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Heppy Final Report Public Part

Project information

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and functional profile

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Executive Summary

1. CONTEXT

In defining the strategies for taking care of people affected by chronic pathologies and disabilities it is assuming a growing importance the choice of combining the medical assistance provided to the patient in hospital and the assistance at home, according to a perspective of permanent and continuous care. Successful experiences are starting to be experimented in order to deal with healthcare needs and resources in the framework of an holistic, systemic and humane approach to medicine that puts the person, family and relatives and not only the patient at the centre of the health care service,

2. TARGET GROUP

The project is addressed to:

1. Professional Health Carers
2. Patients with disabilities or chronic diseases
3. The Health Sector Community

3. OBJECTIVES

The “Heppy” project intends to provide professionals health carers that deliver medical assistance in hospital and at home to patients with chronic diseases and disabilities with the skills to acknowledge and understand the personal stories, attitudes, and cultural interests of the patient and how these are affected by the pathology, by combining three different approaches: narrative medicine, methodology of parents’ pedagogy and I.C.F.

4. PARTNERS INVOLVED

9 organisations in 6 different European countries are involved in the Heppy Project. The project partners represent hospitals, medical associations, research centres, training agencies, universities and educational institutions. Each one of them is bringing to the project a different perspective and expertise.

5. RESULTS

The project’s main results are:

1) Network of Professional Health Carers and Patients

223 professional health carers and 77 patients with their relatives are involved in the Heppy project in six European countries participating in the project.

2) Database of reviews of publications

Collection and review of main publications available at national level in six European countries involved, on health assistance in hospital and at home of patients with chronic diseases and/or disabilities.

3) Database of Case Studies

Case studies on health assistance in hospital and at home. The case studies were presented both in English and in the national languages.

4) Database of Best Practice Best practice in the field of organising, managing and delivering health assistance in hospital and at home. The best practice were presented both in English and in the national languages.

5) Reports on National Situations and Transnational Report

Through the main bibliographic references available in the field (database of reviews of publications, database of best practices) and the analysis of direct experiences (database of case studies, database of best practices) each partner created a national report on the situation existing in the country as far as health assistance in hospital and at home is concerned. The transnational report is produced highlighting similarities and main differences among the countries involved.

6) European Knowledge Profile of Professional Health Carers

The profile defines the skills and knowledge to be possessed in order to assist patients with chronic diseases and disabilities taking into account the principles of narrative medicine and methodology of parents' pedagogy and International Classification of Functioning (ICF).

7) Course Contents

The course is addressed to professional health carers to teach the skills to assist patients with chronic diseases and disabilities. The on-line training course is organised in the following modules:

1. Health Promotion Policies and Strategies
2. Hospital and Professional Medical Assistance
3. Organisation of Home Care
4. Insertion of People with Disabilities in the Job Market
5. Vocational Training for Health Carer Professional Workers
6. University Level Courses for Health Carer Professional Workers
7. Validation of Skills in Training initiatives for Health Service Staff

Each module was created by one of the project partners and reviewed.

8) Training of Professional Health Carers

In each of the six countries involved in the project, the health carers participated in the training course based on a blended approach, integrating the on-line modules with face-to-face workshops.

9) Transnational Discussion among Health Carers

The health carers involved in the training had the opportunity to exchange their opinions and experiences concerning the contents of the modules. At the end of the delivery of each of the 7 modules, a virtual meeting between project partners and representatives of the health carers involved in the courses was organised.

10) Collection of Experiences

During the delivery of the training course, the partners collected experiences in the 6 European countries involved, both from the health carers participating in the training course and from the patients assisted by them. The experiences are concerned with the impact of the training course on the day-to-day activities of health carers. Each experience has been selected and presented according to a common format. The experiences available are organized in a searchable database and presented in a blog-like form. The experiences were presented both in English and in the national languages.

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1. Project Objectives

The project intends to provide professionals health carers delivering health assistance in hospital and at home to patients with chronic diseases and disabilities with the skills to acknowledge and understand the personal stories, attitudes, and cultural interests of the patient, and how these are affected by the pathology, by combining three different approaches: narrative medicine, methodology of parents' pedagogy and International Classification of Functioning (ICF).

The combination of these three approaches aims at developing a new interaction between the health carers, the patients and their families, based on a proactive exchange of information, knowledge and experience.

Specific objectives of the project are:

- Achievement of a better understanding of the state of the art of current health care practices in the various countries involved, presented according to a comparative perspective, highlighting common tendencies and main differences among the partner countries.
- Definition and proposal of a common European profile of competences and skills to be possessed by professional health carers as far as health assistance in hospital and at home of patients with chronic diseases and disabilities is concerned, according to the principles of narrative medicine, methodology of parents' pedagogy and I.C.F.
- Development of an e-learning based training package, aimed at teaching the application of narrative medicine, methodology of parents' pedagogy and I.C.F. to the professional health carers working in the field
- Formalisation of a proposal of a shared model of educational and therapeutic pact between carers, patient and family of the patient.

2. Project Approach

In order to reach the project's stated results, the partnership planned the following main activities:

Activity 1) Research and Identification of Best Practices

The aim of this activity was to achieve a better understanding of the health care sector by carrying out a bibliographic and empiric research at transnational level, aiming at identifying the state of the art of current health care practices in the partners' countries. The main information taken into account came from the reviews of publications, the case studies and the best practices. The conclusions drawn by partners were exposed in the 6 national reports and analysed in the transnational report, presenting common tendencies and main differences among the partner countries. On the basis of the research activity conducted by partners a European knowledge profile of professional health carer was developed.

Activity 2) Creation of the Training Package

The aim of this activity was to create a training package addressed to professional health carers, based on the competences defined by the European knowledge profile of professional health carer produced in the framework of the previous activity and therefore teaching the skills and knowledge to be possessed in order to assist patients with chronic diseases and disabilities according to the principles of narrative medicine, methodology of parents' pedagogy and International Classification of Functioning (ICF). The course contents were created according to a common format, in order to make each module consistent with all the others. Each partner created a module of the course and was assigned another partner, with the role of reviewing the material produced. This way, each partner was assured at least one feedback on the material produced.

Activity 3) Training of the Health Carers

The aim of this activity was to teach the application of narrative medicine, methodology of parents' pedagogy and I.C.F. to the professionals working in the field by delivering a multidisciplinary, e-learning based training package, according to the contents created in the framework of activity 2. The selected health carers participated in the training course hosted on the Heppy Portal. For each module the health carers attended a face to face workshop introducing the main concepts of the module itself. At the end of the delivery of each of the 7 modules, an online meeting with representatives of the health carers involved in the testing of the courses was organised. During the online meetings the participants had the opportunity to exchange their opinions and experiences concerning the contents of the modules and effects on their daily job.

Activity 4) Testing and Collection of Experiences

The aim of this activity was to test the practical application of the competences acquired by health carers in the framework of Activity 3. To this end both health carers involved in the course and patients with their relatives reported their personal experiences in the form of narratives descriptions. Partners collected the experiences and uploaded them on the project portal. Each experience had the possibility to be read and commented by registered health carers and patients. Partners summarized the results of this activity in a specific section of each national evaluation report. On the basis of the results of the testing activities with health carers involved, a proposal of a shared model of educational and therapeutic pact between carers, patient and family of the patient was formalised.

Activity 5) Creation of the Project Portal and Website

The aim of the project website is to ensure an effective project's management of the activities to be carried out. The project web site was therefore addressed to and used mainly by the project partners. The project web site contains all information on the project as well as a password protected section from which it is possible for the partners to download material related to the project. The project portal was created to be addressed to the project's end users. The Portal collects and makes available all the contents developed within the project's activities. The Portal is therefore the main output of the project.

searchable database. The case studies were presented both in English and in the national languages. The partners uploaded 72 case studies in English and in the national languages.

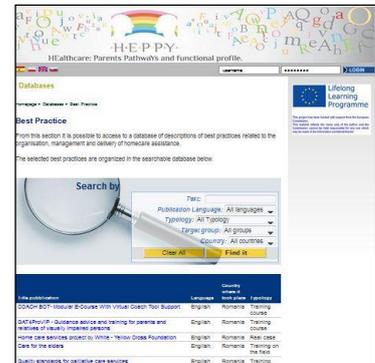
4) Database of Best Practice

The partners Selected and described a number of Best Practice in the field of organising, managing and delivering health assistance in hospital and at home.

The Database of best practice is available on the Heppy portal under the link **Database > Best Practices**

(http://heppyportal.fadgradenigo.it/DB_bestpractice.php).

Each best practice has been selected according to a common format. The best practices available are organized in a searchable database. The best practices were presented both in English and in the national languages. The partners uploaded 75 best practice in English and in the national languages.



5) Reports on National Situations and Transnational Report

Through the main bibliographic references available in the field (Database of Reviews of Publications, Database of Best Practices) and the analysis of direct experiences (Database of Case Studies, Database of Best Practices) each partner created a National Report on the situation existing in the country as far as health care assistance in hospital and at home is concerned. Each National Report explained the situation existing in the country of the partner focusing on: National Health System; Main National Trends; National Bodies in charge of the home health service; National policies implemented to promote and improve the home health service; Strategies and Initiatives developed to promote and improve the home health service; Identification of best practices



On the project portal, under the section **Reports > National Reports** (http://heppyportal.fadgradenigo.it/RP_national.php), it is possible to:

- Download the pdf version of each national report in English and in the national language
- Download the power point presentation of the results of each national reports

The Transnational Report is produced highlighting similarities and main differences among the countries involved.

On the project portal, under the section **Reports > Transnational Report**

(http://heppyportal.fadgradenigo.it/RP_transnational.php), it is possible to:

- Download the pdf version of the transnational report in English and in the national languages
- Download the power point presentation of the



transnational report

6) European Knowledge Profile of Professional Health Carer

The knowledge profile identifies the skills that professional health carers should have in order to provide assistance to their patients taking into consideration all aspects that affect their conditions. The knowledge profile has been developed on the basis of the research activity conducted by each Heppy project partner in the European countries involved.

On the project portal, under the section **Reports > Knowledge Profile** (http://heppyportal.fadgradenigo.it/RP_transnational_2.php), it is possible to:

- Download the pdf version of the European Knowledge Profile for Professional Health carers in English and in the national languages
- Download the power point presentation of the European Knowledge Profile for Professional Health carers



7) On-line Training Course

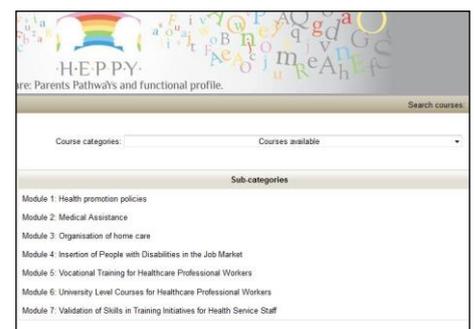
Each partner created a module of the course addressed to professional health carers and aimed at teaching the skills and knowledge to be possessed in order to assist patients with chronic diseases and disabilities according to the principles of narrative medicine and methodology of parents' pedagogy and International Classification of Functioning (ICF). The course contents were created according to a common format, in order to make each module consistent with all the others. Each partner created a module of the course:

1. Health Promotion Policies and Strategies by CIPES
2. Hospital and Professional Medical Assistance by Gradenigo
3. Organisation of Home Care by LMSU
4. Insertion of People with Disabilities in the Job Market by CECMA
5. Vocational Training for Health Carer Professional Workers by CECE
6. University Level Courses for Health Carer Professional Workers by Akademia Łodzi
7. Validation of Skills in Training initiatives for Health Service Staff by Transfer Slovensko



8) Training of Professional Health Carers

In each of the 6 countries involved in the project, the selected health carers participated in a training course. The aim of the training course was to transmit to the professional health carers involved in the project the competences and skills identified by the training package previously created. The training was based on a multidisciplinary, e-learning grounded approach, according to the contents previously created. In each country the selected health carers also attended 7 face-to-face workshops (1 for each module of the training course), introducing the main concepts of the training course.

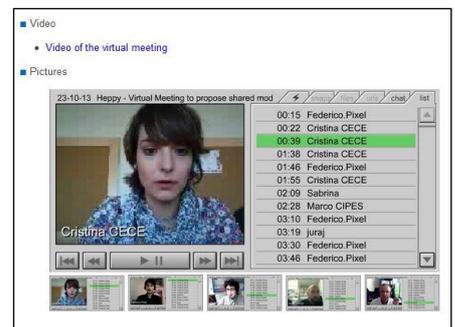


On the project portal under the section **Training**, it is possible to:

- Access the modules of the training course uploaded on-line (<http://en.heppyfad.pixel-online.org/course/category.php?id=8&lang=en>)
- Download agendas, minutes, pictures of workshops (http://heppyportal.fadgradenigo.it/workshops_nat.php)

9) Transnational Discussion among Health Carers

After each of the 7 introductory workshops of the training course, the health carers participating in the on-line training had the opportunity to exchange their opinions and experiences concerning the contents of the modules. At the end of the delivery of each of the 7 modules, a virtual meeting between project partners and representatives of the health carers involved in the courses has also been organised. During the virtual meetings the participants had the opportunity to exchange their opinions and experiences concerning the contents of the modules, and to discuss the impact of the course on health carers' activities.



On the project portal under the section **Training** it is possible to:

- Access the discussion on the modules (<http://en.heppyfad.pixel-online.org/mod/forum/view.php?id=118>)
- Download agendas, minutes, pictures and recordings of virtual meetings (<http://heppyportal.fadgradenigo.it/virtualmeetings.php>)

10) Collection of Experiences

During the delivery of the training course, the partners collected experiences in the 6 European countries involved, both from the health carers participating in the training course and from the patients assisted by them. The experiences are concerned with the impact of the training course on the day-to-day activities of health carers. Each experience has been selected and presented according to a common format. The experiences available are organized in a searchable database. The experiences were presented both in English and in the national languages. Each experience had the possibility to be commented by registered health carers and patients, in order to foster the transnational discussion. The partners uploaded 513 experiences in English and in the national languages.



The database of Experiences is available on the project portal under the link **Training>Experiences** (<http://heppyportal.fadgradenigo.it/blog.php>)

11) Therapeutic pact between carers, patients and family of the patients

On the basis of the activities related to the testing and collection of experiences a proposal of a shared model of educational and therapeutic pact between carers, patients and family of

the patients was formalised. The pact defines the relationship to be held between the patient and the health carer, according to the principles of narrative medicine and methodology of parents' pedagogy.

The Therapeutic Pact is available on the CD enclosed to the Final Report in the folder **WP4>Proposal_of_Therapeutic_Pact**

12) Project Web Site

The main purpose of the project website (<http://heppy.fadgradenigo.it/>) is the management of the project and it is used mainly by the project partners. The project web site contains all information on the project as well as a password protected section from which it is possible for the partners to download material related to the project management.

The project web site is organized so as to contain, in the "Download" section, all of the documents related to the project itself (e.g. the project management tools, the minutes of the meetings, the Administrative and Financial Manual, the formats to be used to carry out the project activities etc). The project web site also has a specific section, the "Work in Progress" section to register the activities carried out by each partner within each project work package. The project web site also has a "Dissemination" section to record all the dissemination events organized by each partner.

13) Project Portal

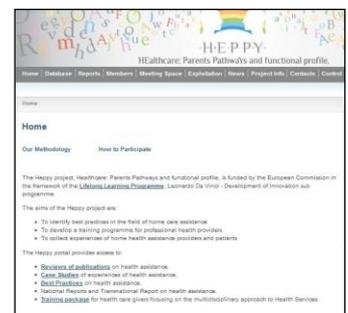
All the subjects involved in the project contributed to the creation and development of the project's Internet Portal (<http://heppyportal.fadgradenigo.it/index.php>). The Portal collects and makes available all the contents developed within the project's activities. The Portal is the main Output of the project. The Structure of the Portal was defined in close cooperation between Presidio Sanitario Gradenigo (IT), Pixel (IT) and the technical partners, Projectize (UK and Connectis (IT)) that were also responsible for the implementation of the structure of the Portal.

All partners were in charge of the continual updating of the Heppy Portal with news about their activities, documents, educational contents and information about actors involved.

The Heppy Portal collects and makes available all the outputs resulting from the project activities, proposing itself as a centre of reference for an exchange of information and successful experience of the combating and tackling of school bullying.

The Heppy portal provides access to:

- Information about **Project Partners**
(<http://heppyportal.fadgradenigo.it/projectpartners.php>)
- **Network of Professional Health Carers and Patients**
(http://heppyportal.fadgradenigo.it/MB_healthcarers.php)
(http://heppyportal.fadgradenigo.it/MB_patients.php)
- The **database of Reviews of publications** on health assistance



- (http://heppyportal.fadgradenigo.it/DB_publicazioni.php)
- The **database of Case Studies** of experiences of health assistance
(http://heppyportal.fadgradenigo.it/DB_casestudies.php)
 - The **database of Best Practices** on health assistance.
(http://heppyportal.fadgradenigo.it/DB_bestpractice.php)
 - **National Reports and Transnational Report** on health assistance.
(http://heppyportal.fadgradenigo.it/RP_national.php)
(http://heppyportal.fadgradenigo.it/RP_transnational.php)
 - **European Knowledge Profile of Professional Health carer**
(http://heppyportal.fadgradenigo.it/RP_transnational_2.php)
 - On-line modules of the **Training Course** addressed to professional health carers
(<http://en.heppyfad.pixel-online.org/course/category.php?id=8&lang=en>)
 - Agenda, minutes, pictures of **Introductory Workshops**
(http://heppyportal.fadgradenigo.it/workshops_nat.php)
 - **Discussions on the Modules**
(<http://en.heppyfad.pixel-online.org/mod/forum/view.php?id=118>)
 - **Virtual Meetings**
(<http://heppyportal.fadgradenigo.it/virtualmeetings.php>)
 - Database of **Experiences** reported by health carers and patients
(<http://heppyportal.fadgradenigo.it/blog.php>)
 - **Testimonials** of beneficiaries involved in the project
(<http://heppyportal.fadgradenigo.it/testimonials.php>)
 - Information about **press releases** concerning the project
(<http://heppyportal.fadgradenigo.it/dedicatedlinks.php>)
 - Information about **associated partners** involved in the project
(<http://heppyportal.fadgradenigo.it/associatedpartners.php>)
 - **News and Events** concerning the project
(http://heppyportal.fadgradenigo.it/news_archive.php)

4. Partnerships

1. Gradenigo Hospital (Italy)

The Hospital Gradenigo, constituted in 1900, is a health organisation based in Turin (Italy). Gradenigo's mission is to promote and to support the human life in the respect of the man/person's dignity, to defend human right and, especially, the weak, the children, the sick person on "end life" and elderly, without distinction as to race, sex and religion, to cooperate with the institutions involved in improving the living conditions of sick and the suffering. The hospital Gradenigo implements its daily Mission providing shelter under the ordinary and everyday services and the provision of diagnosis and treatment, emergency interventions, acute illnesses or long-term which cannot be assisted in outpatient and home. The Hospital Gradenigo is a Centre for the training of the health and administrative professionals in partnership with the University of Turin, the Politecnico of Turin and other schools.

2. CIPES (Italy)

Cipes Piemonte is one of the founder members of IUHPE (International Union for Health Promotion and Education) that works for health promotion spreading at international level together with WHO, UNESCO and UNICEF. Cipes Piemonte acts at local level according with local institutions. Cipes Piemonte is an umbrella for individual and collective members like municipalities, provinces, hospitals, schools and foundations that are set in Piedmont Region. Cipes Piemonte mandate is to empower people to act to promote their health, to strength the capability of local institutions to promote policies oriented to health promotion.

3. Pixel (Italy)

Pixel is an international education and training institution with a specific expertise in European cooperation and project management.

Pixel was established in Florence (Italy) in January 1999 and has therefore 14 years of experience in the following areas:

- Organization of international education and training initiatives
- Direct submission and management of European projects
- Organization of international events and conferences in the field of education
- Organization of international study visits, mobility and exchanges

Since 1999, Pixel organizes and delivers international in-service training courses on different topics such as: European cooperation, new technologies for education, innovative educational methodologies, language learning etc. Since 1999, Pixel successfully coordinated and managed over 60 European projects. Many among the European projects coordinated by Pixel, as well as of projects where Pixel was the partner in charge of quality assurance were given an "Excellent" rating and identified as "Best Practice" by the European Commission. Since 2001 Pixel organizes international conferences. Three of them are organized on a yearly basis. About 250 participants attend each of the events representing over 50 countries in the five continents. Since 2004, Pixel has organized and managed several international mobility initiatives acting as host /intermediary organization in the framework of the Leonardo da Vinci mobility programme under the PLM, VETPro and IVT actions as well as in the framework of projects funded by the European Social Fund.

4. Lithuanian Multiple Sclerosis Union (Lithuania)

Lithuanian Multiple Sclerosis Union (LMSU) was founded in 2000 and since has been providing information and support, funding research and fighting for change. Its areas of activity include social and psychological consultation, representation of patient interests in all state institutions, and the implementation of national and international projects. LMSU unites appr.1500 people but represent the interests of almost 3500 affected people and are helping to solve their problems.Organisation co-ordinates the activities of 10 societies in the country's largest cities and 6 in district centres. LMSU's mission is to enable people affected by MS to live life to their full potential and secure the care and support they need, until we ultimately find a cure,to improve the lives of people with severe illnesses through research and development, activities, advice and lobbying. As a service organization LMSU organizes workshops, courses, recreational trips within and outside the country, camping and family groups.

5. Academy of Humanities and Economics (Poland)

The Academy of Humanities and Economics in Lodz (Akademia Humanistyczno-Ekonomiczna w Łodzi) is one of the largest non-public institutions of higher education in Poland with over 11 thousand students studying at 3 departments with 10 faculties and 100 specializations. It has been an accredited institution of higher education since 1993. In the educational rankings AHE is placed very high. Academy of Humanities and Economics cooperates with huge number of well-known educational institutions in Lodz and in Poland such as: foreign language schools, grammar schools and high schools, training centers, foundations, associations, local authorities and companies. To meet our students demands AHE created a net of branches all over the country. This feature gives the possibility of spreading the AHE's educational work and cooperation with other very important institutions/companies in our country.

6. CECMA (Romania)

The Economic Centre for Business Consultancy and Management (CECMA) is a training and consultancy company based in Romania since 2004. The services CECMA provides are:

- management courses for young people who want to set up their own business as well as for people from vulnerable groups;
- management, marketing, financial-accounting services;
- IT courses;
- Guidance for young managers in developing a business plan.

7. Transfer Slovensko (Slovakia)

TRANSFER Slovensko, Ltd. (SK) is a private training and consulting company since 1995, based in Bratislava – Slovakia, offering adult education for adults with practical experience in the application of emotional literacy to the training for adults It has got expertise in many areas an offer education for:

- training ethnic groups, mixed groups of disadvantaged adults, teachers and trainers for people with a different cultural background using emotional intelligence
- soft skills training for managers in big international and slovak companies in Slovakia
- special training for personal working in emergency systems (N.112)
- technical disciplines (energy management, risk analyses and emergency plans for enterprises, environmental protection and consumer education
- education and training activities in special areas as project management (Prince2)
- education for unemployed especially women, for small and medium size enterprises

- preparing educational programmes for teachers, blind people, immigrants – especially multicultural education and for roma people
- supports disadvantaged people using special methodologies developed in EU-projects and tailored to the educational needs of target groups

8. CECE (Spain)

The Spanish Confederation of Education and Training Centres (CECE) is a non-profit employers' and professional organization founded in 1977. It represents a wide educational sector in Spain from nursery school to university level. CECE institutional roles are: the management of updating for educational agreements; the negotiation of the collective agreements for this sector; the representation of this sector in the collegiate boards with educational participation; institutional presence in the Spanish Employers Organisation (CEOE) and in some international organisations in which it takes an active role as well as the relationship and contacts with Education Public Authorities.

9. Connectis (Italy)

Connectis is a SME with a full time staff of 10 people. Connectis was founded in 1999 by a team of professionals with over 10 years of experience in the field of web design and software creation. Connectis' core activity is the production of e-learning platforms but they also focus on various IT areas: web software development and computer systems, creation and production of multimedia material and computerized advertising graphics. The core business is oriented to the New Technologies based on Internet use and Connectis produces Commercial and educational software for private companies and Public Administration. In the field of European Projects, Connectis has experience in e-learning solutions for ODL, creation of web sites and internet solutions for professional learning. Connectis is also a web agency, for creation and promotion of web solutions for dissemination and all the professional uses. They implement instruments for E-Commerce and E-Business, reserved areas in the web sites, web assistance, graphics creations, and all the solutions for a professional use of the web. Connectis is specialized in web language like HTML, ASP, XML, PHP.

5. Plans for the Future

The Heppy portal is hosted in the dominion of Gradenigo (IT), and will be maintained active and accessible at least 5 years after the project final date.

The Health Carers and Patients will have the opportunity to continue to use the project portal with a consequent possible impact on future policies in the health sector.

The high number of health carers who were actively involved in the project represents a potential element of multiplier effect as, by using the Portal in their working initiatives, will spread the information about the Heppy Portal.

The associated partners, who officially joined the project through the institutions they work for, will ensure the project sustainability of the project results. It is important to mention that 42 associated partners officially joined the project signing a letter of intent. They joined the project because they share the project objectives and recognize the strategic importance of its results. They contributed and will contribute to the project participating in the dissemination activity.

The project partners in order to make the project results sustainable in the future:

- contacted 42 institutions operating in the health care and training area and involved them in the project as associated partners. Contacts with the institutions were made and cooperation agreements and reciprocal links were made with them.
- published around 62 articles on paper and online providing information and contact details about the Heppy project
- activated 62 links to the Heppy portal from relevant websites
- presented the Heppy project in the framework of several international events addressed to professional health carers and the healthcare sector.

6. Contribution to EU policies

The project contributed to the following EU Objectives:

- 1) Contribution to the development of quality lifelong learning and promotion of high performance, innovation and a European dimension in systems and practices in the field

The project promotes quality, high performance and European Dimension in systems and practices of lifelong learning as it develops a transnational and shared approach to health care assistance through the analysis and the valorisation of the best practices in the field available at European level.

The project also promotes an innovative Bottom-Up approach to the improvement of health care practices, making professional health carers and patients leading actors rather than mere objects of the research.

- 2) To reinforce the contribution of lifelong learning to social cohesion, active citizenship, intercultural dialogue, gender equality and personal fulfilment

According to the World Health Organisation's definition, health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity. Accordingly, people affected by chronic diseases and disabilities do not wish to be perceived merely as patients by health carers taking care of them, as this approach would not take in account their personal history, the characteristics of their family environment, their attitudes and interest, limiting therefore their right to be healthy. The project addresses this problem, teaching to professionals that provide this kind of assistance how to put side to side to their medical competences a set of skills that are related to the understanding of the specific needs and resources of the person they have to take care of.