



Patient Involvement at the Organization Level of Health Care Institutions



PSYCHIATRY - AALBORG UNIVERSITY HOSPITAL

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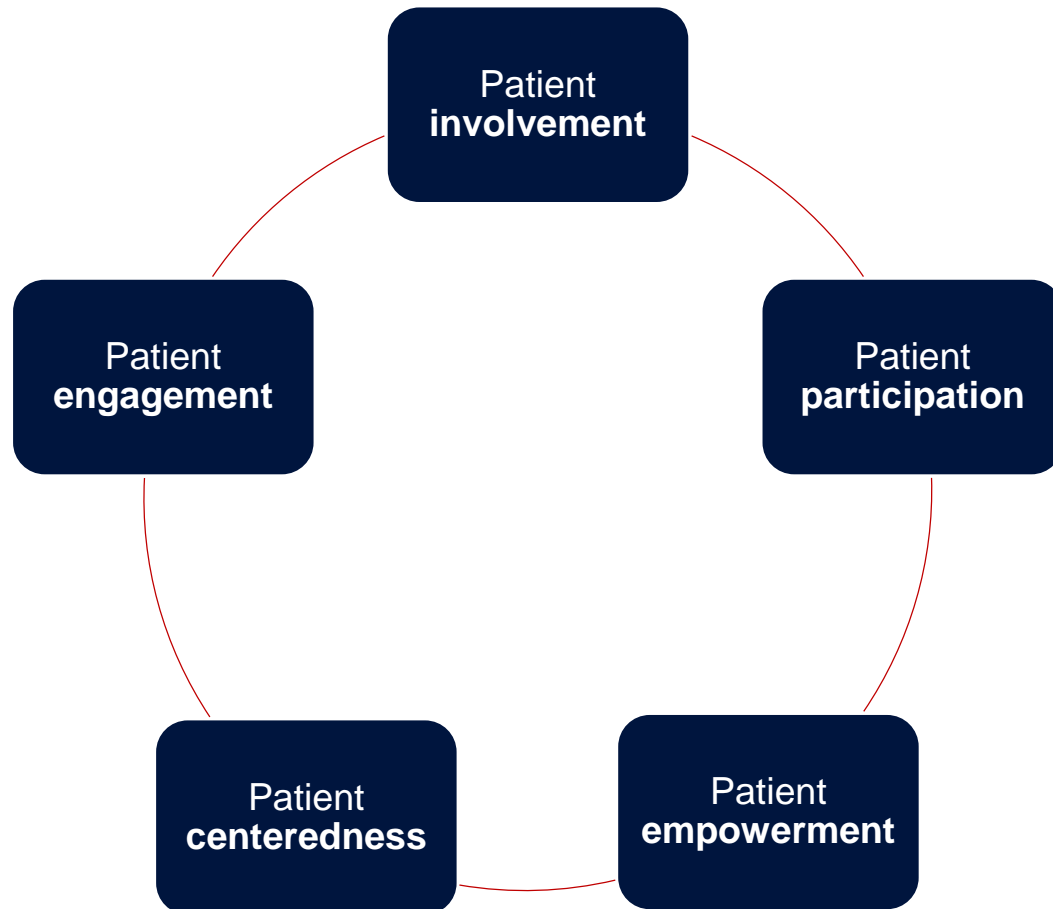


AALBORG UNIVERSITY
DENMARK

“NOTHING ABOUT US WITHOUT US”

- Currently most information for improvement of patient safety and quality of care is provided by health care professionals
- Across the globe there is a **growing interest in involving patients** in actions and interventions to promote a clinical culture, which supports the delivery of high quality, safe care to patients.
- New attitudes are facilitating **a more equal balance of power**, where patients can increasingly expect to be involved in providing data systematically, decision-making and treatment planning for their own health, and organisation level activities aiming for safer and better quality of care.

PATIENT INVOLVEMENT



”The concept of patient involvement refers specifically to the right and the benefits of patients to have a **central position** in the healthcare process.

The benefits of this are expected to be a **better outcome** for the patient as a result of the improved **interaction** between the healthcare provider and the patient”.

LEVELS OF INVOLVEMENT



Levels of involvement:

1. **Consultation**; often asking for information from service users.
2. **Collaboration**; sharing of decisions, often equalising power.
3. **User-led**; full control and power to service users, consultation with professionals.

SAFETY ROUNDS

Safety rounds encourage senior managers to

- observe and learn about clinical operations
- engage with patients and understand their perceptions of risk and safety
- relate to frontline staff and managers to understand their concerns and to resolve obstacles.

Is there anything here that makes you unsafe?



“Safety rounds offer opportunities to fix specific problems identified but also to improve safety culture more generally by building trust, understanding and accountability for safety up and down the organisational hierarchy”.



USE OF PROM

Patient Reported Outcome Measure

Any report of the status of a patient's health condition that comes directly from the patient, without interpretation of the patient's response by a clinician or anyone else.





FIVE WAYS OF USING PROM & BENEFITS

Dialogue support

PRO-data is used to support the choice of focus for the dialogue between the patient and the doctor

Visitation support

PRO-data is used in combination with an algorithm to support form of contact

Treatment support

PRO-data is used in combination with an algorithm as support for choice of treatment

Value based steering

PRO-data can support steering based upon patient values

Quality improvement

PRO-data can support patient reported quality treatment effect

Benefits of using PROM

Increased influence on own treatment

Appropriate use of resources

Increased quality of treatment

PROM; CONSULTATION – COLLABORATION – USER LED



https://danbio-online.dk/intranet/danbiobase Hyperlinks Alle Windows Live tjenester Intranet
forside → intranet → danbiobase → demohospital → 240365-1101 niels steen norge → 14-08-2007

Standard | Haq | Læge | Injection | Basfi_basmi_basda

	0	1	2	3		0	1	2	3
Klæde Dem på?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hente noget tungt over hovedhøjde?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vaske Deres hår?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Samle f.eks. tøj op fra gulvet?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rejse Dem fra en spisestuestol?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Åbne en bildør?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Klare at komme i og ud af en seng?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Skrue låget af et åbnet glas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Skære et stykke stegt kød i stykker?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Åbne og lukke en vandhane?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Løfte en fyldt kop eller et fyldt glas?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Klare indkøb og andre ærinder?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Åbne en ny mælkekarton?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Komme ind og ud af en bil?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gå rundt udendørs, hvor der er fladt?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Klare husarbejdet?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gå 5 trin op ad en trappe?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	calculate HAQ-score: 1.875				
Vaske og tørre Dem over det hele?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HAQ-score(papirskema)				
Tage karbad?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>					
Klare toiletbesøg?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

Smerte-VAS 68

Træthed-Vas 80

Global-VAS 74

gem annuller

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ADD NEW
New patient
New visit
New prescript.
New S.A.E.

NAVIGATOR
Visit
Bio
Non bio
S.A.E.

OUTPUT
Scoreboard
Scoreboard(max3)
Graphs
Graphs(max3)
Journal(rtf)
Folderview
Afdelingstavle
Patienter

Log out
Adgangskode
Manage portlets

240365-1101 Niels Steen Norge
by admin — last modified Jan 10, 2008 05:03 PM

	A 07jul 2007	B 06aug 2007	C 14aug 2007	D 21aug 2007	E 04sep 2007	F 11sep 2007	G 01oct 2007	H 23oct 2007
1. Bio prescript	-	-	-	-	infix	etan	etan	etan
2. Bio dose	-	-	-	210	210	34	34	34
3. Bio freq	-	-	-	026+8	026+8	hv.11u	hv.11u	hv.11u
4. Methotrexate s.c.	-	-	25	25	25	25	25	25
5. Salazopyrin mg/dag	-	1500	1500	-	-	-	-	-
6. Methotrexate p.o.	7.5	7.5	-	-	-	-	-	-
7. VasPain	55	45	68	81	54	47	30	53
8. VasFatigue	55	45	80	76	36	54	23	49
9. VasGlobal	55	45	74	78	65	38	20	53
10. HAQ	0.875	1.25	1.875	1.625	2.0	1.125	1.25	2.0
11. CRP	24	36	45	67	23	26	17	93.0
12. Røntgen	+/pro							
13. Tender28	3	3	5	7	4	4	1	3
14. Swollen28	2	2	4	9	4	3	1	6
15. DoctorVas	44	33	34	63	55	39	12	
16. DAS28crp	4.3	4.3	5.5	5.5	4.7	4.3	5.0	
17. Basmi								
18. Basfi								
19. Basdai								
20. Tender4								
21. Swollen4								
22. Thoraxexcurtion								
23. ia/iv/im								ia,ia,ia
24. S.A.E.								

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**PEER
CO-WORKERS**

**PATIENT
PEER
BOARD**





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