

When patients are more than their disease.

A patient panel as a lever for health literacy

12-06-2023

rz **tiennen**

iedereen
Vriendelijk Inlevend Professioneel
met zin voor Initiatief



Mission RZ Tienen: core values



Friendly and empathetic

Each **employee** strives to act kindly, person-oriented and empathetic towards each person

Initiative

People and their environment are in the driver's seat and, together with employees and partners of the hospital, actively participate in their welfare and care process. **Employees** take the initiative to further optimize this care process

Professional

Each **employee** provides professional support to all patients, caregivers and colleagues without distinction based on a holistic view of people and a sense of ethical action

Durable

RZ Tienen strives for **durability** in terms of health, personnel, equipment, environment and finance. The hospital wants to pay specific attention to reducing the ecological footprint

Ik ga voor V I P

Als medewerker van RZ Heilig Hart Tienen engageer ik mij om de VIP-missie uit te dragen. Samen met mijn team en andere collega's zet ik mij elke dag in om kwalitatieve zorg te bieden aan onze patiënten en de principes van het community hospital en FlaiQuM na te streven.

Ik ben vriendelijk V

Ik engageer me om in elke situatie vriendelijk te zijn en aandacht te hebben voor de noden van de patiënten, familieleden en collega's.

Via een gepaste taal, houding en kleine gebaren of attenties toon ik mijn waardering voor collega's en patiënten.

Ik leef mij in I

Ik leef mij in in de situatie van patiënten, bezoekers en collega's en handel steeds op een respectvolle en waardige manier.

Ik hou rekening met de lichamelijke, spirituele, emotionele, sociale, mentale gezondheid en veerkracht.

Ik behandel iedereen op een gelijkwaardige manier en hou rekening met diversiteit op alle vlakken.

Ik neem initiatief I

Ik engageer mij om initiatief te nemen waar ik kan met als doel de kwaliteit van zorg te verbeteren.

Ik betrek anderen bij mijn beslissingen, rekening houdend met hun kennis en ervaringen.

Ik ben professioneel P

Ik engageer me om samen met interne of externe partners bij te dragen aan een kwalitatief zorgsysteem dat toegankelijk is voor iedereen.

Ik draag zorg voor medische hulpmiddelen en infrastructuur en laat weten welke materiele noden er zijn om mijn taken het beste te kunnen uitvoeren.

Ik sta open om te groeien in mijn job aan de hand van een kwaliteitssysteem.

Ik communiceer op maat naar verschillende doelgroepen.

Ik werk duurzaam ∞

Ik draag mijn steentje bij aan een duurzame organisatie door verspilling tegen te gaan en duurzame beslissingen te nemen waar dat mogelijk is.

Scan de QR en teken het charter!

Vision RZ Tienen

Vision

Core ideology (Immutable)

Core values

A handful of guiding principles that serve as a compass for RZ Tienen

Core objective ('Purpose')

The most fundamental reason for existence of RZ Tienen. This is a reflection of idealistic motivation behind which all employees of RZ Tienen can support

Intended future (Long-term variable)

Long-term ambition

A lens that RZ Tienen sets itself and needs a time horizon of 10-30 years to realize

Vivid description of the ambition

What will the world look like once this ambitious goal has been achieved?

Core objective: "Purpose"

"Healthi(er) together"

Keeping and making each other healthy(er) together

Focus on **Prediction and prevention** to avoid the need for curative care as much as possible

Health is here **not merely defined as physical health** but includes **also a mental, financial, social and spiritual dimension**.

This **individual and holistic approach** of health allows a care plan to be drawn up in consultation with and tailored to the individual so that quality of life and well-being can be maximized.

Curative provide care when needed to make people healthy again

Long-term ambition

RZ Tienen supports the WHO objectives* on non-communicable diseases and wishes to contribute to their realization

"Closing the health gap in the region"

*Persons with a higher socio-economic status live longer in good health.
RZ Tienen is committed to **reduce the difference in healthy life expectancy between the highest and lowest socioeconomic groups**
based on adequate health data provided by the government*

*RZ Tienen is convinced that only through **cooperation** within the **integrated care system** and with **local authorities** This can be realized*

*Source: WHO (2019). Time to Deliver in Europe. Meeting noncommunicable disease targets to achieve the Sustainable Development Goals.

Definition



Healthy lifestyle

- In terms of nutrition, exercise, mental well-being, sleep and social interactions
- Pronounced attention to prevention and early diagnosis



Community Hospital

- Excellent offer with integrated secondary care across the entire care path (prevention – diagnostics – acute and chronic treatment – palliation)
- Place of expertise sharing with care partners and patient
- Sustainable, accessible, cost-efficient
- Holistic view of people (physical – mental – social – spiritual)



Pool of attraction for caregivers

- In terms of nutrition, exercise, mental well-being, sleep and social interactions
- Pronounced attention to prevention and early diagnosis



Ecological footprint

- Maximizing recycling as much as possible to reduce the amount of waste produced
- CO₂-neutral

Care offer: Who? What? Priorities?



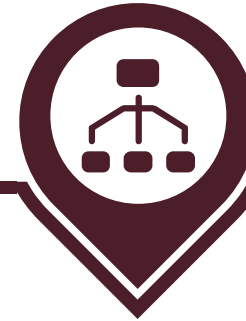
TARGET GROUPS

Who will RZ Tienen provide care to?



CARE CONTENT

What are the care-related priorities?

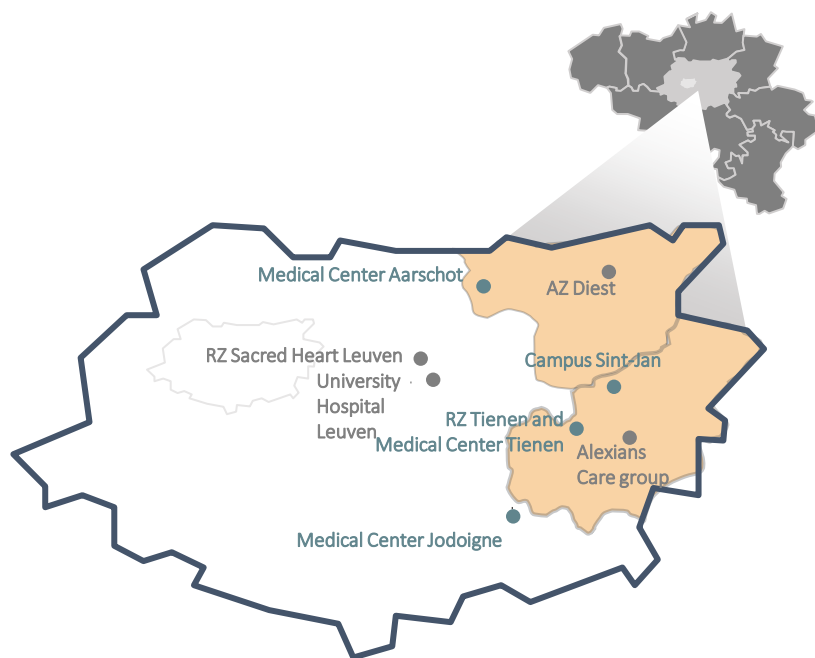


CARE ACTIVITIES

Which care activities are included by RZ Tienen?

Care offer: Who?

As a Community Hospital RZ Tienen is committed to primarily offering care to the population of the primary care zones Southeast Hageland and Demerland, but people from outside these zones can also go to the hospital for care



DEMERLAND

- › First-line zone in which **Medical Center Aarschot** is located

SOUTHEAST HAGELAND

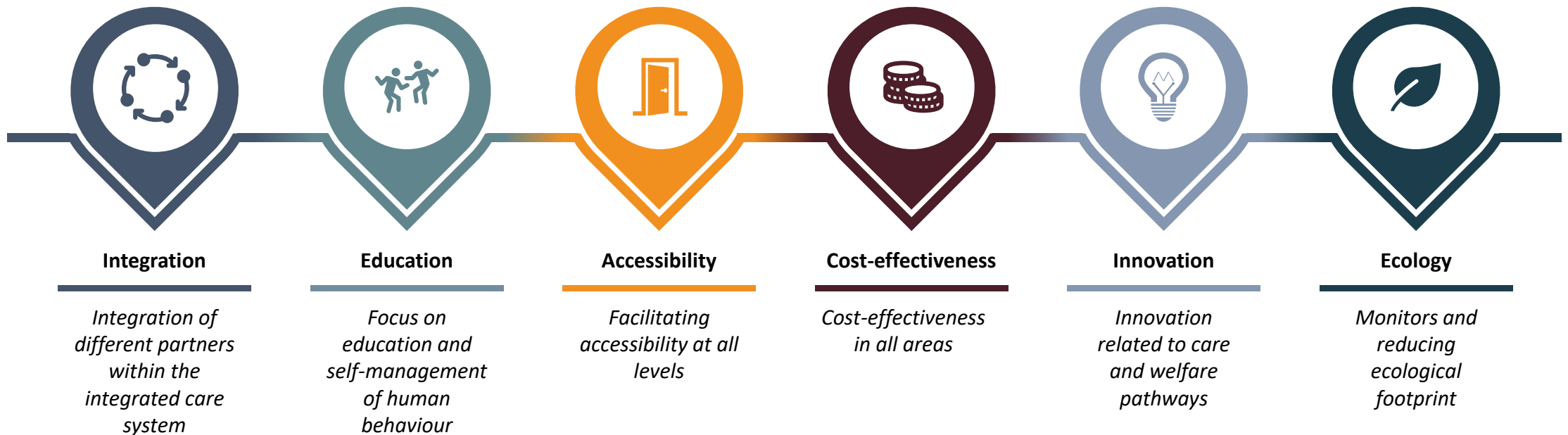
- › First-line zone in which **campus Mariëndal and campus Sint-Jan** be

REGION WALLOONBRABANT

- › Area around **Medical center Jodoigne** which belongs to the MUG area of RZ Tienen

Our values

*"A **low-threshold care offer** that is organised in a sustainable way, that is tailored to the care needs of the **local population** to maximize their health and that fits seamlessly with the offer of the partners within the **integrated care system**"*



Education and Coaching (from human behavior)

In addition to information and awareness, other factors play a role in making decisions such as limited attention and imperfect self-control

Problem

Only focus on health literacy results not in the desired effect

- Despite dissuasion campaigns regarding the long-term consequences of smoking, 16% of the Flemish population smokes
- About 50% of individuals take prescription medication properly
- Although the benefits of healthy food are well known, 40-50% of the Flemish population does not eat fruit every day

Only focus on health literacy

Solution

Education should be complemented by other techniques that influence people's behaviour (e.g. nudging)

- People value short-term benefits more than long-term ones
- People let choices be influenced by the way information is presented
- People choose the path of least resistance

Additional use of Techniques from behavioral economics

Accessibility

- The hospital and its staff ensure that the individual's entire care needs are met by means of **collaboration with the integrated care network**
- The hospital takes maximum account of **accessibility for wheelchair users and people with reduced mobility**
- Employees communicate as much as possible in a **language that the patient is fluent in.**
- Information is provided via **different channels** (EHR, website, social media, mobile applications,..)
- **Recognition** from connection **cultures and health**



- All employees are **friendly, empathetic and approachable**
- The hospital is committed to realizing good **public transport** from the municipalities that are part of the care area
- It also guarantees **safe cycling routes** to and from the hospital
- The hospital communicates **transparent and proactive about the individual costs** which are dependent on the person using the services of the hospital
- The **affordability of care** needs to be further safeguarded

Innovation: care pathways and technology

Transmuraal zorgpad nek- en/of lage rugpijn (inclusief radiculaire pijn) regio Tienen
10 KRACHTLIJNEN voor zorgverleners

10. Goede communicatie & samenwerking: tussen de verschillende lijnen, disciplines, ...

9. Invasieve interventies

- Minimaal invasieve interventies op indicatie
- Operatieve behandeling bij falen van conservatieve therapie en/of onhoudbare pijn
- GELIMITEERDE ROL!**

8. Vroegtijdige inschakeling van de arbeidsarts

7. Focus op activatie & motivatie

- Actieve houding van de patiënt & in beweging blijven
- Vlug hernemen van dagelijkse activiteiten & het werk

6. Biopsychosociale aanpak: als rode draad

- Door elke zorgverlener

1. Patiëntgerichte aanpak

- Advies geven & gerust stellen
- Zelfmanagement & patient empowerment

2. Anamnese & klinisch onderzoek: hoekstenen bij diagnose

- Neurologisch deficit?
- Extra-vertebrale etiologie?

3. Beeldvorming: slechts gelimiteerde rol!

- Patiënt informeren

4. Medicamenteuze behandeling

- Medicatie kan een onderdeel zijn van de behandeling, maar is geen 1^e keuze
- GELIMITEERDE ROL!**

5. Vroegtijdige screening naar de evolutie van chroniciteit: d.m.v. de örebro schaal

- Indien verhoogd risico: multimodale aanpak

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 EERSTELIJNZONE
 ZUID-OOST HAGELAND
 verbonden in ZORG

Dynamisch zorgpad Regio Tienen
Nek- en/of lage rugpijn (en uitstralingspijn)

Patiënt centraal

Screening & onderzoek

- Een arts beoordeelt je klachten en stelt een diagnose
- Er wordt ook gebruik gemaakt van de örebro vragenlijst

Medicijnen

- Medicatie kan een onderdeel zijn van de behandeling
- Deze zullen een beperkte rol hebben
- Lees zeker de medicatiefiches

Activatie & motivatie

- Actief en in beweging blijven zijn essentieel in je traject
- Je zal leren bewegen op een "juiste" manier met je pijn

Aanpak op maat

- Je krijgt doelgericht advies
- Je leert omgaan met de gevolgen van je pijn
- Je krijgt meer controle over de situatie

Medicale ingrepen (infiltraties, operaties, e.a.)

- Hebben een beperkte rol
- Enkel wanneer dit noodzakelijk is om te kunnen functioneren of bij ondraaglijke pijn

Beeldvorming

- Heeft een beperkte bijdrage
- MRI is enkel aangewezen in specifieke gevallen

Arbeidsarts

- Ben je werkzaam?
- Neem tijdig contact op met je arbeidsarts. Deze kan op verschillende manieren ondersteunen om je situatie te verbeteren op de werkvloer

Communicatie

- Goede communicatie tussen de verschillende zorgverleners is noodzakelijk!
- Je bent zelf in het bezit van je zorgpadgids (contactboekje)

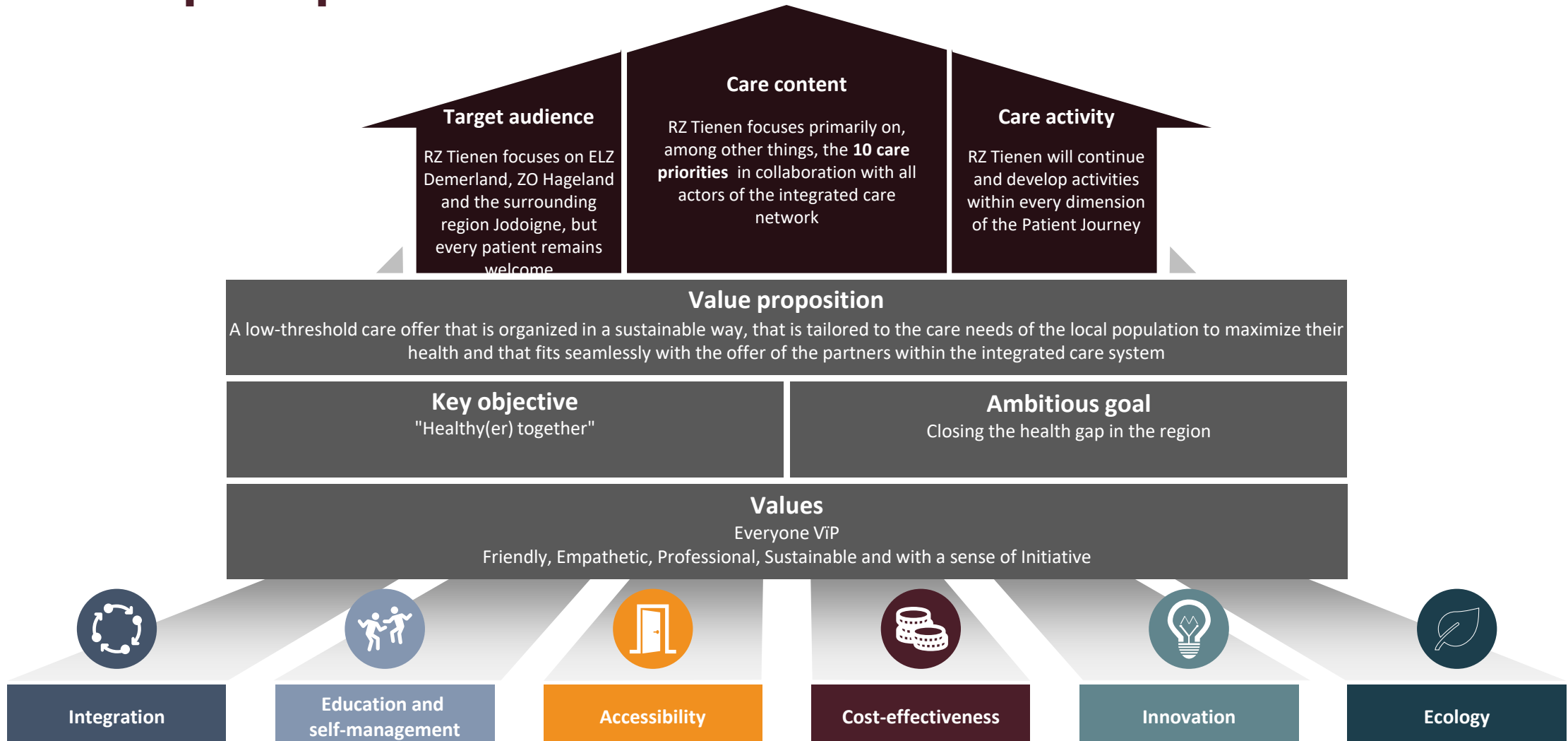
Mentale & sociale lading

- Er wordt ruimte gemaakt voor de sociale en mentale last die pijn kan veroorzaken en beïnvloeden

Wegwijs in je zorg

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Patient participation is needed



Patient participation is not new and has been promoted for many years



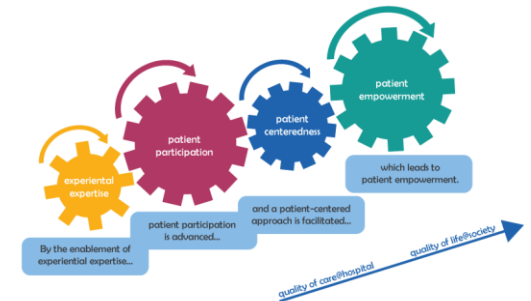
Ottawa Charter for Health Promotion, 1986
Health Promotion



After Bristol: putting patients at the centre
Angela Coulter



Cochrane Database of Systematic Reviews
Interventions for promoting consumer involvement in developing healthcare policy and research, clinical practice guidelines and patient information material



Patient empowerment, patient participation and patient-centeredness in hospital care: A concept analysis based on a literature review
Eva Marie Castro^{a,c}, Tine Van Regenmortel^{b,c}, Kris Vanhaecht^{d,e}, Walter Sermeus^d, Ann Van Hecke^f



But scientific studies show...

- Does not always happen from a **correct vision** and not always in function of **correct goal**
- Currently mainly limited to the **micro level**
- Still mainly participation on the basis of **questionnaires**
- An often quoted criticism is '**patients speak from their own story**' and cannot transcend the '**I level**'



However: if handled properly clearly effective

Patient participation combines multiple knowledge types



Thomassina Borkman, 1976

How does RZ Tienen organise patient participation?



- 15 carefully selected **Panelists**
- **Moderator:** Peter Gielen (Meeting point Self-help vzw)

TREF
PUNT
ZELF
HULP

RZ Tienen's patient panel

- Putting mission and vision into practice
- Patients share needs and needs
- Patients give advice
- Patients and professionals co-create care



Our approach and examples

Advice on:

- VIP-charter
- Information sharing in emergencies
- Information sharing and education day clinic
- Information sharing cost information
- Accessibility of care
- New building
- Patient satisfaction survey results
- Topics related to services or forums (e.g. Ethics Committee)
- ...

Co-creating:

- New building e.g. patient room
- Transmural care pathways
- Thematic co-creation sessions
- ...

Careful evaluation by a diverse stakeholder group

Item	Score
Facilities during the sessions	9,2/10
General atmosphere during the sessions	9,2/10
Supervising the discussion of the themes/topics	8,6/10
Methodical approach/working method(s) during the sessions	8,7/10
Relevance of the content of the sessions	8,4/10
Degree of input	8,8/10
Coverage and feedback on the sessions	9,3/10
Impact of the panel's recommendations on hospital policy	8,3/10
Overall score on the operation of the Patient panel	8,9/10

Take home messages



A shared vision of care and patient participation



Hospital management support



Selection of patients, family members, experts by experience



Support, preferably by independent organization



Working together as complementary partners



Clear agreements and guidelines



Continuity and regularity



Practical preconditions

Want to know more?

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