

Exploring Nursing Experiences and Perceptions When Engaging With Patient Care (Practice Development) Initiatives

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A/ Nursing Unit Manager



Health
Sydney
Local Health District

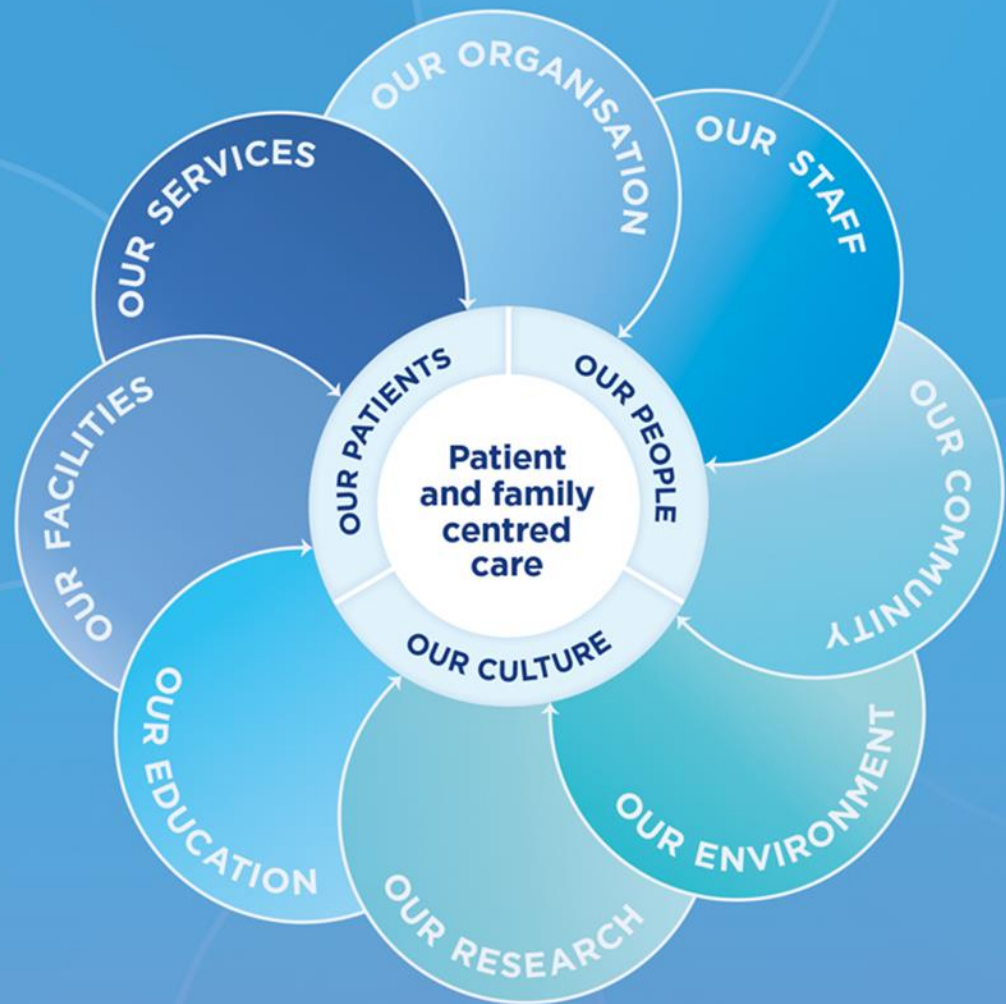
Balmain Hospital

- Patient and Family Centred Care Model
- Core Concepts of Patient and Family-Centred Care
- Patient Care Initiatives
- Balmain Hospital
- Literature Review
- The Research Project
- Study Population
- Questionnaire
- Focus Groups
- Current challenges
- Current Focus
- Potential Outcomes

Understanding how research projects, evidence based frameworks and models of care have the potential to improve nursing experiences and perceptions to patient care initiatives.

Our patients. Our people.
Our culture.

Our Patient and Family
Centred Care model actively
places people at the centre



Patient and Family Centred Care model

Organisation

Leading a world-class health service with a focus on patient experience, innovation, equity and excellence

Staff

Supporting staff in their work and building great teams to deliver excellent services

Community

Engaging with our community to provide health information and improve access to healthcare and levels of health literacy

Environment

Improving the environment in which our communities live and work with a focus on population health, urban development and sustainability by partnering with community groups and other organisations

Research

Supporting clinical research with a focus on translating research findings to provide better health outcomes for patients and their families

Education

Providing education and training opportunities to support our dedicated staff in building careers in the District

Facilities

Providing access to excellent services through our hospitals and health centres with a focus on improving physical environments and infrastructure

Services

Improving health and wellbeing by delivering excellent clinical and support services for our community and staff

Core Concepts of Patient and Family Centred Care

- Dignity and Respect
- Information Sharing
- Participation
- Collaboration

<https://www.ipfcc.org/>

Core Concepts of Patient and Family Centred Care



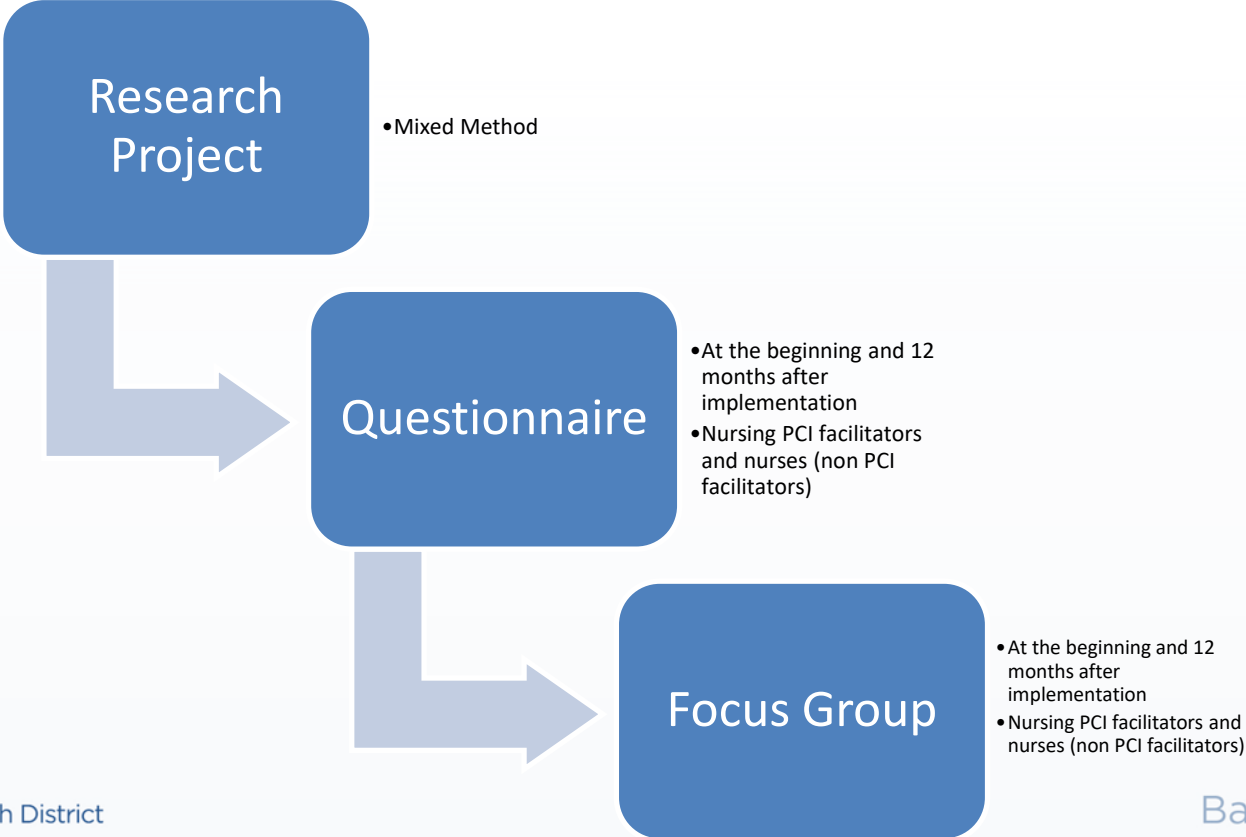
These different frameworks all have the same intentions:

- Safe and effective patient care and outcomes
- Improved workplace culture
- Improved patient and family experience
- Improved staff engagement, wellness and satisfaction











Nurses (Facilitators)

Nurses (Not Facilitators)

Appendix 1

Nurses Experience Survey - Balmain Patient Care Initiatives - Facilitators

Thank you for taking the time to complete this questionnaire. This questionnaire will explore your experience of Patient Care Initiatives on your ward. Your anonymous feedback will be used to further develop and support patient care initiatives.

1. What Patient Care Initiatives (PCI) are you currently involved with? (please tick as appropriate)

Productive Ward
 Escalates of Care
 Heart of Health

2. a. How long have you been involved with the Patient Care Initiative (PCI)? (years, months etc) _____ years or _____ months.

2. b. Have you attended workshops/training for the PCI? Yes No Unsure
If Yes - what training did you attend? _____

2c. Do you meet with other facilitators/champions on your ward regularly?
 Yes No Unsure

3. Please rate how much you agree with the following statements and leave any additional comments.

Statement related to PCI's	Agreement (please rate your agreement by ticking a number)	Comments (please feel free to leave any comments)
Empowerment and ownership of PCI's is shared across the ward	1-2-3-4-5 Strongly disagree Strongly agree	
The ward team aims to increase the participation of all staff	1-2-3-4-5 Strongly disagree Strongly agree	
Empowerment and ownership of PCI's is shared across the ward	1-2-3-4-5 Strongly disagree Strongly agree	
Empowerment and ownership of PCI's is shared across the ward	1-2-3-4-5 Strongly disagree Strongly agree	
Empowerment and ownership of PCI's is shared across the ward	1-2-3-4-5 Strongly disagree Strongly agree	

4a. What are the challenges or barriers with Patient Care Initiatives you have come across?

4b. What are some possible solutions to the barriers?

PLEASE TURN OVER FOR FURTHER QUESTIONS

Exploring nurses' experiences and perceptions when engaging with Patient Care Initiatives Appendix 1 Facilitators Questionnaire - version 2 20/01/2019 1

Appendix 2

Nurses Experience Survey - Balmain Patient Care Initiatives - Ward Based Nurse

Thank you for taking the time to complete this questionnaire. This questionnaire will explore your experience of Patient Care Initiatives on your ward. Your anonymous feedback will be used to further develop and support patient care initiatives.

1. Please rate how much you agree with the following statements and leave any additional comments

Statement related to PCI's	Agreement (please rate your agreement by ticking a number)	Comments (please feel free to leave any comments)
Empowerment and ownership of PCI's is shared across the ward	1-2-3-4-5 Strongly disagree Strongly agree	
The ward team aims to increase the participation of all staff	1-2-3-4-5 Strongly disagree Strongly agree	
Empowerment and ownership of PCI's is shared across the ward	1-2-3-4-5 Strongly disagree Strongly agree	
Empowerment and ownership of PCI's is shared across the ward	1-2-3-4-5 Strongly disagree Strongly agree	
Empowerment and ownership of PCI's is shared across the ward	1-2-3-4-5 Strongly disagree Strongly agree	

4a. Please provide some examples of the positive outcomes when engaging with Patient Care Initiatives?

4b. What did you do to achieve the positive outcomes?

5. What resources have you used to help support you in the program?

6. Any other additional comments

Thank you for taking the time to complete this questionnaire

PLEASE TURN OVER FOR FURTHER QUESTIONS

Exploring nurses' experiences and perceptions when engaging with Patient Care Initiatives Appendix 2 Facilitators Questionnaire - version 2 20/01/2019 2

Appendix 1

Nurses Experience Survey - Balmain Patient Care Initiatives - Ward Based Nurse

Thank you for taking the time to complete this questionnaire. This questionnaire will explore your experience of Patient Care Initiatives on your ward. Your anonymous feedback will be used to further develop and support patient care initiatives.

1. What Patient Care Initiatives (PCI) are you currently involved with?

Productive Ward
 Escalates of Care
 Heart of Health

2. How long has your ward been involved with the Patient Care Initiative (PCI)? (years, months etc) _____ years or _____ months.

3. Please rate how much you agree with the following statements and leave any additional comments.

Statement related to PCI's	Agreement (please rate your agreement by ticking a number)	Comments (please feel free to leave any comments)
Empowerment and ownership of PCI's is shared across the ward	1-2-3-4-5 Strongly disagree Strongly agree	
The ward team aims to increase the participation of all staff	1-2-3-4-5 Strongly disagree Strongly agree	
Empowerment and ownership of PCI's is shared across the ward	1-2-3-4-5 Strongly disagree Strongly agree	
Empowerment and ownership of PCI's is shared across the ward	1-2-3-4-5 Strongly disagree Strongly agree	
Empowerment and ownership of PCI's is shared across the ward	1-2-3-4-5 Strongly disagree Strongly agree	

4a. What have been some of the challenges or barriers in relation to the PCI program?

4b. What have been some of the solutions to the barriers?

4c. What things could you have done differently?

PLEASE TURN OVER FOR FURTHER QUESTIONS

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Appendix 2

Nurses Experience Survey - Balmain Patient Care Initiatives - Ward Based Nurse

Thank you for taking the time to complete this questionnaire. This questionnaire will explore your experience of Patient Care Initiatives on your ward. Your anonymous feedback will be used to further develop and support patient care initiatives.

5. Please rate how much you agree with the following statements and leave any additional comments

Statement related to PCI's	Agreement (please rate your agreement by ticking a number)	Comments (please feel free to leave any comments)
The initiative allows for the staff to increase their participation in the ward	1-2-3-4-5 Strongly disagree Strongly agree	
The initiative allows for the staff to increase their participation in the ward	1-2-3-4-5 Strongly disagree Strongly agree	
The initiative allows for the staff to increase their participation in the ward	1-2-3-4-5 Strongly disagree Strongly agree	
The initiative allows for the staff to increase their participation in the ward	1-2-3-4-5 Strongly disagree Strongly agree	
The initiative allows for the staff to increase their participation in the ward	1-2-3-4-5 Strongly disagree Strongly agree	

6a. What things led to the positive outcomes?

6b. What things would you do again?

7. What resources have you used to help support you in the program?

8. Any other additional comments

Thank you for taking the time to complete this questionnaire

PLEASE TURN OVER FOR FURTHER QUESTIONS

Exploring nurses' experiences and perceptions when engaging with Patient Care Initiatives Appendix 2 Ward Based Nurse Questionnaire - v1 15/01/2019 2

Nurses (Facilitators)

Questions to ask the Focus Group for Facilitators:

1. How did you start your facilitator/champion journey?
2. Tell us about a personal facilitator achievement.
3. What motivates you to get involved?
4. What has been working well on the ward? (in relation to PCI's)
5. What challenges have you experience during your journey? And how did you manage the challenges?
6. What do you think would further help you as a facilitator?
7. Do you think the Initiatives have helped to change anything on your ward?
8. Do you have any suggestions or ideas that may help enhance Patient Care Initiatives?

Nurses (Not Facilitators)

Questions to ask the Focus Group for ward based nurses:

1. What is your understanding and involvement with Patient Care Initiatives?
2. Who is involved with the initiatives on your ward?
3. What has been working well on the ward?
4. What challenges have you experienced as a non-facilitator?
5. What do you think will further help your ward with Patient Care Initiatives?
6. Has the Initiative have helped to change anything on your ward? (e.g. patient experience, staff satisfaction)
7. Do you have any suggestions or ideas that may help enhance Patient Care Initiatives?

Current Challenges





The knowledge gained may help to further develop the programs, in terms of how they are implemented and how support is given to the nurses who are engaged with them at both local and district levels.

- Lily Pho - SLHD Leadership, Culture and Practice Development Nurse Manager
- Greg Fairbrother - SLHD Patient and Family Centered Care Research CNC
- Tracy Millen - Balmain Hospital Director Nursing Services
- Balmain Hospital Staff and Patients
- Previous Balmain Patient Care Initiative Leads

Thank you

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