International Network of
Health Promoting Hospitals
& Health Services

2020 Standards for Health Promoting Hospitals and Health Services

Themen

- Einleitung / Vorstellung des internationalen HPH Sekretariats
- Hintergrund zum Entwicklungsprozess der Standards
- Überblick über die inhaltlichen Schwerpunkte der Standards
- Nächste Schritte

International Network of
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& Health Services

HPH Secretariat

The International HPH Secretariat is hosted by OptiMedis AG in Hamburg, Germany. OptiMedis is a management organisation that sets up regional integrated care networks in which public health, health promotion, and disease prevention strategies are put into practice.

Keriin Katsaros, MPH

Project Coordinator

Oliver Gröne, PhD

CEO

Helmut Hildebrandt, Dr. h. c

Policy

Indra Rojahn

Communication

Anneka Tiede

Accounting

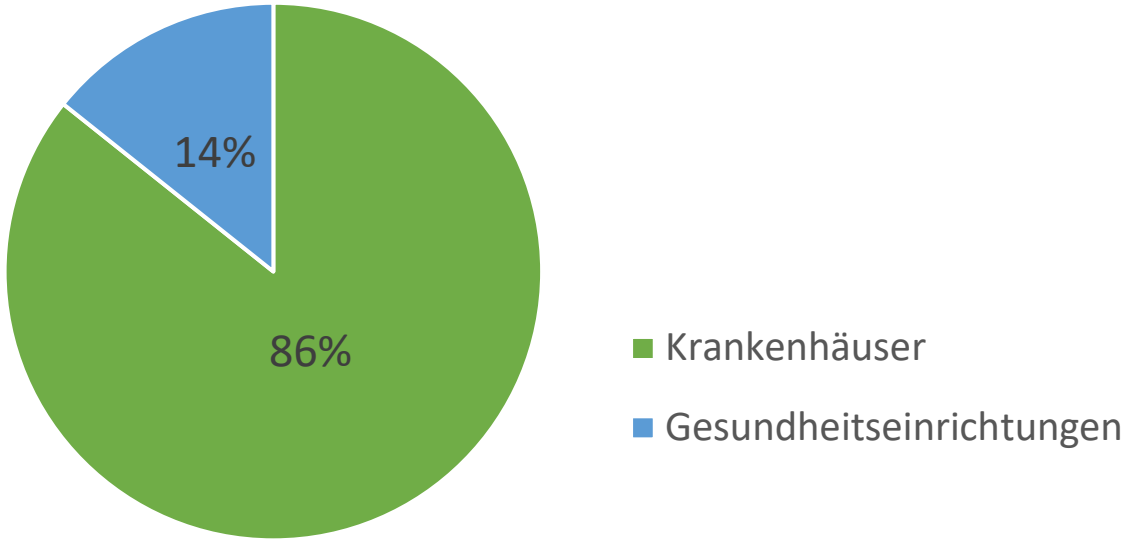
International Network of
Health Promoting Hospitals
& Health Services

Mitglieder: **610**

Länder: **33**

Nationale/Regionale Netzwerke: **20**

Mitglieder in Österreich:21



A.ö. Krankenhaus der Barmherzigen Brüder - St. Veit

A.ö. Landeskrankenhaus - Universitätsklinikum Graz

A.ö. Landeskrankenhaus Hochsteiermark

Bezirkskrankenhaus Schwaz Betriebsgesellschaft m.b.H

Geriatrische Gesundheitszentren der Stadt Graz

Kepler Universitätsklinikum GmbH

Klinikum am Kurpark Baden

Klinikum Klagenfurt am Wörthersee

Klinikum Wels-Grieskirchen

Krankenanstalt Rudolfstiftung

Krankenanstalt Sanatorium Hera

Krankenhaus der Barmherzigen Brüder - Wien

Krankenhaus der Elisabethinen Graz

Krankenhaus der Elisabethinen Klagenfurt

Krankenhaus der Stadt Wien Hietzing mit Neurologischem Zentrum Rosenhügel

LKH Graz II

Neurologisches Therapiezentrum Kapfenberg

Sozialmedizinisches Zentrum Baumgartner Höhe - Otto Wagner Spital mit Pflegezentrum

Sozialmedizinisches Zentrum Ost - Donauspital

Sozialmedizinisches Zentrum Süd - Kaiser-Franz-Josef-Spital der Stadt Wien

Wilhelminenspital der Stadt Wien

Definition von HPH / Strategieentwicklung

International Network of Health Promoting Hospitals & Health Services

"Health promoting hospitals and health services (HPH) orient their governance models, structures, processes and culture to optimise health gains of patients, staff and populations served and to support sustainable societies."

Developed by Jürgen Pelikan, Margareta Kristensen, Sally Fawkes, and Oliver Gröne on behald of the Governance Board

For the Update of the WHO Health Promotion Glossary

Entwicklungsprozess der Standards

International Network of
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Von den ursprünglichen zu den neuen HPH Standards

International Network of Health Promoting Hospitals & Health Services

- Publikation der HPH Standards (2006) zur Operationalisierung und Messbarmachung von Gesundheitsförderung – in viele Sprachen übersetzt
- Entwicklung der „HPH Standards Familie“ im Rahmen der HPH ‘s Task Forces und Working Groups (Kinder, Ältere, Gesundheitskompetenz, Umwelt …)
- Forderung eines übergeordneten Standardssets, aufbauend auf der Arbeit von Dr. Antonio Chiarenza
- Ad-hoc Arbeitsgruppe: Antonio Chiarenza, Rainer Christ, Birgit Metzler, Margareta Kristensen, Sally Fawkes, Keriin Katsaros, Oliver Groene

Umbrella Standards

Entwicklungsprozess

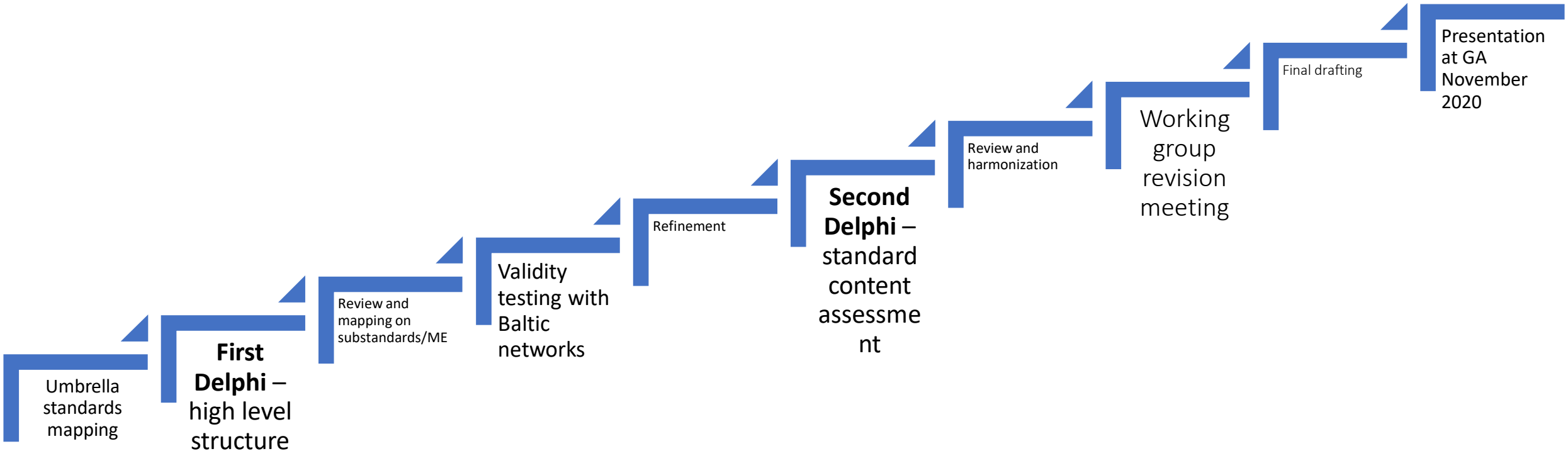
Kernkomponenten waren:

1. Ursprüngliche Analyse der „umbrella standards“ (Antonio Chiarenza)
2. Zwei-stufiges Delphi Panel (1. Scope, 2. Inhaltlicher Fokus)
3. Konsultation der Arbeitsgruppe / Netzwerke

Umbrella Standards

Development Process

International Network of Health Promoting Hospitals & Health Services



Umbrella Standards

Rahmenmodell

From: Dr Antonio Chiarenza

International Network of Health Promoting Hospitals & Health Services

DOMAINS	SUB-DOMAINS	HPH	Equity	HL	Engagement	Environment	Children	Elderly
1. Organisational committment	1. Policy & leadership	yes	yes	yes	yes	yes	NO	yes
	2. Measurement of performance	yes	yes	yes	yes	yes	yes	yes
2. Staff / workforce	1. Recruitment	NO	NO	NO	yes	NO	NO	yes
	2. Competences	yes	yes	yes	yes	yes	yes	yes
	3. Involvement	yes	NO	yes	NO	NO	NO	yes
	4. Workforce health promotion & wellbeing	yes	yes	yes	NO	yes	NO	NO
3. Accessibility	1. Entitlement/Rights	NO	yes	NO	NO	NO	yes	NO
	2. Physical & geographical accessibility	NO	yes	yes	NO	yes	NO	yes
	3. Socio-cultural acceptability	NO	yes	yes	NO	NO	yes	yes
4. Patient centred care	1. Needs assessment	yes	yes	yes	yes	NO	yes	yes
	2. Care provision	NO	yes	yes	yes	NO	yes	yes
	3. Patient/provider communication	NO	yes	yes	NO	NO	NO	NO
	4. Patient information	yes	yes	yes	NO	yes	yes	yes
5. Health care environment	1. Respectful & trustful	yes	yes	NO	NO	yes	yes	NO
	2. Healthy & safe for patients	NO	NO	NO	NO	yes	yes	yes
	3. Healthy & safe for staff	yes	yes	yes	NO	yes	NO	NO
6. Involvement & participation	1. Patient/family engagement	NO	yes	yes	yes	NO	yes	yes
	2. Community engagement	NO	NO	yes	NO	yes	NO	yes
7. Promoting health in the wider society	1. Sharing information with other services	yes	yes	yes	yes	NO	NO	yes
	2. Networking & collaborations	yes	yes	yes	yes	yes	NO	yes

Anzahl der Domänen, Unterdomänen und Standards (old mapping)

International Network of Health Promoting Hospitals & Health Services

Document	Domain(#)	Subdomain (#)	Standard (#)
Original HPH	5	13	40
Behavioural standards	5	12	45
Equity	5	18	50
Mental health	5	26	87
Environment	8	8	86
New Haven Declaration	3	3	24
Smoke Free Standards	10	15	44
Elderly	4	11	60
HLO	8	21	158
Children and adolescents 1	6	18	61
Children and adolescents 2	5	16	12
	64	**161**	**667**

International Network of Health Promoting Hospitals & Health Services

Umbrella Standards - Delphi Studie

Runde 1

Umfang der Standards

- Domänen bewertet in Bezug auf: Verständnis, Relevanz, Wichtigkeit
- Rückmeldung von Experten
- Qualitative Bewertung der Dimensionen

Runde 2

Definition der Standards

- Domänen und Unterdomänen bewertet in Bezug auf: Verständnis, Relevanz, Wichtigkeit
- Rückmeldung von Experten
- Qualitative Bewertung der Dimensionen

Neue Standards

Teilnehmer der Delphi Runden

Expert Panel:

- HPH Governance Board + standing observers
- Task Force and working group leaders
- External subject domain experts
- National/Regional network coordinators
- External strategic experts

Umbrella Standards

Beispiel aus dem Online Tool

International Network of Health Promoting Hospitals & Health Services

Organizational commitment

The organization is committed to implement health promotion as part of their overall strategy.

This dimension includes two subdimensions:

1. policy and leadership
2. measurement and improvement of performance

	1 do not agree	2	3	4	5	6	7 fully agree
This dimension and its components are clearly defined	○	○	○	○	○	○	○
This dimension and its components are **relevant** to HPH implementation	○	○	○	○	○	○	○
This dimension and its component are **important** for HPH implementation	○	○	○	○	○	○	○

Do you have any comments / additions concerning this dimension and its subdimension?

	Dimension	Definition	Subdimension	(1= do not agree to 7= fully agree) This dimension and its components are... ...clearly defined	...relevant to HPH implementation	...important for HPH implementation
1	**Organizational commitment**	The organization is committed to implement health orientation and continues improvement as part of their overall strategy and culture.	This dimension includes two subdimensions: 1. policy and leadership 2. measurements, including self reported outcome, for improvement of performance	6.625	5.4375	6.625
2	**Initially Evidence-based implementation and continuous improvement THEN CHANGED Monitoring health needs for the population and patients**	The organization collects data to identify health promotion needs in order to prioritize activities to the right groups and individuals	This dimension includes two sub-dimensions: 1. the population at large 2. service users	6.6875	5.9375	6.6875
3	**Health of staff and the workforce**	The organization ensures and improves the health of all staff, support workers and volunteers.	This dimension includes four subdimensions: 1. Staff recruitment and career development 2. Staff competencies 3. Staff involvement 4. Workforce health promotion and well-being.	5.5625	5.5625	5.5
4	**Access to the service**	The organization implements measures to ensure easy, timely and equal access to its facilities. Availiability, accessability, acceptability, quality. Triple AAAQ	This dimension includes four subdimensions: 1. Entitlements/rights to care 2. Information to facilitate access 3. Physical and geographical accessibility 4. Socio-cultural acceptability	6.4375	5.875	6.5
5	**Knowledge-based and health orientated care and service provision**	The organization uses the best available knowledge for a proactive person-centred care with the aim to optimize health outcomes.	This dimension includes four subdimensions: 1. Responsiveness to care needs 2. Responsiveness to need of prevention 3. Patient and provider communication 4. Patient empowerment and involvement	6.4375	5.4375	6.375
6	**The care environment**	The organization supports the development of a healthy, safe and respectul place for patients and staff.	This dimension includes three subdimensions: 1. Respectful, trustful and welcoming 2. Health promoting and safe for patients 3. Health promoting and safe for staff	6.625	5.625	6.5625
7	**Participation and involvement**	The organization enables service users/communities to participate and contribute to its organizational activities.	This dimension includes two subdimensions: 1. Service users' engagement and impact 2. Community engagement and impact	6.375	5.875	6.375
8	**Promoting health in the wider society**	The organization accepts responsibility to promote health in the population served.	This dimension includes two subdimensions: 1. Sharing knowledge, research and capacity building 2. Networking and collaboration 3. Proactive initiatives directed to population and communities.	6.5625	5.75	6.625
		Do you have any further comments about relevant dimensions and subdimensions not addressed so far which should be included in the HPH standards?	Open question			

Umbrella Standards

Do you have any comments / additions concerning this dimension and its subdimension?

Selected comments from Dimension 1

The organization is committed to implement health promotion as part of their overall strategy.

“I would add citizens participation as third bullet in order to guarantee a stronger participatory approach even in HP planning. “

“The extent to which resources are made available for health promotion should be addressed, either through dedicated budgets or through reference to health promotion being an integral part of organizational policies.”

“I would consider adding #3. Organizational Support Structures. You need not only the policies that leadership establishes around health promotion and mechanisms to measure performance, but identification of the structures within the organization through which the policies are operationalized.”

Anzahl der Domänen, Unterdomänen und Standards (old mapping)

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Anzahl der Domänen, Unterdomänen und Standards (Neu)

International Network of Health Promoting Hospitals & Health Services

Umbrella Standard	Domains (#)	Sub-domains (#)	Standards (#)
1. Demonstrating organizational commitment for HPH	1	3	13
2. Ensuring access to the service	1	3	11
3. Enhancing people-centered health care and user involvement	1	6	30
4. Creating a healthy workplace and healthy setting	1	2	13
5. Promoting health in the wider society	1	4	19
	5	**18**	**86**

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2020 Standards for Health Promoting Hospitals and Health Services

International Network of
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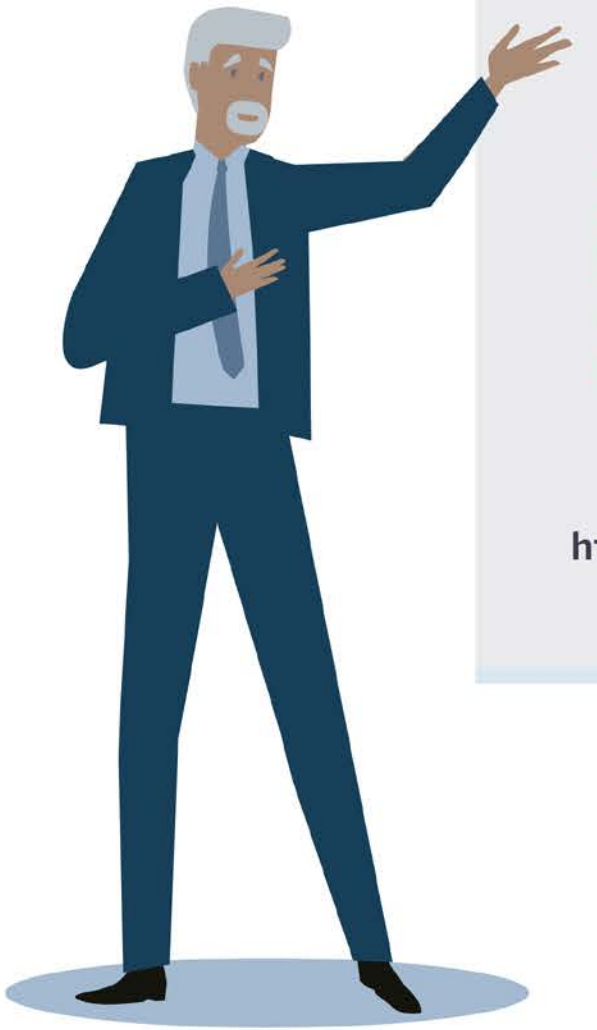
Übersetzungen

- In Bearbeitung:
  - Swedisch
  - Deutsch
  - Chinesisch
  - Norwegisch
  - Spanisch
  - Katalan
  - …
- Deutsche Übersetzung noch nicht final!



The New Standards for Health Promoting Hospitals and Health Services

Standard 1: Demonstrating organizational commitment for HPH
Standard 2: Ensuring access to the service
Standard 3: Enhancing people-centered health care and user involvement
Standard 4: Creating a healthy workplace
Standard 5: Promoting health in the wider society

https://www.hphnet.org/standards/

International Network of
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Organisatorisches Engagement für HPH demonstrieren

Standard 1

International Network of Health Promoting Hospitals & Health Services

Demonstrating organizational commitment for HPH

Objective:

The organization is committed to orient their governance models, policies, structures, processes, and culture to optimize health gains of patients, staff and populations served and to support sustainable societies.

1. Leadership
2. Policy
3. Monitoring, implementation and evaluation

Beispiele:

Unsere Organisation setzt HPH als Teil der gesamten Organisationsstrategie um.

Unsere Organisation hat einen Leiter für die Umsetzung der HPH Strategie ernannt, sowie Aufgabenleiter für Teilbereiche der Standards.

Unser Beirat überprüft die Umsetzung dieser Vision jährlich.

Sicherstellung eines niedrigschwelligen Zugangs zu den Versorgungsleistungen

Standard 2

International Network of Health Promoting Hospitals & Health Services

Ensuring access to the service

Objective:

The organization implements measures to ensure availability, accessibility, and acceptability of its facilities.

1. Entitlements and availability
2. Information and access
3. Socio-cultural acceptability

Examples:

Unsere Organisation entwickelt Informationsmaterialien und Navigationssymbole unter Berücksichtigung von Gesundheitskompetenz, Sprachen und kognitiven Fähigkeiten der Patientengruppen.

Verbesserung der personenzentrierten Versorgung und Einbeziehung der Nutzer

Standard 3

International Network of Health Promoting Hospitals & Health Services

Enhancing people-centered health care and user involvement

Objective:

The organization strives for the best possible patient-centered care and health outcomes and enables service users/communities to participate and contribute to its activities.

1. Responsiveness to care needs
2. Response care practice
3. Patient and provider communication
4. Supporting patient behavioural change and patient empowerment
5. Involving patients, families, caregivers and the community
6. Collaborating with care providers

Beispiel:

Unsere Organisation setzt Interventionen zur Förderung der Selbstmanagementkompetenz um, um sicherzustellen, das Patienten nach der Entlassung die erforderlichen Fähigkeiten zum Selbstmanagement haben.

Schaffung eines gesunden Arbeitsplatzes und eines gesunden Settings

Standard 4

International Network of Health Promoting Hospitals & Health Services

Creating a healthy workplace and healthy setting

1. Staff health needs, involvement and health promotion
2. Healthy setting

Objective:

The organization develops a health promoting workplace and strives to become a health promoting setting to improve the health of all patients, relatives, staff, support workers, and volunteers.

Beispiele:

Unsere Organisation schafft ein Umfeld, in dem sich Patienten, Mitarbeiter und Angehörige sicher fühlen, mit Respekt behandelt werden und in ihrer Identität respektiert werden.

Unsere Organisation bietet gesunde Ernährung und verbietet ungesunde Optionen auf dem Gelände und in der unmittelbaren Umgebung.

Förderung der Gesundheit auf gesellschaftlicher Ebene

Standard 5

International Network of Health Promoting Hospitals & Health Services

Promoting health in the wider society

Objective:

The organization accepts responsibility to promote health in the local community and for the population served.

1. Health needs of the population
2. Addressing community health
3. Environmental health
4. Sharing information, research and capacity

Beispiel:

Unsere Organisation arbeitet mit dem Öffentlichen Gesundheitsdienst zusammen, um Informationen über Krankheitsvermeidung und Gesundheitsförderung zu sammeln, auszu-werten und Gesundheitsförderungsbedarfe zu ermitteln.

Unsere Organisation reduziert den ökologischen Fussabdruck durch die Stärkung gesunder Essgewohnheiten und durch den lokalen und nachhaltigen Einkauf von Lebensmitteln.

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What‘s next?

Included in 2020 Standards Update

Self-assessment tool [forthcoming]

Standard 1: Demonstrating organizational commitment for HPH

Objective: The organization is committed to orient their governance models, policies, structures, processes, and culture to optimize health gains of patients , staff and populations served and to support sustainable societies.

Substandard 1: Leadership

- Our organization implements the HPH standards as part of ist overall organizational strategy.
- The action of our organization´s leadership team mirror the aims of the HPH vision.
- […]

Measurable element […] Tool link

Measurable element […] Tool link

Measurable element […] Tool link

Substandard n: …

- […]

Standard 2: […]

[…]

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You can reach us later by writing to:

info@hphnet.org