Enhancing Patient Experience

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Getting started

• On one post it please write a fear you have had or a fear you would have about being in hospital, these will be displayed and discussed later in the workshop.

• Do any of your boards have a patient experience programme?
Aims

• To share FV IPCE journey
• To help SCN enhance patients experience
• To give you 3 top tips
Background - IPCE (2004-present)
Improving Patient Care & Experience in Forth Valley 2010

- IPCE NHS Forth Valley top corporate priority
- Executive Director leadership
- Focus on action across areas important to patients, carers and public
  - Respect, dignity and individuality
  - Safe, clean comfortable hospital environment
  - Food, fluid and nutrition
  - Communication
Systematically understand & action our patients experiences

- Acute Hospitals 2006-2009
- Patients Stories-Ongoing
- Maternity Services 2007-2009
- Acute Hospitals Out Patient Services 2007-2009
- A&E 2008-2010
- Community Hospitals 2009
- Paediatric Services 2009
- Head & Neck Cancer Services 2009
- Gastroenterology
Our Aim ........ Patients First

- Patients at the heart of NHS Forth Valley
- Listen to Patients and Improve their Care
IPCE Strategy

The aim -
To ensure that the care and experience of patients meets & exceeds their physical, emotional and spiritual needs
What's Important to Patients

I am supported and cared for at the end of my life

I am confident that my needs will be met

My family and carers are supported

I receive the highest standards of care

I am Engaged & Involved

I am kept safe from harm

I am treated with dignity & respect

I share responsibility for my care

Patient
Elements of Improving Care & Experience

“Keep me safe & prevent me from avoidable harm”
Safe, clean, comfortable environment that enhances my recovery

“Engage & Involve me”
To have a voice in my care
Elements of Improving Care & Experience

“Support me to take responsibility for my health and care”
Provide information and communication that facilitates discussion and choice

Treat me as an individual and preserve my dignity and respect”
I will be cared for by staff who see me as a unique individual
Elements of Improving Care & Experience

“Provide me with the best possible standard of care”
Provide me with care in a professional culture that has Experience as the top priority

First impressions, open listening, caring staff, clean, tidy professional areas

“Make me feel welcome and confident about the way in which my care will be provided”
Elements of Improving Care & Experience

“Support and care for my family and carers during my care”
Keep my family informed, care for them and be mindful of their needs

“Support me to make choices about my care”
Provide me with options and choices to let me make the decision

Key Objectives:
• To implement the philosophy of advanced/anticipatory care planning
• To implement an educational model of Bereavement Care
Our Commitment

• NHS Forth Valley is committed to high quality patient focused care.
• From Board Room to Bedside-top organisational priority
• To work with patients and families
HOW?

- Discovery stories
- Focus groups
- Digital stories
- Carer experience
- Feedback boards
- Service redesign
Developments

- Developed a Patient Experience toolkit
- Patient Experience “Champions”
- Motivation to care
- Communication training
Using experience

• Your comments
• What are you doing with the stories?
• What real changes can be made?
• Collecting data is different from collecting experience, the real challenge is activating experience to make change!
Some examples from us

• Implementation of protected patient mealtimes
• Development of top tips for noise at night
• Helping to identify staff by their uniforms
• Helping through periods of grief
• Implementation of training for A&E staff to help them when dealing with patients with mental health problems
“The Clinician cannot know the patient, the illness or the circumstances without true awareness of the patient experience”

(Cassell 1991)
Three top tips

• Use this work to give staff the positive feedback they deserve
• Ownership is everyone's, so include them!
• Be innovative, have champions

Reducing noise at night
- Think about others
- Turn down volume on phones
- Be considerate about TV viewing
- If listening to music, be aware of others
- Keep your voice down
- Wear soft shoes
- Dim Lighting
- If appropriate close doors
- Reduce the volume on equipment
- Minimise activity
IMPROVING PATIENT

ANGELA WALLACE

LISTENING TO YOUR VOICES AND GETTING IT RIGHT...

PATIENT

ENVIRONMENT
SAFE
CLEAN
CONFIDENTIAL

BEST PRACTICE

ENGAGE + INVOLVE PATIENTS

PATIENTS' FEELINGS...

"I felt very..."

"I was yelling towards the doctor, which is very inappropriate, because I didn't know what was going on."