



External evaluation of health promoting hospitals in Estonia

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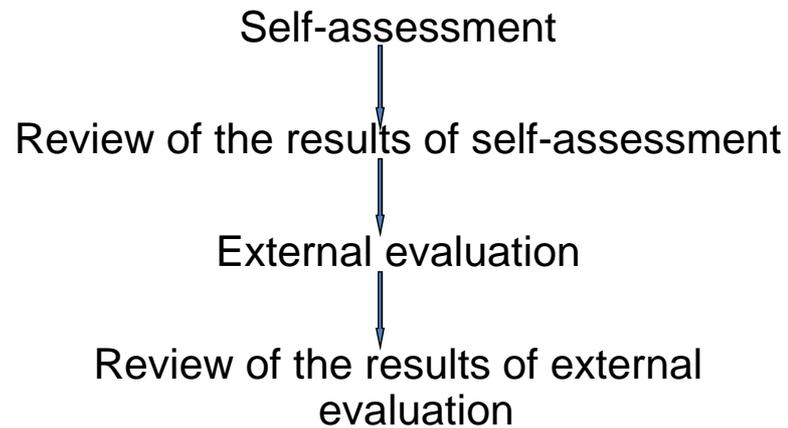


Review of previous evaluations

- November 2007 – self-assessment of implementation of health promoting (HP) activities in the hospitals belonging to the network of Health Promoting Hospitals and Health Services (HPH)
- January-May 2008 – external evaluation
- The second half-year of 2009 – internal audit of self-assessment



Evaluation of HPH network hospitals in 2012



External evaluation: Objectives

- To evaluate the movement of implementation of HP standards in hospitals
- To receive the feedback about the self-assessment tool



External evaluation: Methods (1)

- Steps of external evaluation
 - Employees' survey in hospitals
 - Review of self-assessment results
 - Fieldwork – visits to the hospitals and interviews with the HPH coordinators
 - Drafting the feedback report to the hospitals
 - Drafting the final report presented to the National Health Development Institute
 - Presentation of results in national HPH conference



External evaluation: Methods (2)

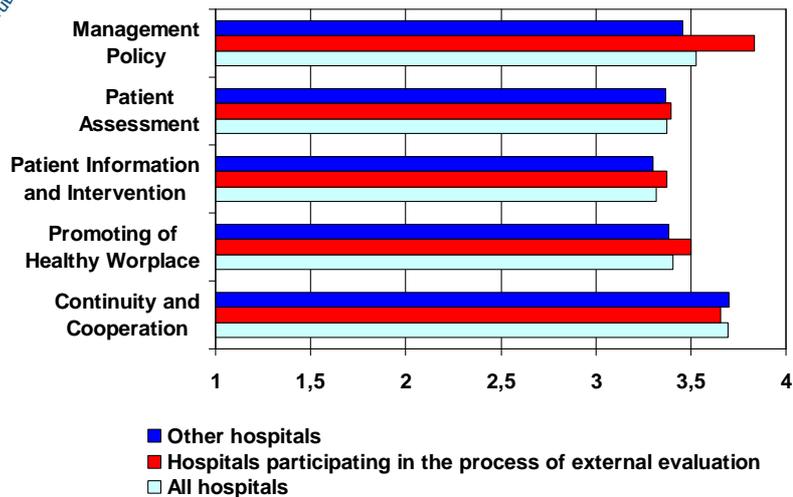
- External evaluation was performed by the University of Tartu (UT)
- Evaluators
 - Kaja Põlluste, Senior Researcher, Dept. of Internal Medicine, UT
 - Eda Merisalu, Associate Professor, Dept. of Public Health, UT
 - Mari Põld, Physician, Rapla County Hospital
 - Lagle Suurorg, Quality Manager, Tallinn Children's Hospital
- Time of external evaluation: 19.10 – 26.11.2012
- Subjects of evaluation:
 - The same hospitals (n=4) where the external evaluation was performed in 2008 and representing different
 - regions of Estonia
 - types of hospitals



RESULTS



Results of self-assessment* 2012

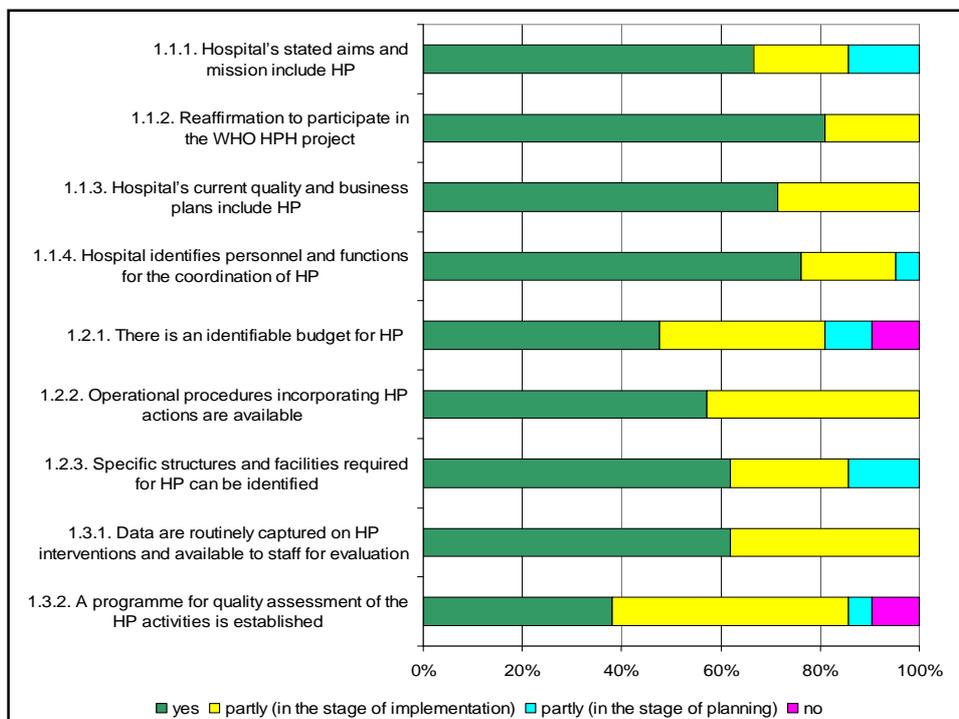


*In the process of self-assessment the conformity to five standards and sub-standards was assessed on modified four-point scale: 4 – yes, 3 – partly (in the stage of implementation), 2 – partly (in the stage of planning), 1 – no



Standard 1

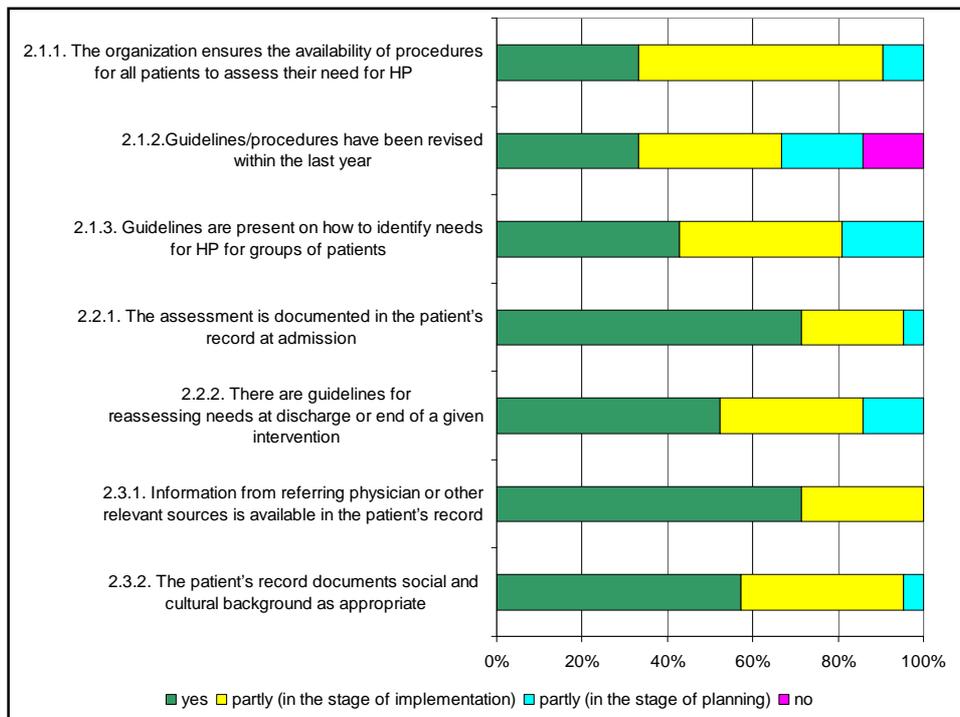
Management Policy





Standard 2

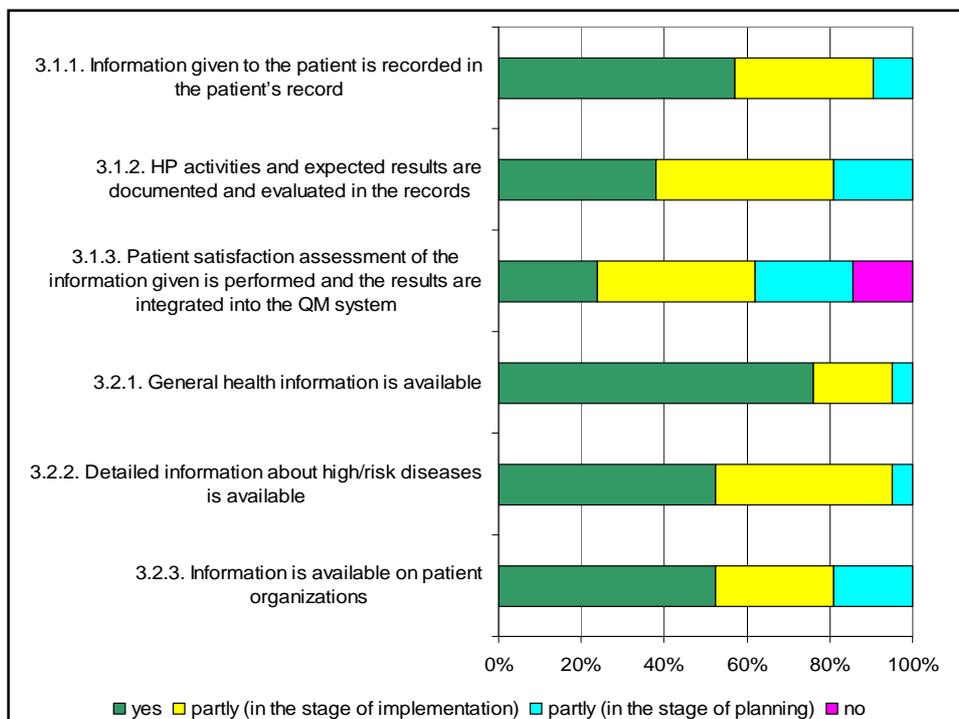
Patient Assessment





Standard 3

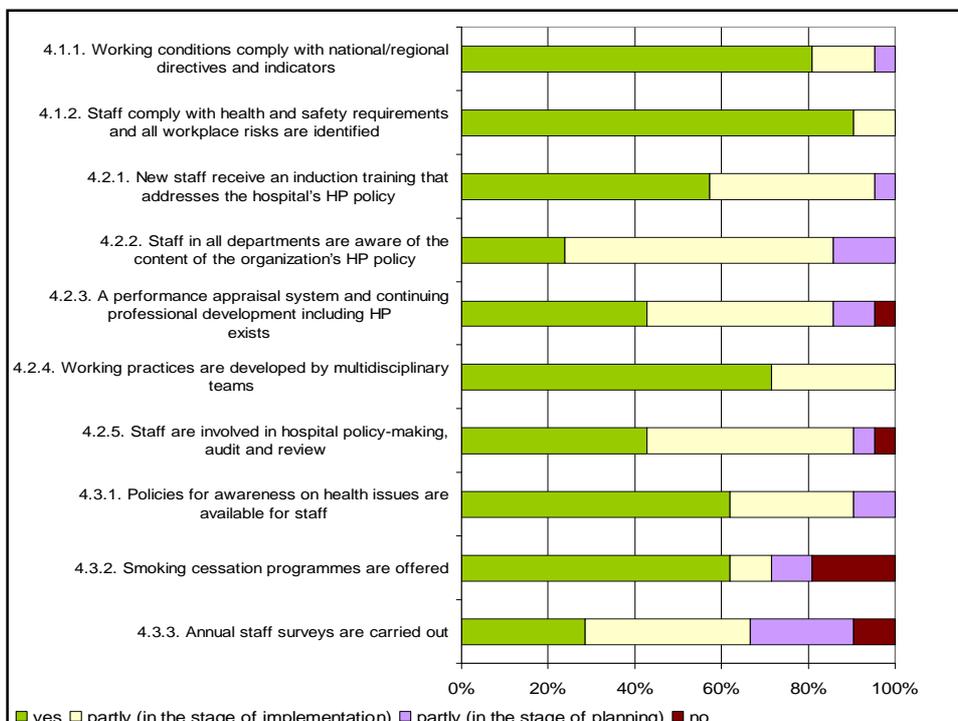
Patient Information and Intervention





Standard 4

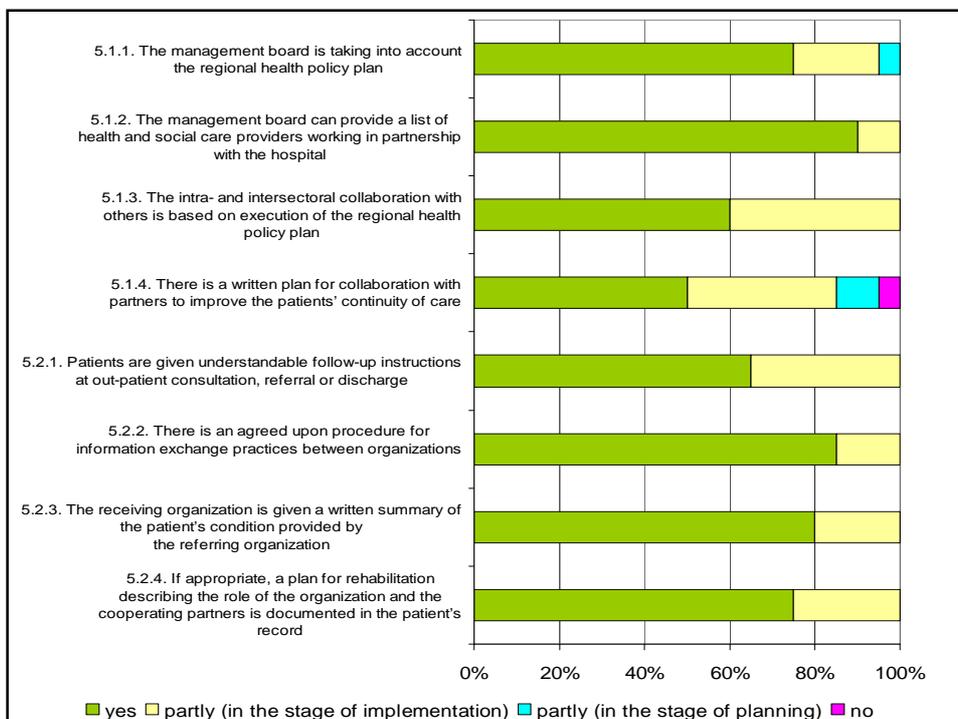
Promoting a Healthy Workplace





Standard 5

Continuity and Cooperation





Employees' survey (n=202)

- Objective
 - To explain how the employees of HPH hospitals perceive the associations between their everyday work and HP principles
- Results
 - Information about the HPH activities in Estonia - 72% and in respondent's hospital – 66%
 - The effect of participation in HPH network on different spheres of activity in the hospital was more frequently estimated by the managerial staff as well as by the HPH coordinators

BUT:

**This sample did not represent all employees of the hospitals participating in the process of external evaluation.
Thus, these results cannot be generalized and this study could be considered as a pilot study to develop the instrument to get information about the employees' opinion about the HPH activities.**



Development of of HP standards' implementation 1

- Management policy
 - Integration of HP into the everyday work is strongly supported by the top management of the hospitals
 - Responsibilities and resources are more clearly defined
 - HP is expressed in managerial documents (vision, mission, strategic plans etc)
 - In addition to the HP for the patients the community HP activities are included in the hospitals' action plans
 - HP is implemented in different guidelines
 - Because of a strong integration between the HP and patient management HP is mostly integrated into the quality management system of the hospital



Development of of HP standards' implementation 2

- Patient assessment, information and intervention
 - Implementation of the nurses' independent consultations in hospitals' outpatient settings is evaluated as the greatest achievement in patient management in hospitals
 - Further development the guidelines for the assessment of patients' needs for HP in different patient groups
 - Still, documentation of the results of patients' assessment results is mostly described as an action in the phase of implementation
 - Patient education is in the focus of the hospitals' quality policy, including the follow-up instructions at discharge
 - Patient satisfaction with the treatment and information given is studied, however, the access to the HP information is less studied



Development of of HP standards' implementation 3

- Promotion of healthy workplace
 - Working conditions comply in all hospitals with national legislative requirements; workplace risks are identified and staff comply with health and safety requirements
 - The prevalence of smoking among the staff has been decreased
 - The most essential problem in HP for the staff is overload



Development of of HP standards' implementation 4

- Continuity and cooperation
 - The recommendations based on the results of the previous external evaluation are implemented into the practice
 - The cooperation between the hospitals, other health institutions, local governments as well as social care has been strengthened
 - All medical and part of nursing epicrises are forwarded to the national health information system



Evaluation of self-assessment tool

- The changes based on the recommendations of previous external evaluation were considered as positive
 - The comprehensibility of the standards and sub-standards has been improved
 - The broader scale (four options instead of the three one)
- As before, the assessment of indicators is considered as a problematic area
 - The content of indicators should be exactly defined
 - The necessary information should be included in routinely collected data and the indicators should be easily calculated



PROPOSALS AND RECOMMENDATIONS



Proposals for changing the legislative acts

- Proposal to the national government
 - Smoking has to be prohibited in all area of health settings
 - To promote the employees' health promotion activities by regulating national tax policy
- To develop the legislative work load for health care staff to
 - prevent the overload related health risks and
 - assure the quality of health services



Recommendations for improving the self-assessment process (1)

- To make the prolonged plan for self-assessments and external evaluations HPH activities which allows better planning of self-assessment activities in hospitals as well.
- To revise all HP indicators and to develop the package of indicators including
 - general indicators for all HPH institutions and
 - specific indicators for different institutions (nursing hospitals, health centres etc)



Recommendations for improving the self-assessment process 2

- To revise the formulation of actions described in Standard 5 to comply with changes related to the implementation of health information system
- In cooperation with the Estonian Health Insurance Fund (EHIF) to revise the patient satisfaction questionnaire (developed in the framework of PATH project) and to add the necessary questions for assessment of HP activities



Recommendations for improving the self-assessment process 3

- To promote the cooperation in the area development of documentation :
 - standardized form for documentation of generic and specific risk factors,
 - documentation of patient information provided by the other specialist, e.g. psychologist, social worker etc.



Recommendations for improving the self-assessment process 4

- In cooperation of EHIF and professional associations to support the translation of HP guidelines for the patients with chronic conditions





Summary

- The greatest progress in HPH development is the change in the **manner of thought** – HP is not any more viewed as one of the project based activities, but **HP is integrated in the hospitals' everyday work** and is seen as an essential part of medical and nursing manipulation.
- In this process the HPH network has had a remarkable role and the continuous cooperation is most essential.



The evaluators thank all persons who participated in self-assessment process

Special thanks to the hospitals' HPH leaders and coordinators for their time and active participation in the external evaluation process