



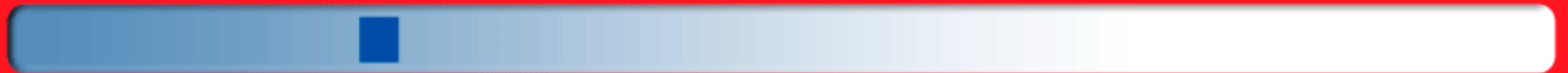
Slovenia 2018

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

Are we ready?



Downloading Success
please, wait...



Outline



Things
happening
now



In Progress



Opportunities

One big thing

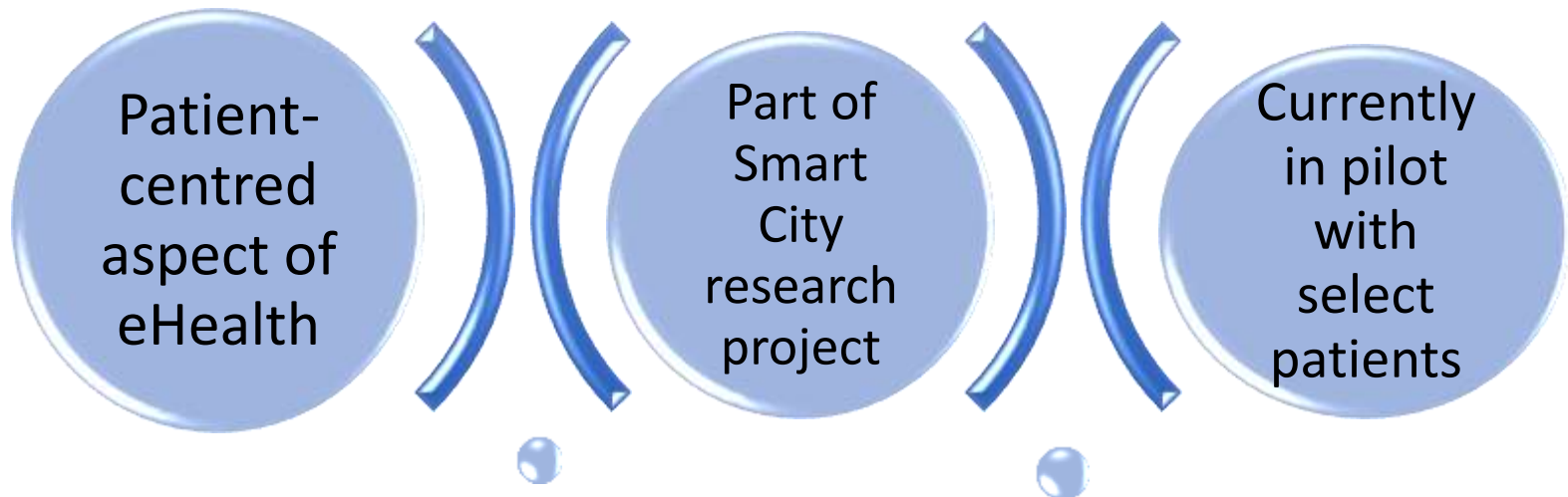
and lots of small things



REPUBLIC OF SLOVENIA
MINISTRY OF EDUCATION,
SCIENCE AND SPORT



EUROPEAN UNION
EUROPEAN REGIONAL
DEVELOPMENT FUND
INVESTING IN YOUR FUTURE



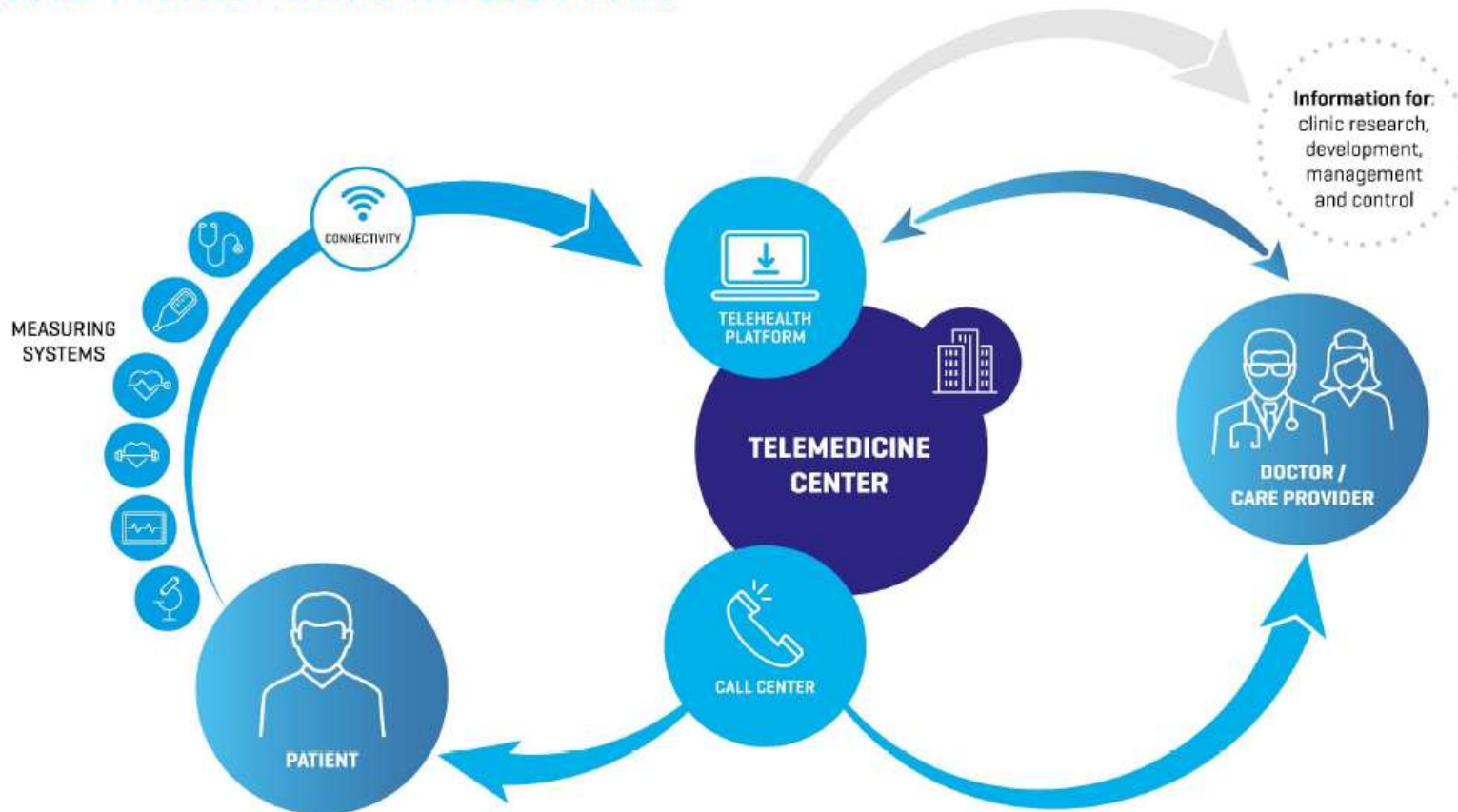
Program Smart System of integrated Health Care and Home Care in Slovenia



REPUBLIKA SLOVENIJA
MINISTRSTVO ZA GOSPODARSKI
RAZVOJ IN TEHNOLOGIJO



EVROPSKA UNIJA
OPRAGA ŽELJA DA
POSODANI SLOVENI
NAŠA ZA VSAH PRAVILNOSTI



Projects:
E-care
Personalized MedTV
E-diabetes
E-cardio
E-psychiatry
E-COPD
E-pregnancy
Smart Spa

Telemedicine for patients to manage their chronic diseases

e.g. COPD, diabetes, heart failure



Remote **diagnostics** (self-monitored, community nurse monitoring)



Home care (e-care)



Outcomes



Patient **empowerment, selfcare** in **healthy living**



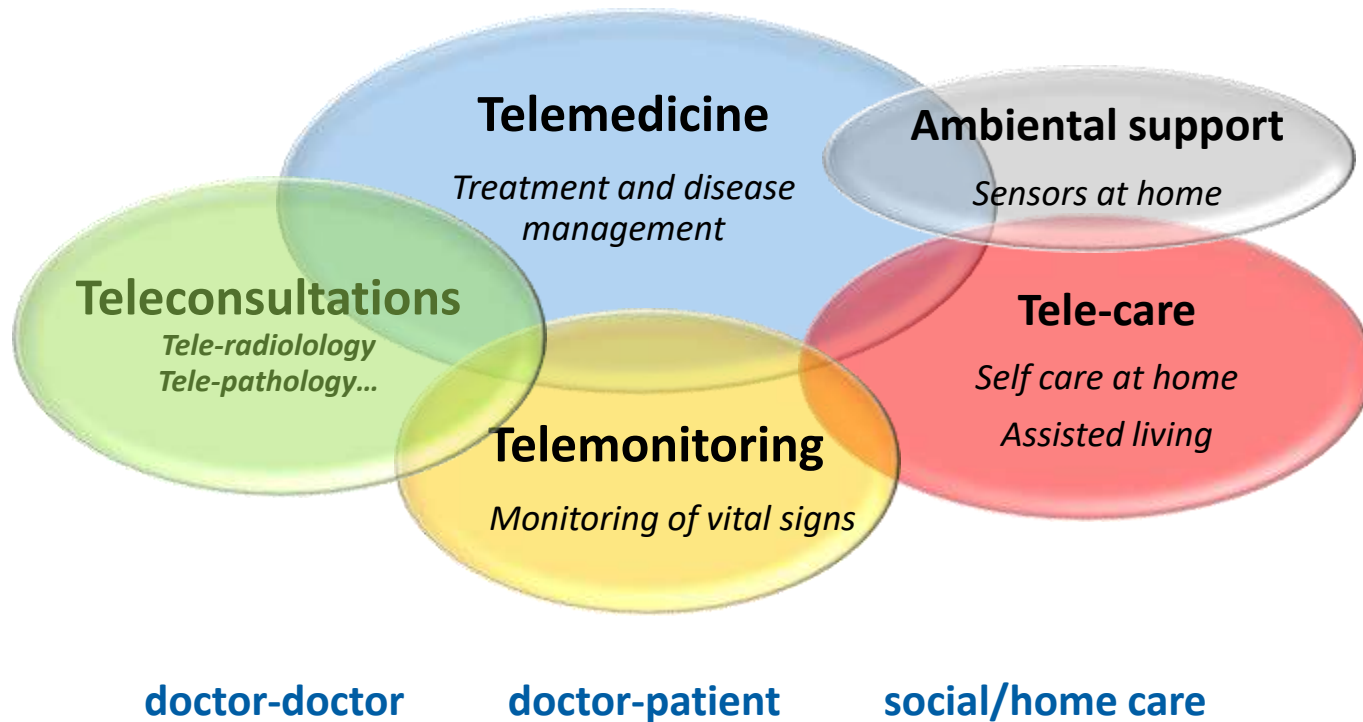
Integrated care for **stable chronic disease**



Prevention of hospitalisation for patients at risk



Information, communication and technology infrastructure



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



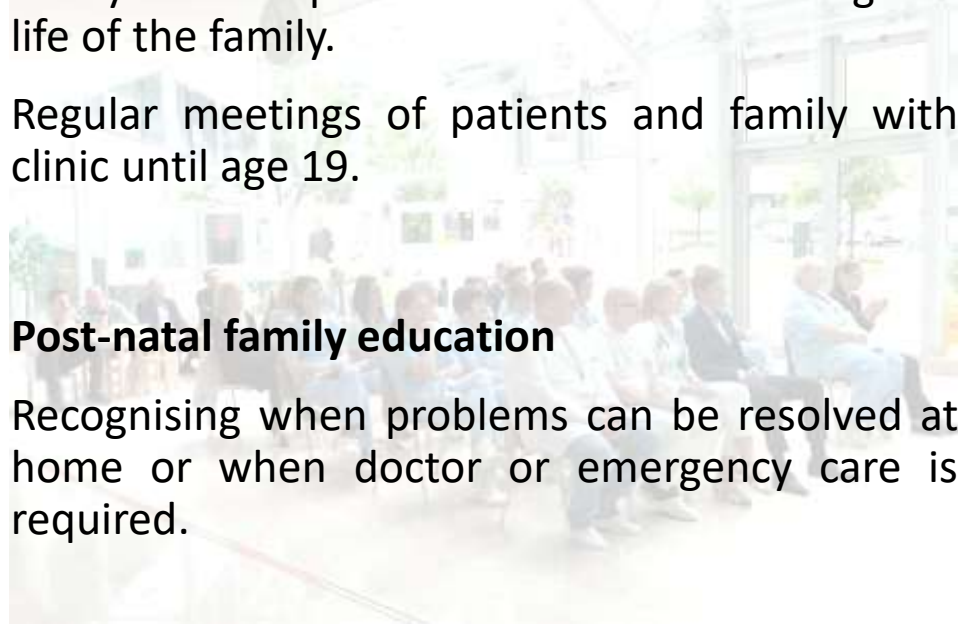
Cystic Fibrosis

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



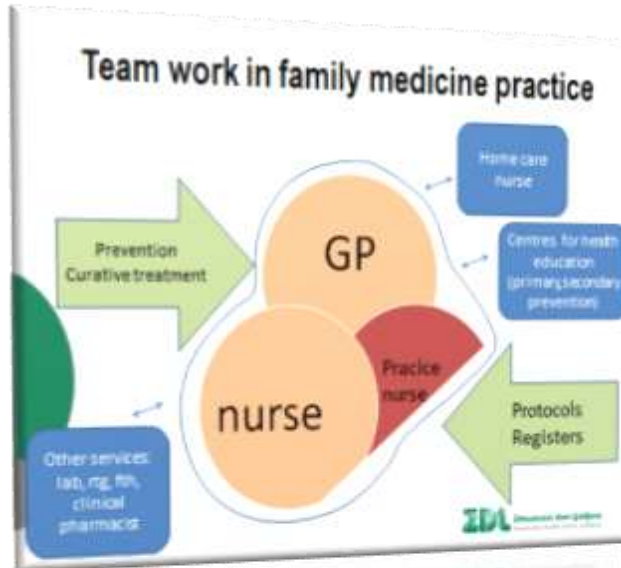
PROGRAM
TERAPEVTSKIH AKTIVNOSTI NA ODDELKU ZA ZOKNAVLERJE ODVISNOSTI

Patients take active part
in treatment

Chronic pain programme



In progress



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

We learned...



- ✓ 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!