

POSTER HIGHLIGHT: Collaborative work and joint efforts between different Healthcare System actors create a positive impact on patients, translating into better health outcomes, increasing patient quality of life, and eliminating access barriers.

INTRODUCTION

- “Viva takes care of You” is a program implemented by Viva1A, an HCO with over 3 million affiliates that includes around 350,000 individuals living with chronic non-communicable diseases (NCD).
- This teleassistance program sponsored by Sanofi seeks to recover adherence to the cardiovascular risk program (focused on reaching disease control) in patients with more than 6 months without follow-up consultation.

OBJECTIVE

This study aims to describe preliminary clinical and operational results for the diabetic population in the teleassistance program.

METHODS

- The program monitors non-adherent NCD patients (over six months without follow-up consultation) over a period of 18 months.
- During follow-up, psychosocial and environmental factors were assessed to identify access barriers, create alerts, and implement supportive actions (scheduling medical appointments and administrative task guidance) to ensure program adherence.
- The primary outcome was program adherence defined as participation in at least one learning and educational activity, attendance in outpatient consultations, and disease-related testing.
- Other outcomes included glycemic control at follow-up (HbA1c<7%), and healthcare services quality perception measured by a third party at outpatient consultations.

