#hello

my name is...

Improving the quality of healthcare using experiences and competencies of patients: Are we ready?



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Our healthy journey...



PHC Tullamore



PHC Athlone



Royal College of Surgeons of Ireland



St. Luke's General Hospital, Kilkenny



Mercy University Hospital, Cork



South Infarmary Victoria University Hospital, Cork



Waterford University Hospital

Our healthy journey continues...



University College Cork



Cork University Hospital



Hermitage, Dublin



St. James's Hospital, Dublin



HIQA, Dublin



Department of Health, Dublin



Tallaght University Hospital, Dublin

Initiatives that focus on patients involvement

- National Patient Experience Survey
- Self Management Programme for Chronic Diseases
- …and many more



Project #1

Patient Experience Survey

- Nationwide programme
- Experiences in public acute healthcare in Ireland
- All discharges from May (26635 people invited)
- In 40 hospitals in the country
- 2017: patients older than 18
- 2018: everybody 16+
- Response rate was over 50 %
- Aim: use results for monitoring of hospitals by HIQA (Health Information and Quality Authority of Ireland)

www.patientexperience.ie



How they do it?

- ► A lot of promotion and information
- Two weeks after discharge patients get letter by post
- Response is possible via post or online



Results and Actions 2017

- Admission: good results more staff, more chairs, more trolleys
- Care on the ward: good results more nurses, toilets/shower could be cleaner
- Examination/Diagnoses/Treatment: good results more privacy for examination
- Discharge/Transfer: poor results more time for explaining options and actions
- Clear communication with the patient is extremely important
- Patients need to get involved in making decisions and look after themselves

Our conclusion

- + nationwide
- + high focus on patients needs
- + not a benchmarking or comparing system for hospitals
- + feedback to hospital is easy because there is a certain distance

«from what is the matter, to discovering what matters to the patient»

Project #2

Self Management Programme for Chronic Diseases

- Launched Nov 2017
- Focuses on chronic diseases
- Building an individual plan for each patient addressing their personal needs
- Using existing support and partners
- Building a network

Vision and Aims

Figure 3: What Does Self-management Support Look Like In Action?

GP/Practice Nurse

Regular clinical review including: Collaborative care planning ongoing process: goal setting/ action planning/review

Signposting/Referral to services as appropriate

Wider Community Service

- Knit & Stitch Group (Margaret) previously working as a machinist)
- Adult Education Services for 1:1 help with her literacy difficulties
- Money Adive Bureau (MABS)
- Local Employment Services (for Margaret's Husband)
- Men's Shed Group (for Margaret's Husband)

Margaret is 55 years old, married with 3 adult children and 2 grandchildren. She has a BMI of 33, is a smoker, has high cholesterol and high blood pressure. She has recently been diagnosed with Type 2 Disbetes but finds it hard to read the information booklet that her GP gave her, due to literacy difficulties. She also suffers from stress due to financial worries, and her husband's recent unemployment.

Unsaled and Informed Patient and Care and Her Fanil

Matgarat and Her Family

HSE Services

- Diabetes structured patient education (Husband also attends)
- Retinopathy screening service Diabetic foot clinic in Health Centre
- Primary care referral as appropriate: Dietitian, Physiotherapist, Psychologist, Social Worker etc
- Vaccination Service

HSE Services

- Stress Management Course
- Community Cooking/Nutrition Course (attends with daughter who has a young family)
- Smoking Cessation Service
- Walking/Exercise Group (attends with daughter who is also overweight)



The sunny side of Ireland









EGGAN RACES

ACES



Special THANKS to our hosts!!!

