HOPE EXCHANGE

EVIDENCE-INFORMED DECISION MAKING IN SWITZERLAND

2019

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hope
European Hospital and Healthcare Federation

PARTICIPANTS

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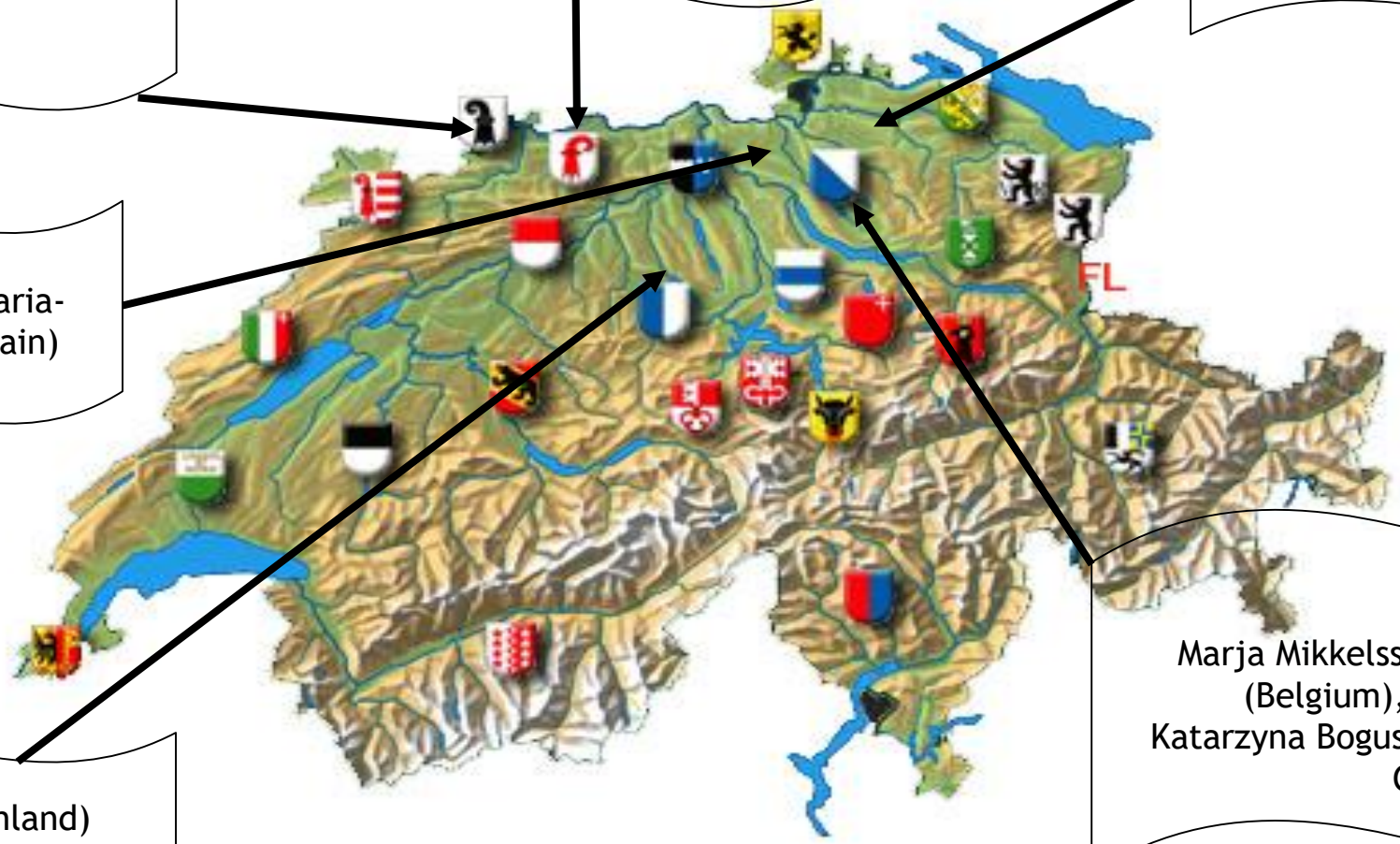

Zürich
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Marja Mikkelsson (Finland)

EVIDENCE-BASED MANAGEMENT
OUR SWISS EXPERIENCE

- Emergency-room – Patient Triage
- Ward – Lean Management
- Rehabilitation – Optimal Patient Centered Management
- Home Care Programme – Self-regulated Team

EMERGENCY ROOM – PATIENT TRIAGE

Challenges

- Increased volume of patients visiting the emergency department
- Many patients not requiring emergency services but require the help of the GP

Data

- The number of patients, patient waiting times, patient satisfaction
- Analysis of patient complaints and measurement of medical parameters

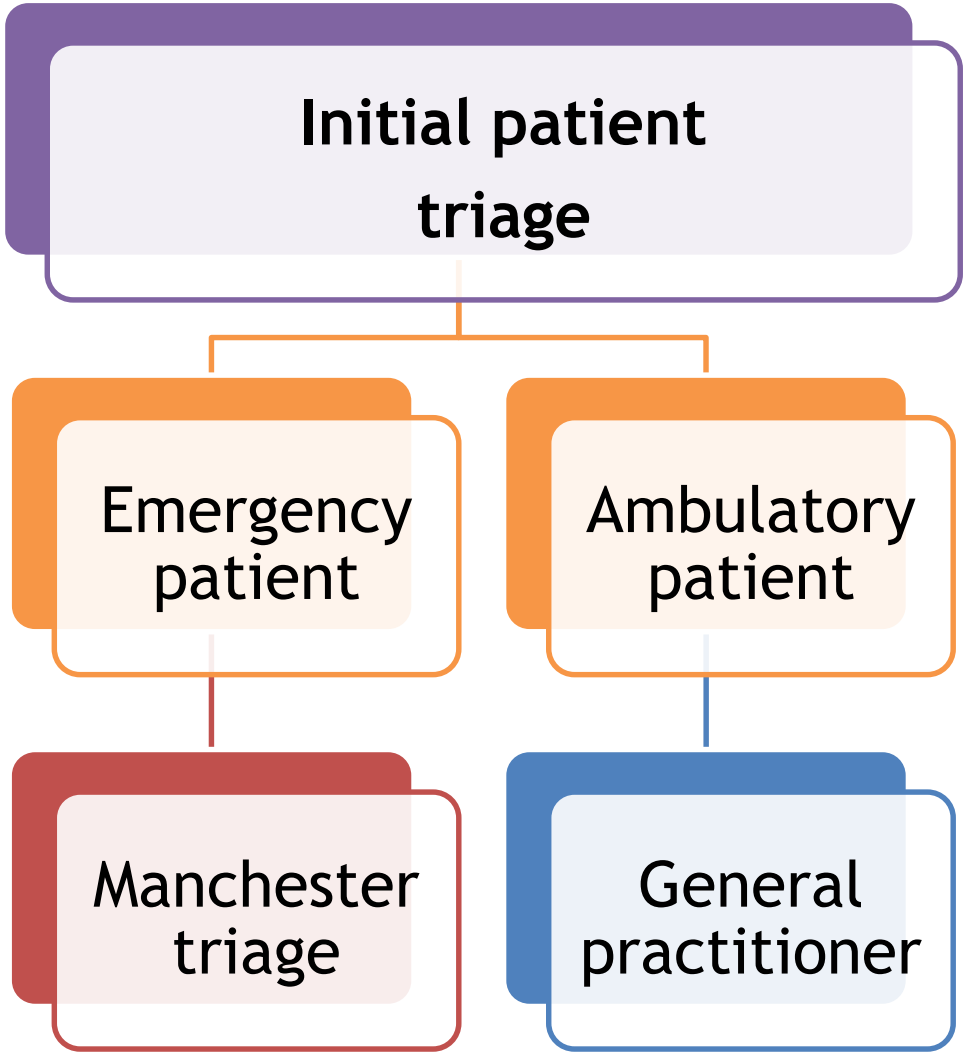
Solution - Double triage

- Triage or division is a process to prioritise patients based on the severity of their condition
- Quickly assess and assign the patient to the correct team

Result

- Right patient get the right treatment in the shortest time possible

EMERGENCY ROOM – PATIENT TRIAGE



WARD – LEAN MANAGEMENT

Challenge

- Lack of information between stakeholders

Data

- Feedback from the staff
- Process flows

Solution - Lean management

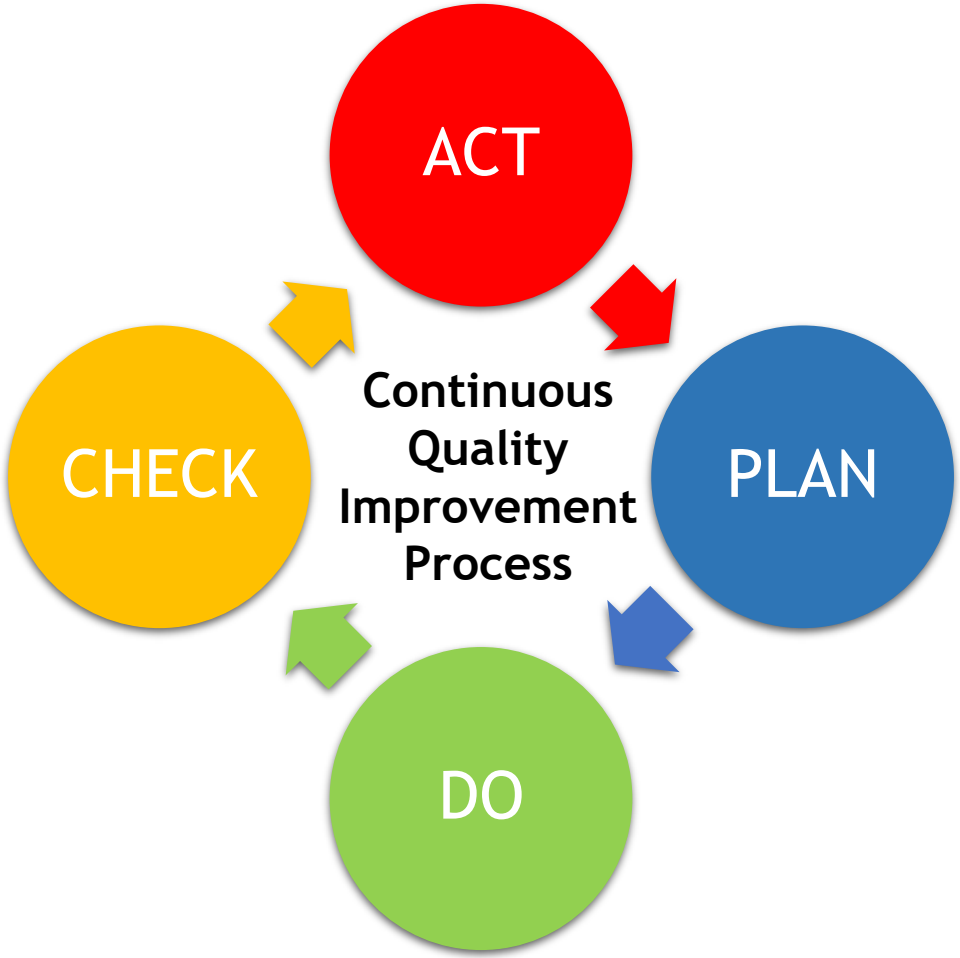
- Eliminate waste and identify the value-stream
- Anticipate the peaks
- Flow in the patient's path
- Standardisation
- Continuous improvement

Results

- Optimised processes
- Better value for patients

WARD – LEAN MANAGEMENT - EXAMPLES

- Daily meeting – Huddle Board
- Kaizen Board
- Key Performance Indicators
- Questionnaire of Patient Satisfaction



REHABILITATION – EXAMPLE 1

Challenges

- Patient dissatisfaction
- Insufficient information between stakeholders
- Delayed therapies
- Non-flexible therapies

Data

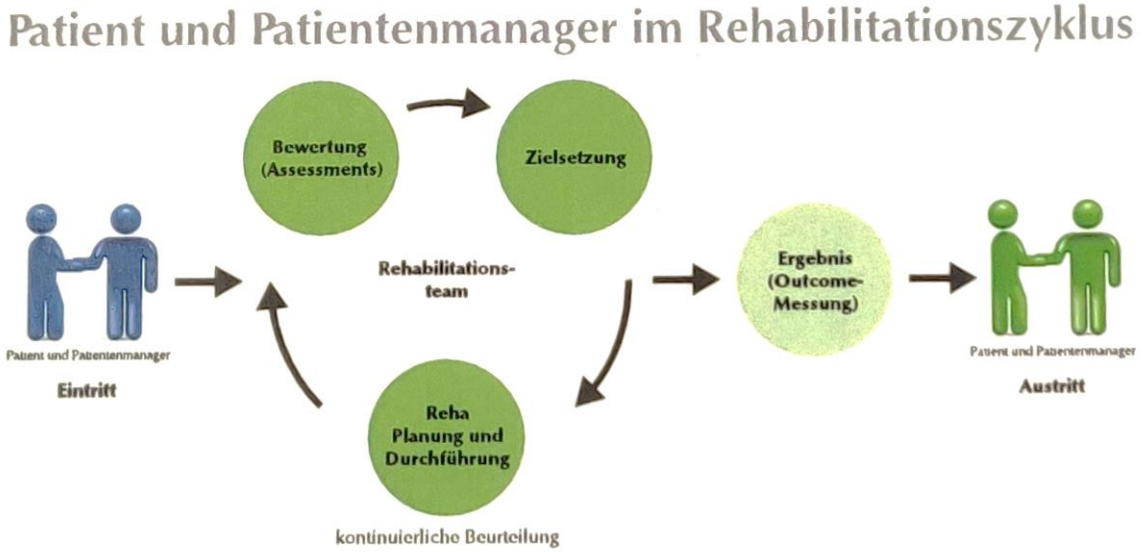
- Patient satisfaction
- Work efficiency

Solution – Patient Manager Model (PATMAN)

- Personal contact for questions

Results

- The therapy starts earlier / faster
- Flexible therapy
- Achieved goals at discharge
- Faster therapy planning more therapies
- Better interdisciplinary information



Source: Leaflet – Rheinfelder Patientenmanagement-Modell

REHABILITATION – EXAMPLE 2

Challenges

- Feedback from the insurance companies and acute-care hospitals
- Not delivering best practice treatments

Data

- Data analysis of processes
  - Client, process, finance, and companies
- Cohort study
- Multiprofessional expert meetings to improve critical processes

REHABILITATION – EXAMPLE 2

Solutions

- Changes in the organisational and processes structure
  - Lean management
    - Qualitative analysis and management
    - Daily bed management (short meetings), huddle board, weekly goal setting and assessment
    - Manual of therapies
- Changes in IT-system to support data analysis of processes
- Determination of new ”products”
- Continuous performance analysis
- Continuous research

Results

- More efficient inpatient rehabilitation
- Faster admission in rehabilitation
- Good patient satisfaction

HOME CARE PROGRAMME
SELF-REGULATED TEAM

Challenges

- “Client” dissatisfaction
- Long-term home care
- Goals not achieved (time with the client)
- Lack of continuity of care

Data

- Evidence-based research

Solution

- Self-regulated team (12 members)

Results

- Satisfaction of “clients” and staff increased
- Quality time with the client increased

MERCI VIU MOU !*

**Thanks a lot*