



Patient First at Lillebaelt Hospital

*By Lonnie Sander Terkildsen
Head of Quality and Improvement*

1



Who am I?



Lonnie Sander Terkildsen

2017 - Head of Quality and Improvement
at Lillebaelt Hospital

2004 Master in Political Science – not a clinician by training,
...but got hired because of my data and statistical background.

2005 – Quality Coordinator, Dept. Quality and Improvement,
at Lillebaelt Hospital

2015 – Advanced Lean Trainer, Virginia Masons Institute, Seattle

2013 – Improvement Advisor, Institute of Healthcare Improvement, Boston



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2



Agenda

- Lillebaelt Hospital – Facts
- Our vision and values
- Our Journey
- Examples of how we walk the talk
- Promises
 - Shared decision making and choosing wisely
- Patient- and staff experience



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3



Lillebaelt Hospital – Facts

- 60.000 inpatients / year
- 600.000 outpatient visits / year
- 518 beds
- 5000 full-time positions
- 22 professors
- 40 associate professors
- 58 PhD-students

Management: The hospital is lead by





CEO: Christian Sauv CNO: Hanne Andersen CMO: Jane Stab Nielsen

Departements

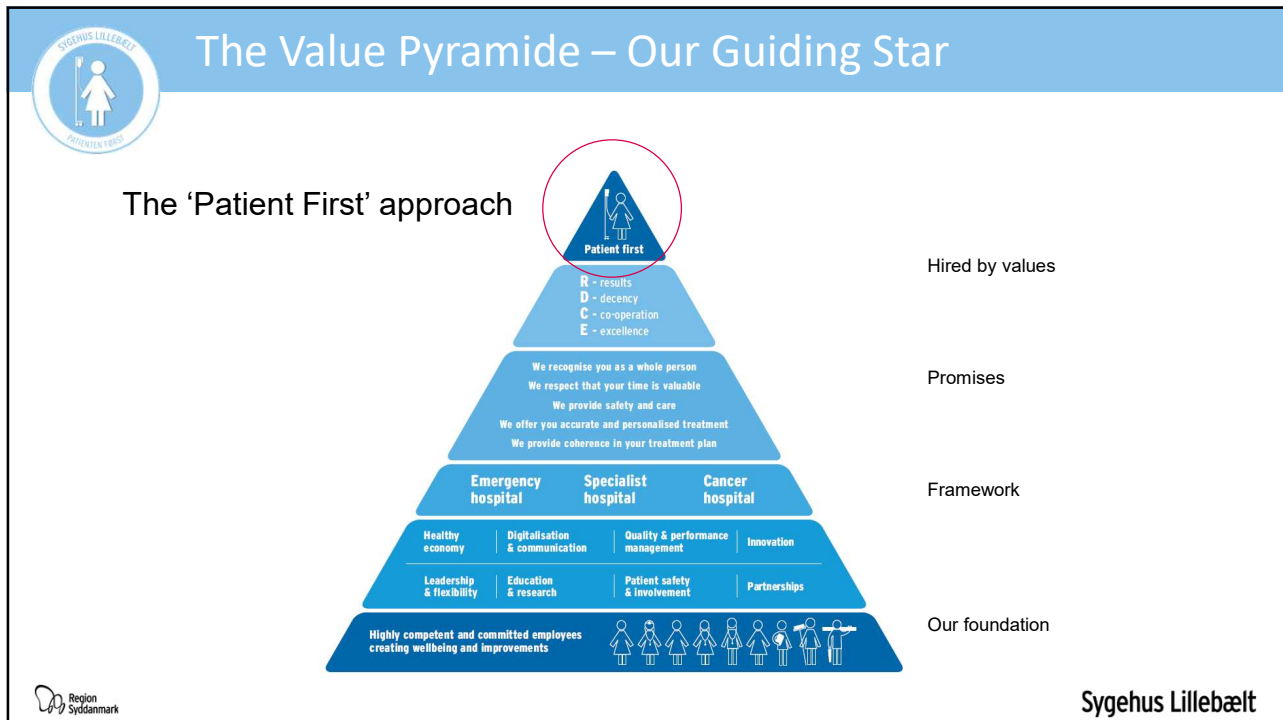
17 clinical dep.
12 diagnostik dep.
Lead by duos!

12 service and
adm. Dep.

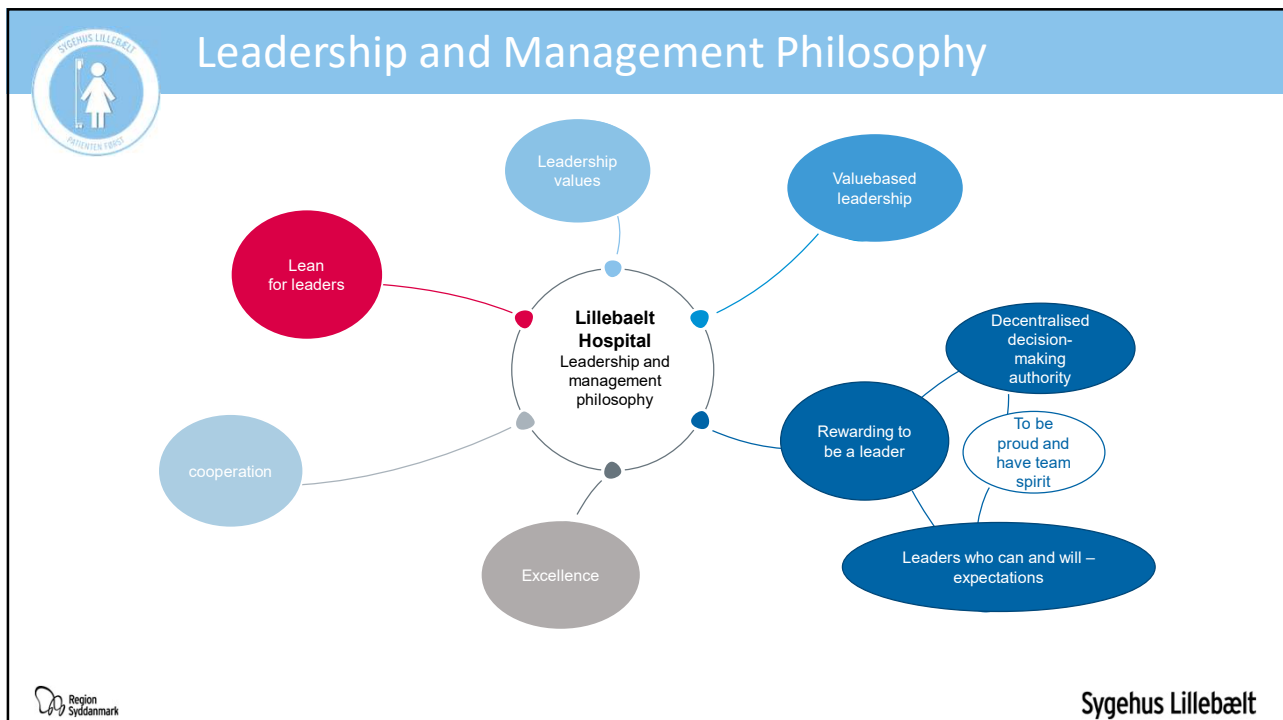


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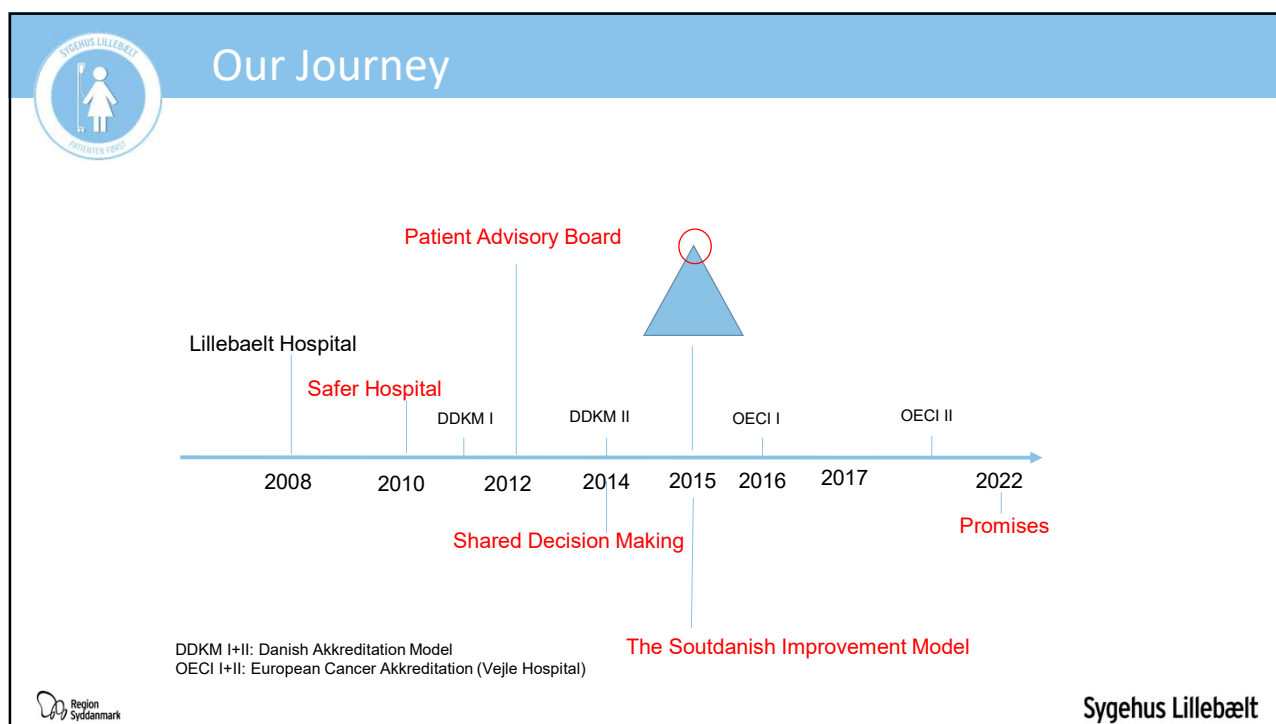
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5



6



7

Patient First – Shift in Mind and Behavior

- Quality and safety – is the right focus and it pays of
- Economics – not longer a part of yearly dialog meeting between management (CEO, CNO and CMO) and each departementlead
- Data – focus on quality and safety (Cardiac arrest cals, Early warning score, etc.)
- Weekly huddles at all levels – focus: safety and improvement
- Leadership meetings starts with a patient story
- Leader roundings – focus on safety and improvement

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8



The Patient Advisory Board at Lillebaelt Hospital

The board consists of:

- Patients
- Next of kind / relatives of patients
- Staff from the clinic

Trust

Shared decision making




9



Capacity and Capability Building

Talent program

Onboarding Leaders
- Mandatory for all leaders

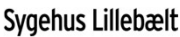
Lean for leaders
- Mandatory for all leaders
- 6 days course with homework

Overblik over onboardingforløbet

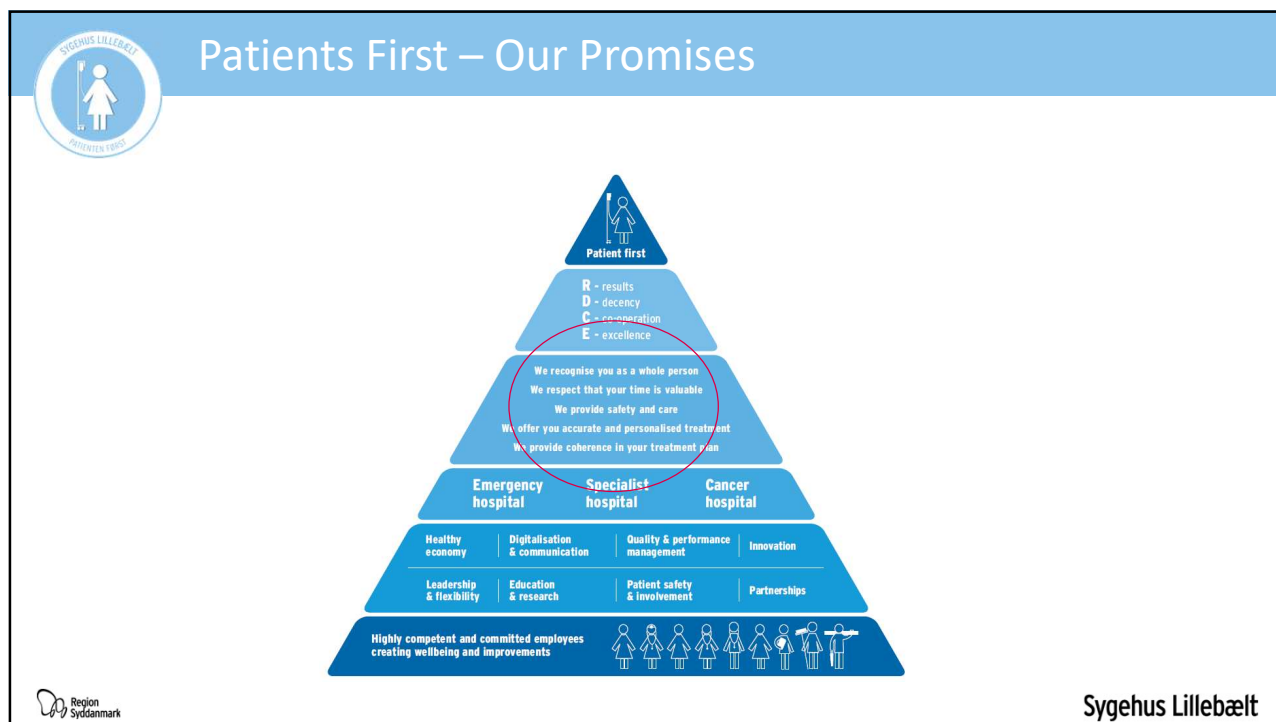
DEN SYDDANSKE FORBEDRINGSMODEL

Sådan forbedrer vi på Sygehus Lillebælt
Baseret på de syddanske forbedringsmodeller - Danske Regionshospitalet

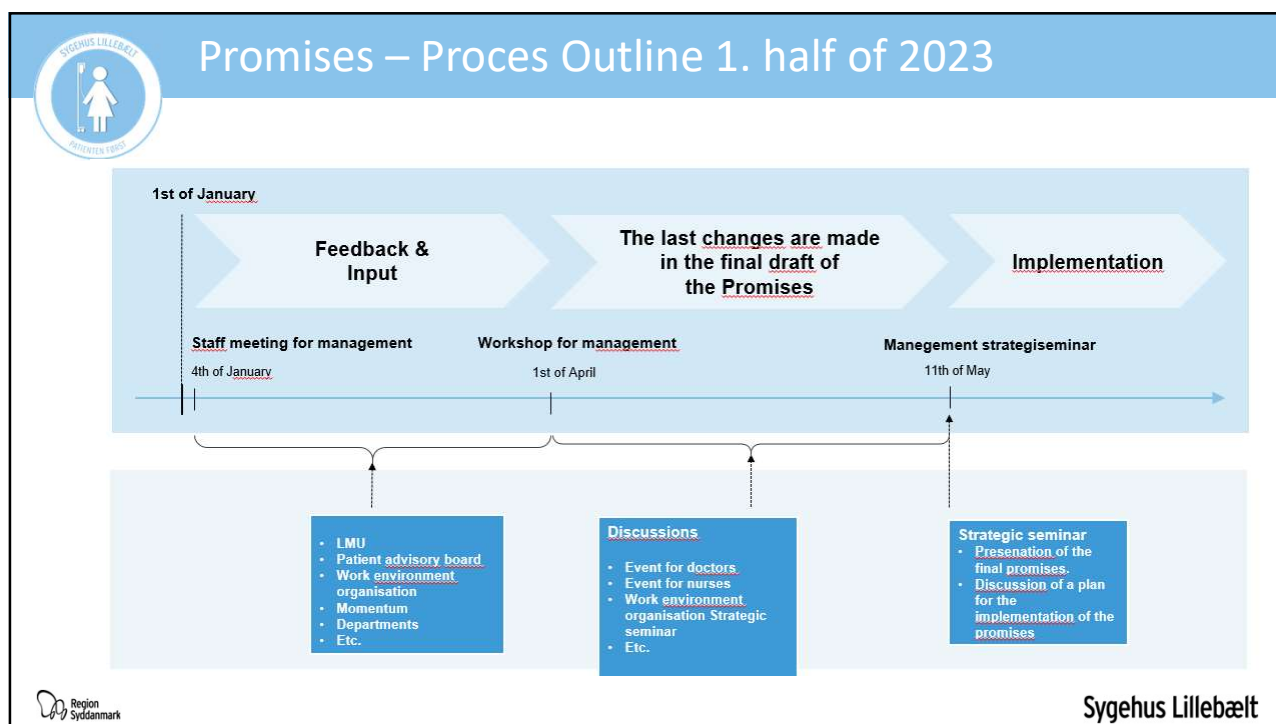
1. Hvad er problemet?	2. Hvad er årsagen til problemet?	3. Hvilke løsninger er der?	4. Hvilken løsning vælger vi?	5. Hvilken løsning vælger vi?	6. Hvilken løsning vælger vi?
PROBLEM - Hvad er problemet? - Hvilke symptomer har patienterne? - Hvilke symptomer har medarbejderne?	ÅRSAG - Hvilke årsager har vi? - Hvilke årsager har vi? - Hvilke årsager har vi?	LØSNING - Hvilke løsninger er der? - Hvilke løsninger er der? - Hvilke løsninger er der?	VALG - Hvilken løsning vælger vi? - Hvilken løsning vælger vi? - Hvilken løsning vælger vi?	IMPLEMENTATION - Hvordan implementerer vi løsningen? - Hvordan implementerer vi løsningen? - Hvordan implementerer vi løsningen?	EVALUATION - Hvordan evaluerer vi løsningen? - Hvordan evaluerer vi løsningen? - Hvordan evaluerer vi løsningen?

10



11



12

The Patient Promise






“ We respect that your time is valuable

“ We provide safety and care

“ We offer you accurate and personalised treatment

“ We provide coherence in your treatment plan

you as a whole per

At Lillebælt Hospital there is a high level of professionalism and quality in the treatment. We continuously adapt our examinations and treatments to your individual needs. The employees at the hospital are well trained, competent and up-to-date with the latest knowledge and technology. Your safety is always our highest priority.

The departments at Lillebælt Hospital coordinate together and have a common plan for your treatment. We share your treatment plan with other hospitals, municipalities and your GP if necessary, and we take active responsibility for good cooperation between everyone involved in your course. We help you and follow you, so you have a lifeline and a plan for your treatment.





13

Supporting Initiatives to Promises 2023-2025



The Promises are a common culture and presupposes the following initiatives to 'live':

Interdisciplinary:

- ✓ Shared decision making
- ✓ Online consultations – digital patient communication
- ✓ Choosing wisely – in the clinic and administratively
- ✓ Patient navigators (patient guides)

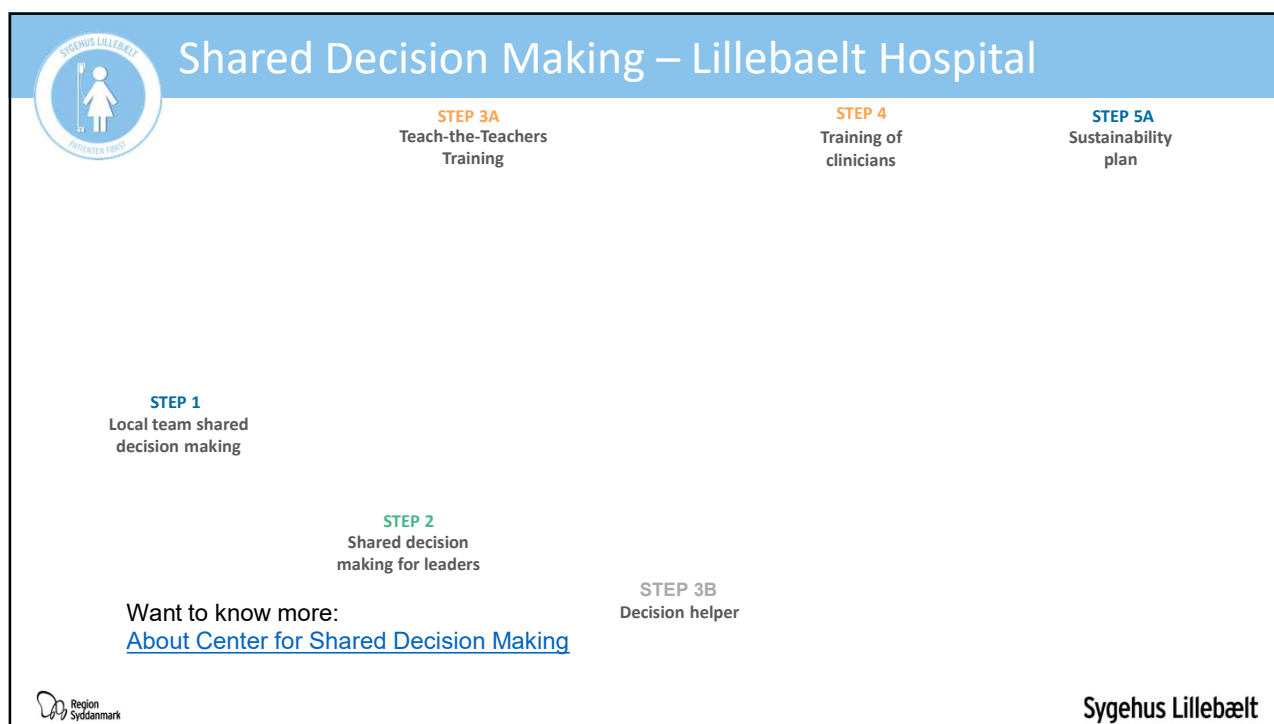
Monodisciplinary:

- ✓ Excellent Nursing




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14



15

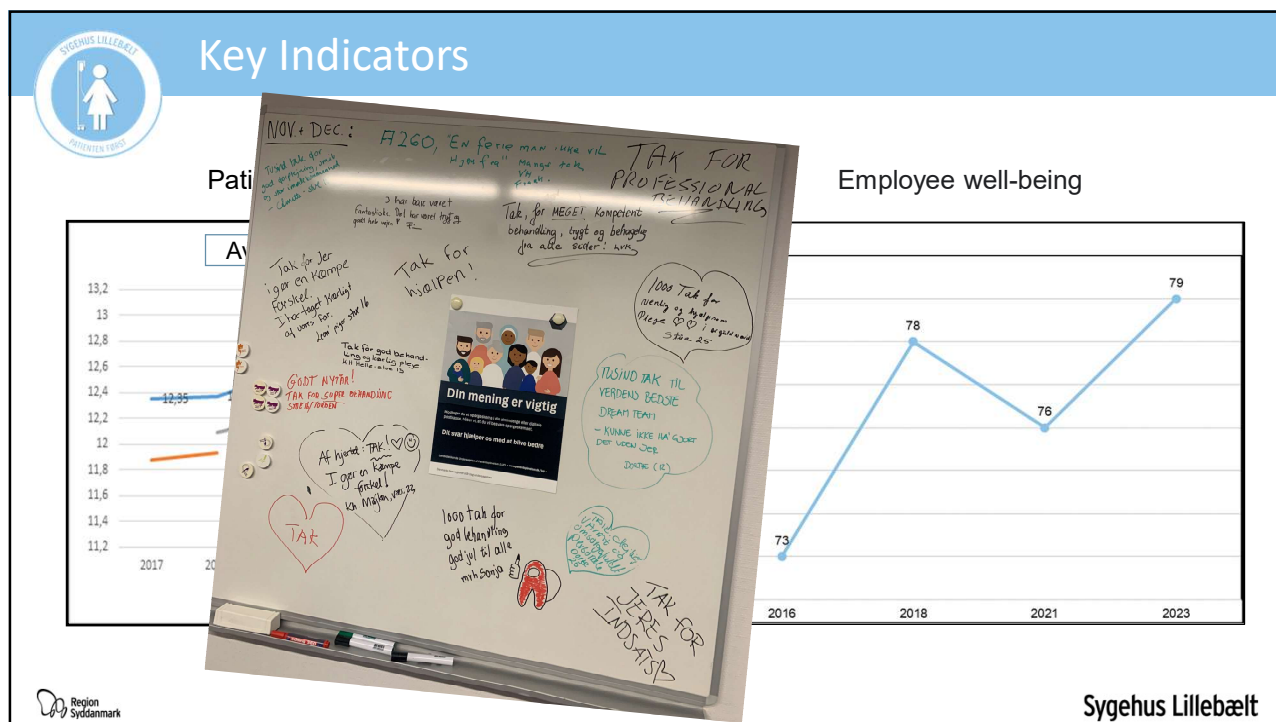
Choosing Wisely

- What can we stop doing? – because the patient does not benefit from the treatment/care. It may potentially harm the patient...
- We implement national choosing wisely initiatives (antibiotics, blood samples, no urine sticks etc.)
- Culture – what can we stop doing? Treatment, care and service...

Region Syddanmark

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16



17

What Our Employees Says...

- **Lillebaelt Hospital is the patients' hospital**
(Care that is respectful, safe, and meaningful)
- **The culture is built on:**
 - Strong collaboration across departments
 - Kindness, professionalism, and mutual support
 - A willingness to go the extra mile – for both patients and colleagues
 - Openness to innovation, learning, and improvement
 - A shared spirit you can feel as both a patient and an employee
- **It lives in the walls**

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18



Next step: The Future – The Danish Healthcare Reform

- ✓ A new organisation of the Danish Healthcare System
 - an enormous transformation
- ✓ Enhanced cross sectoral cooperation
- ✓ Moving/bringing healthcare closer to the patient
 - home, communities and cities
- ✓ Equity in health and treatment opportunities across the country
 - municipalities, cities and countrysides