

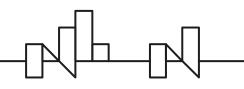
A brief presentation of FRAMBU and our services



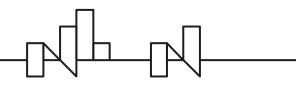








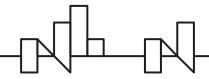
A BRIEF HISTORY



Substantial voluntary initiativ and work by members of post war workers union

Established as Health center focusing on Rare disorders in 1975





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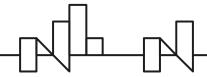
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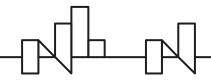




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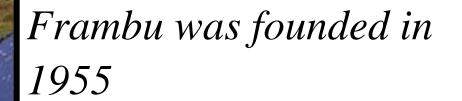




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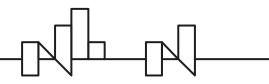


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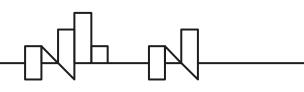
OUR RESOURCES AND FOCUS







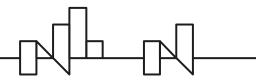
OUR SERVICES





Courses

- Courses for patients, family and local service providers
- Courses for professionals
- Internet based courses eLearning
- Webinars
- Mini seminars and courses organized for visitors of the center
- (Summer camps)





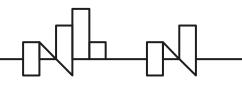
Summer camps

- Our camps are courses, rather than a holiday service.
- We offer;
 - Holiday experiences in a safe and inclusive environment
 - Activities and learing opportunities which promote better coping and strategies to overcome challenges related to everyday life.
 - An inclusive arena, where participants can meet others in similar life circumstances and with the same diagnosis
- Our goal;
 - To build personal insight, empowerment and useful social networks for the participants.
 - Promote participation in social and leisure time activities, promoting increased participation in home environment.



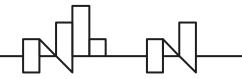
Local guidance and development of expertise

- Patients and their families must apply for our guidance services (application form);
 - Multidisiplinary approach based in knowledge based practise
 - Supplement to local service, not a substitute
 - We require and facilitate participation and cooperation between local service-providers (medical, educational, work, housing, social services etc.)
 - Family centered approach to services and care



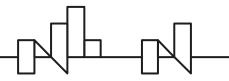
Local guidance and development of expertise

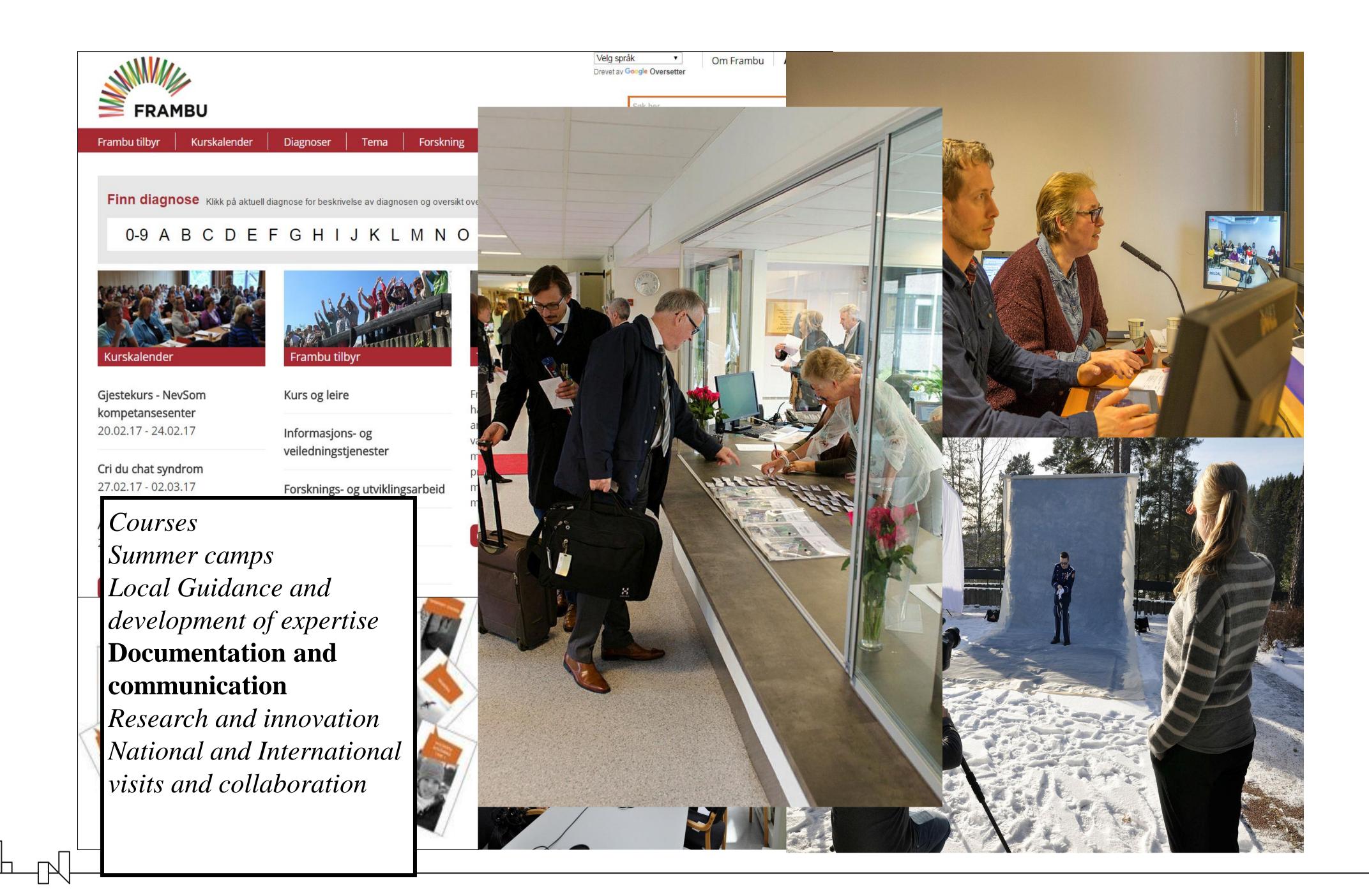
- General criteria;
 - Themes and issues to be covered related to specific diagnosis
 - Local professionals not in a position to offer same service
 - Same service not previously given
- Criteria for local guidance;
 - Purpose of service is to build knowlegde base
 - Education/training of employees providing local services
 - Newly diagnosed patients and rapidly progressive diagnoses
 - Complex cases



Local guidance and development of expertise

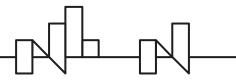
- Professionals, local and regional service providers can also apply for our guidance services (application form);
 - Increase knowlegde base locally related to the diagnoses we provide services to
 - Helps facilitate local network of professionals
 - Typically local/regional professionals and service providers apply, but also user associations.
- Frambu also contributes to the dissemination of knowlegde about rare diseases to schools and students at all levels of educational system





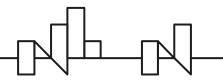
Documentation and communication

- We produce and disseminate knowlegde on rare diseases that is;
 - State-of-the-art and based on the principles of Knowlegde based practice
 - Understandable to a wide audience
 - Related to themes and issues that are relevant to our patients/primary target group
- Web-page is most important channel, however;
 - <u>Facebook</u>, <u>Vimeo</u>, Twitter, Youtube, <u>web Chat</u> and various media are also relevant channels
- We use and promote the use of a wide range of media tools and methods to best reach our audience and to adapt our products...



Documentation and communication

- Frambus knowlegde summaries;
 - 2 main types
 - Describing the diagnoses that we are reponible for
 - Describing themes that are relevant to a wider spectrum of diagnoses
 - 4 levels of detail and depth
- Frambus reseption and front desk;
 - First line of entry to Frambus provision of low threshold services
 - Employees have experience and indepth knowlegde related to provision of our services
 - Serves as "Helpline" offloading National Helpline for rare and ultra rare disorders



Phone contact via Front desk

Clarify questions, need for services and answer as far as possible - Guide to relevant information on our website and other relevant resources – If further need for assistance forward call as described below

1 . Questions about Frambu diagnosis related to registered patient

2. Questions about Frambu diagnosis related to anonymous patient

3. Questions about diagnosis not connected to Frambu (Check Rarelink)

Q related to diagnosis

Forward call to Frambus contact for diagnosis

(Check list of contacts)

Q related to profession

Forward call to appropriate professional, primarily in relevant diagnosis team

Practical Q related to services

Answer as far as possible. Forward call to appropriate secretary for relevant service;

Guidance counceling

Courses

Professional courses

Q related to diagnosis

Forward call to Frambus contact for diagnosis

(Check list of contacts)

Q related to profession

Forward call to appropriate professional, primarily in relevant diagnosis team

Practical Q related to services

Answer as far as possible. Forward call to appropriate secretary for relevant service;

Guidance counceling

Courses

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Professional courses

If Rarelink does not point to appropriate center;

> Answer as far as possible

> > and

Refer to service phone

800 41 710

Rarelink points to appropriate center;

Refer to appropriate center, with phone number and e-mail address If patient is "referred"/ recommended by professionals to contact Frambu;

Forward call to one of Frambus doctors or appropriate professional in relevant diagnosis team

No contact when forwarded;

Send e-mail with necessary anonymous details to one of Frambus doctors or professionals in relevant diagnosis team

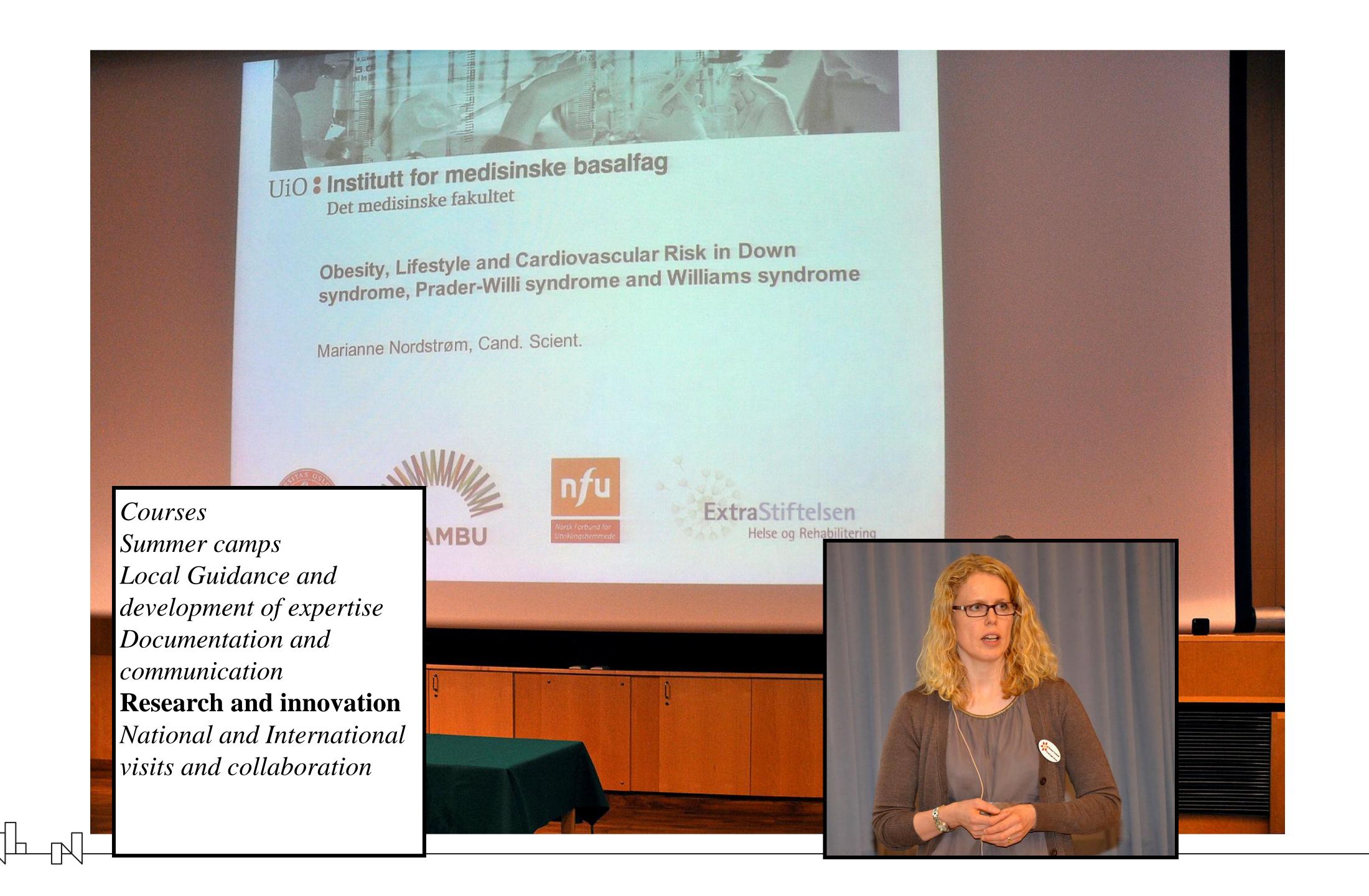
No contact when forwarded;

Ask caller to send e-mail to appropriate professional in relevant diagnosis team or send necessary details via EMR system



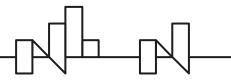
Ask caller to send e-mail to appropriate professional in relevant diagnosis team or send necessary anonymous details on their behalf



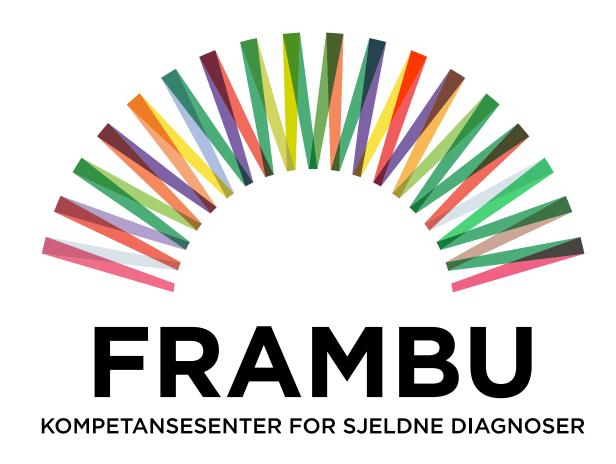


Research and Innovation

- Over the last 10 years Frambu har significantly increased its own contribution to research and innovation in the field;
 - We have substantially increased staff with Ph.D's and focus on research
 - We have established clear guidlines and routines related to research- and developmental projects
 - Yearly allocation of funds and opportunity to apply internal funding for projects
 - External funding is also prerequisite for research projects
- We are also tasked with stimulating national research networks and have active collaboration with external researchers and institutions
- Frambu modell gives a unique opportunity in this field







www.frambu.no









