

Team Latvia

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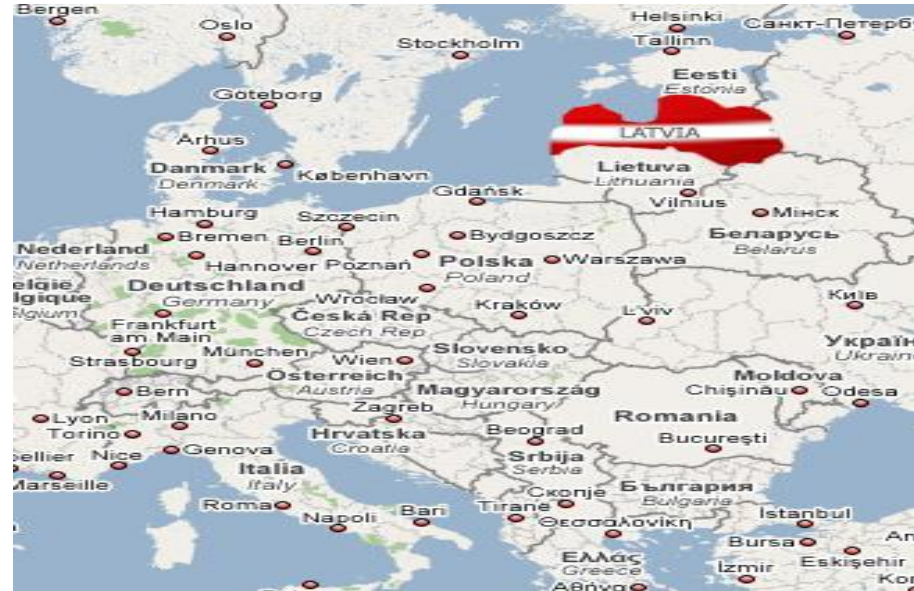
Jude O'Neill - Ireland

Hope Exchange Programme 2019

Evidence-informed decision-making in healthcare management

Facts about Latvia

- **Official title:** Republic of Latvia
- **Capital:** Riga
- **Political System:** Parliamentary democracy
- **Area:** 64.589 km²
- **Population:** 1.9 million
- **Official language:** Latvian
- **Nationality:** Latvian 60.5% / Russian 26.6%
- **Currency:** Euro introduced in 2014
- **110 municipalities**
- **9 cities**



Parliament of the Republic of Latvia
(Saeima)

Latvian Health Care System

Health care system based on residency principle

State pays for all services except those excluded from scope

Free choice of health care institution and specialist

Health and social care services funded separately

Health care services available at state, municipal level and at private inpatient and outpatient health care institutions



Latvian challenges

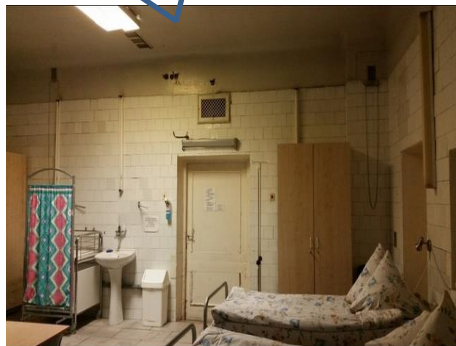


Burnout syndrome



Shortage of doctors and nurses

Underdeveloped infrastructure



Strategic planning and ministerial collaboration



Ministry of Welfare
Republic of Latvia



Veselības ministrija



Underfunding of healthcare & Low salaries



Cultural diversity

Evidence informed Decision Making in Health Management

- Green corridor for oncological diseases
- Quality, patient safety & complaints management
- Nurse resource management
- Electronical solutions for outpatient services, BI systems for record management
- Evolved hospital chaplaincy services
- Development of new facilities & services (e.g. ECT, Teenager services, Child Adolescent Psychiatry, new hospitals etc)

Green Corridor

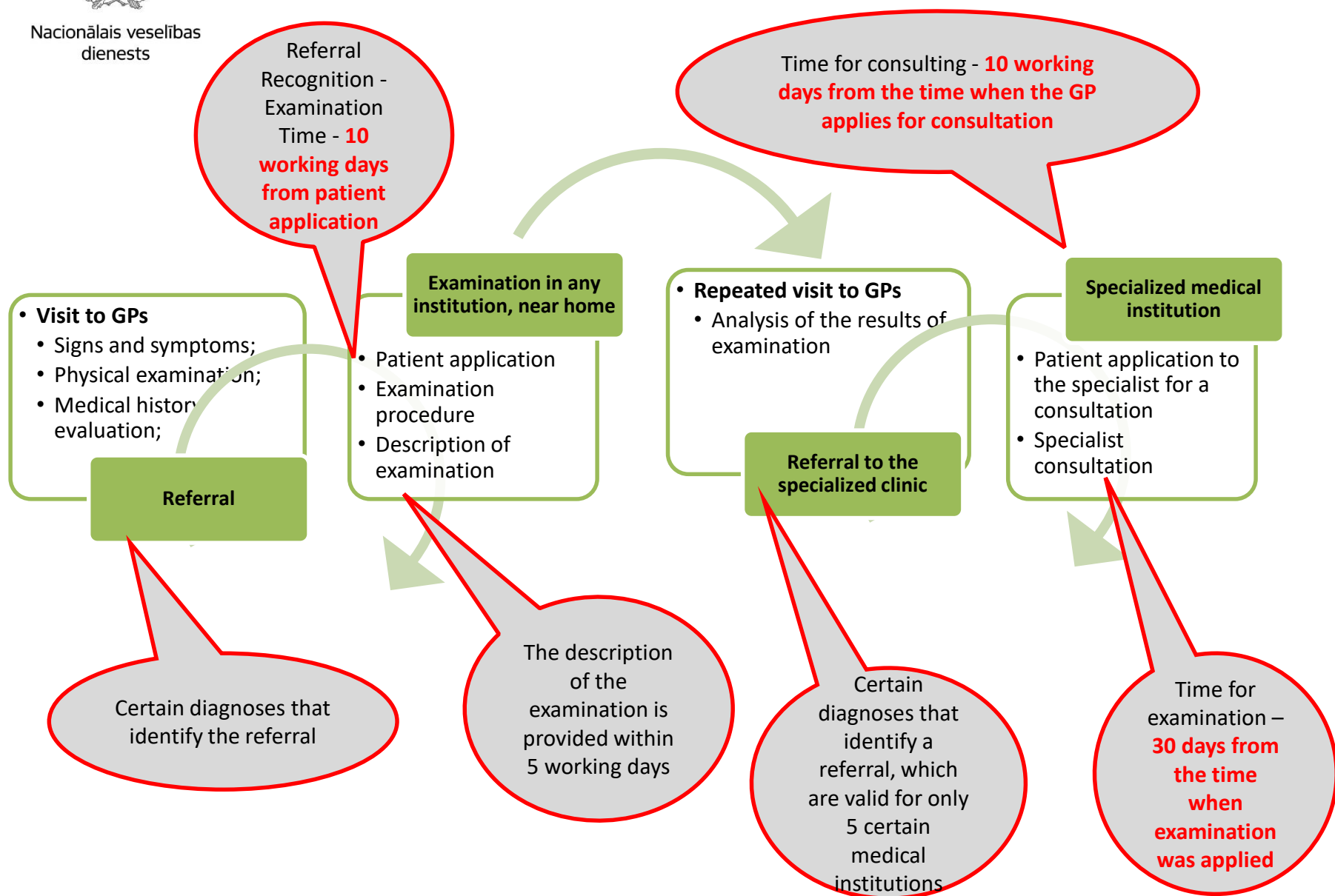
Efficient and fast health care program for early detection of oncological diseases

- Drivers
 - ☐ Long waiting list (suspected cancer)
 - ☐ Delay in diagnosis
 - Green Corridor – fast track
 - ☐ Implemented in Oct, 2016
 - ☐ Governmental funded
 - ☐ Involvement of GP, specialists in hospitals
 - ☐ Defined pathway (Time, Specialist, Setting)



Nacionālais veselības
dienests

Pathways in the green corridor



Green corridor – Pauls Stradins Hospital



- First consultation/examination/scan 10 days (since appointment is requested by patients FD or GP)
 - Treatment plan 30 days since the first visit
 - Treatment 60 days since the first visit.
-
- 2018: 85% of patients within green corridor
 - Average: 40 patients consultation, 10 diagnosed with oncology related illness.

Patient experience measurement

A pilot experience with the Riga Children's University Hospital



HSPA Latvia

PREMs

Same questionnaire used at
the Meyer Paediatric University
Hospital in Florence



PREMs in Tuscany

Opportunities of **data
comparison**
at the international level



WHAT IS EVIDENCE?



EVIDENCE

Valid
information

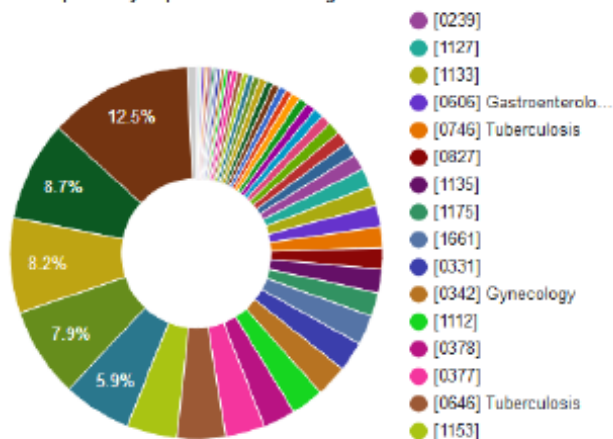
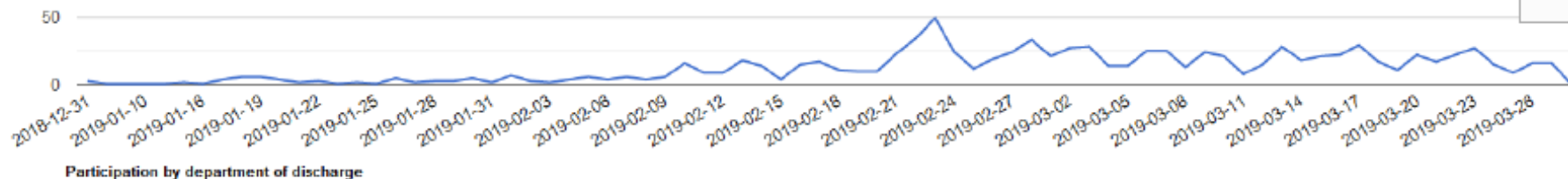
SOURCE

Patients &
Families

CHANNEL

Online
questionnaire
Engagement

Riga Children's Hospital Results Q1/2019



1/4

Received
questionnaires

1312

Completed
questionnaires

978

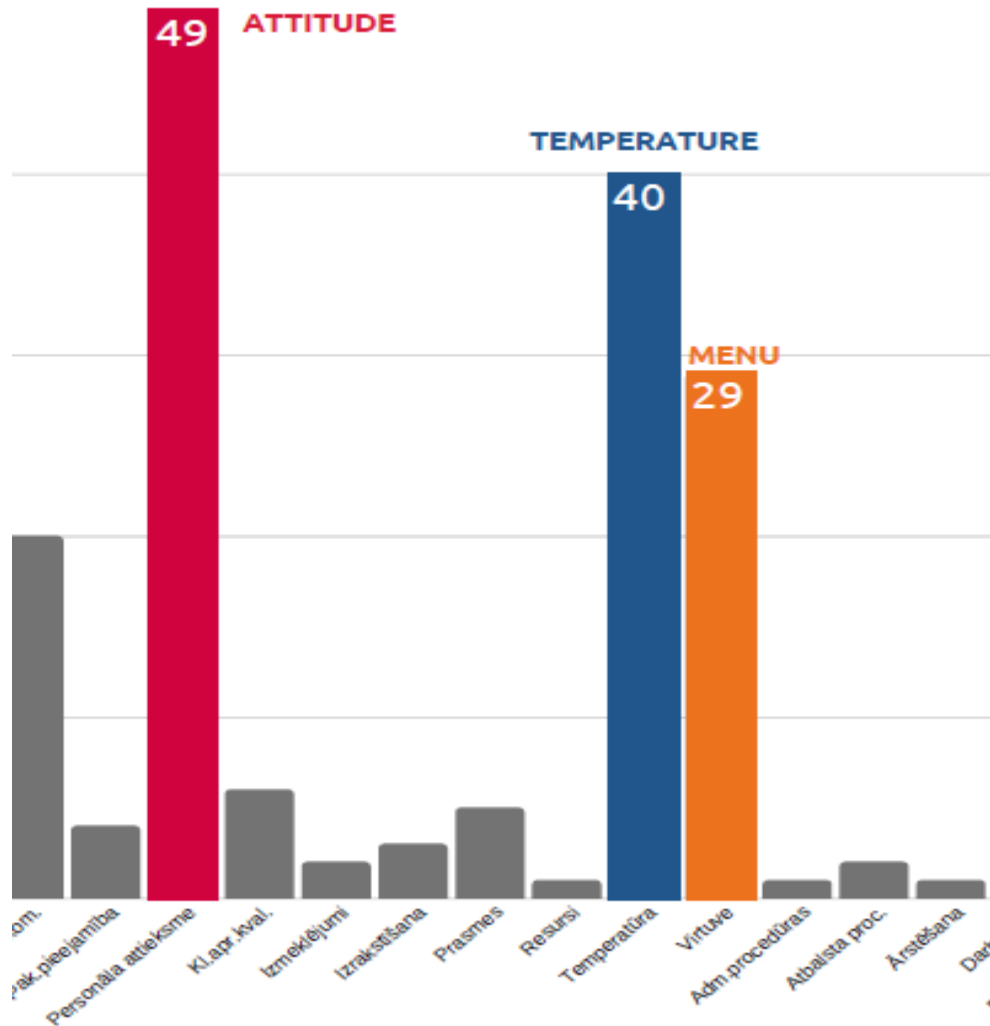
Discharged patients
contacted

2290

Response rate

57,29 %

Survey Findings - Actions



- Improvement of Communication
- Share outcomes
- Involvement of families
- Changing the Chef
- Ongoing work on ventilation



Shortage of nurses: how to decide the number of nursing for each department/ward

- Levels of patient care
- Pediatric patient classification (PPKS)
- Neonatal patient classification (NPKS)
- Intensive care patient classification -Therapeutic Intervention Scoring System (TISS-28)
- Mental care patient classification (GVAL)
- Rehabilitation (RAL)

	I	II	III	IV
PPKS	1/9	1/7	1/5	1/3
NPKS	1/4	1/3	1/2	1/1
TISS -28	1/3	1/1.6	1/1	2/1
GVAL	1/8	1/6	1/4	1/1



WHAT IS EVIDENCE?



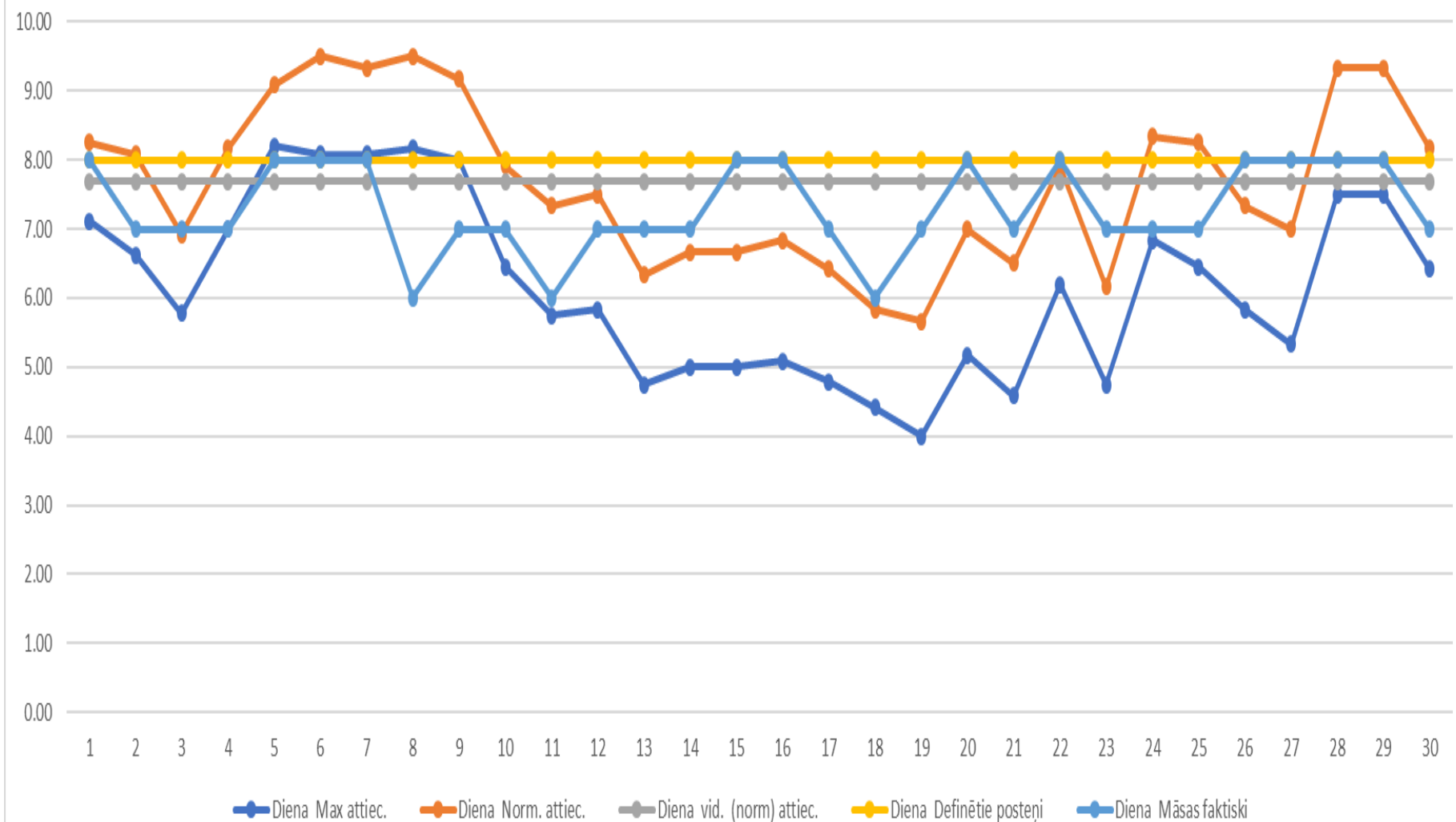
Unit	Beds		Nurses		Nurses assistant	
Profile	working days	holidays	working days	holidays	working days	holidays
neonatology	34	34	5/4	5/4	4/2	4/2
surgery (abdominal, thoracic, cardio), cardiology	26	21	6;5/4;3	4/3	4/2	3/2
surgery, orthopedics	32	21	6/4	4/4	4/2	3/2
endocrinology, gastroenterology, rheumatology	28	19	5/4	4/3	4/2	3/2
neurology, neurosurgery, nephrology	21	17	3/3	3/2	3/2	3/2
allergology, dermatology, pulmonology	26	22	5;4/4;3	4;3/3	3/2	3/2
infectious	25	25	4/4	4/4	4/3	4/2
LOR and ophthalmology	17	9	3;2/2	2/2	2/1	1/1
somatic	27	25	4/3	4/3	3/2	3/2
hematoonkology	19	19	4/4	4/4	3/2	3/2
Intensive care	8	4	5/5	4/4	4/2	4/2
rehabilitation	10	0	1/1;0	0/0	1/0	0/0
Intensive care (neonatology) NICU	18	18	8/7	8/7	4/3	4/3
psychiatry	19	15	3/3	3/3	3/2	3/2
	310	249	62;59/52;49	59;58/46	46/27	41/26
ambulatory care	-	-	21	-	-	-
day hospital		-	6	-	4	-
day hospital (psychiatry, rehabilitation)		-	3	-	2	-
emergency	36	36	9/9	9/9	6/6	6/6
emergency II	10	10	2/2	2/2	2/1	2/1
anesthesiology			11/1	1	-	-
operation	9 rooms		10/2	2	3/1	1



WHAT IS EVIDENCE?



NPKS 01.04.2019 // 30.04.2019 Nodaļa 1





Paldies





BĒRNU
SLIMNĪCAS
FONDS



Veselības ministrija

ANNO 1918
PAULA STRADIŅA
KLĪNISKĀ UNIVERSITĀTES SLIMNĪCA



Slimību profilakses un
kontroles centrs



RĪGAS DOMES
LABKLĀJĪBAS
DEPARTAMENTS

Paldies



HEALTH CENTER 4



Children's Clinical
University Hospital
Happiness in serving children!



Veselības inspekcija



STREŅU PSIHONEIROLOĢISKĀ SLIMNĪCA