

Living Well in Multipurpose Services (MPS) Collaborative

The Living Well in MPS Collaborative supported staff across 25 rural sites of NSW to implement the Living Well in MPS Principles of Care.

Aims

1. Deliver person-centred care and enhance lifestyle, independence and wellbeing for residents, carers and families.
2. Support staff capability to provide individualised care and a person-centred care culture.

Process

IHI Collaborative model

The Institute for Healthcare Improvement (IHI) developed the Collaborative model to achieve rapid, measurable implementation of known best practice in healthcare.

The methodology brings practitioners together from different organisations to target improvement in the same area.

It involves:

- learning sets
- action periods
- Plan, Do, Study, Act (PDSA) cycles.



Collaborative PLUS

Based on extensive experience in the spread of innovation, the "Plus" method adds:

- + 12 months of intensive implementation coaching and support**
- + statewide engagement and communication**

The ACI's intensive support for sites included:

- a secure online PDSA portal to share improvement activities, resources and experiences
- weekly telephone contact
- six-weekly communities of practice
- remedial site visits.

Outcomes



Residents report improved wellbeing, quality of life and independence



Partnerships with HealthShare NSW achieved systemic, statewide change



Presented at state, national and international conferences



Implemented in nearly half the MPS facilities across NSW



360 small-scale changes shared across NSW

I was amazed at the total transformation that had taken place over seven months for the betterment of residents.

Carer

The Living Well in MPS is one of the most impressive improvement solutions that has been undertaken across rural NSW.

Chief Executive LHD