



hope **AGORA 2022**

## *Using evidence in Healthcare Management*



9<sup>th</sup> May – 5<sup>th</sup> June



**Spain**  
*Maila Pérez*



**The Netherlands**  
*Anne Gerritsma*



**Italy**  
*Mwaba Chilufya*



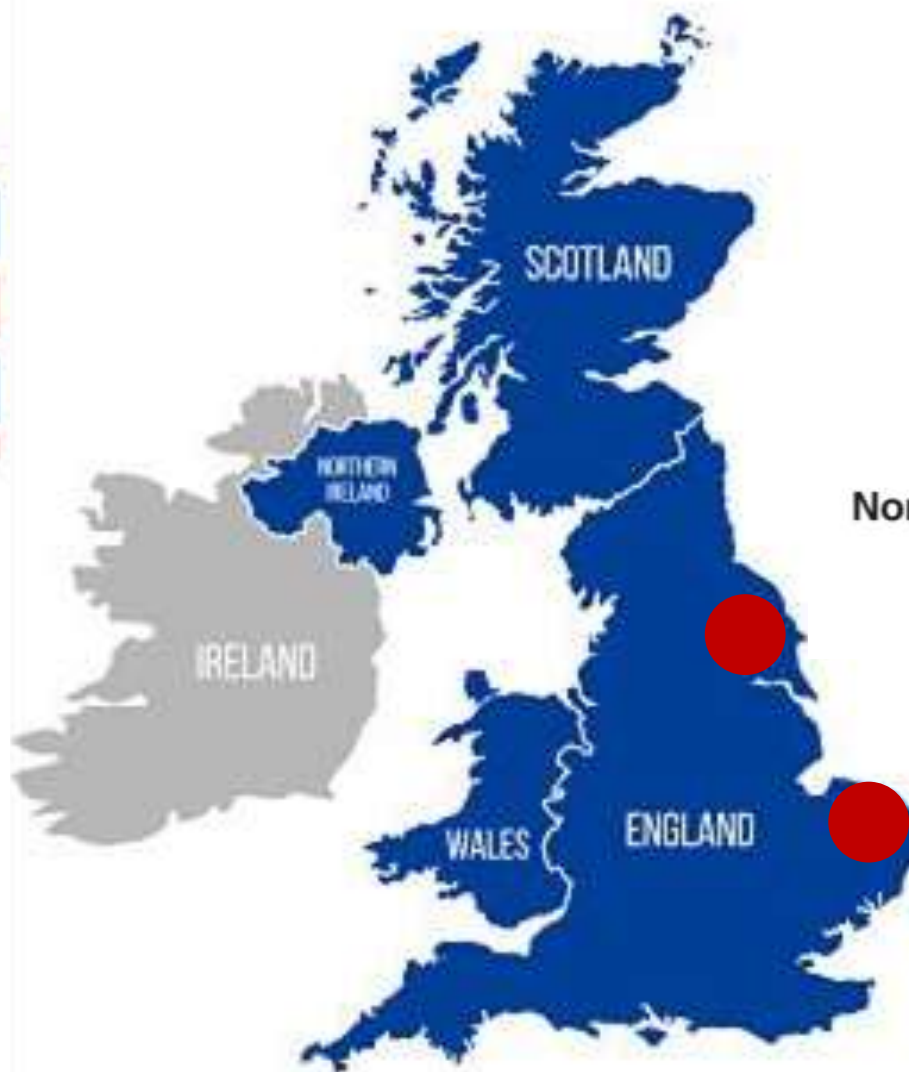
**Portugal**  
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**Hungary**  
*Monika Hantos*



UNITED  
KINGDOM



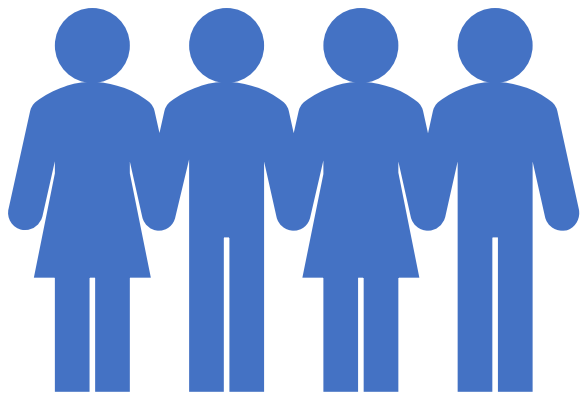
**Northumbria Healthcare**  
NHS Foundation Trust



**Norfolk and Suffolk**  
NHS Foundation Trust

## Three best-practices

1. Staff Wellbeing
2. Integrated (*proactive*) Care System
3. Mental Health Wellbeing



# Staff Wellbeing

# Staff Wellbeing From Evidence...

Literature and evidence have shown that poor wellbeing and moderate to high levels of burnout of Staff are associated, with poor patient safety outcomes such as medical errors

some authors have defined the mental health of healthcare professionals during Covid-19 as a global emergency to be taken on board from the organization

Hospital managers played an important role in attending to the psychological impact of COVID-19 on healthcare workers, within and beyond the workplace.

**A leadership approach to staff well being is an approach to focus “ Patient first”**

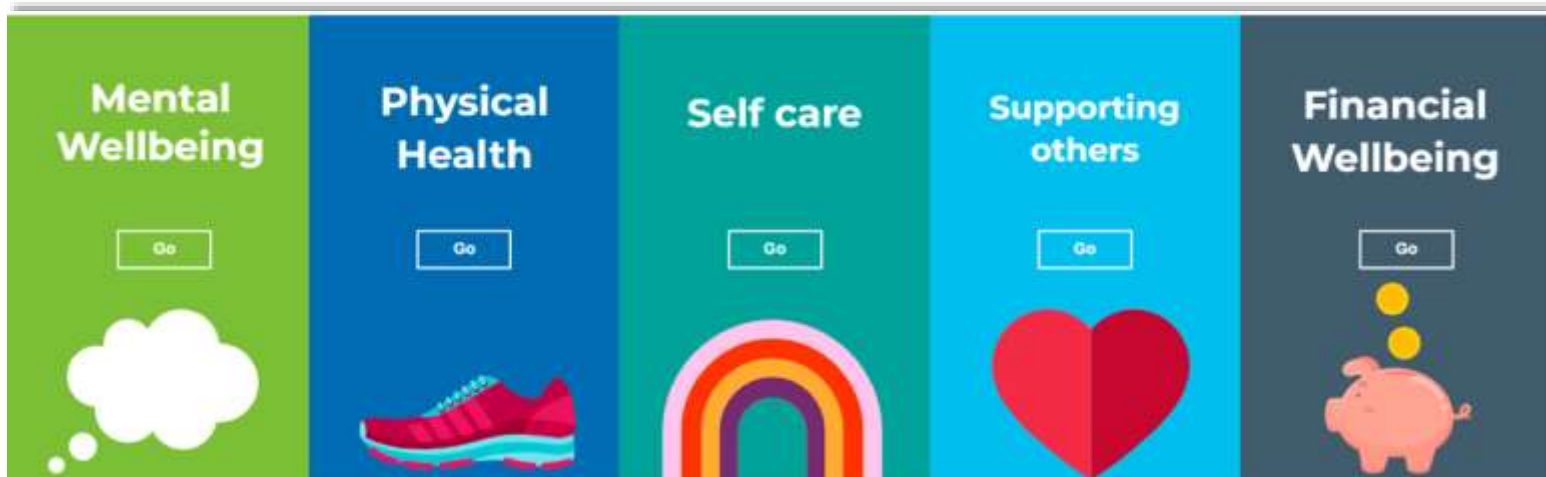
# Staff wellbeing programme

in Northumbria Healthcare and Foundation Trust

Complex programme that runs throughout the organization

-Leadership works in staff wellbeing with a Work Committee Force because healthier works can give better health service to the patient

The value is **better staff wellbeing = better care**



# Staff wellbeing programme

in Northumbria Healthcare and Foundation Trust

## Mental Wellbeing

Go

- Self help and smartphone apps
- Emergency number
- Mindfulness programme
- Pocket guide of mental wellbeing approach
- STAFF Network

## Financial Wellbeing

Go

- Salary sacrifice solutions
- Bank services
- Information



# Staff wellbeing programme

in Northumbria Healthcare and Foundation Trust

Engage workforce to participate on their work-life:

## BETTER STAFF ENGAGEMENT = BETTER CARE

### Staff wellbeing experience programme

#### 1. TRUST-WIDE MEASUREMENT ( survey – NHS National Programme)

#### 2. IN-DEPTH WORK WITH TEAMS

- ✓ Working with a small number of teams to understand experiences in more detail.
- ✓ Shining a light on what works well in teams so we can build on this and share/spread good practice.
- ✓ Learning what kind of support needs to be in place to help departments flourish.
- ✓ Supporting teams to make changes that help staff be happier at work.

### Staff health in a Public Health perspective



## Educational



- Innovation Formation in human factors and patient safety to understand and share.
- The Quality formula drives overall perspectives, also the Wellbeing programme



*....not just financial wellbeing*



# NHS as an economic driver Contributing to a sustainable environment

- ✓ Created a multi-million pound car leasing company
- ✓ Created a joint pay roll team
- ✓ Created NHS home electronics  
Given staff access to salary deduction services for white goods
- ✓ Created a PPE manufacturing and innovation hub

# NHS as an economic driver

## Community promise



Good idea !

Created during COVID time a PPE manufacturing and innovation hub







## Manufacturing HUB

- RECYCLING



# Community Promise







# Integrated *proactive* Care System

Remain healthy and independent as long as possible, avoiding acute hospital attention, specially by identifying frailty and fall risk.



- 
- A need for people-centred health and social support systems is acknowledged as a global priority.
  - As the prevalence of older adults with multimorbidity increases, greater integration of services is necessary to manage the physical and psycho-social needs.
  - Improving clinical care as one **one single system of provision seems to be more effective.**
  - Integrated care improves health results and patient satisfaction

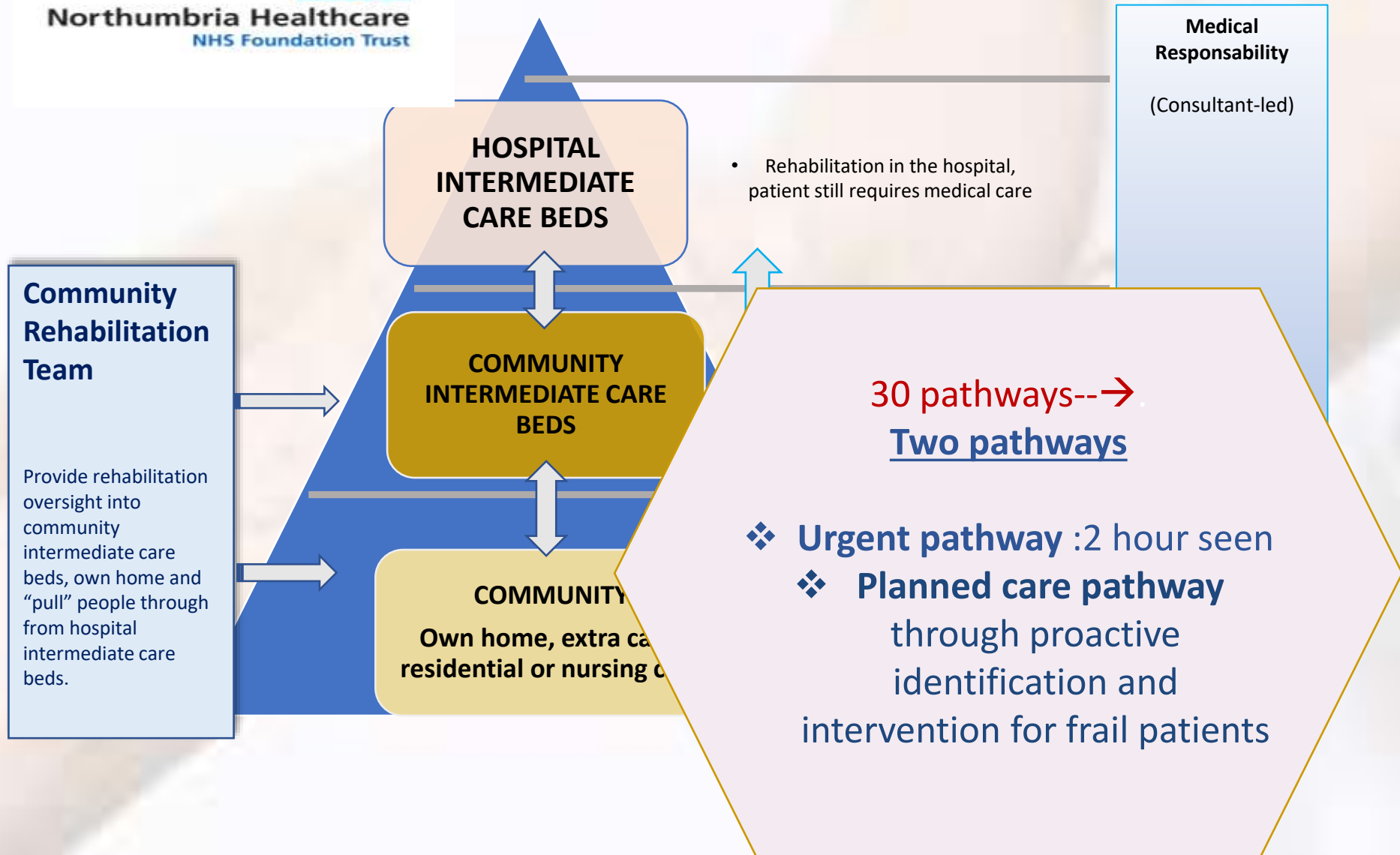


# Integrated *proactive* Care System

Central to the delivery of this strategy are four key principles:-  
**Integrated, Person Centred, Safe and Inclusive**



# Integrated *proactive* Care System: DELIVERY MODEL



A close-up photograph of a patient's hand in a hospital bed. The patient is wearing a blue pulse oximeter on their index finger, which is connected to a blue cable. The patient's hand is resting on a blue hospital gown. The background is blurred, showing the patient's legs and the hospital bed.

**Ambition  
24,000 virtual beds  
by 2023**

# Virtual Wards

NHS

## Virtual wards: How they work



A patient is assessed for at home virtual ward care



If suitable, the patient is cared for at home with the aid of a treatment plan and monitoring device



Patients are monitored 24/7 remotely. Continuous data is sent to the hospital for review



Community health staff respond to monitoring alerts & deliver care in line with a treatment plan



The patient is discharged from the virtual ward once deemed well enough





# Mental health wellbeing

# Mental Health

**If you need  
urgent mental  
health help,  
call 111 and  
choose option 2**



Mental health crisis support 24/7 for people of all ages in Norfolk and Suffolk

# Northside House: A Hospital Rooms project

- Northside House is a project between Hospital Rooms, Norwich University of the Arts (NUA), Norfolk and Suffolk NHS Foundation Trust (NSFT) and Arts Council England.
- Over the course of eleven months, a global pandemic and three national lockdowns, six artists led workshops with service users and staff which then informed the eight installations completed at Northside House, a medium secure forensic unit for men in Norfolk and Suffolk NHS Foundation Trust.
- Artist participated: Cara Nahaul, Carl Rowe, Dexter Dalwood, Jade Montserrat, Naomi Harwin and Richard Wentworth













The  
body  
light  
as a  
cloud

This artwork features the text "The body light as a cloud" in a white, serif font. The background is a dense, textured pattern of small, dark, star-like or floral motifs on a light, mottled background.



Everything  
that is  
said and  
not heard,  
said and  
unsaid

This artwork features the text "Everything that is said and not heard, said and unsaid" in a white, serif font. The background is a vibrant, abstract pattern of overlapping, colorful circles and shapes in shades of red, orange, yellow, and purple.



Transcending  
the  
borders  
of  
movement

This artwork features the text "Transcending the borders of movement" in a white, serif font. The background is a textured, wood-grain-like pattern with vertical lines and a mix of brown and tan colors.









*BE can mean anything to anyone*



Future  
healthcare  
systems,  
new approaches