

 Institute of Hospital Accreditation, THAILAND

Domains of people-centered health care

Domain 3: Efficient and benevolent health care organizations

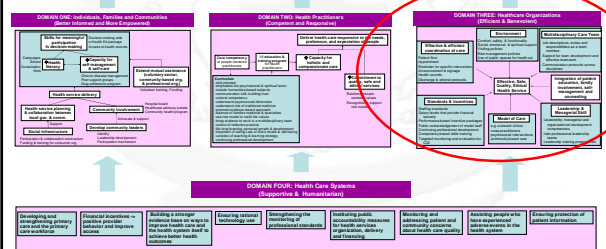
Dr. Anuwat Supachutikul
Chief Executive Officer
Institute of Hospital Improvement and Accreditation, Thailand

Presented at
Bi-Regional Forum of Healthcare Organizations on People-Centered Health Care
Manila Pavilion Hotel, Manila, Philippines
26 March 2009

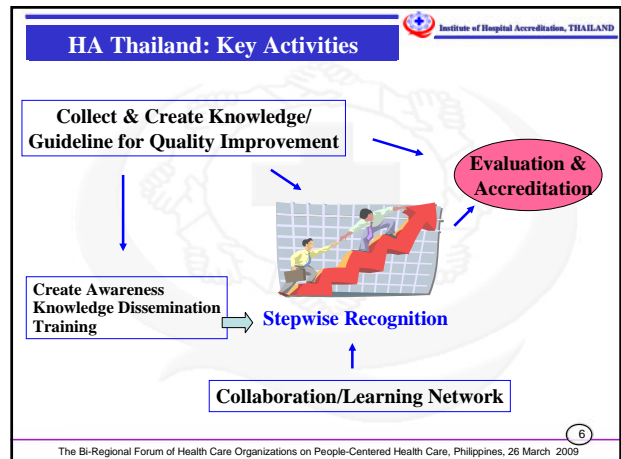
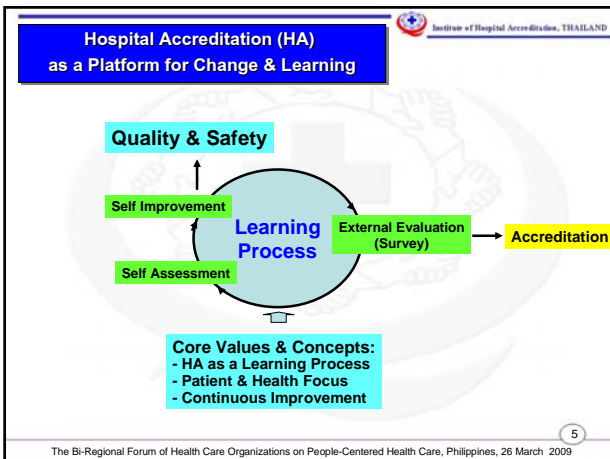
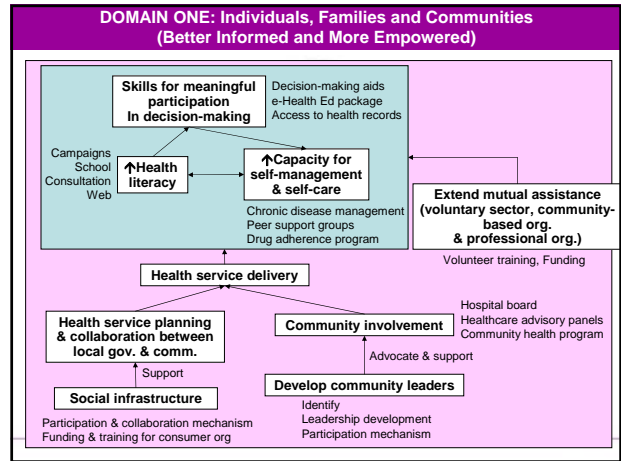
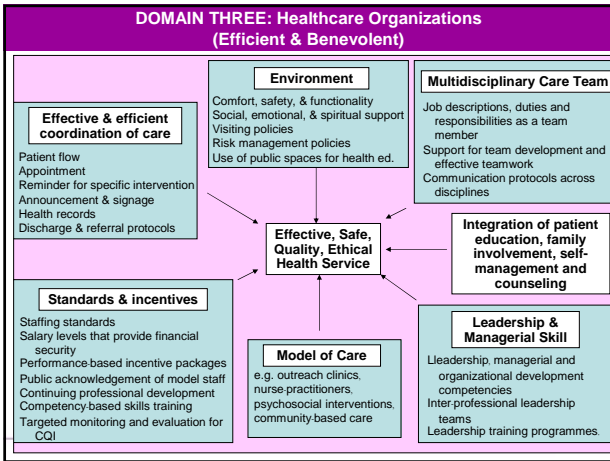
People-centered Health Care : WPRO Initiative

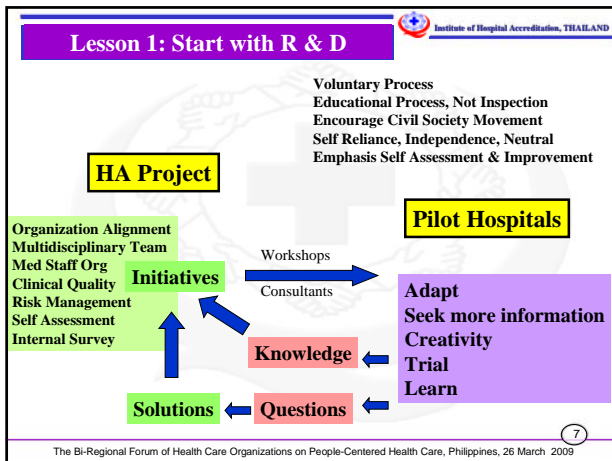
Harmonizing mind and body, people and systems

Vision: People-centered health care is one in which individuals, families and communities are served by and are able to participate in trusted health systems that respond to their needs in humane and holistic ways. The health system is designed around stakeholder needs and enables individuals, families and communities to collaborate with health practitioners and health care organizations in the public, private and not-for-profit health and related sectors in driving improvements in the quality and responsiveness of health care.

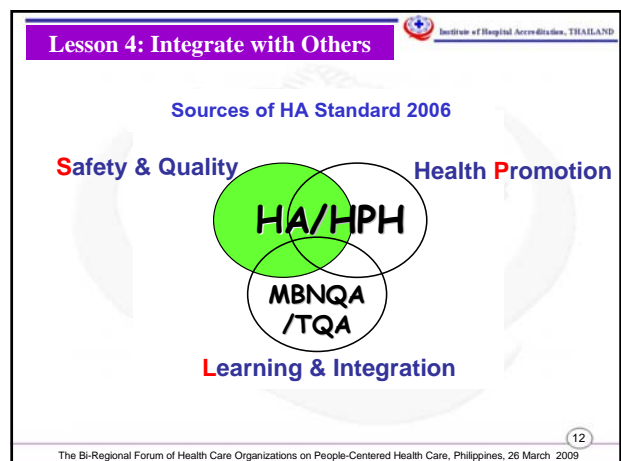
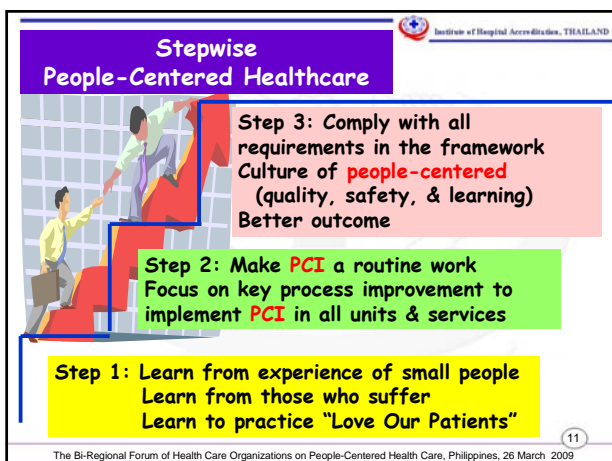
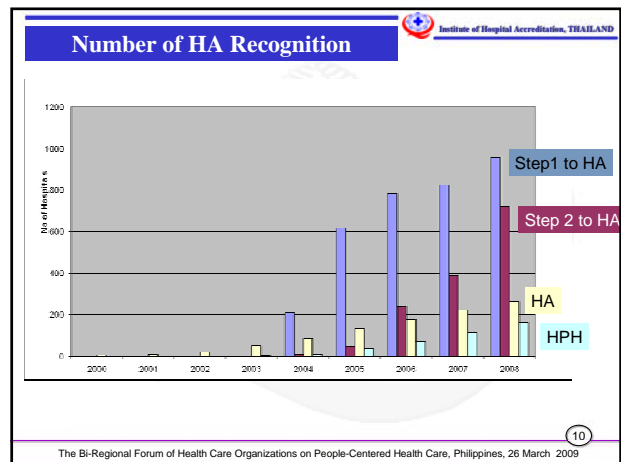
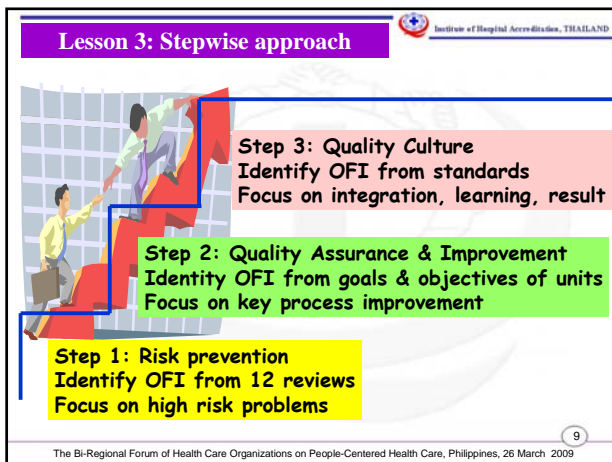


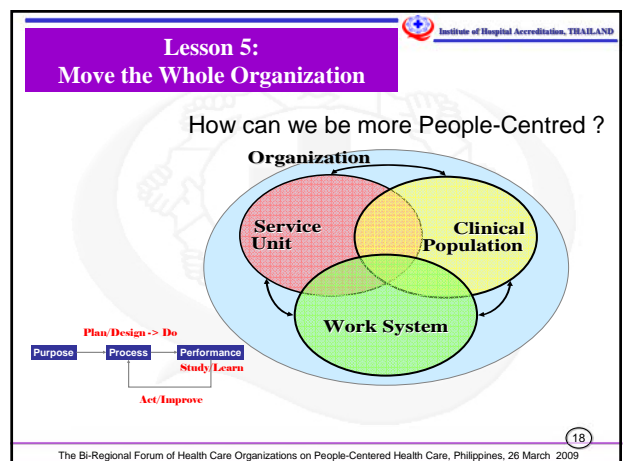
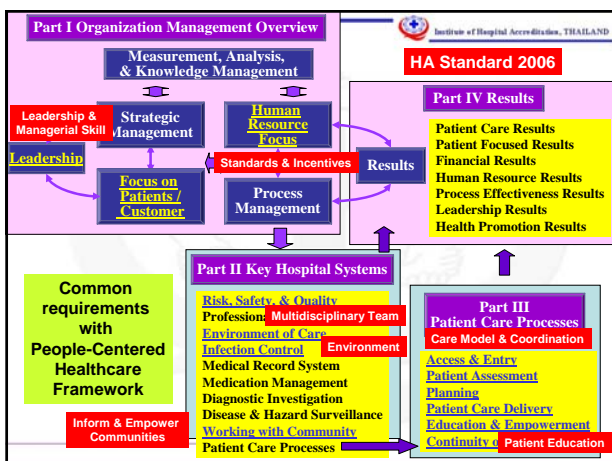
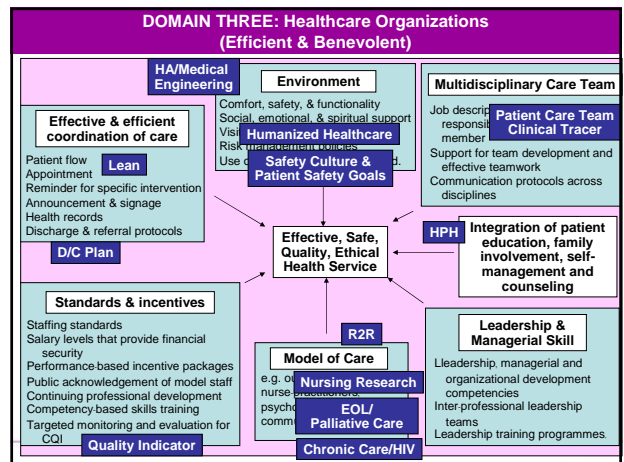
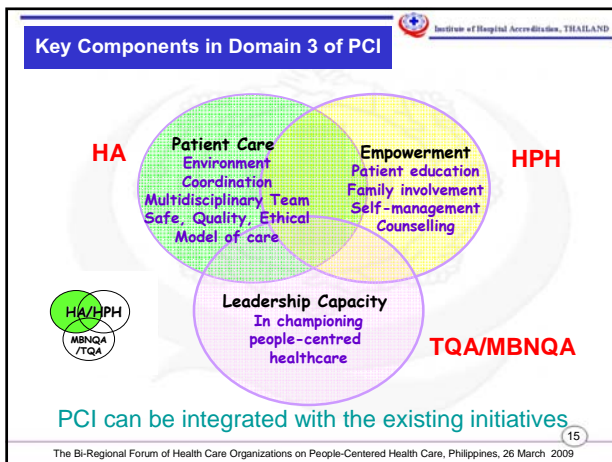
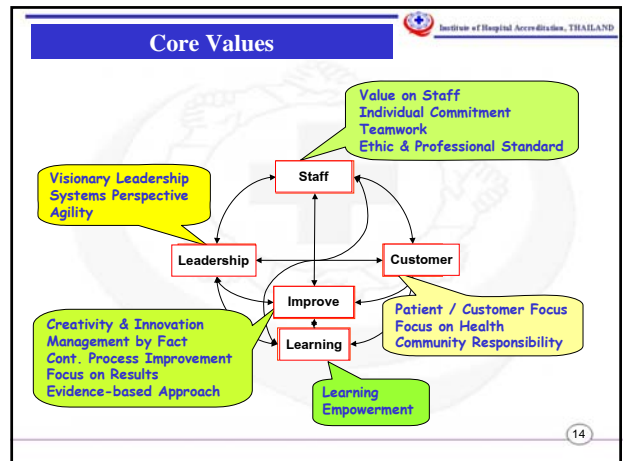
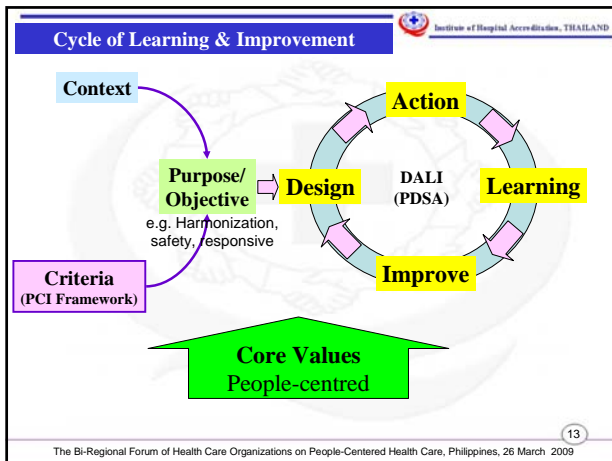
Culture of Care & Communication **Appropriate Health Service Model** **Responsible, Responsive, Accountable Services** **Empathetic Environment Support**






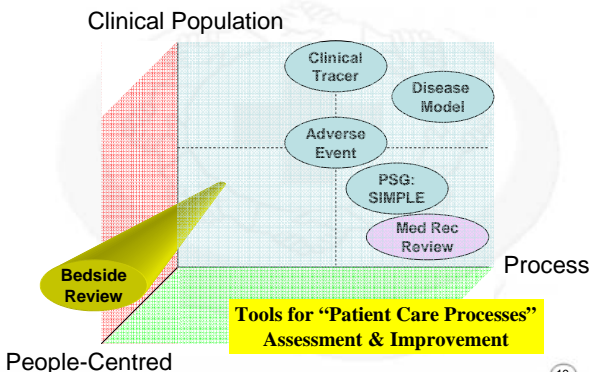
- ### Lesson 2: Power of Recognition
- Institute of Hospital Accreditation, THAILAND
- Willingness to open their house
 - High level of collaboration, at least temporarily
 - Positive reinforcement
 - More friendly than top-down policy
 - No one want to stay behind
 - Make the impossible possible
 - Any level of achievement can be recognized
- The Bi-Regional Forum of Health Care Organizations on People-Centered Health Care, Philippines, 26 March 2009





Lesson 6: Multiple tools 

Clinical Population



Process

People-Centred


Tools for "Patient Care Processes" Assessment & Improvement

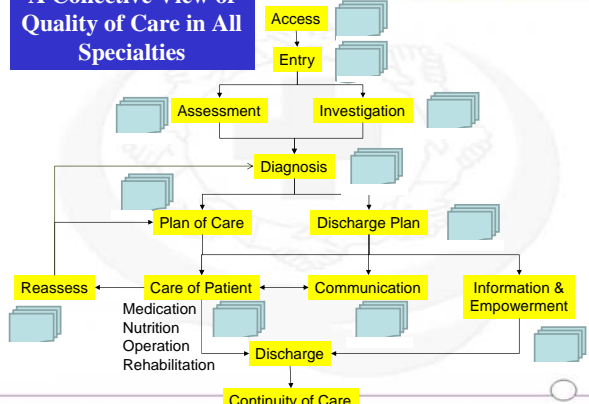
The Bi-Regional Forum of Health Care Organizations on People-Centered Health Care, Philippines, 26 March 2009 19

Use a Simple Record 


Process	Assessment
Source / Disease	Med Rec Review: Ac Appendicitis
+ Good Practice / - Opportunity for Improvement _____	
- No preop assessment & timely record before operation _____	

20

A Collective View of Quality of Care in All Specialties 




21

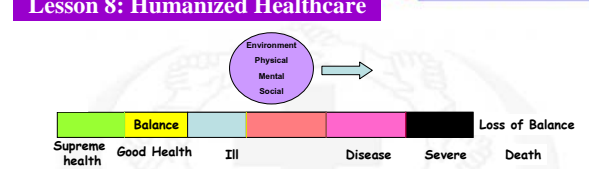
Lesson 7: Forum for Campaign & Sharing A History of Journey 

- 10th (2009): Lean & Seamless Healthcare
- 9th (2008): Living Organization
- 8th (2007): Humanized Healthcare
- 7th (2006): Innovate, Trace & Measure
- 6th (2005): Systems approach
- 5th (2004): Best Practice Balance of Quality
- 4th (2003): Knowledge Management for Patient Safety
- 3rd (2002): Simplicity in a Complex System
- 2nd (2000): Roadmap for a learning Society in Healthcare
- 1st (1999): Hospital Accreditation

22

The Bi-Regional Forum of Medical Training Institutions on People-Centered Health Care, Philippines, 1 July 2008

Lesson 8: Humanized Healthcare 



- New concept of health
- Modernization is not enough
- Balance of bio-medical & spiritual approach
- Low cost, high touch
- Providers' satisfaction & maturity
- Patients are teachers

23

The Bi-Regional Forum of Health Care Organizations on People-Centered Health Care, Philippines, 26 March 2009

From Love to Benevolent 

- Love ourselves
- Love our patients
- Love our friends
- Love our works & workplace
- Mindfulness & Spirituality

24

The Bi-Regional Forum of Health Care Organizations on People-Centered Health Care, Philippines, 26 March 2009

Institute of Hospital Accreditation, THAILAND

Love Your Patients

ความรักที่อบอุ่น (Agape Love)
 ความรักที่มอบให้โดยไม่หวังผลตอบแทน
 ไม่คำนึงถึงประโยชน์ที่จะได้รับ
 ไม่คำนึงถึงชื่อเสียงเกียรติยศ
 ไม่คำนึงถึงอำนาจ
 ไม่คำนึงถึงฐานะ
 ไม่คำนึงถึงอายุ
 ไม่คำนึงถึงเชื้อชาติ
 ไม่คำนึงถึงศาสนา
 ไม่คำนึงถึงเพศ
 ไม่คำนึงถึงวรรณะ

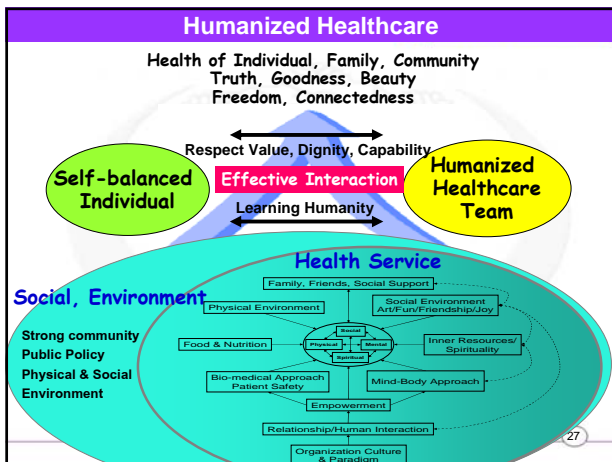
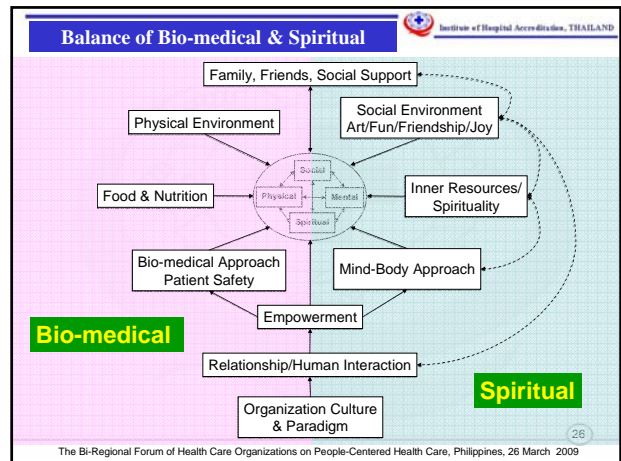
Compassion ความรักที่ห่วงใย
Respect ความรักที่เคารพ
Humility (อ่อนน้อม) ความรักที่ถ่อมตน

ไทรโยค
Patients มีสิทธิที่จะได้รับการดูแลที่ดี
 มีความปลอดภัย
Professionals มีความภาคภูมิใจในการทำงาน
 มีความสุขในการทำงาน

Scott Louis Diering
 "Love Your Patients! Improving Patient Satisfaction with Essential Behaviors
 That Enrich the Lives of Patients and Professionals"
 www.loveyourpatients.org

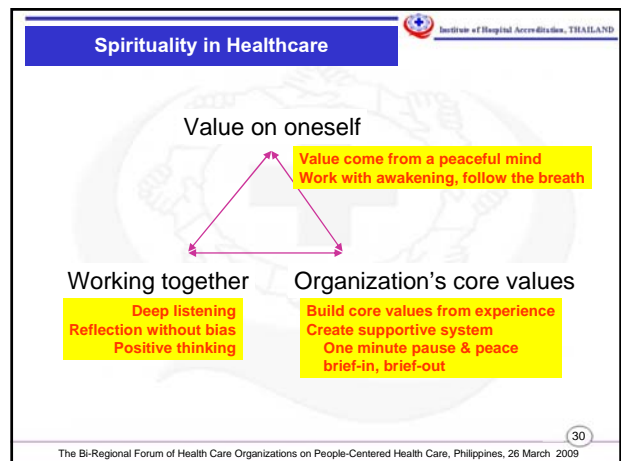
25

The Bi-Regional Forum of Health Care Organizations on People-Centered Health Care, Philippines, 26 March 2009



- Institute of Hospital Accreditation, THAILAND
- ## Healing Environment
- Physical structure give the impression of healing or else
 - Placement of chair in circle -> social support & healing
 - Hospital with garden -> less burn out of staff
 - Natural light -> more healing, demand less analgesics
 - TV -> more stress to patient, raise BP
 - Visual stimulation is important
 - Sound in an incubator may be as loud as 95 dB
 - Repeated sound is stressful
 - Sound is associated with perceived workload & burn out
 - Music can reduce stress & shorten length of stay
-
- 28
- The Bi-Regional Forum of Health Care Organizations on People-Centered Health Care, Philippines, 26 March 2009

- Institute of Hospital Accreditation, THAILAND
- ## Lesson 9: Living Organization
- Living system : open, self-organizing system, flexible/adaptive, creative, learning capability, spirituality
 - Leadership is the person who put a right influence at a right time
 - Efficient communication is through informal network, allow free interpretation of information
 - The staff should have opportunities to work on what value and have meaning to them
 - Turning & listening to one another, deep listening, dialogue, U theory
 - HRD need to consider spiritual development
- 29
- The Bi-Regional Forum of Health Care Organizations on People-Centered Health Care, Philippines, 26 March 2009



Lesson 10: Collaboration with Educational Sector

- **Medical school as a role model**
- **Comparative indicators**
- **Learning at the workplace**
- **Teaching at the bedside**
 - **From individual patient -> quality system**
 - **Health promotion / empowerment**
 - **Risk management**
- **Assignment for students**

31

How to Move the Elephants

1. Start with R & D
2. Power of Recognition
3. Stepwise Approach
4. Integrate with the others & existing initiatives
5. Move the whole organization
6. Multiple tools
7. Forum for campaign & sharing
8. Humanized Healthcare
9. Living Organization
10. Collaboration with the educational sector
11. From "Training" to "Doing & Learning" / "Bias for Action"

32