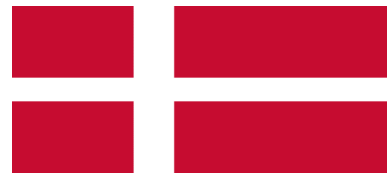




HOPE AGORA 2017

ORGANISATIONAL INNOVATION IN
HOSPITALS AND HEALTHCARE



WE ARE 10 “*ALMOST SISTERS*”
and... BERTIL

This is innovation for us

Emergency pathway

- Emergency helpline nr. -1813
- Predictable patientflow on the regional level
- Integration with G.P. and E.D.
- One entrance for all patient's -somatic & psychiatric

Cancer fast track

- Appointment, exams, diagnostics and treatment within 30 days

Citizen Design

- Involvement of patient and relatives, politicians...
- Learn from previous experiences
- Improvement of patient pathways

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Margaret's Family Story



- 45 year old single mother
- 14 years old son Bertil
- Living in Aarhus

Accident at home...

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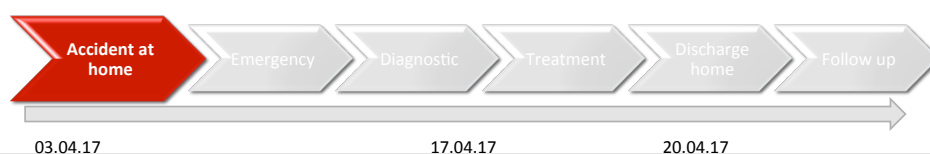
5

Emergency pathway – a new way of health service provision



Margaret's Family Story

- Margaret calls the emergency helpline
- General Practitioner as Gatekeeper 24/ 7
- Integration of General Practitioner and emergency department



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The emergency path is being built

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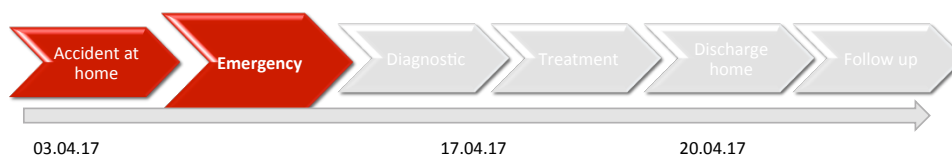
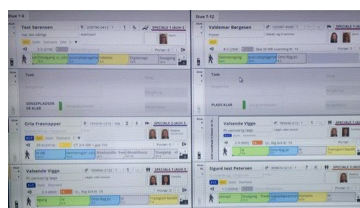
7

Emergency pathway – a new way of using technologies



Margaret's Family Story

- Emergency department triages and plans Margaret's arrival
- Organise Margaret's pathway



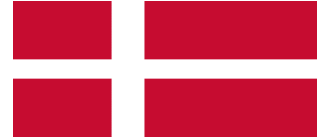
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Cancer fast track

Margaret's Family Story

- Margaret gets all exams in one day
- Within 7 days she has her diagnosis of breast cancer



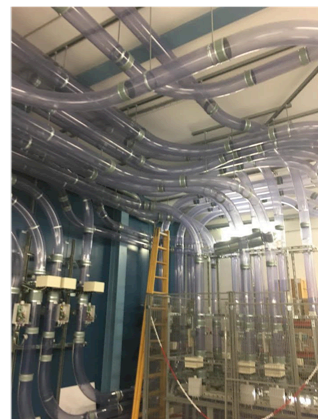
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All the exams in one day are here

It's faster with this technology

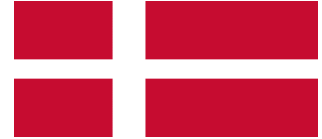


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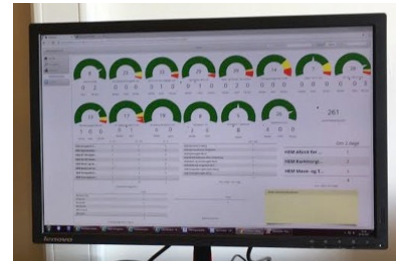
10

Cancer fast track

Margaret's Family Story



- Margaret will be operated within **30 days**



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...and the surgery is done

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Cancer fast track – a new way of reducing length of stay

Margaret's Family Story

- She will be discharged **at the same day**
- If she needs help she can call her contact person
- After 7 days she gets the final results



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...now Margaret is going home

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Citizen Design – a way of patient involvement and empowerment



Margaret's Family Story

- After 2 years the municipality gets in contact with the family
- The story is used to improve patientflow



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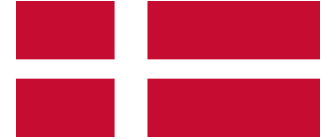
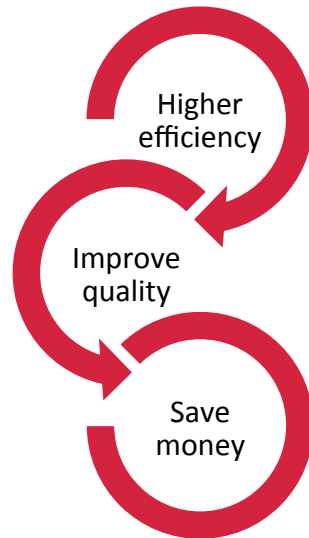


...professionells, relatives and the patient are now talking about the patient flow

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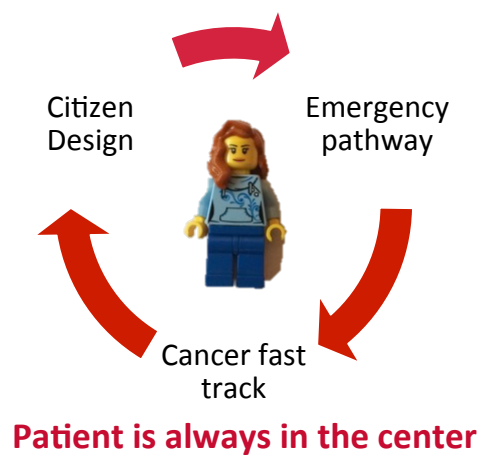
Outcomes for the healthcare system



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That's why this is innovation



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THIS IS TEAMSPIRIT!