



*Tere Tulemast
(Welcome)*

*Improving the quality of healthcare using the experiences
and competencies of patients*

Are we ready?

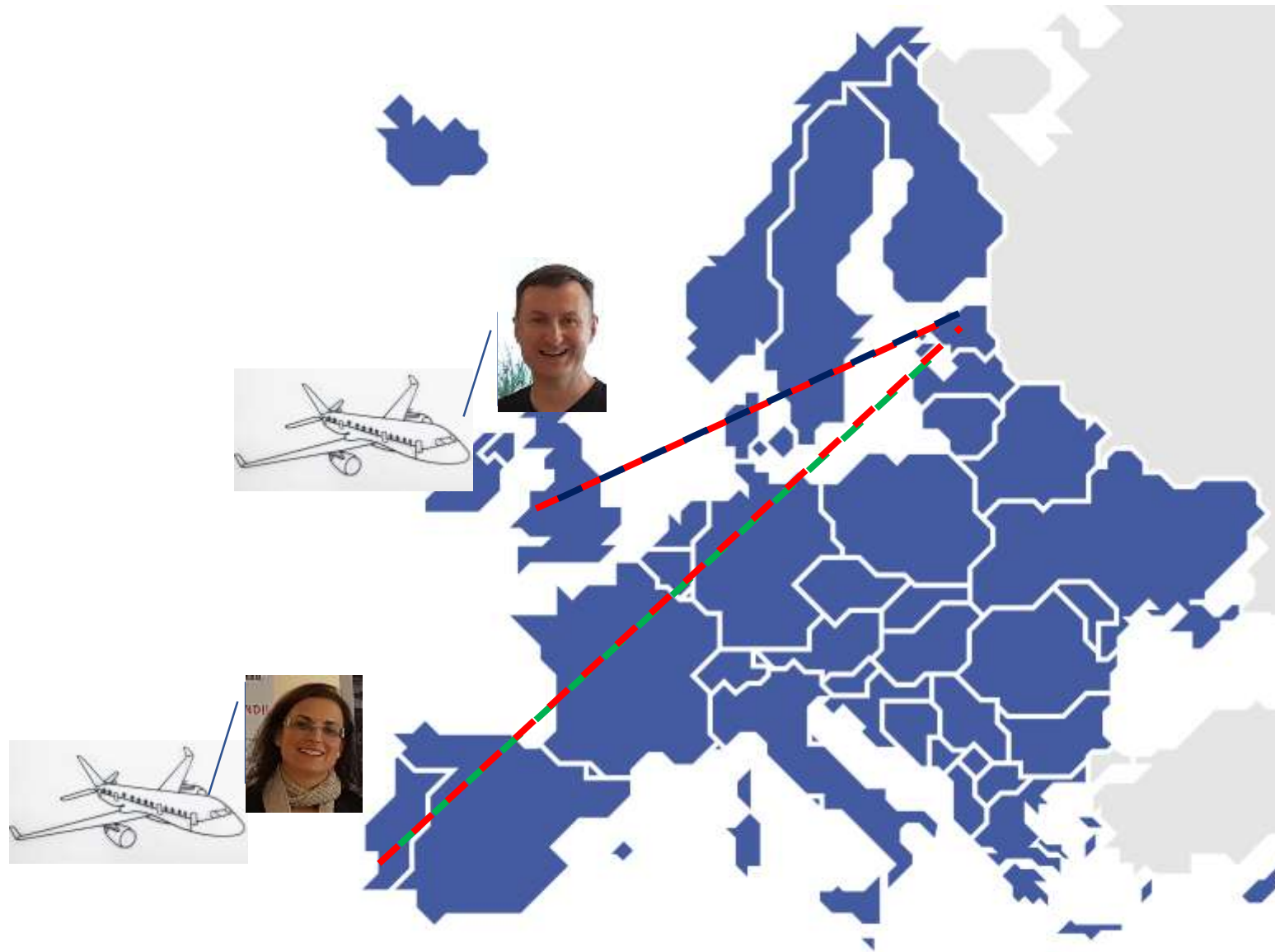
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Graham Smith (United Kingdom)

03-Junni-2018

Eesti

Hope Programme 2018 in Estonia (Introductions)



Estonia and the European Union

	Estonia	European Union
Population (Thousands)	1 315	509 394
Health expenditure (% GDP)	6,50%	9,90%
GDP per capita (Purchasing Power Parity)	21 666 €	28 900 €
Health spending per capita (PPP)	1 407 €	2 795 €
Life expectancy at birth (years)	78,0	80,6
Health ranking (2017)	19th out of 28	
Value for money-adjusted score (2017)	6th out of 28	

Sources:

https://read.oecd-ilibrary.org/social-issues-migration-health/estonia-country-health-profile-2017_9789264283350-en#page1

<https://healthpowerhouse.com/media/EHCI-2017/EHCI-2017-report.pdf>

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enter e-estonia

e-estonia facts

social indicators

- 1.3 million population
- 194 585 smart-ID users
- 171 351 mobile-ID users
- 1 296 712 active ID-cards

- 90% of population uses the Internet regularly
- 86% broadband coverage in households
- 88% of households have computers

financial indicators

- 23B € / 28.5B \$ GDP
- 99,6% of banking transactions are done electronically
- 96,3% of people declared their income electronically
- 20% current tax rate

healthcare indicators

- 95% of data stored by hospitals and family doctors is digital
- 99% of prescriptions are done online

e-government

- 98,2% ID-card penetration
- 31,7% usage of Internet voting
- 115 countries votes cast from
- +31 000 e-residents
- +500 e-services for citizens
- +800 yr working time saved by the X-Road

ICT sector

- 3933 companies
- 3,564 B/€ turnover
- 45 000 € value added per employee

- 5033 business owned by e-residents
- 2375 e-services available
- 476 621 816 digital signatures used
- 2% GDP savings through digital signature
- 52 000 organizations as indirect users of X-Road services

our highest rankings

- #1 OECD tax competitiveness
- #1 WORLD ECONOMIC FORUM Entrepreneurship
- #9 FREEDOM HOUSE Index of Economic
- #16 WORLD BANK Ease of doing business
- #1 EUROPEAN COMMISSION EU Digital Economy and Society Index
- #1 FREEDOM HOUSE Internet Freedom
- #12 Global Ease of Doing Business

Estonian world rankings 2016

- #1 Digital Development Index
- #3 Startups per capita
- #1 Mobile Network Coverage Freedom
- #2 Laws Relating to ICT
- #6 Mobile Broadband Penetration
- #15 Global Human Capital Report
- #17 Trading Across Borders

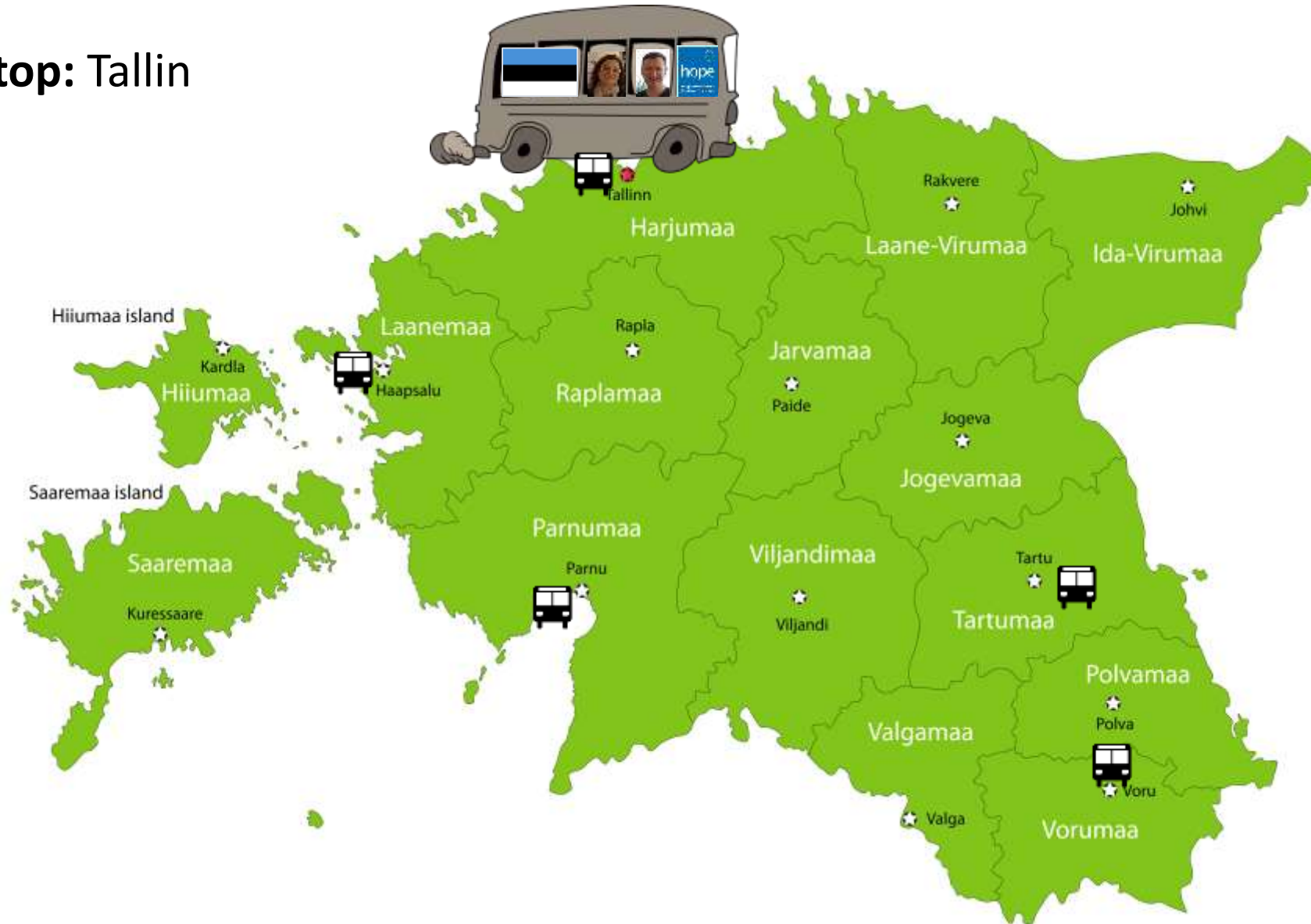
ESTONIA HAS MORE START-UPS PER CAPITA THAN ANY OTHER COUNTRY IN EUROPE.

IN ESTONIA, IT TAKES JUST 3 HOURS TO START A COMPANY AND 3 MINUTES TO FILE PERSONAL TAXES. EASY!

Source: e-Estonia toolkit

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First stop: Tallin



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Member of:

- Estonian Employers' Confederation
- European Hospital and Healthcare Federation (HOPE)
- European Hospitals and Healthcare Employer's Association

25 Hospitals in free Association:

- 18 from the Strategic Hospitals for country's Health System



REPUBLIC OF ESTONIA
MINISTRY OF SOCIAL AFFAIRS

Health Entities under this Ministry:

- **Health System Development Department** is responsible for health care policy,
- **Pharmaceutical Department** is responsible for drug policy;
- **Public Health Department** is responsible for public health policy, prevention programmes and health protection legislation;
- Laws that drive IT development and data integration (mandatory for the whole country)



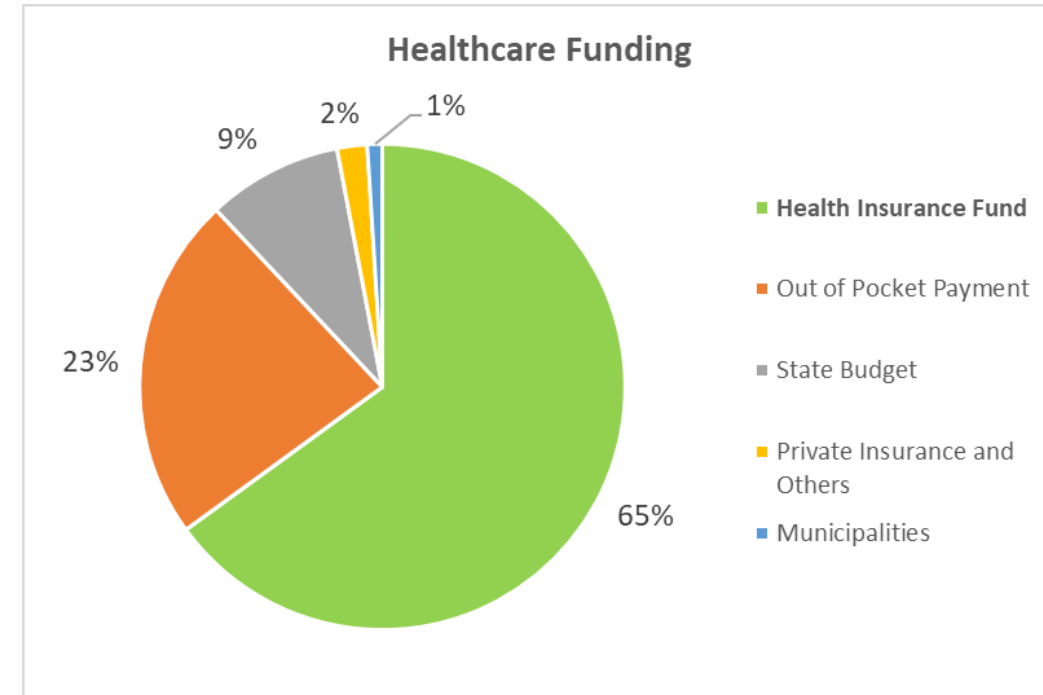
HEALTH AND WELFARE
INFORMATION SYSTEMS CENTRE

- Patient's centered data in one accessible and safe place (epicrisis, images, lab results, prescriptions, diagnosis)
- E-Health – Patient's Portal (sponsored by Estonian Government and co-developed by hospitals and their partner's IT teams)
- Several projects developed towards automation and easily readable data

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- Social health insurance is Mandator (94,1% of the population is insured, January 2018)
- Budget from Social tax paid by all employers - 13% on salaries
- Additional allocation from state budget for non-working pensioners
- EHIF is the main source of revenue to Hospitals (65% to 95%)
- 20 Hospitals are assured a contract with EHIF, while others have to propose and compete for the services that need to be provided
- Contracts are made according to a price list for each type of healthcare provided



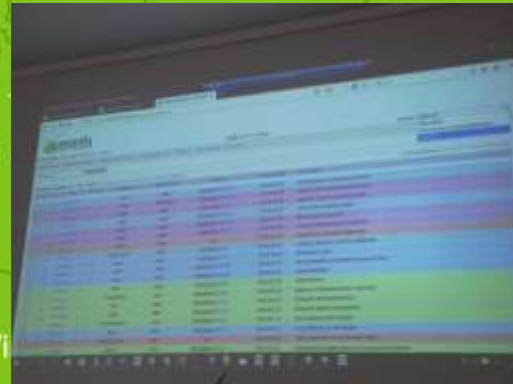
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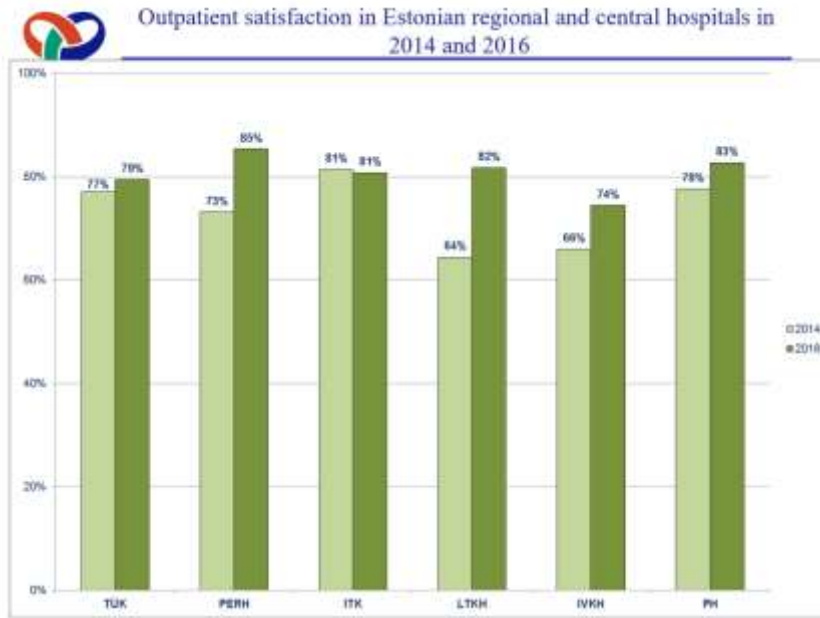
- The biggest Hospital in all Estonia
- Very much oriented towards Oncology Diagnosis and Treatment, in association with Tartu University Hospital (in the South of Estonia)
- Faces lack of staff due to moving to Finland and other European countries
- Actively supports Innovation, namely Start-ups
- As the first Hospital we visited, we were impressed with the open spaces, renewed facilities and rooms and cutting-edge technology, namely in
 - Patients Communication inside the Hospital (signs, screens, leaflets, etc.)
- The oldest Hospital in Estonia
- Since 2002 is together with Magadlena Hospital
- Equipped with the latest technology in Angiography
- It is a reference for Ophthalmology surgical procedure in Estonia
- Has the same HIS as Tartu University Hospital
- Although it is an older building, facilities and equipment are similar to Regionaalhaigla

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Next stop: Voru



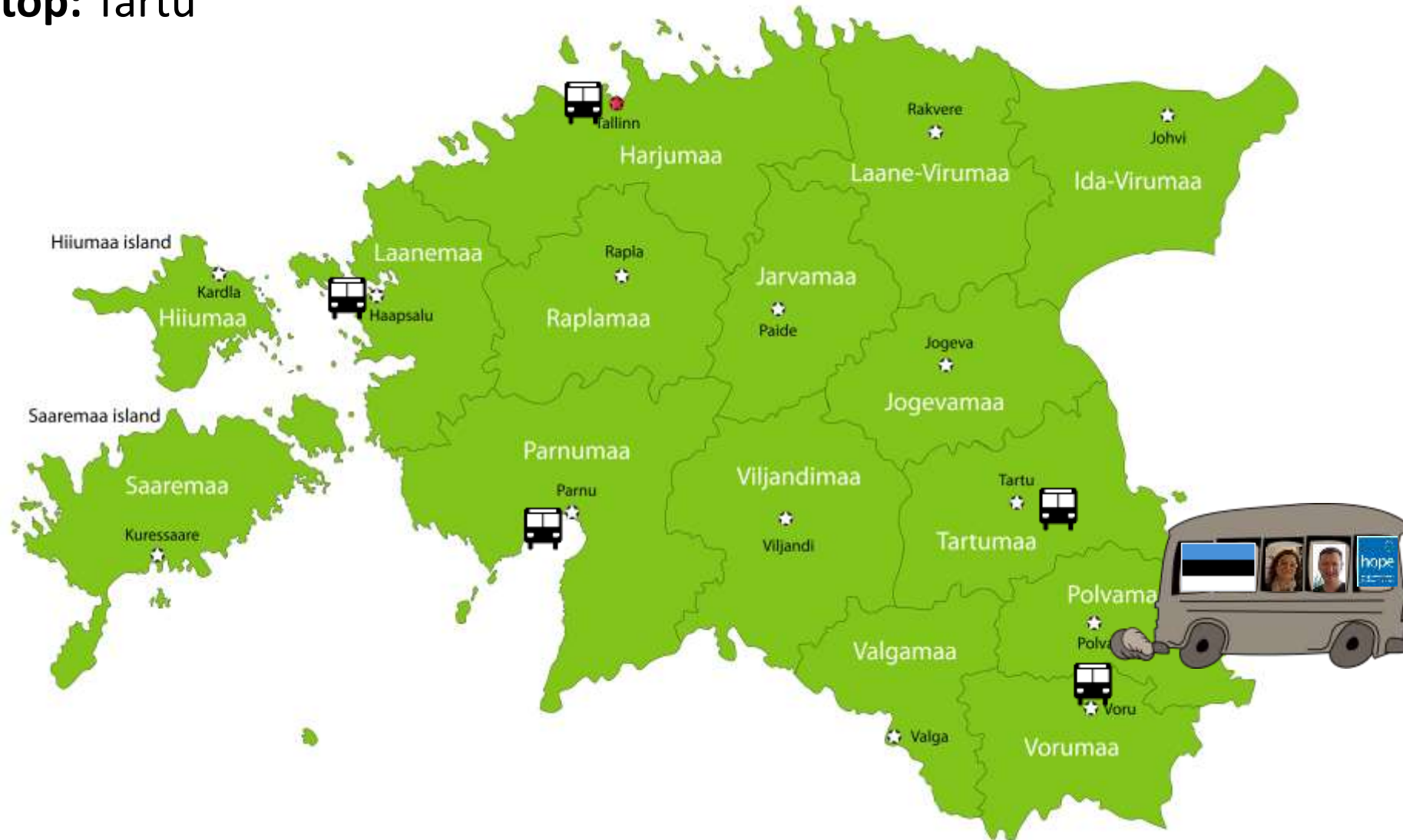
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- Small Hospital (over 100 beds) but big facilities (a 3 wing building with 9 floors)
- Additional 40 beds for non acute patients + 13 nursing home beds
- Like some others in Estonia it conducts a National Wide Patient's Satisfaction Survey every year (1 year for Outpatients and on the next year for Inpatients) which is analysed amount all the participants

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Next stop: Tartu





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🟡 In this Hospital, National Patient's Satisfaction Survey is coordinated and analysed by Vaike Soodla at Tartu University Hospital. Results are part of each institution's annual report and they try to improve, where possible, their satisfaction scores.

Patients Information Office, headed by Jane Freimann, promotes among other activities, the following:

- 🟡 Patient's Feedback from Complaints and Suggestions which, are acted upon and subsequently followed-up (promoted also by the majority of hospitals in paper or online)
- 🟡 Patient's Information leaflets (paper or online) to explain procedures, self-care and other useful information
- 🟡 Group sessions for oncology patients to gather stories, supervised by a member of staff

We met Andrus Aavik, who explain us to different projects:

- 🟢 Picture Archive Communication System (PACS) – the Image Bank accessible to all doctors in Estonia (GPs included)
- 🟡 The Mamography Bus, for cancer screening all over Estonia (promoted by PACS and Cancer League in Estonia)



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Next stop: Haapsalu



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“...identified strong CEO and governance support for achieving patient-centered care as a critical facilitator...” (Luxford, K. et. al.)

- Priit Eelmae (Board Chairman) we saw as an example of strong leadership:
- Quote – “...People are important..” and “...We need to value people...”

- Patients should set their own health goals (Wensing, M. and Grol , R)
- FIM® score is a suitable method to assess patients abilities (Ottenbacher, K. J. et. al.)
- Experience base co-design (staff and patients) – emotional sticking points (Donetto, S. et. al.)

- The Team work with the patient (and not for the patient)

The recognized importance of games in patients rehabilitation (Lohse, K et. al.)

- Neuro-robotics, biofeedback and neuroplasticity

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Demonstration of Bio-Feedback



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Next stop: Parnu



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The summer capital of Estonia, Pärnu Hospital has a strong relationship with all the Community around it (Tourism, Schools, Medical Spas, etc.)

We visited the main building, the Nursing Care Centre and 1 of the 4 Blood Centres of Estonia. We were also invited to visit 2 Medical Spas in Pärnu and got to know a diverse range of therapies (in the Hospital and Medical Spas)

We met Errit Kuldkepp, Marketing Specialist who actively promotes healthy lifestyles (again another example of leadership from the top management, chairman Urmas Sule)

- Using creative Partnerships with organizations with the similar goals (e.g. farmers crops)
- Taking advantage of Social Media/Networks to promote healthy lifestyles



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Next stop: Tallin



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Examples* of some applications that use patient's experience and competence:

- HIV Patients Health Monitoring and interaction with healthcare professionals
- Multiple Sclerosis Home Monitoring
- Hypertension advice based of monitoring findings

As well as the other main hospital in Estonia, West Tallin Hospital also:

- Takes **Quality** as priority – constant monitoring and discussion
- Shows the spirit of **Cooperation, Collaboration** and **Harmony** between their staff and other institutions
- Conduct patients surveys each year and also do follow-up on complaints and suggestions from patients
- Share information with other hospitals, through the e-Health portal

This Hospital, specifically:

- Addresses infectious Diseases, such as HIV
- Engages Patients and Doctors in innovative solutions in collaboration with Start-Ups

*<http://connectedhealth.ee/members/>

Are we ready? - Concepts

What are Patients experience and Competencies?

- Patients ability to look after their own health (either to prevent health problems or to manage them)
- Patient centredness - “...No decision about me without me...”*
- Patient’s feelings, lessons learned from their life experience with the health problems
- Patient’s expectation and desires towards healthcare

How to measure *Quality of Healthcare?*

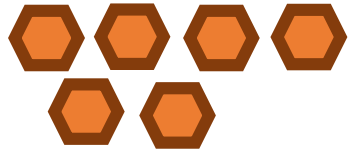
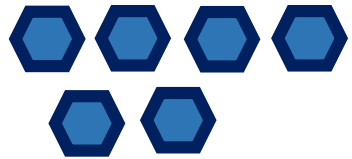
- Patient’s Satisfaction (matched expectations)
- Stable or improved health conditions
- Traditional Healthcare Quality Indicators (e.g. Avg. Life Expectancy, readmissions, mortality rate)
- Drop in avoidable chronic diseases (diabetes, hypertension, obesity)

*HNRC’s Yearbook 2017, pg 26)

Potential Barriers for Improvement

Potential barrier	Solutions
Patient's Literacy	<ul style="list-style-type: none">• Invest in Patient education• Work on health language
Gathering patient feedback	<ul style="list-style-type: none">• Apply Surveys right after health episode• Promote group sessions (share stories)
Money	<ul style="list-style-type: none">• Invest in prevention policies• Develop more efficient Processes
Communicating patient information	<ul style="list-style-type: none">• Develop visual information

Putting the pieces together...



**Government
Support (Law
and Shared
Tools)**

**Interaction
with patient
during
treatment**



**Patients
feedback and
education**



Is Estonia ready?

Institutions	Government Support (Legal and Shared Tools)	Patients feedback and education	Interaction with patients during treatment
Health and Welfare Information Systems Centre	😊		
North Estonian Medical Hospital	😊		
East Tallin Hospital	😊	😊	
South Estonian Hospital	😊	😊	
Tartu University Hospital	😊	😊	😊
Haapsalu Rehabilitation	😊	😊	😊
Parnu Hospital	😊	😊	
West Tallin Hospital	😊	😊	😊

Aitah Eesti !



Agnes

Aide

Aita

Ando

Andrus

Annely

Annika

Ave

Dagny

Dr. Eduard

Dr. Indrek

Errit

Eva

Evely

Hedy

Heli

Heli

Ilmi

Indrek (Voru)

Jane

Kadi

Kadri

Kalle

Kati

Katri

Kristi

Kristo

Krystian

Kuldar

Laine

Laura (Parnu)

Laura (Transformative)

Lea

Liina

Liis

Ludmila

Maarika

Maire

Margarita

Marge

Margit

Mari-Leen

Marko

Marko

Markus

Marrin

Martin

Merike

Muhis

Pille & Pille (East Tallin)

Pille (Tartu)

Priit

Raul

Sandre

Siret

Taavi

Tobias

Toomas

Urmas

Vaike

Veiko

And everyone who contributed and supported the Hope Programme...



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- HNRC's Yearbook 2017, pg 26