

Philosophy of a successful health institution

**Hospital of Merciful Sisters
Saint Karel Boromejsky
Prague**

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P R A H A

NEMOCNICE MILOSRDNÝCH SESTER SVATÉHO KARLA BOROMEJSKÉHO

1854 - 2004

**150 let od založení
Nemocnice Milosrdných sester
sv. Karla Boromejského v Praze**



Hospital of Merciful Sisters Saint Karel Boromejsky

- Hospital introduction
- History
- Today
- Vision and plans

Hospital introduction

- 170 years ago – sisters congregation
arrival to Bohemia
- 1854 – building construction – Lobkowicz
dynasty
- Interwar period
- 1945 – 1948
- 1951 – 1989 teaching hospital
- 1993 ownership renewal

Hospital today

- Unstate, church hospital
- Settlor congregation of Merciful Sisters Saint Karel Boromejsky in Prague
- Acute care (consequential)
- Attraction zone
- Closer cooperation – gastroenterology, cardiology, hernial center, sick-bed RHB, children DETOX

HMSKB wants to be original

Target – family circle with a human attitude based on ethic standards coming out of christian worthiness providing complex service for all people, eminently complementing providers health care system

Providing sickbed and ambulatory care, which meet the high standards of urgent or chronic medicine with peaceful atmosphere in historical center of metropolis.

Reconstruction and
restructuralization

separation palliative medicine
ephemeral surgery

2005 External audit

Ø Strong point

Ø Weak point

Suggestibility and Nonsuggestibility

Immediate and longlasting solutions
of general manager's hospital targets

CRITICAL FACTORS OF SUCCESS - audit (time horizon 5 – 7 years)

Stabilization and motivation of fundamental important personalities (doctors).

Sensible just rewards guarantee.

Having a mechanism for searching opportunities based on strong point.

Larger speciality sharing, undelegated risk elimination.

Building (upkeeping) actual standard of technical.

Main manager hospital targets

- Efficient, professionally and personally satisfied employee
- High quality of internal processes
- Satisfied patient
- Satisfied top management and founder

Who is satisfied employee?

Financial conditions: It is necessary to adapt wage conditions according to a competitive environment other hospitals.

- Criteria - economist – efficiency and economical doctor's utility, speciality and publication activities.
- It is difficult to measure own work quality, figures of complication, but also exact numbers of good commend of medical duties. **MIS.**
- **Result:** Let's say, that in the period of narrow minded financial possibilities probably works pure exact individualized attitude.

Nonfinancial:

Perspective and work duties

Personal ties in collective (team work)

Crucial person is also unfinancial motivated by his own. Each doctor aspiring for director position and prestige must educate and improve his knowledge for a whole life and transmit his skill acquisition on his colleagues and subordinates. Hospital management commission is to allow to this person professional development by the creation of a reasonable business structure, in order to avoid lack of utilization or on the contrary excessive capacity utilization.

Result: Here, we can positively apply the principle of retroaction of assessing interview between management and employees.

High quality internal processes

- Ø Restructuralization – optimalized rate of acute and chronic care
- Ø Reconstruction of buildings and departments
- Ø National acredication
- Ø Medical documentation – NIS, DRG
- Ø Teaching workplace 3. MF UK Prague
- Ø All levels employees training

Interactive nurse education on principal positions – communication skills

- Ø Assertive communication at main nurse position
- Ø Specification of communication between colleagues, subordinates and doctors
- Ø Motivating communication with patient and their relatives

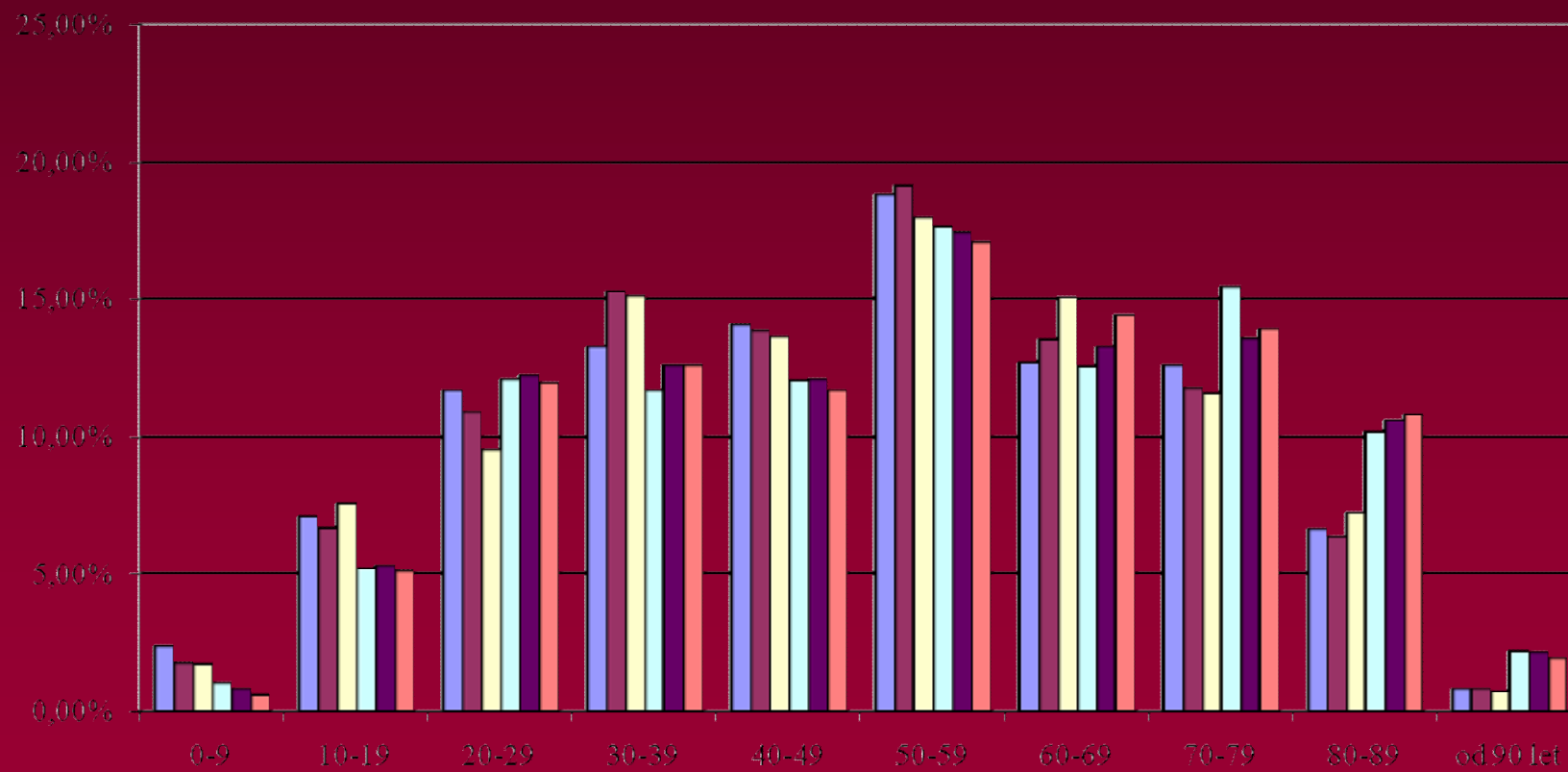
**A personal behaviour example is
totally fundamental!**

Who is a satisfied patient?

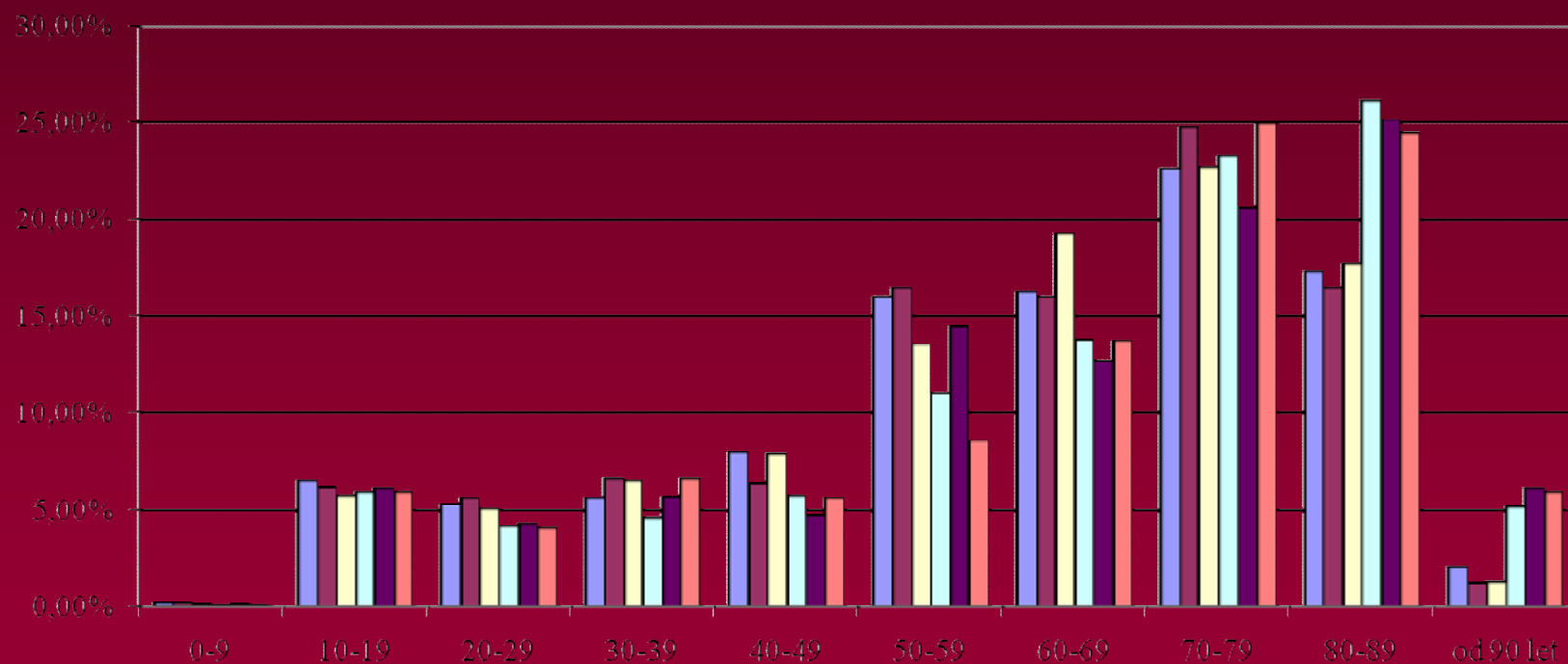
Nameless questionnaire 2006

- Ø Seriousness of the disease (communication with relatives)
- Ø Good informedness, totally individual attitude, time severity
- Ø Treatment process – complication, infection, time of hospitalization
- Ø Hospital environs, meals, possibility of above standard accommodation

Patient's age structure



Age structure according to volume health care rendered



Can top management and founder of unstate hospital be satisfied?

- Ø Reduction of primary financial waste 2002
- Ø Personal stabilization
- Ø Economics: Expences increased only about 1,7 % during 5 years of the existence. Hospital has liabilities towards its suppliers maximum to the extend of delay in payments from insurance company.
- Ø Financial sources (over 90% insurance company)
- Ø External factors - ins. company, care centralization

Hospital of Merciful Sisters Saint Karel Boromejsky

Thank you for comprehension, patient and possible cooperation.

Wish you a pleasant adventitious time full of understanding, forgiveness and joy.