



Experience Day in NU Hospital Group – Collaboration for continuous improvement: examples from maternity care, surgery, psychiatry, and the Collaborative Health Care project.

During this visit You will witness examples of collaboration across both professional and departmental borders leading to higher quality and increases in efficiency.

**09:15 - 09:35** Welcome to NU Hospital Group, Intro about the hospital, conference room ÄGGET, presenter Anders Kullbratt, Assistant Chief Executive. Coffee and sandwich will be served.

**10:00-10:45** Site Visits, approx 45 min per site (3 groups) + separate Brinkåsen as below

Group: **1**

**A** Maternity and Neonatal  
Intensive Care

Group: **2**

**B** Collaborative Health  
Care

Group: **3**

**C** Surgery

Group: **4**

**D**  
Brinkåsen  
Psychiatric  
Department



Bus departs from  
NÄL, main  
entrance to Brinkåsen  
Psychiatric Depart-  
ment 09:45.

**11:15-12:00** Site Visits, approx 45 min per site (3 groups).

Group: **3**

**A** Maternity and Neonatal  
Intensive Care

Group: **1**

**B** Collaborative Health  
Care

Group: **2**

**C** Surgery

12.15-13.00 Lunch

**13:00-13:45** Site Visits, approx 45 min per site (3 groups).

Group: **2**

**A** Maternity and Neonatal  
Intensive Care

Group: **3**

**B** Collaborative Health  
Care

Group: **1**

**C** Surgery

**D**  
Brinkåsen  
Psychiatric  
Department



Bus departs from  
Brinkåsen Psychiatric  
department 13:45.

**14:30 - 15:15** Wrap up session



**15:45** Departure to Gothenburg, from the main entrance, "Swedish fika on the go".

Description of the places to visit on the following pages



**Download the meeting app "VGR Meet" and gain access to today's programme directly on your phone.**

To download:

- Open Apple Store (iPhone) / Google Play (Android)
- Search for "VGR Meeting"
- Download "VGR Möten / VGR Meeting"
- Open the app
- Click on "Välj event" (choose event)
- Write the event code: sitevisit (all lower-case letters) in the gray square box on the top half of the screen where it says "Ange eventkod" (enter event code)

A



## Maternity and Neonatal Intensive Care

Perhaps the most delicate moment in life. Participate in an exercise with the scenario of a delivery and resuscitation of a newborn baby.

Get a look into the co-care of the child and the new family.

A well-established cooperation between the Maternity and Neonatal Intensive Care Units in top modern facilities.

B



## Collaborative Health Care (Samverkande sjukvård)

Is it possible to coordinate hundreds of nurses and health care staff from different organizations in 15 municipalities? Meet Collaborative Health Care who has spent the last 11 years developing a model for the collaboration.

Person-centred care requires a paradigm shift in the way health services are funded, managed and delivered. Collaborative Health Care started in two municipalities and has grown with one or two municipalities each year since

then. Formalizing the collaboration between health care organizations has led to faster, safer and closer care for the inhabitants.

During the site visit, the collaboration model will be explained by three patient cases.

- 1) Allan, who is affected with anaphylactic shock lives far away from the ambulance station and still receives adequate medical care within a few minutes.
- 2) Granny Greta, a fragile old lady experiencing rapid deterioration is afraid of calling 112, since she does not believe she would endure hours at the emergency room. She is transported directly to medical elderly care counseling MÄVA at the hospital by the ambulance.
- 3) Karl, with a temporary catheter is without home health care but does not need to leave the home in order to receive medical care.

During the visit you will meet Project Manager Maria Klingberg, Care Developer Maria Karlsson and Communication Officer Emma Lind from Collaborative Health Care. You will also meet representatives from ambulance services, home health care, medical elderly care counselling MÄVA, the national telephone helpline for healthcare in Sweden (1177). Senior Lecturer in nursing Jenny Hallgren from University of Skövde will present results from the study “Implementing a person-centred collaborative health care model – A qualitative study on patient experiences”.

You will receive answer to:

- 1) Why does the ambulance service carry out non-emergency tasks?
- 2) Why let home health care nurses go on emergency alarms?
- 3) What does the research say about the model?
- 4) What is required for Allan, Greta and Karl to receive the care they need, faster and closer to home?

C



## Surgery

During your visit with us you will:

- take part of the ongoing remodelling of our previously mouldy rooms to top modern operating theatres. You will also hear about how the entire NU Hospital Group management worked together to gain access to temporary operating theatres on site, and how the fastest built modern Decontamination and Sterile Services Centre in Sweden ended up with us.

You will get a tour of these facilities.

- participate in a simulated surgical procedure in one of Sweden's top modern operating theatres with an integrated surgical preparation room and theatre. You will meet and talk to one of our surgical teams who will also assist you during the procedure.
  - take part of a unique cooperation between the different surgical specialties within the NU Hospital Group that focuses on “more procedures to more patients”, with the aim to increase the availability. The capacity is increased by keeping the patient's stay at the hospital as short as possible by preparing the discharge of the patient before they are being operated on. Every week there are also short and effective digital reviews of the operation programme of the previous week as a part of a continuous work to improve the services.
- Interested? Come, get dressed in a surgical coat and cap and join us on a tour of our workplace.

D



## Psychiatric Department

Cutting-edge modern psychiatry. Pioneers in the development of unique care and treatment.

See unique award-winning architecture at the psychiatric facility at Brinkåsen where you get to experience a unique care environment with built-in safety and functionality.

The facility is built to support the forensic psychiatric care process.

Here you will be able to meet Hans-Olof Lago, Head of one of the Joint Psychiatry Units, and Security Officer Mattias Carlson.

The department benefits from highly advanced patient and relative participation and works with “Brief admission”, a concept that reduces the occurrence of self-harm and suicide. Ida Nielsen, Psychiatric Nurse/Team Leader, and Karin Waldner, Head of Ward 57 – a General Psychiatric Emergency Care Ward, will talk more about this on site. The psychosis process is based on its own internationally recognised research, CLIPS - Clinical Long-term Investigation of Psychosis in Sweden. The Research will be presented by Professor Lars Helldin.

We are looking forward to meet you!