

Strategy for involvement of citizens, patients and their relations

Employees och Patients



Partnership



Common values

Collaboration

Creates the prerequisites for developing a health and medical care system **based on the patient's perspective** emphasising quality that **adds value for the patient**.

Definition *collaboration*;

Citizens, patients, their relations, and employees jointly develop care services together as collaborative partners.

Four perspective to collaboration

1. Collaboration in the patient's own care situation
2. Collaboration in improving health and medical care services
3. Collaboration in managing and controlling health and medical care services
4. Citizen's influence in developing health and medical care services



1. Collaboration in the patient's own care situation

- in patient contact activities

Well informed and secure.

'No decision about me without me'.

Shared responsibility based on capability and desires.



Based on the Patient's Act and evidence based practice in health and medical care services

2. Collaboration in improving health and medical care services

- in patient contact activities and at various management levels in the operations

Knowledge and experiences are considered.
Teamwork - patients, their relations and employees.



Based on the Patient's Act and evidence based practice in health and medical care services

3. Collaboration in management and control of health and medical services

- on various management levels in operations and at the county council level

Emphasis on added value for the patient



Based on the Patient's Act and evidence based practice in health and medical care services.

County-wide management in collaboration

In social services and related services in health and medical care in Kalmar County

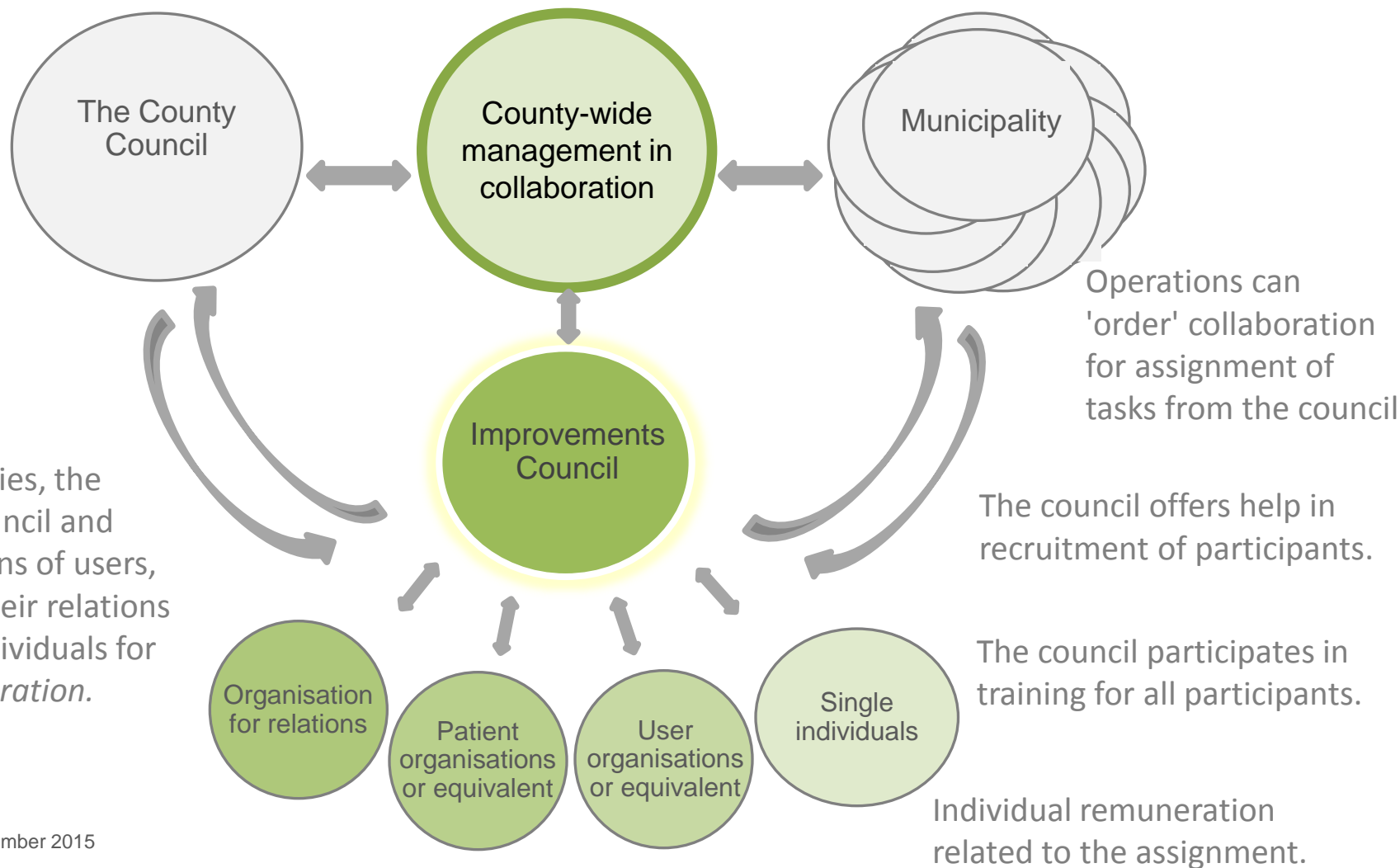
Joint model for users, patients and their relations in Kalmar County

- County-wide **structure** for users, patients and their relations who shall participate in activities at various levels.
- Clear **tasks** and offering of **salary** for participants.
- **Training** that provides prerequisites for users, patients and their relations, carers and employees.

Cooperation between the Kalmar County Council, 12 municipalities and the Regional Association

County-wide model

The Council mediates issues between organisations of users, patients, carers and the *County-wide management*



4. Citizen's influence in developing health and medical care services

- overall county council level.

Citizen's viewpoints constitute a natural part of the various legislative and decision-making processes of the county council administration.

Developing additional form of citizen dialog.

