- Primary health care accessibility needs for people with disabilities: stereotypes, language conventions, barriers/ obstacles

### **B. Reducing handicapped people's exclusion from accessing Health Care Units - Training on basic clinical skills**

#### **Clinical workshops**

##### **Developing communication skills with people with disabilities**

1. Communicating (effectively) with visually impaired people
2. Communicating (effectively) with people with physical disabilities
3. Communicating (effectively) with hearing impaired people

##### **Practicing basic clinical skills**

- Basic clinical examination of a person with a disability
- Transportation of a person with a disability
- Practicing basic clinical skills on people with disabilities (vital signs measurement, **venepuncture**, injections, bladder catheterization, wound suturing, airway release, nasogastric tube insertion and others)

# The SMiLe project's WP5

## 5.2.4 Toolbox for Equal Health Provision

➔ Recommendations and guidelines on how to foster access to primary health care will be developed.

- Online, as part of project's website
- Synthesis of the whole project
- Outputs to define the future «model» strategy plans for the sector



# The SMiLe project's WP5

## 5.2.4 Toolbox for Equal Health Provision

- Recommendations for modification/ improvement of standard policies and procedures
- Basic principles for health care practitioners on interaction with persons with restricted mobility
- Basic guidelines on creating accessible infrastructure as well as how to assess this infrastructure
- Basic guidelines on the selection of accessible equipment

# Next Steps

- Finalize the list of training coordinators
- Recruitment of PHC Staff in emergency and PHC services in the cross-border area (Ardino, Zlatograd and Iasmos Health Center)
- Finalize educational program - teaching
- Design - Reconstruction of the Medical School space for the Clinical Skills Educational Center
- Ordering equipment

# The SMiLe project's WP5

- D 5.1 Joint PHC Practitioners' Training Scheme
- D 5.2 Training Center for PHP practitioners
- D 5.3 PHC Practioners' Training Programs
- D 5.4 Toolbox for Equal Health Provision

ΑΡΙΣΤΟΤΕΛΕΙΟ  
ΠΑΝΕΠΙΣΤΗΜΙΟ  
ΘΕΣΣΑΛΟΝΙΚΗΣ



ARISTOTLE  
UNIVERSITY OF  
THESSALONIKI

ΤΜΗΜΑ ΙΑΤΡΙΚΗΣ



MEDICAL DEPARTMENT



ΕΡΓΑΣΤΗΡΙΟ ΛΑΒΟΡΑΤΩΡΥ OF  
ΠΡΩΤΟΒΑΘΜΙΑΣ ΦΡΟΝΤΙΔΑΣ ΥΓΕΙΑΣ PRIMARY HEALTH CARE  
ΓΕΝΙΚΗΣ ΙΑΤΡΙΚΗΣ & ΕΡΕΥΝΑΣ ΥΠΗΡΕΣΙΩΝ ΥΓΕΙΑΣ GENERAL PRACTICE AND HEALTH SERVICES RESEARCH

# Thank you

- Alexis Benos [benos@auth.gr](mailto:benos@auth.gr)
- Emmanouil Smyrnakis [smyrnak@auth.gr](mailto:smyrnak@auth.gr)