

Organisational innovation in hospitals and healthcare

Central theme guidance

The HOPE Exchange Programme 2017 is asking its participants to work on innovations in management and organisation of hospitals and healthcare services. Innovations are taking place in all kinds of fields: patient care, human resources, information systems, finances, quality management, etc. Considering the enormous diversity of systems and practices in Europe, what is innovative in one place might of course be common practice in another.

Participants in the exchange programme are very diverse by nationality and professional background; the process of identifying innovations in organisation and management will therefore be an important, if not the most important, element. Those innovations could be at national, regional or healthcare organisation level. Participants are asked to identify what makes a difference for them, in the country where they stay during four weeks, compared to their own country.

The participants are requested not to start their presentations by a couple of slides presenting the health care system of the country in which they stayed. Instead, they will all receive before the HOPE exchange programme a one-page presentation for each country participating. This collection of one-page documents will be prepared by the HOPE Office on the basis of the information available on the HOPE website.

The PowerPoint presentation for each country is accordingly supposed to be only on innovations in organisation and management that the participants have come across at national, regional, healthcare and/or ward levels. These innovations could be in any field: patient care, clinical work, nursing, human resources, information systems, drug management, laboratory operations, finances, quality management, patient involvement etc. It should be neither anecdotal nor refer to single innovative equipment.

Participants are not asked to give their opinion on the system in the country in which they stayed. The task is rather to identify elements in this system that they find inspiring when looking at the challenges that they face at home in their own country. **The question that the participants are supposed to answer is what they would like to see implemented in their own country, region, institution, or ward. It is oriented, as all the exchange is, on what to bring back home.**

As there will, in most receiving countries, be participants of several different nationalities and backgrounds, the group should aim at reaching a consensus on **no more than three innovative good practices to present at the final conference.** What is considered to be innovative and good practice is of course dependent on the individual participants' background and experiences. But in this case **innovative means: this is not common in my own institution or in my own country.**



Good practice would then be defined as providing a positive impact, defined in terms of patient/staff satisfaction, or even financial outcomes. The process of producing the end result is at least as important as the content of the PowerPoint presentation.

Step 1: Participants will individually identify innovative good practices during their stay.

Step 2: They will exchange what they have found with other participants staying in the same country. If they do not meet before the end of the programme, national coordinators will organise this exchange by internet.

Step 3: Participants will have to choose together up to three innovative good practices.

Step 4: Participants will prepare a PowerPoint presentation of up to three innovative good practices and their impact. The participants are also supposed to provide reasons for their choice of innovations.

Presentations

- The presentations at the final conference are supposed to be 15 minutes long, and should be delivered to the organisers at the latest on Sunday evening 11 June 2017. The presentation should not go below the time limit, nor exceed it.
- Presentations should be made in PowerPoint ONLY. Any sound effects and movies should be incorporated in the PowerPoint file.
- Diagrams and graphics are welcome where appropriate or necessary to explain an idea or to visualise a process.

World café

The Tuesday afternoon session will be devoted to the world café.

Copyright

Presentations must stand alone (as a pdf-file) as they will be used for publishing on the website. This must be considered when using special effects or in respect to copyright restrictions.

- Preferably, use only your own photographs as illustrations within the presentation.
- It is strongly recommended to only download images from websites that offer images free of royalties for commercial use (e.g. www.pixabay.com).
- The absence of a copyright notice does not mean that an image or illustration may be freely used. If in doubt, assume you cannot use it.
- In case copyright images are being used within the presentation, proof of purchase stating the intended use of those images must be provided to HOPE.
- The names of all participants in a country should be mentioned on the presentation. They will personally be held responsible in case of copyright infringements.

