ACHIEVING PATIENT-CENTRED HEALTHCARE THANKS TO PATIENTS’ ORGANIZATIONS
ABOUT INTERNATIONAL HOSPITAL FEDERATION...

- IHF Founded in 1929 in Atlantic city
- Geneva-based
- A global association of healthcare organizations and hospital associations
- An independent, not for profit, non-governmental organization.
- Aims to develop and maintain a spirit of cooperation and communication among its members
- Helps them to improve the level of the services they deliver to the population, through publications, newsletter, benchmarking tools and various meetings and congresses.
- A unique arena for all major hospital and health care associations to cooperate to act upon their critical concerns.
- Recognized as a key stakeholder by major international organizations
HOW TO MONITOR PATIENTS SATISFACTION
Why an International Survey?

- Patients satisfaction has emerged as a major concern in most of the countries
- Because feedback is crucial to improve any organization especially in a multi-dimension environment
- Various health systems across the world may induce different logics in a patients satisfaction monitoring
- A need to benchmark
- A good opportunity to strengthen the links between hospital and patients organizations at international level!
HOW TO MONITOR PATIENTS SATISFACTION?
Results among 28 members of IHF

- Panel: Portugal, France, Lebanon, China Honk Hong, Finland, Japan, Kuwait, Australia, Canada, Philippines, USA, Denmark, Morocco, Australia, Nigeria, Israel, Switzerland, Norway...
- 86% of countries have a formal system to monitor patient satisfaction
- Among them, 54% have a national standardized system and 46% a developed locally system
- Half of the countries have a website with public reporting of the results found
- Half of the countries organize an annual report on patient satisfaction that is discussed by the healthcare board or authorities
- The formal system is a mandatory system (62%) or relies on facility good will (38%)
HOW TO MONITOR PATIENTS’ SATISFACTION

Results

- process/results
- one-to-one/phone/e-mail
- anonymous/non anonymous
- Conducted by hospital/external agency
- Global / sampled and randomized
- Shared and reported data / not
- Link with accreditation process / not
- standardized/non standardized
- including healthcare delivered or focused on patients rights respect
- ....
THE FRENCH CASE Theory...

- Early 80ies: Patients “Bill of rights”
- 1996: Patients representative enter the hospitals’ boards
- 2002: Patients Rights Law that promote a “sanitary democracy”
- 2005: New laws that enlarge the powers of patients organizations
- 2012: “White Book” of the French federation of hospitals that call for the presence of patients representatives at all levels of decision
80% of Hospitals have at least two patients representatives in their board

23% of patients declare to know the existence of patients organizations… and 14% how to reach them

85% have a patients representative who has an access to the claims adressed to the management

7% (180/2500) have a « house of patients » dedicated to patients organizations that may help patients and their families… In these hospitals, 12% of in-patients are well informed on these « house of patients »

23% declare to have the will to create such a structure
CONCLUSION

- Professional are aware that the rise of chronic diseases calls for a patient-centered health system
- Patients Organizations are « in the picture » but they do not have yet the role they should have
- New information technologies may help to have a shared information on patients’ satisfaction
- IHF believes that the voice of patients is crucial if we want to improve any health system
- Patients’ organizations should work with us to benchmark national experiences