



Patient-focused care means:
More time with the patients
A **living** care philosophy
Concrete goals, that can be expressed in practice
A patient-focus in the organization, approach, work climate and leadership
A workplace that accentuates learning

The work model
- Conditions



Work tool
- processes and content of work

Receptionist
Individual workstations
Limited number of patients per team
Well-developed teamwork

- Prevent malnutrition and injuries resulting from pressure and falling
- Develop better meetings with the patient
- Improve the round
- Introduce reading up status reports and bedside reports
- Work according to care plans
- Plan and structure the work shift

The results

More and better meetings
- the core of care

- Secure, participating patient
- More satisfied employees on the team.
- More efficient care chains
- No additional cost