Patient Experience Week 2018

Jayne James
Patient Experience Manager
What is Patient Experience Week?

• Patient Experience Week is a global event

• Celebrate the impact healthcare staff impacting patient experience every day

• Communication about service delivery based on what matters to patients.
Patient Experience Week 2018

What did we do?

• Email invitation to participate
• Distributed flyers
• Used Corporate Communications
• Invited Consumers
• Set up displays in foyers
• Visited wards
• Spoke with staff and Patients
‘It was such an eye-opener. It was so impressive to meet and hear from staff and see so many thank you cards etc., with such appreciation from past patients and/or their family members.

Plus seeing the cleanliness of corridors etc., and apparently a small number of maintenance people who keep things going.

Unbeknown to me there is probably much more to be done but it was an eye-opener to me how much had been accomplished and such apparently well trained and dedicated staff.

Thanking you, Robyn Blom’
Gosford Mental Health In-Patient Unit held an afternoon tea to celebrate the wonderful members of our multidisciplinary team and the hard work they do.

We enjoyed sharing our patient experiences, and reading out our patient’s/carers comments from our Mental Health Service comment cards and the Your Experience Survey.

The afternoon tea was a great success, it lifted everyone’s morale and was greatly appreciated.
Patient Experience Week 2018

Woy Woy Transitional Care Unit Nurses, Physio team and Admin.
Patient Experience Week 2018

Martin Malone, Director of Nursing & Midwifery (Gosford) and nursing administration staff
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I will improve my patients’ experience by making the fact that they are integral part of decision making.

I will improve my patients’ experience by giving them a smile and friendly attitude when they are at their worst.
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Patient experience is...
FRIENDLY STAFF.

Patient experience is...
GOOD TREATMENT.

Patient experience is...
Timely Access (not waiting).

Patient experience is...
Good Nurses + Doctors Compassion.

Patient experience is...
Nice Receptionists Very Helpful.

Patient experience is...

Patient experience is...
Treatment in a Timely Way.
Patient Experience Week 2018 - is this just the fluffy stuff?

• Patient experience is so much more than customer service and smiling more!
• Patient experience is about safety and outcomes
• When patients tell us what matters to them:
  – Consistent communication
  – Involved decision making
  – Improved transition of care

Engaged patients = Improved outcomes
What Patients Value in Their Experience

- Access to Care
- Respect for patients values, preferences and expressed needs
- Coordination and integration of care
- Information and education
- Transition and continuity
- Physical comfort
- Emotional support and alleviation of fear and anxiety
- Involvement of, and support for families and carers
CCLHD Staff Will Improve Patient Experience by...

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Patient Experience Week 2018

Fast access to reliable healthcare advice
Effective treatment delivered by trusted professionals
Continuity of care and smooth transitions

Involvement of, and support for, family and carers
Clear, comprehensible information and support for self-care
Involvement in decisions and respect for patient's preferences

Emotional support, empathy and respect
Attention to physical and environmental needs

Patient Experience Week 2018

• What did we learn?
  • Planning – resource intense
  • Those participating took part embraced the opportunity to celebrate the positives
  • Patients gave meaningful feedback – but just a snapshot
  • Gets people talking about ‘Patient Experience’ – it’s not just about the fluffy stuff!

2019

• More support and resources
• Find ways to involve all staff (not just clinical)
• Find ways to involve more patients
• Promote Patient Experience Week to focus on appreciative improvement.