



SAFE-STAY

WOJEWÓDZKI SZPITAL SPECJALISTYCZNY
W OLSZTYNIE (WSS OLSZTYN)

SAFESTAY

PITCH

Safe in-hospital mobility of patients and visitors.

ORGANISATION DESCRIPTION

The [Wojewódzki Szpital Specjalistyczny in Olsztyn \(Olsztyn Hospital\)](#) is one of the largest public, specialist hospitals in the Warmian-Masurian region of Poland, treating patients in inpatient and outpatient settings. Approximately 24,000 patients are hospitalized annually, and approximately 100,000 patients are admitted to specialist outpatient care and diagnostic and therapeutic units. The annual budget of the hospital is approx. PLN 370 million [app. EUR 78 million], of which about PLN 180 million [app. EUR 38 million] is spent on the purchase of medical devices, medicinal products, medical equipment, and services.

CHALLENGE DESCRIPTION

A hospital is a place of stay for people who require more attention not only in relation to therapeutic activities. The patient's stay in the hospital also means problems with moving around the hospital. This applies not only to people with disabilities, but also to other patients, their families and other people visiting patients. These people often have mobility problems and require staff care/assistance. The Polish healthcare system does not provide staff responsible for helping patient to get to the appointments, either free access to mobility equipment such as wheelchairs. The patient must rely on accompanying family member, caregiver, or hospital staff. The problem applies to people being on their way to the points of providing medical assistance or visiting a person staying in the hospital. This necessitates the involvement of medical personnel (detached from other duties) or the use of wheelchairs to help the above-mentioned patients. This means that a certain (hard to define) number of employees, instead of providing clinical assistance, takes care of such people, not only assisting them in moving around, but also, for example, looking for a wheelchair or walker in the hospital, taking care of the person and returning a wheelchair to the place from which it was taken. Due to staff shortages and overloading with clinical work, such additional duties of these people affect their well-being, fatigue, and have an impact on the quality of the services provided.

Therefore, there is a great need to provide free access to equipment (like wheelchairs), aimed at improving patient safety, effective use of staff working time, safe involvement in transporting people accompanying patients. This solution can also help to reduce the risk of collisions or blocking access roads on the hospital's property. Patient safety and satisfaction are a priority for the hospital, which is why we are looking for organizational solutions that increase the sense of security and accessibility for patients and their families.

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CHALLENGE MAIN OBJECTIVES

The main objective is to improve safety, comfort, and satisfaction of patients. We believe that offering the patient improved mobility assistance like free, accessible wheelchairs will improve their experience in contact with the facility. Patients/visitors who have any problem with mobility and don't have their own wheelchair will be able to get help in moving around the hospital in a safe, efficient way. It will also give the carer/ person accompanying patient tool to help them to get to their appointment in any part of the hospital.

SOLUTION FUNCTIONAL REQUIREMENTS

Compulsory functional requirements

The solution is to support outpatients who come/drive to the hospital.

1. Wheelchairs occupying as little space as possible (stackable)
2. Wheelchairs with anti-theft protection (e.g. sound alarm) and locator. The system should prevent wheelchairs from leaving the hospital premises and allow us to locate wheelchairs within the hospital ground outside the building (e.g. GPS)
3. Wheelchairs made of weather-resistant material.
4. Wheelchairs easy to disinfect.
5. Wheelchairs that are functional: easy to use, safe, comfortable to drive.
6. Roofed stands with trolleys/wheelchairs at the entrances to the hospital supplied with an information board/poster (instruction of use)
7. Wheelchair that can load up to 200kg.

In our opinion wheelchairs are the right solution, but we are open to consider other types of devices that would help people move safely within the hospital.

Desirable functional requirements

1. The wheelchair should be adjustable (width and possibly height).
2. At the wheelchair stands, a device allowing calling for help / contacting the hospital
3. Wheelchairs in a contrasting, highly visible colour so could be seen from the distance / used by visually impaired people.
4. The wheelchair should allow for the simultaneous, comfortable transport of the patient's belongings, eg., crutches, bags, etc.

PILOT SCOPE

Type and number of targeted end-users

End-user type	Role	Number
Patients	Main, most frequent users of the solution (moving between different points of care)	150 a day
Visitors	Less frequent users (moving between car parks and different points of care/wards)	10 a day
Care givers	Assisting other users if needed	15

TABLE 1: TYPE AND NUMBER OF END-USERS

Language

User displays, instructions or related information have to be in Polish.

Other aspects

Conducting the pilot must not cause significant difficulties in everyday hospital operations.

PILOT SET-UP CONDITIONS

The subject of the pilot will be:

- 1 station (stand) equipped with:
 - Roof for wheelchairs
 - 5 wheelchairs – as described above (1.6).
 - Information on the use and purpose of the wheelchairs in at least Polish
 - Information about the pilot project so patients/visitors would be aware about their participation in the pilot.
 - A system enabling to locate the position of the wheelchair/ anti-theft protection lock.

Ethical, legal or regulatory

The project must be implemented in accordance with the law in force in Poland.

Technological

The solution should have a locator enabling it to be located within the hospital area (outside the building) and protecting against leaving the hospital premises.
The system could be located in the information point of the hospital.

Data access

The hospital will provide data to create the system – access to the hospital information system.

EXPECTED IMPACTS AND KPIS

We expect that the solution will contribute to improving the comfort of the patient's stay in the hospital and will facilitate visiting patients by their relatives and friends who have mobility problems. We expect that the solution will contribute to improving the level of staff satisfaction related to the work in moving patients.

Prior to the implementation of the solution, a survey covering the following areas will be conducted:

- level of staff satisfaction,
- the level of patient satisfaction and
- the level of satisfaction of visitors.

The same survey will be conducted during the pilot. The project can be considered successful if the level of satisfaction with its implementation increases by at least 30% in each of the above-mentioned areas/groups.

Currently, cost of a transport wheelchair is around 300 euro in Poland. Unfortunately this basic wheelchair is not cover all our requirements and needs.

The amount that we can allocate for the purchase of a full pilot set is 3500 euros.

Full pilot set contains: 1 roofed stand, 5 wheelchairs as described above (1.6), information board explaining the use and purpose of the wheelchairs in at least Polish, information poster about pilot project, a locator enabling to locate the wheelchair/ anti-theft protection lock.

BUSINESS OPPORTUNITY

Market size

We believe that the problem we describe is universal. The market for this type of solution is practically all hospitals in Poland. In our hospital, every day, about 100 people are hospitalized, of which about 30% require assistance in moving around. Approximately 300

people use the diagnostic and therapeutic units on an outpatient basis daily, of which 10% require assistance in moving around. About 600 people use outpatient clinics daily, of which about 20% require assistance in moving around.

In the Warmian-Masurian region of Poland there are 50 hospitals and many other care and therapeutic facilities.

Just in our region, mobility facilities could also be introduced in public offices like:

- 17 social security offices
- 16 Tax offices
- Municipal offices

In addition, such a solution could be used in the private sector such as shopping malls.

Adoption plans

If the pilot is successful, the solution will be implemented. We plan to purchase 4 stands, 20 wheelchairs with the prospect of development depending on the number of patients, which is constantly growing. The management of our hospital fully supports this initiative and its subsequent development, as well as the promotion of this idea among other hospitals and public offices.

There are 5 hospitals which have declared so far, their willingness to take advantage of our experience and solutions. We invited them to become observing challengers, so they can give us feedback regarding our challenge and observe the results of the co-created solution. When the project is successful, we intend to share our information about it in social media, conferences, meetings of hospital boards and all events related to health promotion.