Past, present and future at Södersjukhuset

The fourth birthday of a patienteer – celebrating progress in citizen involvement at Södersjukhuset emergency hospital

About Södersjukhuset

• Södersjukhuset (Stockholm South General Hospital) provides emergency medical care to half a million Stockholmers. Each year, close to 90,000 people come there for emergency treatment, some 47,000 patients are hospitalised and about 7,000 children are delivered.

• Södersjukhuset has the largest Emergency Care Unit in the Nordic region. The high number of admissions ensures consistent refinement of staff skills as well as providing excellent opportunities for clinical research and teaching. It is the biggest employer in southern Stockholm, with a staff of about 4,100.

• Södersjukhuset runs one of the biggest maternity clinics in Sweden, with some 6,000 deliveries a year.

• Sachs’ Children and Youth Hospital emergency unit treats about 17,600 children every year.

• I do not work here, I am not a patient, I am just a citizen
Learning about a medical home

2009 – Meeting Margie, Gene and Paul
Knowledge informed change – a patiencee was born

2010 – Meeting Linda, Jon and Licia

Patient and Family Centered Care

What is it? Per the IOM

- Care based on continuous healing relationships
- Customized according to patient needs and values
- Patient is the source of control
- Knowledge is shared and information flows freely
- Transparency is necessary
- Needs are anticipated

IOM Crossing the Quality Chasm 2001
2010 – Meeting Södersjukhuset and Robert, Eva, Helen and Danielle

- Some mandate
- A little structure
- A patient centered vision

2011 – Södersjukhuset’s Vision

“Södersjukhuset är hela livets sjukhus. Vi arbetar för patienten och med patienten. Med utbildning och forskning nära patienten, med vårt samhällsengagemang och vår vilja att utveckla vården ska Södersjukhuset vara Sveriges ledande akutsjukhus.”
2012 – At a starting point

The idea of a Citizen Council

**Strategy:**
- Engaging citizens as volunteers in Citizens’ Healthcare Council together with nursing staff and management at SOS developing healthcare operations and policies based on SOS values: “For the patient – with the patient”

**Working mode:**
- The volunteers’ views on SOS operations from a citizen perspective helps clarify
- The volunteers act as a sounding board and resource in reference groups, etc. and contribute their different experiences and competences within SOS
- The volunteers can help to disseminate messages, establish operational changes, etc., through its unique network of contacts
- The volunteers help to represent the people's views / wishes
A project

- Light Emergency – Se & Behandla

2012 – December celebration

- Qulturum as matchmaker
- Wonderful people at Dartmouth
- A brave hospital
- Some small progress
- Grasp about notions of patient participation, patient centeredness, quality improvement
2013 - a sustainable structure with requisite mandate and attractive purpose going?
February 2013 celebration

• New CEO
• Small group at top level
• Steering Committee at Sachsska Children’s hospital
• Three projects at Sachsska
• Possibility to be included in CEO Overall plan
• Collaboration with Dartmouth cemented => aim to show development from voice / choice, through participation and partnership to co-production

Future
We will try to get to where Dartmouth-Hitchcock is today

Many apps in healthcare – to connect and communicate – e.g. Genia
What could we be celebrating in 2015?

• Patients thriving
• The most loved workplace
• Leadership excellence
• Success in the political game
• Multidisciplinary work in every major development task with a cadre of PFAs in place
• Patient organizations align their heart issues
• Healthcare meets Patients World

Patients World

• I want to help others to understand us patients better.

• I want you to learn more about things that patients say. Sometimes you do not listen or you do not understand everything that we want to learn.

• I want you to come home and find out more about how it is to be patient.