

Welcome to...



Ljubljana, 4 June 2019

BOARD MEETING AGENDA

Topic: Evidence-informed decision-making
in Healthcare management

June 4rd, 2019

OPENING

Opening by chairman, Maciek Zagorski, CEO

AGENDA POINT 1: PRACTICAL EXAMPLE → PATIENT INFORMATION

- Evidence-informed decision-making in Healthcare Management
 - Improving through patient information
 - Ina Bendas

AGENDA POINT 2: PRACTICAL EXAMPLE → PATIENT INFORMATION

blablablablabla

AGENDA POINT 3: PRACTICAL EXAMPLE → PATIENT INFORMATION

blablablablabla

AGENDA POINT 4: PRACTICAL EXAMPLE → SCAN FOR SAFETY

- Evidence-informed decision-making in Healthcare Management
 - Scan for safety
 - Andrea Figueiredo

CONCLUSIONS

Closing by chairman, Maciek Zagorski



EVIDENCE



AGENDA POINT 1: PRACTICAL EXAMPLE → PATIENT INFORMATION

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INPUT

1. Patient survey
2. Patient and Public Involvement (PPI)
3. Patient Advice and Liaison Service (PALS)
 - team CALL
 - team FACE-TO-FACE
4. Website: <https://www.careopinion.org.uk>
5. Voluntary involvement in collecting patient feedback

Case: Janet, 32 weeks pregnant

Source: Patient Experience Monthly Report,
York Trust teaching Hospital, April 2019

	COMPLAINTS
	York
General Surgery & Urology	2
Head & Neck	1
Obstetrics & Gynaecology	3
Operations	0
Ophthalmology	0
Orthopaedics & Trauma	3
Pharmacy	0
Radiology	1
Safety, Health & Environment	0
Total	19

AGENDA POINT 1: PRACTICAL EXAMPLE → PATIENT INFORMATION

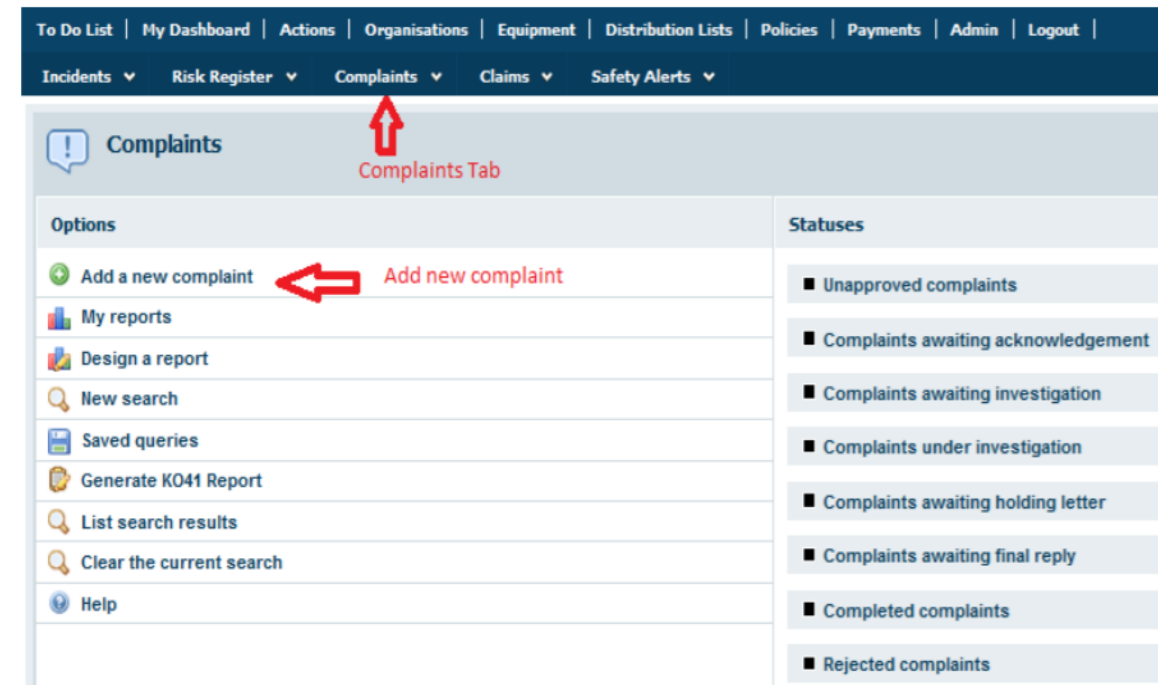
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*Tools/
Processes*

1. System Datix
2. Meeting (weekly) discussing all the cases
3. Identify the problem
4. Inform the patient about complaint process



Source: Datix, York Trust teaching Hospital, April 2019




AGENDA POINT 1: PRACTICAL EXAMPLE → PATIENT INFORMATION

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OUTPUT

1. Teaching programme
2. Information material
3. Feedback for the patient
4. "You said – we did"



We're listening to your feedback
You've been giving us feedback on your care and treatment. You told us:

If it is too difficult to come in, we will offer you a telephone appointment. We will also offer you a home visit if you need it. We will also offer you a home visit if you need it.

We're listening and this is what we're doing:

We have already changed our appointment system and you can now book via our website. We will also offer you a home visit if you need it. We will also offer you a home visit if you need it.

Having your say helps to improve care for everyone so please keep putting us to the test by giving us your feedback each time you use our services.

The NHS Friends and Family Test
www.nhs.uk/friendsandfamily

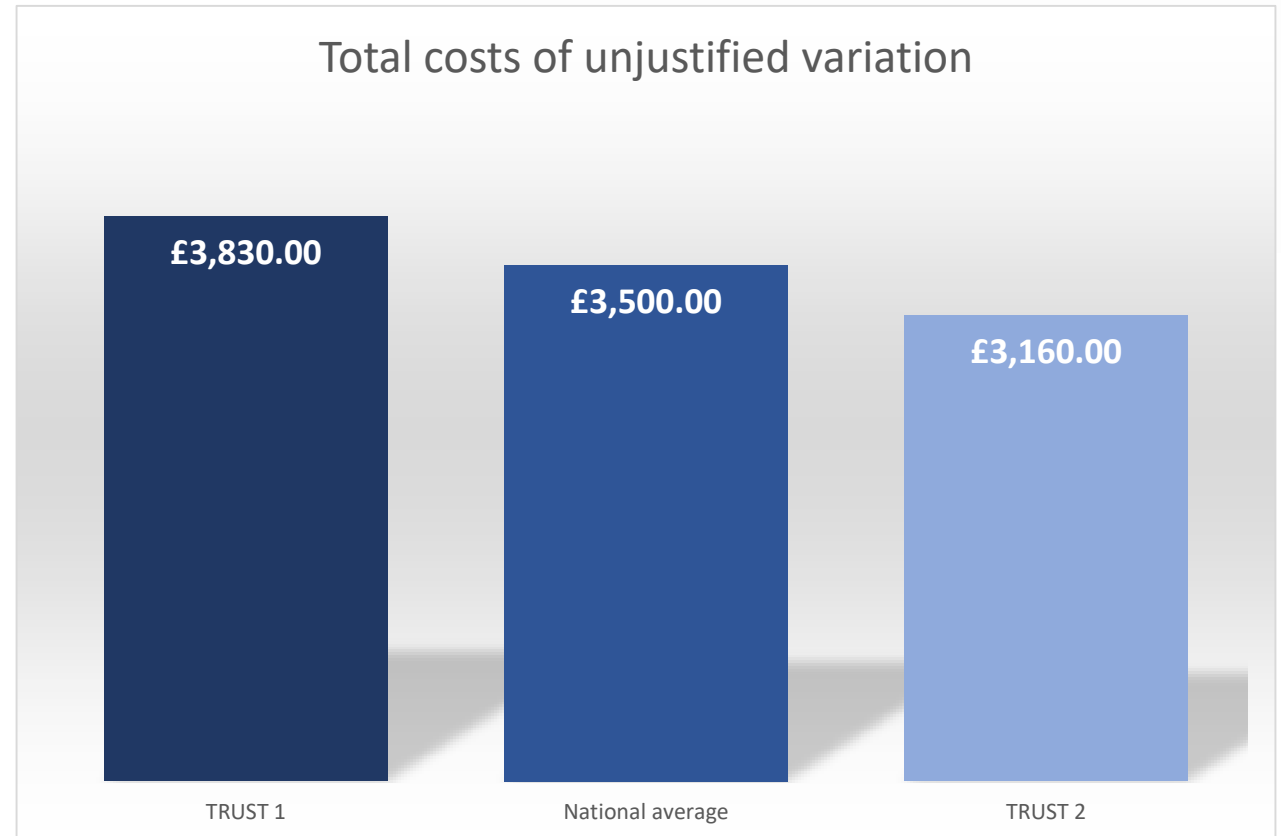
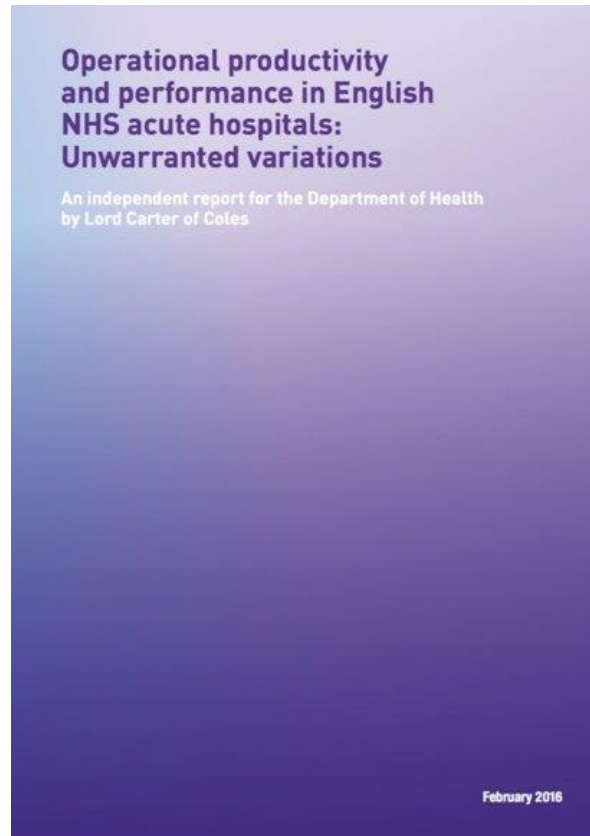
AGENDA POINT 4: PRACTICAL EXAMPLE → SCAN4SAFETY

- Evidence-informed decision-making in healthcare management
 - Scan4Safety
 - Ândrea Figueiredo

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Lord Carters Review (2016): £5bn savings 22 hospitals



INPUT

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*Tools/
Processes*



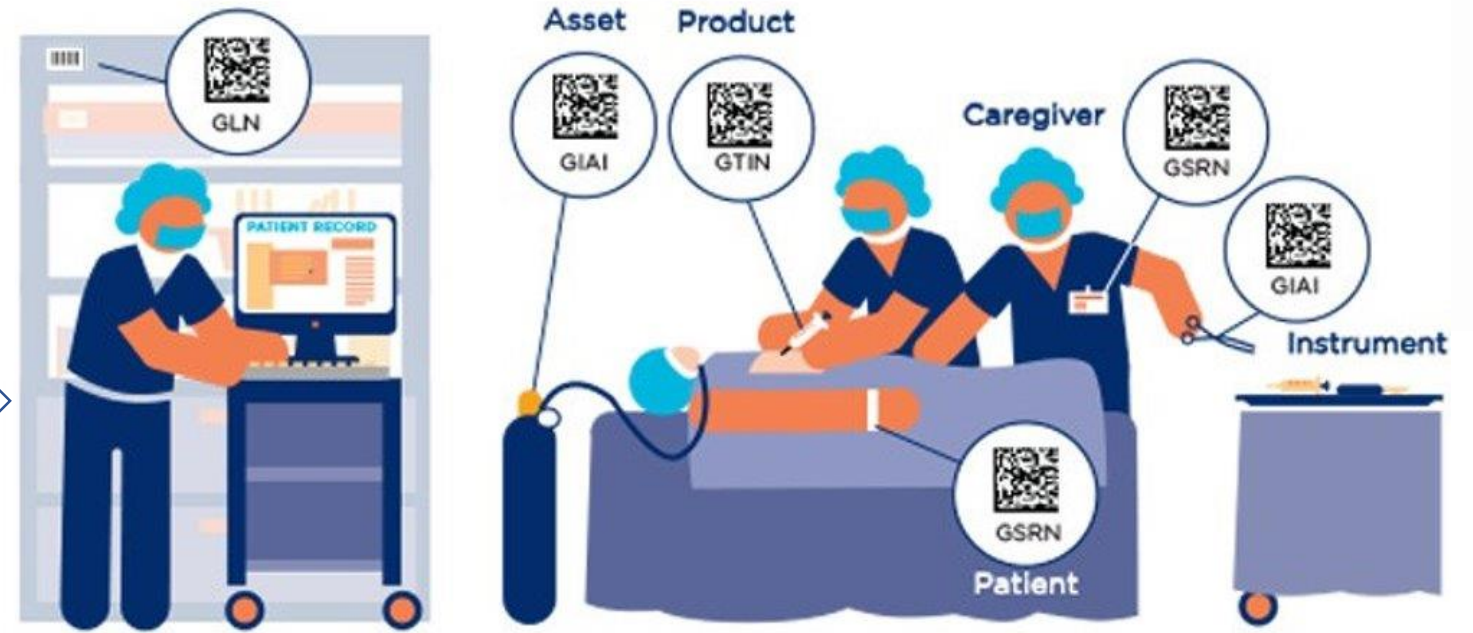
Source: www.scan4safety.nhs.uk

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Tools/
Processes

SCAN4SAFETY
Patient. Product. Place. Process.



<https://www.healthmanager.ie/2018/01/scan4safety-improves-patient-safety/>

Right Patient

Right Product

Right Place

Right Process



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OUTPUT



Over
£1 billion
of benefits
in seven years!

CONCLUSIONS

Closing by chairman, Maciek Zagorski

THANK YOU

Ljubljana, 4 June 2019

DIRECTOR
OF HYGIENE



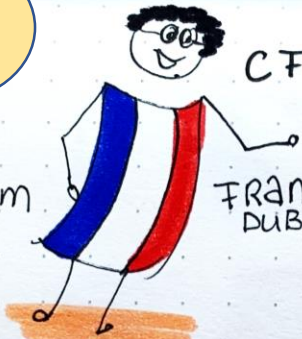
Anette
OLSSON

Florien
van
Leersum



DIR.
of
STRATEGY

CFO



FRANCOIS
DUBOIS

secretary



mette
mortenson

DIRECTOR
OF WORKFORCE



Jna
Bendas

TRACY
LONETTO



andrea
FIGUEIREDO

COO



HOPE 2019

SUBHASH
BULHARA



medical
DIRECTOR

Susanna
MALONEN



DEPT.
MEDICAL
DIRECTOR

BRIGITTE
LAGLER



chief
nurse

maciek
ZAGORSKI



ceo

TEAM UK

