univerzitetni klinični center ljubljana

University Medical Centre Ljubljana





Slovenia 2018

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

Are we ready?

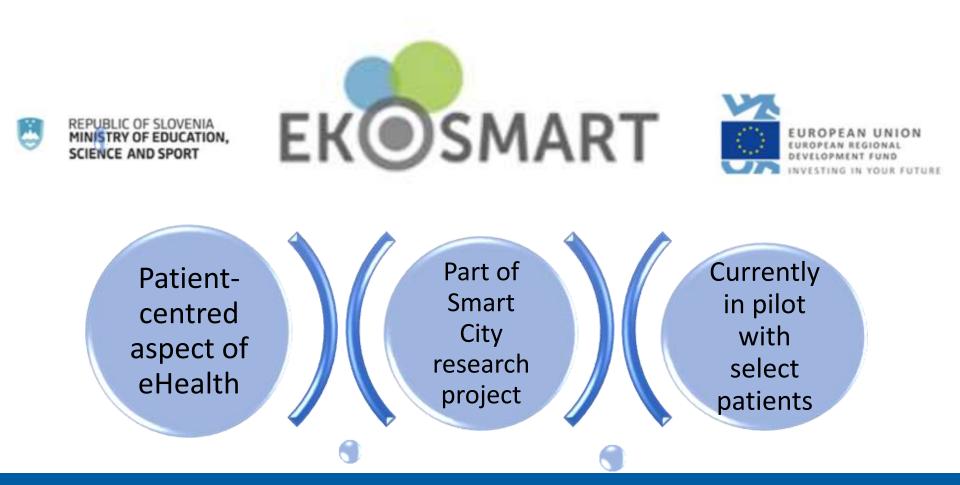
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Outline



One big thing and lots of small things





Program Smart System of integrated Health Care and Home Care in Slovenia

Information for clinic research, development, management ি and control CONNECTIVITY TELEHEALTH PLATFORM MEASURING SYSTEMS TELEMEDICINE DOCTOR / CENTER Projects: CARE PROVIDER E-care Personalized MedTV Ş E-diabetes E-cardio E-psychiatry E-COPD CALL CENTER E-pregnancy Smart Spa PATIENT



EVROPSKA UNIJA Dibofije druko da Rediorajni baziloj

UP

REPUBLIKA SLOVENIJA

MINISTRSTVO ZA GOSPODARSKI RAZVOJ IN TEHNOLOGIJO



Telemedicine for patients to manage their chronic diseases

e.g. COPD, diabetes, heart failure



diagnostics (self-monitored, Remote community nurse monitoring)



Home care (e-care)





Outcomes



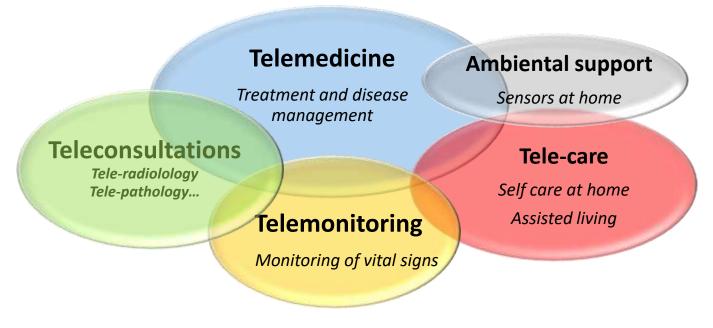
- selfcare Patient empowerment, in healthy living
- Integrated care for **stable chronic disease** EROSMART







Information, communication and technology infrastructure



doctor-doctor

doctor-patient social/home care

Using patients' experience

Patient council

putting patient views forward

...increased outpatient appointment rooms

...hospital entrance accessibility

Volunteers

accompanying patients

...respite for visiting relatives

...visits for patients with no relatives

benefits the volunteer, the patients, the families and workers



Education where we see this happening

Gerontology

Multidisciplinary team of experts to create and provide workshops/social events.

Topics such as: Falls prevention, ageing without addictions, ageing chronic disease prevention, prevention of violence against elderly



Cystic Fibrosis

Once diagnosed, parents learn about care and future of disease, how to change the family lifestyle to adapt to disease without losing the life of the family.

Regular meetings of patients and family with clinic until age 19.

Post-natal family education

Recognising when problems can be resolved at home or when doctor or emergency care is required.

Patient involvement in treatment

Where the information flow between patient and clinician is two-way

Patient responsibilities of self-care

Psychiatric hospital

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Patients take active part in treatment

Chronic pain programme





<u>In progress</u>



Model Practice

Community nurse focused on promotion and prevention

Developing National **Diabetes Plan**

Implementing Atraumatic Care in Paediatrics

PREMS & PROMS

national collection of patients' reported experiences and outcomes, to proactively identify vulnerable patients

Development opportunities



Patients not motivated to engage in their own healthcare Patients' satisfaction traditionally monitored by Central Government, limiting direct patient feedback Completing legislation on long term care



 Small things can be changed with big impact on patient experience

 ✓ Where possible, the patient's life stays bigger than the disease



My mind, my body. I am as good as any pill

Is **SLOVENIA** ready?

Getting there...

... Pockets of Yes ... Big areas of learning



Thank you! Hvala!