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

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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.

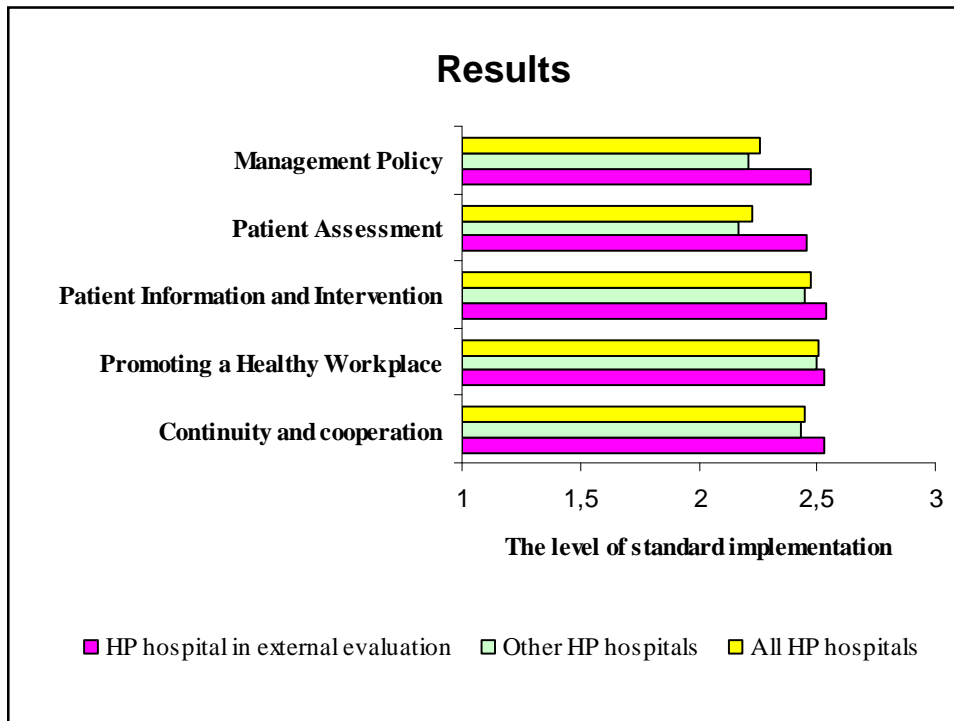
Methods: In the process of **self-assessment** the conformity to five standards and sub-standards was assessed on three-point scale: 3 – yes, 2 – partly, 1 – no (WHO,2006).

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

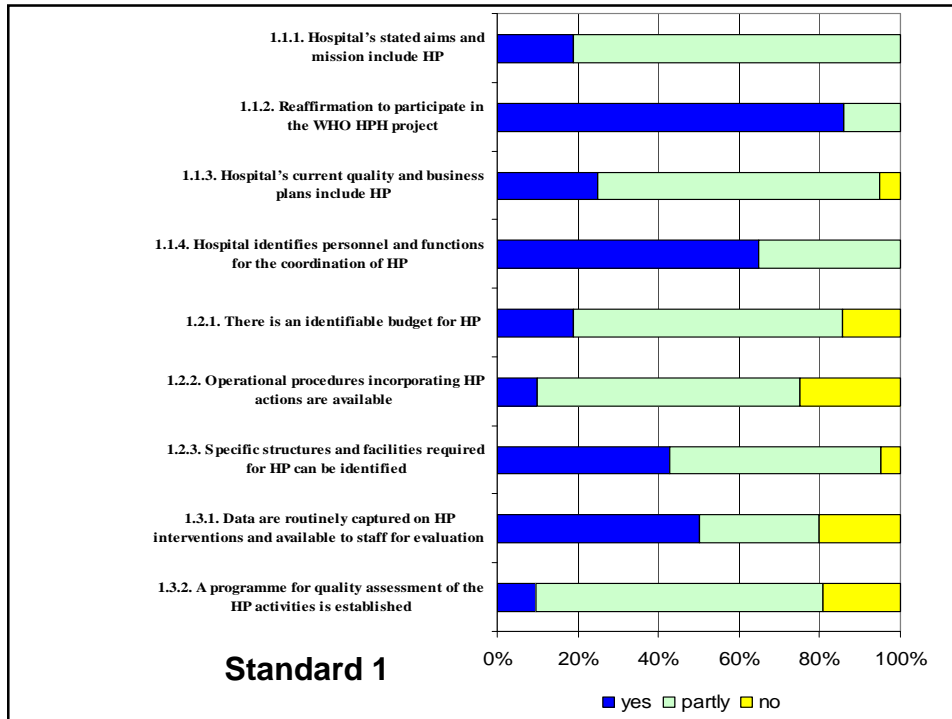
- The highest score was found in standard 4
– promoting the healthy workplace
(mean score \pm SE 2,51 \pm 0,05)
- The lowest score in standard 2
– patient assessment (2,23 \pm 0,10)



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.

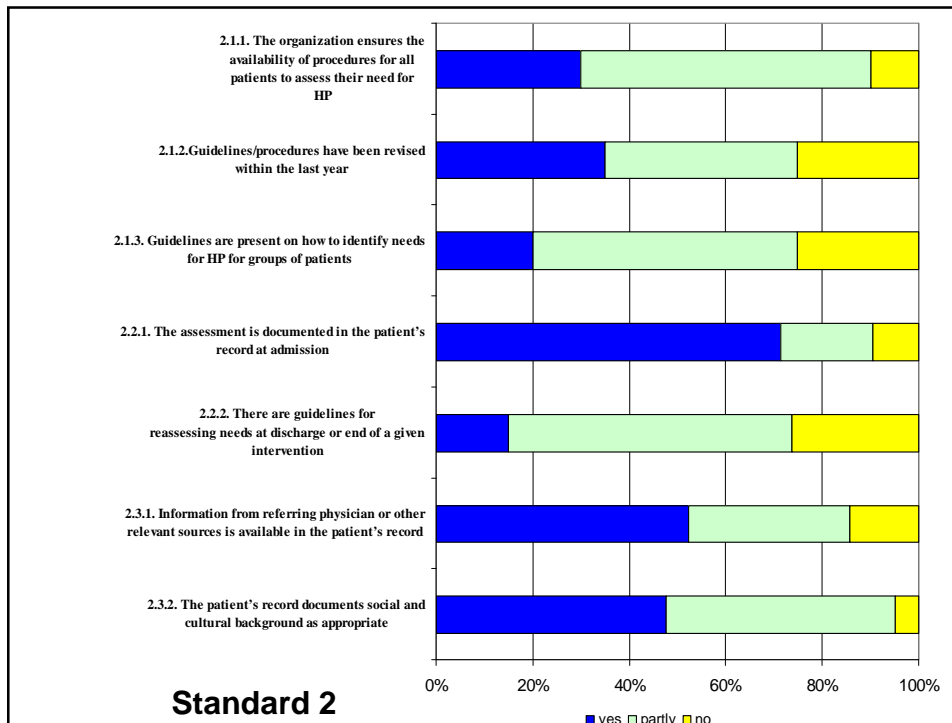


Standard 2

Patient Assessment

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

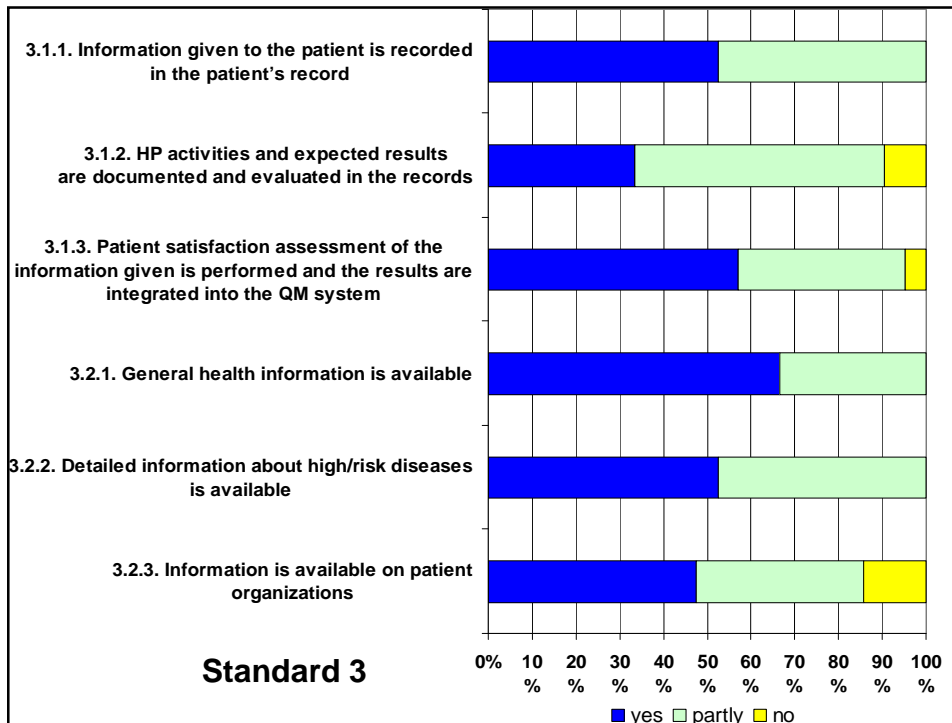
Objective: to support patient treatment, improve prognosis and to promote the health and well-being of patients.



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.

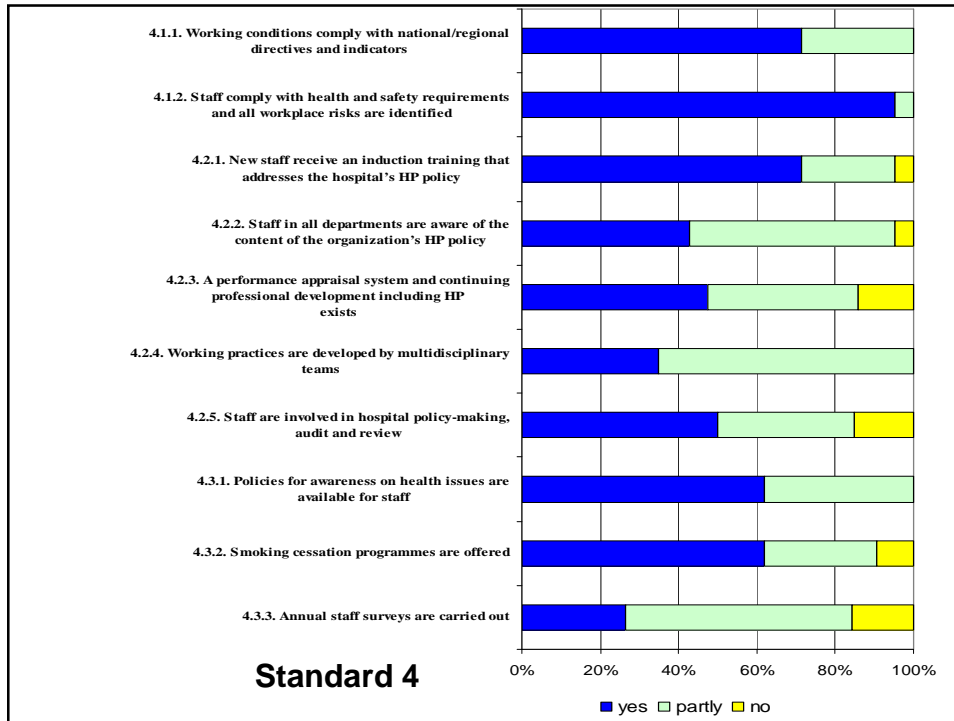


Standard 4

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

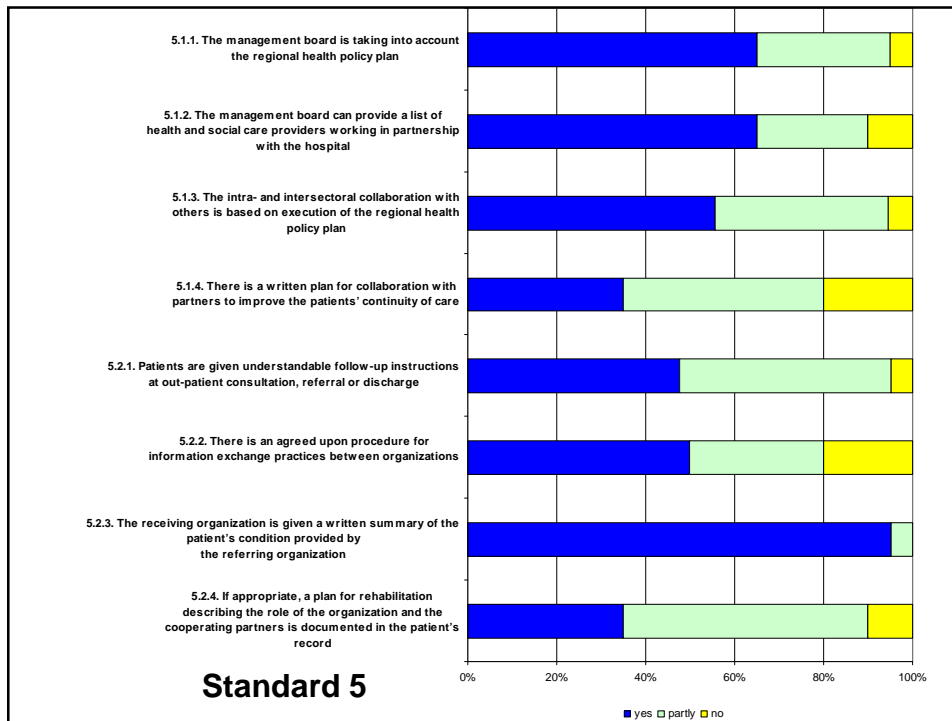


Standard 5

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.



