



Experience Day 1: Systematic Approach to Patient Safety During the Last 10 Years (North Zealand Hospital)

North Zealand Hospital is a 570 bed acute Hospital in the Capital Region of Denmark. The Hospital has 12 clinical specialities, working together with in total 12 municipalities. The hospital is in a period of transformation to move into a new hospital in 2024.

North Zealand Hospital is one of the five hospitals that embarked with Danish Society for Patient Safety and Institute for HealthCare Improvement (IHI) in 2010 on a four-year patient safety programme, the Safer Patients Hospitals (Patientsikkert Sygehus). The programme has been a source of inspiration to the Danish National Quality programme. First and foremost, the hospital aims to be a 'hospital of the patients'. Since 2014 patients and relatives have awarded a staff member, or unit, The Prize of the Patients.

Currently North Zealand Hospital is preparing the transitions to a brand-new build site in 2023. At this site visit we will learn about the outcomes from 10 years of QI and patient safety work and learn about the transition to a new location. There will be visits to clinical departments and to mock-up of the new hospital.

Learning objectives:

- How a patient pathway complies to national standards
- How patient feedback is used to improve care
- How different methods is used by different hospitals in Denmark to learn from in-hospital deaths

Programme for the visit

Time	Activity
8.00 - 9.00	Bus from Bella Center to North Zealand Hospital 45 – 60 minutes
9.00 - 10.00	Welcome to North Zealand Hospital Introduction to: <ul style="list-style-type: none"> • The 10-year improvement journey, an organizational approach at all levels, data driven and focusing at a patient perspective • Patient safety integrated in the organizational development • Strong cooperation between the hospital and primary care in patient pathways • Co-production with patients to improve services
10.00 – 10.15	Refreshments
10.20 – 12.00	Split into groups and transfer to visit different wards
	Visits to the surgical ward. Follow a patient pathway, talking to patient or relatives, leadership and staff.



	<p>Learning objectives:</p> <ul style="list-style-type: none"> ● Understand the pathways and how a unit complies with the national standards (a guarantee of treatment within 30 days) ● Understand the program for enhanced recovery
	<p>Visit to the neurology ward Follow the patient pathway, talking to patients or relatives, leadership and staff</p> <p>Learning objectives:</p> <ul style="list-style-type: none"> ● Understand how you can aim and reach zero tolerance for tissue damage in a fragile group of patients. ● Understand how the ward use patient feedback to improve care ● Understand how the ward use data for improvement, at micro- and meso level ● Understand the effect of results from prevention of falls
	<p>Visit to Department of Anaesthesiology Using MFI in praxis. You will see different initiatives at the Department, improving patient pathway and improving Joy in Work.</p> <p>Learning objectives:</p> <ul style="list-style-type: none"> ● Understand how QI is part of daily work in the department
	<p>Learning from in-hospital death NZH is part of a national network about Learning from every death. During this session you will meet different hospitals across Denmark and different specialities. The aim is to learn from every death using different methods, sharing the methods, results and the impact on culture.</p> <p>Learning objectives:</p> <ul style="list-style-type: none"> ● Understand the impact on culture ● Understand how the method brings ownership to the results at ward level ● Understand how it is possible to combine different kinds of data in order to make improvement
	<p>Health Technology</p> <ul style="list-style-type: none"> ● Digital help for patients to be reminded of each step in the pathway for knee operation <ul style="list-style-type: none"> ○ Meet patient experiences and staff from Orthopedic department ● How to combine a smartphone, a test-material and a stool sample <ul style="list-style-type: none"> ○ Meet patient and staff and hear experiences in home test and control of a chronic bowel disease ● Patient part of the electronic record, Epic <ul style="list-style-type: none"> ○ You will meet the staff, patients and relatives, sharing experiences on common use of the electronic record: patient reported data, booking system



	<p>Learning Objectives:</p> <ul style="list-style-type: none"> Understand the impact to patients and their quality of life in different perspectives
	<p>Patient involvement, part of the strategy at the hospital.</p> <p>You will visit:</p> <ul style="list-style-type: none"> Selfcare, meet a patient and staff member. Listen to their experiences and how Selfcare is organized Polypharmacy clinic, meet a patient and staff member. Listen to their experiences and results and see how the clinic works CAPTAIN. Experiences with Advanced Care Planning, for patients with COPD <p>Learning objectives:</p> <ul style="list-style-type: none"> Understand the impact to patients and their quality of life in different perspectives
	<p>Leadership walk rounds</p> <p>Leadership walk rounds are part of our strategy. You will follow the CEO for a walk round at the unit level.</p> <p>After the walk round you will share reflections with CEO and staff.</p> <p>Learning objectives:</p> <ul style="list-style-type: none"> Understand Leadership walk rounds as part of an organizational approach for improving patient pathways and improve culture
	<p>Sensory delivery room.</p> <p>You will experience the room, meet a family and talk to staff. You will hear the results from a study and be introduced to plans for delivery rooms at the new hospital.</p> <p>Learning objectives:</p> <ul style="list-style-type: none"> Understand the effect for the family Understand the impact at staff satisfaction
12.00 - 13.00	Lunch
13.00 – 14.00	<p>Visit to the mock-up of the future site. Opportunity to see the design of a future one-bed hospital room, learn about the healing environment etc</p> <p>https://www.regionh.dk/nythospitalnordsjaelland/english/Facts/Sider/Welcome%20to%20New%20North%20Zealand%20Hospital.aspx</p>
14.00 – 15.15	<p>World café set up with the possibility to learn about several local improvement initiatives:</p> <ul style="list-style-type: none"> Shortness of staff – how are the challenges faced Joy in work Aiming for zero pressure ulcers, an organizational approach with great results. WHO 5 moments of Hand hygiene. In 2017 the hospital was awarded the European Hand Hygiene Excellence Award



15.20 – 15.35	Outdoor training for everyone. You will be part of a program for staff in order to prevent physical burnout
15.40 – 16.00	Refreshments and reflexion in common, end of the day.
16.00	Return to Bella Center by bus. Back at Bella Center by 17.

Programme subject to change