

# What are Patients and Carers Telling Us? How can we Improve their Experience?

Nicole Manning  
11<sup>th</sup> October 2007



# NSW Health says the role of a manager is to....

deliver better patient journeys by improving:

- Access
- Safety
- Patient and carer experience

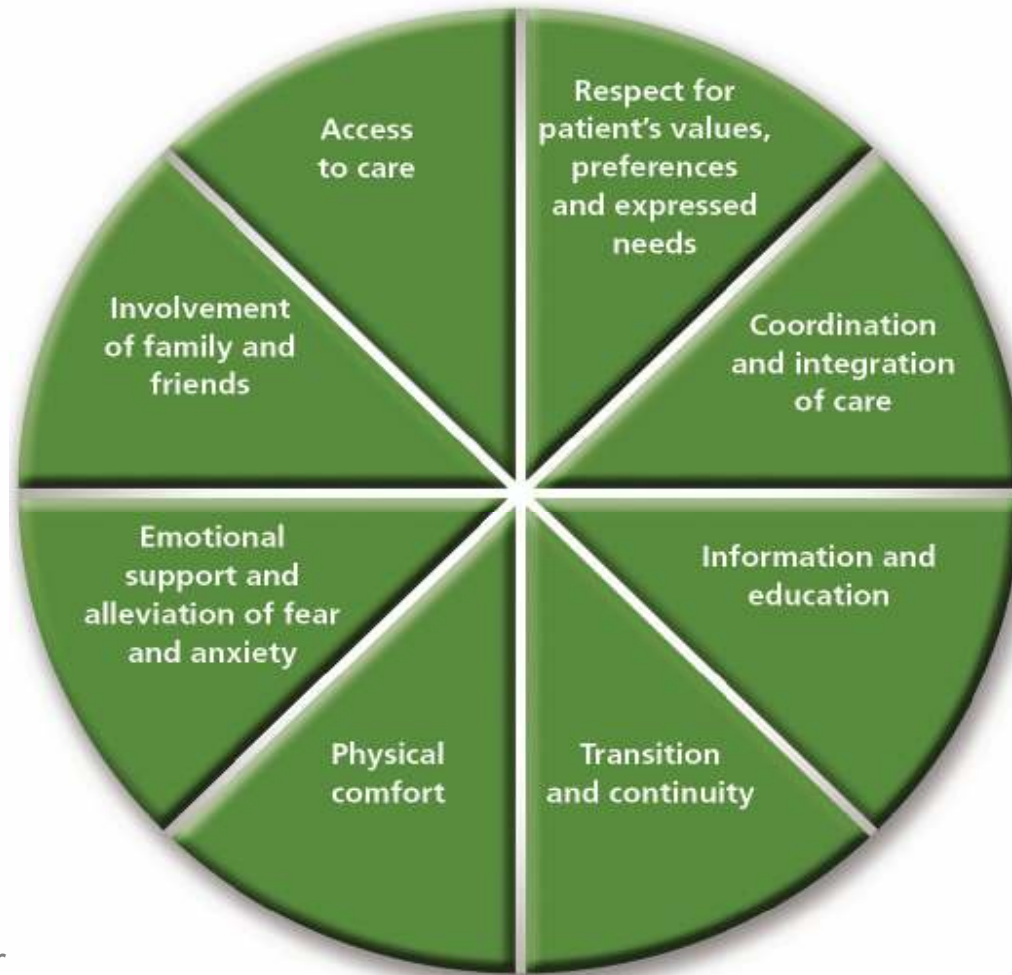
# Today's Discussion

- ➔ What do patients and carers value from their healthcare experience?
- ➔ How can we use Patient and Carer's Stories to redesign and improve our service?
- ➔ What is Jean's Story telling us about our Health Service?

# Patient and Carer Experience

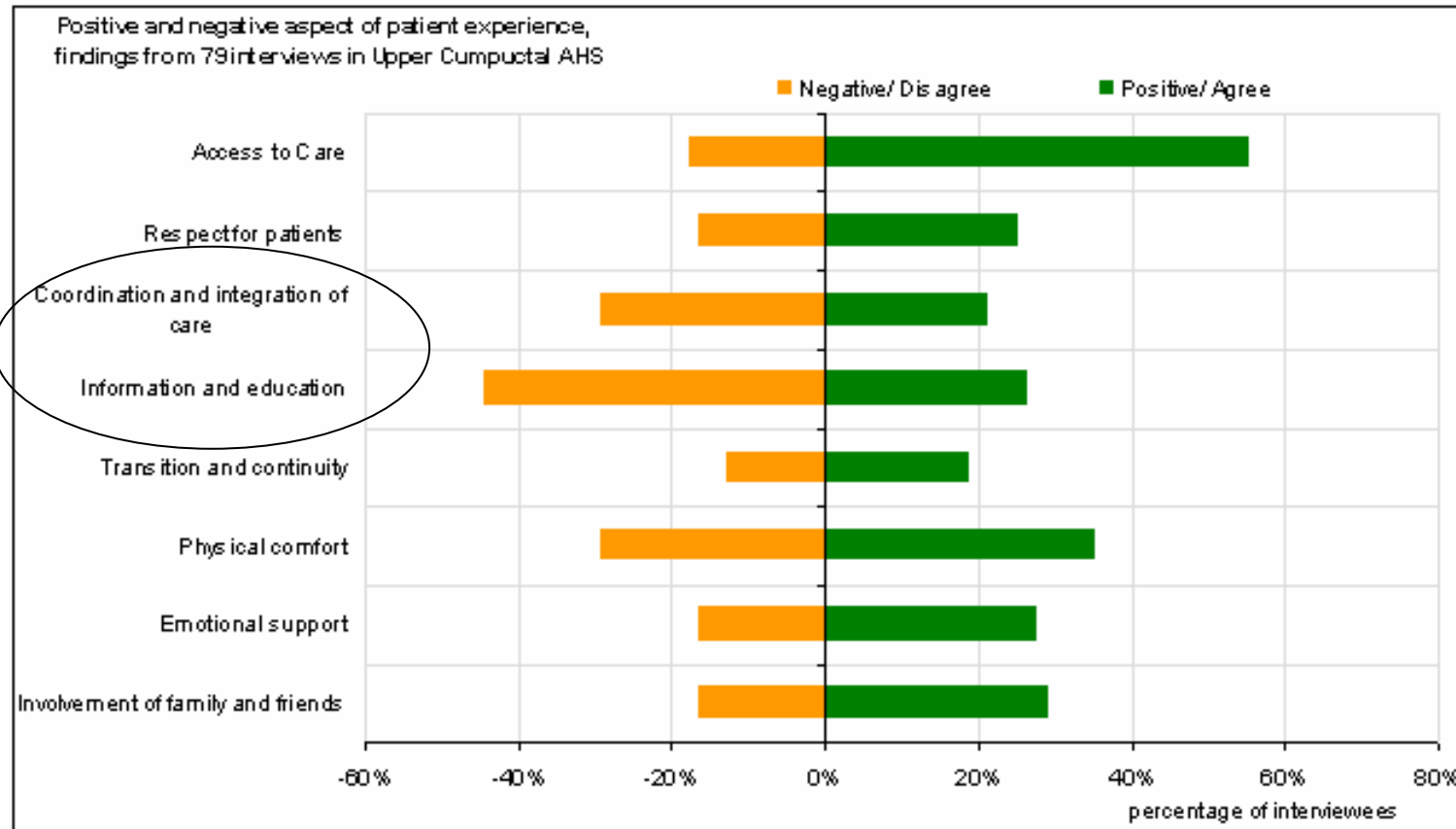
- ➔ Person's perspective of journey
- ➔ Shaped by information; the way it is given
- ➔ What they see, feel, hear all affects their choices
- ➔ Includes "gaps" between clinical care
- ➔ Different from patient satisfaction

# What patients and carers value



Source: NRC+Picker

# Interviews: older person's journey



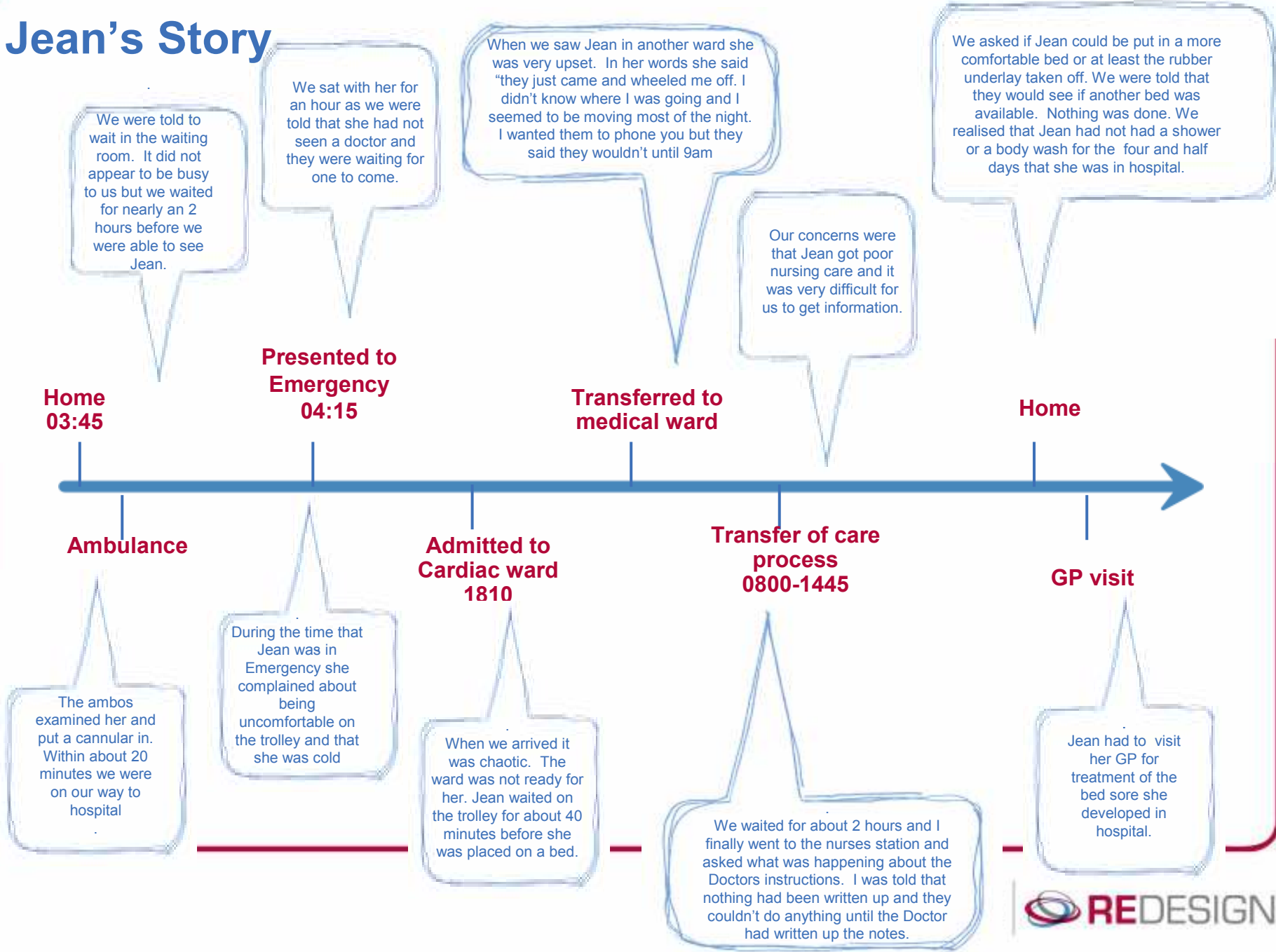
Source: 79 older persons' stories, [archi.net.au](http://archi.net.au)

## Jean's Story

- Jean is a 91 year old female who lives alone with strong family support
- She awoke early one morning feeling sick and her heart was racing
- At 3.45am Jean contacted her son & daughter-in-law for assistance
- Son contacted ambulance to transfer Jean to the local Emergency Department
- Jean was later admitted to the cardiac ward for monitoring

This is Jean's journey in an acute facility in March 2007 as told by her daughter-in-law

# Jean's Story



# What is Jean's Story Telling Us?



The Older Person Journey

## The Power of One Voice

### Emergency

- ❑ Two hour period between Jean presenting to ED and carers allowed to visit Jean in Emergency.
- ❑ Carers did not know what was happening with Jean.
- ❑ Jean felt cold and uncomfortable while in the Emergency Department.
- ❑ Carers confused about Jean's treatment and noted the lack of information presented to Jean and carers while in the Emergency Department.
- ❑ No clear plan given to patient and carers from medical staff in regards to admission.
- ❑ Admitted and waited for ward bed from 1430 to 1730.
- ❑ Transferred to ward and waited another 40 minutes for bed to be ready. Jean in ward bed at 1830.
- ❑ > 14 hours in Emergency

# What is Jean's Story Telling Us?



The Older Person Journey

## The Power of One Voice

### Ward

- ❑ Carers believed Jean received little care/attention during the day by the nursing staff.
- ❑ No assistance with mobilisation while in ward
- ❑ No shower or wash for 4 days
- ❑ Developed a bedsore during her stay in hospital requiring further treatment from GP post discharge from hospital.
- ❑ Carers requested to speak to medical staff on numerous occasions without success.
- ❑ Jean was not seen by physio, OT, social worker or dietitian throughout her admission.
- ❑ Jean was moved to another ward during the night and became very anxious.
- ❑ Jean's carers were told to come in early Monday morning to discuss treatment/care 5 days after Jean presented to ED.

# What is Jean's Story Telling Us?



The Older Person Journey

## The Power of One Voice

### Transfer of Care

- ❑ No plan established to discharge Jean home.
- ❑ No documentation in notes.
- ❑ Lack of communication between staff.
- ❑ Carer asked physio and social worker to review Jean prior to discharge (day of discharge).
- ❑ 2 hrs waiting for medication script.
- ❑ Carer given incorrect information about ACAT assessment.
- ❑ Carer given little assistance to provide care for Jean post discharge.
- ❑ Jean was discharged home late in the afternoon.