

STEP BY STEP: LEARNINGS FROM IMPLEMENTATION OF PERSON-CENTRED PRACTICE ACROSS A HOSPITAL IN DENMARK

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BACKGROUND

In 2021 a person-centred vision and strategy was accepted by the executive nursing and allied health care team at a university hospital in Denmark, as a gold standard for the next four years. Despite the pressures caused by the Covid-19 pandemic, several departments had already committed themselves to the idea of person-centredness, but were also challenged to embed the strategy in daily practice. From the first year's experiences, one of the main learnings was that "moments of person-centredness" could be the foundation for the further strengthening of a person-centred culture throughout the hospital. This led to a focus on breaking the habit of working in silos and several initiatives were taken, for instance:

Two departments joined forces and developed a common person-centred practice program lead in collaboration by the head nurses, the nurse researchers and a guest professor/international expert in person-centred practice.

Closer association was established with The International Community of Practice for Person-centred Practice resulting in the identification of new research partners in specific projects and collaboration regarding leadership programs.

In close cooperation between employees and managers, a department developed a person-centred strategy which subsequently forms the basis for learning and development of the department.

A person-centred practice development course aimed at nursing ward-managers across the hospital was developed and pilot tested.

WE STILL HAVE A LONG WAY TO GO

before our moments of person-centredness develop into a genuine person-centred culture, but we are definitely heading in the right direction, step by step.

