

No butts about it | Hospital gown review

Jody Walmsley and Kym Worth

Case for change

The current gown contributes negatively to patient experience, leaving patients exposed and without dignity. Keeping the gown as is will continue this negative experience. Clinicians will continue the practice of cutting the gown to gain fast access to the patient's upper torso. The high number of gowns returned to HealthShare NSW laundries cut across the shoulder, shows that they do not meet clinical needs. This is not a sustainable practice as the gowns can no longer be used. The change is aligned to HealthShare NSW's Strategic Plan - Partnering for Patients.



Goal

To provide a sustainable gown which reduces the need for clinicians to modify the gown and improves the patient experience.

Objectives

To improve patient satisfaction with the gown by

50%

To increase clinician satisfaction with the gown by

16.67%

To reduce cut gowns attributed to Gosford and Wyong hospitals by

25%

To reduce the cost of writing off gowns (Gosford and Wyong hospitals) by

25%
per month

Method



Diagnostic activities:

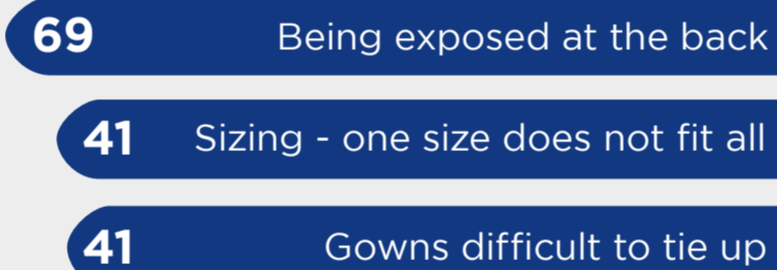
- Patient surveys (n=155)
- Clinician surveys (n=47)
- Observations (n=4)
- 1 x ED nurses focus group (n=12)
- Patient interview
- Physiotherapist interviews (n=2)
- Process mapping (n=4)
- Root cause analysis workshop
- Data analysis



Solution generation techniques:

- Reframing clinical issues
- Reframing patient issues
- Persona building
- Patient journey mapping
- Brainstorming solutions for clinical issues
- Brainstorming solutions for patient issues
- Analysis and prioritisation of solutions

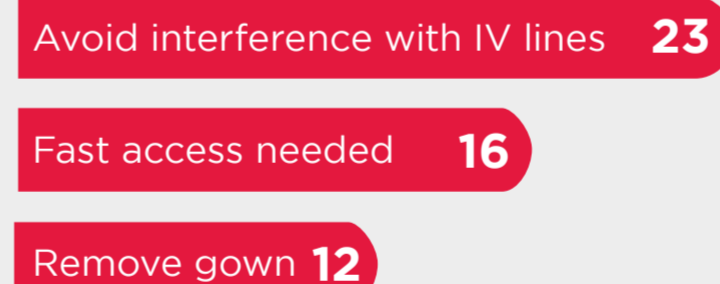
Key issues



Patient Survey
June 2019
n=155

Clinician Survey
June 2019
n=47

Reason clinicians modify gowns



Results

The project was delayed significantly due to COVID-19 and it is hypothesised that the following will be found after it is completed:

- Patient experience will improve
- Clinician experience will improve
- Decrease in the number of gowns being cut
- Reduced cost of writing off gowns.

Solutions

A gown with the following attributes:

V-neck

Slit opening on chest for leads

No fastening at back neck

More room in sleeve and body

Increased length



Opening along shoulder with fastenings

Waist tie not at back

Patterned/not plain fabric

Extra fabric in back

Sustaining change

Measures will be put in place to ensure that the change is sustained, including:

- Sponsor prioritising the implementation
- Provide information and education to processing staff around the need for any process changes
- Ensure that any implemented quality assurance processes in the laundry are continued, to ensure that new processes are sustained
- Limiting access of the old gown where appropriate
- Completing the lifecycle of old gowns as new gowns are rolled out

Conclusion

Lessons learned to date:

- It's not 'just' a gown!
- The value and importance of collaborating with consumers and customers
- The importance of diagnosing the problem before developing solutions
- The value of spending time with customers and listening to their needs, seeing their perspective by being on site
- The need for change was long overdue

At the completion of this project it is anticipated that the new gown will be available for state-wide rollout.



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HealthShare

Contact

Jody Walmsley Product Development, Linen Services
jody.walmsley@health.nsw.gov.au Ph: 0429 994 595
Kym Worth Customer Experience Lead
HealthShare NSW
kym.worth@health.nsw.gov.au Ph: 0475 950 514