Patient-centred care and engagement
Back to Basics August 2018
Learning outcomes

• Describe your responsibilities regarding patient engagement
• Identify ways in which we can promote patient engagement
• Discuss what empathy means to you
• List 3 ways that CISS engages with our local community
Putting People First
People, patients and partners

Empathy
Culture Dignity
Involve Diversity
Respect Experience
Enable Acknowledge Engage
Personal Care Connection
Support Quality Partner Family
MNHHS has a legislative mandate under section 40 of the *Hospital and Health Boards Act 2011* to have a consumer and community engagement strategy.

Our Strategy **Connecting for Health** guides continuous improvement for inclusive consumer and community engagement, involvement and partnerships.
Engagement Framework

Lead the way in providing consumer-centred care, with consumers regarded as equal partners in their healthcare.

Include consumers in decision-making and ensure all people and voices are heard and included.

Integrate with health services in our region to improve the experience of consumers in Metro North.

Respond to consumer experiences, feedback and expertise.
The 10 NSQHS Standards provide a nationally consistent statement about the care consumers can expect from health service organisations.

Accreditation is the process by which we are assessed on how well we meet these standards.
Partnering with patients

Patient-centred is doing with the patient, not to the patient.
What else can we do?

Educate and inform our patients about:

- Who we are and how they can talk to us about their concerns
- Hand hygiene
- Privacy and information
- Falls prevention
- Pressure injury prevention
- Australian Charter of Healthcare Rights
- Clinical Handover
- How to make compliments, suggestions or complaints
What can we all do?

A simple way to be more patient-centred is to remember: AIDET®

A - Acknowledge
I - Introduce
D - Duration
E - Explanation
T - Thank You

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We asked MNHHS consumers how we can improve patient experience...

Be tolerant even under difficult circumstances

Speak politely and treat patients as human beings

Listen to and do not "talk down" to the patient or carer

There is a power imbalance that must be addressed to make patients feel like it is ok to say that something is not working for me/us

People come from different backgrounds and have had different experiences but they always deserve respect
Patient experience is influenced by:

- Every interaction they have with us
- The professional, physical, emotional and psychological care they are provided
- How their family/carer is embraced and included as part of their care
- The respect we show our colleagues and team mates and how well we work together
- The environment in which they are being cared for being appropriate to their needs
- The level of empathy shown throughout their care

“Essentially, partnerships with consumers exist when:
- consumers are treated with dignity and respect
- information is shared with consumers in a way they can understand
- participation and collaboration in healthcare processes are encouraged and supported to the extent that consumers choose.”

Australian Commission for Safety and Quality in Healthcare
What does empathy mean to you in your role?
A QUICK GUIDE FOR

BEING EMPATHETIC

Empathy is the ability to understand and share the feelings of another person.

1. LISTEN TO UNDERSTAND
   It is easy to focus on trying to come up with an appropriate response, but empathy requires understanding first.

2. BUILD YOUR UNDERSTANDING
   It is very likely that you won’t have the full story. If you have a question, ask.

3. CONNECT YOUR UNDERSTANDING
   As you’re building your understanding, connect it to something that you have experienced.

4. EXPRESS YOUR UNDERSTANDING
   While you are connecting your experience to what the other person is feeling, share this connection with them.

5. CORRECT YOUR UNDERSTANDING
   Even after doing all of this, it is possible to misunderstand. If the other person tells you that you missed the mark, don’t double down; go back to step 2, and rebuild your understanding!

EMPATHY IS A SKILL THAT REQUIRES PRACTICE!

Don’t worry if it takes some time to master it!

Definition for empathy comes from The Oxford English Dictionary, https://en.oxforddictionaries.com/definition/empathy

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Healing Gardens

Hospitals are viewed by some Aboriginal and Torres Strait Islander people as ‘the sterile place you go to die’.

A MNHHS Cultural Capability Officer worked with the local communities to design, install and open Healing Gardens at North Lakes Health Precinct and Redcliffe, Caboolture and Kilcoy Hospitals.

Each Healing Garden represents the local area and is designed to be conducive and welcoming to the local mob.

The gardens are helping to encourage a shift in the views of the local community to see hospitals as a place to get well.
Effective Partnerships

There is evidence that existence of effective partnerships is associated with:

- Improved clinical outcomes and decreased re-admission rates
- Decreased rates of healthcare acquired infections
- Improved delivery of preventive care services
- Improved adherence to treatment regimes
- Improved functional status
- Reduced costs and lower cost per case
- Reduced length of stay

“Nothing about me without me”
CISS Community Engagement

Sandgate & Districts Men's Shed relocation to Brighton Health Campus

The Australian Men's Shed Association (AMSA) is a community-based organisation that's accessible to all whose primary activity is the provision of a safe, friendly & healing environment. Members are able to work on meaningful projects at their own pace, in their own time and in the company of others. A key focus is to advance the well-being and health of its members & to encourage social inclusion.
In summary

- MNHHS puts people first
- We are committed to patient-centred care in everything we do
- We partner with consumers
- We will improve patient experience by showing empathy
- We are guided by legislation and accreditation requirements
- We have an engagement framework
- We have a policy, procedures and guidelines
- Patients must be informed of their healthcare rights. This helps them to be partners in their own care.
Further information

- https://www.studergroup.com/