



RESONANCE

THE MICROSYSTEM FESTIVAL CELEBRATING 20 YEARS

Feb 28 – March 2 Jönköping, Sweden

Equal eye care through co-production

Improvement work in collaboration
with the Swedish Association of the
Visually Impaired with a focus on
accessibility and service

Introduction

“Any discrimination, for example in access to health care, as well as in means and entitlements for achieving this access, is prohibited on the basis of race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, physical or mental disability, health status (including HIV/AIDS), sexual orientation ,and civil, political, social or other status, which has the intention or effect of impairing the equal enjoyment or exercise of the right to health.”
(WHO, 2017)



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FOR IMPROVEMENT OF HEALTH AND WELFARE

 Region
Jönköpings län

Context

- Hospital with one of Swedens largest eye clinics.
- 280 doctors, nurses, optometrists, photographers, administrative staff.
- Complaints about accessibility and lack of understanding from staff.
- Co-production with The Swedish Association of the Visually Impaired (SRF).



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Purpose

- Equal healthcare for visually impaired patients. They should have equal prerequisites as not visually impaired patients who visit the clinic. This applies to both accessibility and treatment/service.



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Method, improving accessibility

- Four patients were invited.
- Survey before and after improvement work
- Improvement suggestions for each remark
- Talking queue system, better signage, better lighting

**How easy is it to
find your way
from A to B?**

1=Very difficult 10=Very easy

1 2 3 4 5 6 7 8 9 10



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SMART goal

- In order to increase accessibility for our visually impaired patients, three out of four patients must give at least a 6 out of 10 rating (median of four questions) regarding the experience of the accessibility at the Eye Clinic. The grade is given by visually impaired patients, and before the improvement work was done, only one of the patients gave a grade of at least 6 out of 10. The goal must be achieved by March 31, 2022.



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Method, improving service

- Awareness sessions led by SRF
- Three sessions were booked
- How is it to live with a visual impairment?
 - Walk around blindfolded with a white cane
 - Assistance technique
 - Perform everyday tasks
 - Practical tips: Don't point, don't talk to colleagues...



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SMART goal 2

- In order to improve the service for patients with visual impairment, at least 30 staff members must have undergone awareness sessions led by SRF. The goal must be achieved by March 31, 2022. This is a short-term target, where the ultimate goal is that all employees must have completed the training in 2022.



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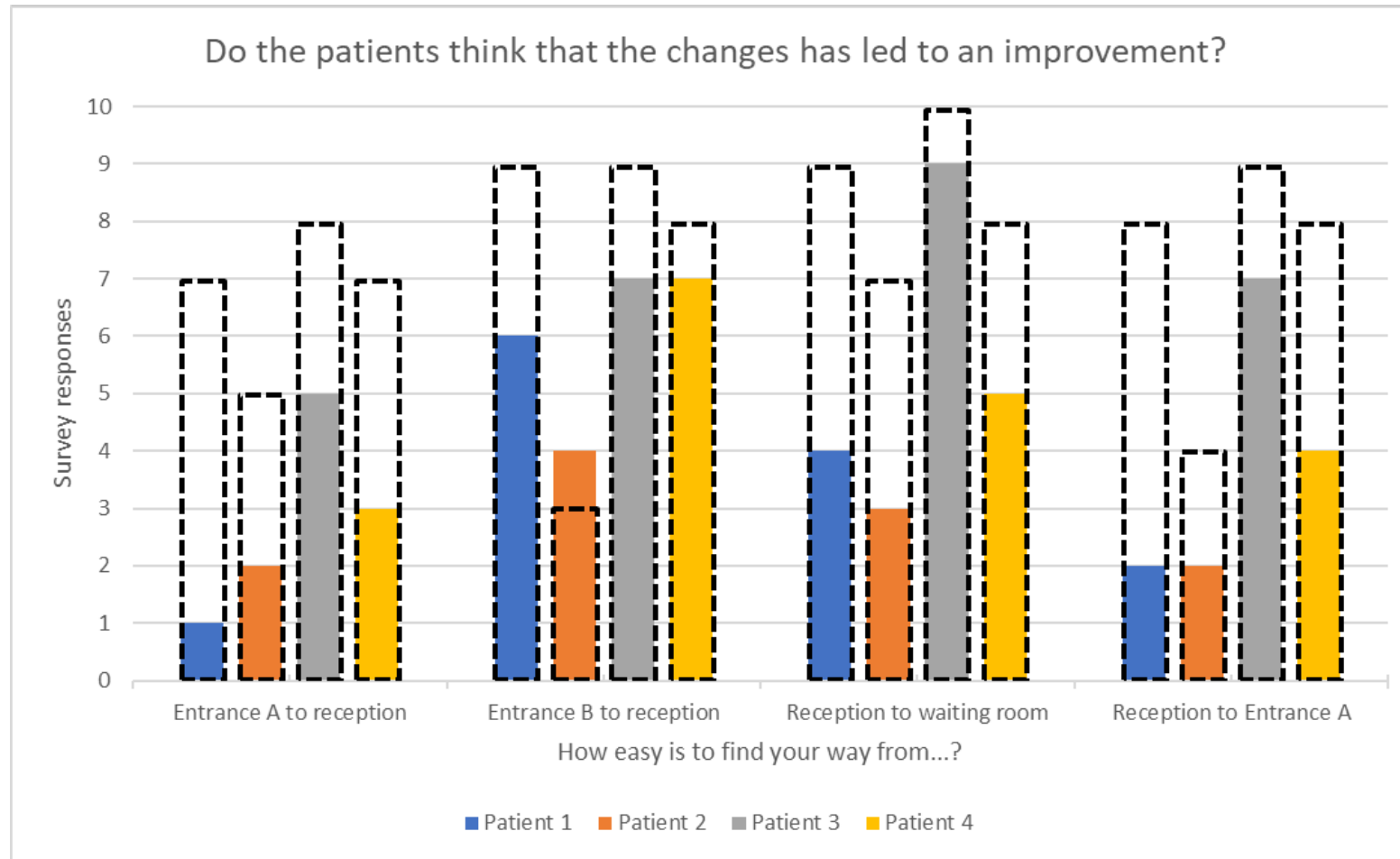
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Result, accessibility



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Results

Goal 1: Three of four patients gave a score of at least 6 of 10(median)

| Patient nr | Median before changes | Median after changes |
|------------|-----------------------|----------------------|
| 1 | 3 | 8,5 |
| 2 | 2,5 | 4,5 |
| 3 | 7 | 9 |
| 4 | 4,5 | 8 |

Goal 2: 23 staff members took part in the awareness sessions before 31 march 2022. The goal was set to 30.

| Session nr | Participants |
|------------|--------------|
| Session 1 | 9 |
| Session 2 | 5 |
| Session 3 | 9 |
| Total | 23 |



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The study

- **Purpose:** To study the staff's experience of the co-production working method and their views on how to work with co-production to improve healthcare in future improvement projects
- **Selection:** Everyone who completed the awareness sessions was allowed to sign up
- Interview study with 9 staff members



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The study, result

Comment from participant:

“If I meet patients who are visually impaired, and I have actually met some since then (awareness session), who I thought extra about how to, yes, but how to assist and guide one for example and what to say, and that you are clear that you may not just point and things like that”

- So much to learn from our patients
- All patients can be included in co-production
- All projects should co-produce



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Conclusion

- Successful improvement work through co-production
- Great commitment among the staff
- Further changes planned for better accessibility
- Funds allocated for continued work towards equal eye care
- Better treatment/service?



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Thank you!

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