

3RD ECOQUIP INNOVATION PROCUREMENT WORKSHOP

IMPROVING THE PATIENT ENVIRONMENT AND THE
PATIENT EXPERIENCE

BUDAPEST, 9TH OCTOBER 2015

JONATHAN ERSKINE
EXECUTIVE DIRECTOR,

EUROPEAN HEALTH PROPERTY NETWORK

EcoQUIP

ABOUT ECOQUIP

A European Commission funded project, with aims to:

- Improve the efficiency, quality and environmental sustainability of healthcare through innovation procurement
- Stimulate the demand for innovative goods and services, and deliver practical procurement outcomes


Partners:



Department
for Business
Innovation & Skills



ECOQUIP ACTIVITIES

- **Leader-led, innovation procurement projects in each of the 6 hospital or healthcare-related partners**
 - **Associated projects:**
 - Energy4healthcare
 - EPP eHealth
 - **Thematic groups:**
 - ICT solutions for healthcare
 - Energy solutions for healthcare
 - Improving quality of the patient environment and experience
 - Technologies to reduce environmental impact
 - **Associates programme – creating the future leaders of innovation procurement in healthcare**
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ECOQUIP ACTIVITIES

- Innovation Procurement Workshops
- Peer learning visits
- Newsletters
- Briefings on replicating and extending the leader-led projects
- Active engagement with the European Public Procurement of Innovation (PPI) web platform

www.ecoquip.eu

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A FAMILIAR STORY

Europe's health and healthcare systems face:

- The rise of chronic illness
- Ageing populations
- Financial constraints
- Rising demand, particularly for patient-centred care
- Workforce shortages and unpredictable mobility
- Imbalances between health care and 'social' care
- An urgent need to manage large-scale, transformational change...
- ... but, arguably, a lack of competency in implementing such changes

BUT...

Despite the challenges and problems, across Europe, most healthcare systems have:

- Committed, well trained clinical staff
- Leaders and managers who want to improve the service
- Population health as a political priority
- Huge potential to make better use of emerging technologies
- Significant research and development investment
- Growing recognition that the health sector should lead in many areas: environmental, energy use, ethical purchasing, promoting innovation
- A supply chain that wants to respond to unmet needs

INNOVATION PROCUREMENT: WHY FOCUS ON THE PATIENT ENVIRONMENT AND THE PATIENT EXPERIENCE?

- Europe's citizens increasingly expect a focus on patient need
- Evidence that a better environment leads to better outcomes
- Good quality surroundings, and happier patients, are better for staff as well
- Investment criteria are changing – becoming outcome based and focused on quality improvement
- It's the right thing to do!

However ... the 'patient environment' and the 'patient experience' are very broad terms. Which are the priority areas?

Recent examples from the hospital sector in the UK: food, bed hygiene, car parking, waste management, patient privacy and thermal comfort.



WOULD YOU EAT THIS?



OR THIS?



BED HYGIENE, MATERNITY HOSPITAL, 2013



WASTE PROCESSING, HOSPITAL CORRIDOR, 2015



CAR PARKING...



PRIVACY, DIGNITY?



TOO CLOSE FOR COMFORT



THERMAL COMFORT

Nine out of ten hospital wards may be at risk of overheating, increasing the dangers for vulnerable patients who are left sweltering in temperatures of more than 26C (78.8F), government advisers have warned.

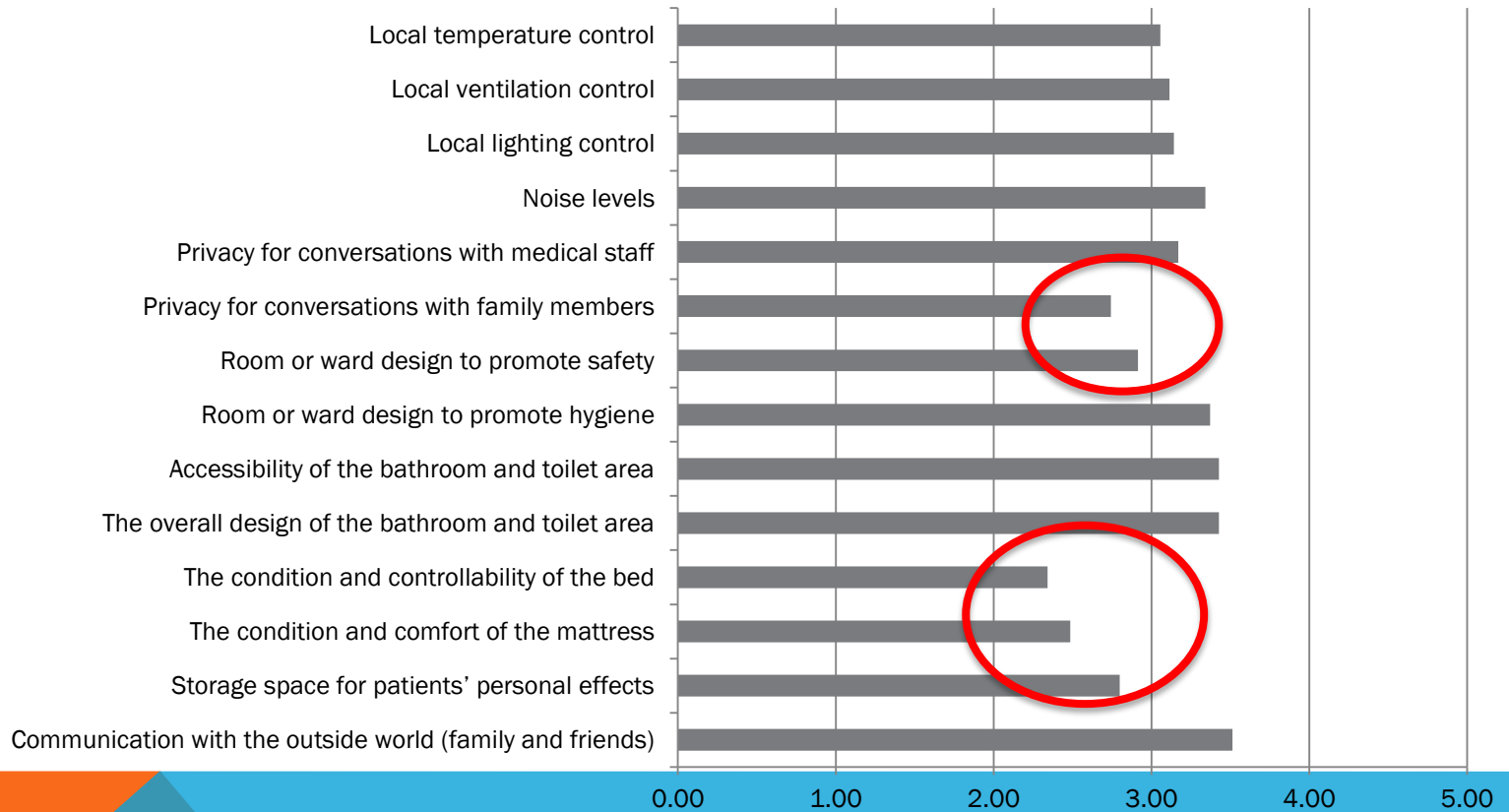
Poor ventilation, thin walls, low ceilings and big windows that can barely be opened are contributing to temperatures far exceeding acceptable levels during hot weather, according to the Committee on Climate Change.



Katherine Murphy, chief executive of the Patients Association, said: "Patients deserve to be treated in a safe, clean and comfortable environment. There is no excuse for patients having to tolerate hot and stuffy wards without proper ventilation. Wards that are too hot can have a huge impact on the wellbeing of patients and the staff who treat them".

Telegraph 09.07.14

PRIORITIES FROM HUNGARIAN HOSPITAL MANAGERS, 2014



A COMPARISON WITH EUROPE-WIDE HOSPITAL MANAGERS

