

Enhancing Practice

2022 Conference

*20:20 Vision – Transforming Our Future
Through Person-Centred Practices*

WEDNESDAY 6 – FRIDAY 8 APRIL 2022
SAGE HOTEL WOLLONGONG, NSW AUSTRALIA

#enhancingpractice2022



working together
to develop practice



The Families Experience

Royal Prince Alfred Hospital

Green Intensive Care Unit

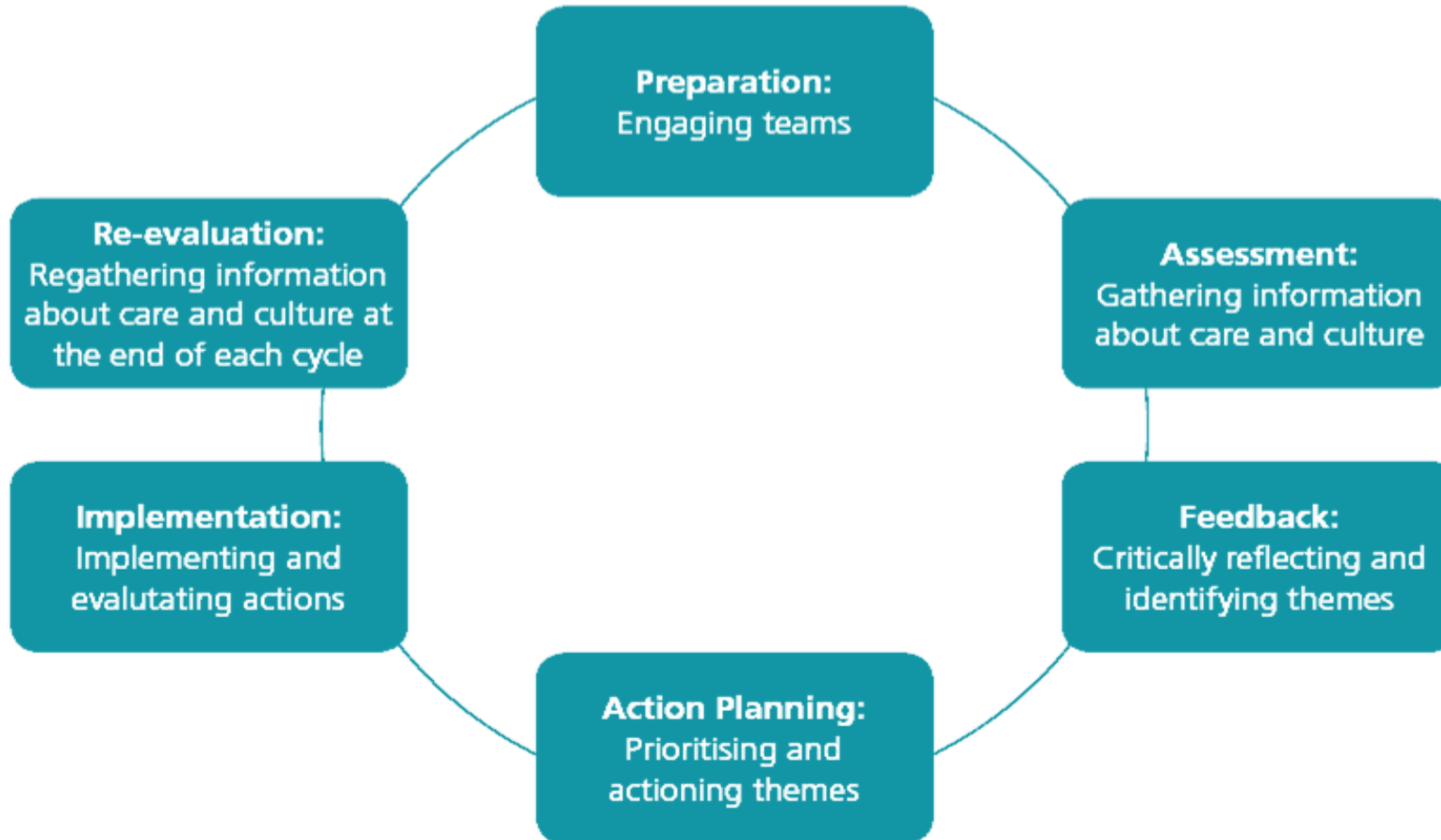
Li Lok, Bronwyn Pooley, James Partridge, Jack Morris and Meg Johnson

What are we covering today?

- * Essentials of Care
- * Patient Stories
- * The Families Experience, FS-ICU Survey
- * Challenges
- * Future Focus
- * Acknowledgements



Essentials of Care

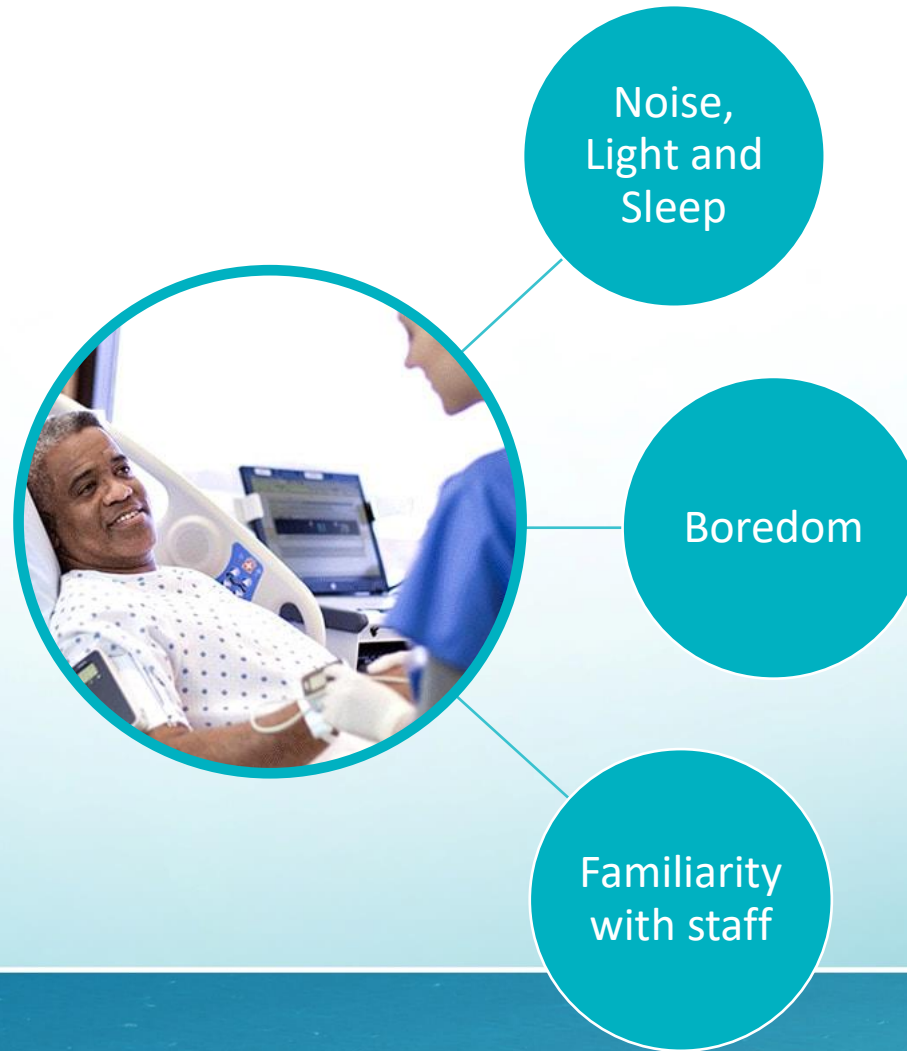


Patient Stories

- * What were the good and bad experiences from your time in ICU?
- * Did you feel like your privacy was maintained?
- * Did you feel like the nurses had enough time to care for you?
- * How did you pass your time in ICU?
- * Is there anything else you can think of that we can improve on/ could make better/easier for you in ICU?



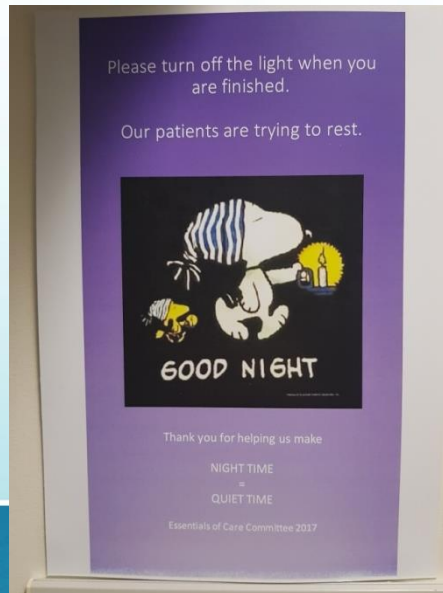
Themes from Patient Stories



Noise, Light and Sleep



“Sleeping was a big problem. Noise and lights made it difficult to sleep.”

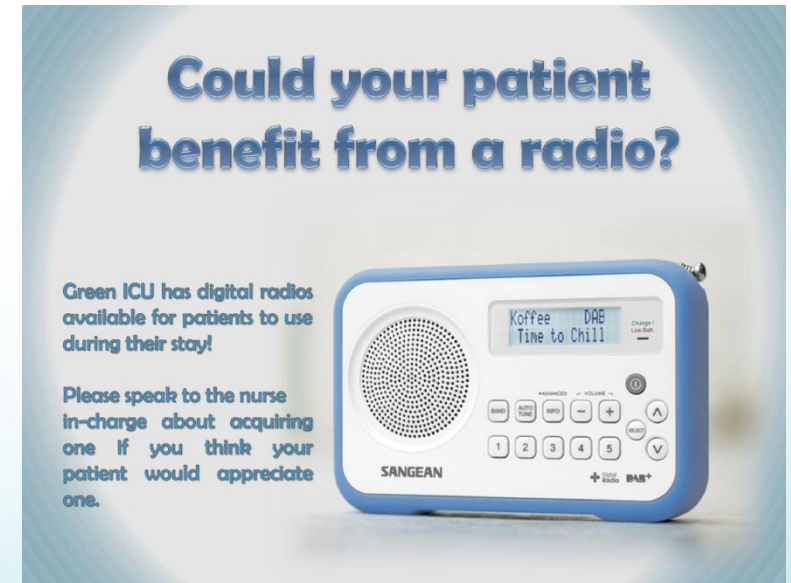


“Noise was an issue at night-time. People around the ICU need to remember there are patients trying to sleep.”

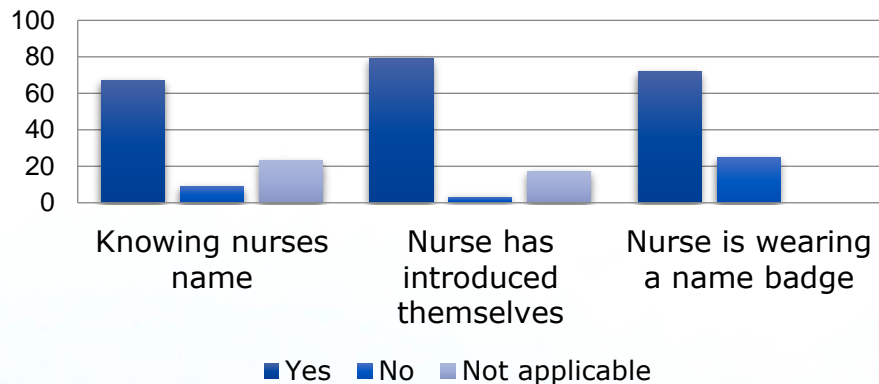
Boredom

“It’s very boring, especially when you can’t eat or drink. No TV, no meals. I’m just sitting here all day”

“It would be great if there was a radio I could listen to”



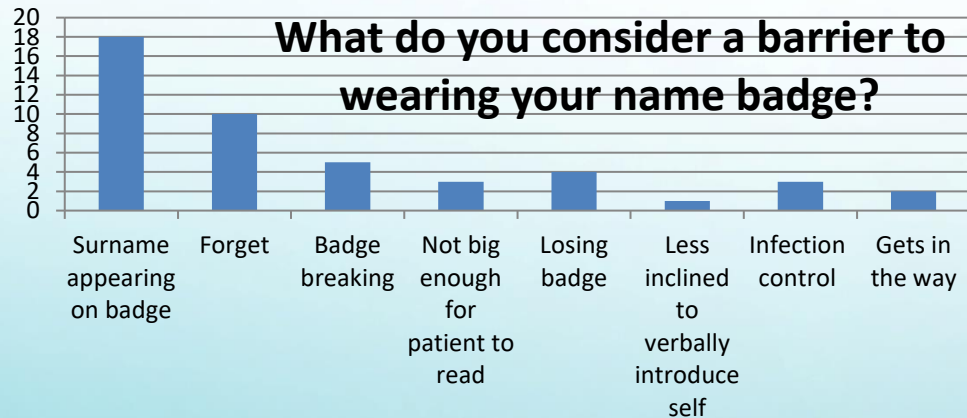
Familiarity with Staff

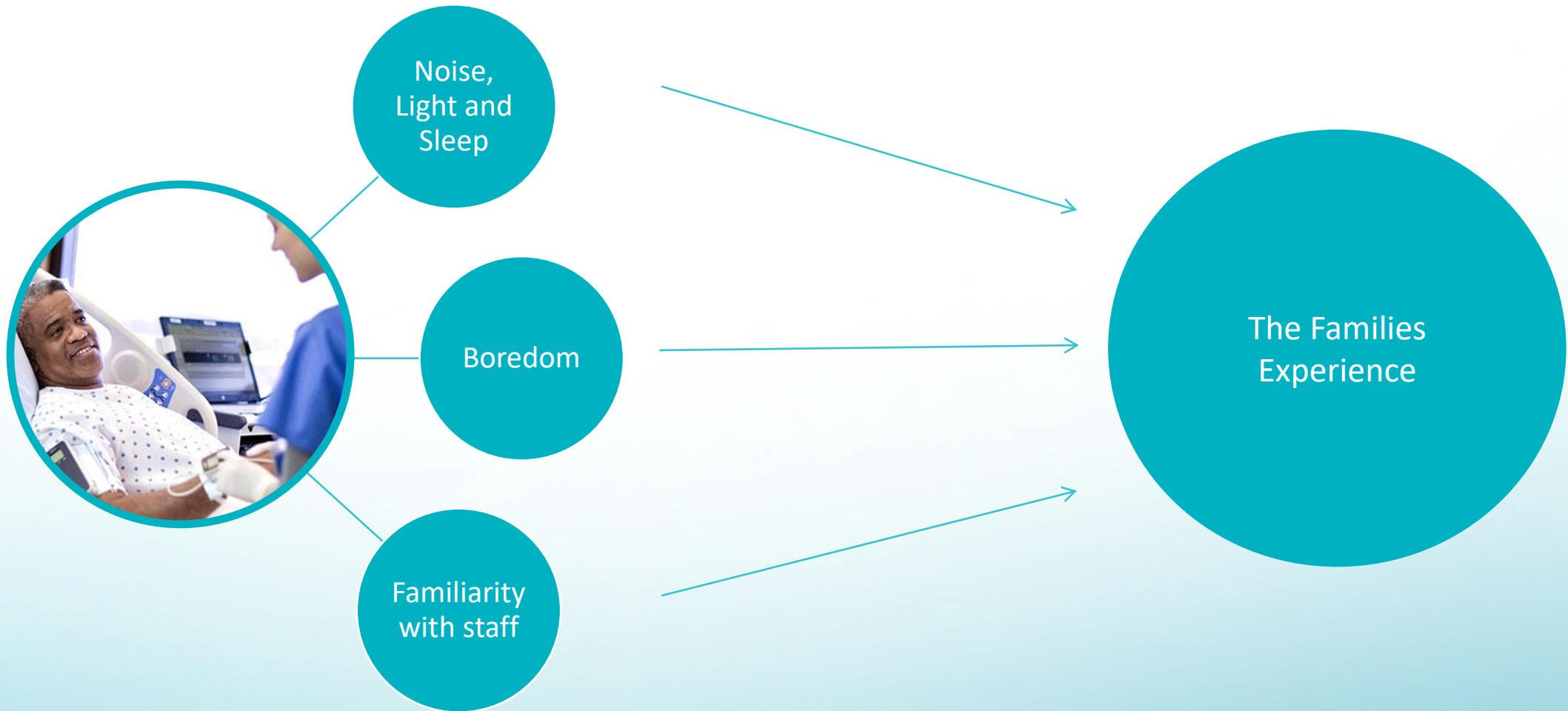


“The name badges are too small and difficult to read.”

“Not all the nurses are wearing name badges.”

“I can’t be involved in nominating the employee of the month because I often don’t know my nurses name.”





The Families Experience

- * Evaluate how families and carers feel about the care being provided.
- * Respecting, listening and valuing what matters to patients, family and staff
- * Optimising health outcomes and patient satisfaction



FS-ICU Survey

Family Satisfaction in the ICU (FS-ICU) Survey

Your loved one is a patient in the Green ICU at RPA Hospital. The questions that follow ask **YOU** about your loved one's **current ICU admission**. We understand that there may have been many staff members involved in caring for your loved one. We know that there may be exceptions, but we are interested in your overall assessment of the quality of care we delivered. We understand that this was probably a very difficult time for you and your loved ones, however we would appreciate you taking the time to provide us with your opinion.

Please check the box that best reflects your views - if the question does not apply to your loved one's stay then check "N/A" for not applicable. Please check one box per item.

1. The courtesy, respect and compassion your family member (the patient) was given.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How well the ICU staff assessed and treated your family member's pain.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. How well the ICU staff showed interest in your needs.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. How well the ICU staff provided emotional support.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. How well the ICU staff met your spiritual needs.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The teamwork of all the ICU staff that took care of your family member.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The courtesy, respect and compassion you were given.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. How well the nurses cared for your family member.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. How often nurses communicated to you about your family member's condition.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Atmosphere of the ICU.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Atmosphere of the ICU waiting room.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Overall satisfaction with your experience in the ICU.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Willingness of ICU staff to answer your questions.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. How well ICU staff provided you with explanations that you understood.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. The honesty of information provided to you about your family member's condition.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. How well ICU staff informed you what was happening to your family member and why things were being done.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. The consistency of information provided to you about your family member's condition.	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Did you feel included in the decision making process?	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Were you involved at the right time in the decision making process?	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Did you receive an appropriate amount of information to participate in the decision making process?	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Did you feel you had enough time to think about the information provided?	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Did you feel supported during the decision making process?	Excellent	Very Good	Good	Fair	Poor	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Do you have any suggestions on how to make care provided in the ICU better?

24. Do you have any comments on things we did well?

25. Please add any comments or suggestions that you feel may be helpful to the staff.

We would like to thank you very much for your participation and your opinions.

Adapted from: Wall, R, [Engelberg](#) RA, Downey, L, [Hendrick](#) DL, & Curtis, JR 2007, "Refinement, scoring, and validation of the Family Satisfaction in the Intensive Care Unit (FI-ICU) survey", *Critical Care Medicine*, vol. 35, no. 1.

Collection method



RESULTS

- * 100% scored Good to Excellent:
 - * Courtesy
 - * Pain treatment
 - * Interest in needs
 - * Teamwork
 - * Compassion
- * Areas of improvement:
 - * Receiving appropriate amount of information in decision making process
 - * Consistency of information
 - * Meeting spiritual needs
 - * Atmosphere of the ICU and waiting room

CHALLENGES



FUTURE FOCUS

- * New patient stories and family stories/satisfaction surveys
- * Utilising emotional touchpoints for data collection



FUTURE FOCUS

“A touchpoint is any moment where a user interacts in some way with the service”

(NHS Institute Innovation and Improvement, 2009)

FUTURE FOCUS



FUTURE FOCUS



WHAT MAKES EOC WORK IN GICU?



ACKNOWLEDGEMENTS

- * All ICU staff, patients and families
- * Essentials of Care coordinators
- * GICU/COVID ICU NUM – Mimi Antonios and Kath Ellam
- * RPAH Patient Care Initiatives Nurse Manager – Maureen Policarpio
- * SLHD Leadership, Culture and Practice Development Nurse Manager – Lily Pho

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