



**HOPE AGORA 2017**  
Organisational Innovation  
in Hospitals and Healthcare



**SWEDEN**


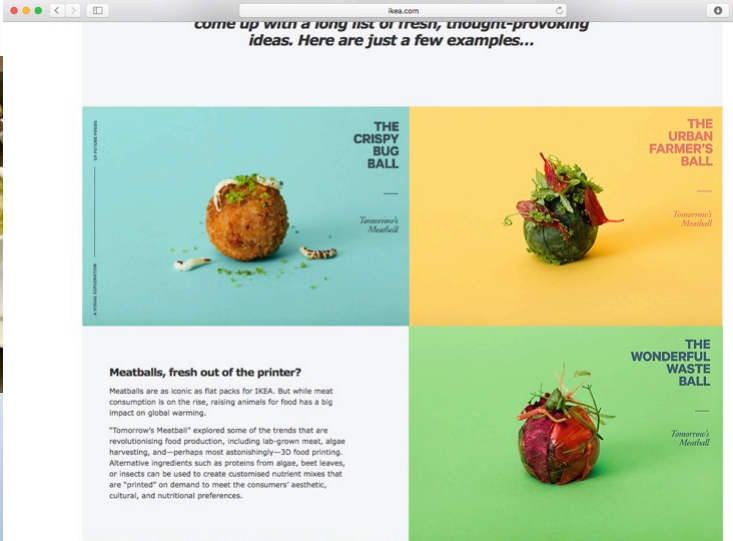
*Small changes can make a big difference*

## THREE TOOLS TO IMPROVE COMMUNICATION

MARILISA CORSO | HELI NISKALA | MICHELLE WATTS | SIGRUN KAUERTZ | MARIA PILAR MUÑOZ MUÑOZ | SJOERD WALBURG

## THERE'S A WAY TO DO IT BETTER – FIND IT

(THOMAS EDISON)

come up with a long list of fresh, thought-provoking ideas. Here are just a few examples...

**THE CRISPY BUG BALL**  
Tomorrow's Meatball

**THE URBAN FARMER'S BALL**  
Tomorrow's Meatball

**THE WONDERFUL WASTE BALL**  
Tomorrow's Meatball

**Meatballs, fresh out of the printer?**  
Meatballs are as iconic as flat packs for IKEA. But while meat consumption is on the rise, raising animals for food has a big impact on global warming.  
"Tomorrow's Meatball" explored some of the trends that are revolutionising food production, including lab-grown meat, algae harvesting, and—perhaps most astonishingly—3D food printing. Alternative ingredients such as proteins from algae, beet leaves, or insects can be used to create customised nutrient mixes that are "printed" on demand to meet the consumers' aesthetic, cultural, and nutritional preferences.

## SWEDEN HEALTHCARE

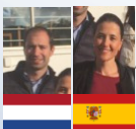


- Decentralised and Tax funded (regional and national)
- Regional Organisation (21 regions)

• GÄVLEBORG



• VÄSTRA GÖTALAND



• KRONBERG



## THREE TOOLS TO IMPROVE COMMUNICATION

1. Development of GREEN CROSS safety tool
2. PARKING DISC to prevent pressure ulcers
3. PICTOGRAMS helping overcome language barriers

Organisational  
innovation

starts

with

communication!

## DEVELOPMENT OF THE GREEN CROSS

- Type of risk
- Colour code
- Description of risk
- Suggestion of improvement

**GRÖNA KORSET** Region Gävleborg

Datum:	Enhet:
12/5	
13/5	
14/5	
15/5	
16/5	
17/5	
18/5	
19/5	
20/5	
21/5	
22/5	
23/5	
24/5	
25/5	
26/5	
27/5	
28/5	
29/5	
30/5	
31/5	

Typ av vårdskada: F = Fall, T = Trycksår, VRI U = UVI, VRI P = post op inf

VRI P = pneumoni, L = läkemedelsrelaterad

Röd = Allvarig vårdskada, Orange = Vårdskada, Grön = Ingen vårdskada

## DEVELOPMENT OF THE GREEN CROSS

Multidisciplinary team learning

To identify:

- Serious harm
- Harm
- Risk of harm
- No harm

**Gröna korset**

1	2	3
4	5	6
7	8	9
10	11	12
13	14	15
16	17	18
19	20	21
22	23	24
25	26	27
28	29	30
31		

Visualiserad allvarighetsbedömning

- Röd: Allvarig vårdskada har inträffat (Lax Mera)
- Orange: Vårdskada har inträffat
- Gul: Risk för att vårdskada kunnat inträffa
- Grön: Ingen vårdskada

När vårdskada uppstått!

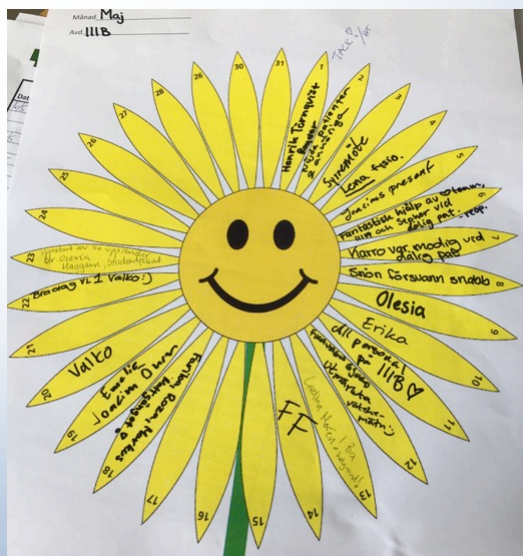
- Snabbt medicinskt omhändertagande
- Akuta åtgärder så att det inte händer igen
- Informera om vårdskada
- Bekläda och be om ursäkt!
- Informera om patientens rättigheter
- Bjud in till delaktighet (checklista)
- Dokumentera i journal
- Skriv avvikelse
- Utred, förbättra och skapa lärande

Region Gävleborg



## DEVELOPMENT OF THE GREEN CROSS

- Collecting positive aspects
- Staff centred
- Better motivation
- Recognising good work



## PARKING DISC TO PREVENT PRESSURE ULCERS

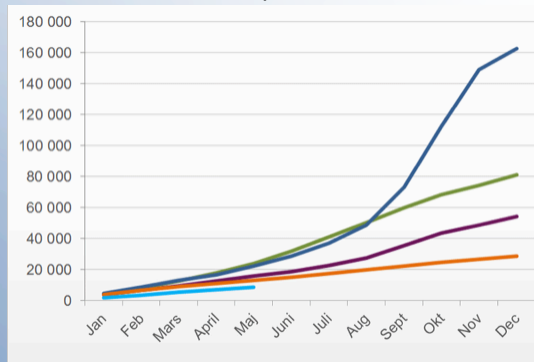
- Supporting international recommendations
- Can be put on the patient's bedside
- Can also be used for other activities that require regular time recall



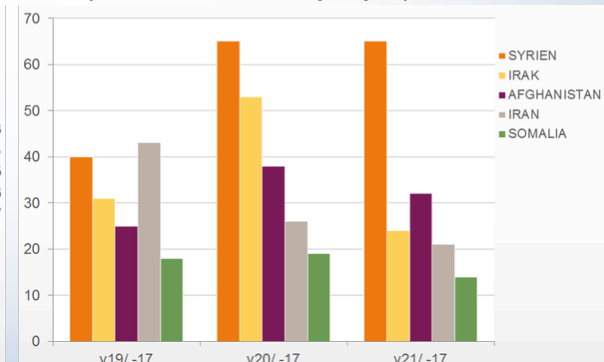


## PICTOGRAMS HELPING OVERCOME LANGUAGE BARRIERS

Total amount of asylum seekers in Sweden

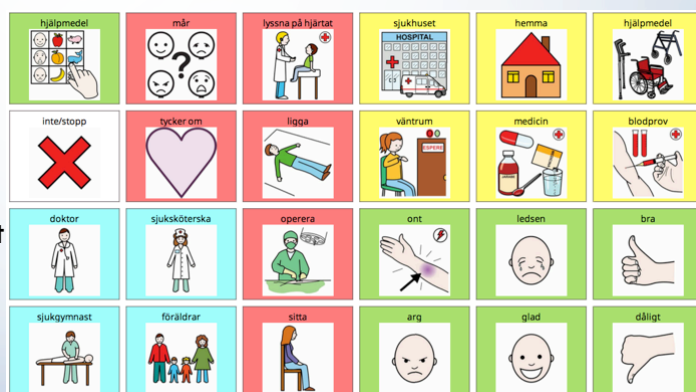


Asylum seekers – the 5 largest groups



## PICTOGRAMS HELPING OVERCOME LANGUAGE BARRIERS

- Existing tool
- Person-centred healthcare
- Premade in 10 languages
- Free patterns to use and adapt on:
  - bildstod.se
  - kom-hit.se



## FIKA



## THREE TOOLS TO IMPROVE COMMUNICATION

1. Development of GREEN CROSS safety tool
2. PARKING DISC to prevent pressure ulcers
3. PICTOGRAMS helping overcome language barriers

Organisational  
innovation

starts

with

communication!


**MEATBALL TEAM!**

  
**SWEDEN**

 MARILISA CORSO  
 HELI NISKALA  
 MICHELLE WATTS  
 SIGRUN KAUERTZ  
 MARIA PILAR MUÑOZ MUÑOZ  
 SJOERD WALBURG









**KEEP  
CALM  
have a  
FIKA**

