

Why are enablement services important?

Enablement services can help people actively manage their own health, remain in good health and avoid **hospitalisation**.

People are living longer, but many have a chronic disease. In addition, healthcare practices, technologies and treatments are improving rapidly. The cost of healthcare is rising, and demand for healthcare services is growing. People have more options and are more informed about their healthcare than ever before. They also have high expectations for the safety, quality and effectiveness of the care they receive.

Traditional **reactive care** based on diagnosis and treatment is not always the best approach in this new environment. Managing long-term conditions requires

a focus on prevention, **proactive care**, and self-management skills.

Increasing people's enablement is one way we can work smarter to achieve better healthcare experiences and **outcomes** for patients, more **rewarding** experiences for healthcare workers, and a more efficient healthcare system.



hospitalisation: ospedalizzazione
outcome: risultato
proactive care: cura proattiva
reactive care: cura reattiva
rewarding: gratificante



After reading the text, decide if the following examples refer to reactive care (RC) or proactive care (PC).

1. Action is taken before the symptoms are manifest.
2. Boosting the immune system with vitamin c and antioxidants.
3. Drinking plenty of liquids.
4. Higher costs of surgery, prescription of drugs and treatments.
5. Lower costs by preventing disease through dietary and lifestyle changes.
6. Reacting to a disease, injury, condition or symptom.
7. Taking prescribed medicine.
8. Visiting the doctor in case of need.