Person Centred Care

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Anette Abrahamsson
Annmargreth Kvarnefors
Göran Henriks
Qulturum – Centre for Quality Improvement and Innovation
Region Jönköping County, Sweden
Person Centred Health and Care for tomorrow – The Jönköping story

- From patients to persons
  - the stories of Patrik, Eje, Anne-Maj
- Improve the clinical results
- Dramatically reduce the costs

Göran
Anette
Annmargreth

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Welcome to one of ten healthiest areas in the world

- Easy to have a healthy lifestyle
- Healthcare at the top of the league
- Clean air
- Green areas
- Healthy food
- Excellent public transport

According to this report:

Global AgeWatch Index 2014

Global AgeWatch Index 2013

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Welcome also to…
One of ten coolest innovative counties around the world

Good for Esther = good for all seniors

http://plus.rjl.se/esther
Two of the best hospitals in Sweden

Ranking list, County Hospitals:

1. Ryhov County Hospital, Jönköping
4. Värnamo Hospital, Värnamo

Höglandet Hospital, Eksjö, strongest runner up
Your confidence in the healthcare system in your county / region?

Source: Vårdbarometern

Jönköping

Sverige
Award from The Swedish Union for Nurses

Theme: Person Centred Care
Despite good results and awards.......
National Patient Survey 2014

- Patients participation is not good enough in our region:

<table>
<thead>
<tr>
<th>Goal value</th>
<th>0</th>
<th>39</th>
<th>41</th>
<th>53</th>
<th>67</th>
<th>73</th>
<th>80</th>
<th>100</th>
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</thead>
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Patient participation, Jönköping, inpatient care  Goal value: > 80

- Did you get enough information about how your illness or your symptoms may affect your daily life? 67
- Do you feel involved in the planning of your continued treatment? 73

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International Health Policy Survey

Result from the Commonwealth Fund 2014

A comparison of ten countries: Australia, France, Canada, Netherlands, Norway, New Zealand, Switzerland, United Kingdom, Germany and USA.

Sweden (and Jönköping) has to work with…

• Information
• More active role
• Empowerment
• Care coordination
Challenges in Health Care in Sweden

- Financial deficit in 20 of 21 regions
- Person Centred Health Care increasing quality and reducing costs

The Swedish Health Care lacks 3 Billion SEK appr. £231 000 000
Action plan from the Region’s political and administrative Board:

Integrate **Person Centred Care** in the whole system

- Person centred care
- Prevention and planning of next step
- Decrease over-, under- and misuse
- Standardised approach, specialisation
- Faster Spread, Equal care
A shift in perspective.....

Patient in the center

Patient – a part of the team

The patient’s needs

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• What does Person Centred Care mean to you?
See the person behind the disease
Our Journey from Patient Centred to Person Centred Care

1997

Swedish Association of Local Authorities and Regions

The National Patient Power Investigation

National Program for the Elderly

Centre for Person Centred Care – GPCC

Mobile Geriatric Team

Person Centred Process Mapping

Patient Advisory Group

ERAS

Recovery

E-Health

The Patient Law

Jan 1st 2015

Patient Stories - "A Taste of Water"

Self Dialysis process

"Passion for life"

Clinical Microsystems

"The Child Dialogue"

Rehabilitation Medicine

Patient supporters

"Together"

Learning Cafés

"Together"

The Esther Network

Advanced Access

Clinical Microsystems

Learning Cafés

Patient Supporters}

ERAS

Recovery

The National Patient Power Investigation

National Program for the Elderly

Person Centred Care
The Swedish Patient Act, Chapter 9, §1

• A patient who is covered by county council health care responsibility has right to choose the provider of publicly funded outpatient care.
Clarified requirements for information. Patient Act Chapter 3.

1 § The patient should be informed about:

1. their health condition,
2. the methods available for testing, care and treatment,
3. the facilities available to persons with disabilities,
4. at what time he or she can expect to receive care,
5. the expected care and treatment process,
6. significant risks of complications and side effects,
7. aftercare, and
8. methods to prevent illness or injury
Clarified requirements for information. Patient Act Chapter 3.

2 § Patients should also be informed about:

1. The possibility to choose treatment options, continuous contact with physician and health care providers and providers of publicly funded health care,
2. The possibility to receive a new medical assessment and a permanent health care contact,
3. The health care guarantee, guarantee of access to health care
4. The possibility to, at social services, obtain information about care in another EEA country or Switzerland
Eje
Rehabilitation instructor
a part of the team at the
Rehabilitation Medicine Clinic
Patrik

2009

2010

2012

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Region Jönköpings län
Learning Cafés: two building blocks

1. Participants' questions

2. Persons with experience of different diagnoses or symptoms

Learning café:

- 2 ½ hours 4-5 times
- The content by the group's needs
- Everyday experiences
- The staff responds to questions
- Coffee break

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"Together"

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Patient centred process mapping
Mobile Geriatric Team
The kitchen table leads to a shift of power

**Increased**
- sense of safety among the elderly
- empowerment of elderly and relatives

**Decreased number of...**
- days of care
- emergency visits
- visits in primary care

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Which other new work methods can we imagine?
GPCC – Centre for Person Centred Care

”A patient is a person who is more than their disease.”

Key factors:
• The patient's story
• Partnership
• Shared documentation - health plan

http://gpcc.gu.se/
Some results from GPCC research

• high level of patients’ satisfaction
• the extensive cost savings from reduced lengths of stay in hospital
• the patient’s personal resources are utilized in an entirely new way
We cooperate with GPCC
Integrate Person centred care in the whole system

The departments of medicine in the region have decided on a new work method – with focus on Person Centred Care
• Anne-Maj’s patient story
How do we use our patients' experiences?

[Image of a beehive]

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Treat me like a fellow human being

Give me knowledge

Talk with me, not to me

Meet me with respect

Don’t let me be reduced

Let me be a part of my own care

Listen to me

Look into my eyes and imagine you are me

Let my family be part of my health care

Anette Abrahamsson, Annmarieoth Kvarnerors and
How can we improve our work to achieve a person centred health and care for tomorrow?

Anette Abrahamsson, Annmargreth Kvarnefors and Göran Henriks
• Thank you!

anette.abrahamsson@rjl.se
anna.kvarnefors@rjl.se
goran.henriks@rjl.se

http://plus.rjl.se/qulturum