



Report on the 11th WHO Workshop of National/Regional Health Promoting Hospitals' Network Coordinators

**Dublin, Ireland,
18 May 2005**

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ABSTRACT

The WHO Barcelona Office, Division of Country Support, organized the 11th Workshop of National/Regional HPH Network Coordinators that took place in Dublin on 18 May 2005. The purpose of the workshop was to present concrete proposals for the future governance of the network (steering group and outsourcing secretariat), report on the progress of the working groups and task forces, discuss and agree on the scope of the network, and finally agree on the organization of the next international conference in Lithuania 2006 and Vienna 2007.

The participants of the workshop were coordinators of National/Regional HPH Networks, representatives from the WHO Collaborating Centre for Health Promotion in Hospitals and Health Care and the WHO Collaborating Centre for Evidence-based Health Promotion in Hospitals, representatives from the WHO Regional Office for Europe, and observers.

Progress of the WHO Collaborating Centres, task forces and working groups was presented and proved to support the development of the network. The HPH steering committee was formally constituted, the specific criteria identifying WHO as a permanent member of this governing body, and the proposal to establish the HPH secretariat at the WHO Collaborating Centre in Copenhagen was accepted by the national/regional network coordinators.

Two topics proposed by WHO were discussed by the scientific committee for the next international conference on HPH that will take place in May 2005, in Palanga, Lithuania: "mental health" and "health systems".

Keywords

HOSPITALS - trends
HEALTH PROMOTION
PROGRAM EVALUATION
DELIVERY OF HEALTH CARE, INTEGRATED - organization and administration
INTERNATIONAL COOPERATION
EUROPE

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WHO Regional Office for Europe

Scherfigsvej 8

DK-2100 Copenhagen Ø, Denmark

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Introduction

The **annual workshop of National/Regional HPH Coordinators** was organized on the 18th of May in Dublin. The main items on the agenda were:

- progress reports from WHO CCs, working groups and task forces,
- establishing a steering group for the HPH network,
- outsourcing the HPH secretariat, and
- planning the next international conferences.

The participants of the workshop were coordinators of National/Regional HPH Networks, representatives from the WHO Collaborating Centre for Health Promotion in Hospitals and Health Care and the WHO Collaborating Centre for Evidence-based Health Promotion in Hospitals, representatives from the WHO Regional Office for Europe, and observers.

Progress of the WHO Collaborating Centres, task forces and working groups was presented and proved to support the development of the network. The HPH steering committee was formally constituted, the specific criteria identifying WHO as a permanent member of this governing body, and the proposal to establish the HPH secretariat at the WHO Collaborating Centre in Copenhagen was accepted by the national/regional network coordinators.

The following sections summarize the presentations on the working groups, task forces and WHO Collaborating Centres and the conclusions from the meeting regarding HPH governance, network administration and future conferences.

Progress reports

WHO Collaborating Centre for "Evidence-based Health Promotion in Hospitals" ¹

An account of the WHO Collaborating Centre for "Evidence-based Health Promotion in Hospitals" was given to all members of the network. It was established to satisfy demands of the member hospitals to provide advice on evidence-based results for health promotion activities in hospitals. The centre is based at the Bispebjerg hospital in Copenhagen, Denmark, and led by Dr Hanne Tonnesen, chief of the clinical unit for preventive medicine. This unit has closely collaborated in the past with WHO and the HPH Network through contributions to working groups, publications and hosted the 9th International Conference on HPH in 2001.

The mission of this WHO Collaborating Centre is to support countries in evaluating health promotion (HP) activities related to patients, staff and the community and in introducing HPH strategies and standards in order to identify successful activities. The WHO Collaborating Centre aims to become a reference centre in this field by collecting and disseminating evidence-based knowledge, developing models, instruments and educational materials, and supporting the implementation of health promotion through advice, education, workshops, and conference-related activities.

¹ For further information please consult the annual report on the performance of WHO CC.

Among the activities in the last year were:

- organization of a workshop on standards for health promotion at the international conference in Moscow;
- contribution to the workshops organized by the WHO Barcelona Office;
- coordination of projects "Prevention of patient dependant complications in surgery", "Improved continuity and rehabilitation in chronic diseases", "Implementation of a systematic program for stop smocking to patients and staff", "Implementation of systematic program against alcohol problems patients and staff" and "Implementation of ergonomic prevention among staff";
- organization of first "Summer School on Health Promotion in Hospitals" in relation to the annual HPH conference (47 participants from 20 countries participated in the summer school);
- participation in task force on Quality-based Purchasing and coordination of international pilot to evaluate the use of standardised registration codes for health promoting procedures in clinical day life and to compare the use of the codes in standardised situations at different HPH in Europe.

WHO Collaborating Centre for Health Promotion in Hospitals and Health Care²

The WHO Collaborating Centre for Health Promotion in Hospitals has the main responsibility for developing the scientific program of the Annual International Conferences on Health Promoting Hospitals in co-operation with WHO, local hosts, and other partners represented in the Scientific Committee. The Centre also advises local organisers concerning local organisation if needed. Responsible: Mag. Christina Dietscher (Dr. Karl Krajic, Professor Jürgen Pelikan).

Among the activities in the last year were:

- preparation of International Conference on Health Promoting Hospitals, including setting up the Scientific Committee of the conference, developing the scope and purpose and programme framework for the Dublin conference and setting up the conference web-site (www.univie.ac.at/hph/dublin2005);
- editing the "Health Promoting Hospital Newsletter", published twice a year on the web.
- providing a website, including scientific information on conferences, the newsletter and other documents, complementing the information on the website of the WHO Barcelona Centre for Integrated Health Care.
- dissemination of scientific work concerning concepts, implementation strategies and practical experiences. Contributions are provided in the form of scientific presentations at conferences and workshops, publications in journals and books on issues of health promotion in health care on the international, European, national and local level.
- broadening the knowledge base on health promotion in health care, the Centre initiates and co-ordinates scientific research on innovative model and pilot projects in co-operation with partners, and also initiate specific research projects.

² For further information please consult the annual report of the WHO CC.

- providing scientific advice and technical support at the international, European, national and local levels on request. Issues include advice on health promotion in health care, organisational development, and other related issues.
- coordination of the working group / task force on “Strategies for implementation of HPH policies and principles”. The draft paper of the working group is available online on the web page of the WHO Collaborating Centre for Health Promotion in Hospitals and Health Care: <http://www.hph-hc.cc/Downloads/HPH-Publications/Working-Paper-HPH-core-strategies-draft040518.doc>
- supporting the Austrian Network of Health Promoting Hospitals (in co-operation with the Austrian Society for Theory and Practice of Health Promotion) and also other specific action projects for health promotion in health care in Austria.
- initiating the development of a knowledge centre with the purpose of collecting, organising and disseminating knowledge on (evidence based) health promotion interventions in health care. The centre will develop concepts, implementation strategies and lobby for funding.

Working group on “Standards for Health Promotion in Health Promoting Hospitals”

On the basis of standards for health promotion developed previously, a tool was prepared to assess current level of performance on health promotion activities. It covers five domains (management policy, patient assessment, patient information and intervention, promoting a healthy workplace and continuity and cooperation).

The self-assessment tool incorporates measurable elements and indicators, identifies roles and responsibilities, data sources, action plans, and assessment procedures. As part of the implementation process, participating hospitals established multidisciplinary groups taking responsibility for review of patient records and other data collection issues. Standards’ compliance was assessed based on audit of management procedures and patient records. Indicators were computed on the basis of patient records audit, routine surveys on patient satisfaction and staff health and hospital information systems. In order to gather results from the pilot implementation a meta-evaluation tool was developed to assess hospital quality management structures, to evaluate clarity and relevance of measurable elements and indicators, burden of data collection, current level of compliance with standards, performance on indicators and general experience with implementation.

38 hospitals from 8 countries (Czech Republic, Germany, Ireland, Italy, Lithuania, Slovenia, Sweden and South Africa) participated in the pilot implementation, assessing hospitals routine against 68 measurable elements and 22 indicators. Quality teams met on average six times to review patient records and fill in the meta-evaluation tool. Assessed level of compliance with standards is as follows: 40% of standards are fully met, 33% partly met and 27% not met. Regression analysis did not yield significant associations between compliance and hospital quality structures. There was strong agreement with the need and usefulness of assessing health promotion activities in hospitals (94%); 68,5% agreed that the additional workload could be incorporated into current procedures.

Hospitals support the use and further implementation of the tool to assess structures, processes and outcome of health promotion actions. Members of the International Network of

Health Promoting Hospitals and other quality agencies are encouraged to incorporate assessment of health promotion activities into existing quality tools.

Task force on “Health promotion for children and adolescents in hospitals”

On April 2004, the WHO European Office of Barcelona has started a specific Working Group on ‘Health Promotion for Children and Adolescents in Hospitals’, composed by the representatives of several Children’s Hospitals, by European Research Institutes and European Associations, co-ordinated by the A. Meyer University Children’s Hospital.

The task force was set up to review the role of the hospital and its impact on health before birth, during the perinatal, early neonatal and neonatal periods, and in periods of hospitalization during childhood and adolescence. It aims at assessing health promotion activities for children and adolescents in hospitals and developing and disseminating tools for improving health promotion actions.

The Working Group has agreed the activation - as preliminary work - of a survey of health promotion activities carried out in children’s hospitals in the European Region, through a questionnaire, elaborated by some members of the Working Group. The results of the survey were presented during the International HPH conference in Dublin.

Further information (objectives, presentations, reports) is available on the web pages of the working group: <http://www.meyer.it/hph/hph-ca/> and the report of the first workshop can be accessed at http://www.euro.who.int/healthpromohosp/Publications/20020726_1. The task force will link with the baby-friendly hospital, children’s rights and other already existing initiatives.

Task force on “Migrant-friendly hospitals”

Launched at the HPH conference in Moscow in 2004, the “Migrant-friendly hospitals (MFH)” task force has already defined its constitution, established an international network and developed a strategic plan. Dr Antonio Chiarenza, task force coordinator, HPH network of Emilia-Romagna, Italy, presented the progress report during the international HPH conference in Dublin.

The first objective of the strategic plan, (A) *dissemination and development*, covers the collection of materials to support MF models for health care, the support provided to organizations to become migrant friendly (Amsterdam Declaration), sharing best policies and practices and the support given to national/regional HPH networks to set up a local benchmarking project. (B) The *information and communication* component is meant to give visibility to the project through the set up of a website, organization of regular meetings every year, benchmarking workshops to support local projects and a biennial international conference. Having important *partnerships and international contacts* (C), the migrant-friendly task force will also form a number of *working groups* (D) on service policy and quality development, professional training, patient empowerment, research, trans-cultural psychiatry, and international communication and will further develop its *organization and infrastructure* (E).

Task Force on “Health Promoting Psychiatric Services”

The task force on health promotion for psychiatric services was set up with the objective of improving mental health through health promotion, and to facilitate the exchange of experience regarding health promotion within psychiatry, to develop models of good practice for health promotion within psychiatry, to identify and promote innovative projects, to establish guidelines and recommendations for network members and to promote links to other international organizations.

The founding members of the task force have set up a web page containing a wealth of information on European projects to improve the health of patients in psychiatric hospitals (<http://www.hpps.net/>).

The pre-conference on mental health promotion organized in Dublin before the HPH international conference had a very numerous attendance and proved to be a very successful initiative.

Proposal for the new governance of the network

In the light of the new WHO country strategy, WHO's role in the coordination of the network also needed to be revised. In the last years, WHO has embraced the administration payment of fees and recognition of individual hospitals, the development and administration of an internet-based database, the contribution to and acknowledgement of national and international conferences, initiation, support of international working groups, and support of national training activities.

Discussions on a new governance structure of the HPH Network were initiated at the workshop of national/regional HPH network coordinators in Moscow (<http://www.euro.who.int/document/E84987.pdf>). It was concluded, that an "independent secretariat could be based at a WHO Collaborating Centre, a Ministry or an institution (e.g. University, school of public health) that has maintained an important contribution for the development of HPH".

In 2005 a proposal was prepared to establish a steering group and outsource the secretariat following the bellow-mentioned criteria:

1. Steering group

- a. According to the *terms of reference* which are still under discussion, the steering committee has the following tasks: develop a strategy for HPH network; guide network development; improve collaboration between working groups, task forces and external partners; acknowledge working groups within the international network; decide on establishment of task forces within the international network; provide input to HPH conferences and workshops; approve HPH publications and use of logo; plan the agenda of annual workshop; establish organizational structure of network and guidelines for election of members; and prepare an annual report on HPH activities with time schedules.
- b. The steering group will have the *following membership*: permanent members, such as WHO and WHO Collaborating Centres, taskforce representatives (as long as task forces are active), HPH coordinators (for 2 or 3 years). The members of the steering committee will also decide on the local organizer of the next HPH conference. Non-permanent members, such as representatives from organizing committee and future conferences.
- c. *Manpower*. Two meetings are to be hold in relation to HPH conference (participants will travel at their own expense). Inputs to points under TOR are to be made via Internet.

2. Independent secretariat

- a. The *terms of reference* include a) the administration component (providing certificates and acknowledging membership levels and monitoring payment of fees, updating web pages) and b) the development of a communication strategy based on an Internet solution that consists of the following: establishing an HPH library, responding to inquiries according to the HPH communication strategy, and developing a new database to include the results from self-assessment of standards and registration of HP-codes.

- b. The criteria for the *membership level* is still under discussion. It is proposed to introduce different levels of membership: bronze member (it has carried out self-assessment and becomes HPH member), silver member (fulfilling two or more standards) and gold member (fulfilling all 5 standards).
- c. *Budget for fees.* The secretariat budget is predominantly based upon incoming fees. The increase of the membership fee, which was decided during the coordinators workshop in Moscow, will support the financing of the secretariat, communication and distribution of information. Membership contributions are used to support international working groups, organization of workshops and preparation of documents for the HPH Network.

According to the revised fee structure for 2005 (250€ for Western European countries, 150€ for the new EU countries and 100€ for Eastern European countries), the estimated contributions for the next years are the following:

60,000€ for 2005 (at the end of April 40,000€ received);

80,000€ for 2006 (as the increase is 1/3 per year);

106,000€ for 2007 (same increase per year) and

106,000€ for 2008 (as the new fees would be fully implemented).

Conclusions

Technical progress

1. Major progress has been made in developing tools for quality assessment and improvements for hospitals and networks (self-assessment tool for standards and indicators, EFQM and Balanced Scorecard, coding system and reimbursement for health promotion). The working group on "Putting HPH Policy into Practice" prepared a strategic document meant to facilitate decision making (whose draft was presented in Dublin) for hospital managers and hospital professionals, but also for government departments and health policy actors who are responsible for the development of health and social policy.
2. The reimbursement of health promotion activities is a main issue in many countries, hindering a further engagement of hospitals in health promotion activities. Hanne Tonnesen has led a pilot project in Denmark to develop codes linked to the International Classification of Diseases (ICD) system for health promotion activities, allowing subsequent reimbursement. Given the positive experience so far with this project and the importance of the issue she will lead a working group to develop a pilot test at international level.
3. The Health Promoting Psychiatric Services task force has achieved its objective of increasing the number of members within the HPH that offer psychiatric services. The activities within the network include supportive structures for staff, patients and communities. Both task forces on HP for Children and Adolescents in Hospitals and Migrant-friendly hospitals have made big steps forward in achieving the goals of their strategic long-term plans.

New Governance of the HPH Network

A. Independent secretariat for the HPH Network

4. An independent secretariat for the HPH network will be established at the WHO Collaborating Centre for Evidence-based Health Promotion in Hospitals, Copenhagen, Denmark. It will be responsible for the administration of members, internal and external communication strategy, database update and development and monitoring of membership fees.
5. The administrative functions currently held by WHO will be transferred to the WHO CC, which is headed by Hanne Tonnesen. The secretariat will be further staffed with a part-time operations manager, who will handle most of the current network and project management issues and part-time secretary for administrative issues. The WHO CC will be responsible for the HPH secretariat until 2008, when the progress will be discussed again with HPH network coordinators.
6. The WHO CC will be responsible for administrative issues, including provision of certificates, acknowledging membership level and monitoring payment of fees and for developing a communication strategy based up on an Internet solution. This will include update of the web pages, establishing a HPH library, developing the HPH

database and responding to queries on HPH. The WHO CC will also play an important role in raising the research agenda within the HPH network and contribute to technical proposals and research projects.

7. The secretariat's budget is predominantly based upon incoming fees and the increase in the fee, as decided at the coordinators workshop in Moscow, will greatly support establishing the secretariat at the WHO CC in Copenhagen.
8. We are very pleased that Hanne Tonnesen and her department, with the support of the medical director of Bispebjerg hospital, has been willing to take over the secretariat and good plans have been made to ensure smooth transition and effective communication in the future.

B. HPH Steering Committee

9. In line with the changes in the secretariat function for the network the issue of establishing a steering group for the HPH network was introduced at the coordinators workshop in Moscow. Against the background of an over increasing network and a range of working groups and task forces there was general agreement for the need of a steering group committee for the strategic HPH network development.
10. A concrete proposal for the steering group was made in Dublin and network coordinators accepted the proposal as an interim agreement, which will be further developed and finalized for the next national/regional coordinators meeting in Palanga, Lithuania.
11. The steering group will aim at a better development of the network, a closer collaboration of the working group/task force leaders, national/regional coordinators and external partners. The steering committee will provide input to scientific conferences and the preparation of documents and will plan the agenda of the annual workshop of HPH coordinators throughout the year. Members of the committee are representatives of WHO, WHO CCs, working group and task force leaders and conference hosts. The confirmed members of the committee are: Hanne Tonnesen, WHO CC Copenhagen, Jürgen Pelikan, WHO CC, Vienna, Mila Garcia-Barbero, WHO Regional Office for Europe, Oliver Gröne, WHO Regional Office for Europe, Ann O'Riordan, Coordinator, Ireland, Irena Misevicienne, Coordinator, Lithuania, Yannis Tountas, Coordinator, Greece, Margereta Kristensen, Coordinator, Sweden, Carlo Favaretto, Coordinator, Italy, Zora Bruchova, Coordinator, Slovakia, Antonio Chiarenza, Task Force Migrant-friendly Hospitals, Hartmut Berger, Task Force on HP Psychiatric Services, Fabrizio Simonelli, Task Force HP for Children and Adolescents.
12. It was decided that the steering group would meet twice annually: a half-day meeting in conjunction with the conference and a second meeting by the end of the year.
13. A first meeting of the steering group took place after the workshop of national and regional coordinators in Dublin and a range of tasks for follow-up were identified by the members of the steering group. Mrs Ann O'Riordan acts as an interim chair for the steering group until the next coordinators meeting and will coordinate with members the input to various discussion points, which will then be presented to national/regional coordinators for comments. A separate report on the meeting will be made available to national/regional coordinators.

14. An activity plan for the steering group was agreed upon and it includes the following items:

Planning element	Responsible person	Deadline
Development of a communication strategy	Hanne Tonnesen	June 2005
Definition of the scope and purpose of the network	Yannis Tountas	September 2005
Objectives and criteria for membership	Oliver Gröne	June 2005
Criteria for different membership levels	Carlo Favaretti	September 2005
Description of the role of partners	Jürgen Pelikan	September 2005
Collection of information for the definition of the legal status of HPH network	Oliver Gröne	September 2005
Description of evaluation and learning issues	Margareta Kristensen	September 2005
Research in HPH	Hanne Tonnesen	September 2005

15. The next meeting of the HPH Steering Committee will take place in Copenhagen, October/November 2005.
16. One of the decisions of the Steering Group was that no representatives are to be accepted in case any of the members cannot attend a meeting.

Other issues

16. The next HPH annual conferences will take place as follows: 2006 Lithuania and 2007 Vienna.
17. A summer school on evidence-based health promotion in hospitals was organized in the conjunction with the 13th International Conference on Health Promoting Hospitals in Dublin, by the WHO Collaborating Centre on Evidence-based health promotion in hospitals. It was a positive experience and an initiative which should be repeated in the future.

Annex 1: Scope and purpose

The WHO European Office for Integrated Health Care Services is organizing the **11th Workshop of National/Regional HPH Network Coordinators**, taking place on 18 May 2005 in Dublin.

The workshop will address important issues regarding the future governance of the HPH network and provide an overview on the various working groups and task forces.

The purpose of the workshop is to:

- present concrete proposals for the future governance of the network;
- present results from the working groups and task forces and discuss their support for the overall network development;
- discuss and agree on the scope of the network;
- agree on the organization of the next international conference in Lithuania 2006 and Vienna 2007.

The participants of the workshop will be coordinators of National/Regional HPH Networks, representatives from the WHO Collaborating Centre for Health Promotion in Hospitals and Health Care and the WHO Collaborating Centre for Evidence-based Health Promotion in Hospitals, representatives from the WHO Regional Office for Europe and observers.

Annex 2: Programme

18 May 2005

- 09.00 – 09.15** **Registration**
- 09.15 – 09.30 Opening: *Mila Garcia-Barbero*
Local Conference Organizer: Ann O’Riordan
- Progress reports from WHO CCs, task forces and working groups**
- 09.30 – 09.45 WHO Collaborating Centre for Health Promotion in Hospital and Health Care & Working group Putting HPH Policy Into Action: *Jürgen Pelikan*
- 09.45 – 10.00 WHO Collaborating Centre for Evidence-based Health Promotion in Hospitals & Task force on Quality based purchasing: *Hanne Tonnesen*
- 10.00 – 10.15 Task force on Health Promoting Psychiatric Services: *Hartmut Berger*
- 10.15 – 10.30 Task force on Migrant-friendly Hospitals: *Antionio Chiarenza*
- 10.30 – 10.45 Task force on Health Promotion for Children and Adolescents: *Fabrizio Simonelli*
- 10.45 – 11.00 Pilot project on Incorporating the HPH Strategy in the European Foundation for Quality Management (EFQM) model and Balanced Scorecard: *Werner Schmidt*
- 11.00 – 11.30** **Coffee break**
- 11.30 – 11.45 Results of pilot implementation of the self-assessment tool: *Oliver Groene*
- 11.45 – 12.00 Discussion: Applying standards to the Health Promoting Hospitals Network
- 12.00 – 12.10 Constituting the HPH steering group: *Oliver Groene*
- 12.10 – 13.00 Discussion
- 13.00 – 14.00** **Lunch**
- 14.00 – 14.15 Establishing the HPH Secretariat at the WHO Collaborating Centre for Evidence-based health promotion in hospitals: *Mila Garcia-Barbero, Hanne Tonnesen and Oliver Groene*
- 14.15 – 15.00 Discussion
- 15.00 – 15.15 Expanding the scope of the network? Discussion
- 15.15 – 15.30 14th International Conference on Health Promoting Hospitals 2006 in Lithuania: *Irena Miseviciene*
- 15.30 – 16.00** **Closure and Coffee break**
- 16.00 – 18.00** **First meeting of the steering group for the HPH Network**

Annex 3: List of participants

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Annex 4: List of documents from CD available upon request

Presentations

Presentation of WHO CC on Evidence for Health Promotion in Hospitals: *Hanne Tonnesen*

Putting HPH Policy into Practice: *Jürgen Pelikan*

Result of pilot implementation of self-assessment tool: *Oliver Gröne*

Health Promotion for Children and Adolescents in Hospitals: *Fabrizio Simonelli*

Applying the EFQM and BSC model to HPH: *Werner Schmidt & Elimar Brandt*

Migrant Friendly Hospitals: *Antonio Chiarenza*

Health Promoting Psychiatric Services: *Hartmut Berger*

Constituting the HPH steering group: *Oliver Gröne*

Background papers

Health promotion in Hospitals – Evidence and Quality Management booklet

Steering Group for the Health Promoting Hospitals Network – Terms of Reference

Governance of the Health Promoting Hospitals Network

Provisional list of working papers

Scope and purpose

Provisional programme

List of participants

Conference handbook

Task force on health promotion for children and adolescents

HPH CA background survey report

HPH CA Dublin presentation

HPH European Foundation for Quality Management Balanced Scorecard pilot project

Pilot project on Incorporating the HPH Strategy into Hospitals structure and culture by using the EFQM- model and Balanced Scorecard (Progress report)

HPH governance

Report on the HPH coordinators' workshop in Moscow

Task force on HPH psychiatric services

Progress report

Working group on putting HPH policy into action

Progress report

Task force on quality based purchasing

DRG pilot project

Task force on smoke-free hospitals
Newsletter

Task force on migrant-friendly hospitals
Progress report

Final report

Task force action plan

Task force draft constitution

Task force background document

Task force on HPH standards and indicators
Abstract analysis of self-assessment tool

Deutsch standards and indicators for HPH

English standards and indicators for HPH

PP presentation for Dublin

Manual for HPH self-assessment tool

Meta-evaluation tool

Self-assessment tool

Standards

Reports on WHO CCs

WHO CC for Evidence-Based Health Promotion in Hospitals

WHO CC for Health Promotion in Hospitals and Health Care

Miscellaneous

Ireland summer school program

Survey on hospital acquired infections

Network updates – progress report on the Check Republic HPH network