Whose health service is it anyway?

Patients perspective

Irish Patients Association

Royal Hospital Kilmainham Dublin
Overview

- How we saw the system and see it
- The Health Strategy
- Our Strategy
- Getting it right
- Whose health care is it? the challenge
- Areas of Involvement
- Importance of Networking
- Some messages for consideration

Irish Patients Association Dec 4th 2002
Legacy Model

POW
ER

Health Service

support

Patient

Irish Patients Association  Author S McMahon
Vision Model

Patient Centered Health Service
Vision of Irish Health Strategy

Quality & Fairness

- A health system that supports and empowers you, your family and community to achieve your full health potential

- A health system that is there when you need it, that is fair and that you can trust

- A health system that encourages you to have your say, listens to you and ensures that your views are taken into account
Principles that underpin Strategy

- Equity and fairness
- A people-centered service
- Quality of care
- Clear accountability
Strategy not Dead we have only taken the first of many steps
Our Strategy

In Partnership with Health Service Systems

- Place Patient at the center of Health Care
- Participate in the Improvement in the Quality & Safety they receive
- Participate in its Cost Effectiveness
- Participate in expanding the Availability of Service
- Protect Patients Rights!!
Based on our experience  Patient Needs

- Be treated with dignity
  - Privacy
  - Confidentiality
- Have equitable access to services and medications
- Have quality and safety proactive management Programs
- Have access to meaningful information
- Right to give informed Consent
- To have Robust grievance procedures
- To trust the system
Goal is getting it right every time!

Irish Patients Association

Author SMcMahon
Challenges to getting it right
Exist!

Medication

Clinical

Management

Inequality of Access

Irish Patients Association Nov 15th 2002
Author S McMahon
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Networking & collaboration

- Listen and learn from the patients experience
- Enterprise liability advisory group
- PPF Health service quality assurance group
- Among many NGOs Health strategy forum
- P.A.
- I.A.P.O.
- Cittadinanzattiva
Areas Of Involvement

- Council of Europe Committee of experts on media and health (SP-MDS)
- Primary Care Implementation National/Regional Steering Committees
- Medical Councils Advisory Group on Competence Assurance
- An Bord Altranais steering committee on Nurses in the prescribing and administration of medical products
- A Hospital policy advisory committees Consent/Complaints/Non Punitive reporting systems
- EUPC
- Lecturers / Conferences / Media
Simple message is

- System is listening and patient groups are beginning to collaborate
- We all must work to ensure that it is not tokenistic
Campaigns

- Value for Money Audit
  - Participated in
- Safety “Proactive risk management everywhere”
- Industrial relations unrest
  - Minister recently announced HR Study
- Support “Health care advocates within system when they identify safety issues”
- European patients charter
Without patient centered quality standards HC is not the patients
A health system that encourages you to have your say, listens to you and ensures that your views are taken into account.

Patient centered

Drives culture change

Needs a partnership approach

Corner stone – quality ethos

It’s the patients Health Care system!
Lets Connect!

- THANK YOU