

AN INTEGRATED AND PERSON-CENTRED CARE MODEL IN A BELGIAN REFERENCE HOSPITAL, A JOURNEY OF MANY YEARS

Background

Healthcare worldwide has undergone a tremendous evolution in recent decades. Due to the evolution of medicine and the explosion of various ingenious and more expensive examination and treatment options. This ensures that patients are treated more and more efficiently, and admission times are drastically reduced. Not only medicine is creating new challenges, but social developments are also setting the scene for a renewed healthcare organisation. Consider the participation needs of patients, the documentation and accountability of quality of care, the ageing of the population, evolution towards supra-regional hospital networks in Belgium and the alignment with-and substitution of-care to primary care. The nursing profession must evolve along with it, but the amount of knowledge we expect from nurses both in terms of knowledge of pathology but also broader knowledge of informatics, technology makes it particularly complex.

Aim(s)

In response to these challenges, AZ Groeninge Belgium has developed a new model of care in recent years. The aim was to clarify the role of the nurse and deploy it in a one-to-one relationship with the patient. The multidisciplinary care team was built around this model. As one of the larger non-university Belgian reference hospitals, we want to take our social responsibility by sharing our experience and approach in tackling this exciting but complex challenge.

Methods

To implement this new integrated and person-centered care model in a Belgian reference hospital with more than 3,000 staff members and physicians, we used the PDCA-cycles. During the process, there was maximum focus on employee participation and patient participation.

Results

AZ Groeninge has undergone a transition since the merger in 2010 in which we always insist on constant alignment with all healthcare professionals within the hospital, collaboration with external partners is also central. AZ Groeninge is the first and only non-university hospital in the BeNeLux to achieve the Joint Commission International's quality label a fourth time in the summer of 2022. In recent years, the integrated electronic patient record was implemented, the role of the nurse clarified, continuous monitoring of patient-nurse ratio (with an average lower than 8 patients per nurse in 24h), implementation of bedside-shift reporting etc.

Discussion

The focus of the new care model goes towards vision development, co-creation, defining the care team, job differentiation, patient-nurse ratio, use of data and the integrated electronic patient record. In conclusion, healthcare is evolving more than ever, and this is accompanied by enormous challenges. As one of the larger non-university Belgian reference hospitals, we want to take our social responsibility by sharing our experience and approach in tackling this exciting but complex challenge.

Implications and future perspectives

As one of the larger non-university Belgian reference hospitals, we want to take our social responsibility by sharing our experience and approach in tackling this exciting but complex challenge. It is a call to be innovative and not always wait for resources from the government. We report on the importance of good vision development and thoughtful team alignment, the use of data and innovation to ensure quality and safe care.

References

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