

hello



my name is...

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



Jasmin Hribar, Austria

Anne Kanto-Ronkanen, Finland

Gunilla Nordström, Sweden

Grzegorz Piotrowski, Poland

Sean Ritschard, Switzerland

Ireland

Our healthy journey...



PHC Tullamore



PHC Athlone



Royal College of Surgeons of Ireland



St. Luke's General Hospital, Kilkenny



Mercy University Hospital, Cork



South Infirmary Victoria University Hospital, Cork



Waterford University Hospital

Our healthy journey continues...



University College Cork



Cork University Hospital



Hermitage, Dublin



St. James's Hospital, Dublin



HIQA, Dublin



Department of Health, Dublin



Tallaght University Hospital, Dublin

Initiatives that focus on patients involvement

- ▶ National Patient Experience Survey
- ▶ Self Management Programme for Chronic Diseases
- ▶ ...and many more

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Patient Experience Survey

- ▶ Nationwide programme
- ▶ Experiences in public acute healthcare in Ireland
- ▶ All discharges from May (26635 people invited)
- ▶ In 40 hospitals in the country
- ▶ 2017: patients older than 18
- ▶ 2018: everybody 16+
- ▶ Response rate was over 50 %
- ▶ Aim: use results for monitoring of hospitals by HIQA (Health Information and Quality Authority of Ireland)



www.patientexperience.ie

How they do it?

- ▶ A lot of promotion and information
- ▶ Two weeks after discharge patients get letter by post
- ▶ Response is possible via post or online



Results and Actions 2017

- ▶ Admission: good results - more staff, more chairs, more trolleys
- ▶ Care on the ward: good results – more nurses, toilets/shower could be cleaner
- ▶ Examination/Diagnoses/Treatment: good results - more privacy for examination
- ▶ Discharge/Transfer: poor results – more time for explaining options and actions

→ **Clear communication with the patient is extremely important**

→ **Patients need to get involved in making decisions and look after themselves**

Our conclusion

- + nationwide
- + high focus on patients needs
- + not a benchmarking or comparing system for hospitals
- + feedback to hospital is easy because there is a certain distance

**«from what is the matter,
to discovering what matters to the patient»**

Self Management Programme for Chronic Diseases

- ▶ Launched Nov 2017
- ▶ Focuses on chronic diseases
- ▶ Building an individual plan for each patient addressing their personal needs
- ▶ Using existing support and partners
- ▶ Building a network

Vision and Aims

Figure 3: What Does Self-management Support Look Like in Action?





I am taking control of my own health

I am supporting him to self manage

IRELAND

Kate O'Connor's presentation 15.5.2018

The sunny side of Ireland



Special **THANKS**
to our hosts!!!

