



Editorial

Dear reader,

This is the last newsletter in advance to the 25th International HPH Conference in Vienna, Austria. **Please, don't forget to register!** For further information see the neighboring column.

As this year's conference is coming closer and closer and because it is the 25th anniversary, this newsletter issue is specifically dedicated to the Austrian HPH network, the local host of this event. Besides an introduction to the development and current activities of the network, we also provide a short interview with the president of the Austrian HPH network. In addition, two ongoing projects are presented which have been regarded as most successful within the activities of the Austrian HPH network in 2016.

Furthermore, in the section on "Events, publications and links" you will learn more about our two pre-conferences!

Should you wish to contribute to the next newsletter issue, please contact us at:

vienna.who-cc@hphconferences.org.

Further instructions can be found on page 7.

We are looking forward to meet many of you at our conference in Vienna!

With many greetings,

Christina C. Wiczorek,

Gernot Brunner,

Jürgen M. Pelikan

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International HPH Network



We are happy to announce that the conference program including all parallel sessions of this year's international HPH conference has been finalized. The main focus will be on **"Directions for Health Promoting Health Care. Lessons from the past, solutions for the future"**. For an overview of plenary speakers, but also of speakers in the parallel program and workshops, see the following link: <http://www.hphconferences.org/vienna2017>

Registration for the conference is still open! In case of acceptance of your abstract, you need to **register until March 12, 2017** in order to have your abstract included in the final program:

<https://www.regonline.com/builder/site/Default.aspx?EventID=1724283>

Also take **the chance to participate in a Danube cruise ship tour** with the MS Admiral Tegethoff. This will be the **location for the conference dinner** on Thursday, April 13, 2017. This event will offer the unique opportunity to enjoy a four-course menu, to mingle with other delegates in a relaxing atmosphere and to experience the flair of Vienna from the riverside.



Imperial Palace Schönbrunn

News from HPH Networks, Task Forces and Members

**The
Austrian
HPH
network
(ONGKG)**

**Our local host of this
year's International
HPH Conference**

*An introduction to past
achievements and ongoing ac-
tivities*

Since its very beginning, Vienna and Austria have played pioneering roles in the development of Health Promoting Hospitals and Health Services. Already the **first WHO-Model Project "Health and Hospital"** was initiated at the hospital "Krankenanstalt Rudolfstiftung" in Vienna in 1989. Based on the experiences from this project, the European Pilot Hospital Project (EPHP) with 20 participating hospitals from 11 countries started in 1993. Moreover, in 1990, the "International Network of Health Promoting Hospitals (and Health Services)" was founded by WHO at a meeting in Vienna. Currently, the international HPH network has about 800 members all over the world. These mostly belong to one of more than 40 national or regional networks but also include a number of individual members in countries without recognized networks.

The Austrian Network of Health Promoting Hospitals and Health Care Institutions (ONGKG) was founded as one of the first national HPH networks in 1996 during the first Austrian HPH conference. From the outset, the **Austrian Federal Ministry of Health** has been an **important partner and driver** of the network. Another outstanding characteristic is that the ONGKG has been **accompanied and scientifically supported** by the **WHO Collaborating Centre for Health Promotion in Hospitals and Health Care** (WHO-CC-HPH) since its beginnings. From 2006 onwards, the network is organized as an independent registered association by Austrian law and finances its activities by membership fees, similar to the international HPH network.

Today, the network is proud to say that it is growing continually. It currently comprises 25 regular as well as 12 associated members. Additionally, 26 health services are closely related with ONGKG, by being certified either as "tobacco-free health service" or as "baby-friendly hospital". As such, these hospitals belong to one of the two specific departments of the network. The first department is responsible for certification and re-certification of hospitals and other

health services following the requirements of the Global Network for Tobacco Free Health Care Services (ENSH). The other department coordinates the implementation of the Baby-friendly Hospital Initiative (BFHI), originally developed by WHO and UNICEF in order to promote breastfeeding on maternity units. By that, two internationally recognized and agreed upon health promotion programs are integrated into the ONGKG.

For exchanging ideas and experiences and to learn from each other, the ONGKG annually organizes a national HPH conference. Every year, an average of 150 participants from Austria but also from Germany and Switzerland discuss issues relevant to HPH such as workplace health promotion, stress reduction, physical activity, or health literacy and health literate health services. Furthermore, the ONGKG organizes annual workshops and publishes two issues of the ONGKG newsletter, i.e. 40 issues by now. The newsletter aims at providing information about HPH concept developments, models of good / innovative HPH practices from Austria and beyond, HPH activities of ONGKG members but also of national and international network events.

Currently, the governance board of the ONGKG and all its members are working in a **development process to sharpen the strategy and goals of the ONGKG for the 2017–2021 period**. After more than 20 successful years, the members of the network and its governance board critically take a step back. They reflect on areas that need to be worked upon in order to maintain the network for another 20 years and to remain attractive in times of increasing restrictions on human and monetary resources. Ultimately, the ONGKG strives for the establishment of health promotion as a **MUST-HAVE** instead of a nice-to-have in Austrian health services.

A quick time journey through major development steps and events of the ONGKG:

- 1996 **ONGKG is founded** – the first newsletter and first national HPH conference are established;
- 1997 **ONGKG comes to life** – the first 6 member hospitals from 4 different provinces join the network; the 5th International HPH Conference takes place in Vienna and the Vienna Recommendations on Health Promoting Hospitals are adopted;
- 1998 **ONGKG goes online** – the first website is developed;

- 2000 **ONGKG goes scientific** – start of the first joint project with 3 participating member hospitals focusing on “empowerment and co-production”;
- 2001 **ONGKG looks beyond its horizons** – first German-speaking conference takes place together with the German and Swiss HPH networks;
- 2003 **ONGKG relaunches its website** – the network makes its website more user-friendly;
- 2005 **ONGKG moves forward** – the network begins to coordinate ENSH Austria, ONGKG helps to make health promotion part of the Austrian health quality law, the second joint project on the topic of staff health in hospitals starts;
- 2006 **ONGKG becomes a registered association** – following this development a governance board is elected for the first time and a third joint project on the standards of health promoting hospitals starts;
- 2007 **ONGKG supports the 15th International HPH Conference** – the ONGKG functions as one of the conference co-organizers;
- 2008 **ONGKG takes up ENSH** – the department on “Tobacco-free health service” is founded;
- 2010 **ONGKG further specifies itself** – founding of the department on “Baby-friendly Hospitals”;
- 2014 **ONGKG again acts as pioneer** – another joint project on the topic of health literate health care organizations is started;
- 2016 **ONGKG looks back and thinks ahead** – a strategy process with the goal to further develop the ONGKG is initiated;
- 2017 **ONGKG goes international** – the network hosts the 25th International Conference on Health Promoting Hospitals and Health Services.

We’re looking forward to welcoming you here in Vienna!



The ONGKG Governance Board (left to right): Ingrid Zittera, Marita Kreuzer, Christine Foussek, Petra Grössl-Wechselberger, Eric Stoiser, Gernot Brunner (president), Elisabeth Zaponig, Ulrike Sommeregger, Angelika Kresnik, Angelika Erhart, Heidemarie Täuber, Jürgen Pelikan, Birgit Kirchmair-Wenzel, Christina Dietscher © Petra Grössl-Wechselberger

<p style="text-align: center; font-weight: bold; font-size: 1.2em;">The Austrian HPH network (ONGKG)</p>	<p style="font-weight: bold; font-size: 1.2em;">“A warm welcome from the ONGKG”</p> <p style="font-weight: bold; font-size: 1.1em;">A brief interview with Prof. Gernot Brunner, MD (President, ONGKG; Chief Medical Officer of the Univer- sity Hospital of Graz)</p>
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This section presents the interview with the president of this year’s local host, the Austrian HPH network (ONGKG), Prof. Gernot Brunner, MD.

From your point of view, what does it mean for the ONGKG to be the local host of this special conference?

It is a great honor for the ONGKG to be the local host. We are very proud to welcome all the delegates from around the world to Austria and to the beautiful city of Vienna. For more than 20 years, the ONGKG itself has organized annual national HPH conferences. Now the time has come to take a step forward and to intensify our international collaboration. Ever since its beginnings, the ONGKG has been active within the international HPH network, not least because of the close collaboration with Prof. Jürgen M. Pelikan, Ph.D. and his team at the WHO Collaborating Centre for Health Promotion in Hospitals and Health Care in Vienna. International collaboration is so important for us. It means learning from each other’s successes, but also from obstacles. Therefore, this conference offers a unique opportunity to learn even more from each other, to have constructive debates on HPH and models of good practice and, last but not least, to co-develop and prepare ourselves for the challenges to come.

What are your expectations as president of the ONGKG?

From my point of view, this conference provides fundamental inputs and ideas about the relevance of scientific projects and, related to it, the evaluation of such projects for HPH. To strengthen health promotion in general, and health promotion in hospitals and health services in particular, current and future developments need to be based upon scientific evidence. I believe that investment in health promotion research and scientific work needs to be one of the major pillars within our work and within the work of our networks. With this conference, we are able to share our scientific insights and to discuss outcomes in very different settings.

What are your personal expectations?

I hope that all the delegates are open for discussion and reflections upon their own work as well as work from other regions of the world. In my opinion, being open and sharing one’s own knowledge with others is the basis to developing new ideas and to moving the idea of HPH forward. Through personal contact with international delegates, I expect to learn more about interesting projects and research outcomes. Probably, this conference can even lay the foundation for joint projects in the future. For me, the key opportunity of this conference is networking. If we do so, I will be sure that we can ultimately reach the goal of the Ottawa Charter and reorient health services.



Prof. Gernot Brunner, MD
(President of the, ONGKG; Chief Medical Officer of the University Hospital of Graz)

From your point of view, how will this conference differ from previous conferences?

This conference will be different because it takes place in Vienna. Have you ever been to Vienna? It is a beautiful city, not only because it is the capital of Austria, Vienna is also very often referred to as “the heart of Europe”. Vienna’s advertisement slogan is “Vienna is different” (“Wien ist anders”). I am convinced that Vienna is different. It is one of the United Nations’ headquarters, it combines its ever-changing history with modern lifestyle. The city offers old historical palaces and modern shopping centers, Austrian food and haute cuisine, Viennese coffee houses and international restaurants, classical concerts and open-air festivals, and so on and so forth. All these examples can be described as something typically Viennese! It is the ambition of our national HPH network as well as my personal ambition to show everyone the beauty of the city and the country, the hospitality of the Austrian population, the openness for other cultures and the fact that history, present, and future are intertwined.

<p>Austrian HPH net- work (ONGKG)</p>	<p>Introduction of the Prediabetes Out- patient Clinic of the Health and Prevention Center of the KFA, Sanatorium Hera <i>Winner A of the ONGKG competition 2016</i></p>
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The Prediabetes Outpatient Clinic of the Health and Prevention Center of the KFA, Sanatorium Hera, Vienna, was awarded the first prize in the competition of the Austrian Network of Health Promoting Hospitals and Health Care Institutions (ONGKG) during its annual conference in the hospital “Klinikum am Kurpark Baden”, November 17-18, 2016.

The Prediabetes Outpatient Clinic was established in 2015 and is the first of its kind within the German speaking countries. Prediabetes is the pre-stage of diabetes mellitus type II, where blood sugar levels are elevated, but do not meet the diagnostic criteria of Diabetes mellitus. Prediabetes is reversible, but there is a high risk for developing diabetes mellitus type II and its complications such as heart attack, stroke, peripheral arterial occlusive disease, diabetic retinopathy, nephropathy and neuropathy.

In the Health and Prevention Center of the KFA, which provides annually health check-ups to interested patients, blood sugar levels and HbA1c are measured. If necessary, an oral glucose tolerance test is performed to detect abnormalities. If prediabetes is diagnosed, people are treated in the Prediabetes Outpatient Clinic with a main focus on lifestyle changes to prevent it from becoming a diabetes mellitus type II. Besides a detailed medical examination, patients receive an additional two-part training. In the first part, basic information about prediabetes, diabetes mellitus and its complications are communicated. In addition, the psychological part of the training aims to support behaviour modification in a positive way. The second part contains information about healthy nutrition as well as physical activity and how it can be integrated into daily life. Every six months, there is a medical check-up where lab tests are repeated and, if necessary, a “refresher” of the training is offered. The goal is to strengthen health literacy, promote sustainability of the lifestyle changes and to delay, or in the best case, avoid the development of diabetes mellitus type II and its complications.

If you are interested in the Prediabetes Outpatient Clinic, you can learn more about it during the 25th International HPH Conference on April 13, 2017.



The Team (left to right): interim deputy director and senior physician Sonja Nistler, MD; Renate Brunner, MD; deputy director Evelyn Wohlschläger-Krenn, MD

Austrian HPH net- work (ONGKG)	Optimized patient transport via LOGBUCH <i>Winner B of the ONGKG competition 2016</i>
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This is the second winning project in the ONGKG competition 2016.

The overall aim of this project was to optimize the transport of patients within the hospital. The project took place in a large Styrian hospital with two locations. Before the start of the project, patient transport had been organized via telephone. As a consequence, the phone rang almost without a pause during the transport of patients. People had to deal with constant inquiries about where the carrier or where the patient is at the moment. This process resulted in high levels of dissatisfaction among all staff groups, higher risk levels for errors, which could even increase burdens for patients.

In order to optimize these processes, the computerized system LOGBUCH [logbook] has been implemented in one of the locations of the hospital. So far, about 475 patient transports are organized via the system each day.

The advantages of the LOGBUCH are:

- a) Avoiding long waiting times for patients being transported to an examination (e.g. x-ray, CAT scan etc.);
- b) Structured and coordinated work flows.

Work flows were improved because the software is directly using existing patient data. The transport staff receives their orders via an app as a text message to their smartphone. The system recognizes current resources and dispatches orders accordingly. This guarantees a high efficiency of the transport procedures. Once a person from the transport staff receives an order, he / she responds to the messages and indicates the status of the order (accepted, started or completed) via the app.

Looking at the project outcomes on a large scale, the project showed positive results, too. In course of the re-evaluation of the psychical strain at the workplace, a large evaluation mandatory for all employers in Austria by law, the efficacy of the project could already be measured. Outcomes indicated that staff recognize an actual improvement of work procedures, not least because of the discontinuation of constant phone calls, and also a positive development of cooperation between different staff groups. In summary, it was concluded that a "simple" IT system can optimize organizational processes in hospitals. In the long-term, it is expected that the project can have fundamental and sustainable health promoting impact. A more thorough investigation of these effects as well as economic aspects is planned for the future.

For now, following the huge success of the project, it has been decided to implement the LOGBUCH in the second location of the hospital, too.

If you are interested to learn more about the project LOGBUCH, you will receive more insights during the 25th International HPH Conference in Vienna on April 13, 2017.



The winning teams (from left to right). For winner A, Robert Winker and Sonja Nistler. For winner B, Florentina Pichler, Alois Vollmann and Isabella Lerchbaumer

Events, publications, links



Conferences & Meetings:
HPH and HPH partners

HPH events

25th International Conference on Health Promoting Hospitals and Health Services (HPH)
Directions for Health Promoting Health Care – Lessons from the past, solutions for the future
April 12-14, 2017, Vienna, Austria
www.hphconferences.org/vienna2017

Don't forget to register!!!

WATCH OUT FOR: Pre-conferences during 25th International HPH Conference

Pre-Conference by the Global Network for Tobacco Free Health Care Services (ENSH)
New Ways for the future – Looking back and thinking ahead
April 12, 2017 from 9:00 to 15:30, University of Vienna

This preconference is a collaboration between the Global Network for tobacco-free healthcare service (ENSH-Global) and the Austrian HPH Network (ONGKG). The event will provide a clear and challenging insight into tobacco control opportunities and obligations for healthcare services and professionals under the Framework Convention Tobacco Control (FCTC) and EU Directives. The GOLD Forum Event will showcase how high-level tobacco management can be achieved and peer-experts will share their good practice examples. Plenary discussions and networking will provide HPH and ENSH-Global colleagues alike with new ways and motivation that will support health professionals and healthcare services to deliver safe quality care in relation to tobacco for every service user, every time and everywhere in the future. For further details and to register, see: <http://www.hphconferences.org/vienna2017/program>

Pre-Conference-Workshop by the HPH Task Force on Migration, Equity & Diversity (TF-MED) previously called Task Force Migrant-friendly & Culturally Competent Health Care (TF-MFCCH)
Ensuring equal access to and quality of health services for refugees and migrants
April 11, 2017 from 14:00 to 18:00, University of Vienna

The major aim of the TF-MED is to support member organizations in the development of policies, systems and competences for the provision and delivery of accessible health care to patients from vulnerable populations.

Accordingly, this workshop primarily addresses hospital / health care managers, health professionals and other practitioners in health care but also researchers. During the workshop, the state of the art on migrants' access to health care services according to the standards for equity will be explored and discussed. In this regards, particular attention will be given to (a) equity policy measures for refugees and

asylum seekers in Europe; (b) equitable access and utilization of health services; and (c) individual and organizational cultural competence and different sensitivity. For further details see:

<http://www.hphconferences.org/vienna2017/program>

Events of HPH partners and other organizations

HOPE Agora 2017
Organisational Innovation in Hospitals and Healthcare
June 11-13, 2017, Dublin, Ireland
<http://www.hope.be/event/hope-agora-2017/>

12th Design & Health World Congress & Exhibition
European Healthcare Design – Revitalizing Health
July 12-16, 2017, Vienna, Austria
<http://www.designandhealth.com/nyheter/recent-news/world-congress-in-vienna-2017>

2017 International Conference on Patient-Centered Care
International Conference on Patient-Centered Care
October 15-18, 2017, Baltimore, Maryland, USA
<http://planetree.org/conference/>

41st World Hospital Congress
Patient-friendly and Smarter Healthcare
November 7-9, 2017, Taipei, Taiwan
<https://www.ihf-fih.org/ihfcongress?forthcoming-congresses>



Books, articles & reports
HPH and HPH partners

ONGKG (2016). **Das ONGKG 2017-2021. Arbeitspapier zur Strategieentwicklung. [The ONGKG 2017-2021. Working paper and the strategic development.]** In German only. Available at: <http://www.ongkg.at/downloads-links/downloads>

HPH Task Force on Health Enhancing Physical Activity in Hospitals and Health Services (2016). Implementation of physical activity in health care – facilitators and barriers. *Clinical Health Promotion*, Volume 6 (supplement). Available at: http://clinhp.org/iframe/Vol6_Supplement2_HEPA_Full.pdf



Links & Web-tools

International HPH Secretariat
at WHO Collaborating Centre for Evidence-Based Health Promotion in Hospitals
Director: Hanne TØNNESEN (DNK)
<http://www.hphnet.org>

HPH Conference Secretariat
at WHO Collaborating Centre for Health Promotion in Hospitals and Health Care
Director: Jürgen M. PELIKAN (AUT)
<http://www.hphconferences.org>

Task Force “Health Promotion for Children and Adolescents in & by Hospitals”

Chair: Ilaria SIMONELLI (ITA)
children@hphnet.org
http://www.hphnet.org/index.php?option=com_content&view=article&id=294%3Ahp-for-children-a-adolescents-in-a-by-hospitals-&catid=20&Itemid=95

Task Force “Migration, Equity & Diversity”
 previously called Task Force “Migrant-friendly & Culturally Competent Health Care”

Chair: Antonio CHIARENZA (ITA)
http://www.ausl.re.it/HPH/FrontEnd/Home/Default.aspx?channel_id=38

Task Force “HPH & Environment”

Chair: Chin-Lon LIN (TWN)
http://www.hphnet.org/index.php?option=com_content&view=article&id=143%3Atof-on-hph-a-environment&catid=20&Itemid=95

Task Force “Age-friendly Health Care”

Chair: Shu-Ti CHIOU (TWN)
stchiou@bhp.doh.gov.tw

Task Force “Mental health”

Chair: Lise-Lotte RISÖ BERGERLIND (SWE)
lise-lotte.risoberqerlind@vqregion.se

Task Force “Implementation and Monitoring of Standards”

Chair: Manel SANTIÑÀ (ESP)
msantina@clinic.cat

List of national / regional HPH networks

http://www.hphnet.org/index.php?option=com_flexicontent&view=flexicontent&Itemid=18

Call for papers for #85

We heartily welcome your news about HPH projects, past or upcoming events & conferences, publications, health promotion strategies or health promotion research from regional HPH networks, HPH task forces, single health promoting health care organizations, or HPH partner organizations (WHO, etc.), for publication in the international HPH Newsletter!

Instructions for authors

Please send contributions of **max. 200 words**, outlining your message, and, if possible, a web link to extended information, to Ms. Astrid Loidolt, WHO Collaborating Centre for Health Promotion in Hospitals and Health Care, Vienna, Austria, preferably as an e-mail attachment to vienna.who-cc@hphconferences.org.

Deadline for contributions to #85 will be **April 21, 2017**.

Editors

Christina C. WIECZOREK (WHO Collaborating Centre for Health Promotion in Hospitals and Health Care)

Gernot BRUNNER (President, ONGKG; Chief Medical Officer of the University Hospital of Graz)

Jürgen M. PELIKAN (Director, WHO Collaborating Centre for Health Promotion in Hospitals and Health Care)

Editorial Board

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Editorial Assistance

Astrid LOIDOLT (WHO Collaborating Centre for Health Promotion in Hospitals and Health Care)

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Hermann SCHMIED

Imprint

WHO Collaborating Centre for Health Promotion in Hospitals and Health Care, Vienna
 at Gesundheit Österreich GmbH (Austrian Public Health Institute), Stubenring 6, 1010 Vienna, Austria
vienna.who-cc@hphconferences.org
<http://www.hph-hc.cc>
<http://www.hphconferences.org>

Gesundheit Österreich

GmbH

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