Health promoting at the national level

in relation to impoving the quality of health services

HPH

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Planned activity of the Ministry of Health

The Ministry of Health of the Czech Republic has set itself the goal for 2014 of extending the HPH programme to include new providers of healthcare services. We would like to use the essence of the HPH Recognition Project (HPH RP) to increase activities which promote health in terms of quality management of healthcare services provided and the safety of patients in the Czech Republic. The WHO - HPH RP programme was incorporated into the Quality Action Plan of the Ministry of Health of the Czech Republic in 2013.

In order for us to motivate new providers to take up membership in the HPH Network, we have decided subject to mutual agreement, to cooperate with the current members of the HPH network in terms of seminar activity. The Ministry of Health of the Czech Republic will thus hold an informative seminar in the first half of 2014 for **all** Czech HPH hospitals (9 hospitals). Its main aim is deepening of cooperation between the intervention Group - IG (3 hospitals) and the Control Group - CG (6 hospitals) in the sense of handover of findings and experiences of the members of the IG (HPH RP concluded in December 2013) to their colleagues from the CG (conclusion of the HPH RP in June 2014).

The next step will be holding of a professional seminar and workshop on the premises of the Ministry of Health in the second half of 2014. This will be intended in particular for quality managers of providers of healthcare services who are not yet members of the HPH network. The aim will be to provide information and to spread the basic ideas of theHPH programme and RP and to explain to providers the point of membership in the HPH Network. Speakers will come from the ranks of the Ministry of Health (the national coordinator) and from the Czech HPH hospitals. The Ministry of Health of the Czech Republic wishes, in this way, to explain the term "Health Promoting Hospital" and wishes to show providers that the benefits resulting from membership in the HPH Network significantly outweigh the negatives.

The Ministry of Health of the Czech Republic sees assumption of the role of an active donor of information about the HPH Network and the HPH Recognition Project in the Czech Republic as essential. In doing so, it wishes to expediently increasecompliance on the part of providers of healthcare services and to refute false assumptions (e.g. entrance into the HPH Network leads to an increase in the administrative burden on the hospital; we will have to increase staff; a new financial burden will be created etc.).

We hope that by means of this active approach, we will gain further members for the Czech HPH Network and will thus improve the quality of healthcare services and the safety of patients in the Czech Republic.

Position of the Ministry of Health in the HPH Recognition Project (HPH RP)

The Czech Republic has been a member of the HPH Network since 2003 with a total of 9 HPH hospitals . We regard this membership as one of the ways of supporting activity for promotion of health and increasing the quality and safety of medical services provided and patient satisfaction Seven Czech HPH hospitals have been taking part in the pilot of theRecognition Project via the Ministry of Health of the Czech Republic since 2011 in terms of the WHO-HPH Network.

The objective of the Ministry of Health of the Czech Republic is for all participating HPH hospitals to perform the whole Recognition Project programme as successfully and in the best manner possible in accordance with the main methodological material – the WHO – HPH RP Manual. In order to ensure its successful implementation, we had to ensure close cooperation between HPH hospitals, the Ministry of Health of the Czech Republic and the WHO offices in the Czech Republic, which provide the Ministry of Health with important support.

For this reason, a contact person was designated at the Ministry of Health of the Czech Republic who is fully available for the hospitals either by telephone or by e-mail. Every HPH hospital has also appointed its own HPH coordinator from its own ranks, who is directly responsible for implementation of the RP in the given hospital. In order to ensure correct, effective and successful fulfilment of objectives determined in the RP schedule, from the point of view of the Ministry of Health of the Czech Republic, correctly set up cooperation between the national HPH coordinator (the Ministry of Health) and the participating hospitals is **essential**.

The Ministry of Health of the Czech Republic greatly appreciates the efforts of the HPH hospitals in terms of fulfilment and implementation of requirements for introduction and development of activities tpromote health via the HPH standards. As we are fully aware of the demands on time and staff, we are trying to help in all respects – we continuously hold working meetings in person with the hospital HPH coordinators in the individual hospitals themselves, informative seminars on the premises of the Ministry of Health of the Czech Republic, we provide methodological and financial support and arrange international cooperation.

In December 2013, the Czech Intervention Group – IG (3 hospitals) was the **first in the world** to successfully complete the HPH RP. On the basis of an internal audit, which the hospitals performed in terms of assessment of the basic package, a Quality Action Plan was elaborated, which functioned as an internal overview and instruction manual as to what needs to be improved and what is in order. After assessment of the audit package, this plan was updated. In terms of the final audit which was performed by representatives of the WHO, two hospitals were awarded a **gold certificate** for meeting of standards in the level of 93% and 98% and one hospital was awarded a silver certificate (88%).

Visible progress was registered with all assessed members of the IG. It is above all cooperation by hospital management with the participating departments which stands behind this improvement, of course willingness and interest on the part of the employees in the departments who are in direct contact with the patient and last but not least also the helpful cooperation with the Ministry of Health of the Czech Republic (the national coordinator). The control group – CG (6 HPH hospitals) will also be concluding the project in June 2014, where we also expect excellent results.

Valašské Meziříčí Hospital is a regional medical facility providing medical care to the public in basic fields of medicine. The key programmes are currently obstetrics and accident-related and general surgery.

We aim to provide high quality medical care based on a friendly and perceptive approach to the patient and treatment based on professional erudition and modern therapeutic diagnostic trends. Effective interdepartmental cooperation, which we will be deepening, contributes towards the high level and success of patient treatment.

The hospital has at its disposal 23 intensive care beds and 268 beds for acute care and aftercare. A total of 14,342 patients were hospitalised here in 2013 and 103,495 patients treated as out-patients. The hospital employs 468 people, of which 70 are doctors.

Nemocnice Valašské Meziříčí
Člen skupiny AGEL

The Department of Internal Medicine in our hospital has joined in the WHO Health Promoting Hospitals project. The department is made up of standard wards and an Intensive Care Unit. A total of 90 beds are available to patients, 52 for standard care and 8 for intensive care. A total of 66 healthcare professionals work in the department, of which9 are doctors and 57other staff.

The department integrates the activity of individual subfields of internal medicine, the programme dealing with prevention and diagnostics of atherosclerosis, and its complications, as well as prevention and diagnostics of tumour diseases and last but not least, also preventative medicine with an emphasis on diagnostics and treatment of obesity. In terms of care for the patient, emphasis is placed on intensive diagnostics and a treatment programme with an average length of stay in the ward of 5.4 days and/or a programme managed on an out-patient basis.

Over the course of implementation of the Recognition Process, we built on our experience with implementation of the standards of high quality care of the Czech Association for Quality System Certification (Systems - akreditace kompas). In order to fulfil specific partial steps in the project, we used WHO-HPH methodology and also cooperation with the Ministry of Health of the Czech Republic. Implementation of standards for promotion of health into the hospital's internal documentation proved to be a problematic area, as did the obligation to retrospectively gain data from patients.

Jihlava Hospital, a contributory organisation, provides medical care which includes out-patient and in-patient basic and specialised diagnostics and treatment, essential preventative care and pharmacy services. The organisation performs scientific, educational and information activity in the field of healthcare which is especially understood to mean performance of clinical assessment of the effects of medicines and new medical technology, scientific research activity, pre-gradual education of healthcare workers, post-gradual and continuous education of workers in healthcare and provision of the activity of a specialist library.

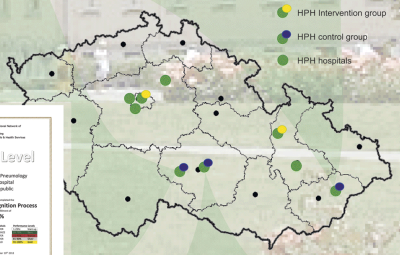
The hospital has at its disposal 62 intensive care beds and 664 beds for acute care and aftercare. A total of 25,102 patients were hospitalised here in 2013 and 368,179 patients treated in the out-patient sector. The hospital employs 1,307 people, of which 194 are doctors.

After having finished the WHO – HPH Autumn School, we decided to join in with the idea of promoting health in our hospital and became members of the international Health Promoting Hospitals Network.

With a view to our action programme for promotion of health, we engaged the Department of Pulmonary Care in the project, a department which provides specialised care in the field of pneumology and phthisiology.

The department has one ward with 20 beds, a pulmonary care out-patient clinic for diagnostics and treatment of acute illnesses, an out-patient clinic for functional examination of the lungs, a complete bronchology section and out-patient clinic specialising in helping people to stop smoking. We perform pneumological cytodiagnostics and are a centre for interstitial disease in the Vysočina Region. Care for patients is ensured by 6 qualified doctors and15 general nurses. In terms of participation in the Recognition Process project, on the basis of self-assessment, we have determined a programme for promotion of health which we also continuously complied with during the course of2013.

In terms of an external audit by the WHO, we proved our compliance with the programme to a level of 83% and were awarded a silver certificate. This award does not only represent a commitment for us, but also provides impetus for further activity in 2014, both in the field of stopping smoking and in the field of leading a healthy lifestyle. We also want to focus more on prevention of disease.



Pelhřimov Hospital, a contributory organisation, provides medical care which includes out-patient and in-patient basic and specialised diagnostics and treatment, essential preventative care, pharmacy services, a medical transport service and medical first aid post.

Pelhřimov Hospital is one of 5 hospitals in the Vysočina Region. It has at its disposal 10 intensive care beds and 302 beds for acute care and aftercare. A total of 14,807 patients were hospitalised here in 2013, and 77,100 patients treated in the out-patient sector. The hospital employs 609 people, of which 70 are doctors.

The HPH Recognition Process was implemented in the Orthopedic Department, which has 24 standard beds and which is used for hospitalisation of patients with injuries and illnesses of the musculoskeletal system, endoprosthesis surgery and orthopedic surgery.

In 2011, the director of the hospital Ing. Jan Mičak MBA decided on entrance into the Health Promoting Hospitals Network and the hospital joined the Recognition Process project in 2012 with participation by the selected Orthopedic Department. The hospital was selected at random for the Intervention Group and began to implement the given part of the project in a very short period of time.

The chosen chief hospital coordinator, together with a team made up of doctors, mid-level healthcare staff and representatives of hospital management, fulfilled individual project steps. An action plan was created for the Orthopedic Department focused on promoting patient health (education of patients and family members in the fields of leading a healthy lifestyle and assessment of patient risk on admission to the department and employee health (risks of health, healthy diet, the working environment, leading a healthy lifestyle and satisfaction).

In terms of increasing the quality of care for patients, the team and the management decided to implement individual changes and activities in all 3 operation parts of the hospital department. Modification of the medical documentation was proposed and performed. In terms of ascertaining risks when admitting a patient to the in-patient department in nursing and medical anamnesis focused on promotion of health, in terms of nursing anamnesis physical movement, use of drugs, dietary habits, social environment and similar are determined in detail. According to assessment of individual risks, education and recommendations are provided. During the course of hospitalisation, workout screening is performed on the 3rd day for every hospitalised patient in order to prevent malnutrition and also to ensure an educational solution in the case of patients who are overweight or obese.

An out-patient clinic for nutritional consultancy was opened for patients, the public and for staff, an out-patient clinic to help people to stop smoking and an out-patient clinic dealing in preventative medicine. An education brochure was created for patients, employees and visitors to the hospital focused on leading a healthy lifestyle including options for resolution of individual risks. In terms of promotion of public health, we are implementing projects for primary schools focused on a healthy diet, physical movement and prevention of injury as well as familiarisation with the hospital environment. Other important preventative projects – Kidney Day and Diabetes Day.

The Orthopedic Department has opened an educational centre for patients with an endoprosthesis, where every patient is familiarised with pre-operative preparation, the operation itself and post-operative care before endoprosthesis surgery. Lectures are performed with a physiotherapist – walking with crutches and physical activity after the operation. Afterwards by color patients with intensive physiotherapy is provided in the in-patient rehabilitation department and also in the department for the long-term bedridden. Patients in the Orthopedic Department tend to be senior citizens and this is why community planning of nursing to ensure patient safety and the effectiveness of the care is minimal.

Several problems also awaited us in terms of the project – agreement between the medical and non-medical staff, resolution of individual interventions in the field of leading healthy lifestyle and ascertaining patient risks, but the team handled all of these problems in turn. What could not be influenced was return of the operation rates and by questionnaire survey itself – the older age of patients was a great problem. Education and intervention in the case of older patients also sometimes lacked any positive result.

Our work did not cease when having gained the WHO certificate and we are continuing to try to increase the quality of care for the patient with comprehensive care and offer patients intervention in the fields leading to leading a healthy lifestyle individually focused on each patient.

International Network of Health Promoting Hospitals & Health Services

World Health Organization