

United Kingdom

Mindset Revolution competes High-Tech

Patient and Professional Empowerment

Agora 2016

Challenges across Europe



Financial issues:

High cost of inpatient stays

Decrease number of hospital beds

Patient safety:

Elderly patients deteriorate easily

Adverse events

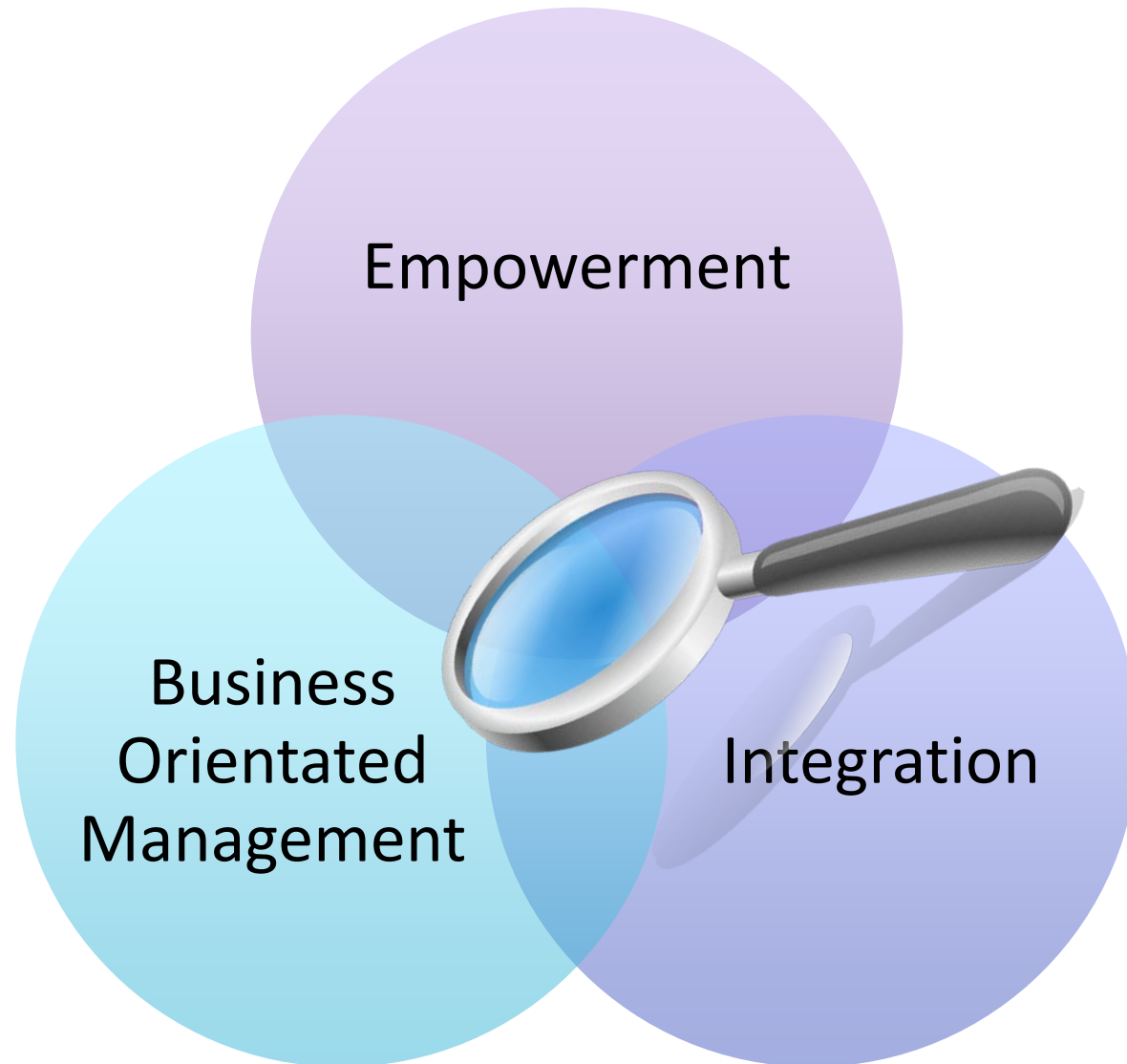
Change of perspective:

Self-management (chronic diseases)

Patient awareness

High patient expectations

Key Success Factors to Overcome Challenges



Case: Derby Royal Hospital

Enhanced Discharge through Clinical Coaching

What is clinical coaching?

- Coaching is “unlocking a patient’s potential to maximize his own performance.” It is “helping the patient to learn rather than teaching him/her”.
- It is an adaptation of professional coaching to the patient’s world.
- It facilitates the patients thinking, self-awareness and responsibility.
- Holistic approach; all aspects in patient lives rather than just his conditions



Enhanced Discharge through Clinical Coaching

Transactional analysis



Enhanced Discharge through Clinical Coaching

Coaching continuum

Acute
A&E
ITU



HOSPITAL



Inpatient
Rehab

Home

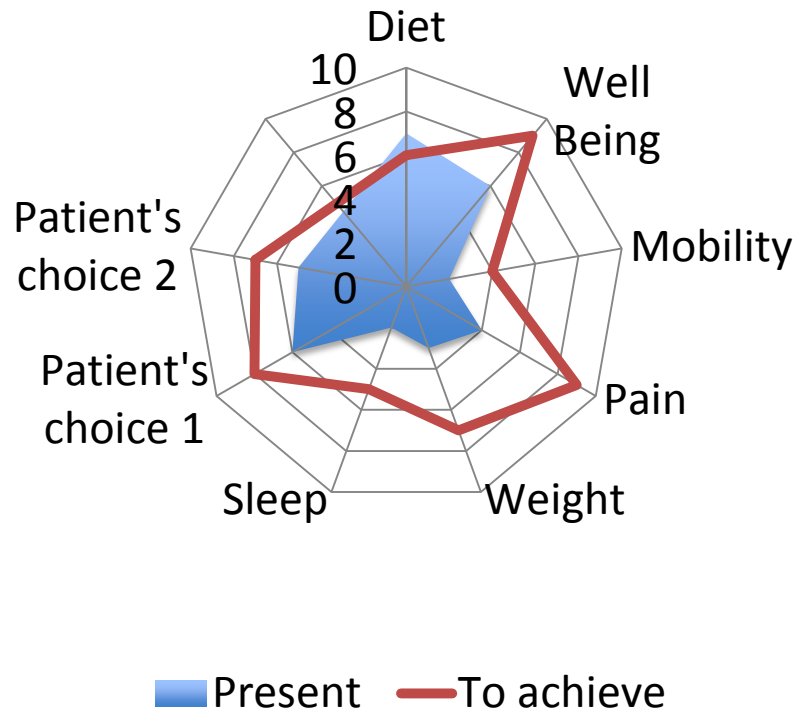


Giving a suggestion
sharing a story

Giving advice
about what to do

Enhanced Discharge through Clinical Coaching Tools

Wheel of life



Method: STOKERS

- **S**ubject: What do you need to talk about?
- **T**ime: I can give you 10 minutes
- **O**utcome: In 10 minutes what do you want we focus?
- **K**now: how do you know you accomplished the outcome?
- **E**
- **R**ole: What role do you want me to play?
- **S**tart: When do you need to start?

Enhanced Discharge through Clinical Coaching

Method Case Study

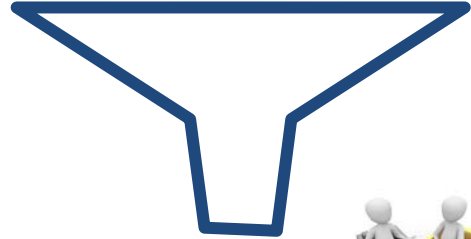
Who?



How?



By Whom?

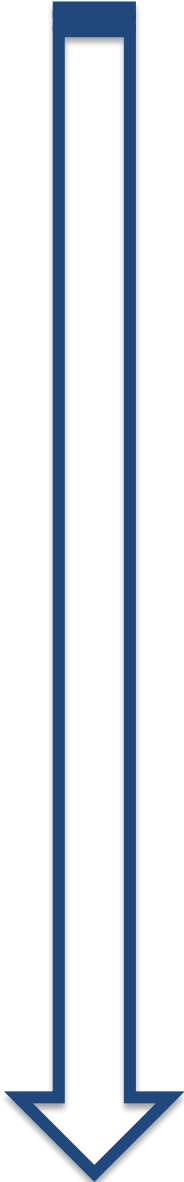


When?

3 + 1

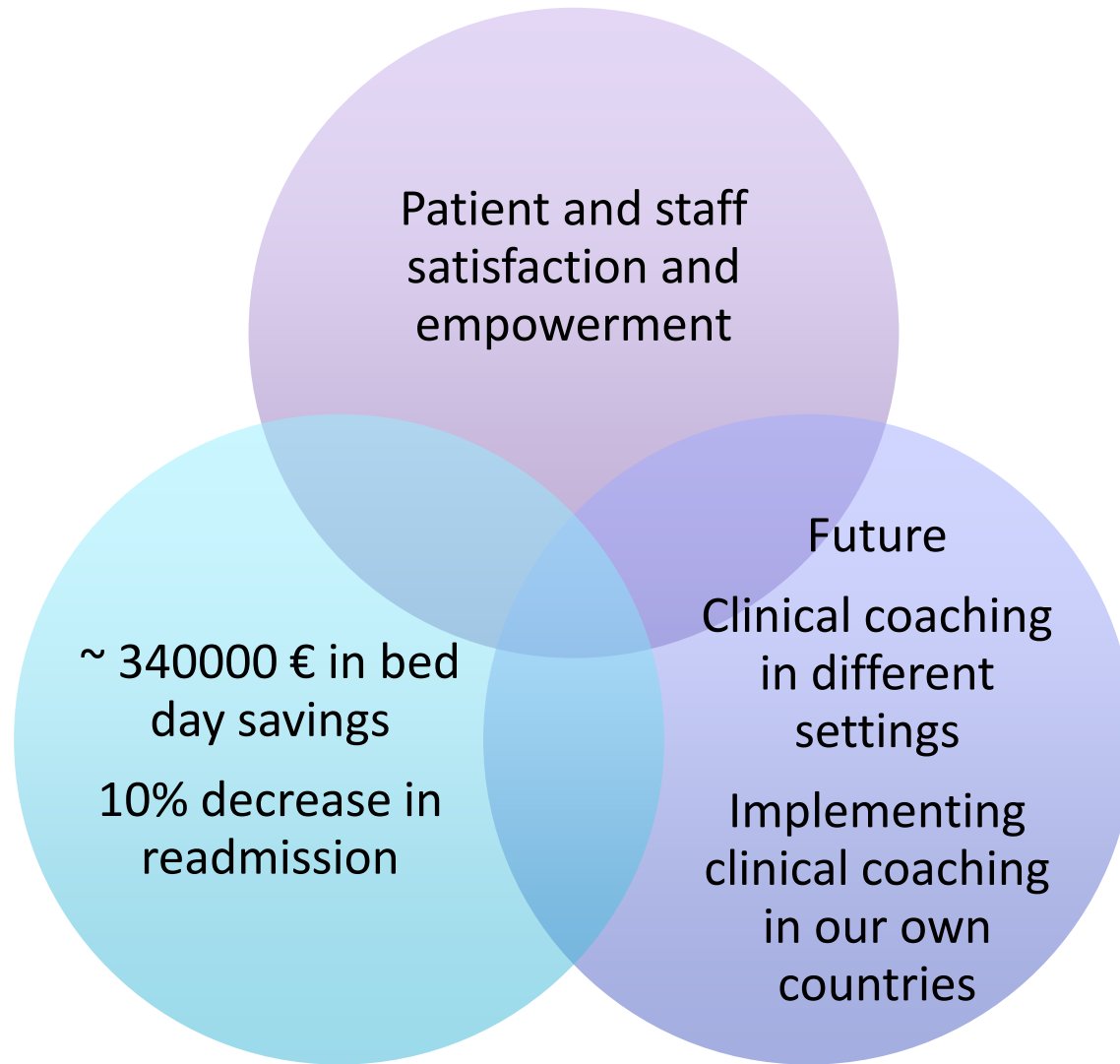
15% - 20%

Willingness + Medical Fitness



Results at Derby Royal Hospital

The highest benefits: COPD, Pneumonia, Heart failure



In a nutshell



United Kingdom

Mindset Revolution competes High-Tech

Patient and Professional Empowerment

Agora 2016

Thank you

Chloé
Saint-Ville

Minna
Laitilla

Isabel
Rodrigo

Mojca
Miholic

Tania
Santos

Peter
Plessing

Arnoud
Rietveld

Gabriella
Veress

Kristine
Joanna
Golubeva

