

# SELF-MANAGEMENT EUROPE ALERT

ISSUE 03  
SEPTEMBER  
2022

This is the third issue of the Alert of Self-management Europe. These Alerts aim to contribute to greater awareness and accessibility of self-management support in patients, especially in those living with a chronic condition. The Alerts address healthcare professionals, managers and other stakeholders looking for practical recommendations to implement practices that enhance self-management and patient empowerment.

## HEALTH KIOSK TO PROMOTE SELF-MANAGEMENT

### CLOSING GAPS IN HEALTHCARE, IMPROVING HEALTH PROSPECTS

The term “Health Kiosk” has been used for a while, often denoting IT supported terminals providing health information<sup>[1]</sup>. More recently, in particular following Finland’s implementation of the health kiosk in Sitra and the success in implementing a similar structure in Germany, the term is understood as a low threshold advice centre where people can have all of their questions about health, health promotion and self-management answered in languages appropriate to the vicinity. This is especially needed for those who require special support, improved access to healthcare and to ensure their care is better coordinated. The specially trained kiosk personnel come from health and social professions. They prepare and review medical appointments, enable people to increase responsibility for their own health, offer special health courses and programmes – with a special focus on vulnerable groups, immigrants and the chronically ill – and provide on-site help.

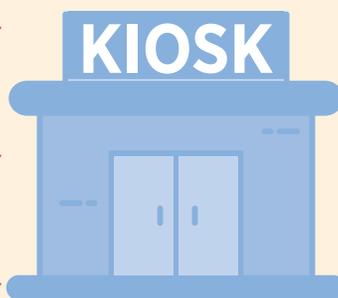
### ORGANISATION & TASKS

#### The people of the region ...

... are referred by doctors

... come of their own initiative

... are transferred from social services



#### The Kiosk team and health coaches...

... refer clients to doctors and social services

... take over case management for the chronically ill

... organise events on health topics



### MULTIPLE AIMS

- Promotion of health literacy
- Improving prevention and health promotion
- Support for patient activation and self-management
- Relieving pressure on the health system
- Networking of public health and social services
- Improving care processes



# GERMANY'S FIRST HEALTH KIOSK

Germany's first Health Kiosk was opened in the socially disadvantaged districts of Billstedt and Horn, Hamburg in 2017. The Kiosk concept was developed by OptiMedis, a health care management, analysis and research company, as part of the 'INVEST Billstedt/Horn' Innovationsfond<sup>2</sup> supported project. The concept was further refined in cooperation with doctors, health related stakeholders and social welfare services before being implemented on-site and further developed. A University of Hamburg evaluation by the Hamburg Center for Health Economics confirmed that the Kiosk both measurably improved health care and relieved pressure on doctors and hospitals.<sup>3</sup> There is strong political support for the concept: In August 2022, Karl Lauterbach, the German Federal Health Minister, announced that around 1000 Health Kiosks should be established in socially disadvantaged regions in Germany. Other countries are seeking to develop similar models of low-threshold care.

## KEY FACTORS FOR A SUCCESSFUL HEALTH KIOSK

1

A Health Kiosk should be **part of a regional multi-professional network**, where stakeholders from health and health care can cooperate with communal services such as health departments and Community Care Access Centres.

2

It is important to successfully **reach out to vulnerable groups of the population**, for example people who feel they cannot visit a doctor due to language barriers or those who are severely ill and need assistance, but do not know to whom they can turn.

3

The Kiosk **must be easily accessible**. In urban areas, it should be situated in a well frequented part of the neighbourhood it serves, for example near a shopping centre or bus station. In rural areas, Kiosks can be supported by mobile health coaches.

## ADVANTAGES FOR DOCTORS AND OTHER STAKEHOLDERS

Due to the careful targeting of health care and improvement in health literacy of target groups, health providers experience a reduction in stress. Additionally, the health care structures can be more target oriented. The closer cooperation in a local health network improves job satisfaction. Work with patients is simultaneously more efficient and qualitatively of better value when doctors can revert to the multi-professional team in and around the kiosk.

## REFERENCES AND RESOURCES

[1] Jones R. The Role of Health Kiosks in 2009: Literature and Informant Review. Int J Environ Res Public Health. 2009 Jun; 6(6): 1818-1855.

2 The Innovationsfonds is a German federal instrument funding integrated healthcare and health services research

3 see: <https://innovationsfonds.g-ba.de/beschluesse/invest-billstedt-horn-hamburg-billstedt-horn-als-prototyp-fuer-eine-integrierte-gesundheitliche-vollversorgung-in-deprivierten-grossstaetischen-regionen>.59

## Contact Details

For more information visit our website <https://self-management.eu/selfmanagementeuropa/>

or contact us via email [contact@self-management.eu](mailto:contact@self-management.eu)

This is a publication by Self-management Europe

AVEDIS  
DONABEDIAN  
INSTITUTO UNIVERSITARIO-UAB

EPF  
European Patients Forum

NIVEL  
Research for better care

Self-Management Europe is an initiative of the COMPAR-EU project

COMPAR-EU

OptiMedis