

“ The Essentials of Care program has changed the way we work, improving our teamwork, and the communication between the team. It has led to a culture when open questioning and advocating for patients is welcome ”

Resources

EOC is sponsored by the Chief Nursing and Midwifery officer of NSW and supported by the State-wide Program Manager and Program Officer, along with a state-wide Facilitation and Support Team.

Each LHD has EOC Coordinators who are responsible for the coordination of the EOC program, the running of the facilitation development program and building capacity for local facilitators for their LHD.

Written resources available include a resource guide for facilitators and the facilitation development model and curriculum.

These are available from your local Coordinator along with other resources.

For more information about becoming involved in EOC, please contact your local EOC Coordinator

Or the ARCHI website:

<http://www.archi.net.au/resources/workforce/nursing/eoc/eoc-stories>

Or go to the NSW Health website:

<http://www.health.nsw.gov.au/nursing/>

References

McCormack B, Manley K, Garbett R ed: Practice development in Nursing, Oxford, UK 2004, Blackwell Publishing

Garling P, Special Commission of Inquiry: Final report of the Special Commission of Inquiry Acute Care Services in NSW Public Hospitals report, 2008



Essentials of Care

Essentials of Care (EOC) is a program that looks at cultural change within healthcare teams, to develop organisational cultures of critical enquiry; evidence based practice and improved patient outcomes.

EOC uses a facilitated process to allow healthcare teams the opportunity to explore how they can improve their care. Healthcare teams are engaged in this process using the approaches of collaboration, inclusiveness, participation and person centredness, which aligns with the CORE values of NSW Health – Collaboration, Openness, Respect and Empowerment.



Sustainability of change has been shown to only truly occur when individuals and teams take ownership and make sense for themselves, the initiatives for improvement that they action.

A person-centred approach is the term used to describe the therapeutic relationships between care providers and service users, and between the care providers themselves.

The benefits of using a person-centred approach to patient care include:

- promotion of teamwork;
- the ability to provide more holistic care;
- increased patient satisfaction;
- reduced anxiety levels;
- sharing of collective knowledge and
- Collaborative decision making (McCormack et al, 2004).

The program will result in better patient outcomes through the establishment of more effective clinical environments.

It aims to:

- Focus on patients' needs and their experiences of care provided
- Value the contributions from all involved in care
- Encourage patient participation in decisions about their care

Instances where care has not been perceived to be holistic or person-centred are often seen as gaps in the standard of care drawing negative attention from patients, health professionals and the public. These instances highlight the need for discussion and the implementation of ways to improve patient care and safety. (Garling 2008)

The goals of the EOC program are to:

- To improve patient safety and outcomes through the implementation of a NSW state-wide framework that focuses on the essential elements of healthcare.
- To enhance the experiences of patients, families and carers, as well as staff involved in the delivery of care.

This work is done through:

- Engaging healthcare teams in transformational practice development (tPD)
- Evaluating the quality of essential care delivery
- Identifying opportunities for the development of practice
- Activating locally developed plans to improve practice
- Developing a culture of critical inquiry
- Celebrating excellence in practice

As of June 2011 over 500 wards/units are engaged in EOC across NSW Health.

Improvements in care can be seen in areas such as:

- Improvement in the accuracy and completion of documentation in the clinical setting, including fluid balance charts, observation charts and nursing care plans
- Improvement in communication between multidisciplinary team and patients
- A reduction in medication administration errors
- Reduction in all categories of falls in the clinical environment
- Decrease in complaints within the clinical environment
- Improvement in reporting culture
- Increase in staff satisfaction
- Increase in staff retention
- Ensuring that all patients receive adequate nutritional support

Evaluation

A state-wide evaluation project is being conducted with 20 sites over three Local Health Districts looking at the question: *How effective is the EOC model in achieving workplace cultural change and sustained improvements in person-centred outcomes?*

