



Engaging Patients as Partners in Care

Nothing about me without me

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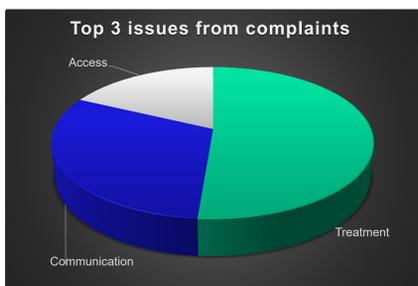


Case for change

It was identified that the patients' experience of care impacted their clinical outcomes. This was evidenced by three sentential events and nine clinical reviews relating to communication and treatment, all occurring within the Medical Ward of South East Regional Hospital.

An analysis of patient feedback from March 2016 – March 2018 confirmed this, with 89 complaints received relating to communication and treatment.

Staff survey results from March 2016 to March 2018 highlighted poor culture and a disconnected team that lacked leadership and refined work processes. This resulted in a reduction in performance and a loss of organisational reputation.



To improve the patient's experience of care, we need to significantly change the culture to ensure that patients are a partner in their care.

Goal

To promote an environment that encourages patients to be proactively involved in decision making during their care journey and for staff to engage with them as partners in their healthcare.

Objectives

A 25% reduction in the number of complaints relating to communication by July 2019, as denoted by the IIMS database.

A 25% reduction in the number of complaints relating to treatment by July 2019, as denoted by the IIMS database.

Method

Data collection involved:

- Patients interviewed about their experience with the patient white board
- Work practice observation
- Focus groups with nursing staff and medical staff
- Individual interviews, including project sponsor
- Analysis of IIMS data
- Analysis of patient survey data



Diagnostics

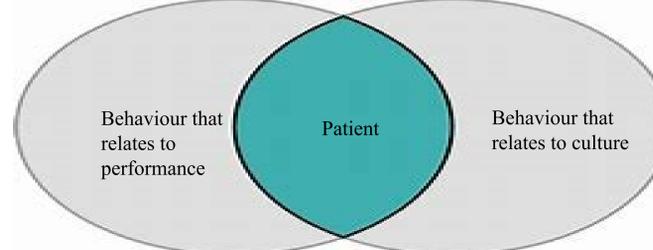
No evidence of patient inclusion

Patients not included in care planning

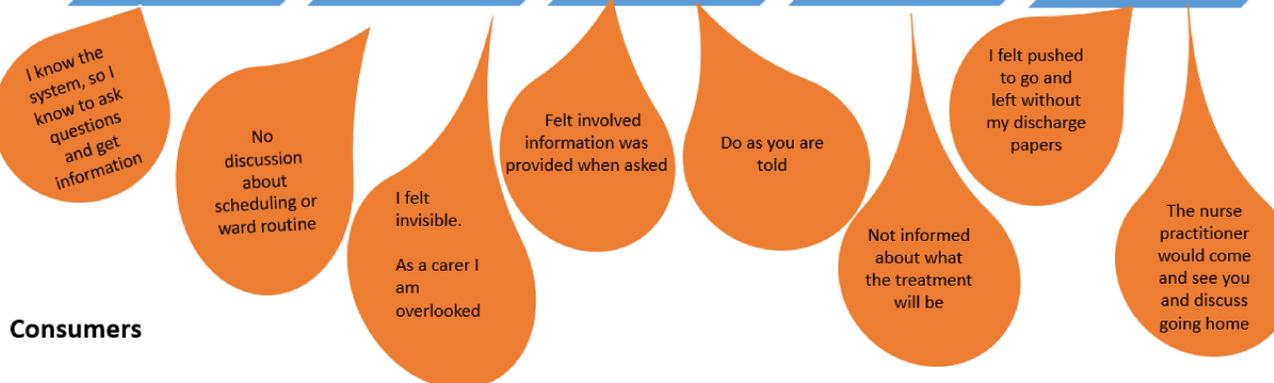
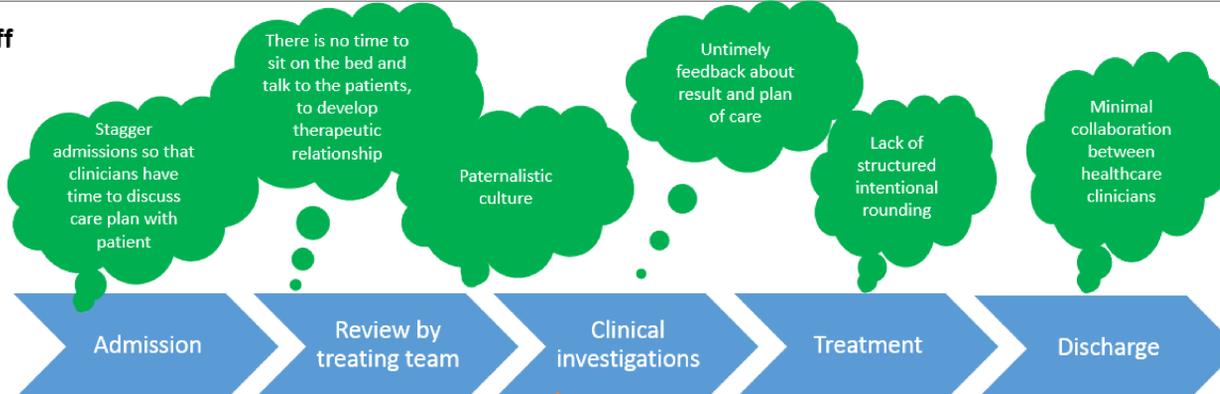
No evidence of patients establishing goals

Disconnect between the stated understanding 'patients as partners' and the behaviours seen clinical environment (culture)

Resistance with ward processes designed to include patients



Staff



Acknowledgements

Judith Hallam Redesign Lead Southern NSW LHD
Lorna Dicks Redesign Lead Western NSW LHD
Wendy Hubbard Executive Sponsor Bega Valley Health Service

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Sustaining change

White board completion rates will be added to the ward vision board as a daily discussion and visual reminder

Executive sponsors will model and reinforce behaviour change

Monthly audit on white board presented to steering committee

Monthly tagalong of multidisciplinary rounding

Recognise process change and improvement at the team meetings



Results

A reassessment of the current environment post the implementation of PERFORM methodology will be conducted in 2019.

The competing priorities of the medical ward staff with other projects happening within the ward, contributed to the reluctance of staff to engage. The introduction of PERFORM during the diagnostic phase has meant that the solutions and implementation plan needed to be adjusted.

Conclusion

The Local Health District lacks a coordinated approach/ uniformity in its patient engagement processes and experience ... 'We all think it's a good idea but nobody leads the charge'

Opportunity for development of a patient experience role within the Local Health District is likely to grow out of this project

The redesign methodology and AIM strategies, particularly in the area of reinforcement, will be utilised until change is sustained and a cultural shift is noted