

Convention



Mary Elizabeth's Hospital

Living life every day
- also when we're sick



About the convention

The convention outlines Copenhagen University Hospital – Rigshospitalet's strategic action areas for the treatment, care and rehabilitation of children, teens and pregnant women. The strategy and the convention for Mary Elizabeth's Hospital both set the course for the work to be done ahead of the hospital's opening.

The Convention supports ambitions to establish a shared culture based on the six values of Mary Elizabeth's Hospital:

- Expertise
- Attentiveness
- Equality
- Curiosity
- Safety
- Holistic approach

The convention was prepared by managers, staff, patients and relatives at Copenhagen University Hospital – Rigshospitalet. The objective is to establish a common frame of reference and shared value base for the staff as they work towards realising the vision for Mary Elizabeth's Hospital: With the highest level of expertise, focus on attentiveness and with the whole person at the center, we will together create a groundbreaking hospital that is also a safe and homely place for children, teens, pregnant women and their families.

Living life every day – also when we're sick



Our focus areas

Expertise at the forefront

Education and continuous development at all levels, with outset in the clinical environment.

World-class research

Clinical research at the highest level, and participation in national and international research networks. Collaboration between staff, companies and institutions.

Integrated play

Play and creativity in treatment, rehabilitation and care. Curiosity and innovation among staff. A building that encourages play and creative expression.

Partnerships

The staff is in a partnership with patients and their families; a partnership based on equality, mutual respect, trust and responsibility.

Coherent pathways

Patients and their families should experience coherence at Mary Elizabeth's Hospital, at home, at the local hospital and at their own general practitioner.

New physical environment

Architecture and design that meet the latest clinical standards and support coherent pathways and integrated play.



Expertise at the forefront

Education and continuous development at all levels, with outset in the clinical environment.

As part of Copenhagen University Hospital – Rigshospitalet, Mary Elizabeth's Hospital has highly specialised staff. Their work is based on research, education and close collaboration with the entire Danish healthcare services. Therefore, Rigshospitalet is already today an international clinical spearhead.

Education and development

We believe that education, development and research are an integral part of ensuring that treatment, care and rehabilitation are targeted at individual patients and their family. We use the most recent teaching methods based on up-to-date knowledge and solid experience.

Education as a shared responsibility

Every member of staff is obligated to acquire new knowledge and to teach others. This helps ensure that patients and their families experience a high degree of professionalism. Copenhagen University Hospital – Rigshospitalet endorses and provides opportunities for basic training, further training, supplementary training and expert training programmes for all specialist groups.

Knowledge sharing

We exchange new knowledge with our local, regional, national and international collaboration partners so we across disciplines and medical specialities can contribute to a high level of treatment, care and rehabilitation.



World-class research

Clinical research at the highest level, and participation in national and international research networks. Collaboration between staff, companies and institutions.

Strengthening research

Our work is based on a shared research strategy, ensuring that learning is generated in each individual patient pathway. We participate in and establish national and international research collaborations across specialist areas and professional competences. We ensure that research frameworks benefit both established researchers and new talents. We also establish new professorships and develop existing professorships and research units to ensure the continued advancement of research on children, teens and pregnant women.

Testing new treatment types

We are always open to testing new treatment options based on research, documented knowledge and solid experience.

Inclusion of patients and families in development and research

We collaborate with individual patients and their families on their participation in research to benefit future patients. We strive to ensure that all treatment courses provide new knowledge.

Ethical principles

We conduct research and treatment based on the fundamental ethical principles of autonomy, dignity, integrity, vulnerability and fairness. By integrating these ethical principles in our day-to-day work, we will build an organisation that encourages openness on ethical dilemmas and gives staff, patients and their families time for reflection.

We are conscious of the special responsibility and ethical dilemmas entailed in obtaining consent with regard to foetuses, children and teens.

Integrated play

Play and creativity in treatment, rehabilitation and care. Curiosity and innovation among staff. A building that encourages play and creative expression.

The potential of play

Play is fundamental for the development of the physical, social, cognitive, creative and emotional skills of children and teens. Play is a path to security, happiness, well-being, motivation and creativity for all age groups. Play can also be a way to prepare the child for treatment or procedures and reduce anxiety, discomfort and pain. We therefore integrate play as part of treatment, care, rehabilitation and education.

Why do we use play?

We categorise play and activities into four focus areas:

1) Procedures and diagnostic examinations 2) Treatment, training and rehabilitation 3) Patient education 4) Diversion and coping.

In addition to these four areas, we will create many opportunities for free play.

Preconditions for integrated play

Integrated play requires relationships built on trust. What we do must be meaningful to patients, families, and staff. Layout and design must encourage the desire and motivation to play. Integrated play exists in the interplay between the design of the building, and attentive, curious and creative staff who encourage playful behaviour.

Education and research on using play when interacting with patients

Staff who work with children, teens and pregnant women must be trained in how to use play when interacting with patients. Staff will be trained in how to involve play in the clinical work when appropriate. For us, play is an interdisciplinary field, where we explore our hypothesis that play at a hospital is important to health and well-being.

Partnerships

The staff is in a partnership with patients and their families; a partnership based on equality, mutual respect, trust and responsibility.

Characteristics of the partnership

The word partnership is used to describe the relationship built up by staff at the hospital with patients and their families; a relationship based on a holistic approach, equality, attentiveness, respect, and dignity. Our guidance and support are based on our knowledge about the daily life of patients and their families, and our knowledge about what is important to them as part of treatment, care and rehabilitation.

The responsibilities of the staff

We enter a dialogue with patients and families regarding expectations, roles, knowledge sharing and responsibility to establish a balanced relationship. A good relationship is crucial for the partnership and is based on patients being seen, heard and approached with respect for their life and their person.

Partnerships are adaptable

The partnership adjusts in accordance with a patient's age and development to meet the current needs and resources of the patient and their family. Patients and their families experience security and transparency in our communication. Plans for treatment, care and rehabilitation are made in collaboration with patients and their families.

Active involvement of patients and their families

Patients and their families will be supported and involved in tasks at the hospital that they feel confident enough to carry out safely themselves. Children will be involved as early as possible, and the independence of teens will be supported through their involvement both with and without their parents.

Coherent pathways

Patients and their families should experience coherence at Mary Elizabeth's Hospital, at home, at the local hospital and at their own general practitioner.

Treatment adapted to the individual

We plan individual diagnostic evaluations, treatment and rehabilitation in close collaboration with patients and their families. Long-term treatments are adapted to suit the age and progress of the child or teenager.

Transitions

We work closely with patients and their families to plan transition to another department, another hospital, or home after a long stay at hospital, or transition to continue treatment at home. The transition to adult patient care for teens is an important and long process that is planned well in advance. We are responsible for ensuring quality treatment throughout the entire process.

Treatment at home

Treatment, care and rehabilitation can be conducted at home if patients and their families feel comfortable doing so. We are responsible for ensuring that any treatment at home is completed with the right competences, equipment and technology, and that agreements have been made regarding responsibility, communication and documentation.

Keep families together and maintain everyday life

We do our best to keep the families together during admission. We support patients and their families in maintaining as much of their everyday life as possible.

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Rigshospitalet