

YOUR EXPERIENCE MATTERS

Gathering, understanding & using healthcare stories to
INSPIRE, EDUCATE & REINFORCE
Putting People First.



'CARE' discussions

KDHS has introduced CARE (conversation and reflective experience) discussions where staff interview consumers¹ to gather information about their healthcare experience and perspectives.

The consumer stories encourage a focus on the person as a whole, rather than just a clinical condition or an outcome.

Collectively, the stories can help us build a picture of what it is like as a service-user and how we can improve the service we provide.

CARE discussions will be used to inspire, educate, and reinforce an empathy-based, person-centred care approach in everything we do.

We want to hear your story

Contact the Experience & Innovative Practice Coordinator on Ph: 5857 0200
or E: experience@kyhealth.org.au

Susan's healthcare story

Susan had an extended stay in hospital following an ankle injury. She shared her story with Alicia Cunningham, Experience and Innovative Practice Coordinator.

Susan's story highlighted a patient perspective of long stay needs and care. The story was presented at the Clinical Governance meeting in June 2017 and generated conversation around 'What are the key learnings from this story?' and 'What are the obvious opportunities for improvement raised by this patient story?'

Susan's story has been instrumental in informing the introduction of weekly multidisciplinary care planning meetings with patient involvement, at the bedside (picture below).



Recognition of caregivers

Susan was able to recognise and express thanks to for 'being enough' and she provided the following reflections:

- You were patient enough to allow me choices;
- You were efficient enough to make me feel safe and secure in your ability and care plan;
- You were compassionate enough to not undermine my trials and feelings;
- You were thoughtful enough of my care that I felt I kept my dignity.

Congratulations to Tanya Bell (Registered Nurse) for providing compassionate person-centred care.



Ask a healthcare question?

Q: I have been referred to see an Allied Health Professional. When will I be contacted?

A: Once your referral has been received our intake team will make contact with you by phone or mail within 7 days. Your referral will be triaged for urgency – 1. Urgent, 2. Semi-urgent, or 3. Routine.

If your referral has been deemed urgent you will receive an appointment within 14 working days. If your referral is deemed semi-urgent or routine you may be placed on a wait list for the service until an appointment becomes available.

Translating experiences into healthcare improvements

Consumer representatives and staff have joined together to assist with translating consumer stories into healthcare improvements. The current focus is around:

- Waiting times and appointments
- Advocacy for people limited supports
- Preparing for discharge, and follow-up after going home.



Patient Engagement Award

In October, Kyabram District Health Service was announced as the winner of the 2017 NEXA 'Patient Engagement Award' at the annual Victorian Health Association conference, held in Melbourne.

When receiving the award, KDHS was congratulated for *moving the patient engagement evolution forward and for setting an example for other healthcare providers to follow* through a philosophy of 'putting people first.'

CEO Peter Abraham said, 'The award was received due to the commitment to the KDHS community to the values of Empathy, Community, Wellbeing and for always 'putting people first.'



Thank you for sharing your story

We would like to thank all the consumers who've shared their 'CARE' journeys with us over the last five months.

Improving the Healthcare Experience Project Overview

In January 2017, KDHS was announced as a successful recipient of funding from the Health Issues Centre (HIC) Practice Partners Program. The 12 month project has encouraged patients, carers and community members to use their experiences to participate in local healthcare improvements.

People have shared their healthcare journeys, experience and ideas, assisted others to share their stories, and/or joined our working party to translate feedback into healthcare improvements.

KDHS staff have conducted 'CARE' discussions with many small groups and individuals to gather healthcare experiences and ideas.

"The project is allowing KDHS to work with patients, carers and community members in an innovative way to support them with their health needs. We understand that when consumers contribute to healthcare improvements, it results in improved healthcare outcomes and experiences for everyone", said Peter Abraham, Chief Executive of KDHS.

"We were thrilled to receive an application from KDHS as it focused on active partnering with consumers to ensure better care in the region. We are looking forward to working with KDHS over the next year as they develop innovative solutions and ideas," said Danny Vadasz, CEO of Health Issues Centre.

HIC enables the voice of consumers of health services to be heard by fostering meaningful partnerships between health consumers and the Victorian health sector.

You said, we did'

KDHS is committed to providing feedback to the community about the changes we make to improve consumer experience.

YOU SAID, WE DID

September – October 2017



**What we did
to improve
consumer
experiences**

**Unexpected wait time for
assessment in the urgent care
centre**

**Provided information to the
community about Urgent Care
expectations – triage process,
waiting times, doctors and fees**

**Limited access to activities or
social supports when in hospital
for extended periods**

**Staff supported the patient to
engage in activities & facilitated
access to KDHS-based social
support group**

**Different staff providing wound
care**

**Where possible, the same nurses
attend to the dressing – giving the
patient a sense of security,
confidence and familiarity**

**More information and
involvement of family in
discharge planning**

**Multi-disciplinary team conduct
weekly care and discharge planning
meetings at the bedside with
patient and family involvement**