



Thanks for asking



REGION ZEALAND  
ZEALAND UNIVERSITY HOSPITAL



# Declaration of interests

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**A collaboration between the Danish Society for Patient Safety  
and  
Zealand University Hospital**

**The project arises from the Danish project/campaign "Hello  
Healthcare"**

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## Questions up for discussion/debate

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- **Did you ever experience doubt or uncertainty following a consultation at the hospital?**
  
  - **Do you recognise the feeling of being in doubt and have unanswered questions after having a consultation with a healthcare professional?**
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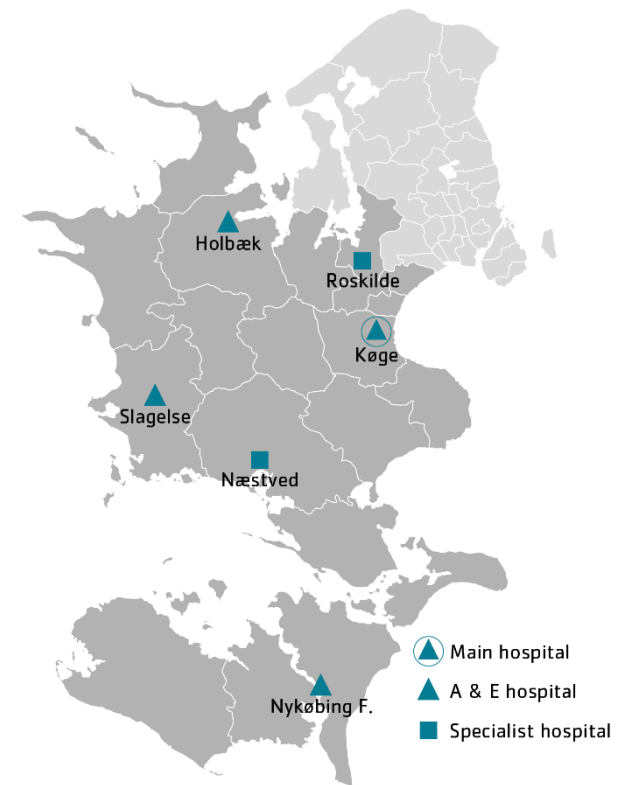
# Thanks for asking

## Region Zealand

### Zealand University Hospital:

Most medical specialities

- 23 clinical and paraclinical departments
- 716 beds
- 76.000 admissions
- 441.000 out-patient visits
- 4.500 employees
- 11 professors
- 350 million € budget per year
- High productivity
- Good quality
- Middle-sized Danish hospital



# Thanks for asking

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The purpose of "Thanks for asking" is to empower patients to ask questions and be active in their own treatment.

**EMPOWERMENT**

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# ”Thanks for asking” at Zealand University Hospital

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**Pilot testing**

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**Small scale testing before full scale implementation – why this is important**

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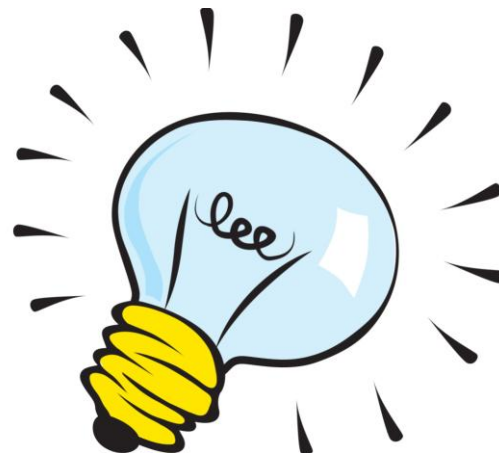
**Next step → Implementation at the 800 bed university hospital**

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# ”Thanks for asking” the pilot test - Noteworthy findings

*Did you think of something you hadn't thought of before?*

	% YES	% NO	% NOT SURE
ENTM	29%	57%	14%
Rheuma	30%	50%	20%
Derma	18%	66%	16%



## Statements from patients regarding the question

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*” I usually don't ask questions about minor issues, but today I did”*

*It makes it easier to ask the “stupid questions” when you're invited to do so”*

*” I'll use it, when I'm going to have my surgery”*

*“I didn't use but I'll take it home with me to help me prepare questions for my next visit”*

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# Statements from patients regarding the question

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*”This is a recurrent visit for me. For that reason I know the routine from earlier”*

*” The folder is ok and can be a reminder. You’re invited to a dialogue, but is the appropriate time allotted? This is really important when you invite”*

*” I think you should reserve the opposite folder for the doctors.... It would be nice if they agreed with this approach as well”*

# Staff opinions from the evaluation

	The consultations were more time consuming	The consultations weren't more time consuming
ENMT	30%	70%
Reuma	11%	89%
Derma	0%	100%



## Statements from staff regarding the question

*” I am used to ask whether the patients have any questions and I take the time to answer them”*

*” I think that it (Thanks For Asking) focuses on the fact that we want to do our best for the patients so that they leave the hospital having had a positive experience”*

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## Next step

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### **Large scale implementation – Hospital Aims**

- **Thanks for asking will be implemented at all wards with patient contact at Zealand University Hospital during 2017**
  - **Materials will be available on our website and in print versions**
  - **Videos with staff and patients advising patients to use the material is shown at patient information screens.**
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- **Are the results from the evaluation surprising to you?**
  
  - **How do you consider Thanks For Asking to be different than other patient information material?**
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