



Experience Day 7: Using a new quality concept and QI to improve community services (Greve municipality)

Greve Municipality is a municipality about 21 km south-west of Copenhagen on the east coast of the island of Zealand in eastern Denmark. The municipality covers an area of 60 km², and has a total population of 50.000 citizens.

Greve municipality has embarked on a quality journey, joining a national collaborative on improving the patient safety and the quality of care for elderly living in nursing homes and for elderly receiving care in their homes. The outcomes are impressive: Pressure ulcers have been reduced, and medication errors are reduced. Lately Greve Municipality has been working vigorously with nutrition, gaining a lot of insight in improving the nutritional status for elderly citizens. All care groups have daily safety meetings. Staff in the elderly care are trained in quality improvement. This site visit will also show results from a new quality concept. During the visits, it will be possible to talk to residents, staff and managers.

In 2016 to 2019 Greve municipality was accredited and we optimized our quality organization. In 2017 we decided to use improvement science to reduce medications errors, prevent pressure ulcers, and prevent unplanned weight loss in elderly citizens. Quality improvement has been spread to all care units in all private and all municipal units.

Learning targets – after participating in the site visit the delegate will have learned the following:

- 1) Developing an improvement culture at the local level requires a concerted effort that involves all layers of leaders and healthcare providers.
- 2) How to make improvements using improvements teams and data driven quality in a municipality.
- 3) Using the improvement model is a not a finite project – it is the heart of how we work.
- 4) How to become a dementia friendly municipality.

Join Greve municipality at website <https://www.greve.dk/if2020> or QR code:

Location: [Map](#)



7.45	Travel to Greve Municipality, Town Hall		
8.30-09.30 (Including refreshment)	Welcome to Greve Municipality and introduction to the improvement journey. Introduction to public service in Denmark health care. Home care and Nursing homes.		
9.30-9.50	Split into groups and transfer to visit different sites, Logistics will make it possible for each participant to visit three units.		
	Group 1	Group 2	Group 3
	Transport	Walk	Transport
9.50-10.50	Nursing home, Strandcenteret.	Competence center for dementia, Nældebjerg.	Unit for homebased care, Langagergård.
10.50-11.10	Transport	Transport	Transport
11.10-12.10	Competence center for dementia, Nældebjerg.	Unit for homebased care, Langagergård.	Nursing home, Strandcenteret
12.10-12.30	Transport		Transport
12.30-13.20	Lunch at Langagergård for all three groups		
13.20-13.40	Unit for homebased care and cooperation with GP.	Transport	Transport
13.40-14.40	Langagergård.	Nursing home, Strandcenteret.	Competence center for dementia, Nældebjerg.



14.40-15.00		Transport	Transport
15.00 – 15.45 (including a coffee break)	World café set up with the possibility to learn about several of the local improvement initiatives (some examples): <ul style="list-style-type: none"> • Greve municipality has been part of the improvement journey since 2016 and is continuously working with Quality Improvement. At the daily huddle teams meet to discuss the out-comes in care and use real time data to improve care and patient safety. • Quality improvement requires management commitment. Learn about the role and competencies the managers have, and how our network-based quality organization accelerates improvement. • Greve municipality is designated as dementia friendly municipality. Learn about volunteer dementia friends and –ambassadors, remember choir, physical exercise, dementia training courses for patients and their relatives. 		
15.45-16.15	Reflections and closing comments		
16.15	Return to Bella Center by bus		

	<p>Dementia competence centre (Nældebjerg) Dementia competence centre contains both residential homes and offers services to citizens living in their own homes with dementia. Dementia competence centre includes staff and volunteers, and works extensively with the development of the physical framework and with person-centered care, music therapy, commemorative dance, physical activity and other targeted care.</p> <p>You will learn about the Person Cantered Care system to handle people with dementia, and the physical dementia-friendly décor in the ward. You will also learn about our collaboration with staff in nearby stores and mall.</p> <p>Unit for homebased care and unit for homebased nursing (Langagergård) Citizens are referred to the unit for homebased care from GP, hospital or through the local assessment office. The two units provides nursing and social care in private homes. The service is open 24 hr and citizens may have up to 8 visits a day depending on the need of care. The homebased care unit is staffed with nursing assistance and helpers, the homebased nursing unit is staffed with RN. The health care staff works closely with the GP. The two units have been part of the improvement journey since 2017 and are continuously working with QI. At the daily huddle teams meet to discuss the out-comes in care and use real time data to improve care and patient safety.</p> <p>You will learn about the system to identify people of risk for deterioration and understand safety issues related to care delivered in private homes.</p> <p>Residential homes (Strandcenteret) Many older people live by themselves. If the team from homebased care cannot fulfil the need of care, the elderly can be referred to a nursing home. You will visit one of the facilities that accommodate elderly in Greve municipality. Each person has their own individual apartment. The nursing home is staffed with RN, nursing assistance, helpers, therapists and a physician. You will learn about the work to improve patient safety and quality of care in nutrition and pressure ulcers. You will also learn about how the staff daily use real time data to improve care and patient safety.</p>
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Mission in Health & Care

Together we create a day where citizens take responsibility and participate actively to achieve the best life. Health and Care effectively contribute to professionalism of the highest quality to support development and coherence. We = citizens, relatives. Politicians, Volunteers and staff.

Programme subject to change