



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

HOPE Agora 2018
Stockholm, Sweden
4th June 2018



**Using the Patients'
Experiences and Competencies**

Shared Decision Making

Healing Environment

Patient Incorporation



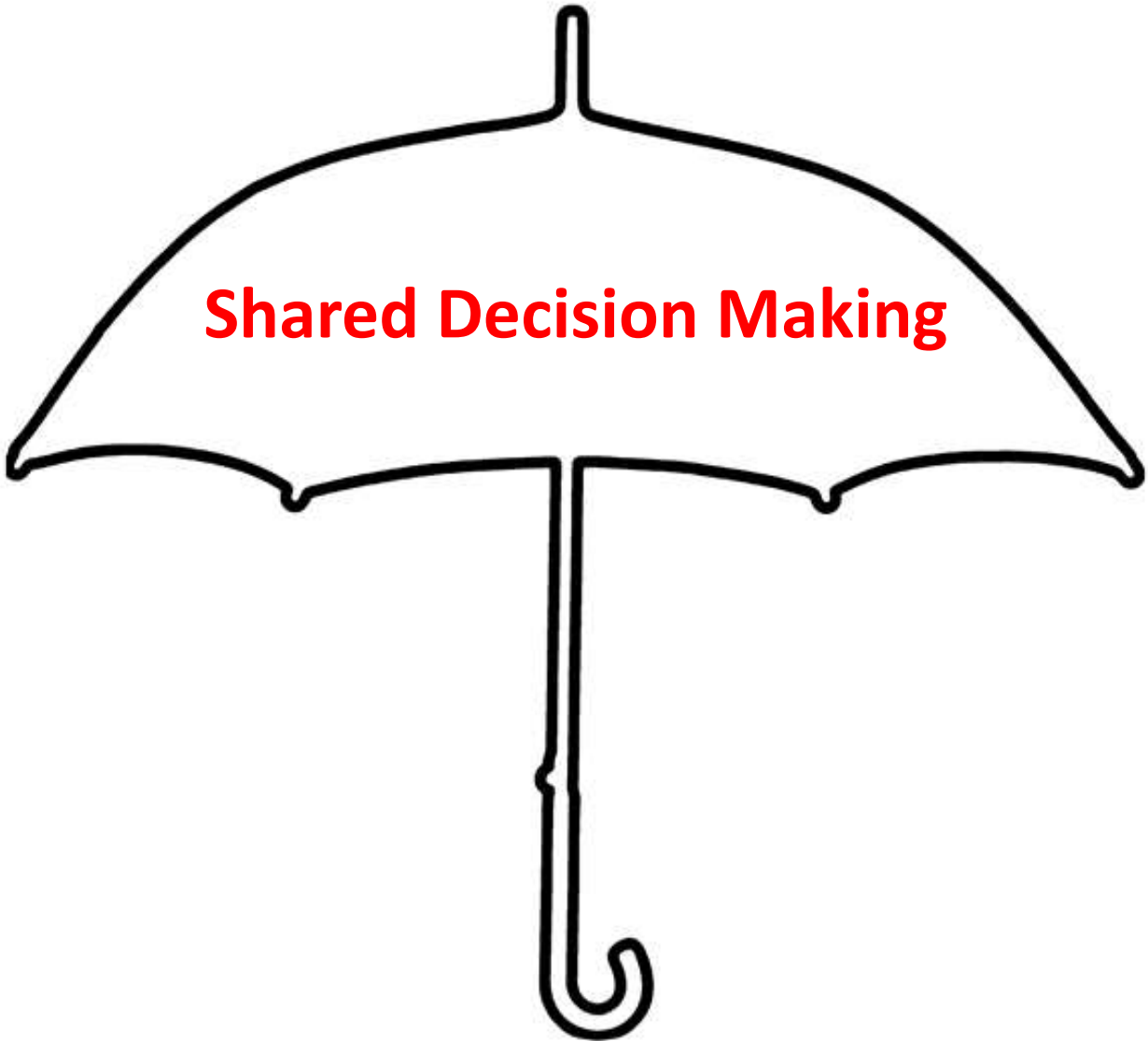
NATIONAL GOALS: BETTER QUALITY, CONTINUITY OF CARE, AND GEOGRAPHICAL EQUALITY IN THE HEALTHCARE SYSTEM



INDICATORS



REGIONAL / MUNICIPAL LOCAL INTERMEDIATE GOALS



Shared Decision Making

VIBIS: Danish Knowledge Center for Patient Involvement in Health Care

VIBIS was established in 2011 by Danske Patienter (Danish patients organization).

Goals

- Share knowledge and provide training to Danish health care professionals about patient involvement, including Shared Decision Making and Patient Reported Outcomes
- Develop manuals and provide consultancy to hospitals for the implementation of local patient involvement interventions
- “Shared Decision Making ambassador” courses

Challenge

- Involve suitable patients



Shared Decision Making

Kolding Hospital – Sygehus Lillebaelt

Patient

Expert of my own life

Who am I?

What is important to me?

What experiences do I have?

What would I like to do?

What would I prefer not to do?

What am I afraid of?

Physician

Expert of the specific disease

What is wrong with you?

Why do you have this disease?

How will the disease progress?

What can I do: Operate / medicate / wait and see

What are the risks of this particular treatment?

How much does it help?

A good decision

A common treatment plan

A sound process

Better wellbeing / fewer symptoms

Overall better quality of life

Dialysis choice patient leaflet



Patient leaflet



Decision scoring matrix

Dialysis choice



2. Explore your decision

Knowledge

List the options and benefits and risks you know.

Values

Rate each benefit and risk using stars (*) to show how much each one matters to you.

Certainty

Choose the option with the benefits that matter most to you. Avoid the options with the risks that matter most to you.

	Reasons to Choose this Option (Benefits/Advantages/Pros)	How much it matters to you: 0* not at all 5* a great deal	Reasons to Avoid this Option (Risks/Disadvantages/Cons)	How much it matters to you: 0* not at all 5* a great deal
Home haemodialysis				
P-dialysis				
P-dialysis with help				
Dialyse at hospital				

Which option do you prefer?

Home haemodialysis

P-dialysis
(Peritoneal dialysis)

P-dialysis with help

Dialysis at hospital

Unsure

Dialysis choice

Aarhus University Hospital (AUH), Department of Renal Medicine

Dialysis choice

- Haemodialysis - Peritoneal dialysis – Home dialysis
- “Kidney school”
- The “Dialysis choice” document
- 80% of the patients chose dialysis at home reflecting an increase of 23% in starting dialysis at home
- Patients feedback shows that they like this decision making process
- Roll out to other departments in the hospital



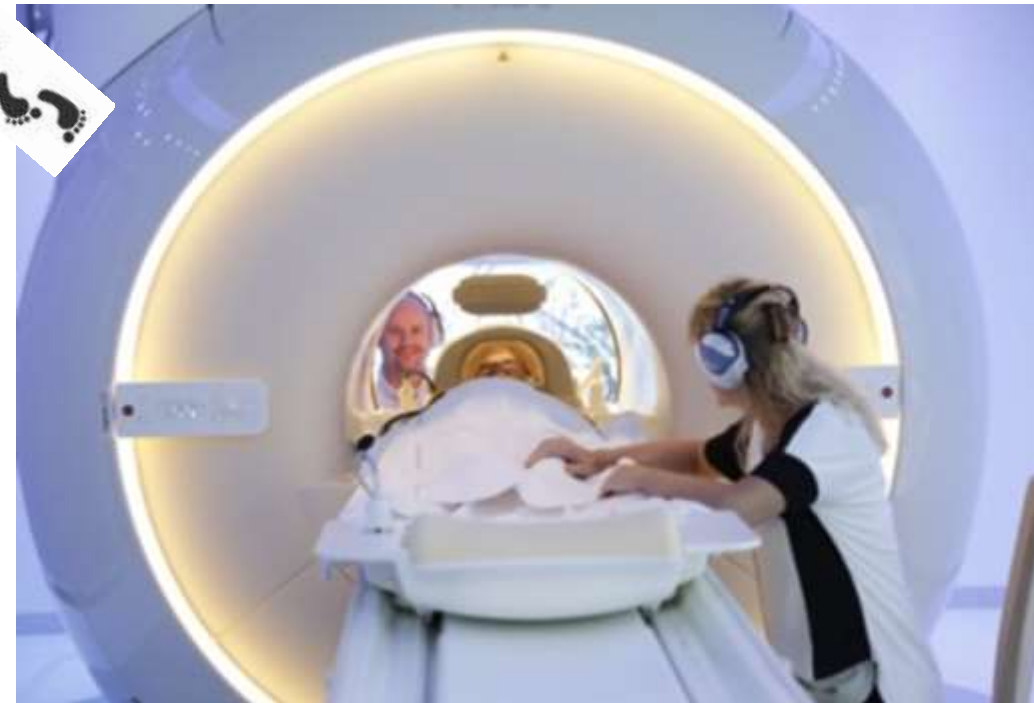


Healing Environment

MRI for Children without Anesthesia

Kolding Hospital – Sygehus Lillebaelt

App “Med Rumle i MR”
(With Rumle to the MRI)



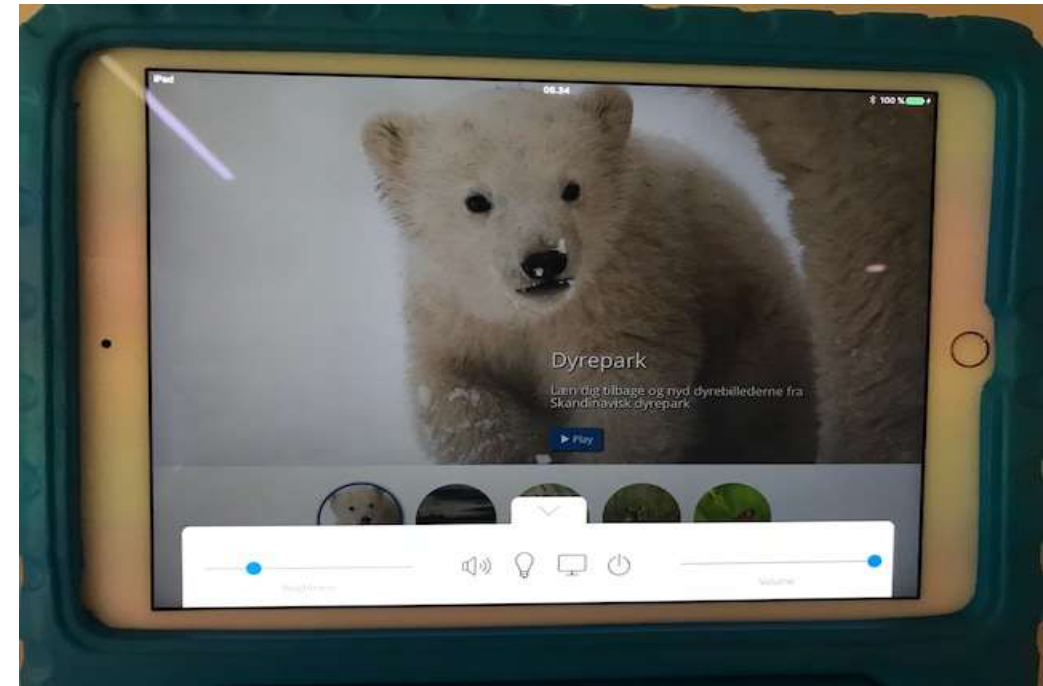
Children involved in

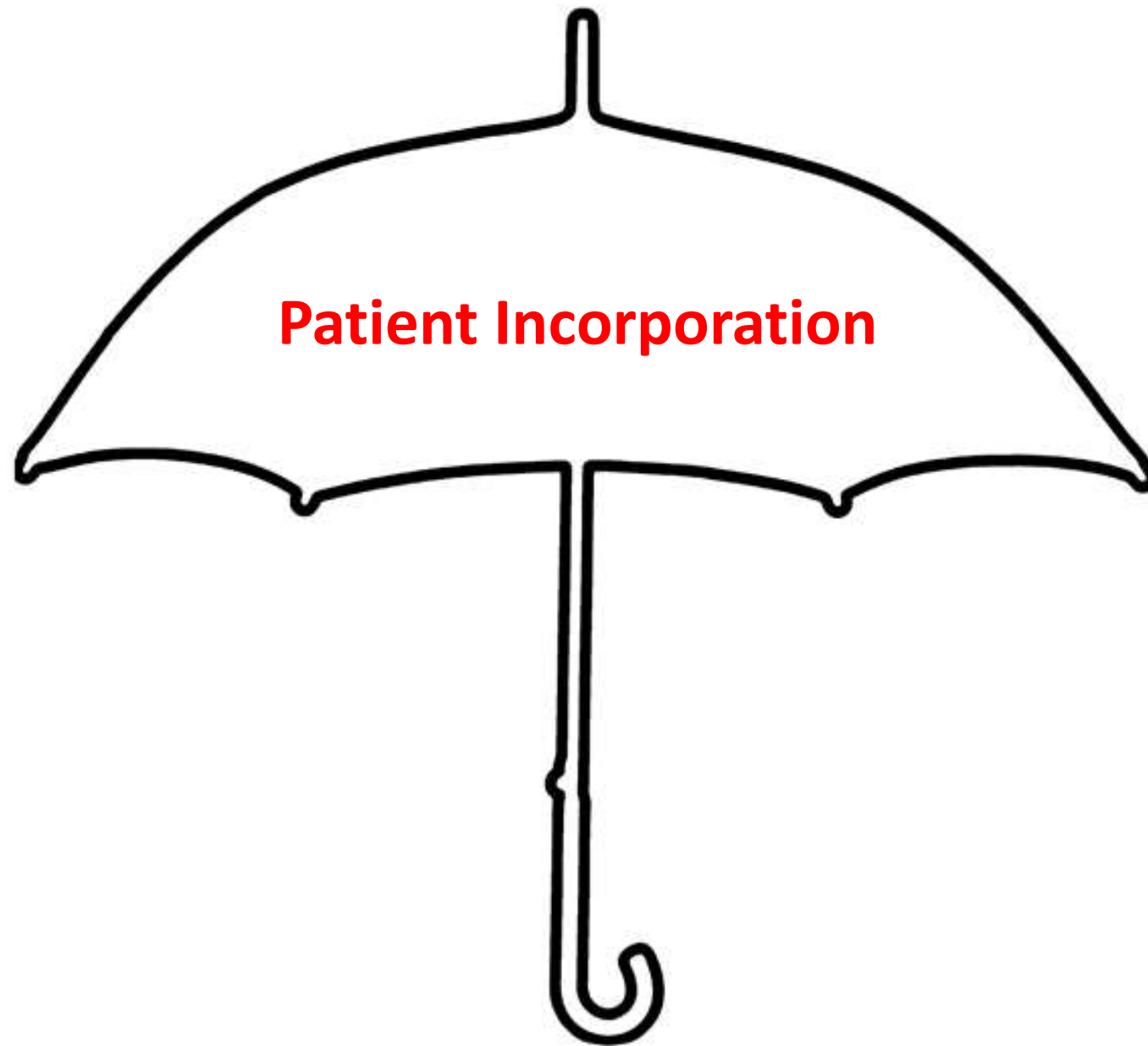
- Development of RUMLE
- Decoration of the wards
- App development

Healing Architecture – Feeling like Home

Randers Regional Hospital, Post Anesthesia Care Unit

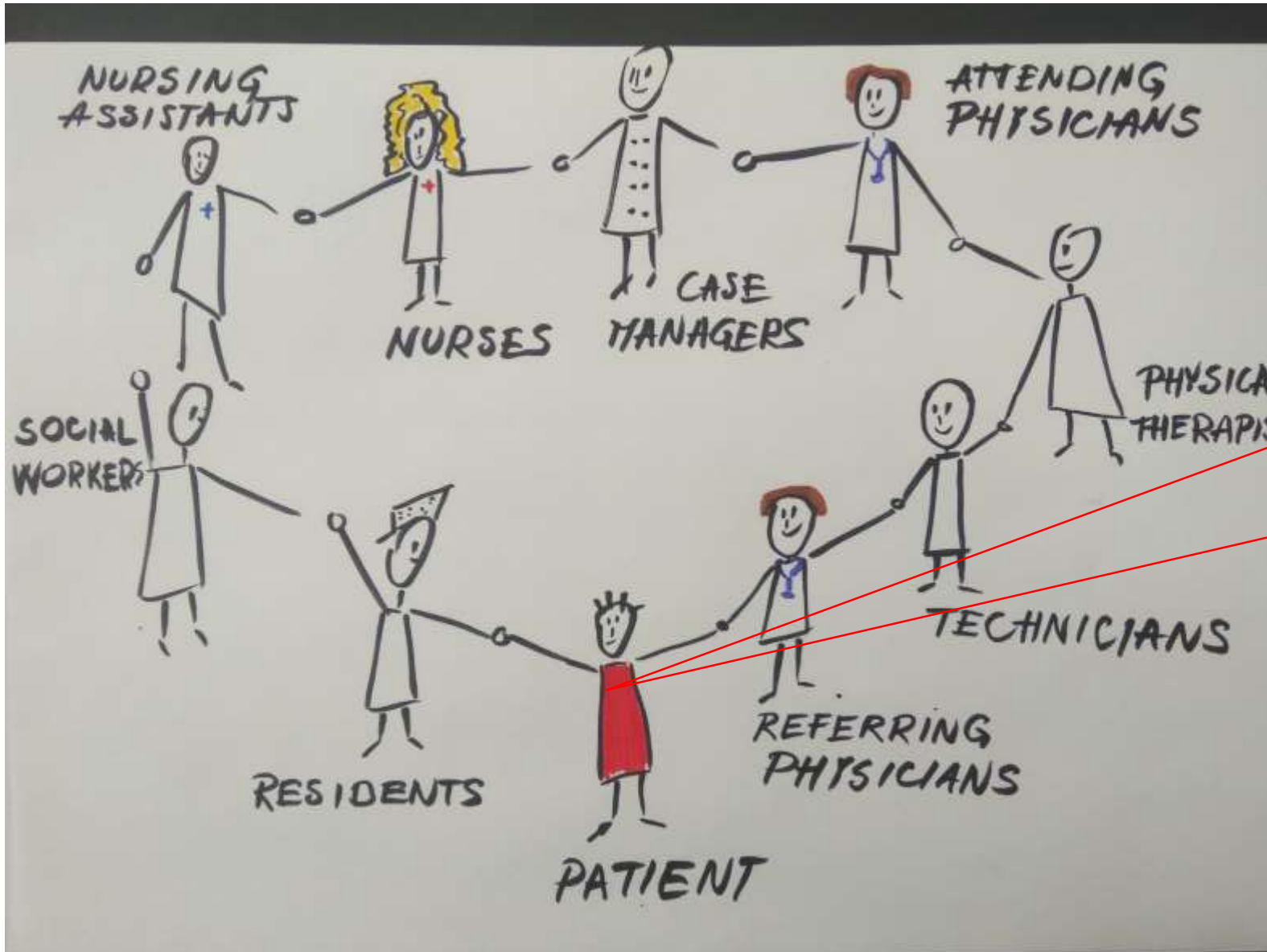
Parents and professionals involved in creating a safe and non-clinical environment for children
Also calming for psychiatric and oncological patients and those with dementia





Patient Incorporation

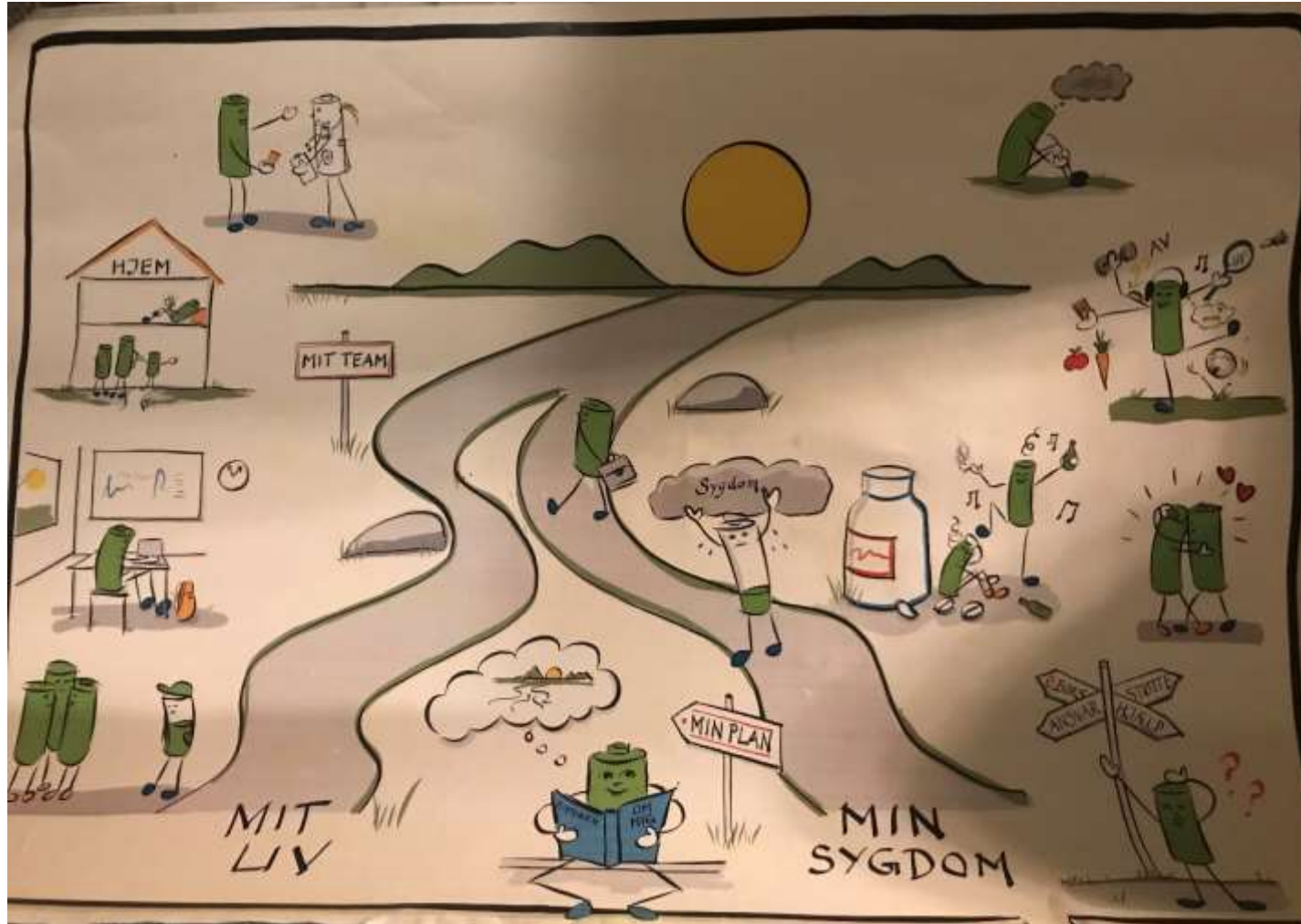
Partnership of care



"It has been amazing that we are working together to get the best ideas"

Patient Incorporation

North Denmark Region



Topics for discussion

Symptoms

Treatment

Home

School

Social Life

Psychological wellbeing

Me and my body – food, alcohol,
smoking and activity

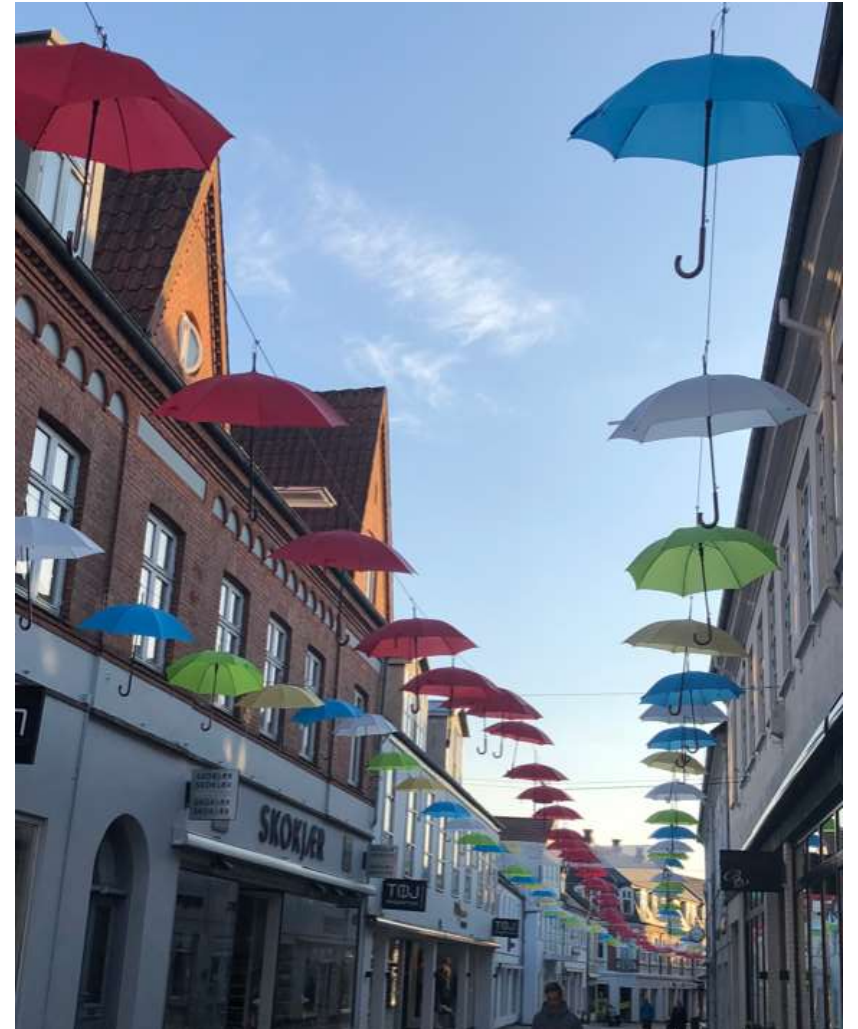
Sexuality and prevention

Help and support

Take Home Message

- **Shared Decision Making**
Every opinion counts
- **Healing Environment**
Simple changes can have a big impact
- **Patient Incorporation**
The willingness to keep trying and to listen better

We can always improve!



Viborg, May 2018



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MANGE TAK!