

Enhancing Carer Friendly Health Practices

(ECFHP)

Building a sustainable health workforce

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Enhancing Carer Friendly Health Practices
Sydney West Area Health Service

October 2007

Nature of the Problem

- Carers save the community in excess of \$2.6 billion dollars per year
- NSW Health identified more support & information
 - both internal & external
- Funds allocated to SWAHS to establish SWAHS Carer Program
 - NSW Carer Program
- **To improve the responsiveness of acute health staff to the needs of carers**
 - Needs assessment and wide staff consultation undertaken
- Highlighted a lack of carer identification and inclusion @ Nepean hospital

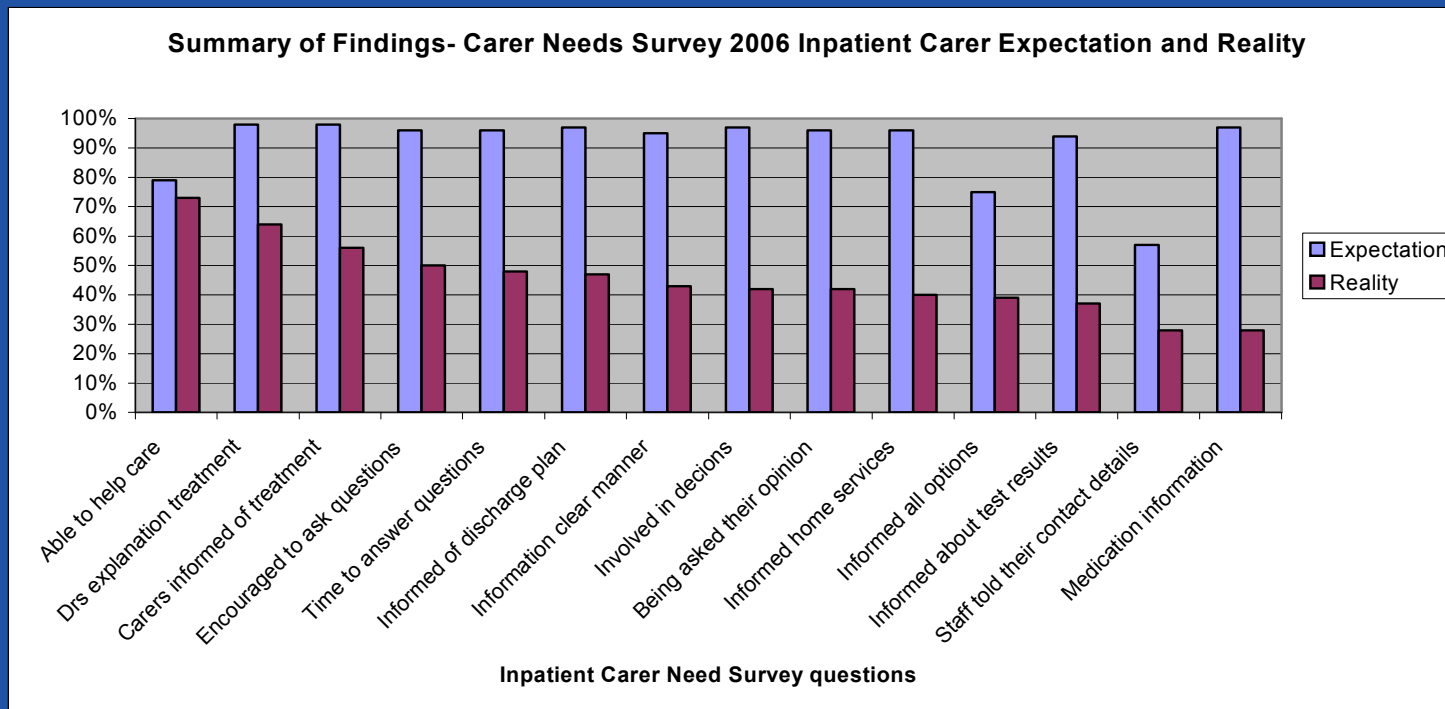
Aim: Enhancing Carer Friendly Health Practices

- To improve the way acute health staff
- Identify
 - Inform
 - Involve
 - Communicate with and
 - Support carers



Extent of the Problem

1. Carer Need Survey



2. Audit- Patient Assessment on Admission Form

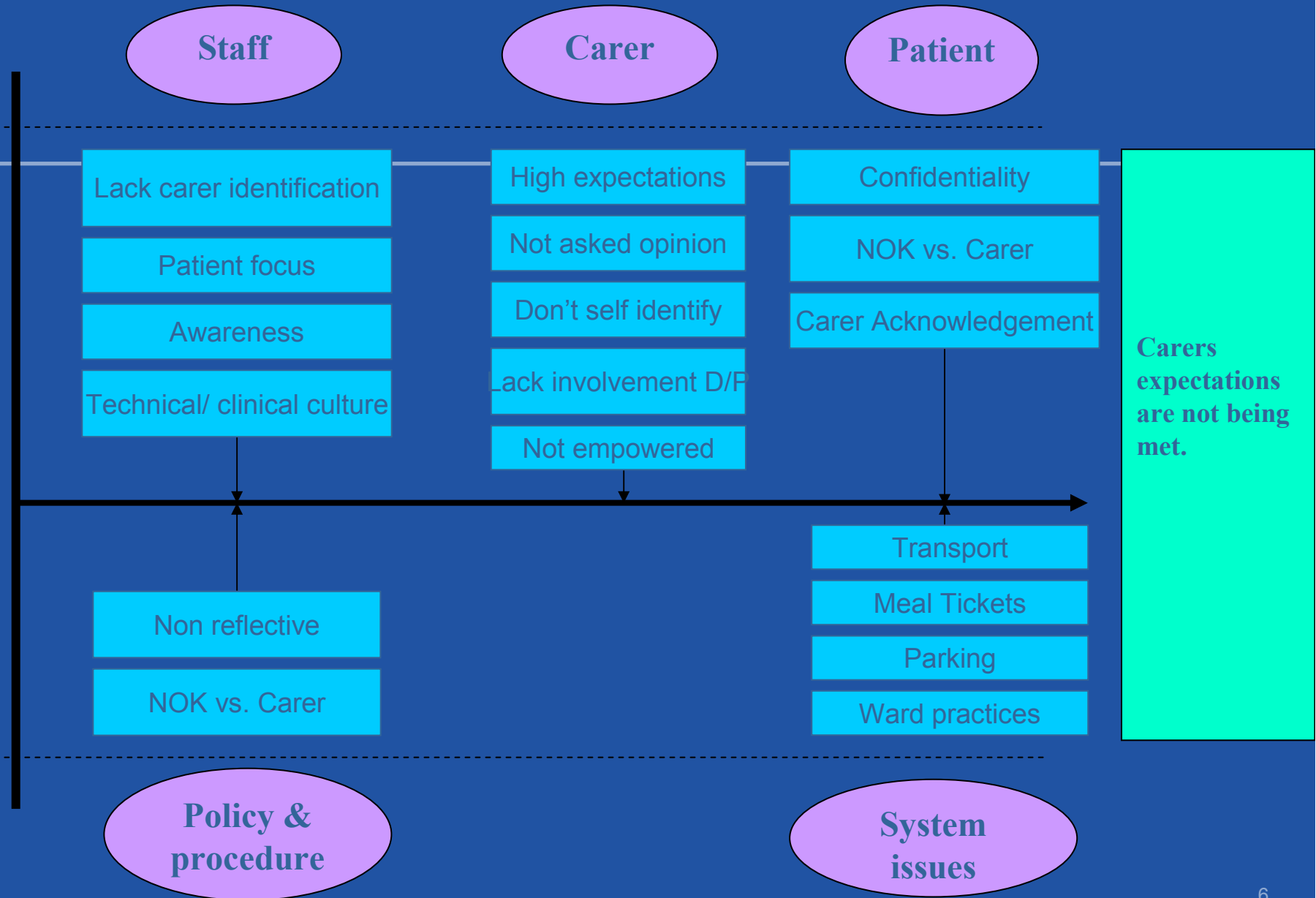
- Poor compliance
- Carers remained largely unidentified
- Issues not captured on admission
- This impacting upon timely, safe and effective discharge planning

3. Staff pre training questionnaire

- Staff don't seek carers out to provide information
- Carers unidentified unless they self identify
- Perception that carer support was the responsibility of other members of the team
 - Social work and discharge planning

Diagram 3
Cause and Effect diagram

Outcomes of Carer Need Survey, Assessment Form Audit and Staff Pre Training Questionnaire.



Strategic importance

The focus SWAHS CAREFirst framework is on improving the health care experience of both patients and their carers.

- ECFHP fits well within the framework
 - In addressing the needs of carers as health care consumers various entry points an acute health facility
- Baseline data collected also consistent with feedback from carers in NSW Health Future Directions consultations
- NSW Carer Action Plan 2007-2012
 - 5 priorities for action
 - Innovative way of effecting culture change utilising existing resources

Enhancing Carer Friendly Health Practices

- Strategic approach to carer identification and inclusion-
- Utilising core principles of Clinical Practice Improvement Methodology

Planning

1. Support
 - CE, DON, NUM's, Dept & Allied Health Managers
2. Staff to attend training identified
 - Carer Portfolio & potential 'change agents'.
 - Training off campus, free & offer to \$\$ backfill
3. Agreement participate

Analysis of baseline measures used to identify priority areas for improvement

Enhancing Carer Friendly Health Practices Project Flow Chart Phase 1

Identify problem?

Improve the way carers are identified, communicated with, informed & supported

Collect Baseline data

- Carer Need Survey
- Staff questionnaire
- Audit

Guidance Team

Carers Program
Senior Nursing & Allied Health staff

Team Formation

Nurses
Physiotherapists
Ward Clerks
Continuing Care
Radiation Therapists

Carer Awareness training & strategy brainstorming

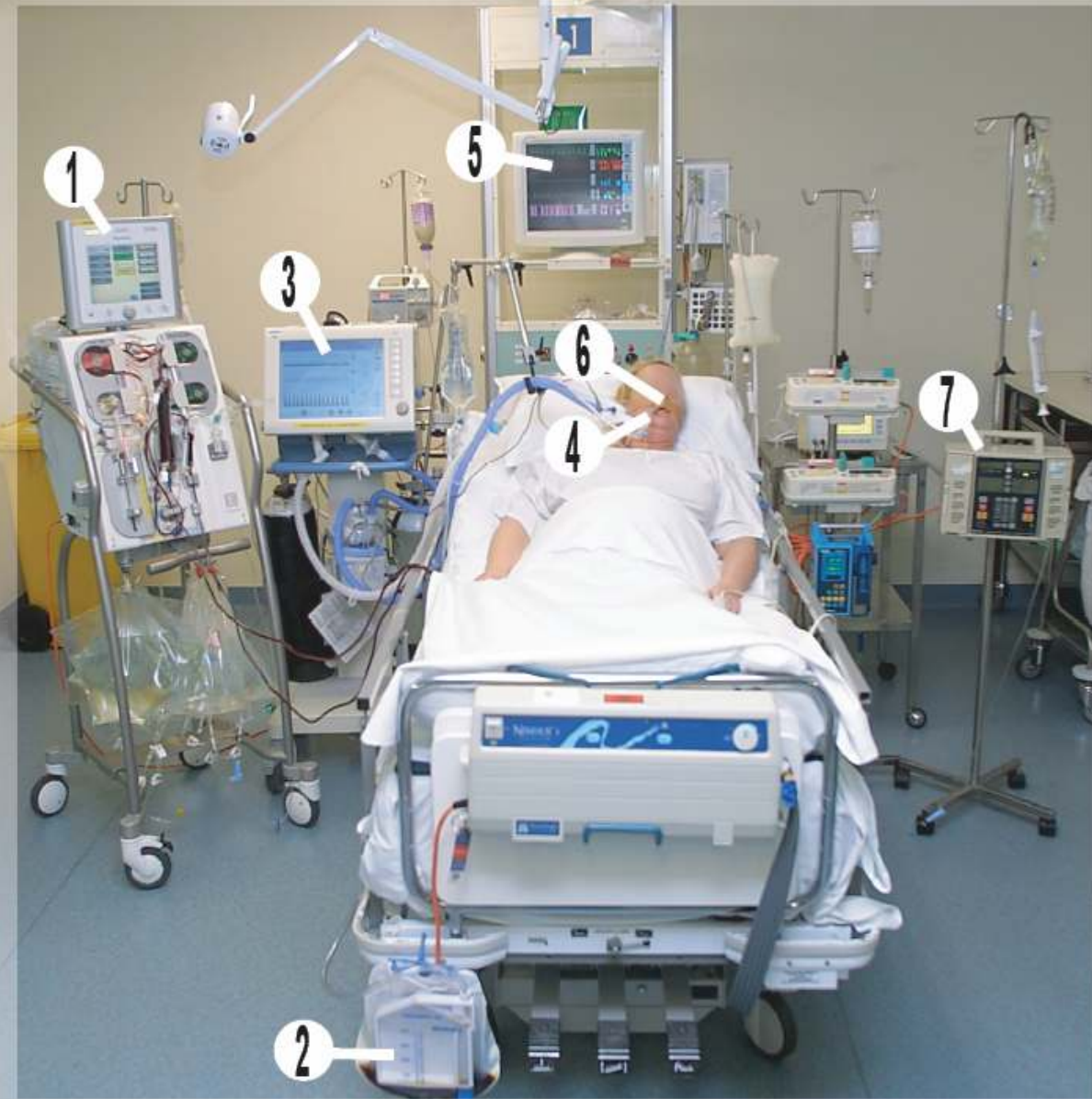
Consultation & collaboration

Focus

Utilise teachings & results of baseline data to inform priority areas for improvement

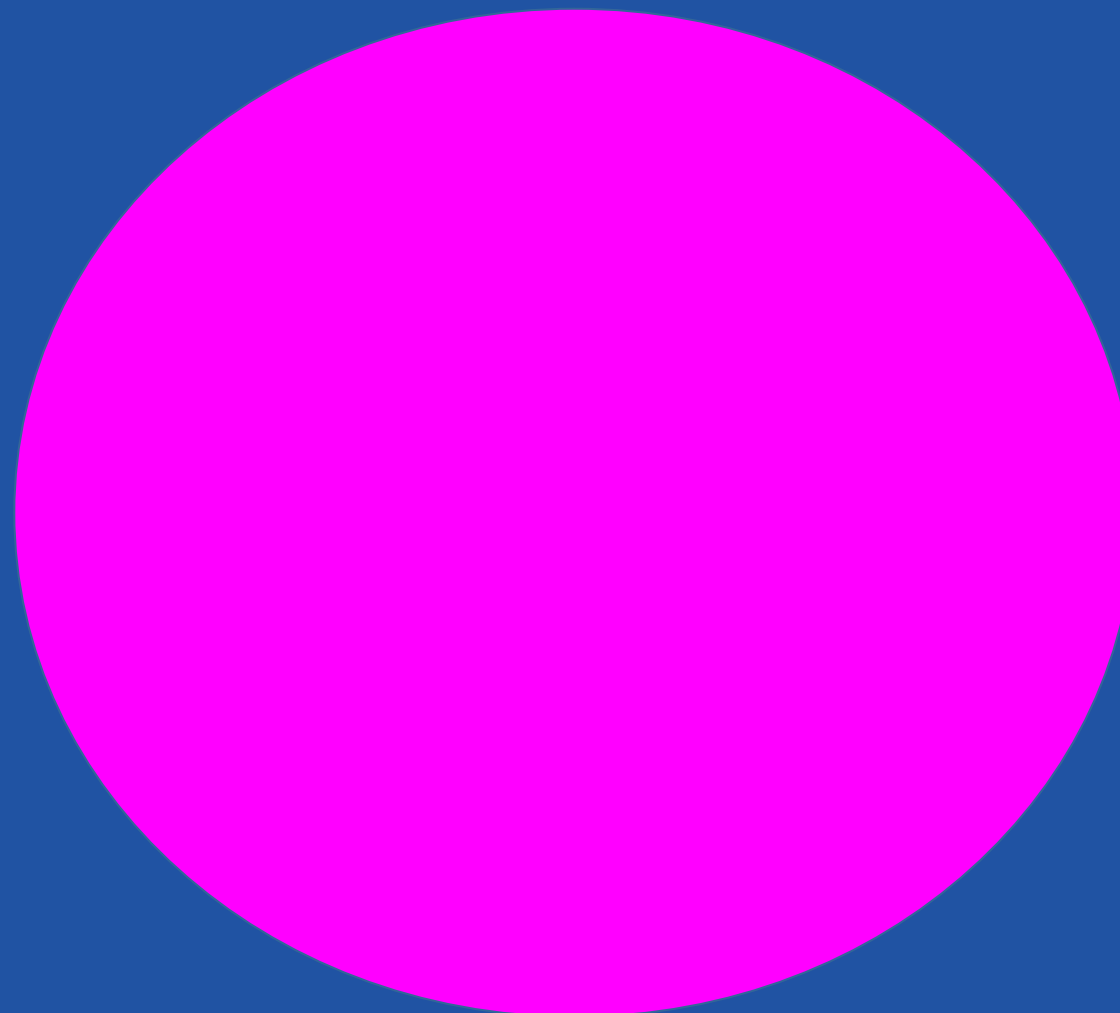
Some examples of interventions

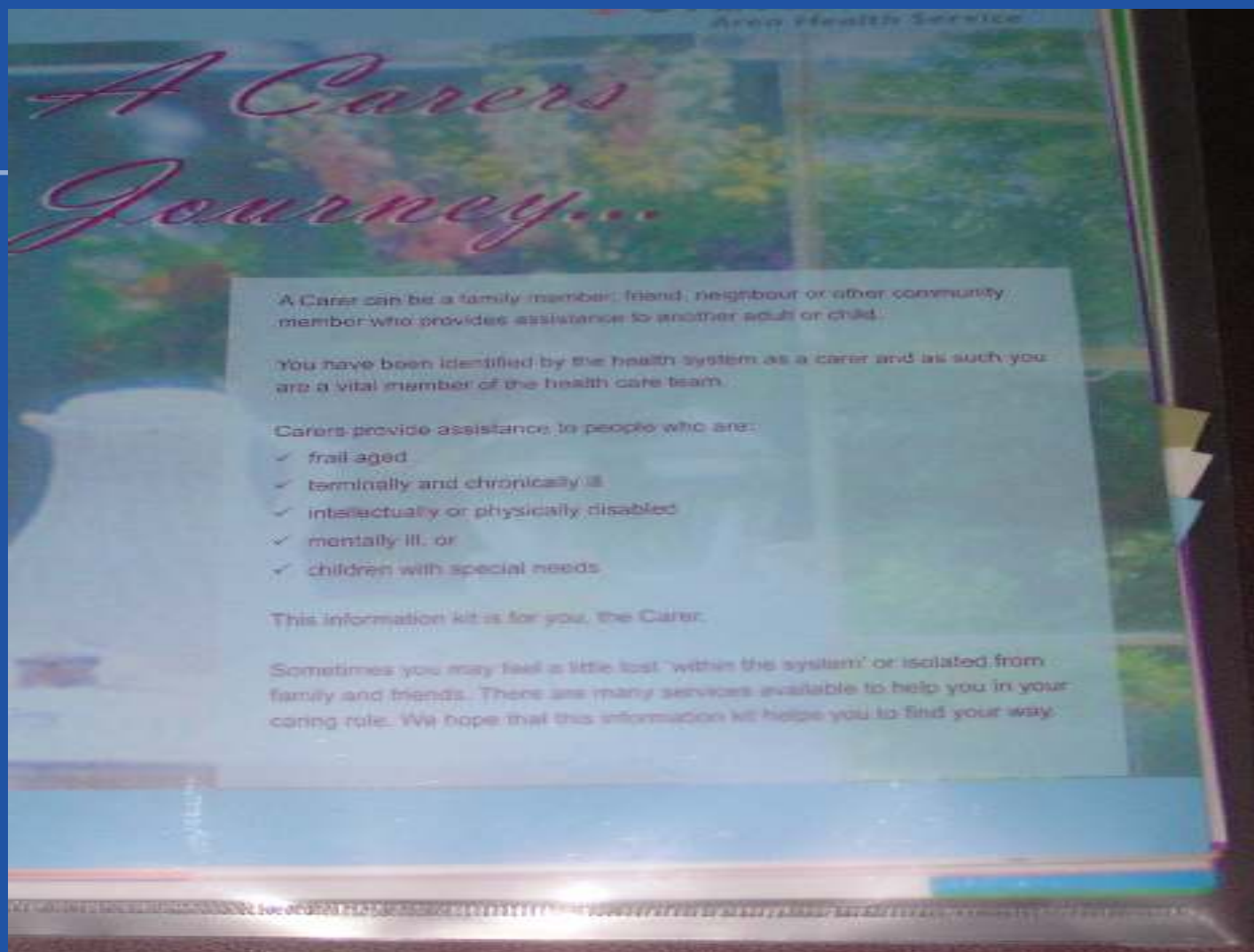
Equipment used in the Intensive Care Unit *to care for your loved one*



- 1** Dialysis machines assist the kidneys when they do not work properly. Patients are connected to the machine via a line that is placed in the neck or groin. Blood is removed via the catheter and is circulated through a filter in the machine to clear the blood and is then returned via the same line.
- 2** Indwelling Urinary Catheter is a soft flexible tube that is placed into the bladder to drain urine.
- 3** Ventilators are commonly known as breathing machines because they assist patients to breath or if necessary can do all of the breathing for the patient. (Sme people call them life support machines).
- 4** A plastic breathing tube is used during mechanical ventilation. One end of the breathing tube is placed into the windpipe through the mouth or nose. The other end of the tube is connected to the breathing machine (ventilator).
- 5** The ICU monitor displays some of the body's major functions by continuous waveforms or numbers. Some of the most commonly monitored functions are heart rate and rhythm (ECG), blood pressure and oxygen saturation (an indication of the amount of oxygen in the blood).
- 6** A nasogastric tube is a flexible plastic tube that goes through the patients mouth or nose and into the stomach. It is used to provide liquid nutrition or to drain fluids from the stomach.
- 7** Intravenous infusion pumps are used to control both the rate and amount of fluid or medication that is given to a patient.

Pink Dot strategy





Directory of Services

If you or the person you care for needs information on...

- ✓ Help around the home
- ✓ Personal care
- ✓ Meals
- ✓ Financial Assistance
- ✓ Transport

- ✓ Respite Care
 - When you need a break and need someone to look after the person you care for

- ✓ Information and referral
- ✓ Free Carer Support Kit
- ✓ Carer Support Groups
- ✓ Telephone Support
- ✓ Counselling

- ✓ Nursing Services
- ✓ Home modifications
- ✓ Allied Health Services
- ✓ Aged Care Assessment Team
- ✓ Day Care Centres



Then contact...

CARELINK
1800 052 222

Commonwealth Carer Respite Centre
1800 059 059

Commonwealth Carer Resource Centre
1800 242 636

Chronic and Complex Intake
1800 013 101

Information

Carer

Are you a carer?

Do you look after an adult or a child with a chronic illness, disability, mental illness/disorder or a frail aged person?



Commonwealth Carer Respite Centres
Telephone
1800 099 055

Provides information, advice and help with organising emergency, short term and planned breaks. Emergency service available 24 hours.

There are services to help you:

Commonwealth Carelink
Telephone
1800 092 822

Provides free information about the range of local services in your area.



Commonwealth Carer Resource Centres
Telephone
1800 242 826

For your free carer support kit and for information, emotional support, referral to counselling programs and services.



Centrelink
13 27 17

You may be eligible for the main payment if you have to give up work to care and/or

You may be eligible for the carer allowance - a new means tested benefit paid to carers of people with a high level of care need.

To contact Sydney West Area Health Service Carer Program
Telephone: (02) 4734 2022

What do carers do?

- ✓ Assist or supervise with tasks of daily living: Feed, bathe, dress, toilet, medicate, monitor
- ✓ Domestic tasks
- ✓ Assist with finances or transport
- ✓ Provide emotional support
- ✓ Advocate i.e. speak on behalf of the person they care for.
- ✓ Meet personal and family obligations.
- ✓ Carry out therapy programs

Directory of Services

If you or the person you care for needs information on...

- | | | | |
|--|---|---|---|
| <ul style="list-style-type: none"> ✓ Help around the house ✓ Personal care ✓ Meals ✓ Financial assistance ✓ Transport | <ul style="list-style-type: none"> ✓ Respite Care When you need a break and need someone to look after the person you care for | <ul style="list-style-type: none"> ✓ Information and referral ✓ Free Care Support Kit ✓ Carer Support Groups ✓ Telephone Support ✓ Counselling | <ul style="list-style-type: none"> ✓ Respite Services ✓ Home modification ✓ Adult Health Services ✓ Aged Care Assessment Team ✓ Day Care Centres |
|--|---|---|---|

Then contact...

- | | | | |
|---------------------|--|---|--|
| <p>1300 092 822</p> | <p>Commonwealth Carer Respite Centres 1800 099 055</p> | <p>Commonwealth Carer Resource Centres 1800 242 826</p> | <p>Children and Complex Injuries 180 222 166 Or for Lifeline Helpline 1800 222 238</p> |
|---------------------|--|---|--|

Things to remember when trying to arrange services help:

- There may be a waiting list for the service you require
- Preparation to look after the person
- No charges
- Consider safety of health care services, any fees to be paid, access from home, check your local Counciling Services

What else is available?

- ✓ Carer Information Kit
- ✓ My Health Record Book
- ✓ Information about:
 - Respite
 - Carelink
 - Carers NSW
 - Centrelink
 - Working carers
 - Young carers
 - Medications
 - Falls Prevention
 - Support groups
- ✓ Emergency Care Kit
- ✓ Carer Survival Guide
- ✓ A Carers Guide - Dementia

Why?

This noticeboard has been erected as part of an initiative of the Enhancing Carer Friendly Health Practices project.

Carer Information Boards like this one aim to provide you, the carer with information about services and supports available to support your caring role.

Information leaflets can be obtained from the wall-mounted stand next to this noticeboard.

For more information about any of the services or to receive a Free Carer Information Kit and other resources please ask ward staff.

Interpreter Service

A free and confidential interpreter service is available 24 hours a day, seven days a week. Please ask staff to arrange one for you if required.

Auslan interpreters are also available.

Aboriginal & Torres Strait Islander Information

Aboriginal Liaison Officers work in the hospital and are able to help you.

For more information and for your

Free Koori Caring Kit
Phone: 47342669 or 47342670

| | |
|--|---|
| <p>MRSA SWABS</p> <p>ATTENDED YES.....</p> <p>NO</p> <p>SITES ATTENDED</p> <p>.....</p> <p>.....</p> | <p>Carer Identified</p> <p>YES.....</p> <p>NO</p> <p>Carer Info Kit Given</p> <p>YES.....</p> <p>NO</p> <p>DATE</p> |
|--|---|

Outcomes...

- Carers
 - Felt like the Area Health Service was;
 - Listening
 - Cared
 - Responsive to their needs
 - Thankful for opportunity
- Staff
 - Valued partners
 - Individual ward/ dept needs were being considered
 - Consulted as opposed to being prescribed to.
 - Given the tools to improve
- Carers Program
 - Increase the reach of the service
 - Impact on local policy / procedure across the facility
 - Encompassing carers as consumers
 - SWAHS Profile
 - Area rollout project
 - Consumer & Community Participation Workshop



Consultation &
collaboration

Unexpected outcomes?

- Great ideas
 - Staff are communicating more effectively
 - Staff are working together as a team
 - Sharing the load & utilising their creativity



- Staff are addressing the needs of the carers they service
 - Provision of relevant & timely information

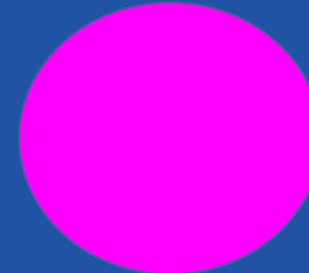
Strategy summary

| Implementation strategies | Amount / number |
|---|---|
| Number of staff involved in project @ Nepean | 44 |
| Carer Information Boards erected (Nepean) | 11 |
| Carer Information Board erected @ Lithgow | 1 |
| No of carers identified & given a Carer Information Kit Nov 06- June 07 (Nepean) | 346 |
| No. of carer information kits distributed external (community & other area facility) Aug 06 – Aug 07 | 309 |
| No. of Inservices given by project staff | 25 |
| Posters developed 1. 'Equipment used in the Intensive Care Unit to care for your loved one' & Carer Information Board poster | 2 |
| Orientation manual drafted (in progress) | 1 |
| Carer prompt added to clinical pathway- DSU | 1 |
| Carer details added to service intake form | 1 |
| Carer details / identification added to area patient assessment on admission form | Yes |
| Pink dot strategy | Staff identify carers on admission & place a pink magnetic dot on the white board against the patient name. A carer info kit is distributed and recorded on a checklist. The checklist is collected (by carer program) monthly to demonstrate the number of carers identified per ward per month. |

| New Initiatives | |
|--|--|
| Carer ID stamp | Each Patient is swabbed (MRSA) & carer ID attended on admission & documented |
| Rollout of Enhancing Carer Friendly Health Practices (ECFHP)- Lithgow Hospital | Local project support staff identified & orientated 2 ward inservice sessions conducted Carer Information board erected Local action plan developed |
| Rollout ECFHP- Blacktown / Mt Druitt Hospitals | Initial consultation with DON (September 07) Senior nurse leader September 25 th . |

Recent developments

- Carer Liaison Nurse
 - Trial 3 acute wards @ Nepean
 - Offer identified carers free health screen & Carer Profile interview
 - Referral to appropriate health care team member or external service provider
- MEAC – Medication Education & Advice for Carers
 - Joint project Pharmacy department
 - Identified carers offered MEAC



Sustaining Change

- Provision of timely & appropriate carer identification & support
 - Avoidable hospital admissions
 - Carer health & wellbeing
 - Quality patient care
- With the inception of ECFHP effectively established a large team of health staff in an acute tertiary facility committed to enhancing the support provided to carers.
- Procedures are now a part of current work practice.

Lessons Learned...

- Carers have very high expectations
 - Are not being met
- Staff didn't see carers as consumers of health services
 - Patient focused
- Staff are open to innovative ways of improving the service provided to carers as consumers.

Future Scope

- Opportunity to replicate model at any other facility across NSW Health
- Now being implemented at 2 other area facilities
 - With support of DON & senior nurse leaders
- Strategies implemented can lead to the addition of different layers & types of carer support

With multiple teams working at various entry points the individual needs of carers are being considered
- Strategies implemented trialled, effectiveness measured & rolled out on a larger scale.

Incorporating a little more



Carer Focus

Into our work practice....

