



**Grüezi & Hej:
Department Nurse Lilly Krogh from Denmark
HOPE an Exchange Program**

My name is Lilly Krogh, I am 57 years old and I am a department nurse at the Cardiology Outpatient department in Sygehus Lillebaelt in Vejle. Vejle is the ninth largest city in Denmark and the hospital is divided into three departments. In total we have 700 beds, so we are quite big. I work at the cardiology department with a team of 28 nurses and 14 specialized doctors. We are focusing on patients` needs first, that is what I like about my job.

This is my second time in Switzerland. When I came for the first time, I was here for skiing. That was great. The reason of my second stay is the exchange program called «HOPE» (European Hospital and Healthcare Federation). The program`s idea is to understand the different health and hospital systems in Europe and to foster the cooperation and exchange between hospital staff across different European countries.

What do you expect from the HOPE program?

I am at University Hospital Basel for two weeks. Then I am going to spend another two weeks the «Pflegezentrum» in Zurich. I expect to gather a lot insights, to see new things and to be inspired by the way other hospitals work. «HOPE» is a great opportunity – I am so pleased to be here.

What is your first impression for now?

Everybody here is interested in telling me, what they are doing at the University Hospital. Even Werner Kübler has taken some time to talk to me and has given me the feeling that I am an important guest. That was really kind.

Another thing I like is the fantastic garden: When I came here, I was slightly nervous and asked myself how it will be here. But when I first came to the garden, I felt at peace and calmed down. This is one thing we could learn in Vejle. We do not have a garden or a park. There is not much green around. Basel is very green, quiet and peaceful.

When I visited the cardiology unit, I observed that you are very well equipped and have a high, professional standard. You also have flexible programs and people are working together very well. It was a really good experience, you do a very good job here.

Lilly Krogh, what are the differences between USB and the Sygehus Lillebaelt?

First, the main difference is the public insurance system. In Denmark, everything is payed by the government, which collects taxes. So, patients do not have to pay anything extra, not even for prescribed drugs. In Switzerland, the political and health insurance system work completely different. There are 26 cantons, uncountable insurance companies, four different languages and many dialects. In Denmark, all is one: one country, one language and the government takes care of everything.

Another difference is the catering at the hospital. The University Hospital has an innovative way of thinking: preparing the food in eight minutes in the microwave. So, patients can have their meal, whenever they like. Nutrition is very good and at a high-quality standard. At Sygehus Lillebaelt, we prepare a buffet in the dining room and patients get out of bed to take their meals there. This way, they can move and communicate to other patients. Of course, there are patients who cannot move alone. In this case, we help them to get out of bed and bring them to the dining room, where they stay very long. That is very good from a social and patients` involvement point of view. Also, my colleagues and I have lunch in the same room. We aim to remove social hierarchies. Everyone is on the same level.

In Demark, nurses do not take blood samples, however, a specialized nurse can change the patient`s medicine. Like here, we work together very closely. So, there are many things we have in common and others we do differently.

Finally, I would like to say a special thank you to Katja Wyss, Tobias Rebmann, Odette Haefeli and Esther Sackman. They have done a great job organizing «HOPE» (the trip to the Black Forest was amazing). The University Hospital is lucky to have people like them.