

Hello Healthcare

A danish initiative on engaging patients and family and breaking down structural barriers

MD Ove Gaardboe, Danish Society for Patient Safety



@OveGaardboe - #PatientsprescribE



Aim – Hello Healthcare

- To increase patient's impact on their own care and treatment by reducing barriers for patient and family involvement
- To put patients and families at the heart of every decision by inviting them to ask more questions and express what matters to them

Why.....?

- Basically because it is safe
 - Fewer 'ordinary' errors (ie. wrong medicine)
 - And especially fewer silent misdiagnosis (ie. treatment not suited for the patients wishes or living conditions)
- And of course because it is decent and everything else would be out of time

**The People's
Meeting in
Bornholm this
weekend:**

**#godt
duerder**



ie. "Thanks You are here"



Fordel
1 2 3 4 5

Større tryghed
for de pårørende

Fordel
1 2 3 4 5

Færre fejl
i behandlingen

HEJ
PARRÆNDE

Send en sms med
teksten HEJ P til 1999
og få gode råd og
inspiration direkte
på din telefon.

Godt du er der! ❤️

Fordel
1 2 3 4 5

Større tryghed
for patienten

TrygFonden

PS! Dansk Selskab for
PatientSikkerhed

Robert Bosch **Stiftung**

TrygFonden Dansk Selskab for PatientSikkerhed **PS!**
Danish Society for PatientSafety

HEJ
PARRÆNDE
Send HEJ P
til 1999



godtduerder

Følg

karinald123 og simonfk82 synes godt om dette 2 d.

godtduerder Margrethe Auken: Jeg tror det var vigtigt, vi var der #godtduerder

Log på for at synes godt om eller kommentere.





Tools for patients – and for family hejsundhedsvaesen.dk

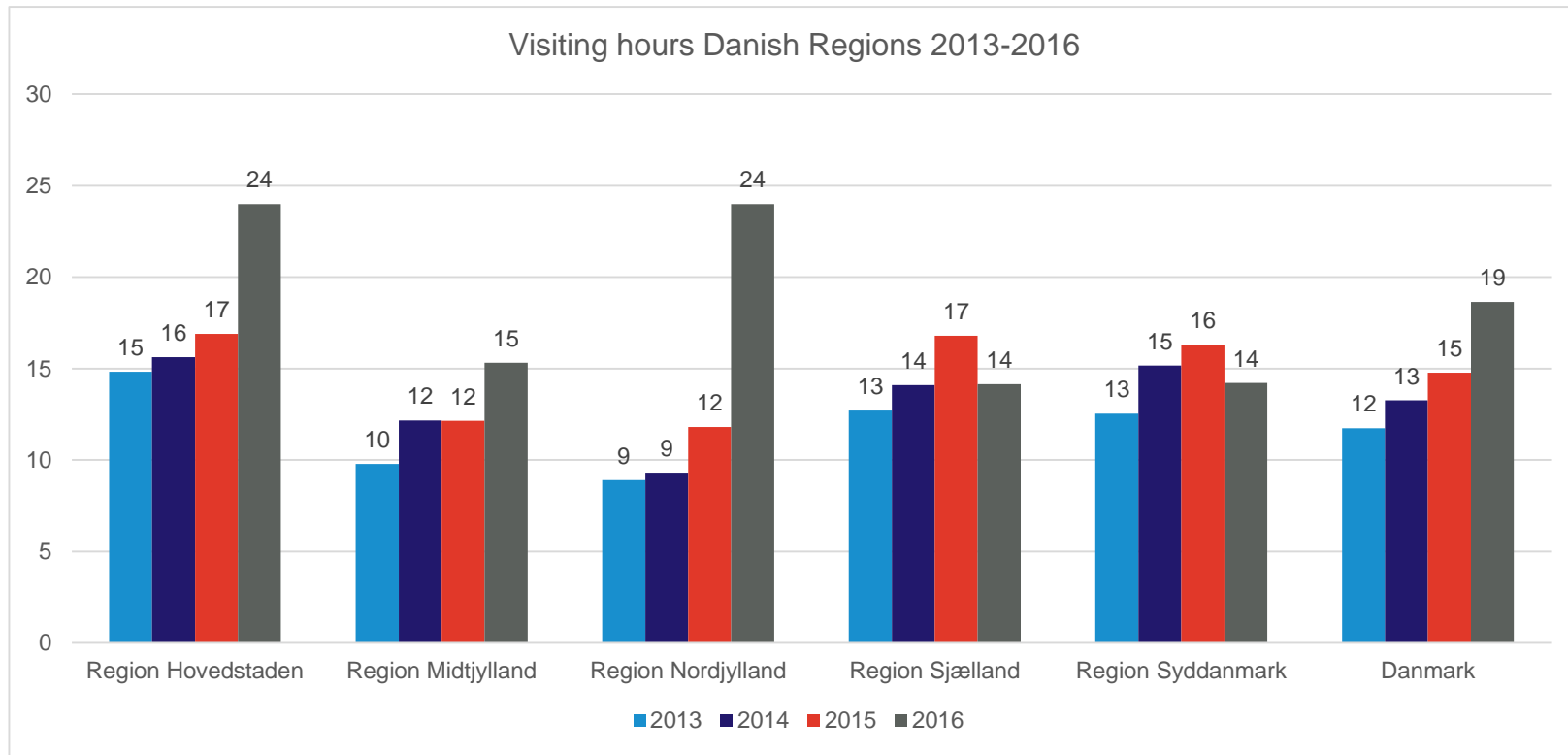
Reducing barriers

- 3 most important subjects from patients in a new study (not published yet):
 - Health care personal must speak and write in plain danish
 - When you leave hospital, you must know where to go or call for supplement information
 - Important talks must be planned, so that family can participate (especially for the elderly)

Reducing barriers - results

- All 5 danish regions are now running projects on converting language in written messages to plain and ordinary danish
- New national focus on transitions between primary and secondary care and viceversa
- (We hope to get funding to run a national project on safe transitions)
- In 2 of 5 regions family is invited to be in the hospital whenever it is convenient (24/7)

Visiting hours



Patient engagement

- **Recently published study*:**
- 53% of the danes think they need to be active to get the right treatment
- Almost everyone want decissions about their treatment to be taken in cooperation (except in emergencies)
- Most danes are willing to take part in the treatment – also when it comes to family

**mandagmorgen/TrygFonden: Sundhedsvæsenet – ifølge danskerne*

Healthcare personal engagement

- All professional groups wish to engage patients and family and share decisions
- When you ask them more than 95% agree
- But when you ask patients and family, it is not the reality

Conclusions

- Patients as well as family are more ready than ever to be engaged
- Healthcare professionals are positive in thinking - but not in reality
- Leaders in health care, unions and patient forums are calling for action
- In PS! and Hello Healthcare we will continue the work with all the healthcare professions and in public to increase engagement and invitations
- ...and to gather the stakeholders to get commitment on action on central subjects

Thank You everyone

Please support action on EU as well
as national level.....

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TrygFonden **PS!**