

# N/R Networks Progress Report 2015-2016

Dear National and Regional HPH Coordinators,

We hereby start the collection of the HPH Progress Reports for the period 2015-2016. We ask all of you to fill in the report and send it to us before Wednesday, February 15, 2017.

This year, the progress report format has been updated to allow you to save your work on the report and come back to it later, in several reporting sessions if needed. This should ease the process and accommodate your requested format changes.

The progress reports support the exchange of knowledge and experience, and they are important tools for HPH to assess the work in the HPH N/R networks and adjust and identify key priorities for actions and improvement.

The progress report is structured with three main parts;

- 1) Administrative information of the Networks. This part will insure that the available information is up-to-date and correct.
- 2) Report on the work of the N/R Network. This part is closely related to the [HPH Global Strategy 2013-2015](#) and your network's progress and work on the strategy's activities and goals. As the standards are a priority in the strategy, there will be a set of questions related to your network's fulfillment of the standards.
- 3) Additional questions. This part will give an overview of other important projects and initiatives done in the N/R networks.

As it was requested by the HPH General Assembly, this year the int. HPH Secretariat have filled in information and answers from the previous Progress Report 2013-2014 in the individual reports (if this was submitted by the network). If this information is still correct, you do not need to do any further in these questions. If the information is inadequate or should be up-dated, we ask you to revise or add new information.

The progress reports are mandatory and upon collection of all data, the reports are made publicly available online (both individually and in collated form).

We acknowledge that the Progress Reports require extra work from the N/R coordinators, but as they are important tools for a continued improvement and assessment of the network, we hope you appreciate the necessity of the task at hand.

## Part 1: Administrative Information

### 1. Name of Network

Österreichisches Netzwerk Gesundheitsfördernder Krankenhäuser und Gesundheitseinrichtungen [Austrian Network of Health Promoting Hospitals and Health Care Institutions] (ONGKG)
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### 2. Network Coordinator

Name	Prof. Gernot Brunner, MD
Phone	+43 316 385 14638
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Address	LKH-Univ. Klinikum Graz Auenbruggerplatz 1 8036 Graz Direktionsgebäude, 1. OG
Network Website	www.ongkg.at

### 3. Coordinating Institution

Name	WHO Collaborating Centre for Health Promotion in Hospitals and Health Care (WHO-CC-HPH)
Address	Stubenring 6, 1010 Wien
E-mail (If different from coordinator's)	ongkg@ongkg.at
Phone (If different from coordinator's)	+43 1 51561 380
Institution Website	www.hph-hc.cc, www.goeg.at

### 4. Date of Establishment and Expiration

	MM/DD/YYYY
Date of Establishment	01/01/1996
Expiration of Network Agreement	12/31/2018

5. Period covered by this Progress Report (If different or only part of 2015-2016)

	MM/DD/YYYY
From	
To	

6. Number of your Network's members at the time of reporting

Number of Hospitals

23
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Number of Health Services

0
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Number of entities that are combined Hospital / Health Services

0
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Number of Affiliated members

0
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7. Date of checking online list of all my network members on [hphnet.org](http://hphnet.org)

	MM/DD/YYYY
Date	19/01/2017

8. Is the list of your members on [hphnet.org](http://hphnet.org) up to date?

Yes	
No	x

9. How many new "net" member has your Network recruited in the period?

2015	+1
2016	-3

If you have members who have left the network, what is the reason for this withdrawal?

budgetary reasons and reasons of restructuring in the Austrian healthcare sector; changes in personell and job cuts

How many hospitals and health services in your country/region do you believe have the potential to join the activities of your Network?

Austria has a total of 170 general hospitals, therefore a maximum of 170 potential members. It is not the goal to win all hospitals for the network, since it would lose its competitive edge in this case. In the long time, a realistic and plausible goal is to have 50 member hospitals. Through the work on specific topics like baby-friendly and smoke-free, the network has already established cooperation with this number of hospitals and is therefore on a good way.

10. Does your Network have additional National/Regional criteria (supplementary to the International Network's criteria) for new members to join?

Yes*	
No	x

\* Please specify additional National/Regional criteria for new members

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11. Has your Network sent, or is it planning to send, material to the International HPH Secretariat?

Yes*	
No	x

\* What materials?

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12. Please rate how your Network has put the mission, purpose and objectives described in [the HPH Constitution Art 1-3](#) into practice on the National/Regional level.

Not at all	A little bit	Moderate	Quite a bit	Completely
			x	

Please elaborate on your work

The ONGKG has a close cooperation with the Austrian Federal Ministry of Health and is consulted from time to time to contribute to national health topics. Together with the WHO-CC-HPH it performed a pilot study on health-literate healthcare organizations and thus, contributed as one of the first stakeholders to reaching the Austrian health targets, i.e. health target 3 (To enhance health literacy in the population). Moreover, with this project, it contributed to improving the quality of information and communication in health care.

## Part 2: Report on the work of N/R Network

### 13. Organizational structure and way of working

Please describe the organization of your Network e.g. coordinating institution, scientific committee, steering group, task forces etc.

Since 2006, the network is organized as a non-profit association according to Austrian law. As such, it has a General Assembly (in which each network member organization is represented), a Governance Board (that is elected from the General Assembly members every three years), as well as a network chair and two co-chairs. The association currently has two task forces organized as sections – one on smoke-free health services, one on baby-friendly hospitals. In 2011, the network has established a Scientific Advisory Board consisting of four Austrian experts. The network is scientifically and technically supported by the WHO Collaborating Centre for Health Promotion in Hospitals and Health Care (WHO-CC-HPH) at Gesundheit Österreich GmbH (Austrian Public Health Institute).

### 14. Outcomes and main achievements in your Network

Please describe your main outcomes and achievements in the period 2015-2016

Two successful national HPH conferences were organized in this network period, which can be identified as an achievement, since in both conferences, about 150 participants each participated from within as well as from outside the network, both from interested hospitals and important policy partners from Austria, but also from the German speaking neighbor countries.

Furthermore, the ONGKG has begun a strategic development process to determine the direction of development for the next five years. The reason for this was that the newly elected Governance Board wanted to combine the experiences from 20 years of successful developments with new directions for the future. In a first step, five fields of action have been defined by means of a huge participatory process. These fields of actions include: 1. Unique and future-oriented – the vision of the ONGKG, 2. Health Promotion is a matter for the boss – the gains of health promotion for management, staff and the organization as a whole, 3. Join and be involved – win over staff for health promotion, 4. Being successful together – enhance the thematic exchange within the ONGKG and beyond, 5. Get visible, show professional expertise – enhance public relations and presence of the ONGKG). The working paper can be found (in German language) at

[http://www.ongkg.at/fileadmin/user\\_upload/ONGKG\\_Strategieentwicklung/Arbeitspapier\\_Strategieentwicklung.pdf](http://www.ongkg.at/fileadmin/user_upload/ONGKG_Strategieentwicklung/Arbeitspapier_Strategieentwicklung.pdf). As a next step, an action plan for these five fields will be designed and executed between 2017 and 2021.

Additionally, the ONGKG volunteered to host the 25<sup>th</sup> International HPH Conference, for

which preliminary work has of course already been done in 2016.

You are welcome to share both challenging and enriching experiences with the other members of the International HPH Network

Facilitators and supporting factors are certainly the good cooperation with important partners in Austria, e.g. the Austrian Federal Ministry of Health, the Austrian Health Promotion Fund, the Main Association of Austrian social security institutions, etc. Also, the concentration on specific topics, via the two taskforces for smoke-free health services and baby-friendly hospitals, is continuously helpful to raise the awareness for the network. A good indicator for the standing of the network in the Austrian health system and policy is the ongoing support of the Austrian Federal Ministry of Health, also made visible by the personal attendance of Ministry officials at events organized by the Austrian HPH network.

One of the main problems encountered is the impact of the financial crisis which also affects hospitals in Austria. Shortages of financial and staff resources has caused hospitals to quit their membership.

Another challenge is the current restructuring of the Austrian health system. Hospitals are closed or joined with other hospitals, so that health promotion is not on the top of their agenda right now.

15. If your Network have worked with national, regional or local projects, please list them here

Pilot testing of the Vienna Concept of a Health-Literate Healthcare Organization

16. Evaluation and monitoring

	Yes	No
Have your network carried out any evaluation and monitoring of the implementation of the WHO Standards?*	x	
Have any additional analysis or surveys been carried out?**	x	

\* If yes, please provide information

The results of the standard self-assessment members have to carry out for the prolongation of their membership are summarized by WHO-CC-HPH and a complete analysis over all prolonging members is done each year.

\*\* If yes, please provide information

So far, the network is primarily evaluated by process evaluation strategies. Qualitative evaluation takes place by participation of network members in joint reflection and development of network strategies. The network Governance Board also has regular

reflective meetings. The annual network conference is additionally evaluated by feedback forms and an analysis of participants.

### **WHO-HPH Standards & Indicators**

17. Which of the WHO Standards and Sub-Standards have been given priority in your Network?

	Priority	No priority
<b>Standard 1: Management Policy</b> <ul style="list-style-type: none"> <li>- Description: The organization has a written policy for health promotion. The policy is implemented as part of the overall organization quality improvement system, aiming at improving health outcomes. This policy is aimed at patients, relatives and staff.</li> <li>- Objective: To describe the framework for the organization's activities concerning health promotion as an integral part of the organization's quality management system.</li> </ul>	x	
<b>Standard 2: Patient Assessment</b> <ul style="list-style-type: none"> <li>- Description: The organization ensures that health professionals, in partnership with patients, systematically assess needs for health promotion activities.</li> <li>- Objective: To support patient treatment, improve prognosis and to promote the health and well-being of patients.</li> </ul>		
<b>Standard 3: Patient Information and Intervention</b> <ul style="list-style-type: none"> <li>- Description: The organization provides patients with information on significant factors concerning their disease or health condition and health promotion interventions are</li> </ul>		

established in all patient pathways. - Objective: To ensure that the patient is informed about planned activities, to empower the patient in an active partnership in planned activities and to facilitate integration of health promotion activities in all patient pathways.		
<b>Standard 4: Promoting a Healthy Workplace</b> - Description: The management establishes conditions for the development of the hospital as a healthy workplace. - Objective: To support the development of a healthy and safe workplace, and to support health promotion activities of staff.	x	
<b>Standard 5: Continuity and Cooperation</b> - Description: The organization has a planned approach to collaboration with other health service providers and other institutions and sectors on an ongoing basis. - Objective: To ensure collaboration with relevant providers and to initiate partnerships to optimize the integration of health promotion activities in patient pathways.		

***Which of the WHO Standards and Sub-Standards have been implemented in your Network?***

**18. Standard 1: Management Policy**

	Implemented	Not implemented
1.1. The organization identifies responsibilities for health promotion	x	
1.2. The organization allocates resources for the implementation of health promotion	x	
1.3. The organization ensures the availability of procedures for collection and evaluation of data in order to monitor the quality of health promotion activities	x	

**19. Standard 2: Patient Assessment**

	Implemented	Not implemented
2.1. The organization ensures the availability of procedures for all patients to assess their need for health promotion		x
2.2. The assessment of a patient's need for health promotion is done at first contact with the hospital. This is kept under review and adjusted as necessary		x



according to changes in the patient's clinical condition or on request		
2.3. The patient's needs-assessment reflects information provided by others and ensures sensitivity to social and cultural background	x	

#### 20. Standard 3: Patient Information and Intervention

	Implemented	Not implemented
3.1. Based on the health promotion needs assessment, the patient is informed of factors impacting on their health and, in partnership with the patient, a plan for relevant activities for health promotion is agreed	x	
3.2. The organization ensures that all patients, staff and visitors have access to general information on factors influencing health	x	

#### 21. Standard 4: Promoting a Healthy Workplace

	Implemented	Not implemented
4.1. The organization ensures the development and implementation of a healthy and safe workplace	x	
4.2. The organization ensures the development and implementation of a comprehensive Human Resources Strategy that includes training and development of health promotion skills of staff		x
4.3. The organization ensures availability of procedures to develop and maintain staff awareness on health issues	x	

#### 22. Standard 5: Continuity and cooperation

	Implemented	Not implemented
5.1. The organization ensures the health promotion services are coherent with current provisions and regional health policy plans	x	
5.2. The organization ensures the availability and implementation of health promotion activities and procedures during out-patient visits and after patient		x

discharge		
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23. Has your Network supported member hospitals to implement and follow up on the standards and indicators?

Yes	x
No	

You are welcome to share your experience with the other members of the International HPH Network

Member hospitals are supported to implement standards and indicators. Peer review of health promotion activities for first recognitions, for prolongation of membership, and additional standard self-assessment, an ENSH-self-assessment and a report on activities of the previous period have to be provided. Workshops on standard-self-assessment are conducted when needed during national HPH conferences.

24. How many of your Network's members have implemented Standard 1 and elements of Standard 2, 3, 4 & 5? (See the description of each Standard in question 17)

All have	
Most have	x
Some have	
A few have	
None have	

### ***Teaching and Training***

25. Has your Network participated in international WHO-HPH Schools in 2015-2016?

Yes, in 1 or more than 1 per year	
Just one school in this period	
No	x

26. Has your network established local teaching and training? (hands-on, e-learning etc.)

Yes*	
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No	x
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\* Please describe

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## Communication and Advocacy

27. Please list the HPH related meetings and conferences conducted by your Network in the period 2015-2016 (Please list numbers of participants and any co-organizers)

**ONGKG Spring Workshop**, "Cooperation for Health – how can successful interdisciplinary teamwork work out?", March 18, 2015, Graz (~40 participants)

**20<sup>th</sup> Austrian Conference on Health Promoting Hospitals and Health Services**, "Developing the Health Literacy of Health Care Organizations – Strategies and examples", November 19-20, 2015, Vienna (~150 participants, co-organizers: Austrian Health Promotion Fund, Main Association of Austrian social security institutions, Austrian Workers' Compensation Board, Viennese Chamber of Labour, Austrian Medical Chamber.)

**ONGKG Spring Workshop**, "Age-friendly Hospitals", April 5, 2016, St. Veit an der Glan (~15 participants)

**Pre-Conference Workshop** "Baby-friendly Hospitals and Early Childhood Interventions – Synergies for a successful start into life", November 17, 2016, Baden (~25 participants)

**21<sup>st</sup> Austrian Conference on Health Promoting Hospitals and Health Services**, "Developing the Health Literacy of Health Care Organizations – "Movement – until the end of life!", November 17-18, 2016, Baden (~150 participants, co-organizers: Austrian Health Promotion Fund, Main Association of Austrian social security institutions, Austrian Workers' Compensation Board, Social insurance service for commerce and industry.)

28. Has your Network advocated HPH locally within the period 2015-2016?

Yes*	x
No	

\* Please provide details

Several events (see 27.), cooperation with other networks
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29. Has your Network participated at local policy level?

Yes*	x
No	

\* Please provide details

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30. Has your Network translated key HPH documents and tools to local language and sent out to members?

Yes*	
Partly*	x
No	

\* Please list documents translated and distributed

- |  |
|--|
| <ul style="list-style-type: none"><li>• Manual and self assessment forms (5 standards of health promotion)</li><li>• New Haven Recommendations on partnering with patients, families and citizens to enhance performance and quality in health promoting hospitals and health services</li></ul> |
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31. Has your Network informed the International HPH Network about your national or regional communication and advocacy efforts?

Yes	
No	x

How can we make it easier for you to share these efforts in the future?

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### ***Advancement of Clinical Health Promotion Research***

32. Has your Network participated in multi-centre research projects?

Yes, with 2 members or more	x
Yes, with 1 member	
No	

33. Has your Network informed at policy level nationally or regionally about HPH research?

Yes, one 2 or more occasions*	x
Yes, on 1 occasion*	
No	

\* Please describe these occasions/events and the research in question

Representatives of the Ministry of Health and other policy partners regularly attend the meetings of the General Assembly and other events of the network and are therefore continuously informed about national and international research. In addition, diverse expert events which are also attended by policy officials are also used to disseminate information.

34. Has your Network published any HPH research papers in journals within the period 2015-2016?

Yes*	
No	x

\* Please provide titles, author names and name of journal

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35. Have you encouraged your members to publish their research in the official HPH journal; Clinical Health Promotion - Research and Best Practice for Patients, Staff and Community

Yes	x
No	

36. Does your Network regularly keep the members updated with the newest HPH research?

Yes	x
No	

You are welcome to share your experiences with the other members of the HPH Network by describing how you communicated the research

Through the newsletter which contains a section on evidence based health promotion, the General Assembly and expert lectures held at the annual conferences.

37. Has your Network developed a national or regional action plan?

Yes*	x
No	

\* Please provide plan (or key summary of plan)

The network focuses annually on different key content areas which are also topic of the national conference and of workshops developed along the respective topic. The topics are developed in a participatory manner in the framework of the General Assembly. Furthermore, the Governance Board of the ONGKG started a strategic development process in 2016 (see more details at question 14).

## Part 3: Additional Questions

38. Have your Network had any additional strategy, priorities and focus areas?  
(Please list them here)

Strategic development process 2017-2021

39. Connection to National/Regional health policy and strategies

	Yes	No	Don't know
Is health promotion a focus area in National/Regional health policies, laws and regulations in your country/region?*	x		
Within the period 2015-2016, has changes in National/Regional health policies had directly influence on your HPH activities?*		x	

Is the National/Regional health system supportive of the development of health promotion?	x		
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\* Please provide information on how health promotion was given focus?

In 2012 the Austrian Ministry of Health launched a framework of 10 national health targets. One of these targets is "a healthy health system". Furthermore, the Austrian Quality Act of 2005 pertains that "health services have to be performed in health promoting environments". The Austrian Nursing Act of 1997 defines health promotion as an independent field of work in the nursing profession.

\*\* Please provide details of these changes

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40. Have your Network received recognition/acknowledgment from public authorities, health systems etc.?

Yes	x
No	

\* Please provide information on this recognition/acknowledgment

The Austrian Minister of Health personally signs the national membership certificates of the network members and speaks in the official opening of each national network conference or sends a substitute.  
The Austrian network has gained the official permission of the Austrian office of UNICEF to coordinate the certification process of the Baby-friendly Hospital initiative in Austria exclusively.  
Many key organizations of the Austrian health system are long-standing cooperation partners of the ONGKG via the annual national conferences.

41. Are key documents (e.g. Vienna Recommendations, Ottawa Charter, Information Package, WHO Standards (SAT), Letter of Intent, Constitution etc.) available in your local language?

Yes	x
No*	

\* Please provide titles of those HPH materials that should be made available in your language?

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42. Collaboration with the International HPH Network and with WHO

	Yes	No
Does your Network have any participation in international, national or regional task forces and/or working groups?*	x	
Does your Network collaborate with WHO? **	x	
Does your Network issue any guidelines on how to implement recommendations from the task forces and working groups, e.g. Migrant Friendly and Culturally Competent Health Care?		x

\* Please list which Task Forces or Working Groups

- HPH and Age-Friendly Health Care
- Working Group on HPH and Health Literate Health Care Organizations
- Working Group on HPH and Patient and Family Engaged Health Care

\*\* Please describe this collaboration

The coordinating institution of the ONGKG is the WHO Collaborating Centre for Health Promotion in Hospitals and Health Care.

43. How do you think that the International HPH Network, the HPH Governance Board and the HPH Governance Assembly could meet the needs of the National/Regional networks better?

Keep the website updated, encourage networking between the network coordinators in the General Assembly meeting.

44. How do you think your Network could contribute better to the International HPH Network's fulfilment of its objectives?

Participate more actively (i.e. with more participants) in the annual International HPH Conferences as well as in Task forces

***Final comments you wish to provide***