Summary 'What matters to you?' day in Norway 2019

ks.no/pasientforlop

Background

- It started in Norway in 2014. Participants in Gode pasientforløp (Learning networks for whole, coordinated and safe pathways in the municipalities) were very positive about the 'What matters to you?' message, and it was decided to conduct such a day in Norway.
- Gode pasientforløp is carried out by KS (The Norwegian Association of Local and Regional Authorities) in collaboration with NIPH (the Norwegian Institute of Public Health).
- An article in the New England journal of Medicine i 2012 introduced the question 'What matters to you?'
- One of the goals in Gode pasientforløp is to strengthen the role of the user in improvement of patient pathways.

Buttons

- KS has distributed 60,605 buttons to 172 municipalities (of a total of 422), including all 15 districts in Oslo in 2019
- 31 hospitals have also ordered buttons and celebrated the day
- A total of approx. 200,000 buttons has been distributed since 2014



The first buttons



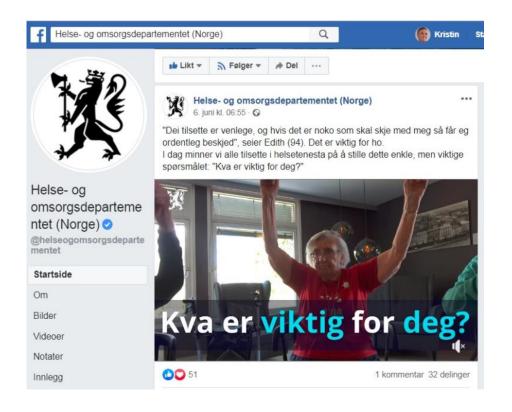
New design in 2017

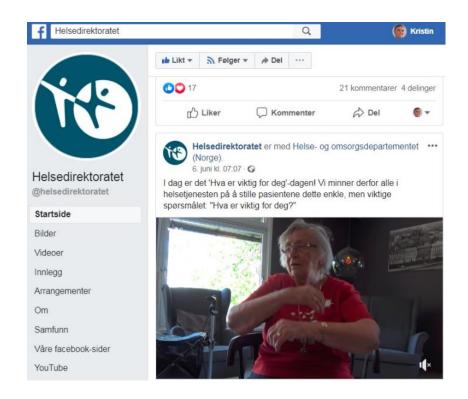


Norway has two written standard, and in 2018 we also offered buttons in Nynorsk as well as in Sami language.



The Ministry of Health and Care Services produced their own film





'What matters to you?' films

Gode pasientforløp have produced several short videos where the participants either receives or gives health care services

- Solveig* approx. 9,2 k views på FB
- Silje approx. 8,2 k views på FB
- Marius* approx. 2,6 k views på FB
- <u>Gro</u>*
- Torbjørn

In addition a longer film* (4:23) with excerpts from all the individual films has been produced



^{*} English subtitles

Activities all over Norway



Besøk følgende stand/utstillere:

- • Gohelse
- · Fysioterapitjenesten
- Velferdsteknologi
- Hverdagshjelpen
- · Reumatikerforeningen
- Ergoterapitjenesten



 Hjelpemiddelsentralen · Hjerte lunge foreningen

Sør-Varanger Municipality







Åsnes Municipality



Activities all over Norway, contd.



Nes Municipality



Inderøy Municipality included kindergartens and schools



Gjemnes Municipality



Activities all over Norway, contd.







Færder Municipality

Cars with <u>'What matters to you?' stickers</u> in Sarpsborg Municipality

Activities all over Norway, contd.



University Hospital of North Norway



Nordland Hospital



Oslo University Hospital participated





Mayors and Councillors participated



Gaute Straume Epland, Mayor in Stord Municipality



Sigmund Lier, Mayor in Tysvær Municipality



Hans Reidar Ness, Councillor in Nye Moss Municipality



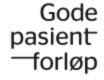
The City of Oslo

• The Vice Mayor for Primary Health and Social Services, Tone Tellevik Dahl, visited the district Gamle Oslo









Social media

- Gode pasientforløp on Facebook: 3750 members
 - 50 posts was shared during the day
- Gode pasientforløp on Twitter @Pasientforlop: 58 followers
- Gode pasientforløp on YouTube
- hvaerviktigfordeg on Instagram (fra 16. april): 80 followers

More than 70 media articles (approx. 30 in 2018)







Dans i Trøndelag

brukes til å videreutvikle

Må bil filmkere til å lytte

sjektmidler fra Kultur-



