

The Patient's Voice

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Background

- Observation of patient engagement
 - Lack of engagement
- Complaints regarding communication
- Safety of cognitively impaired patients secondary to acute illness or substance abuse
- Increasing clinical incident rate trends

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Aim

Increase patient involvement in their healthcare journey

- 80% of all patients, and or carers admitted to the trial ward at Nepean Hospital will deliver patient handover once a day during their admission.



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Pre Implementation

- Literature Review
- Observational Audit
- Patient Survey
- Staff Survey
- Data Review



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Patient Delivered Handover

Dear Patients, Families and Carers

We welcome, and recognise the importance of your input in your care planning and delivery while you are a patient here at Nepean Hospital.

Besides having handovers from staff to staff and our primary method of sharing patient information between wards to ensure continuity of care, we are changing that process communication using handover to a key element in safety and quality.

As both safety and improved communication are two of our priorities, we are commencing an exciting new way of delivering our handover to help you make your participation in the handover opportunity.

We are introducing a patient delivered handover at your bedside to provide you with the opportunity to share all of your understanding of your health journey and provide you with an opportunity to voice any concerns you may have.

As a result we invite you to participate in this opportunity at the time clinical handover each day. With your permission, any family and/or carer present on day visitors to participate.

You will be provided with a template and we encourage you to get things down during the day. Please note this is only a guide and suggestion, and you are free to tell us anything you feel is important for us to know.

A member of our nursing team will be available to answer any specific questions you have about the template. Additionally, please let a staff member know if you have any concerns.

We appreciate your participation and contribution to improving the care delivered at Nepean Hospital.

Yours sincerely

XXXX
Nurse Unit Manager
Nepean UCU
Nepean Hospital

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Patient Delivered Handover

Good afternoon, I am _____

I am in hospital because _____

Today I feel _____

I have / have not been seen by the doctors today, and they said _____

I have been seen by the: Physiotherapist ☐ Occupational Therapist ☐
Dietician ☐ Social Work ☐

and they said _____

Before I walk I need to _____

Please turn over

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I need help with _____

I hope to go home on _____

I am worried about _____

I need you to know _____

Anything else you wish to add _____

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Patient Handover
Staff prompts to engage patients to deliver their handover

Why they are in hospital _____
How they feel today _____
If they have been seen by the doctors today, and they said _____

Have they been seen by ☐ the Physiotherapist
☐ the Occupational Therapist
☐ the Dietician
☐ Social Work

and they said _____

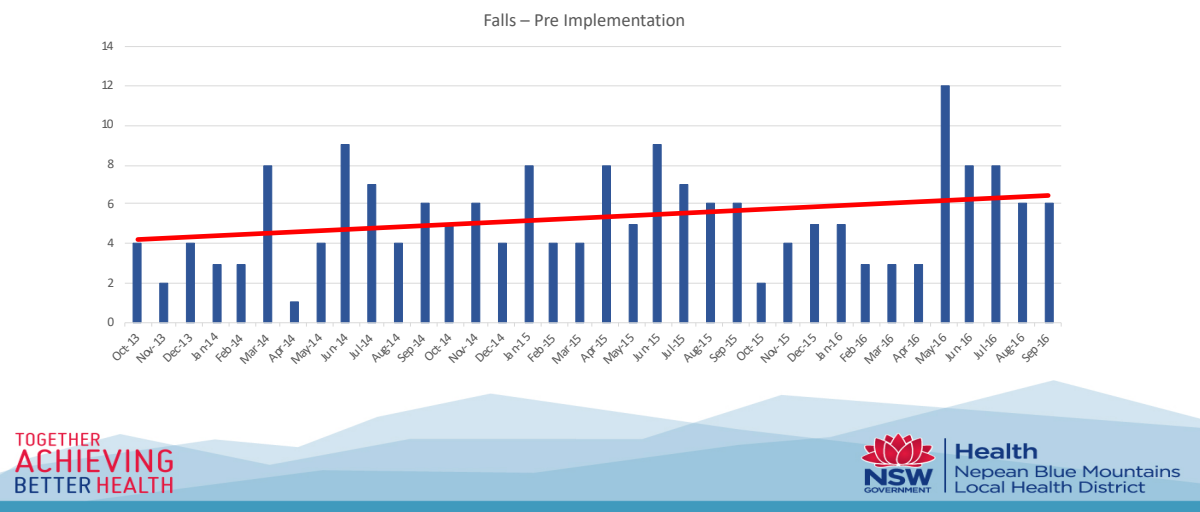
Before they walk they need to _____
What they need help with _____
When they hope to go home _____

Are they worried about anything _____
Is there anything else they would like to know _____
Is there anything else they would like to tell us _____
Or anything else they wish to add _____

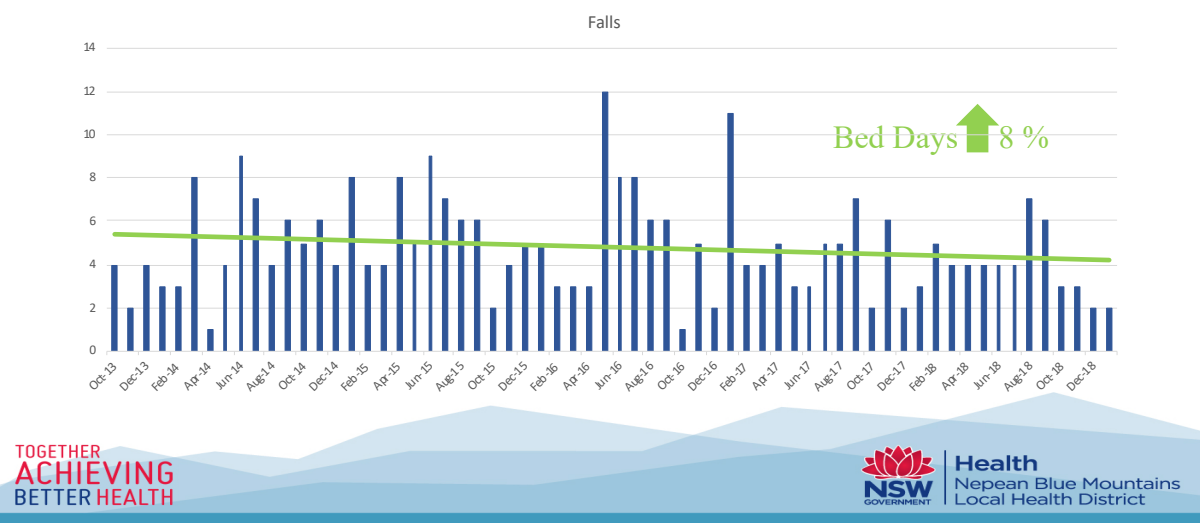
ACTION

- If the patient and their family/carer do not understand the reason for their hospital stay or any information the medical team has provided them - ask them to take notes down on their phone or a notepad.
- If the patient and their family/carer do not understand any information or instructions provided by the clinical health professional - ask them to repeat what they have just heard and ensure it makes sense to them.
- Ensure the patient is aware of their mobility needs and any other mobility needs for high risk patients.
- Note any concerns the patient or their family/carer may have and offer to appropriate health professional after handover for follow up.

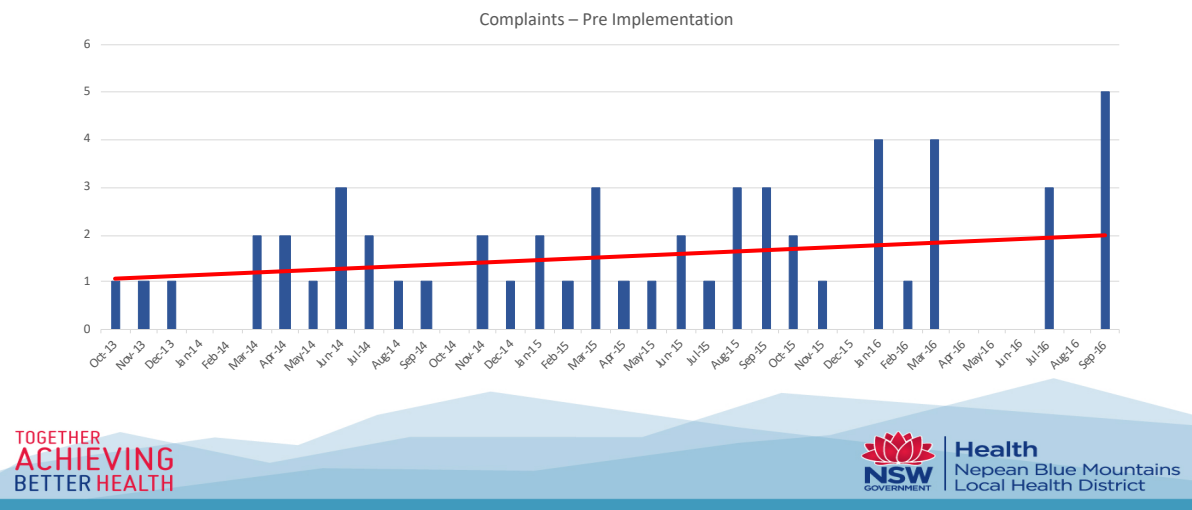
Results – Falls per month



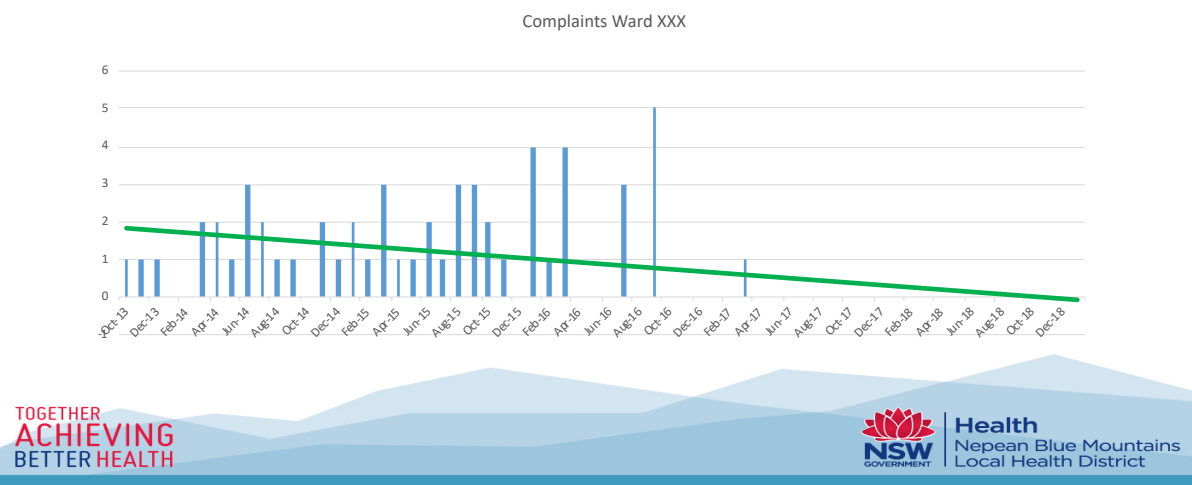
Results – Falls per month 20 %



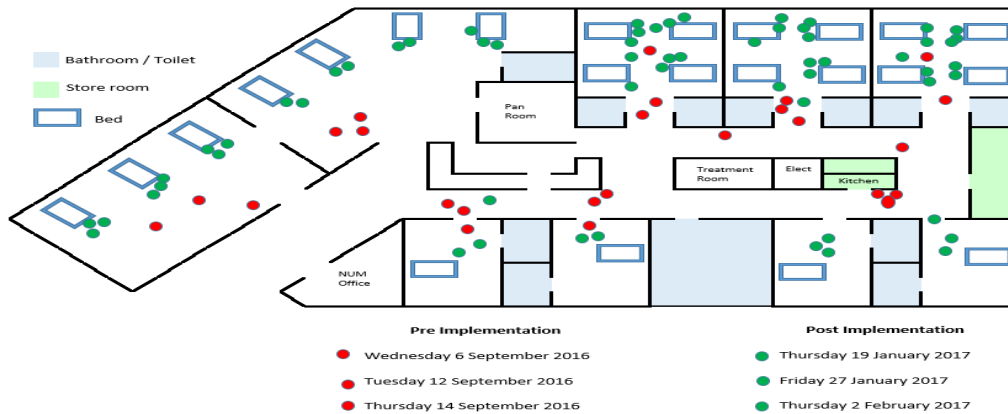
Results – Negative Patient Feedback per month



Results – Negative Patient Feedback per month



Results – Handover Location



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Results – Patient Survey

- Staff value my opinion and seek information from me.

- "Always" Pre implementation 6 %

- "Always" Post Implementation 86 %

- Staff include me in their handover from shift to shift.

- "Always" Pre implementation 6 %

- "Always" Post Implementation 96 %

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Patient Feedback

- *"I felt that the handover process was well done. It was great to **feel valued and included.**"*
- *"Doing the handover in front of the patient is a good idea, makes the patient feel more involved with their treatment and **encourages confidence** with the nursing staff."*
- *The "I need help with" as you often don't want to ask for help as you can see other patients need more help than you, and **I guess you are just as important than the next one.**"*
- *"I feel good about expressing myself, and **more confident.**"*
- ***"Felt involved".***
- ***Makes you feel welcomed***
- *"I think it is a great ideas. Patients will feel more comfortable in knowing the nurses know them instead of reading charts and being told by other nursing staff. They **may feel less judged** and more in control of their care".*

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Staff Feedback

- *Concerns initially relating to;*
 - *privacy*
 - *patients being embarrassed*
 - *number of staff overwhelming patients*
 - *clinical handover being neglected*
- *" Very valuable process. We need to be able to see the level of understanding a patient has about their condition and plan.*
- *Communication between nursing staff, patients and their relatives seem easier and happening more frequently."*
- *"I enjoy the patients handover"*

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Overall Outcome of the Project

- 100% of all patients providing written feedback on the Patient Delivered Handover indicated they liked being involved in their handover and would not change it.
- Adverse clinical incidents have decreased by 30% within the unit
- Increased engagement between patients and all staff and noted change in language use with patients.
- Development of clinical cohort and risk variation prompt sheets.
- Implementation commenced across the LHD.
- Implementation Toolkit developed for sharing with NSW Health.

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Thank you

Questions

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