

Conclusions



La place croissante occupée aujourd'hui par les problèmes de santé chroniques par rapport aux pathologies aiguës oblige les dispensateurs de soins de santé à faire face à des demandes nouvelles et différentes. Ceux-ci doivent non seulement avoir les capacités nécessaires pour aider au diagnostic et au traitement des maladies aiguës et des traumatismes, mais aussi posséder un ensemble de compétences essentielles leur permettant d'obtenir de meilleurs résultats chez les patients atteints de maladies chroniques. Les personnels de santé du XXI^e siècle doivent gérer tout autant que soigner et faire primer le long terme sur les soins épisodiques.

Le présent document recense un ensemble de compétences essentielles pour améliorer les soins dispensés aux maladies chroniques :

- Ces soins reposent essentiellement sur *la place centrale donnée au patient*. Cela constitue une évolution par rapport à la pratique traditionnelle centrée sur les dispensateurs de soins et exige du personnel qu'il développe des aptitudes à la communication lui permettant de conférer un rôle plus actif au patient en sachant voir les choses par les yeux de celui-ci, et d'inciter et former les malades à prendre eux-mêmes en charge leur propre santé.
- Pour obtenir des résultats positifs avec les malades chroniques, il n'est plus possible de travailler isolément ; les personnels de santé doivent être capables d'établir et de maintenir des *partenariats* avec toutes les personnes concernées : les patients et leur famille, les autres dispensateurs de soins et la communauté.

- Les personnels de santé doivent posséder les aptitudes nécessaires pour assurer une constante *amélioration de la qualité*, qu'il s'agisse de la sécurité du patient ou de l'efficacité de la prestation des services.
- La capacité d'utiliser les nouvelles *technologies de l'information et des communications* est essentielle pour la prise en charge de patients présentant des problèmes qui persistent au fil du temps et qui ont affaire à des dispensateurs de soin différents dans des cadres différents.
- Enfin, les personnels de santé doivent être capables d'envisager les soins de santé dans une vaste *perspective de santé publique*, qui leur permette de prendre conscience de leur responsabilité et de leur obligation redditionnelle au sein du système de soins de santé au sens large.

Les personnels de santé sont l'une des composantes les plus importantes du système de soins de santé. Ils contribuent activement à stimuler et à mettre en oeuvre durablement des changements destinés à améliorer la prise en charge des maladies chroniques. Il est donc essentiel de repenser leur formation. L'amélioration de leur préparation et de leur formation nécessitera l'engagement de toute une série de partenaires. Une véritable réforme éducative ne sera pas possible sans des efforts concertés et soutenus des décideurs, des responsables universitaires et des organismes professionnels s'intéressant à la santé.

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