

THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

Ana Pais | Clinical Director of IPO Coimbra



CHKS PORTUGAL CONFERENCE 2018

AGENDA

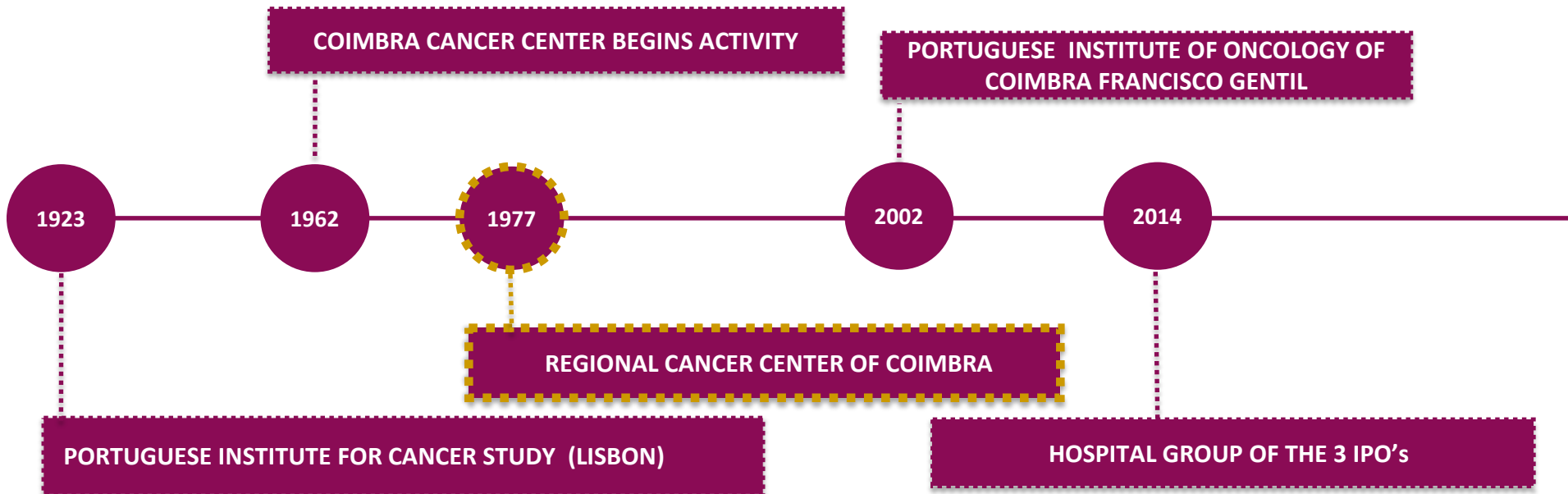
- . About us:
 - Who we are
 - What we do
 - Why we do it
- . Patient experience
- . IPO Coimbra:Our experience
- . The values and value of Patient-centered care





THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

ABOUT US: WHO WE ARE



REPÚBLICA
PORTUGUESA
SAÚDE



SNS
SERVIÇO NACIONAL
DE SAÚDE



OECI
Organization of European Cancer Institutes
European Economic Interest Grouping

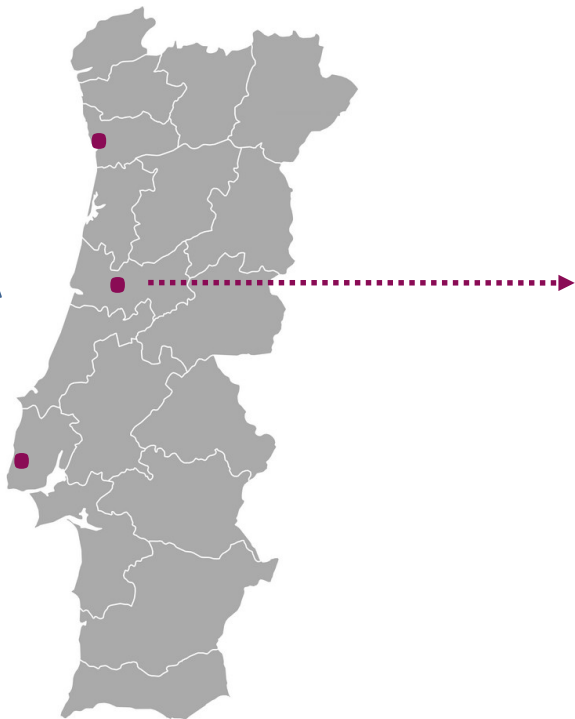


THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

PORTO

COIMBRA

LISBON



ABOUT US: WHO WE ARE





THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

ABOUT US: WHO WE ARE



IPO Coimbra serves an estimated population of 2.5 million



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA



Coimbra, probably the most charming city in Portugal... A city of alleys and alleys that enchant and dazzle, a city that keeps us in memory and enters the soul.





THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

ABOUT US: WHO WE ARE

. Nearly 1000 employees

STAFF			
Leaders	16	Superior Technicians	21
Physicians	181	Technical Assistants	123
Health Superior Technicians	9	Operational Assistants	253
Nurses	263	Others	24
Superior Technicians for diagnosis and treatment	93	Total	983

Service Providers	60	Volunteers LPCC	100
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. 246 beds



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

ABOUT US: WHO WE ARE

- . CHKS Accreditation since 2005
- . OECI Accreditation since 2010
- . Reference Cancer Center for colorectal cancer since 2016
- . European Respiratory Society Accreditation since 2005 for endobronchial ecoendoscopy



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA


ABOUT US: WHO WE ARE

- . Coordination of the Regional Cancer Registry until 2017
- . Integration in the National Cancer Registry in 2018



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

ABOUT US: WHAT WE DO

- 
- . 6500 new patients every year
 - . 6500 new families every year
 - . The presence of family members in the care setting is encouraged and facilitated



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

ABOUT US: WHAT WE DO

- . Close articulation with primary health care
 - . Screening programs: Pioneers in screening for cervical cancer, breast cancer and more recently in screening for colon and rectum cancer
 - . Shared management of resources in the NHS
 - . Caring for cancer survivors



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

ABOUT US: WHAT WE DO

- . A course in the area of clinical research
 - . Protocols with the Clinical and Academic Center of Coimbra, the Faculty of Sciences and Technology of Coimbra, the Pedro Nunes Institute and the Institute of Hygiene and Social Medicine
- . Pre and post-graduate education



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

ABOUT US: WHAT WE DO

. We developed our activity in **Multidisciplinary Pathology Groups (GMP)**, focused on caring for the patient in the course of the disease in its all dimension

GMP			
Breast	Digestive	Lung	Skin
Gynecology	Brain tumors	Soft tissues	Hematology
Endocrinology	Neuroendocrine tumors	Urology	



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

ABOUT US: WHY WE DO IT

OUR VALUES

The organization of the IPO Coimbra is designed to respect **HUMAN DIGNITY AND PATIENTS' INTERESTS**, promoting community health and meeting individual health needs

QUICK ACCESS

HEALTH
PROMOTION

QUALITY
IMPROVEMENT

MODERNIZATION
AND
HUMANIZATION

QUALIFICATION
OF
PROFESSIONALS



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PATIENT-CENTERED CARE CULTURE



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

ABOUT US: WHY WE DO IT

OUR VALUES

Patient-centered care focuses on the **PATIENTS AND FAMILIES EXPERIENCE** in the hospital. The design of the healthcare environment should support the patient-centered care concept



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

What is Patient Experience?



PATIENT EXPERIENCE

Patient experience encompasses the range of interactions that patients have with the health care system, including their care from health plans, and from doctors, nurses, and staff in hospitals, physician practices, and other health care facilities.



Patient Experience Defined:

The sum of all **interactions**, shaped by an organization's **culture**, that influence patient **perceptions** across the **continuum** of care.

- The Beryl Institute

PATIENT CARE

Defining Patient Experience: 'Everything We Say and Do'

The Hospitalist. 2016 January;2016(1)

Author(s): Mark A. Rudolph, MD, SFHM



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PATIENT EXPERIENCE

- . It is no longer a question if patient experience matters in healthcare today
- . **It matters for those that are cared for and served and matters to all those working** each and every day to provide the best in care at all touch points across the healthcare continuum
- . **Patient Experience as a Quality Metric**



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

PROVIDER-CENTERED CARE



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PATIENT EXPERIENCE

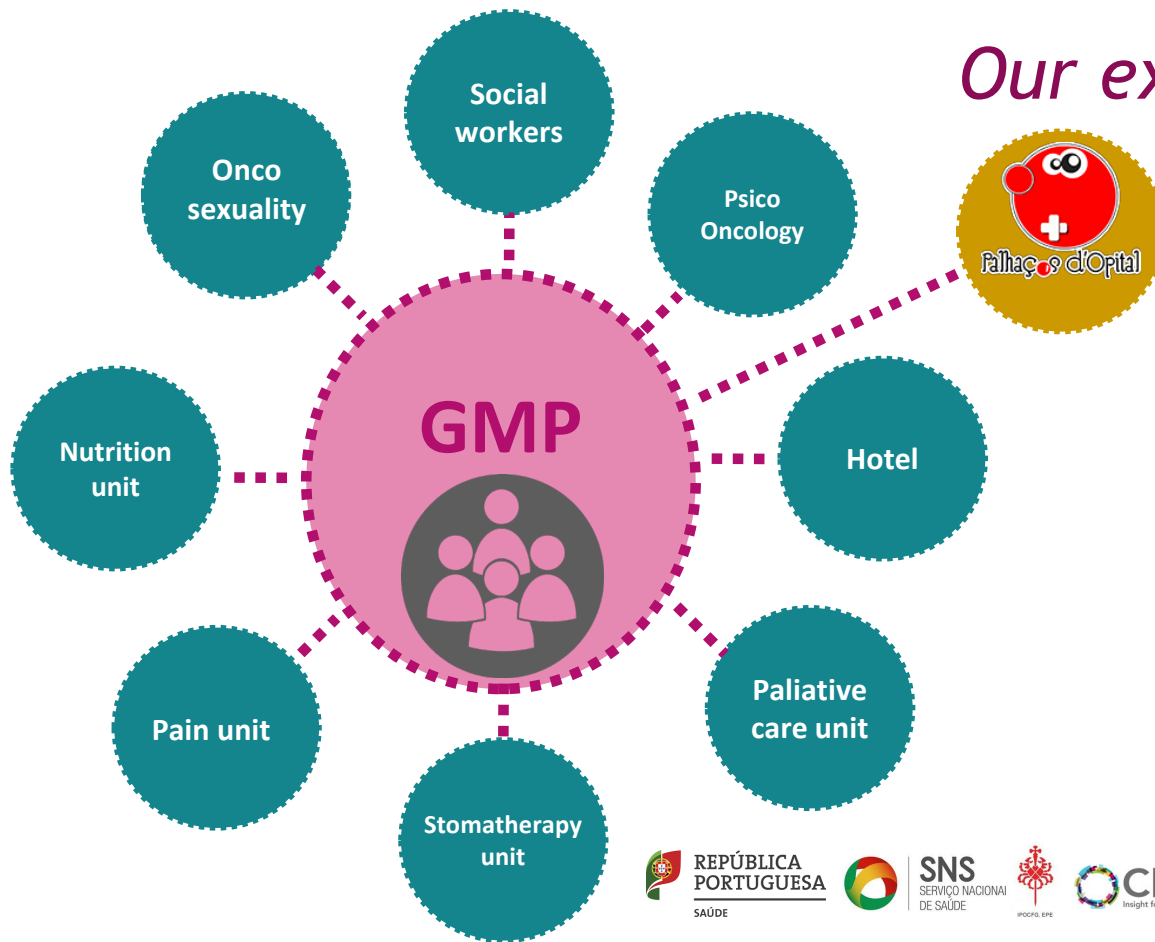
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Our experience





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Our experience



palhaços d'Opital

Happiness, Humour and Affection
in a Hospital Environment,
focused on Senior Citizens



www.palhaçosdopital.pt



palhaços d'Opital

AJUDA-NOS A LEVAR
SORRISOS AO
IPO COIMBRA



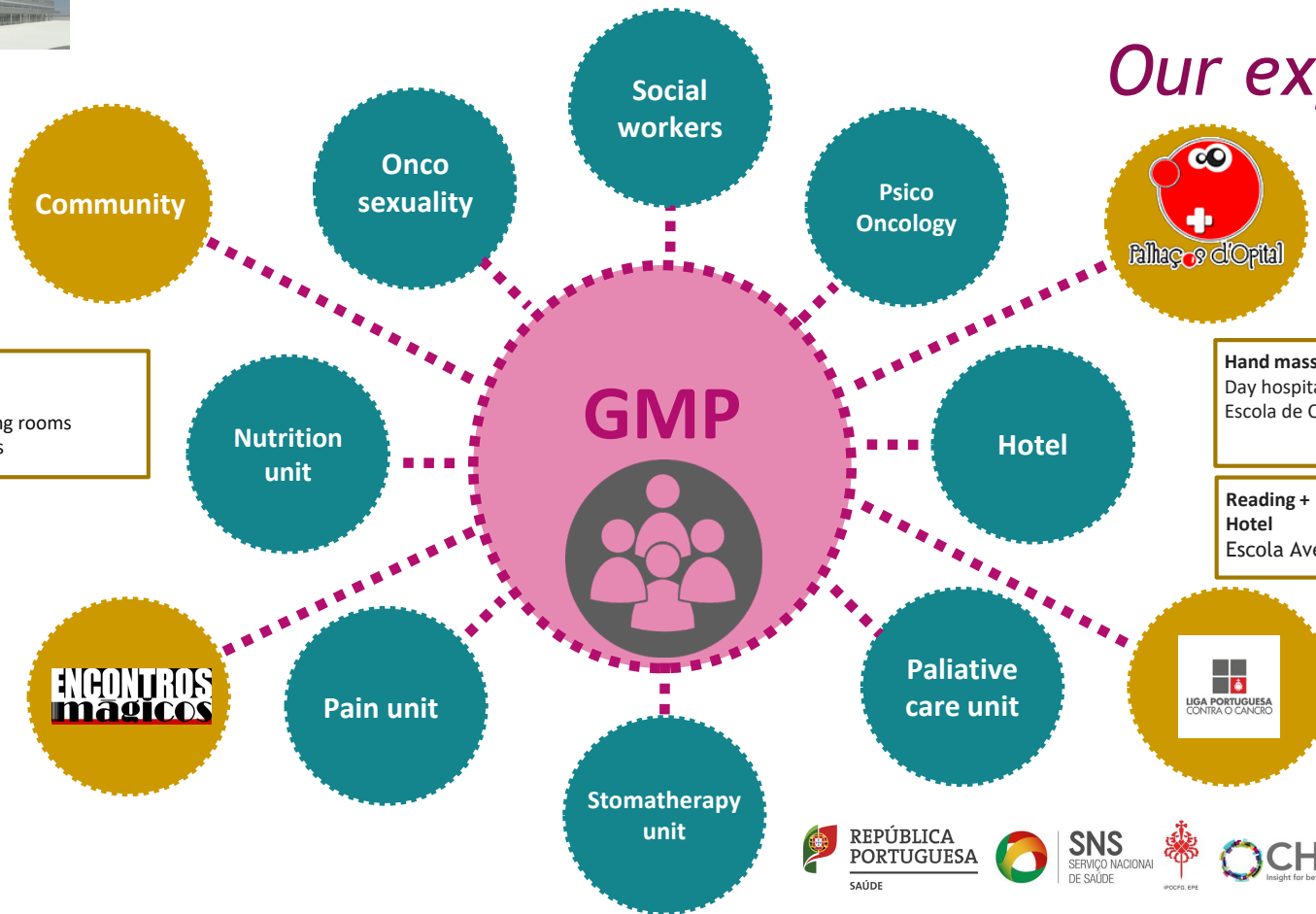
www.palhaçosdopital.pt





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Our experience



Word Poetry Day
21 March
Reading poems in waiting rooms
Escola Martim de Freitas

Hand massage
Day hospital and Hotel
Escola de Carvalhais de S. Pedro do Sul

**Reading +
Hotel**
Escola Avelar Brotero





THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

Our experience





THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

How do we get to extraordinary?

PROVIDER-CENTERED CARE



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PATIENT-CENTERED CARE CULTURE

PATIENT-CENTERED CARE





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How do we get to extraordinary?

PROVIDER-CENTERED CARE

PATIENT-CENTERED CARE



Fundação "la Caixa"

HUMANIZA PROGRAM

(from november 2018 to december 2019)

COMMITMENT TO LEADERSHIP

PATIENT-CENTERED CARE CULTURE



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

How do we get to extraordinary?



HUMANIZA PROGRAM

(from november 2018 to december 2019)

- . Comprehensive Support Program for People with Advanced Disorders
- . Psychosocial Support Teams (EAPS) offer complementary psychosocial and spiritual support for patients and their families, follow-up on mourning and support for professionals



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

How do we get to extraordinary?

PROVIDER-CENTERED CARE

PATIENT-CENTERED CARE



- . ENGAGING ROOMS DESIGN
- . REDUCING WAITING TIMES
- . INFORMATION CENTER

HUMANIZA PROGRAM

(from november, 2018 to december, 2019)

COMMITMENT TO LEADERSHIP

STRATEGIC VISION

PATIENT-CENTERED CARE CULTURE



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How do we get to extraordinary?

PROVIDER-CENTERED CARE

PATIENT-CENTERED CARE

All employees have a role in the course of the patient in the institution

COMMITMENT TO LEADERSHIP

COMMITMENT

STRATEGIC VISION

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How do we get to extraordinary?

PROVIDER-CENTERED CARE

PATIENT-CENTERED CARE

Automated systems which document every patient feedback and make data available in real time. The true value in measurement lies in using it to design and implement processes to improve patient experience and patient-centred delivery

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STRATEGIC VISION

PATIENT-CENTERED CARE CULTURE

MEASUREMENT
SYSTEMS



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How do we get to extraordinary?

PROVIDER-CENTERED CARE

PATIENT-CENTERED CARE

Including patients in the design and redesign of health care services is crucial to enhancing the patient experience.

***Patient Focus Group:** A form of group discussion that capitalises on group interaction in order to generate information. Particularly useful for exploring participant experience*

COMMITMENT TO LEADERSHIP

COMMITMENT

STRATEGIC VISION

CO-DESIGN

PATIENT-CENTERED CARE CULTURE

MEASUREMENT
SYSTEMS



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

How do we get to extraordinary?

PROVIDER-CENTERED CARE

PATIENT-CENTERED CARE

COMMITMENT TO LEADERSHIP

STRATEGIC VISION

COMMITMENT

CO-DESIGN

PATIENT-CENTERED CARE CULTURE

MEASUREMENT
SYSTEMS

INFORMATION
TECHNOLOGY



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

The Principles

THE VALUES AND THE VALUE

Respect for patients' preferences

Coordination and integration of care

Information and education

Physical comfort

Emotional support

Involvement of family and friends

Continuity and transition

Access to care

Picker's Eight Principles of Patient Centred Care



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

THE VALUES AND THE VALUE

THE 4 C'S OF PATIENT CENTERED CARE





THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

Benefits Of Patient-Centered Care

THE VALUES AND THE VALUE

- ↓ . The primary goal is to improve individual health outcomes and not just population health outcomes



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA

Benefits Of Patient-Centered Care

THE VALUES AND THE VALUE

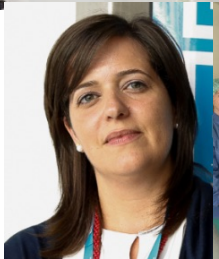
- ↓
- **Providers and health care systems benefit as well:**
 - Improved satisfaction scores among patients and their families
 - Better morale and productivity among clinicians and ancillary staff
 - Improved resource allocation
 - Reduced expenses and increased financial margins throughout the continuum of care



THE PATIENT-CENTERED CARE DESIGN AT IPO COIMBRA



**WE ARE ALL THE
PATIENT EXPERIENCE**





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