

HOPE Agora 2018

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



From 3 to 5 June 2018, the Swedish Association of Local Authorities and Regions (SALAR) welcomed the HOPE Agora 2018 in Stockholm, a two-day conference closing the 2018 HOPE Exchange Programme organised under the authority of Erik Svanfeldt (HOPE Governor for Sweden).

Around 300 persons attended the event including the 135 HOPE Exchange participants from 24 different countries. The focus of the HOPE Exchange programme and conference was on “Improving the quality of healthcare using the experiences and competencies of patients: Are we ready?”. The participants of the HOPE exchange programme showed how the quality and efficiency of healthcare can be improved by using the experiences and competencies of patients and their relatives. But the participants also pointed at factors that stimulate or constrain patient involvement in healthcare in the countries they visited.

On 4 May 2018, HOPE President Eva Weinreich-Jensen opened HOPE Agora 2018, final stage of the HOPE Exchange Programme 2018. Since 1981, HOPE has been organising this Exchange Programme for hospital professionals, which is pivotal in achieving HOPE objective of promoting the exchange of knowledge and expertise within the European Union. It offers a chance for participants to receive invaluable experience from hospital and healthcare professionals across Europe. The HOPE Exchange Programme lasts four weeks during which participants investigated how this topic is developed in their host country and present together their findings at the event.

In addition to these presentations made by the HOPE exchange programme participants, several Swedish speakers also gave their perspectives. Cristin Lind, Neha Sharma and Hans Lindqvist, Patient Partnership Facilitators at QRC Stockholm (a regional registry centre for National Quality Registries) presented “From for to with: improving health care together with patients”. Cristin Lind pointed out the role of patients’ participation in healthcare and the virtues of a shared knowledge for a better health. Hans Lindqvist explained why partnership has to be built together with quality improvement and showed the importance of challenging existing roles and reducing power differential in care. Neha Sharma described different methods to involve patients in healthcare: shadowing, conducting interviews or even giving responsibilities in the hospital units. Thanks to the use of Mentimeter, an interactive presentation software, the three were able to display their favourite tool for patient involvement and the expected learning with the participation of the audience. Finally, Ida Björkman, Postdoctoral Fellow at University of Gothenburg, Centre for Person-centred Care (GPCC) presented how Person-centred Care can answer the current and future challenges of Healthcare.

Hans Karlsson, Director of SALAR Health and Social Care Division introduced the second part: the work of SALAR on user-driven development and patient participation. He presented the “*Innovationsguiden*” and how the use of design thinking can improve public services. Sofie Zetterström, Deputy CEO of Inera presented digital solutions that support patient participation. The developed the examples of UMO, a youth clinic online, and its translated version Youmo, which are used by a large amount of young people in Sweden and abroad. She underlined that online health support allows the provision of secure information.

In the afternoon, two patient perspectives were presented. Patrik Blomqvist, Patient Supporter at the unit for self-dialysis at Ryhov Hospital, Jönköping explained in a short movie “Dialysis on the patient’s own terms”, how he started to work at the hospital to support patients in care processes after his kidney transplantation. Åsa Steinsaphir, User Involvement Coordinator at North Stockholm Psychiatry

developed the concept of *patient experience as a competence*. She showed how keeping tracks of patients' opinions thanks to a patient forum allowed implementing meaningful changes and improvements.

On 5 June 2018, following the final round of presentations of HOPE Exchange participants a World Café took place during which the participants were able to exchange, in small groups and with the help of facilitators, ideas and experiences about various topics. They could express what was according to them the best example developed during the Agora and during their Exchange Programme experience in a different country. The participants also discussed the differences of culture and attitudes among countries regarding patients' involvement, the impact of legislation and the differences in resources mobilised (financial, staff, education, etc.) as well as factors that could stimulate and encourage patients' involvement.

Finally, Pascal Garel, chief executive of HOPE, chaired the Prize Giving Ceremony and gave the final words of the HOPE Agora 2018.

