

HOPE Agora 2014

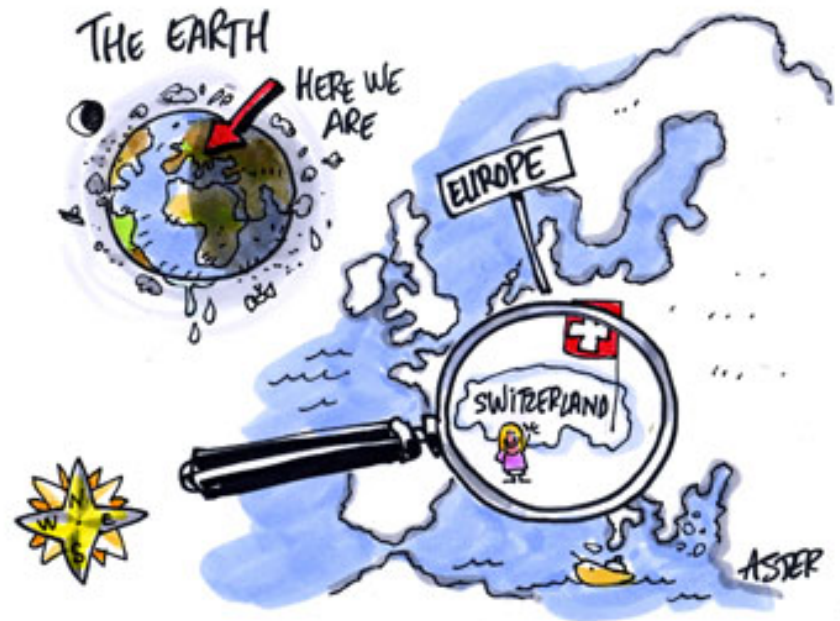
*Quality First...*

**PATIENT FIRST**  
**MISSION POSSIBLE**

The Swiss Team

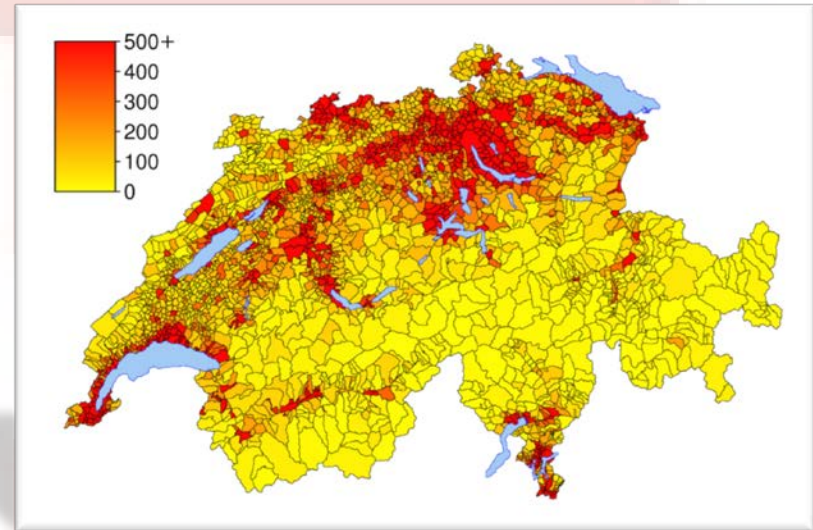
# *Quality First...* PATIENT FIRST MISSION POSSIBLE

- I. Swiss Healthcare Overview
- II. Switzerland - HOPE 2014
- III. Implementation of the  
Six Dimensions of Quality
- IV. Challenges in Swiss Healthcare
- V. The Swiss Team



# I. Swiss Healthcare Overview

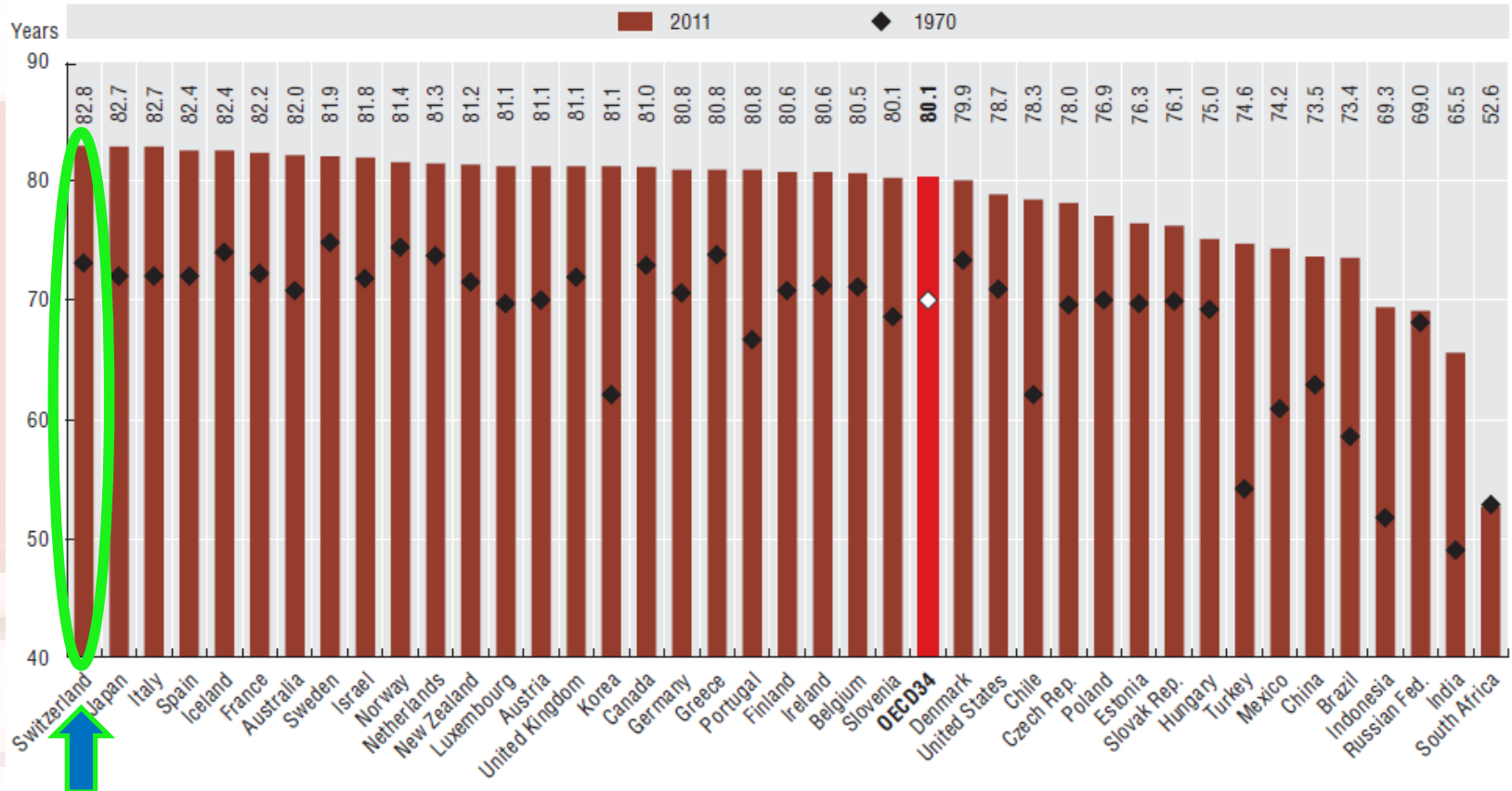
- Population: 8 millions
- 26 Cantons



- ~300 Hospitals / Size: 2 to 2000 beds / Length of Stay~5.7
- Healthcare cost = 67 billion CHF; 8160 CHF per capita
- Healthcare financing: 11% GDP

# I. Swiss healthcare overview

## Life expectancy at birth, 1970 and 2011 (or nearest year)



Source: OECD Health Statistics 2013, <http://dx.doi.org/10.1787/health-data-en>; World Bank for non-OECD countries. StatLink <http://dx.doi.org/10.1787/888932916002>



## II. Switzerland - HOPE 2014

A map of Switzerland is the central focus, color-coded by canton. Several cantons are marked with their respective icons: Basel-Stadt (black and white), Aargau (blue with white waves and stars), Zürich (blue and white triangle), Thurgau (green with yellow lion), Luzern (blue and white vertical stripes), Bern (red with yellow bear), and Thurgau (green with yellow lion). Lines connect these icons to photographs of hospitals: University Hospital Basel (Basel-Stadt), Inselspital Bern (Bern), Swiss Paraplegic Centre (Basel-Stadt), Reha Reinfelden (Zürich), Münsterlingen Hospital (Thurgau), Children's Hospital Zurich (Zürich), and Winterthur Hospital (Thurgau).

**University Hospital Basel**

**Inselspital Bern**

**Swiss Paraplegic Centre**

**Reha Reinfelden**

**Münsterlingen Hospital**

**Children's Hospital Zurich**

**Winterthur Hospital**

### III. Implementation of the Six Dimensions of Quality

Safety   Timely   Efficiency   Effectiveness   Equity

Patient  
Centered

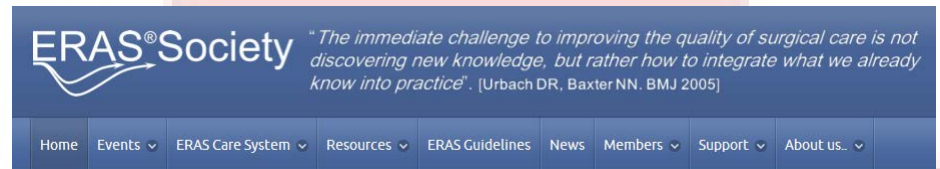
- Simulation centre - CPR and ALS
- Creating Opportunities for Parent Empowerment
- Unit council
- Oncology home visit
- Special rooms to prepare medication for child
- Centre for integral rehab of children



### III. Implementation of the Six Dimensions of Quality

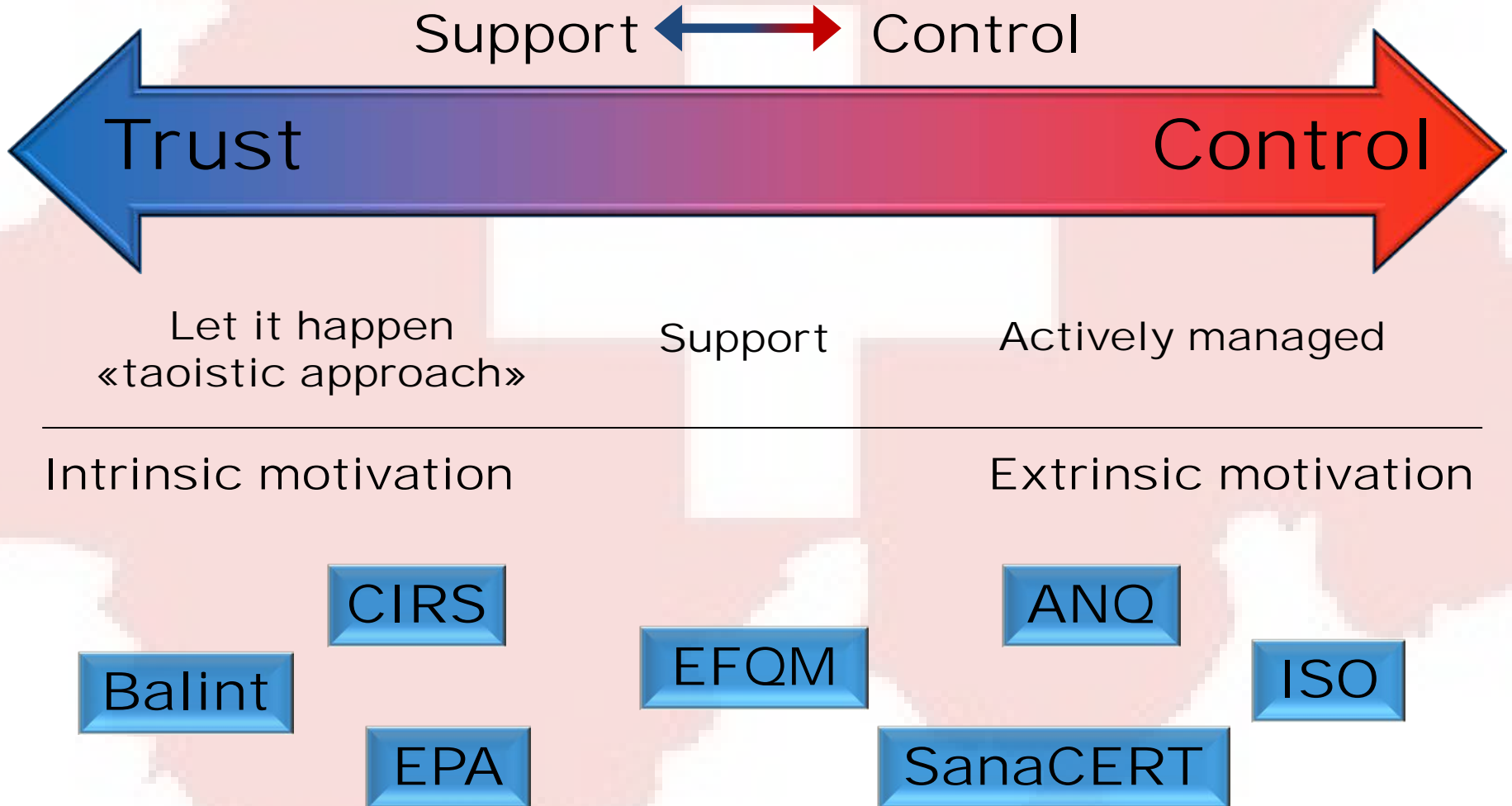
Safety   Timely   Efficiency   Effectiveness   Equity   Patient Centered

- Enhance Recovery After Surgery
- Holistic patient centered care and life long care
- Patient Manager and good team structure
- Kaizen board
- Patient recreation rooms
- New private rooms and new stroke unit



Ideenspeicher		Kaizen- Board Team: Nächstes Meeting: <small>KARLSPITAL WÜRZBURG</small>				
Neue Ideen		Massnahmen in Umsetzung				
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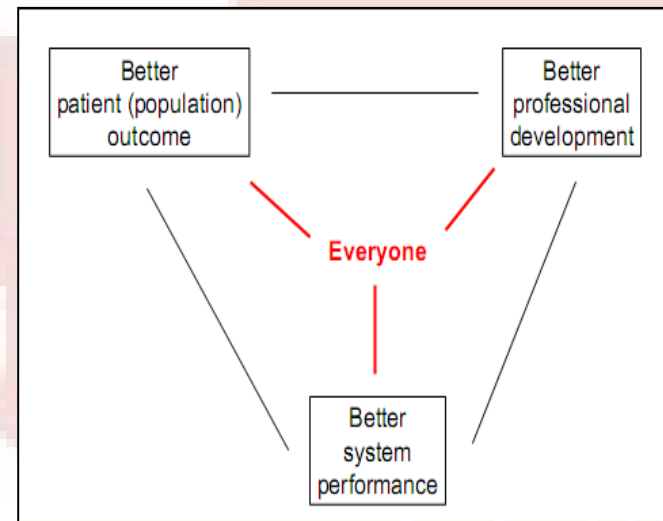
#### IV. Challenges in Swiss Healthcare





## IV. Challenges in Swiss Healthcare

- Demographic and population
- Diverse healthcare policies
- Technology
- Healthcare workforce
- System performance
- Quality outcomes




## IV. Challenges in Swiss Healthcare

**Gesundheitswesen**

Berset (Health Minister of Switzerland) plans a National Quality Institute

Christof Forster, Bern Samstag, 11. Januar 2014, 07:00

[Empfehlen](#) 34 [Twittern](#) 10 [g+1](#) 0



Bundesrat Alain Berset muss sein Können als Kommunikator beweisen, um auch Parteikollegen von der Altersvorsorge 2020 zu überzeugen. (Bild: KEYSTONE/Peter Schneider)

Berset wishes to have about 30 new places where they will take care of the national quality in healthcare, but the health insurances, doctors and hospitals are sceptic.

"If you can imagine it,  
You can create it.  
If you can dream it,  
You can become it.  
And if you do it,  
You can make a difference."

(Arthur William Ward)



V. The Swiss Team

*Quality First...*

**PATIENT FIRST  
MISSION POSSIBLE**



Dimitra Maria Olivia Dominika Mercedes Filipa

Makeup department

Director of photography

Camera and electrical department

Production management

Production design

Special effects