

# Organisational Innovations in Health Care in Austria

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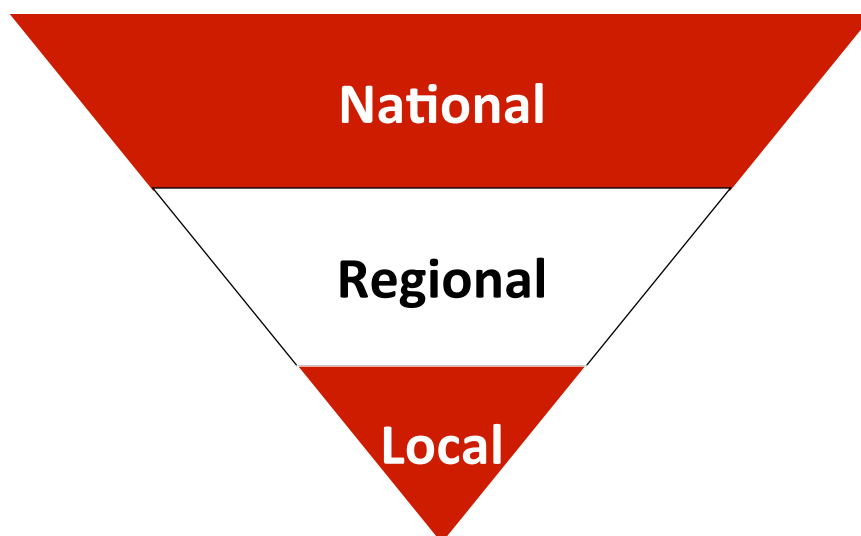
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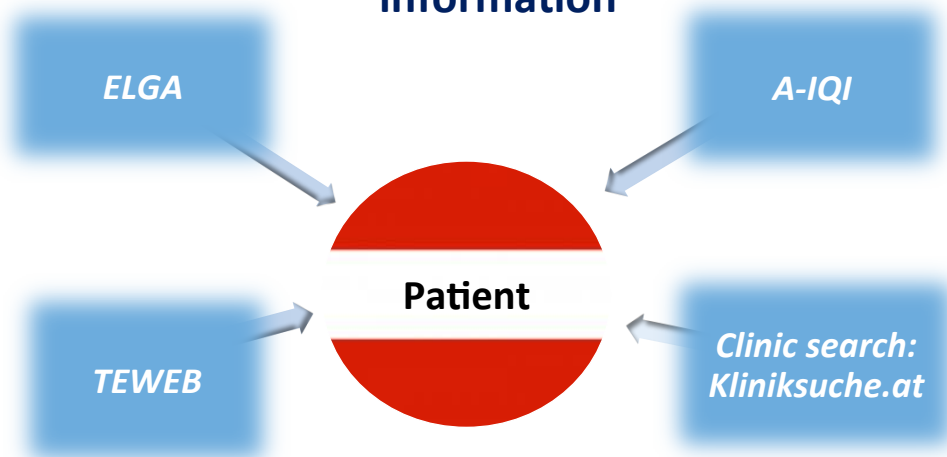


## Innovations in Austria at three levels



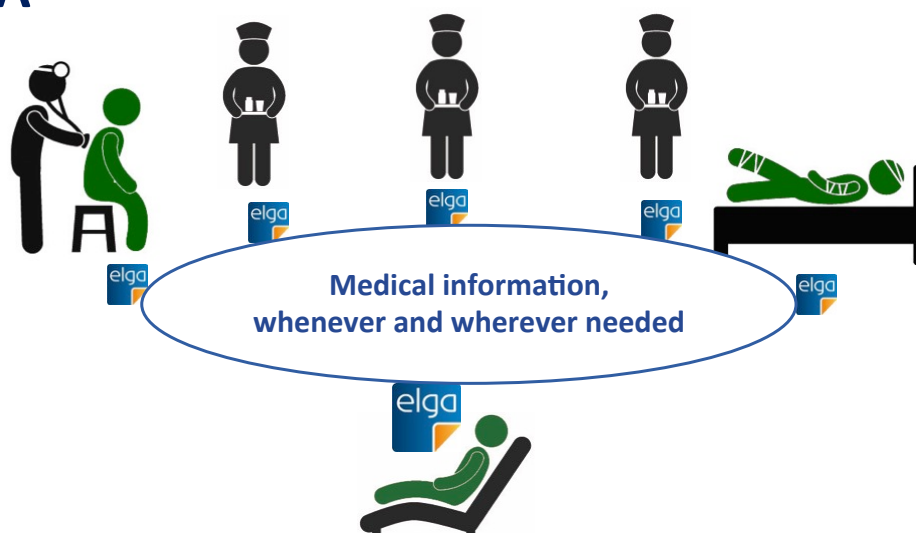
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## National Innovation: Integrated model for health information



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## ELGA



An informational highway to patients data for professionals and citizens

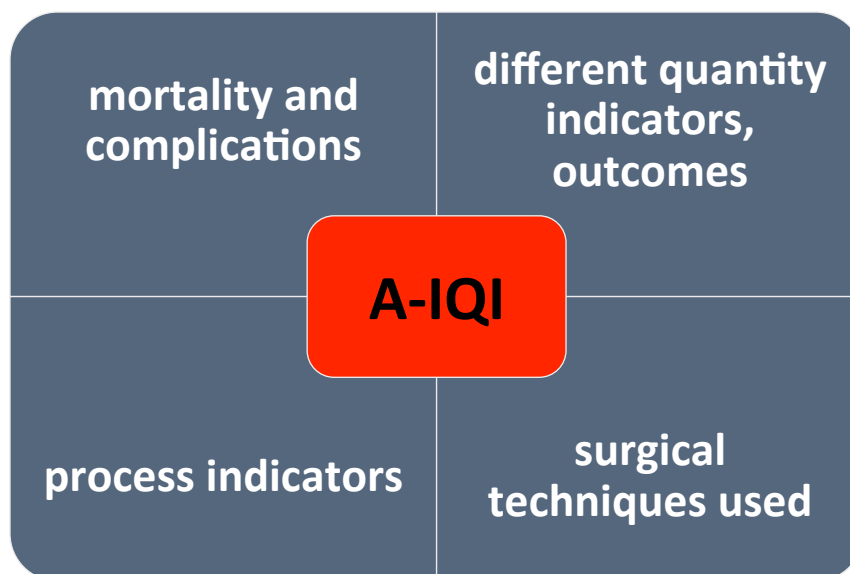
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## TEWEB

Guiding patients to  
the best point of  
service



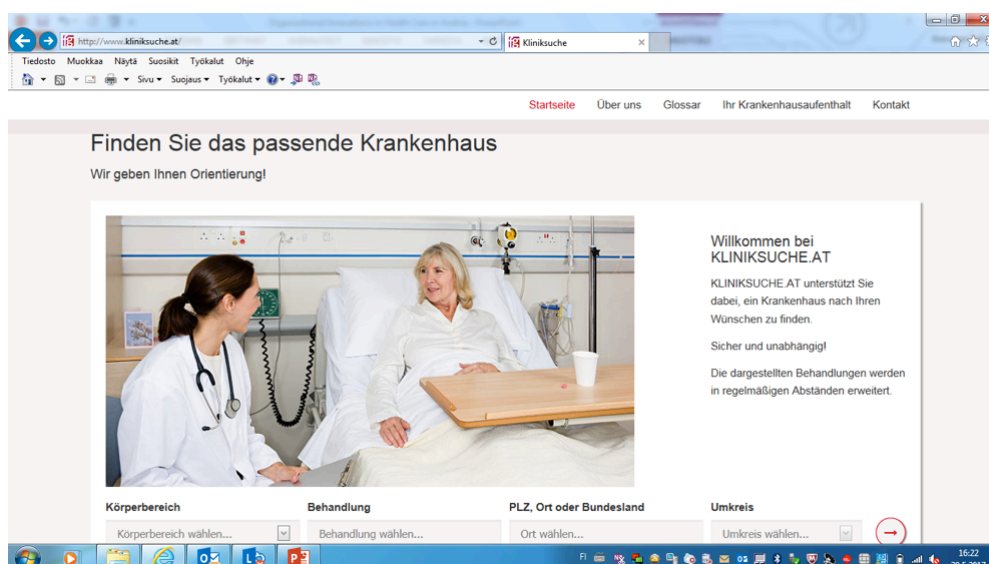
A medical service by telephone, driven by the stakeholders: Ministry of Health and Women, Social Insurances, Federal States: Vorarlberg, Vienna, Lower Austria. The service is for free and available 24 hours a day, also on weekend and holiday.



A-IQI is Austrian Quality Indicators, Peer Reviewing and transparent Quality data in portal for the patients/citizens

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## Kliniksuche.at - portal for patients and citizens to find information of the hospitals and compare them



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## National level: why is this innovative good practice

- ➡ Patient empowerment through transparent information
- ➡ Unique combination of different tools to get the information:
  - telephone line
  - portal for patient data
  - portal for information about the quality of the hospitals
- ➡ The resources of health care professionals and system are used efficiently
- ➡ E-health is promoted
- ➡ Patient focused health care system is supported by this innovation
- ➡ Orientated to patient safety

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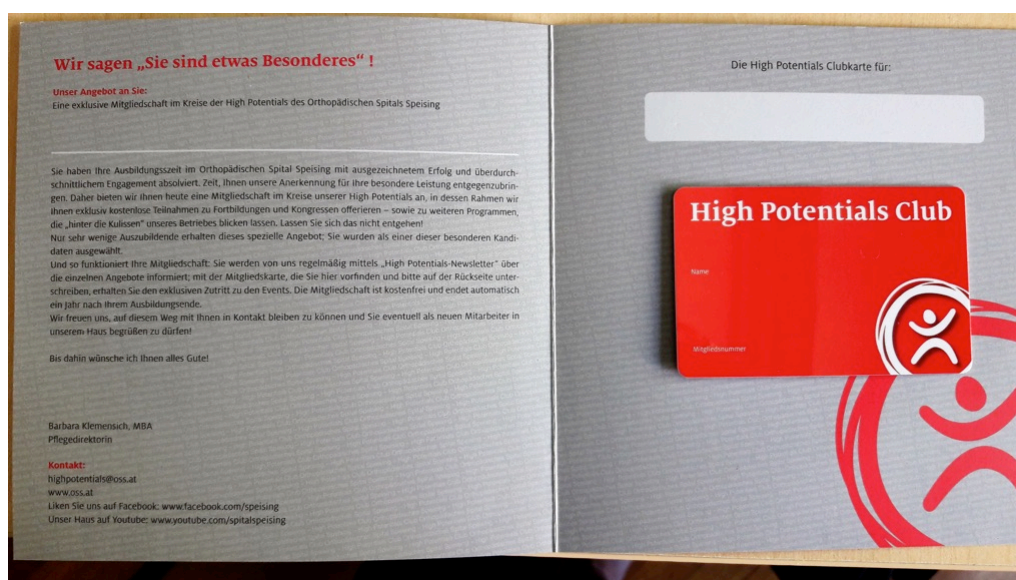
## Regional good practice: Coordinating the training of young doctors in Styria -region

- ➡ What
  - Young doctors are guided through the training period by the coordinator and the responsible doctor holistically
    - Medical training
    - Planning of housing and for example childcare
    - Built on the needs of the young doctors
- ➡ Why an innovative good practice
  - It is a region wide program with several hospitals
  - It supports the work-life balance of the future doctors
  - It will help recruiting the young doctors because they have the feeling that they are well looked after



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## „You are something special“!



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## Local good practice: High potential card for nursing students



### ► What

- Form to assess high potential among the nursing students in hospital Speising in Vienna and method to reward them for good job that they have done
- High potential students get a „VIP“ card with which they can take part in schooling and events for the personnel in the hospital

### ► Why an innovative good practice

- Motivates the students
- Gives the students feedback of their performance and the feeling that they have done excellent job
- The good students are committed to the organisation already during their studies and will more probably continue working there after their studies



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**Thank you!**



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