

*Improving the quality of healthcare
using the experiences and competencies
of patients:*

Are we ready?

***Journey through Serbia Healthcare,
May 2018***

JOURNEY AIM

To give some examples of good healthcare practices in Serbia using a metaphor of a 'blue train' to symbolise my journey.

OBJECTIVE:

3 STOPS: To give 3 examples of good practice in Serbia and sharing stories of some of the scenery on the way....



WHY A 'BLUE TRAIN' ?



HOUSE OF FLOWERS MUSEUM:

A Blue Train was made after the Second World War, for the purpose of Tito's travels through the country to meet people.

'For me it was a personal connection to the country'

1st STOP-SPECIALIST HOSPITAL FOR ADDICTIONS-DRAJZER



DISCOVERIES FROM THE 1st STOP

1) The importance of sharing patients stories of lived experience and peer support.

Club of Alcoholics:

'This is not only about coming to a Group it is more than that it is about 'going out', enjoying myself and sharing experiences with others'

2) The importance of strengthening patients experiences

Role of 'collaborator' or 'supporter'

'A member of family or a friend/relative (free of addictions) of the patient with



MEETING EXPERTS IN THEIR OWN CARE ALONG THE WAY



NURDOR-National organisation for parents and children who suffer from cancer



Blue circle-Organisation for people with diabetes

Association of patients organisations

NORBS-NATIONAL ORGANISATION FOR RARE DISEASES IN SERBIA

CHALLENGES

- Diagnostics
- Quality of Treatment
- Not being included in Healthcare



SOLUTIONS

- Rare disease Centres of Expertise
- Rare diseases registry
- Informing patients
- National strategy for rare diseases in Serbia

TO IMPROVE HEALTH AND QUALITY OF LIFE FOR PEOPLE WITH RARE DISEASES

2nd STOP-NIS HOUSE OF GOOD HEALTH



DISCOVERIES FROM THE 2nd STOP

Preventative Activities and Free Health checks

Patients and Healthcare staff working together in order to promote good health and learn ways to stay healthy



Outreach work in remote places to involve isolated people
Interactive and educational courses for all in community.



DISCUSSION ON THE PUBLIC HEALTHCARE STRATEGY



- 'Patient Involvement' via Working Groups
- Patients Rights
- Implementing Healthcare strategy via Action plan
- Healthcare strategy some of the priorities:
strengthening activities in community, development of personal solution, integrational approach, control of social determinants



MENTAL HEALTH HOSPITALS



Long term, high occupancy hospitals form part of the support system for people with complex mental health needs.

There has been some implementation of care in the community (e.g. community centre in Nijmegen).

3rd STOP-NOVI SAD RASKRSCE / CROSSROADS



DISCOVERIES FROM 3rd STOP

'Experts by experience' writing programs for addictions to support people in their own journey of recovery



Involving others to transform the views of community and empower patients to make their journey back to the



TRAVELLING TOGETHER



PATIENTS: *People using healthcare system to better their health and move on in their journey to recovery in order to be experts in their care and use their competencies*

OTHERS: *(Family, Friends, Healthcare professionals, Community, Volunteers, Experts by experience)*

People who support patient on their journey to recovery

'FROM THE FIRST STEP THE PATIENT IS OUR PARTNER'

DR DRAGAN NIKOLIC

CLINICAL CENTRE NOVI SAD

MOVING INTO THE COMMUNITY



PATIENT'S TALE:

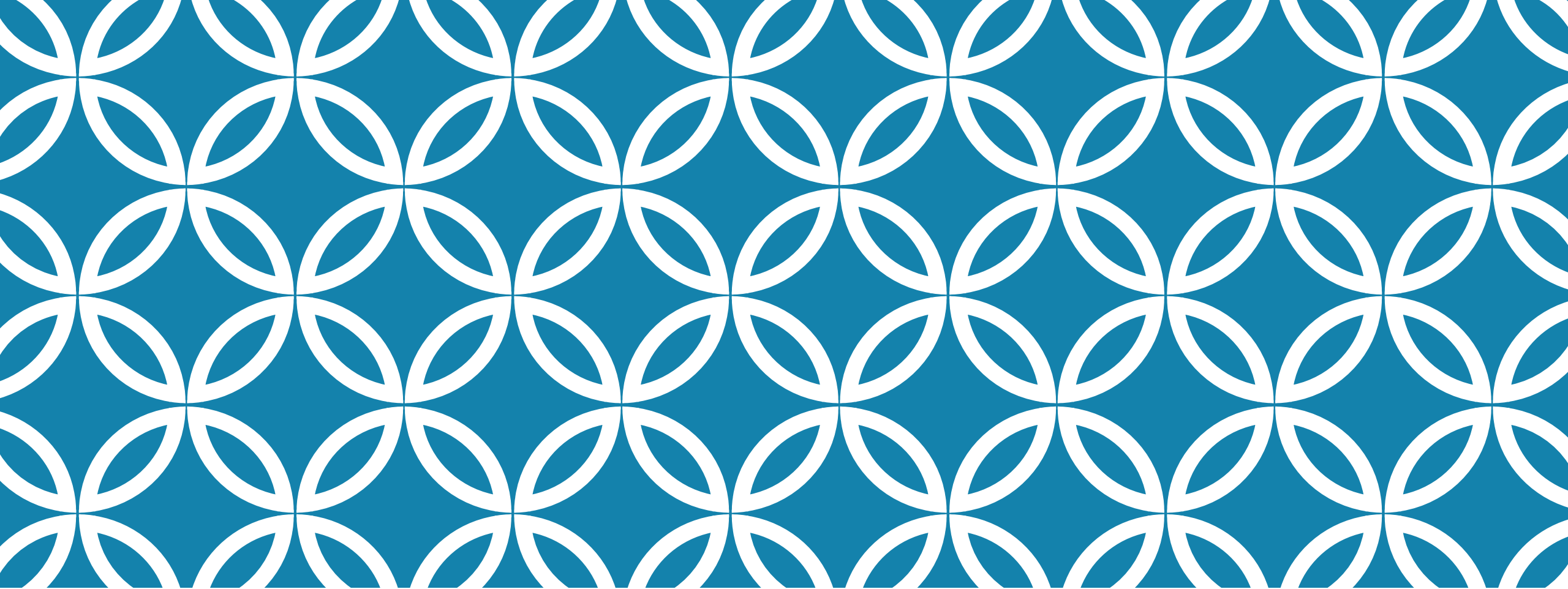
Manifest of clan F20

The patient with schizophrenia is seen as a horse, a symbol of power, intelligence and nobility. He had a vision of new approach in art and creativity. The aim of this approach is to transform consciousness and break stigma of seeing patients with schizophrenia as people who lost contact with reality and see them as people who are open to a new vision and ability to share their creativity. We would like

THE END OF THIS JOURNEY LAST STOP – STOCKHOLM



'I am happy to have shared the experience of my journey through the Healthcare in Serbia and I'm looking forward to hearing your stories'



THANK YOU |