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## External evaluation of self- assessment process in Estonian Health Promoting Hospitals

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<http://www2.tai.ee/teated/arenduskeskus/tervis.pdf>



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<http://www.euro.who.int/document/E88584.pdf>



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Implementing health promotion in hospitals:

### Manual and self-assessment forms

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**Objective:** To evaluate the implementation of health promotion (HP) principles and its conformity to WHO standards of HP in Estonian HP hospitals.

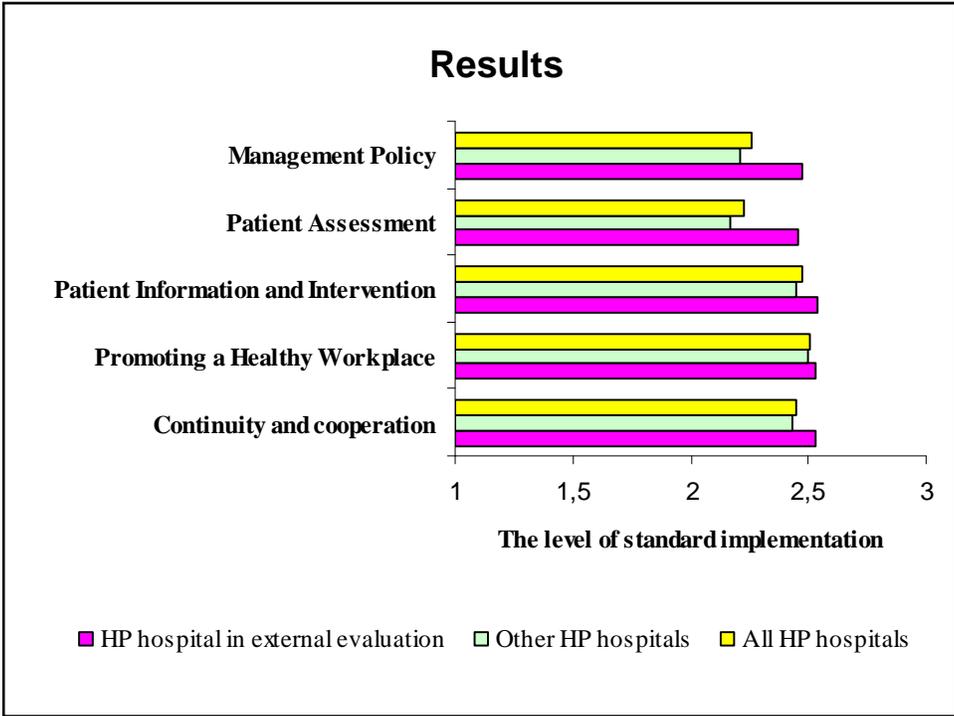
**Methods:** In the process of **self-assessment** the conformity to five standards and sub-standards was assessed on three-point scale: 3 – yes, 2 – partly, 1 – no (WHO,2006).

**External evaluation** – analysis of self-assessment reports of the hospitals (n=21) and complementary interviews with key persons of four hospitals (regional, local, general and nursing hospitals) – was performed by independent external experts.

Strengths and weaknesses as well as areas for further improvement were specified.

## Results

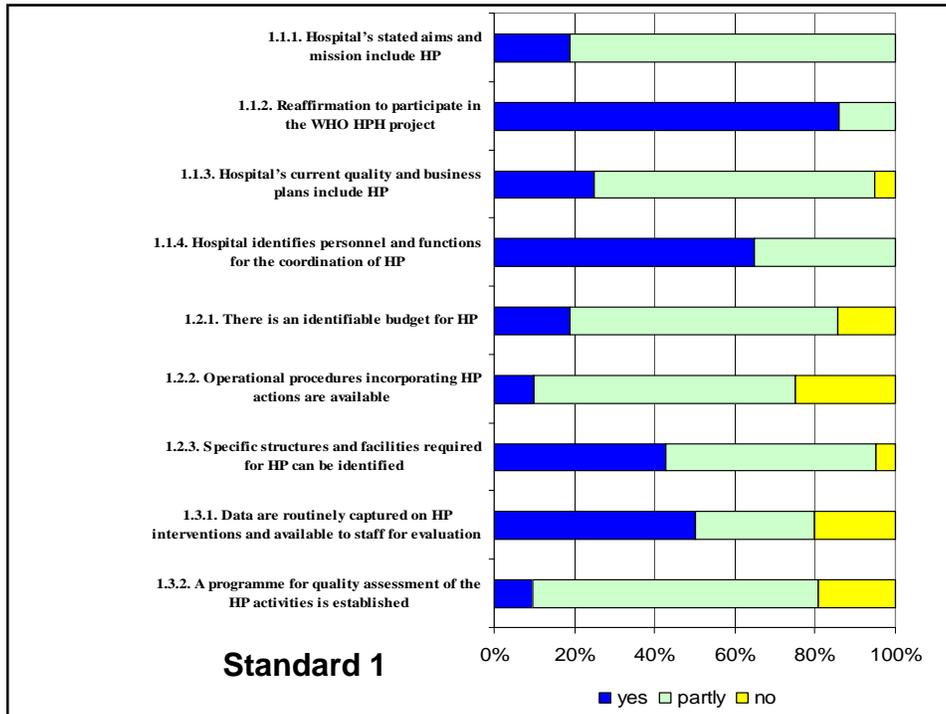
- The highest score was found in standard 4  
– promoting the healthy workplace  
(mean score  $\pm$  SE 2,51 $\pm$ 0,05)
- The lowest score in standard 2  
– patient assessment (2,23 $\pm$ 0,10)



## Standard 1

### **Management Policy**

The organization has a written policy for health promotion. The policy is implemented as a part of the overall organization quality improvement system, aiming at improving health outcomes. This policy is aimed at patients, relatives and staff.

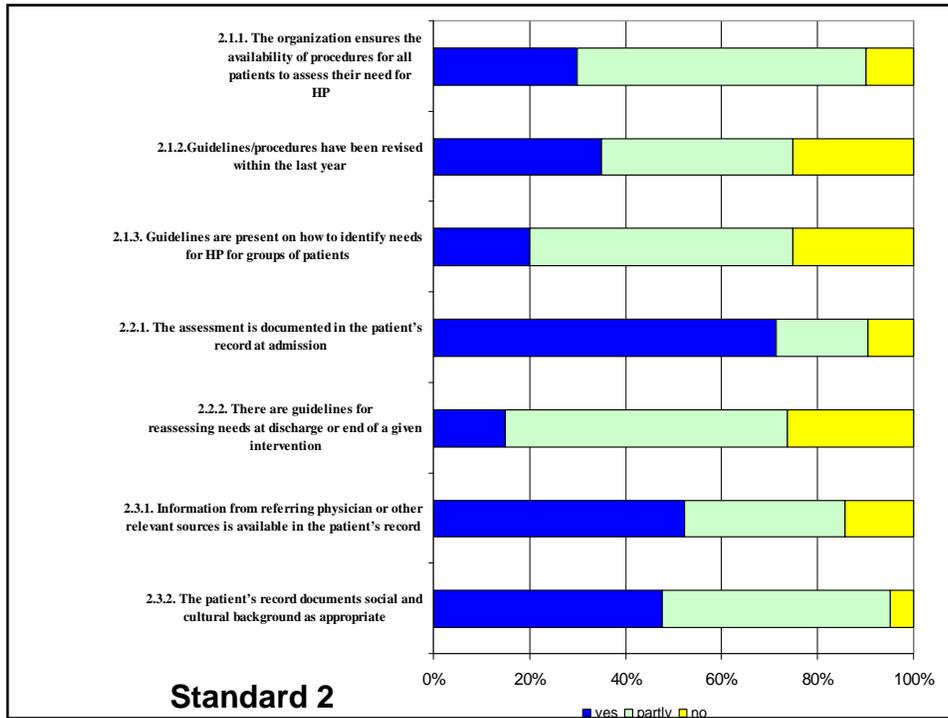


## Standard 2

### Patient Assessment

The organization ensures that health professionals, in partnership with patients, systematically assess needs for health promotion activities.

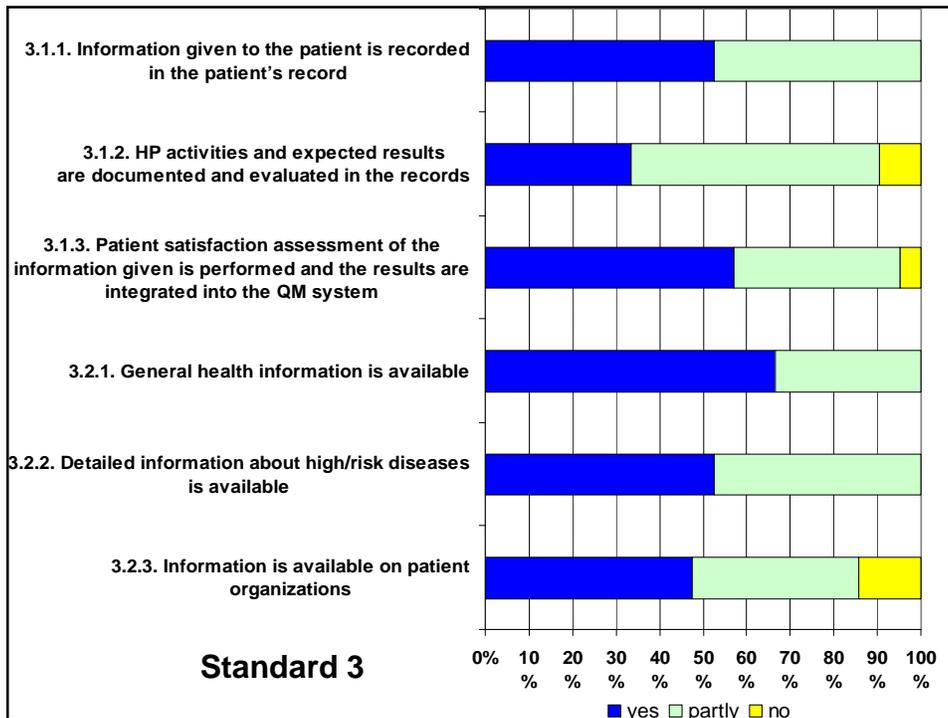
Objective: to support patient treatment, improve prognosis and to promote the health and well-being of patients.



## Standard 3

### Patient Information and Intervention

The organization provides patients with information on significant factors concerning their diseases or health condition and health promotion interventions are established in all patient pathways.

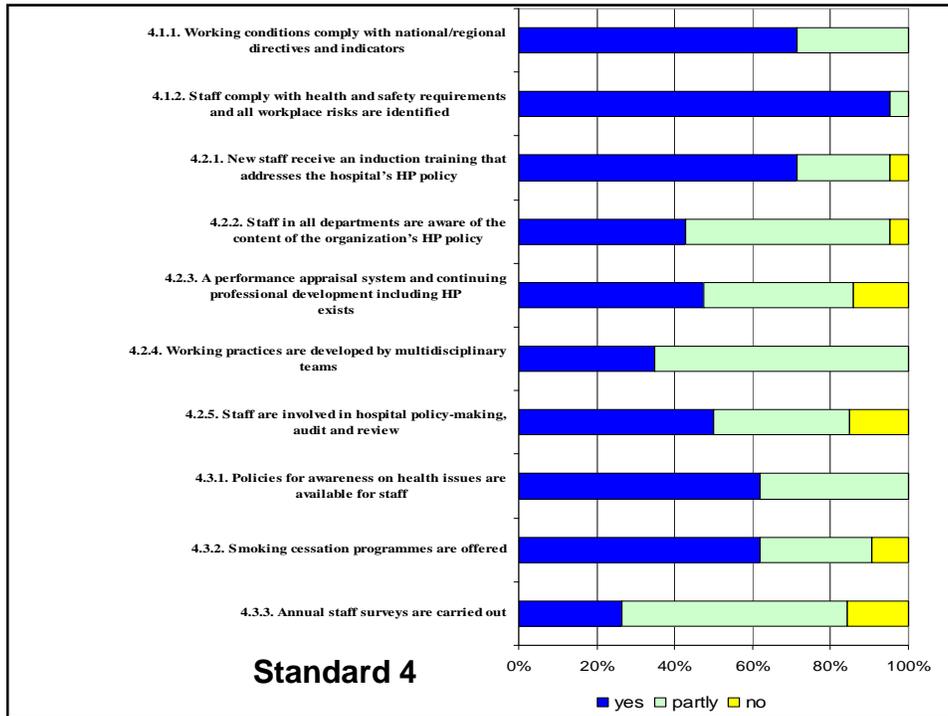


## Standard 4

### Promoting a Healthy Workplace

The management establishes conditions for the development of the hospital as a healthy workplace.

Objective: to support the development of a healthy and safe workplace, and to support health promotion activities of staff

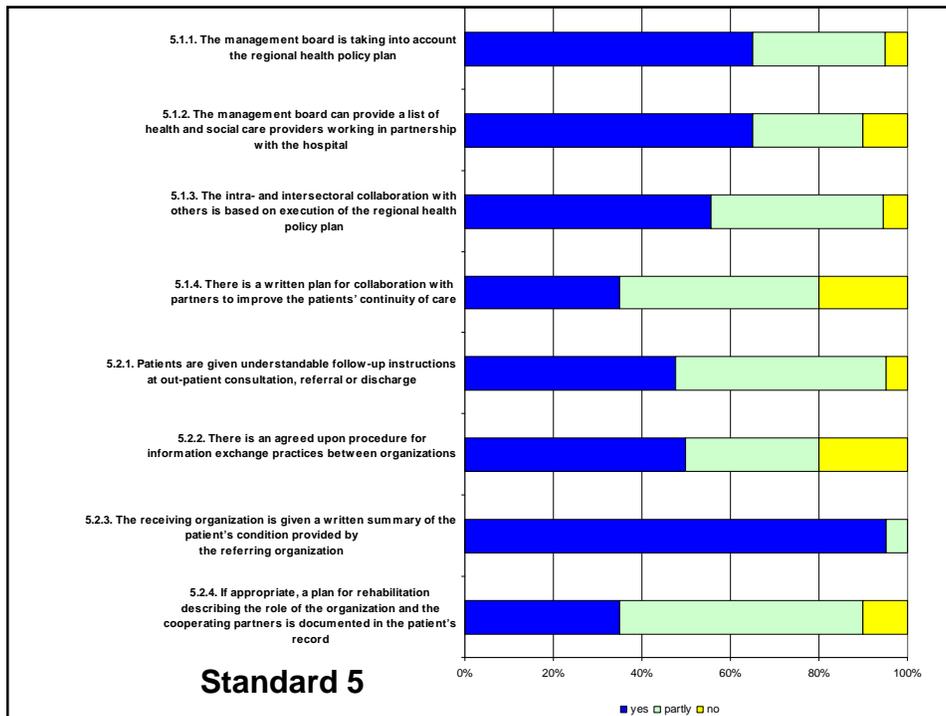


## Standard 5

### Continuity and Cooperation

The organization has a planned approach to collaboration with other health service providers and other institutions and sectors on an ongoing basis.

Objective: to ensure collaboration with relevant providers and to initiate partnerships to optimize the integration of health promotion activities in patient pathways.



## The main strengths of HP hospitals

- HP is integrated in hospitals' everyday work
- HP is financed from the hospitals' budgets
- the staffs of the hospitals are informed about the HP policy
- lot of attention is paid on work safety and occupational health issues in hospitals.
- the patient's HP need is assessed at 1st contact with the hospital
- information given to the patients is documented
- the patient satisfaction is studied
- the need for patient education is understood, general health information is available for all patients and their families
- there is a good cooperation between the hospitals and regional health authorities as well as within HP hospitals network
- the procedure for information exchange of the patient's status is agreed.

## Improvements' need

- ☹ To integrate the HP activities in hospital's quality management system
- ☹ Besides the nurses to involve more doctors in HP activities
- ☹ Patient satisfaction with HP in hospitals should be studied
- ☹ The staff satisfaction studies should pay more attention to health, stress and burn-out of the staff
- ☹ The information exchanged between the health providers should include the patients' HP needs.

## Conclusion

This evaluation process demonstrated that Estonian HP hospitals have achieved remarkable progress in implementation HP principles, and found common areas for improvement in this area.



