

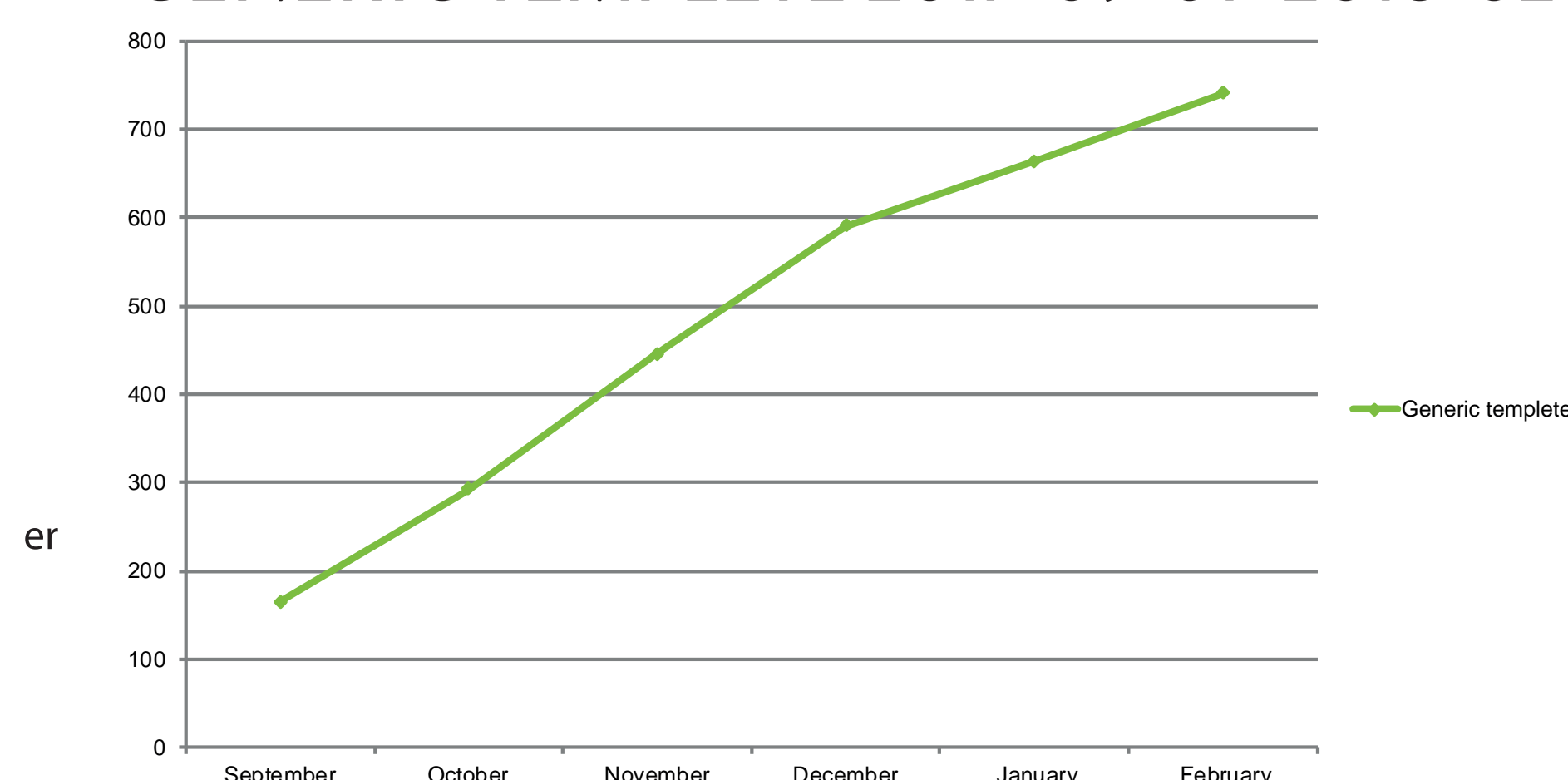
# TAKING BIG STEPS TOWARDS PERSON-CENTRED PSYCHIATRIC CARE

## BACKGROUND

- Several problems had been discussed in relation to person-centred care and a higher degree of patient involvement, as stated in Swedish laws and national guidelines.
- One of the main problems was difficulties to build a generic understanding of each patient and of the treatment discussed and planned regarding the patient. This made it difficult to communicate with the patient, the family, between professionals and also with other departments in the health care system.
- Another problem was the lack of systematics regarding not only involving the patients and the families but also the roll of management and the structure of in-service-training.



GENERIC TEMPLATE 2017-09-01–2018-02-28



FAMILY-PARTICIPATION



## MEASURE

- Management decided to go through with five different improvement projects with the aim to have impact on all five departments of the psychiatric care.
- A generic template in the medical record system for care planning, together with the patient, was developed.
- A systematic measurement of family-participation was started by using a specific code in the medical record.
- Five in-service-training-groups using a studycircle-material were performed by three groups with mixed professionals and with management. Each group initiated new improvement projects.
- Management started to have follow-up-discussions at each meeting about running and upcoming improvement projects.
- Two of the department-leaders joined a national leadership-education in person-centred care.

## RESULTS

- There is a clear supportive attitude among the professionals regarding the generic template for care planning. The goal to do 500 generic templates was fulfilled.
- There is an increased use of the specific code for family-participation, we saw an increase of 402% of the specific code from when we started until the first follow-up a year later.

Sandor Eriksson, operations manager  
Department of adult psychiatry, Växjö, Sweden  
CONTACT: sandor.eriksson@kronoberg.se  
WWW.REGIONKRONOBERG.SE