



H O P E

Exchange  
Programme  
2025

**AGORA - VIENNA**  
**13th-15th June 2025**  
**Team GREECE**



ΚΟΜΕΙΟ  
ΕΩΡΓΙΟΥ



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## Papageorgiou Hospital, Thessaloniki



The Papageorgiou General Hospital logo features a stylized white figure of a person with arms raised, enclosed within a green cross shape. Below the logo, the text "PAPAGEORGIOU GENERAL HOSPITAL" is written in a bold, black, uppercase font. The photograph shows the exterior of the hospital building, a modern structure with a glass facade and a large entrance, set against a blue sky with scattered white clouds. Two Greek flags are flying on tall poles in front of the building.

## Venizeleio Hospital, Heraklion (Crete)



ΓΕΝΙΚΟ ΝΟΣΟΚΟΜΕΙΟ  
**BENIZELEIO**  
ΠΑΝΑΝΕΙΟ



The logo for the Benizelieo Pananeio hospital features a red cross with a white Greek letter beta (β) in the center, all enclosed within a circular border. To the right of the logo, the text "ΓΕΝΙΚΟ ΝΟΣΟΚΟΜΕΙΟ" is written in a grey, uppercase font, followed by "BENIZELEIO" in a larger, bold, black, uppercase font, and "ΠΑΝΑΝΕΙΟ" in a grey, uppercase font below it. The photograph shows the exterior of the Venizeleio Hospital building, a multi-story structure with a light-colored facade, surrounded by several tall palm trees and other greenery under a clear sky.

**TOGETHER  
for  
QUALITY**

**INTEGRATION  
for  
QUALITY**

**INNOVATION  
For QUALITY**



# Hospital emergency colour codes

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# Hospital emergency colour codes



- **Emergency colour codes** used to **communicate** different situations that require **immediate attention**
- **Coded messages** announced over the public address system of a hospital to **alert staff** to an emergency or another significant event
- Supports **communication and collective action** across all areas of the hospital - enables **all teams to respond** including clinical and support staff.

# Rationale and implementation in Greece



- Greece has initiated a national strategy to adopt **standardised codes** for all hospitals
- **10 pilot sites** selected by the Ministry of Health (including the Papageorgiou General Hospital in Thessaloniki)
- This new **Safe Hospitals** project is now in the implementation phase.

HOSPITAL EMERGENCY CODES	
CODE RED	A FIRE OR PROBABLE FIRE
CODE BLUE	PATIENT, STAFF OR VISITOR'S CARDIAC ARREST
CODE PINK	MISSING CHILD, OR INFANT OR CHILD ABDUCTION
CODE SILVER	MISSING PATIENT
CODE ORANGE	INTERNAL OR EXTERNAL DISASTER EVENT
CODE YELLOW	BOMB THREAT OR SUSPICIOUS PACKAGE

Codes are displayed throughout the hospital and printed on employee identification badges.

# Benefits for Health Workforce and clinical professionals



- Shared **situational awareness**
- **Response is quick and relevant** to a range of different incidents
- Underpinned by **effective training** – all individuals are trained on how to respond to each type of coded emergency
- **Simulation events ensure readiness** (recent examples - earthquake, fire)
- Allows **full collaboration** across the hospital workforce to respond to the emergency and save lives.

# Benefits for patients



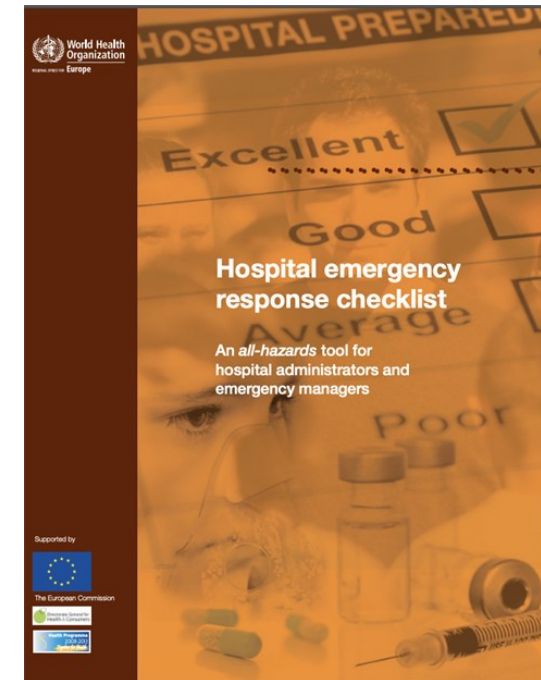
- The use of codes is intended to **prevent stress and panic** among patients and visitors to the hospital
- Effective resolution of **issues impacting patients**: cardiac arrest, missing patient, abducted child.



# Benefits for other stakeholder



- Enables **hospital management** to deal efficiently and effectively with emergencies
- **Convey essential information quickly** to non-clinical staff / support teams - with minimal misunderstanding
- Adheres to World Health Organisation (WHO) guidance on the Role of Emergency Response Codes for Handling Hospital Emergencies
- Shared situational awareness with **external partner agencies** (other hospitals, police, fire).



<https://www.who.int/publications/i/item/hospital-emergency-response-checklist>

# The Social Robots Enhancing Healthcare

**INNOVATION  
For QUALITY**

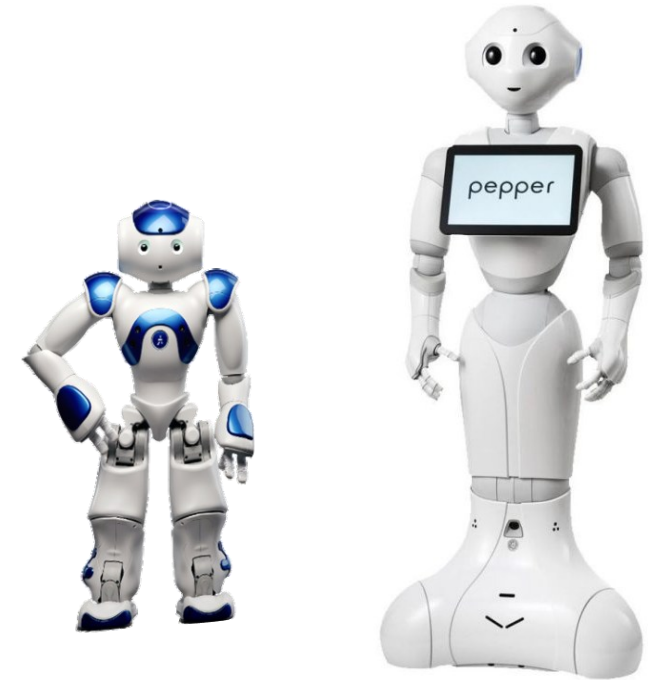
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# Meet NAO and Pepper: The Social Robots Enhancing Healthcare

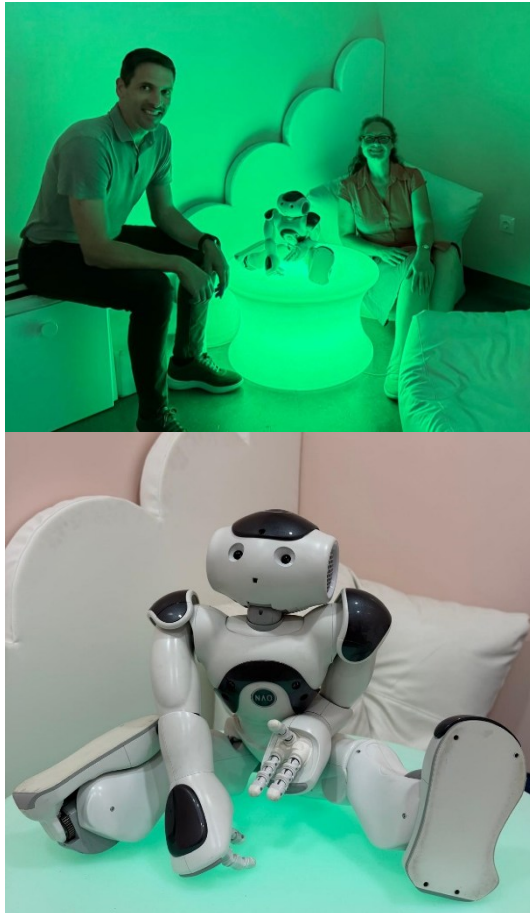


## ‘Who’ are NAO and Pepper?

- Humanoid social robots designed to engage in emotional and social interactions used in Papageorgiou Hospital
- Used in pediatric healthcare and neurorehabilitation settings.
- Equipped with speech, gesture recognition, and interactive displays.
- Capable of storytelling, playing games, guiding physical exercises, and leading memory activities



# Meet NAO and Pepper: The Social Robots Enhancing Healthcare



## Purpose in Healthcare

- Supports communication, reduces anxiety, and promotes social and emotional development.

## Key Attributes

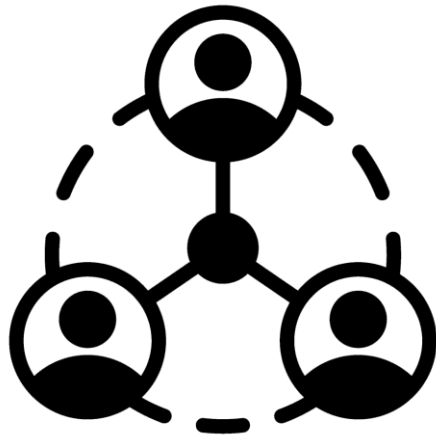
- Perceived as **friendly, safe, smart, and human-like** by children.
- Robots like **NAO** and **Pepper** integrate **speech recognition, emotion detection, and AI dialogue systems** to create meaningful interactions

## Benefits for Hospital Workforce

- Assists in delivering **structured therapy** and **engaging sessions** without replacing human therapists' presence.
- Helps **standardize protocols** for pediatric, namely children in neurorehabilitation
- Provides a non-judgmental, tireless interaction partner for repetitive tasks.
- Encourages participation in exercises (e.g., empathy, deep breathing, physical tasks).



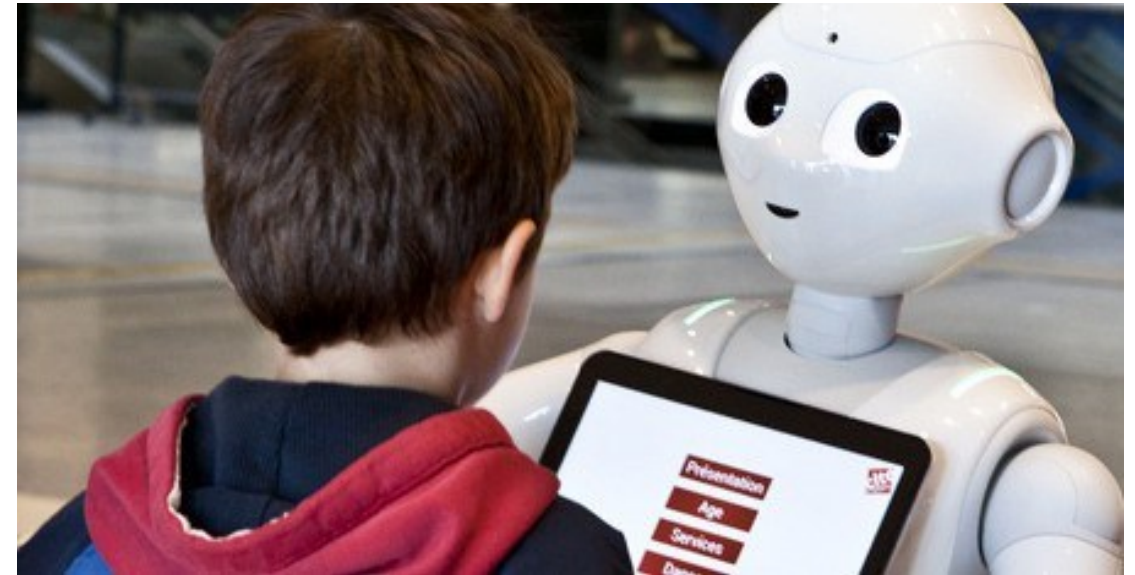
# Benefits for Other Stakeholders



- Enhances hospital innovation and digital health image.
- Reduces staff burden during emotionally challenging procedures.
- Offers consistent patient engagement without additional FTE costs.
- Potential for future remote therapy
- Supports data collection for **long-term care optimization**

## Benefits for Patients

- Reduces hospital-related fear and stress.
- Builds trust and encourages communication.
- Especially beneficial for children with neurological disorders
- Encourages **emotional expression**, motivation, and **playful learning**.
- Builds **trust** and creates a **safe, non-intimidating interaction**.



# Looking Forward: Social Robots in Dementia Home Care - Papageorgiou Hospital



- Use **Social Robots** as a **home-based companion** for people with dementia.
- Integration with caregiver systems for **remote monitoring and alerts**.
- Improves **quality of life** and helps individuals maintain **dignity and independence** at home.
- Tasks include:
  - **Daily reminders** (medication, meals)
  - **Cognitive games and routines**
  - **Conversational support** to reduce confusion and anxiety



# CritIS Synergy+ – ICU Electronic Health Record

**INTEGRATION  
FOR QUALITY**

# Meet CritIS Synergy+: An ICU Electronic Health Record



**Electronic health record designed for ICU's**



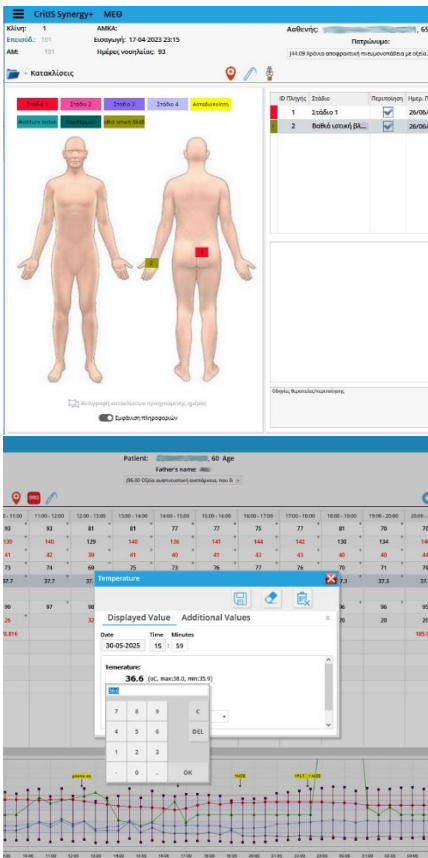
**Collects data from bedside devices**



**Displays and stores measurements in a single, unified interface**



# Meet CritIS Synergy+: An ICU Electronic Health Record



## Key attributes

- Continuous and real-time monitoring
- Decision-support tools
- Integration with other hospital systems
- Structured documentation for quality and DRG


## Purpose in healthcare

- Improve efficiency, safety, and care quality in the ICU

# Benefits for hospital workforce



**Saves time**



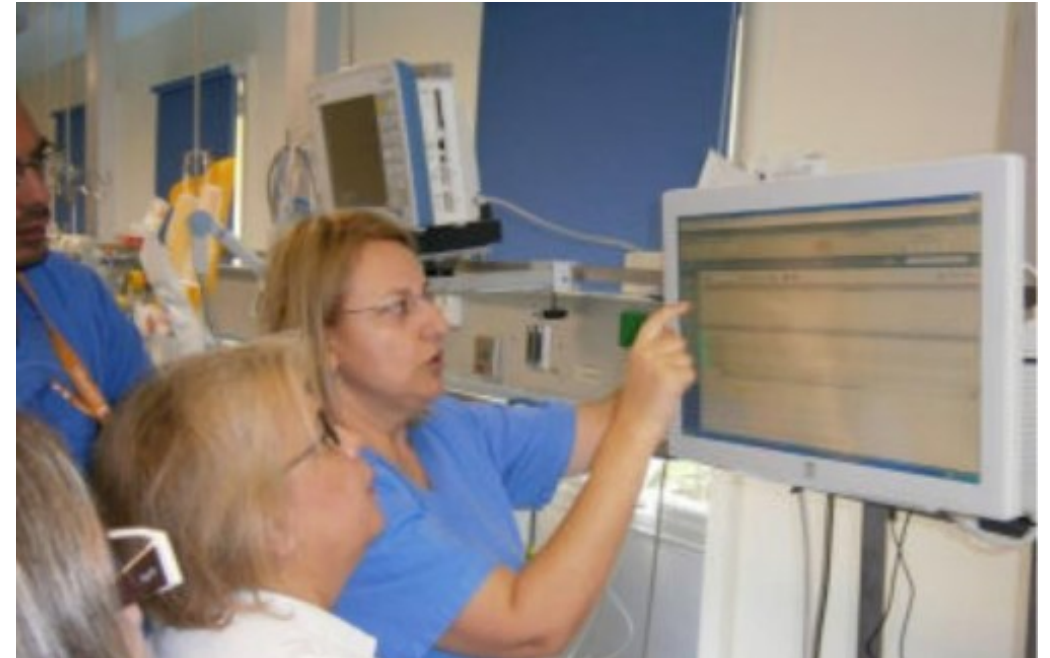
**Improved  
decision-  
making**



**Better  
communication**



**Reduced errors**



# Benefits for other stakeholders



**Optimizing  
ressources**



**Better tracking  
of KPI's**



**Cost savings**



**Supports  
documentation**

## Benefits for patients

 **Safer care**

 **Improved survival rates**

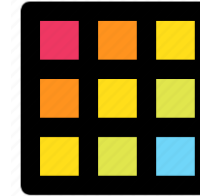
 **More coordinated care**

 **Less invasive monitoring**

 **Better outcomes**



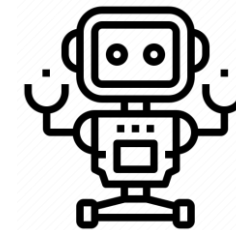
# Conclusions



Collaboration across all areas of the hospital to respond to emergencies



Facilitate clinical activity and collection of data



Care customized on the needs of the patients

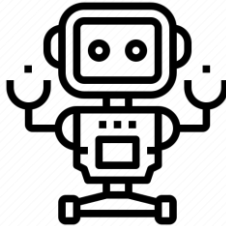
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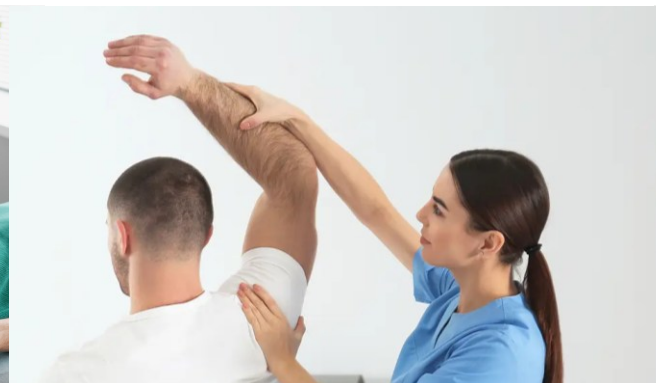


Care customized on the needs of the patients

# Conclusions

A lesson learnt from the **Physiotherapy department** of **Venizeleio** hospital, the **only Physiotherapy department in Greece** with **EN 15224 certification**

**CULTURE  
of  
QUALITY**



# Conclusions



Recognize our **own mistakes** and foster **protocols, education** and corrective **actions** in order **not to repeat them**

**CULTURE  
of  
QUALITY**

Guide the patients toward the **most appropriate pathway**, not simply accommodating every request





**Thank you**