Background & Objectives

In 9 years, thirty-two healthcare institutions have registered with the RIC and seventy-seven Clinical Pathway (CP) coordinators were trained in the CP methodology. In the present changing context (increased attention to patient centeredness, accreditation,...), it is necessary for the RIC to develop a renewed vision and mission.

To prepare this, an overview of RIC hospitals was done, with the following objectives:

- To analyse the progress of the CP projects
- To identify the critical success factors for the implementation and sustainability of CP's
- To gather proposals for the further development of the network

Methods & Results

We have designed a qualitative guideline for face to face interviews (see figure below), with 7 dimensions. We present the results of our hospital visits using this framework.

- An inventory of CP's
  - From 20-100% of patients admitted for a disease with CP are covered.
  - Less than 10% of the total admissions of the hospitals are covered by CP's

- Patients' involvement in their care through CP's
  - Results: clear patient information: orally or by folder, alone or collectively
  - Difficulties: patients are still not considered as full partners

- Other means for sustaining CP's
  - Systematic assessment remains one of the most important challenges as leadership as well.
  - Results: involvement of management, team appropriation and motivation...
  - Difficulties: non-adherence of physicians, changes in management,...

- Internal and external communication around CP's
  - Internal: on paper, by mails, word of mouth, intranet,...
  - External: general practitioner’s on paper, internet for patients,...

- CP's coordination inside the hospitals
  - Results: Indicator follow up, improved internal communication,...
  - Difficulties: lack of resources and time,...

- The computerisation of CP's
  - Results: record informatisation is one of the most important projects in most hospitals,...
  - Difficulties: lack and quality of documentation, variance tracking,...

- Expectations regarding the RIC
  - After the initial training, coordinators' expectations focus on personalised follow-up, acquisition of new knowledge and on exchanges of experiences rather than on further training about the methodology

Conclusion

The RIC that initially trained essentially in the CP methodology, is changing in a more proactive structure oriented towards the internal and external needs of the partner institutions. And to make the future our ally, we have define a strategic plan for the next five years.

1. **Visibility**: nationally and internationally
2. **Sustainability**: integration in overall quality and safety policy
3. **Research**: publications, operational research in the field, theses
4. **Dynamics of a network**: personalised support and follow up, exchanges of experiences

Contact: roxane.dierckx@uclouvain.be