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Ministry of Health and Social Solidarity

FUTUREHEALTH:
LINKING HEALTH:
CROSSING THE BOUNDARIES
CONNECTING THE BOUNDARIES
TO QUALITY IMPROVEMENT
IN ΑΝΩΓΓΤΙΑ ΤΩΝ ΚΟΛΕΦΕΙΑ



FutureHealth Network

an INTEREGG 3C operation 2003-2006

4 technical Components

- Visions
- Processes (social innovation)
- New concepts and new environments (logistics and space)
- Implementation of new models

Visions: New World defined

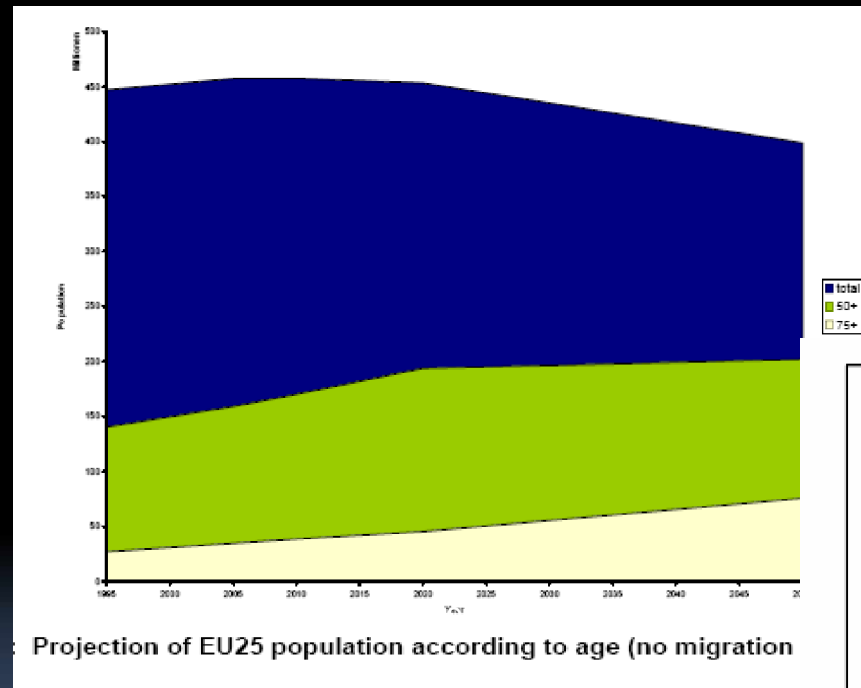
By

- Megatrends
- Our perceptions for health
- Our current challenges

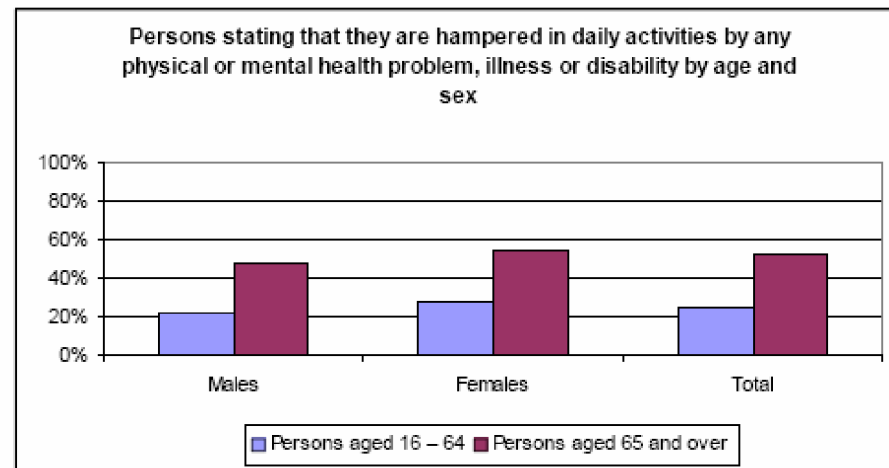
Convergence of Health Systems?

Megatrends: More for Less

the informed consumer
the weakening family
the threatened social solidarity
the triumph of technology



Source: EUROSTAT
2004



Base: respective age group

Source: CEC 2004a: 185

Perceptions

Healthcare not a monopoly !

Health & Environment

Food Safety

Lifestyle

Safety at work

Focus on health – prevention

Empowered citizen - challenging
current perception of relationships

Challenges (1) The Quality Gap- what we know

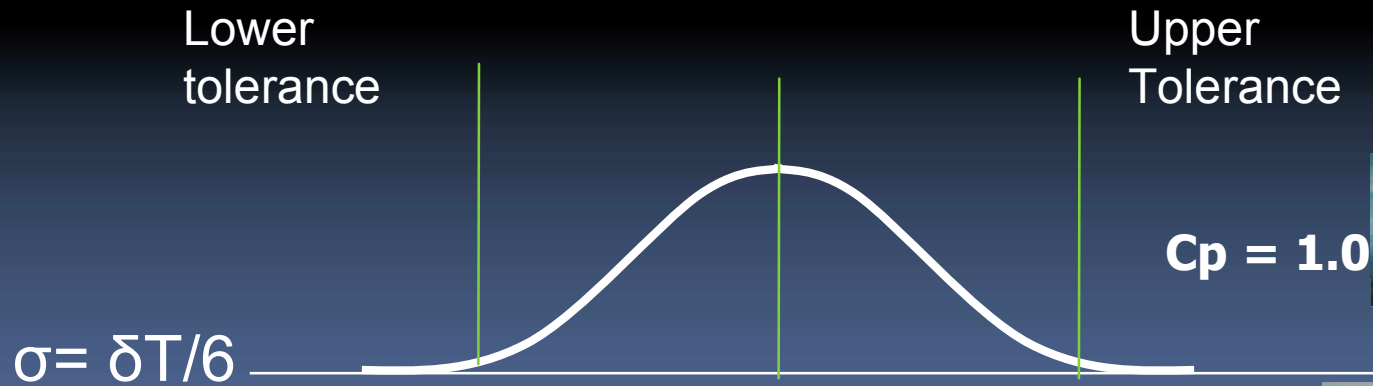
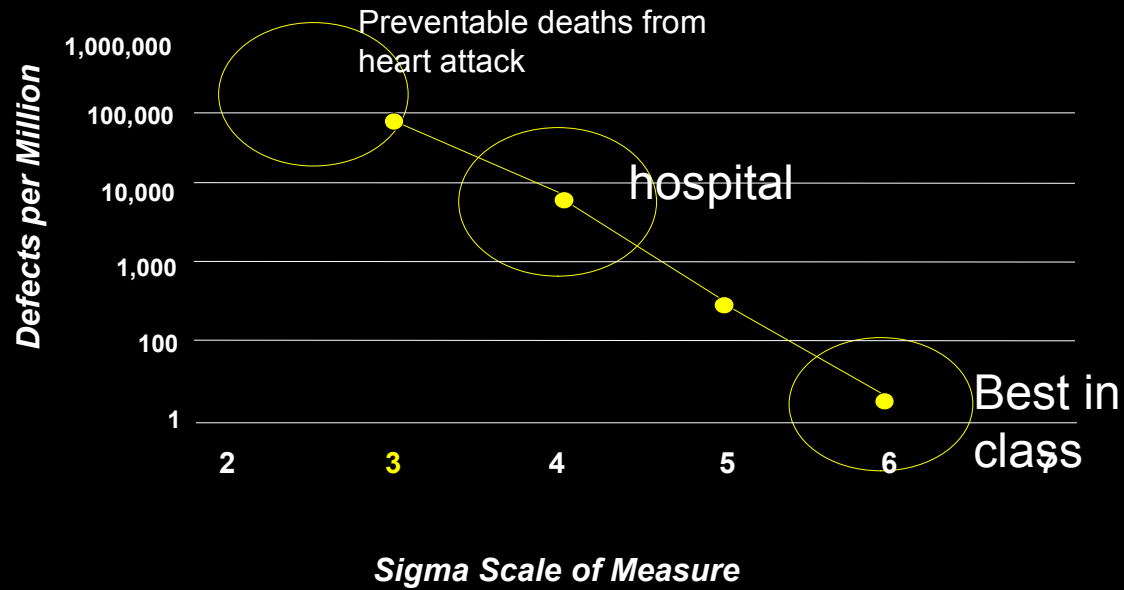
- an alarming deficiency in preventing adverse events
- epidemiology of medical error
- what needs to be done

Recommendations (WHO, CoE, HLG)

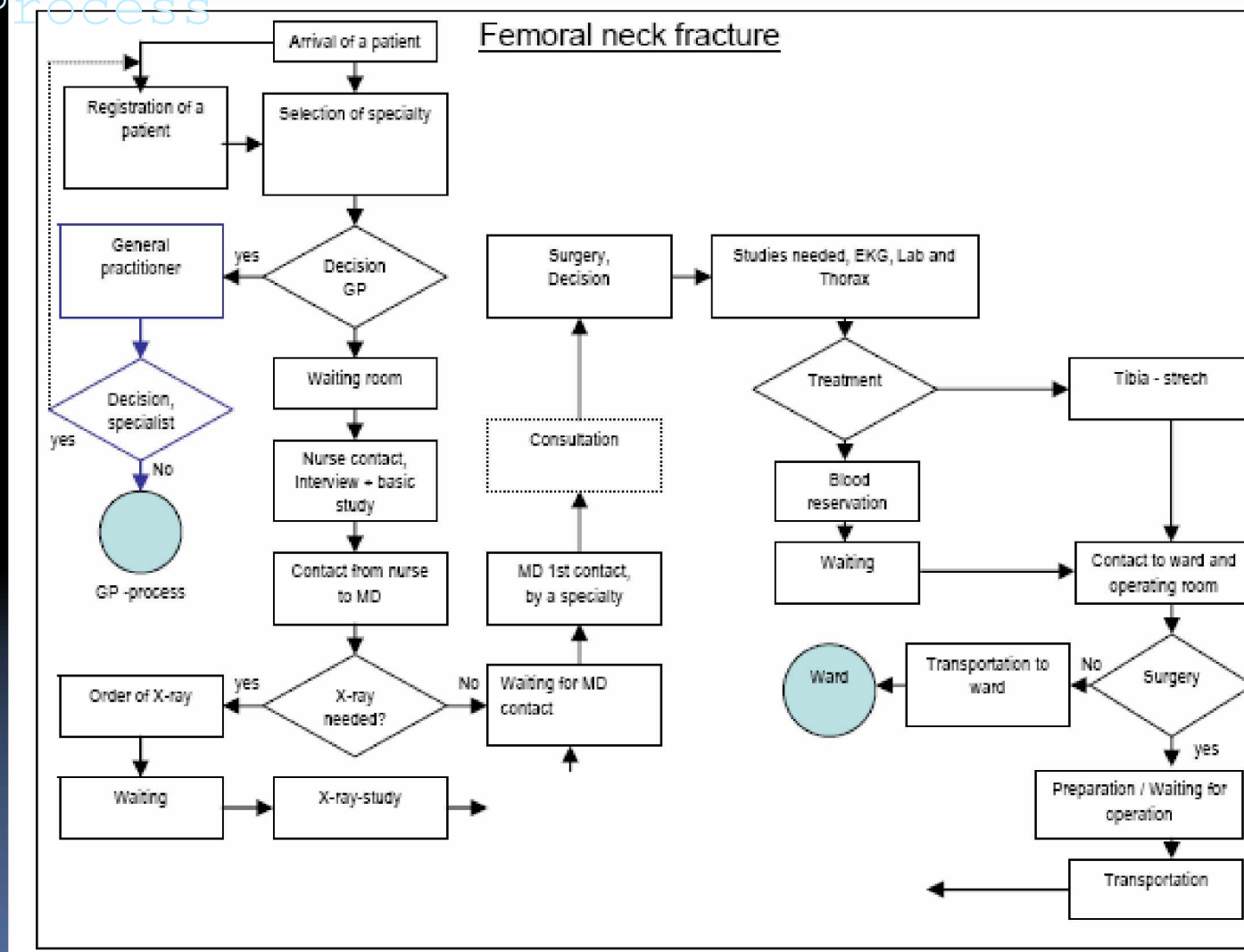
need to strengthen policy and develop a
safety culture

need to re-design health care

An issue of capability?



Re-designing care- Emergency Process



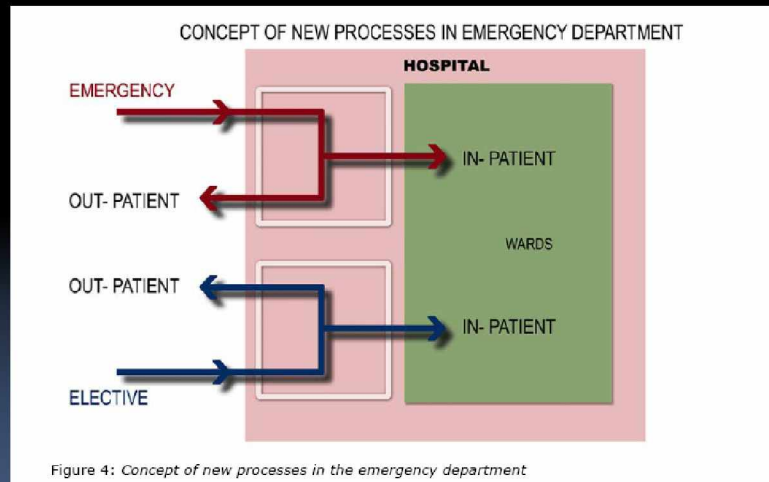
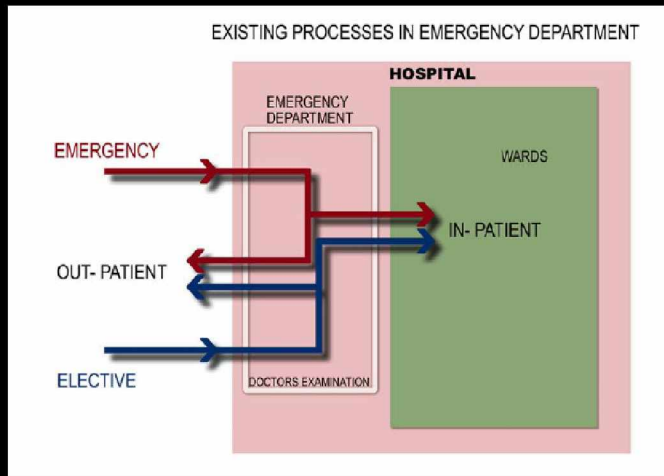


Figure 4: Concept of new processes in the emergency department

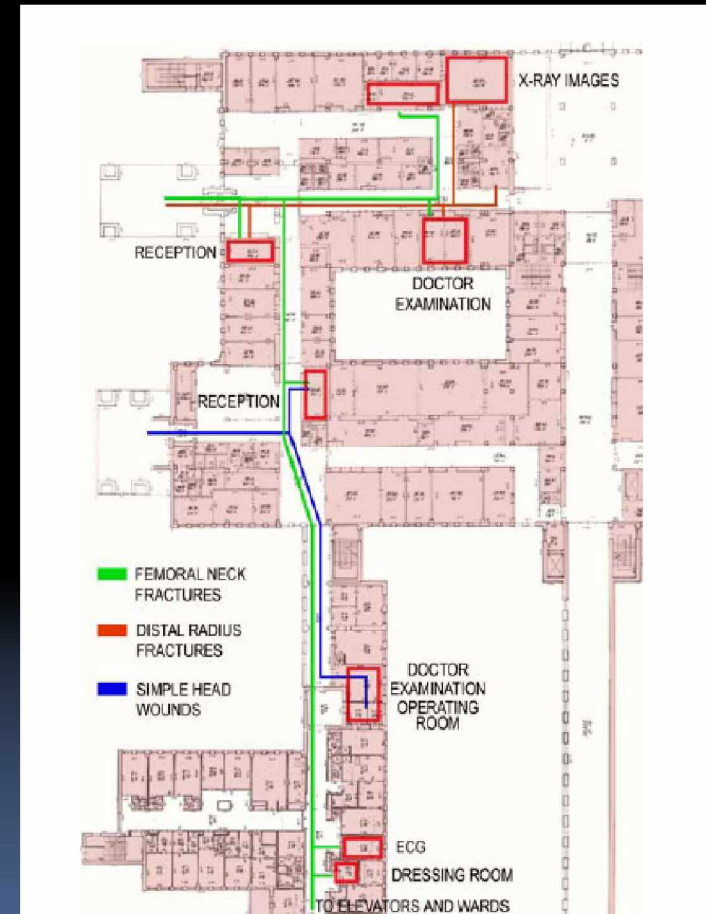










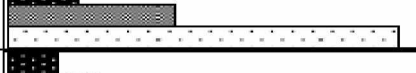
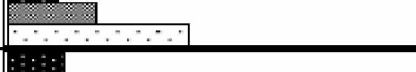
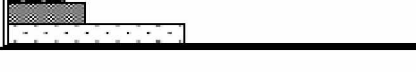
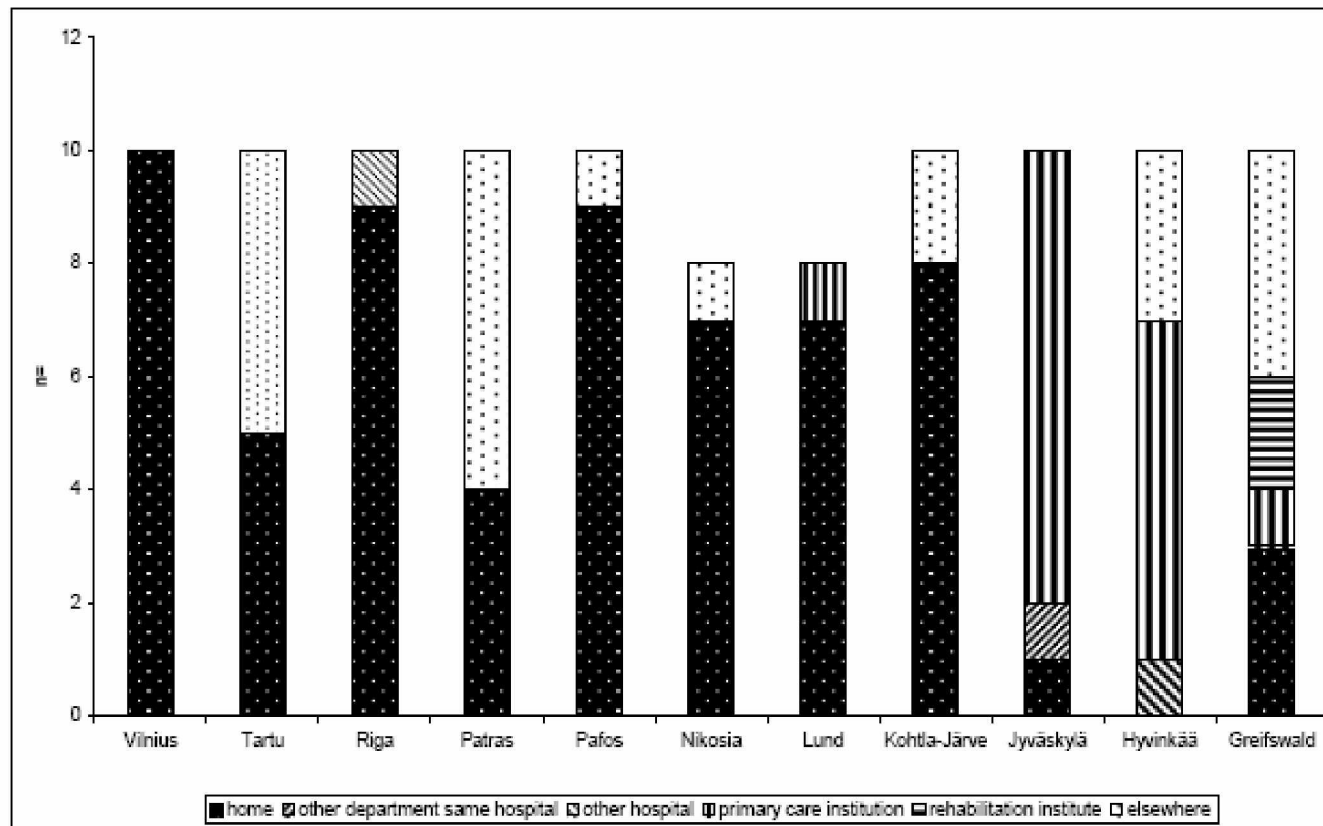


Figure 2: Location of emergency processes at Vilnius University Emergency Hospital

City	Arrivals/ m ²	Personnel hours / arrival	Personnel hours/1000 inhabitants	Arrivals /1000 inhabitants	Throughput time	Proportion waiting	Proportion intervention	The columns of the figures indicate time (dark), waiting time (grey) and total ED throughput time (light).
Vilnius	64	2,50hrs	248hrs	99	47 min	52%	26%	
Tartu	119	1,38hrs	240hrs	175	23 min	42%	56%	
Tallinn	92	2,93hrs	628hrs	214	80 min	29%	13%	
Riga	89	1,63hrs	64hrs	39	31 min	57%	43%	
Patras	51	3,00hrs	172hrs	64	51 min	58%	32%	
Pafos	114	0,29hrs	182hrs	433	32 min	10%	59%	
Nikosia	741	0,11hrs	57hrs	504	39 min	35%	37%	
Lund	16	3,27hrs	562hrs	172	94 min	49%	48%	
Kohtla-Järve	81	2,62hrs	490hrs	188	35 min	25%	72%	
Jyväskylä	62	2,23hrs	365hrs	163	55 min	64%	24%	
Hyvinkää	31	3,52hrs	468hrs	132	124 min	43%	18%	
Greifswald	14	2,94hrs	359hrs	122	57 min	49%	28%	
Overall mean	123	2,20hrs	320hrs	192	56 min	44 %	33 %	

Where are patients discharged to?



Hospital	Registration by	Triage by	1 st contact with doctor	1 st Doctor in charge	ambulant surgery
Greifswald	assistant nurse	doctor	immediately	trauma surgeon	if needed and possible
Hyvinkää	nurse	nurse	after x-ray (telephonical consultation)	assistant doctor in charge	no
Jyväskylä	secretary	nurse	after x-ray (telephonical consultation)	assistant doctor in charge	if needed and possible
Kohtla-Järve	nurse	nurse	after triage	orthopaedist	no
Lund	nurse	nurse	after triage	surgeon	no
Nicosia	nurse	nurse	after triage	GP	no
Pafos					
Patras	nurse	nurse	at orthopaedic department	orthopaedist	no
Riga	medical registrar	doctor, nurse	immediately	paediatric surgeon	if needed and possible
Tallinn	nurse	nurse	after triage	assistant doctor in charge	no
Tartu	nurse	nurse	after registration	orthopaedist	if needed and possible
Vilnius	nurse	doctor	after registration	orthopaedist	if needed and possible



**FutureHealth
Operation**



Transforming Health Service Organisations in the eHealth Era

2 –3 June 2005

Challenges (2) Rethink the basics



Workflows
Professional roles
Players and relationships
Shift of power



Professional rights
Employment
Business models and lines of
marketing,

Economics



Have we build in TRUST
in order to

- Rethink the basics
- re-evaluate deep routed values, a new set of principles that should guide our focus, our relationships and our actions
- restructure our whole health care systems and beyond

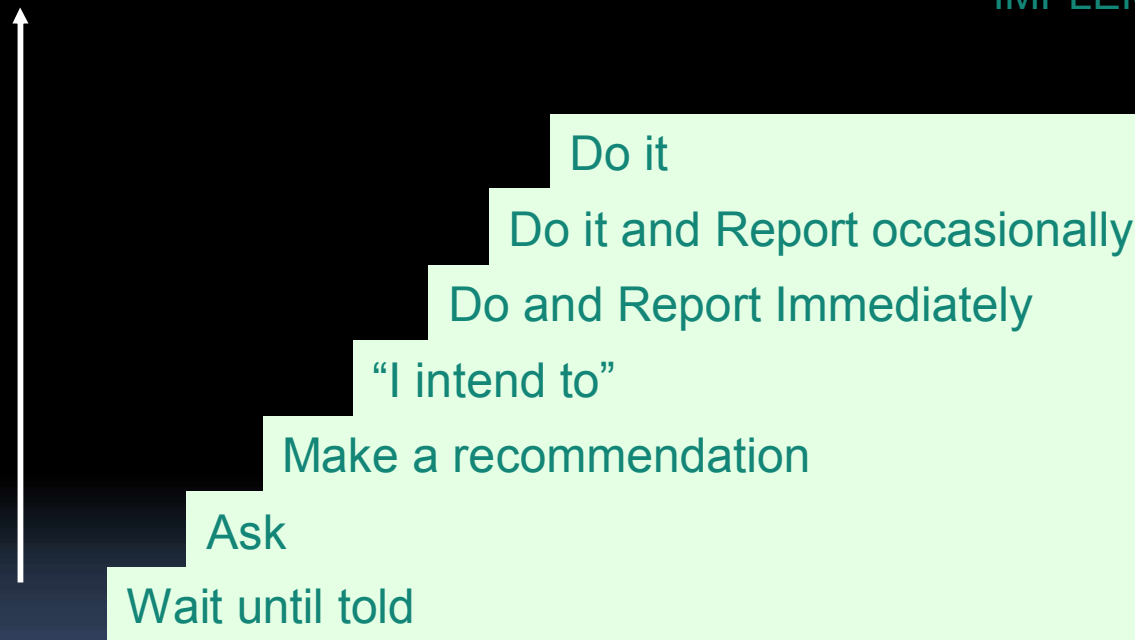
TRUST = Competence and Integrity

Change through

Empowerment

EMPOWERMENT

TIME TO
IMPLEMENTATION



TRUST (Integrity and Competence)

S. Covey, The 8th Habit, 2004

TRUST: Beyond Technological Competence

