Clinical management is a way of taking decisions which is changing to a method of controlling the variability of medical practice, and nowadays is increasing interest for clinical and economic reasons [1]. The scientific community and the population require finding a method in which variations in medical practice, do not involve differences in the results obtained for the patients [2]. Planners, health managers and buyers identify the presence of this medical practice variability as a factor very important to control for the impact that it has on the medical resources.

Clinical management as a way tries to control this variability and improve efficiency in the production of services must take the risk for organization to be different, and that the responsibility for managing the difference would be the origin of the incentive [3]. Process Management is a tool that analyzes and collects the different components involved in healthcare and allows ordering workflow in clinical practice [4], integrating the relation to reach the expectations of citizens and professionals in order to reduce the variability of health actions to achieve an optimal degree of homogeneity.

In this context, continuity of care and coordination between different professionals involved in the process [5], become the essential elements. Clinical guides should be designed according to the criteria of evidence based medicine and must serve above all, to minimize the variability of clinical practice, avoiding inefficiencies, identify the responsibility of each professional, and provide information to patients and families [6,7]. To improve efficiency one should use indicators as patient satisfaction, clinical outcomes and costs.

All protocols, guidelines and clinical guides have a coordinator and should be made by interdisciplinary committees composed of physicians and nurses in the area, under the supervision of the Quality Unit of the Hospital [8]. After several years of knowledge, advances of what we understand by clinical management, all of the personals involved start to agree, that the Clinical Management is understood as the progressive accountability of doctors in the use of resources and the gradual introduction of financing mechanisms that aimed at facilitating this management [9]. Integrate the best clinical practice and the best use of available resources.

Consider knowledge as one of the most important assets, organizations need everyone to know that its management generates wealth or added value, facilitating achieves an advantageous position in the market [10]. We can say that this is a basic tool for business management, and while the company accumulates more knowledge and is more intelligent, is greater the possibility of achieving advantages over competitors in the market [11].

On this basis in the University Hospital of Coruna, seven years ago a multidisciplinary management unit of patients with cleft lip-palatal was created. Adequate surgical treatment is essential, but not sufficient to cover all aspects of these diseases, since they need rehabilitation, special nurse care and school support [12]. The therapeutic approach to these patients is complex and must be done by a multidisciplinary team which included pediatric surgeons, maxillofacial surgeons, pediatricians, anesthetists, obstetricians, nurses, speech and language therapists, orthodontists, otolaryngologists, psychologists.

Family members are so important along with this long process, they work coordinately with the medical team and share their experiences and knowledge with other families. Work as a team is the best method to obtain and individualized patient treatment. These patients are considered chronic patients for the special characteristics of them and the long therapeutics needed [13].

Successful results depend on the experience of the multidisciplinary team, professionalization, coordination and long term surveillance is essential. Since we began this experience we have become a reference unit and have quadrupled the number of patients we treated.

The fact that the parents are involved throughout the process is in our opinion is essential as in all chronic diseases, and therefore we supported the establishment of an association of patients with cleft palate and lip called “Beizos”. This kind of association is a great help and is an important support for the new cases diagnosed, for the children and especially for the families.

References


