

HOPE AGORA 2018

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

THREE SWEDISH EXAMPLES



ARE WE READY...

...LET'S TALK ABOUT

1. **PATIENT CENTERED CARE IN CARDIAC WARD**
2. **IMPROVING LIFE FOR THE ELDERLY**
3. **PATIENT SELF DIALYSIS**
4. **TAKE HOME MESSAGE**

ARE WE READY...

PATIENT CENTERED CARE IN CARDIAC WARD

Cardiac Ward

- Pulse meeting
- Collaborative meeting
- Challenges

Heart Failure

- Patient participation
- Decision maker
- Focus on patients needs

Establish Partnership

- Increases autonomy
- Facilitation for patients to cope at home
- Reduces readmissions

ARE WE READY...

PATIENT CENTRED CARE IN CARDIAC WARD

Evaluating

- Patient Survey (National Survey for Patients)
- Focus groups with the professionals

Results

- Patient Survey Showed improvement(5.18 before, 5.55 after)
- Focus groups showed improvement in: coherence, affinity, long-term planning, patient enrolment, patient satisfaction

Challenges

- Traditional structures (Health culture, Skeptical attitudes, Routines)
- Organizational factors
- Education Factors

ARE WE READY...

IMPROVING LIFE OF THE ELDERLY



Focus on Elderly

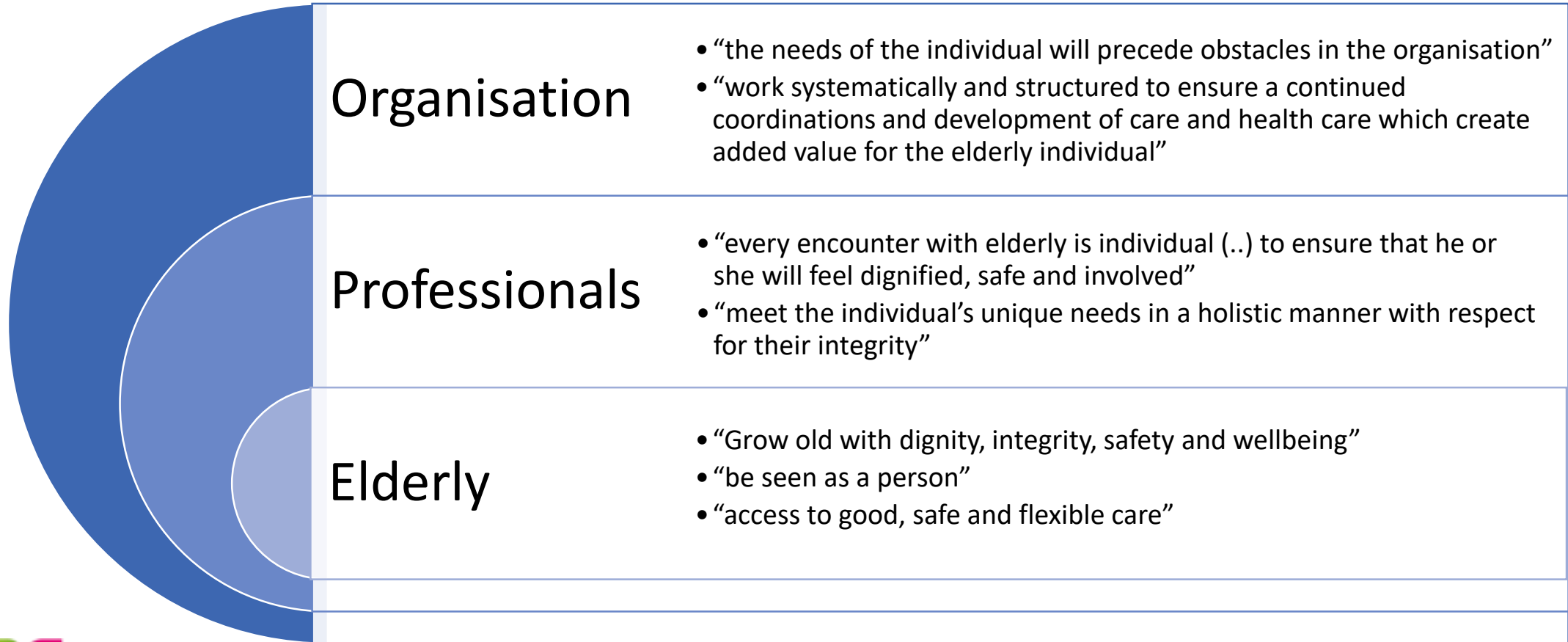
Different problems
Different needs

Listening to Elderly

Transversality
Through all Health & Social care

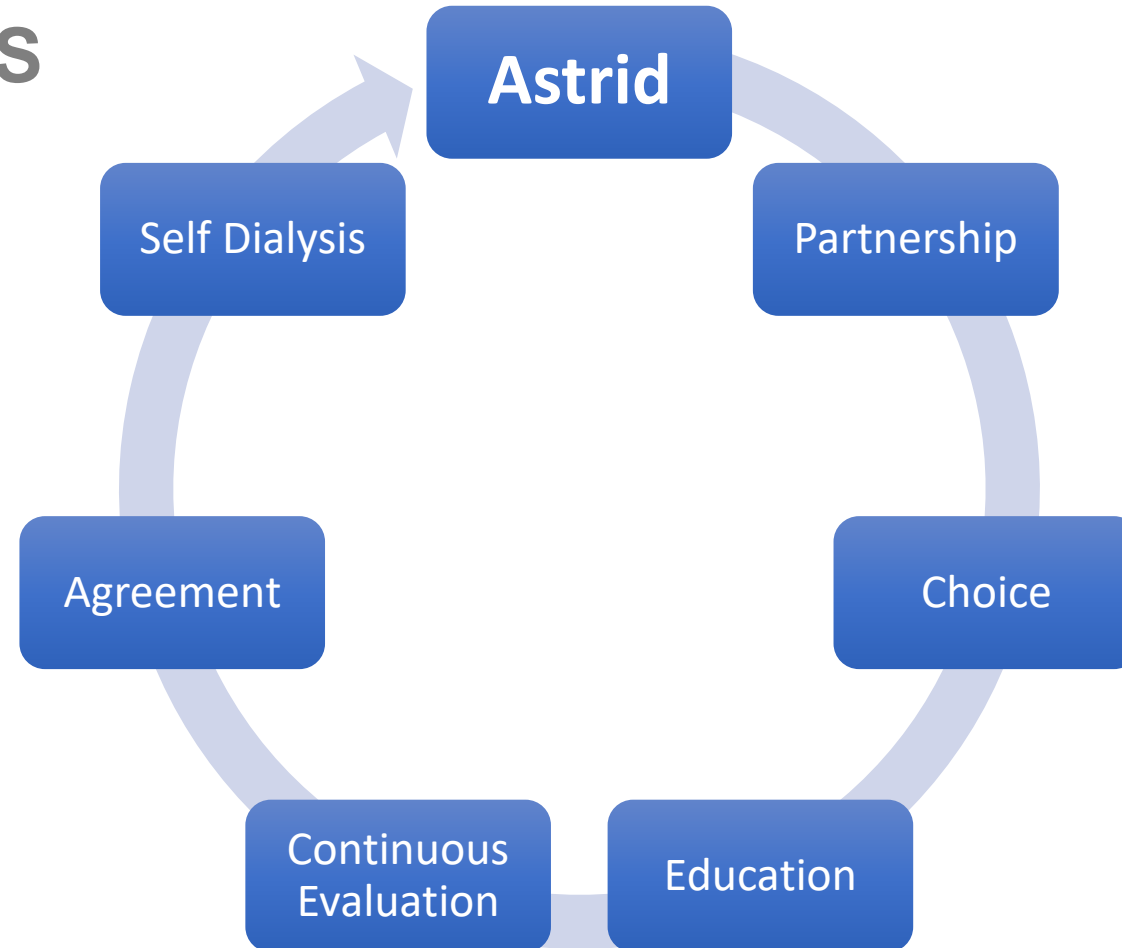
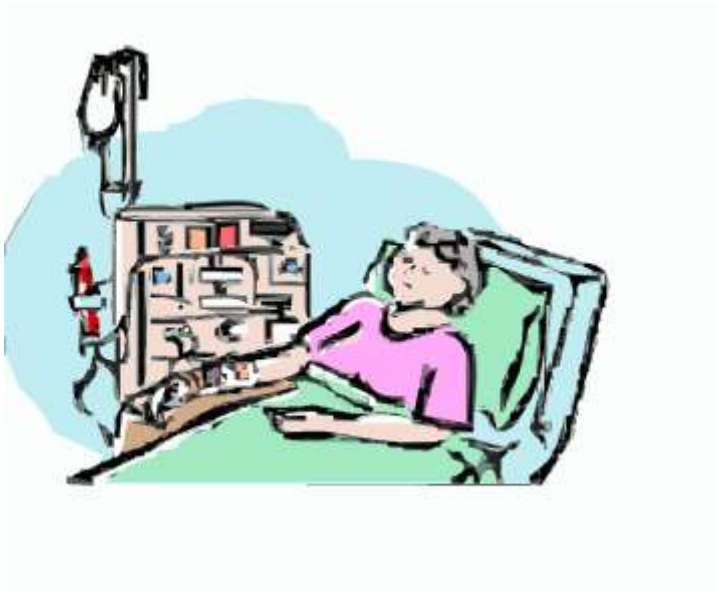
ARE WE READY...

IMPROVING LIFE OF THE ELDERLY



ARE WE READY...

PATIENT SELF DIALYSIS



ARE WE READY...

PATIENT SELF DIALYSIS

OUTCOMES



ARE WE READY... TO TAKE THIS HOME

BENEFITS:

- P: take control of health care
- S: individual care
- O: provide flexible services meeting the preferences of patients

CHALLENGES:

- P: self – empowerment
- S: cultural change / role change
- O: commitment and implementation

PATIENT CENTERED CARE

BARRIERS:

- P: lack of knowledge
- S: traditional structures and practises
- O: lack of resources

OPPORTUNITIES:

- P: shared decision making
- S: improve job satisfaction
- O: co – designed care pathway

KEY: P = Patient S = Staff O = Organisation

WE ARE TAKING THIS HOME

“Patients are not guests in our organization, we are guests in their lives”

Dan Berwick



LOLA RETUERTA



MIRSADA MISIRLIC



ANA GOMES



JACKIE BARRON