



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

Hungary, on the move !

Monday, 4th of June 2018

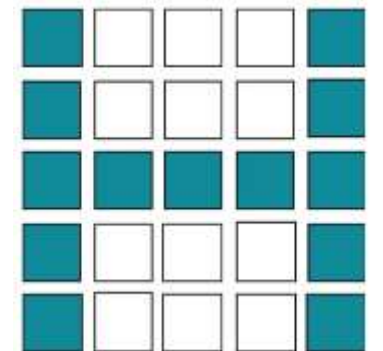
HOPE Exchange Programme 2018

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Hungary



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Patients' rights

Integrated Legal Protection Service: Organisation

- Founded in 1999
- 3 Departments: patients' rights, childrens' rights, rights at social service
- 72 multidisciplinary staff members, including 23 patients' rights representatives
- 7 regional offices and 12 other information centres in the whole Hungary. Consultation hours at large healthcare providers (>100 beds)
- Separate organisational unit created by a separate law, led by the legal protection supervisor, under the direct supervision of the Minister of Human Capacities since 2016



Patients' rights

Integrated Legal Protection Service: Tasks

- To provide for the enforcement and protection the rights of patients
- To organise the work of rights representatives,
- To provide information about health, social, child welfare services
- To publish the availability of the rights representatives at the service provider;
- To carry out training
- To perform methodological tasks related to integrated legal protection;
- May act when it is needed (request information, make suggestions or recommendations)

Patients' rights act

- Since 1997
- Universal and easily understandable texts
- Rights of patients and obligations of healthcare professionals and patients



PATIENT RIGHTS

Right to healthcare
Right to information
Right to become acquainted with medical record
Right to professional secrecy
...



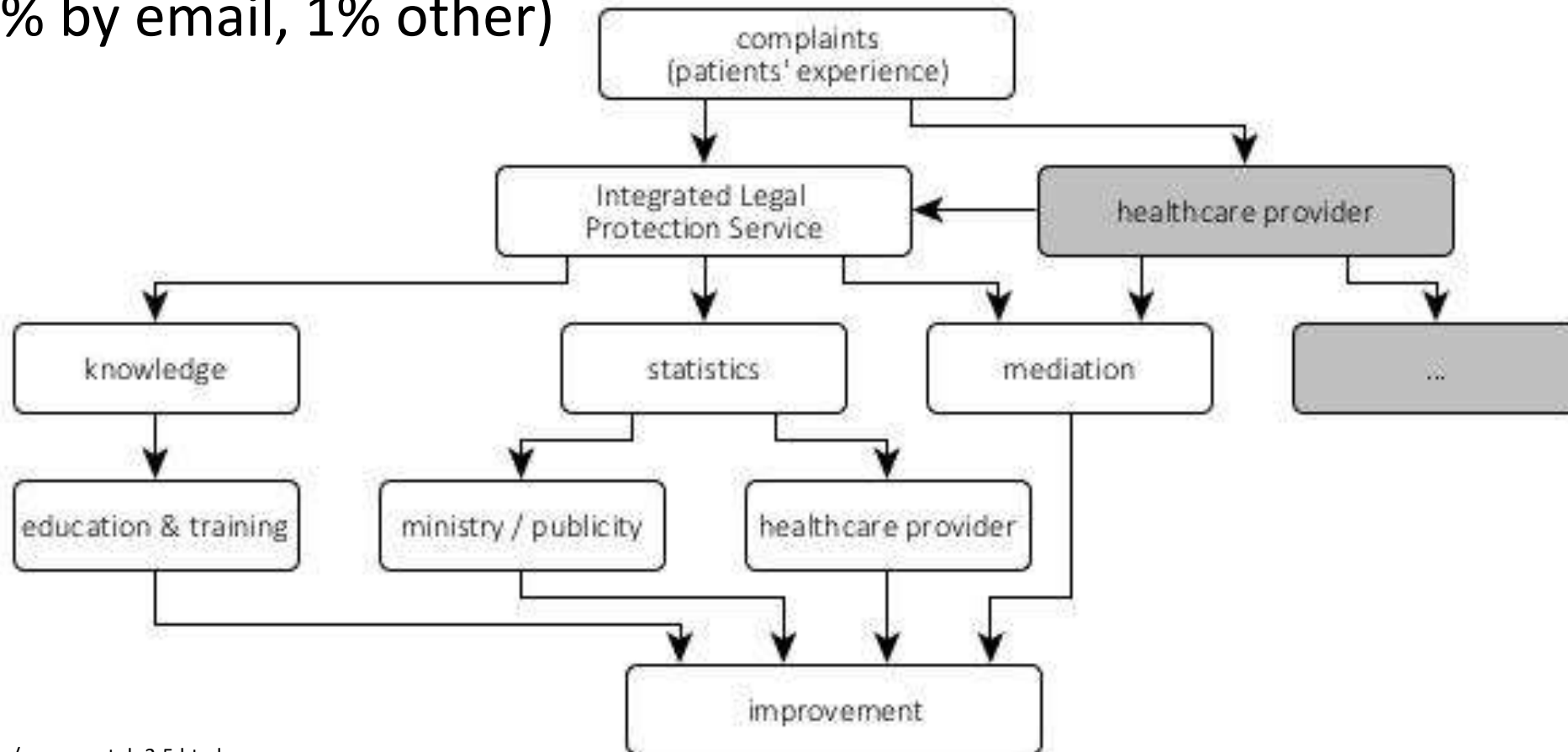
HEALTHCARE PROFESSIONALS' OBLIGATIONS

Care provision obligation
Obligation to provide information
Obligation to document
Obligation to maintain confidentiality
...

Patients' rights

Integrated Legal Protection Service: Results

- In 2017, 14.622 contacts (69% by phone, 17% by personal contact, 13% by email, 1% other)



Patient education

Törökbálint Pulmonology Hospital: Theoretical frame

- Purposes:
 - To improve the quality of life of patients with respiratory diseases
 - To improve selfcare competencies and sociopsychological competencies of the patients and their relatives.
- Relational principles:
 - Clear and repeated explanations
 - Using a language which fits to patient's personal understanding
 - Involving patients and their families in making their therapy decision
 - Treating patients as a partner through the process of their illness

Patient education

Törökbálint Pulmonology Hospital: Organisation

- Multidisciplinary team with one patient education coordinator
- Different programmes for in- and outpatients
- For inpatients in rehabilitation care: 3 weeks programme, 50 minutes per day
- Sessions to improve selfcare and healthy lifestyle: disease knowledge, treatments, psychological support, dietary support, physical activity, smoking cessation, breathing exercises, interactive training for devices usage, oxygen therapy
- Using video, written materials and discussion with patients about their experiences
- Individual and group sessions, according to the patients' age, health status and health literacy

Patient education

Törökbálint Pulmonology Hospital: Choir

- To improve sociopsychological competencies
- Art therapy method: Choir
- Enhanced patient motivation and community experience
- New levels in patient-doctor-nurse relationship
- 4 days programme including every day 2 hours of singing workshop + 2 hours of voice training + respiratory gymnastics session
- Lessons provided by a music professional
- At the end of the week: concert for relatives and healthcare professionals

Patient education

Törökbálint Pulmonology Hospital: Results

- 18 patients pilot project:
 - Better network between patients and closer relationship and better understanding between patients and healthcare professionals
 - Higher self-confidence on both sides
 - Having nice memory of collective creation
 - Better remembering of take home messages
- Good for patients, their relatives and important message to the society

https://www.youtube.com/channel/UC_thw0jbKolig8drsvjBRuQ

Barriers to the involvement of patients

- Strong hierarchy (doctors → nurses → patients)
- Shortness of human resources
- Inequality of resources in regions
- Lack of formalisation and low implementation of quality strategy and standards
- Lack of implementation of prevention programmes on hospital level

Factors that stimulate the involvement of patients

- Strong motivation of some healthcare professionals thanks to international exchanges and involvement in international projects
- We have noticed that there are professionals who want to change the hierarchical healthcare system, to work in interdisciplinary teams and to reconsider the patient's role in the healthcare system.
- Patients are getting better informed about their health conditions and treatment options – they want to be more involved.

« To change is to be otherwise the same »
Norbert Bensaïd

Thank you for your attention!
Merci de votre attention!
Vielen Dank für Ihre Aufmerksamkeit!
Täname tähelepanu eest!
Köszönöm a figyelmet!

