

Don Quixote – fighting to improve quality



May 28, 2014

¿What do we know about Spain?

-dogs running in hospitals

-Spain is a white

- no emergency services during the night

-Lack of organisation

- always +30°C



Group of trained professionals -> INVESTIGATION



¿QUALITY?

RELATIVE - Patients

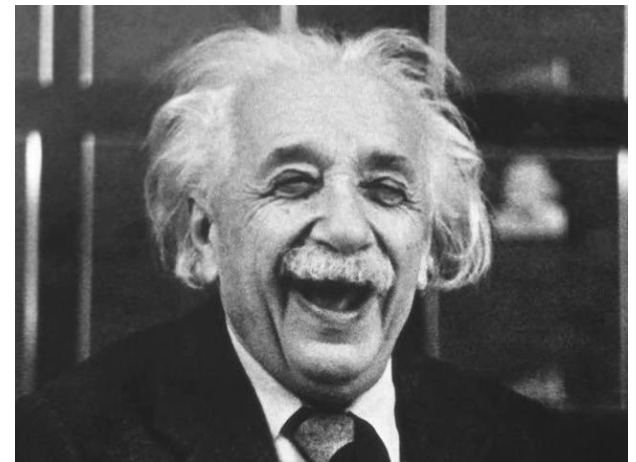
- GOOD COMMUNICATION WITH HEALTH CARE PROFESSIONALS
- GOOD ACCESSIBILITY TO SERVICES
- PLEASANT STAY IN A HOSPITAL
- BEST QUALITY OF LIFE POSSIBLE



¿QUALITY?

RELATIVE - Professionals

- DO THE RIGHT THING IN THE RIGHT WAY
- WORK ACROSS ALL SECTORS
- LEARN FROM MISTAKES



¿QUALITY?

RELATIVE - Health organizations

- STRUCTURE SUPPORTS PATIENTS AND PROFESSIONALS
- FLOW OF INFORMATION BETWEEN ORGANISATIONS
- PROCESSES SUPPORT PEOPLE TO DO THE RIGHT THING



Quality and Patients

Several models of intervention directed at patient.

Hospitalization at home

Target: post- surgical and medical patients, palliative patients, psychiatric patients, pediatric patients, and rehabilitation patients.

Functions as an external consultation and hospitalization at home.

Advantages:

- increase accesibility
- avoiding stays – dangerous to stay in the hospital
- increase the quality of life
 - patient satisfaction in the last 5 years almost 100%



Quality and Patients

- Telemedicine (Case Management)

Target: chronically ill high complexity and pluripatològics, and psychiatric patients.

- they are not hospitalized, and not have domiciliary hospitalization
- they are telemonitored and controlled patients by a manager (nurse).

The monitoring is done through a system programmed by computer e-health Nohmad Chronic platform (iPad) and telephone calls.

Patient and family involved!



Quality and Patients

Patient Office – local ministry of health

The way you make a user service is increasingly important and sometimes lacks quality. Patients are increasingly informed and demanding responsibilities:

- Training for people at the information desks
- Giving patient information
- Receive and manage complaints
- Personalized approach

Result:

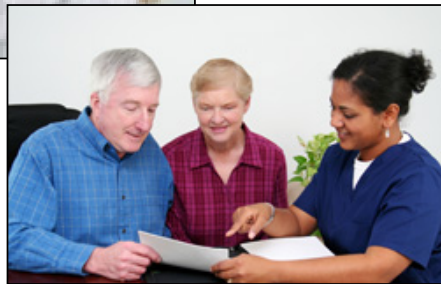
Satisfaction.



Quality and Patients



Escuela Andaluza de Salud Pública
CONSEJERÍA DE IGUALDAD, SALUD Y POLÍTICAS SOCIALES



Patient Training: Escuela Andaluz de Salud Publica

- Patient training for people with chronic conditions;
- ‘Train the trainers’, roll out training locally;
- Invite healthcare professionals along to see the patients’ perspective;
- Social media support groups and networking.

“Each patient is the only expert in the world on how their condition affects their life”

Quality and Professionals

Improving the procedures

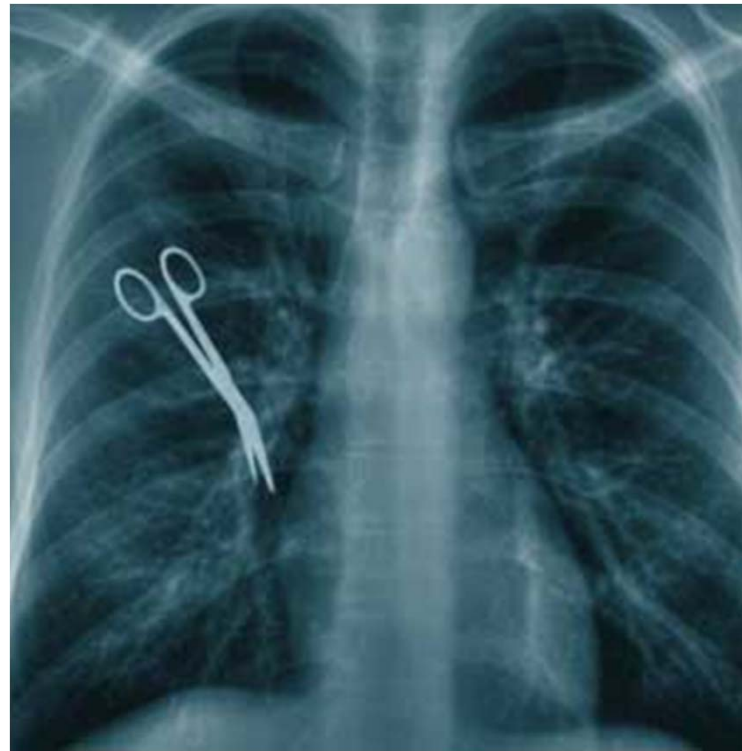
- Hand Hygiene
- Bacteremia Zero
- Pneumonia Zero
- Resistance Zero



Quality and Professionals

SYNAPS

- Error announcement software
- Anonymous
- No blame culture
- Learning from errors
- Improving the procedures



Quality and Professionals



Surgical checklists

-safety procedures of operations and risky procedures

- the right patient
- the right operation
- the right people to do it
- prevention of possible complications

Quality and Professionals

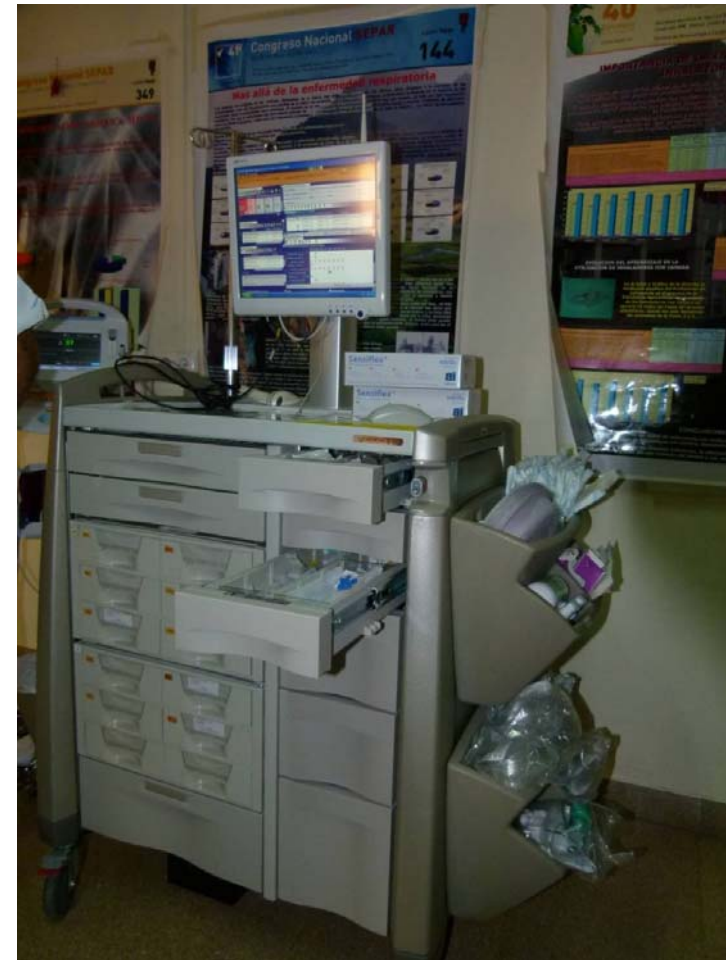
- Informatization of medical data (different software like Selene Clinic, Millenium, Irati, Jara, Diraya)
 - All sectors have access to the same information - **simplicity**
 - A GP can see outcomes in a hospital, and vice versa
 - Keeps the medical data safe and in one place
- Electronic medical prescriptions
 - **No mistakes** about handwriting
- Individual Health Card with chip
 - Relevant patient data
 - Preserves patient **confidentiality**



Quality and Professionals

Centralised pharmacy: Medicine is prepared by pharmacists

- Less mistakes
- Better medication management
- Reduced drug wastage
- More time for nurses to take care of the patients



Quality and Healthcare Organisations



OBSERVATORIO DE SALUD
EN ASTURIAS

Health Observatory 2010 Asturias (in collaboration with the University of Wisconsin)

- investigating the lifestyles and habits of a population - reports
- website : <http://www.obsaludasturias.com/information>
- reach the highest possible number of social workers, with the aim of promoting change, creating policies and programs.



Quality and Healthcare Organisations



OBSERVATORIO DE SALUD
EN ASTURIAS

Health Observatory 2010 Asturias (in collaboration with the University of Wisconsin)

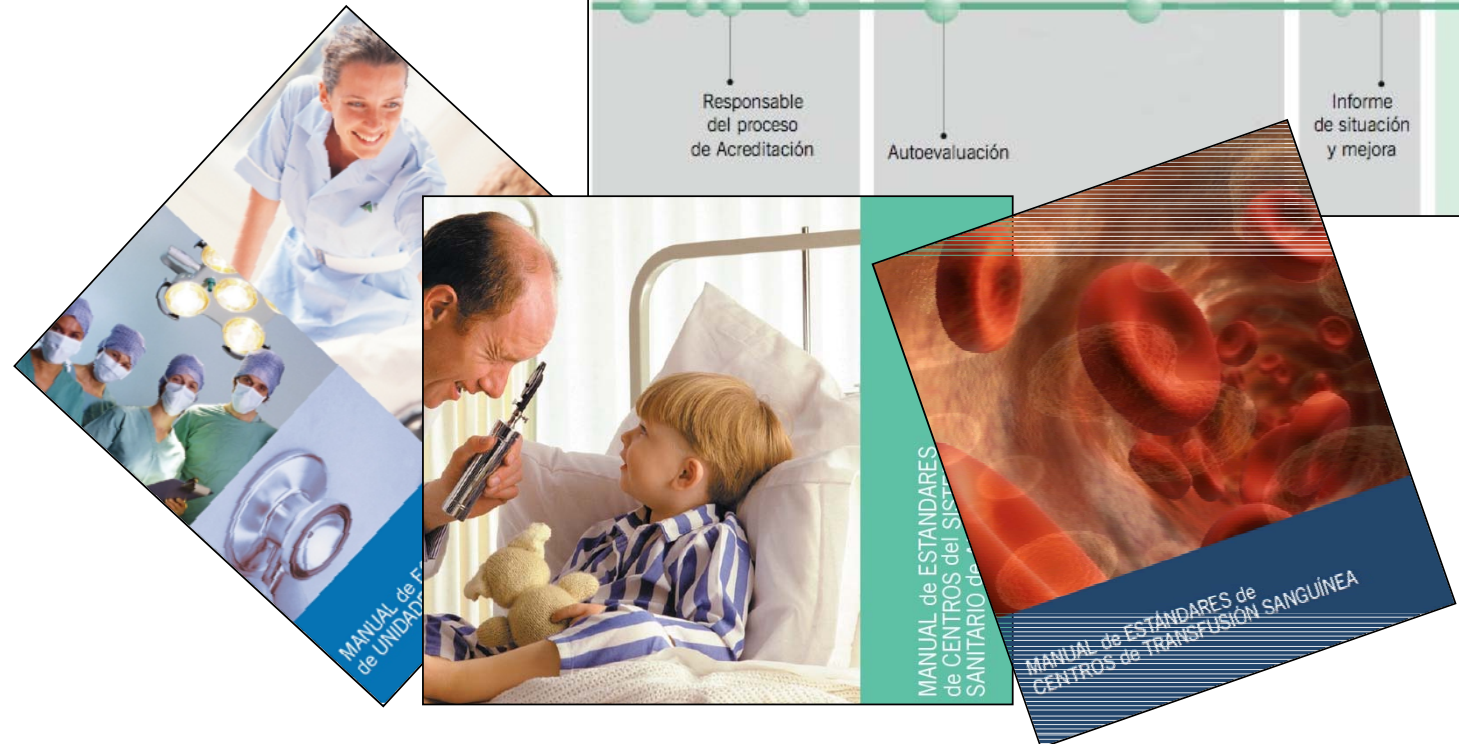
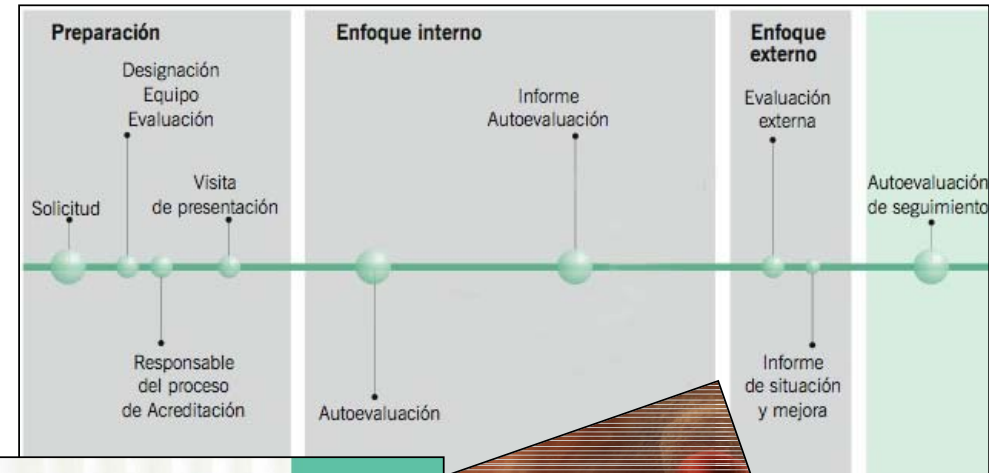
- **investigating** the lifestyles and habits of a population - reports
- website : <http://www.obsaludasturias.com/information>
- reach the highest possible number of social workers, with the aim of promoting change, creating policies and programs.
- The key idea of this Centre is to link **information to action**
- Community activities**
 - sport for people with diabetes
 - tai chi for teenagers



Quality and Healthcare Organisations

Accreditation: Agencia de Calidad Sanitaria de Andalucía

- Organisations
- Clinical Units
- Professionals
- Training
- Websites



Quality and Healthcare Organisations

DEPARTAMENTO DE SALUD
ALICANTE SANT JOAN

Imaging: Alicante-Sant Joan

Doctors only ask for imaging if the result, positive or negative, will change the diagnosis or treatment.



•Objectives

- Reduce harmful side effects e.g. Cancer incidence
- Improve efficacy of care

•Process

- Technological; System won't allow doctors to ask for the same test for the same patient within a week of an identical request
- Internal audit: Imaging department reviews all requests at the end of the day to check that tests have been ordered sequentially according to patient pathway

Conclusions

In spite of the financial situation:

- Patients are put at the heart of their care
- Professionals in Spain work to decrease the number of mistakes
- Systems and processes are in place to support quality
- Strong use of technology supporting quality improvement
- Quality is standardised and assessed objectively

...everyone is working hard to improve the quality of care



•Fim

•The End

•Koniec

•Loppu

•Pabaiga

•Τέλος

•Kraj