

St. Olavs Hospital, Trondheim University Hospital
March, 1st, 2017

Outstanding treatment

Strategy 2015-2018. Revised 2016-12-16

Outstanding treatment

Our vision is to provide outstanding treatment to the population of central Norway. This means that patients will receive the best recommended treatment performed by highly competent employees both in respect of quality and safety. All patients and their families are treated with respect, and they will experience openness and good communication when meeting the hospital.

As a university hospital, St. Olavs Hospital emphasizes the education of professional and public-minded employees understanding the coordination of health services. Research and scientific documentary proof are fundamental for the activity.

Our main strategies are improvement of quality through:

- continuous improvement
- outstanding emergency treatment
- clinical care pathways
- optimal use of resources
- integrated hospital and university

Challenges

Growth in population, more elderly people, environmental factors and new technology will change future need for health services. New kinds of treatment will make the health services able to do even more for many people, but on the other hand there will be less access to qualified health workforce to solve the future tasks in health services.

A great many patients experience the health services as fragmented. The municipal health and care services and the specialist health services do not cooperate well enough and may therefore appear not coordinated.

To meet these challenges one must require higher standards for management, organization, cooperation, competence planning, knowledge-based priorities and use of resources. In cooperation with the municipal health services, the hospital may contribute to reduce the need for health services in the population. Adopting new technology is one of the premises to meet the challenges.

The hospital will contribute to create the patient health service. Patients and their families will be an active partner in decisions on treatment and further development of the health services.

Through our social responsibility, we are continuously working to prevent and reduce the environmental impact from our own activity and the services we both produce and deliver.

Possibilities

Continuous improvement

All employees at St. Olavs Hospital have two jobs; the one is the work and the other is improvement.

St. Olavs Hospital has focus on continuous improvement to meet the changes in society and within medical development. Both the authorities and the population have huge expectations to the quality of the services that we provide, not least when it comes to patient safety.

St. Olavs Hospital is building a culture and expertise for continuous improvement, working processes and results, so that both employees and departments can practice improvements as part of the daily activities.

St. Olavs Hospital responds actively to international experiences and knowledge in improvement efforts, and the hospital's own program for management and development includes management in line, and management both clinical and in treatment.

Outstanding emergency treatment

The need for urgent medical treatment is expected to increase in years to come. This requires better accessibility and a distinct task sharing between hospitals and municipalities, and also within St. Olavs Hospital.

To provide outstanding urgent treatment it is crucial that patients receive correct treatment in due time and right place. Organization of emergency has national priority, and effective urgent treatment must include departments of emergency in physical and mental health and substance abuse.

The hospital has a clear aim to raise specialist health service expertise in emergency departments to ensure quick and effective treatment.

Clinical care pathways

Total investment in professional quality of the treatment, the patient satisfaction and the way that the hospital uses resources, provides outstanding treatment. Clinical care pathways are one of the pillars of the hospital's improvement program, and the tool for developing, implementing, managing and measuring the quality of treatment.

Modern information technology used in the patient program provides necessary information about professional quality and the use of resources.

Trondheim university hospital is the main professional force in central Norway. St. Olavs Hospital takes the responsibility to develop and implement standardized patient care in cooperation with the municipal health and care services and the other hospitals in the region. The aim is that the patients experience one coordinated health service communicating well and sharing information between the various levels of the treatment programs.

Optimal use of resources

Staff with their competence is the most important resource of the hospital. It is crucial for the hospital to appear as a health-promoting workplace, and to run a comprehensive and long-term workforce planning. Quality also requires efficient use of equipment and working capital. The

hospital must at all periods of time maintain an optimal building structure, with optimal adaptation to the academic disciplines and businesses throughout the whole enterprise.

Integrated university

St. Olavs Hospital is one of Europe's most modern hospital facilities. The hospital is built and integrated with the Faculty of Medicine and Health Sciences at NTNU with clinicians, researchers and students working side by side. This proves a strong connection between good research and good treatment. The aim is more and even better research and a shorter distance from knowledge to improved clinical practice.

St. Olavs Hospital and Faculty of Medicine and Health Sciences at NTNU will define common areas and establish a joint organization for these responsibilities. This will contribute to effects from a tight integration.

Centre for mental health will be built in collaboration between the university and the hospital. The centre will give modern, future-oriented and suitable facilities for mental health services both on Øya and Østmarka.

St. Olavs Hospital cooperates with NTNU to establish a common campus. The aim is even better health education and research, more knowledge on organization and community, and a kind of education supporting the needs of the patients.

To meet the future health challenges within organization, logistics and waiting times, the university hospital invites to cooperation with several academic disciplines. Organization, technology and economics will be important areas to bring forth when developing new knowledge and skills in logistics and uses of resources in the health service.

Trondheim university hospital has also regional tasks in central Norway. Among others, this includes management of professional networks and responsibility for developing regional standardized patient care.

Our goals

- Outstanding treatment
- Research on high level
- Strong competence
- Attractive place to work

Outstanding treatment

St. Olavs Hospital will

- develop predictable treatments and ensure that patients get their treatment on the right place at due time through the implementation of clinical care pathways
- facilitate so that patients and their families take part in the treatment and master their situation in a good way
- current user involvement
- evaluate and make visible the quality of the services, and with special attention to patient safety and its benefits for the patients

- contribute to develop coordinated health services between municipalities and hospitals throughout the region, and in other parts of the specialist health services
- contribute to invest in a new ICT system that supports all parts of the clinical care pathways
- have short waiting times and no breaches of waiting time
- develop, implement and evaluate new knowledge and technology through Centre for health care improvement (RSHU)

Research on high level

St. Olavs Hospital will

- develop cooperation between university and research to improve the clinical knowledge
- develop methods contributing to quick introduction to new knowledge into the clinical care pathways
- arrange considerable research activity
- stay leading and inclusive in treatment within regional clinical research
- deliver clinical research in treatment up to an international level within chosen areas

Strong competence

St. Olavs Hospital will

- recruit, develop and keep competent personnel
- facilitate for new competence to solve tasks through high quality
- develop an inclusive working environment for patient treatment, research and education
- develop the hospital as a clinical arena for education

Attractive place to work

St. Olavs Hospital will

- appear as a workplace characterized by openness and interdisciplinary cooperation
- create a culture supporting the goals on outstanding treatment
- have visible and responsible leaders working towards common goals
- go for employees in permanent full-time positions
- have responsible employees given influence in the development of St. Olavs Hospital
- be an excellent workplace inspiring to work

Our values are:

Safety, respect and quality

Entirety, equality and participation characterizes our culture

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