

Good relations bring better lives

– Not only personal but also organisational

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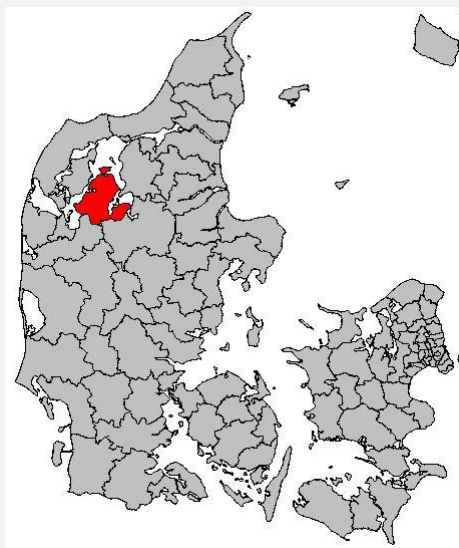
Gitte Storgaard, Nurse, Health Center Skive



Gitte Storgaard – Co-presenter



- Nurse
- Health Center Skive
- Municipality with 45,000 citizens



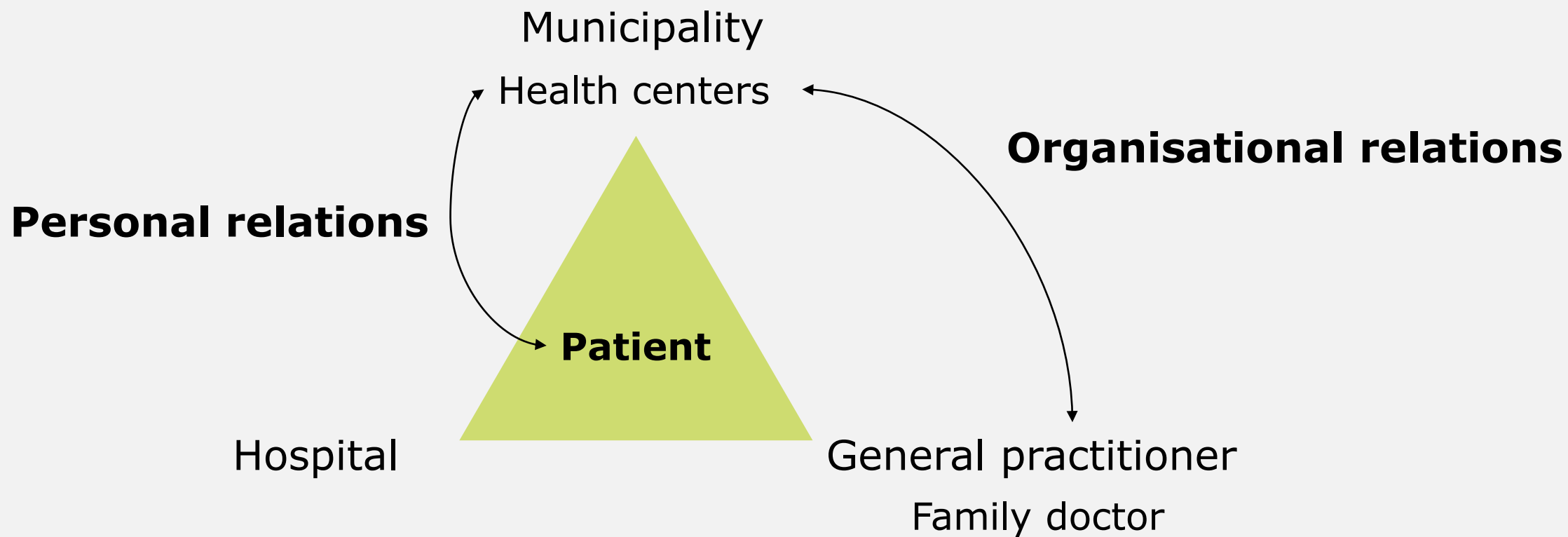


Personal relations

- (Professional) relation between a patient and a health care professional

Organisational relations

- Professional relation between health care professionals



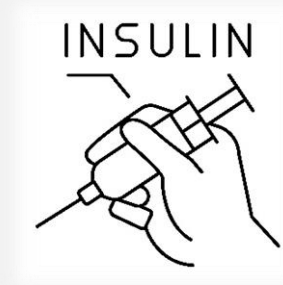
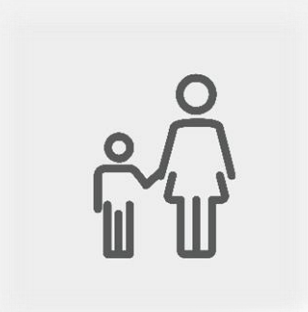


- Quality improvement project (2021)
- Bottom up and curiosity
- Design and methodological support

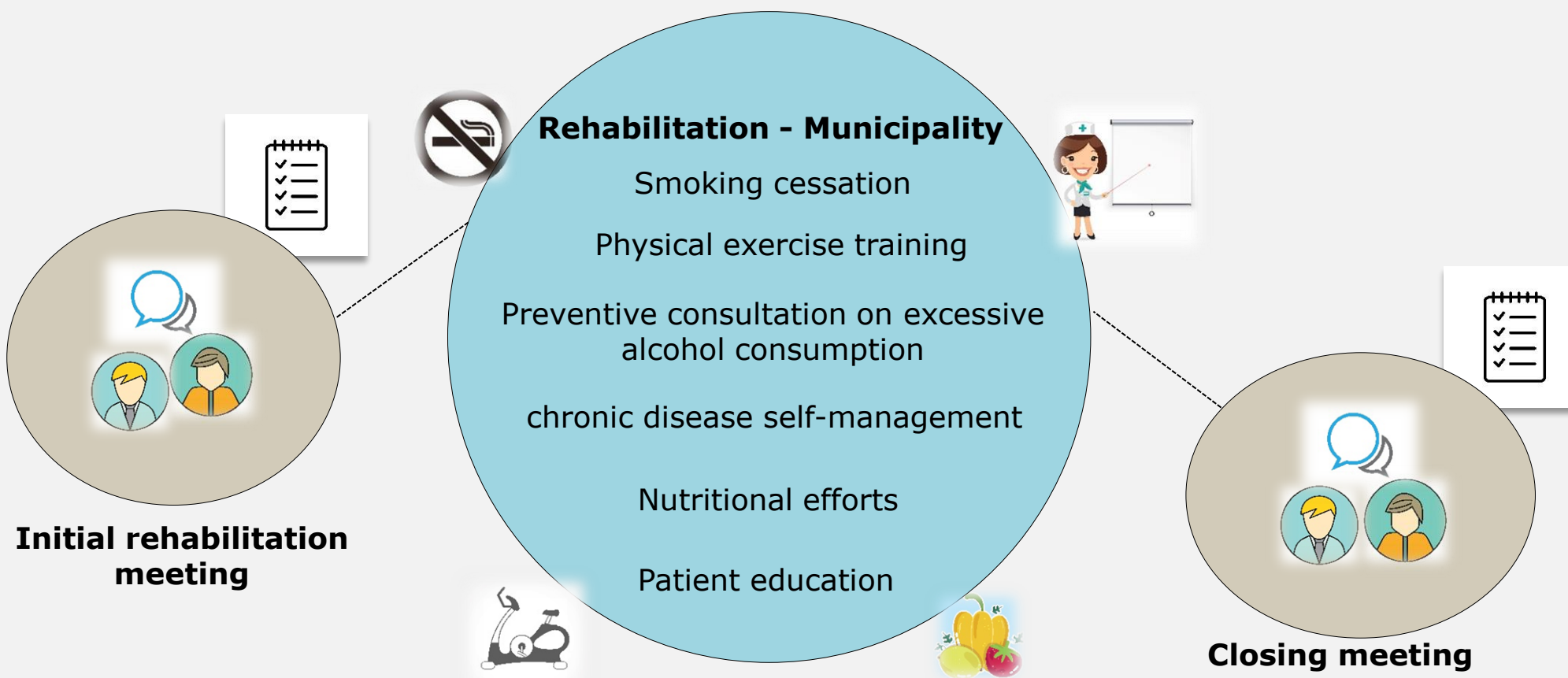
Objective



Increase the number of patients with diabetes participating in rehabilitation in municipality



Rehabilitation in municipality



Objective

Increase the number of patients with diabetes participating in rehabilitation in municipality

- Ask patients; What needs to be improved?
- 20 personal phone interviews

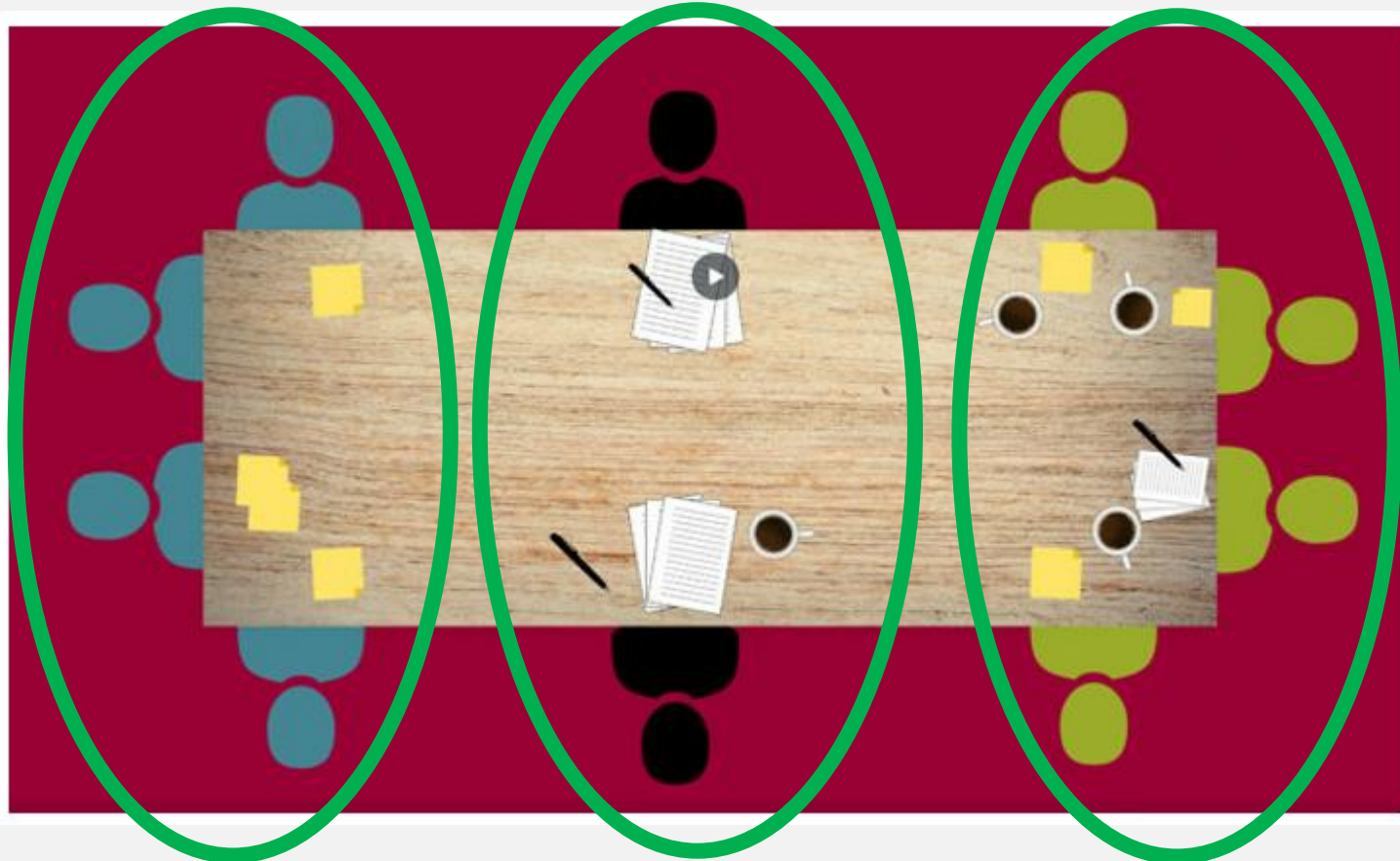


- **Positive relations** with health care professionals
- Felt recognized
- **Difficulty maintaining healthy habits after rehabilitation**



User's Dialogue

Step 2
Reflection



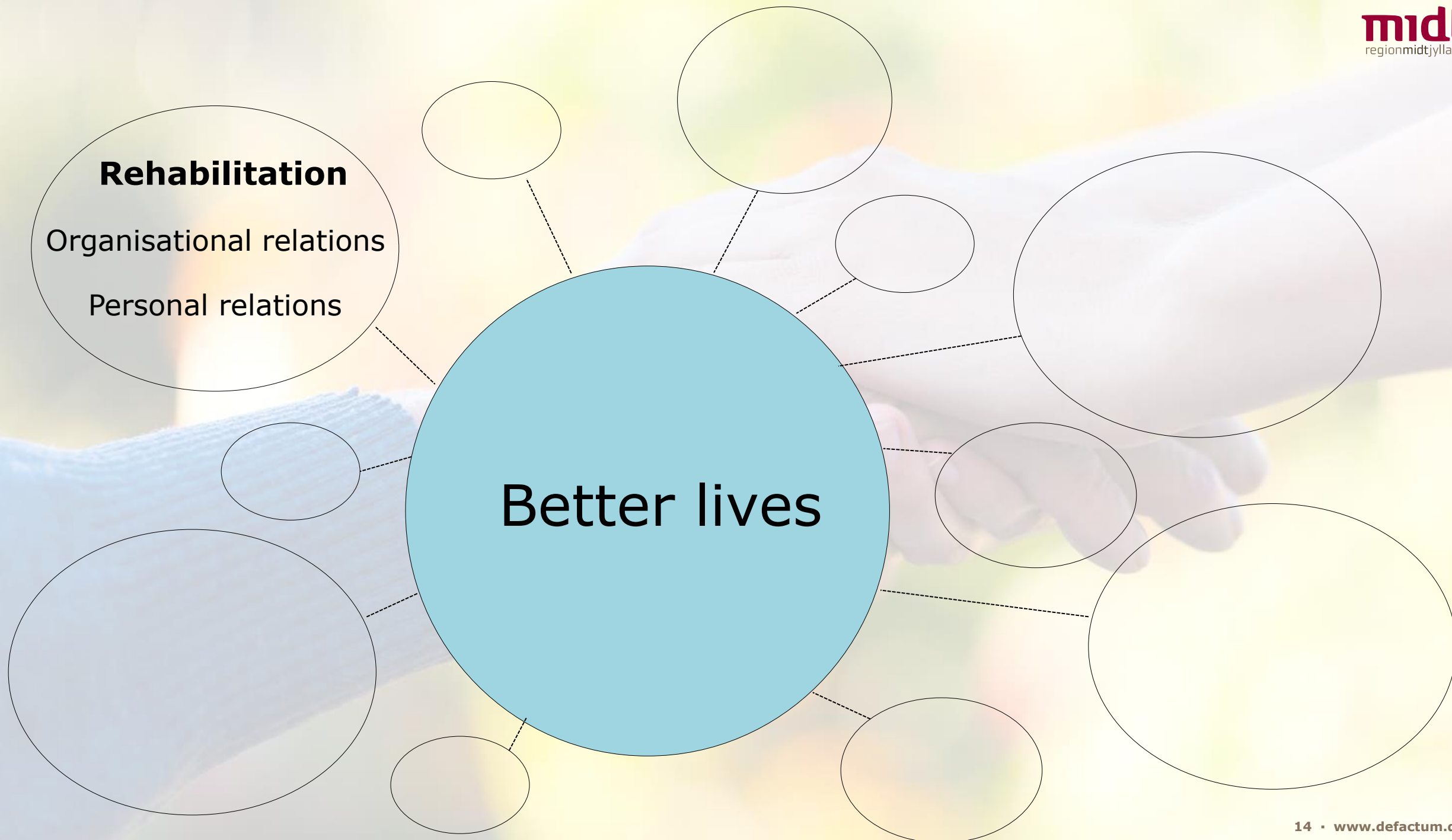
Step 1
1st interview

Step 3
2nd interview

Step 4
Ideas

- **Personal relations**
- Individual assessment
- List of ideas
- Continuous reflections





Objective

Increase the number of patients with diabetes participating in rehabilitation in municipality

- Improve referral procedures; What needs to be improved?
- Focus group discussion





Primary barrier – The GP

Reasons

- Not knowing content in rehabilitation
- Unsure of quality in rehabilitation
- Rehabilitation not part of treatment

GP feel safe

- Information
- Organisational relations
- Formalized setup





Take home messages

- Work actively with personal relations
- User's dialogue to investigate, reflect and brainstorm
- Get to know each other and recognize that communication and relations between health care professionals are important



Thank you for listening

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