

Workshop “Successfully
selling into NHS Wales”
February 18, 2016

Parc Sanitari  Sant Joan de Déu
www.pssjd.org



- I. Who are we?
- II. Mission and Values
- III. Overview
- IV. Governance
- V. Human Resources
- VI. Structural resources
- VII. Activity
- VIII. Teaching and Research
- IX. Quality and Safety
- X. Twinning

Parc Sanitari  Sant Joan de Déu
www.pssjd.org



I. Who are we?

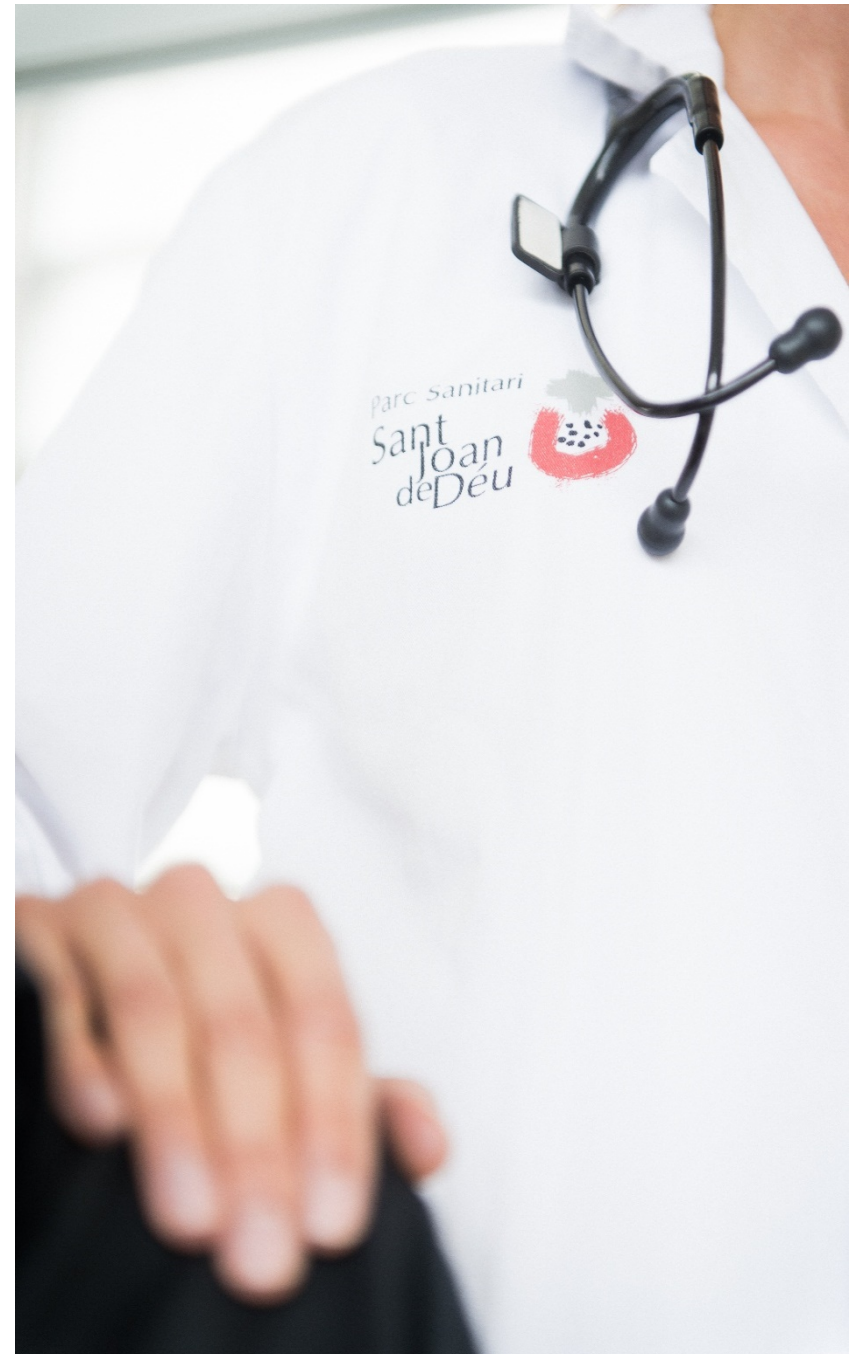
Parc Sanitari Sant Joan de Déu is an established network of healthcare facilities, teaching and research, focused in two areas of expertise

**Mental Health
Services**

**General
Hospital
Care**

II. Our Mission and Values

A network of services that promotes the well-being and the independence of people by providing specialized and personalised health care and social services, while generating new knowledge that could improve the quality of life for the population.



III. Our Challenge: Vision 2020

A **Health and University organization**

Development and **coherent territorial presence**

Recognized by strong **user orientation**

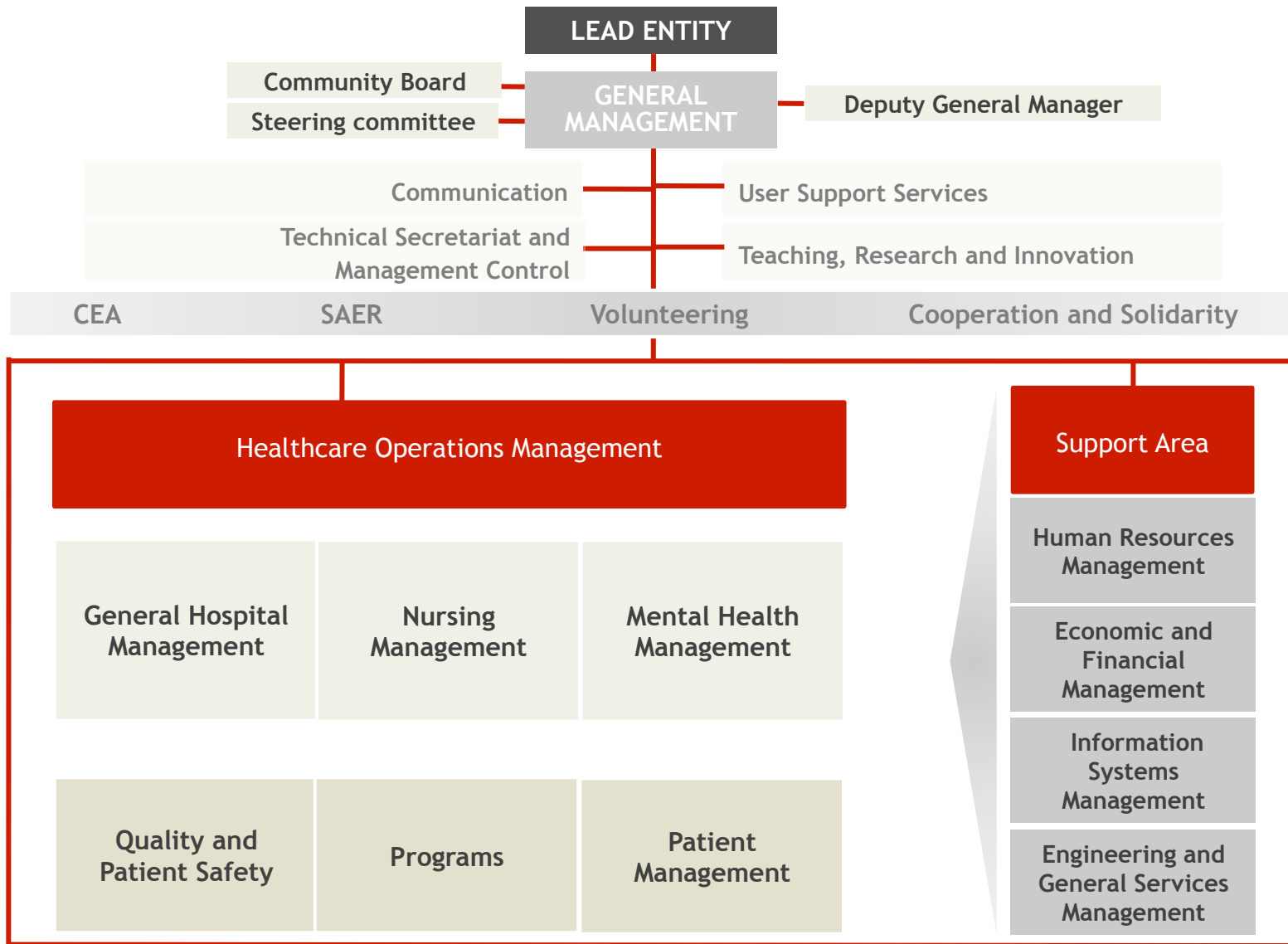
Collaboration in the design of **public policies**

Improving the **quality and excellence of health care**

Economically sustainable and that builds confidence



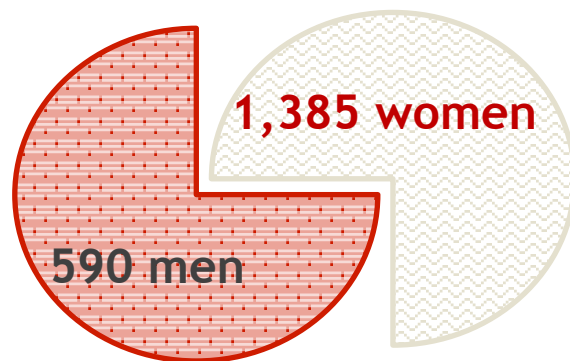
IV. Governance



V. Human Resources

Total number of
Parc Sanitari Professionals :

1,975



Healthcare Staff

- ❑ Senior Management 345
- ❑ Middle managers 480
- ❑ Technical or Vocational training 610



Support Staff

- ❑ Senior Management 12
- ❑ Middle managers 25
- ❑ Technical or Vocational training 245

VI. Operational Resources

Psychiatric hospital

| | | |
|---|---|---|
| Acute, sub acute, SERPI  344 | Intellectual Disability  141 | Psychogeriatrics  59 |
| Therapeutic Community  21 | Home Residence  18 | |

Correctional psychiatric hospitalization

| | | |
|---|--|--|
| Acute, sub acute, medium stay and Mille  124 | Psychiatric nursing  66 | Therapeutic Juvenile Justice Unit  12 |
|---|--|--|

Community Area

| | | | |
|--|--|---|--|
| Mental health Center  8 | Day Hospitals  4 | Community Rehabilitation Services  7 | Community Rehabilitation Services and Labour integration  1 |
| Pre-labour Service  1 | Assisted Flats  6 | Occupational Center  1 | Specialized Mental health Service (DI SESMDI)  2 |



Emergency Area

Box **50**

Convalescence
 **29**

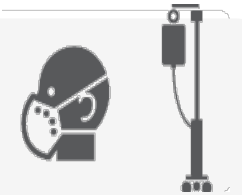
Hospitalization Area

| | |
|---------------------------------------|-------------------------------------|
| Maternal 20 | Traumatology 40 |
| Medical specialities 72 | Pediatrics 12 |
| Other surgical specialities 48 | Emergency hospitalization 20 |

Surgical Area

Total operating rooms
6

UCSI
8



Palliative Care Unit

10 

Ambulatory area

Consulting rooms

47

Cabinets

11



Obstetric area

Labour and delivery rooms **5**

Intensive Care Unit

In operation **9**

VII. Activity Overview for 2014

HOSPITALIZATION

- 12,931 Discharges

TOTAL EMERGENCIES

- 88,465 Medical visits

Walk-In

- 177,712 Medical visits
- 8,814 Day Hospital Sessions
- 7,840 Ambulatory Surgery

SOCIAL AND HEALTH CARE

- 3,494 Stays in the Palliative Care Unit
- 9,350 Stays in Convalescence

PSYCHIATRIC HOSPITALIZATION

- 1,421 Discharges in Acute + Sub acute
- 75 Discharges in Therapeutic Community
- 83,895 Long Stay (High Psychiatric Unit + Severe Mental Disorder)
- 7,282 UAPE stays
- 21,325 Psychogeriatrics Long Stay
- 299 Day Hospital Discharges

COMMUNITY SERVICES

- 171,780 Visits - Adult Mental Health Centers
- 213 Day Center Discharges

INTELLECTUAL DISABILITY

- 9,968 SESM-DI Visits

VIII. Investing in knowledge

Specialized medical training

Multi professional Teaching Unit of Mental Health

Teaching Unit Associated to Sant Joan de Déu Hospital of Surgery in Esplugues

Teaching Unit Associated to Costa Ponent of Family Medicine and Community

Sant Pere Claver Teaching Unit Associated to Parc Sanitari Sant Joan de Déu

Associated Unit to Sant Joan de Déu Hospital of Gynecology and Obstetrics in Esplugues



Research groups



Etiopathogenesis and treatment of severe mental disorders



Health technologies and results in primary care and mental health (PRISMA)



Research and innovation in surgery

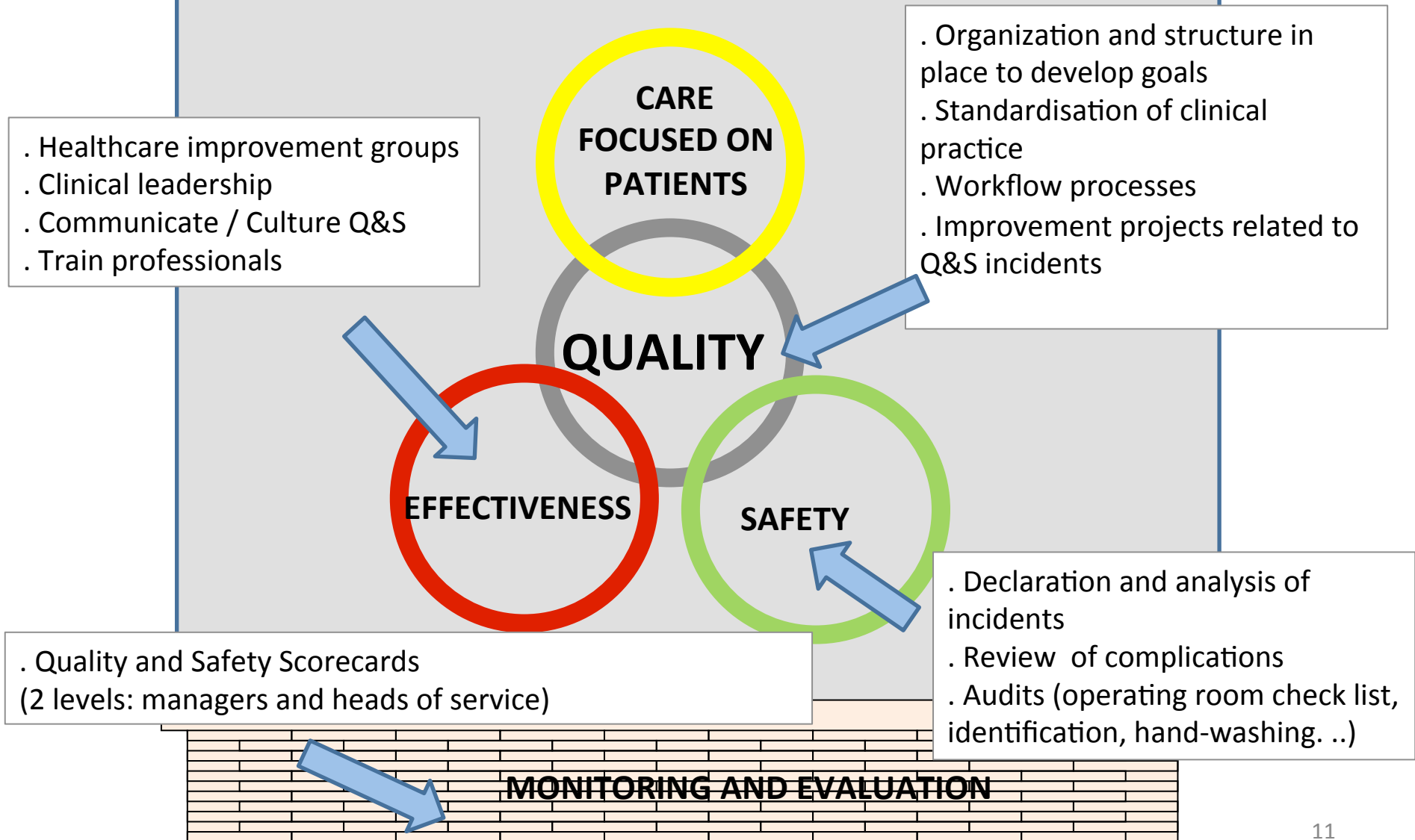


Impact, risk and prevention of mental disorders and aging



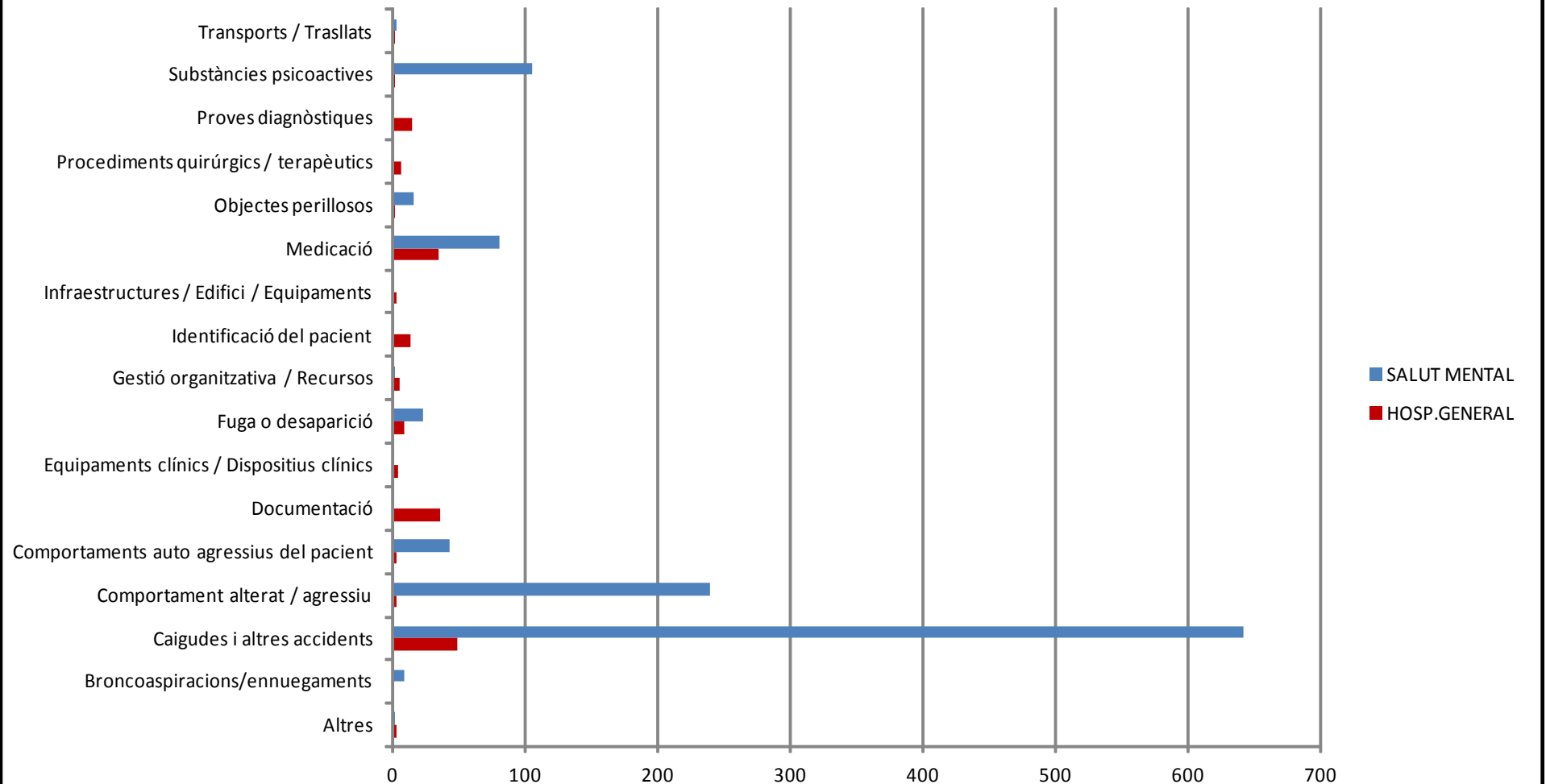
Clinical and epidemiological research in major diseases

I. Quality and Safety Strategic Plan. 2012-2016



I. Patient Safety monitoring

TIPUS INCIDENT



The Quality Improvement Approach

Meeting Room



DESIGN

APPROVE IF NECESSARY

Real World

TEST & MODIFY

TEST & MODIFY

TEST & MODIFY

START TO IMPLEMENT

Examples of Quality Care Projects

| Focus Areas | Actions |
|---|--|
| Mental Health Accreditation (EFQM) | <ul style="list-style-type: none"> • Design processes • Establishment standards • Establishing indicators |
| Clinical Practice Improvement | <ul style="list-style-type: none"> • “Do not do” • Identify inefficiencies • Restructuring of chronicity and social care • Rearrangement of long stay psychiatric care |
| Patient Safety | <ul style="list-style-type: none"> • Incidents declaration • Complications detection • Audits and Processes • Risk prevention / improvements |
| Monitoring and Evaluation | <ul style="list-style-type: none"> • Scorecards at three levels: Board, Senior Managers and Service Heads |
| Territorial Alliances | <ul style="list-style-type: none"> • Cancer care program |
| Health programs | <ul style="list-style-type: none"> • Chronic Complex Patient • Psychosis first episode • Home Care |
| Technology assessment | <ul style="list-style-type: none"> • Workgroup Technologies General Hospital |

Q&S incidents - Examples of Making improvements

| Area of work | Activity |
|---------------------------------------|--|
| HUMAN RESSOURCES | <ul style="list-style-type: none"> • Review skills of staff in critical areas |
| DEVELOPMENT WORKFLOW PROCESSES | <ul style="list-style-type: none"> • Pathway identification of the patient in emergency, admissions and outpatient units • Verification of the check-list for safe surgery • Ortogeriatrics |
| TRAINING | <ul style="list-style-type: none"> • Control of infections • Prevention of falls • Research of “evidence based” literature • Quality and Safety Online |
| IMPROVEMENT GROUPS | <ul style="list-style-type: none"> • Group improved handling of new anti-coagulants • Group improved surgical infection of the colon • Psychosis workflow |
| ORGANIZATION CHANGES | <ul style="list-style-type: none"> • New alert system CPR • New notification system of Security Incidents • New review system of complications and mortality |

Healthcare Management and Quality Scorecard

Seguretat

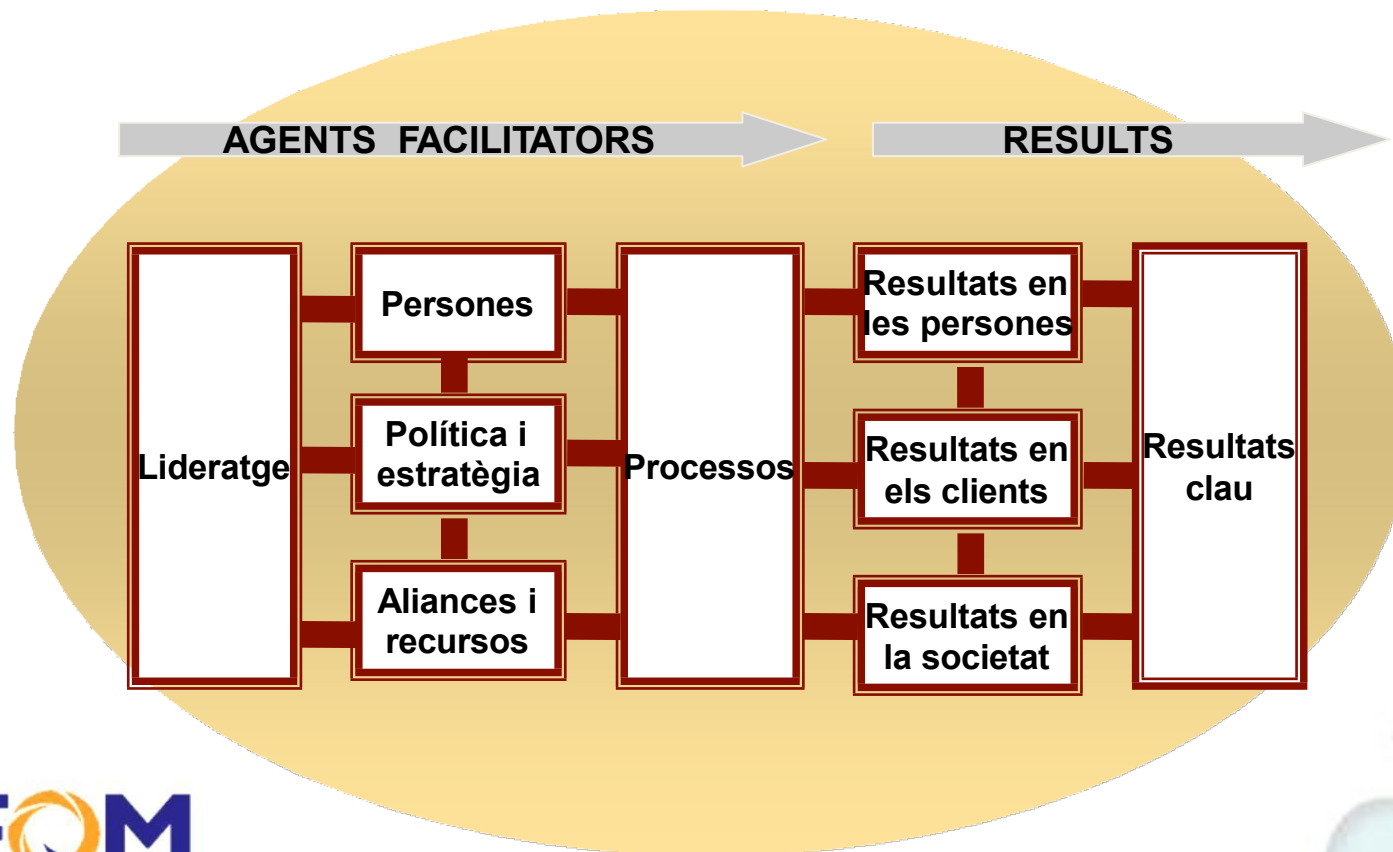


| | Indicador | Origen | Valor Norm | LI | LS | PSSJD | Valor assolit |
|--|---|------------------------|------------|--------|--------|--------|---------------|
| Incidents | Núm Incidents de Seguretat Clínica / 1000 dies estada | Aplicatiu DDI | | | | 1,32 | |
| | % de altes que han tingut algun incident (lleus, moderats, greus i sentinella) | Aplicatiu DDI | | | | 0,51% | |
| | % pacients correctament identificats | Tall Audit | | 95% | 100% | 92,00% | 0 |
| | Núm caigudes hosp / estades x cada 1000 estades | Tall Audit | | 2,50 | 3,00 | 1,30 | 2 |
| Infeccions | % intervencions quiròfan amb check list fet | Tall Audit | | 80% | 100% | 60,0% | 0 |
| | % Prevalença infecció nosocomial HG | Vincat | | 7,0% | 9,0% | 6,30% | 2 |
| | % Incidència d'infecció de localització quirúrgica a cirurgia electiva Colon | Vincat | | 21,0% | 25,0% | 25,90% | 0 |
| | % Infecció de localització quirúrgica d'òrgan - espai en la cirurgia electiva de colon i recte | Vincat | 7,4 | 5,6% | 12,5% | 7,40% | 1 |
| | % Incidència d'infecció de localització quirúrgica a la cirurgia ortopèdica Protètica de genoll | Vincat | | 1,9% | 3,8% | 0,99% | 2 |
| | % Infecció de localització quirúrgica profunda en la cirurgia protèsica de genoll | Vincat | 0 | 0,0% | 1,4% | 0,99% | 1 |
| | % Incidència d'infecció de localització quirúrgica a la cirurgia ortopèdica Protètica de maluc | Vincat | | 1,9% | 3,7% | 0,00% | 2 |
| | % Compliment de la profilaxi antibiòtica quirúrgica | Vincat | | 96% | 100% | 98,0% | 1 |
| | Bacterièmia per catèter venós central a la UCI x cada 1000 estades | Vincat | | 1,3 | 1,6 | 2,84 | 0 |
| | Bacterièmia de catèter venós x cada 1000 estades | Vincat | 0,2 | 0,22 | 0,44 | 0,06 | 2 |
| | Bacterièmia de catèter venós central associada a la nutrició parenteral x cada 1000 estades | Vincat | 2,1 | 2,08 | 3,11 | 0,00 | 2 |
| | Pneumònia associada a ventilació mecànica a la UCI x cada 1000 estades | Vincat | | 5,2 | 6,95 | 7,90 | 0 |
| | Incidència de nous casos de SARM x cada 1000 estades | Vincat | | 0,44 | 0,54 | 0,40 | 2 |
| % Taxa de prevalença d'infecció nosocomial SS | Vincat | | 7,5% | 9,4% | 4,10% | 2 | |
| Transfusions | CH Transfós/CH creuat de Serveis quirúrgics | Registre Ús de la sang | | 50% | 75% | 43,47% | 2 |
| | CH Transfós/CH creuat de Serveis mèdics | Registre Ús de la sang | | 75% | 90% | 89,10% | 1 |
| | Raó d'idoneïtat dels CH | Registre Ús de la sang | | 95% | 97% | 98,53% | 2 |
| | Tendència de CH transfosos | Registre Ús de la sang | | 1% | 2% | 12,50% | 0 |
| | Reaccions adverses a transfusions (AHRQ modificat) | Imetrics | 0 | 0,00 | 0,00 | 0,00 | 2 |
| Altres Seguretat | Complicacions de l'anestèsia (AHRQ modificat) | Imetrics | 0,18 | 0,14 | 0,23 | 0,43 | 0 |
| | Èxitus en GRD de baixa mortalitat (AHRQ) | Imetrics | 0,81 | 0,61 | 1,01 | 0,74 | 1 |
| | Úlcera de decúbit (AHRQ modificat) | Imetrics | 16,89 | 12,67 | 21,11 | 8,06 | 2 |
| | Cos estrany deixat accidentalment durant un procediment (AHRQ modificat) | Imetrics | 0,07 | 0,05 | 0,09 | 0,12 | 0 |
| | Pneumotòrax iatrogènic (AHRQ modificat) | Imetrics | 0,43 | 0,32 | 0,54 | 0,15 | 2 |
| | Èxitus de malalts quirúrgics amb complicacions series tractables (AHRQ modificat) | Imetrics | 147,97 | 110,98 | 184,96 | 52,63 | 2 |
| | Infeccions després de determinades cures mèdiques (AHRQ modificat) | Imetrics | 1,46 | 1,10 | 1,83 | 0,88 | 2 |
| | Fractura postoperatoria de cadera (AHRQ modificat) | Imetrics | 0,1 | 0,08 | 0,13 | 0,00 | 2 |
| | Hemorràgia o hematoma postoperatori (AHRQ modificat) | Imetrics | 3,37 | 2,53 | 4,21 | 6,09 | 0 |
| | Trastorns fisiològics i metabòlics postoperatoris (AHRQ modificat) | Imetrics | 0,12 | 0,09 | 0,15 | 0,00 | 2 |
| | Insuficiència respiratòria postoperatoria (AHRQ modificat) | Imetrics | 2,09 | 1,57 | 2,61 | 3,04 | 0 |
| | Embolismes pulmonars o trombosis venoses profundes postoperatories (AHRQ modificat) | Imetrics | 2,21 | 1,66 | 2,76 | 2,01 | 1 |
| | Índex d'embolisme pulmonar | CdR | 1 | 0,75 | 1,25 | 17,17 | 0 |
| | Sepsis postoperatoria (AHRQ modificat) | Imetrics | 6,01 | 4,51 | 7,51 | 0,00 | 2 |
| | Dehiscències postoperatories de las sutures quirúrgiques (AHRQ modificat) | Imetrics | 5,08 | 3,81 | 6,35 | 2,41 | 2 |
| | Puncions o laceracions accidentals (AHRQ modificat) | Imetrics | 2,23 | 1,67 | 2,79 | 0,00 | 2 |
| | Traumatismes en neonats (AHRQ) | Imetrics | 3,86 | 2,90 | 4,83 | 7,12 | 0 |
| | Traumatismes obstètrics de 3r o 4o grau en parts vaginals instrumentals (AHRQ) | Imetrics | 27,1 | 20,33 | 33,88 | 82,05 | 0 |
| | Traumatismes obstètrics de 3r o 4o grau en parts vaginals no instrumentals (AHRQ) | Imetrics | 8,58 | 6,44 | 10,73 | 13,67 | 0 |
| Traumatismes obstètrics de 3r o 4o grau en cesàries (AHRQ) | Imetrics | 4,43 | 3,32 | 5,54 | 6,71 | 0 | |
| Perforació post colonoscopia | CMBDAH | 0,51/1000 | | | | 0,00 | 0 |

Quality and Safety Bulletin: dissemination of knowledge



Accreditation: EFQM Model



X. Twinning

At present, the Parc Sanitari Sant Joan de Déu is twinned with:

- ✓ Dalai Center FATICK Xelde Senegal Thies
- ✓ San Juan de Dios hospital in La Habana (Cuba)

In both centres there has been an analysis of the situation, from a global perspective of the centre, including a SWOT, definition of strategic lines and actions.

The areas where they are developing this partnership are:

1. Continuous training of professionals
2. Techniques in making and / or developing protocols and methodology
3. Information systems
4. Professional exchange



Thank you for your attention

Parc Sanitari  Sant Joan de Déu
www.pssjd.org

