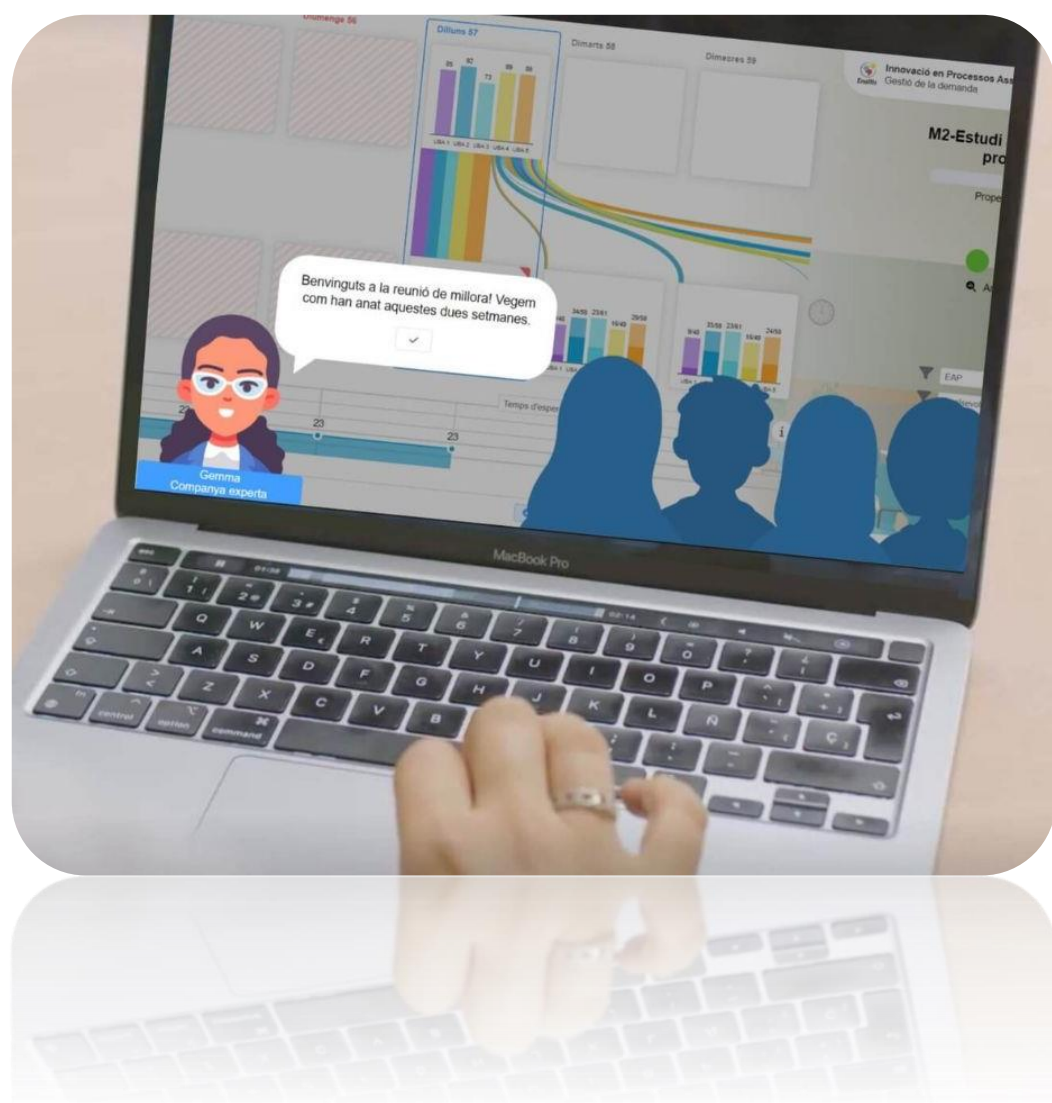# Innovation in care processes in primary care

The experience of using a simulator

In 2023, a program of innovation in care processes in primary care (**Demand Management**) has been designed and launched through the use of a virtual simulator.

The purpose is to **improve the health system** through the redefinition and improvement of care processes referring to the Triple AIM:

- Improve the clinical result
- The patient experience of the professional
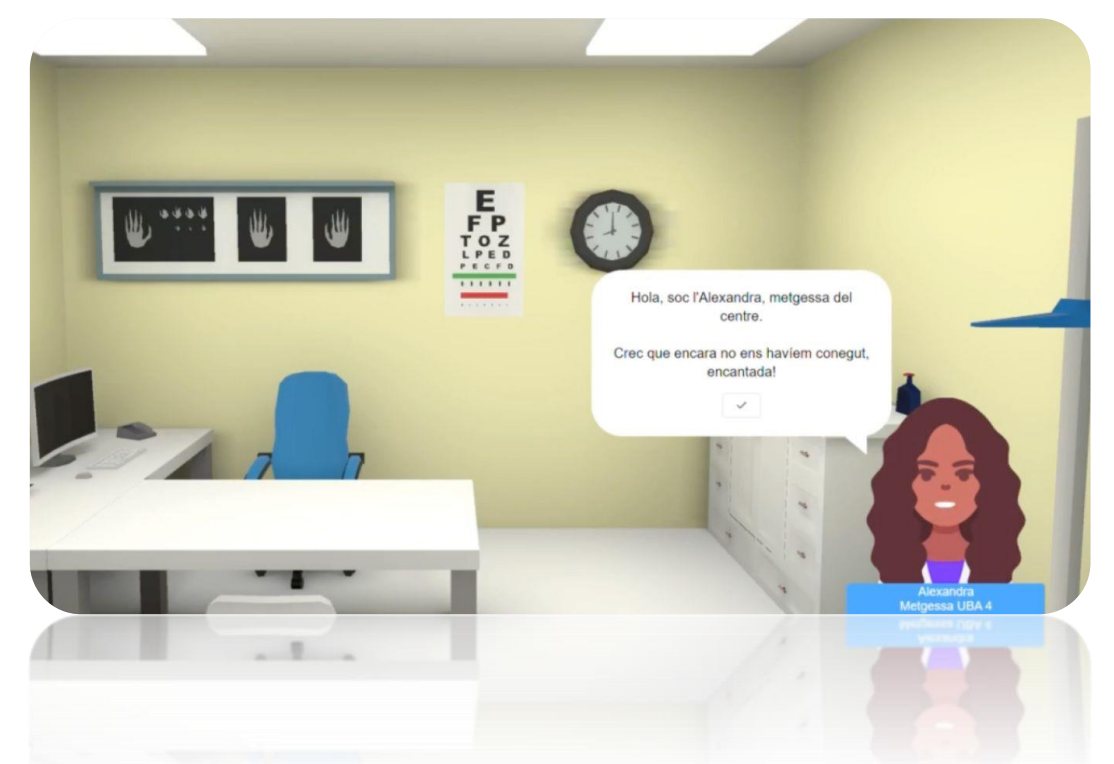- And do it in a sustainable way

Material and method:

Healthcare professionals, pedagogues and engineers have **worked collaboratively** to design a virtually simulated primary care healthcare centre.

A premise of process improvement is that you must work and observe "*where things happen*" (what Lean calls Gemba). Through a gamified simulator of processes set in an ABS (basic primary care area) you can **put into practice the different challenges** that professionals have to face in this environment.

During the simulation, we place the participant in the role of a professional whose objective is to help the EAP to solve different problems and interact with the professionals of the team who guide them. You have to **manage agendas, demand, resources**, and understand problems from different points of view. With this ecosystem, you travel through the content in a practical way, using the simulation to acquire knowledge through the transformation of concrete experience and subsequent reflections. Interacting and listening to the different roles promotes the ability to practice critical thinking and empathy.

It introduces us **to learning about process innovation** and understanding some of the main challenges we face in today's primary care environment. Each of the decisions gives feedback of theoretical knowledge. Improvement is reflected on individually and the exercise can be repeated **to see the impact of different decisions**. The added value of the evaluation of this course is the score obtained at the end of each module and is based on the skills of the participant to pass it and in a test at the end of each one the knowledge acquired is checked individually.

Results:

A simulation program lasting 20 hours. A virtual space where you will find all the necessary interactive teaching materials, activities and evaluation questionnaires, as well as a set of tools that facilitate communication. The program has been **completed by 500 professionals**, valuing as the best element the plasticity and visualization of the reality of the simulator.

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