

# Efficiency of system of hospital care in the Czech Republic through volunteer care



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## INTRODUCTION

The Ministry of Health of the Czech Republic (MoH) pursue very intensively of options to improve healthcare quality and patient safety. Since 2003 (Czech Republic joined the HPH Network) MoH implements many supporting activities (not only) for HPH hospitals. In order to innovation, in 2015 the MoH decided to create a new concept of support-in cooperation with experts and a working-group for volunteering in healthcare was created an extensive project to unified national system for volunteering in healthcare.

## AIM / METHODS

The aim of this innovation project is demonstrate that the involvement of volunteers in hospital care and unification volunteer program has a systemic impact-it will lead to cost reduction, increase efficiency and quality of healthcare. The aim is create a training/education program for volunteer coordinators in hospitals, the national methodology for volunteering in Healthcare and specific information system. Collaborating hospitals: HPH hospitals (10), University non-HPH hospitals (4), providers with local volunteer program (129). Implementation period will take 36 months.

## RESULTS

This project will generate a National volunteer program for Healthcare. Implementation of this project will lead to expand volunteering and increase the number of volunteers, which in turn will increase the quality, safety and effectiveness of healthcare. Further it will lead to increase the efficiency of the activities of health workers, who are (till now) organize the volunteering in healthcare facilities themselves. This activity will be taken over by the coordinator of volunteers in healthcare.

## CONCLUSION

Volunteering was one of priority in Action plan for quality and safety of healthcare services/Health 2020 (was complied in 2015). It's one of the tools to improve quality of health promotion activities and increase the satisfaction of patients and healthcare workers. Fulfilling the task in the Action Plan is monitored and assessed by government.

## COMMENT

The project will be carried out in cooperation with volunteers.

