



# HOME CARE



**Home Care** is a primary health care service delivered in patients' homes, primarily by nurses, for individuals who are unable to physically access health centres. The service aims to improve quality of life, reduce complications, and prevent unnecessary hospitalisations.

## CONTEXT AND NEED

- Approximately **15,000 patients** are estimated to be unable to access health centres.
- Around **20%** of Albania's population is aged **over 65**.
- **Demand for long-term**, integrated care is on the rise.

**System impact:** Increased pressure on hospital services and primary health care, alongside high out-of-pocket costs for families.

## SERVICE OBJECTIVES

- **Assess patients** and plan home services according to individual needs
- **Ensure continuous and accessible care** within the community
- **Maintain patients' functional autonomy**
- **Reduce direct and indirect costs** for patients and the health system

## TARGET BENEFICIARIES

- ✓ **Patients with disabilities** and chronic conditions, including terminal illnesses and mental health disorders
- ✓ **Post-hospital patients** requiring follow-up care after surgical interventions
- ✓ **Persons with disabilities**, including individuals with tetraplegia and those with severe functional impairments, etc.
- ✓ **Elderly people** with age-related disabilities

## CHALLENGES OF SERVICE IMPLEMENTATION AND SCALE-UP

- ✓ **Limited institutional capacity**, particularly at a local level, for effective monitoring and continuous professional development
- ✓ **Insufficient financial and logistical resources** in health centres necessary to cover transport costs, essential medicines, and consumables.
- ✓ **Resistance among health staff** due to lack of incentives, equipment and operational support.
- ✓ **Weak data reporting systems**, including over-reporting and the lack of clear categorisation of beneficiaries, affecting transparency and planning.
- ✓ **Lack of an updated strategic framework** for the post-2025 period, posing risks to the sustainability and institutionalisation of the service.

## HISTORY OF SERVICE DELIVERY 2021-2025

Year	2021	2022	2023	2024	2025	Total
No. of Health Centres supported by HAP	9	22	27	62	30	<b>150</b>
No. of nurses trained in home care	97	275	218	248	250	<b>1088</b>



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## CONTRIBUTION OF HAP PROJECT

- ✓ **Key innovations:**
  - **Design and delivery of a new health service** for vulnerable groups who had not previously received health services under this intervention.
  - **Increased professional autonomy of nurses.**
  - **Establishment of a Professional Master's Programme** in Family Nursing (since 2021)
- ✓ **Capacity development**
  - **1,088 nurses** trained in home care
  - **137 professionals** trained in service monitoring
- ✓ **Standardisation of procedures and development of guidelines**
  - Manual for the Implementation of Home Care
  - Manual of Standard Nursing Procedures
  - Manuals for monitoring the implementation of Home Care (internal and external)
  - Manual for the use of medical instruments in nursing consultations
- ✓ **Provision of equipment**
  - **208 Health Centres** equipped with medical/paramedical equipment
  - **677 IT devices** (desktops/laptops/printers) provided to staff and institutions

## MAIN RESULTS

### SERVICE SCALE-UP AND PROVISION

- Home Care is currently delivered through **150** Health Centres across 20 Local Health Care Units.
- More than **5,134 chronic and elderly** patients have received continuous and personalised care at home. The exact number of patients with mobility limitations is not known.
- According to data from the Health Insurance Fund, **146,236 home visits** were conducted during the period 2021–2025, reducing the need for hospitalisations and in-person access to services.
- A total of **1,088 trained nurses** have strengthened system capacity to deliver higher-quality community-based care.

### ADDED VALUE FOR THE HEALTH SYSTEM

- A **new service** providing care for the most vulnerable patient groups
- Shift towards a **proactive, community-based model of care** (prevention, counselling, timely treatment)
- **Strengthening of the nurse's role** through increased professional autonomy and responsibilities
- **Improved efficiency** of the health system

## SERVICE DELIVERY RESULTS 2021-2025

Year	2021	2022	2023	2024	2025	Total
No. of beneficiary patients	260	592	1486	4178	5134	<b>5134</b>
No. of conducted home visits	1548	3240	8937	43925	88586	<b>146236</b>

