

# YOUR EXPERIENCE MATTERS

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

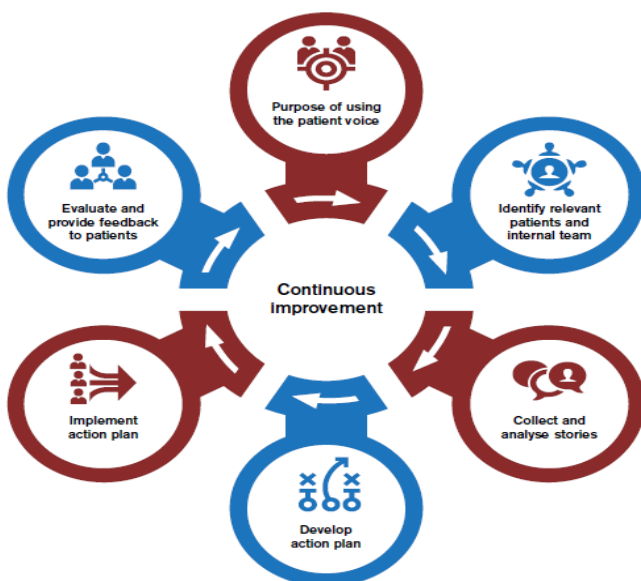
## Building a culture of listening

[CARE \(conversation & reflective experience\) discussions](#) or consumer stories are collected alongside other methods to capture the patient voice.

The stories can compliment, contrast, amplify and contradict other sources of information including Victorian Healthcare Experience Survey (VHES) data, Happy or Not data, feedback and complaints.

Including consumer stories as a structured and formalised component of feedback and experience assists us to drive service improvement.

The following framework guides the use of CARE discussions in continuous improvement.



## INSPIRE CHANGE – A Consumer ‘Experience’ translated into healthcare improvements

A story shared by a consumer in December 2017 highlighted a number of areas where our care did not meet the consumer’s needs and expectations and resulted in a ‘distressing’ experience.

Whilst the story was confronting for staff to hear, as a healthcare team it was important for key staff from relevant areas to come together to:

- Reflect on the consumer experience ([In their shoes](#))
- Analyse the key themes using the [Picker Institute person-centred care principles](#);
- Discuss the key learnings from the patient story, and
- Identify an action plan for changes or improvements.

The action plan is now in progressing with:

- achievable short-term changes including communication, education, competency, standardised referral pathways, and
- plans for longer-term improvements involving re-design of physical spaces and workforce.

## EDUCATE – The Consumer 'Experience' creates an education moment for staff

The story shared by a consumer in December 2017 highlighted an opportunity to educate staff about the importance of reporting of any variance to normal practice, systems and/or processes.



The Victorian Hospital Incident Management System (VHIMS) is the system used to report variance or incidents.

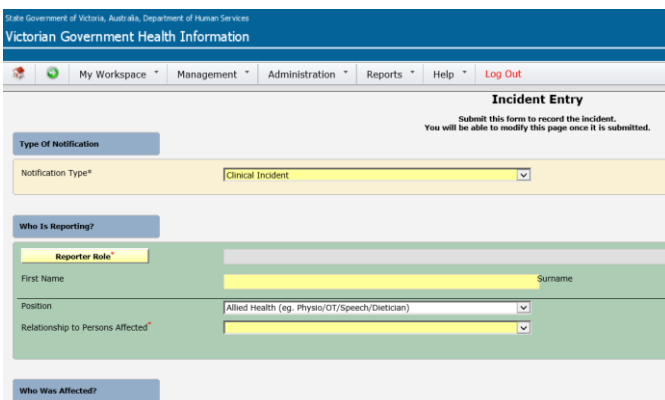
The icon is on the computer desktop.

### What types of variance or incident need to be reported in the Victorian Hospital Incident Management System (VHIMS)?

An event or circumstance, which could have, or did lead to unintended and/or unnecessary harm to a person, and/or a complaint, loss or damage that has occurred.

Events or circumstances include near misses and adverse events.

For more information refer to the KDHS Policy: [Incident Investigation and Management](#) or familiarise yourself with the incident entry page on VHIMS (see below)



The screenshot shows the 'Incident Entry' form on the Victorian Government Health Information website. The form includes sections for 'Type Of Notification' (with 'Clinical Incident' selected), 'Who Is Reporting?' (with fields for Reporter Role, First Name, Surname, Position, and Relationship to Persons Affected), and 'Who Was Affected?'.

## REINFORCE PUTTING PEOPLE FIRST - Recognition of a caregiver

Despite the 'distressing' experience the consumer described in her story (December 2017), she was also able to reflect on the positive aspects of the healthcare journey.

*'It was fantastic. I went straight in and there was a girl there who knew what she was doing. She was great, she offered us other services which I'd previously not known anything about. That was reassuring.'*

Congratulations to Kelly Scorey (Registered Nurse) for providing compassionate person-centred care.



**We want to hear your story**  
Contact the Experience & Innovative Practice Coordinator on Ph: 5857 0370  
or E: [experience@kyhealth.org.au](mailto:experience@kyhealth.org.au)

## Improving the Consumer Experience – Aged Care

Staff and consumers are working together to ensure the services, care and outcomes allow for participation and shared decision making, are inclusive and responsive, and reflect a focus on the individual and their family.

The following initiatives have been part of improving the consumer experience.

### Continuing My Life's Journey

Continuing My Life's Journey is a partnership model to ensure clients and residents are actively involved in decision making for how their care is delivered by our staff.

### Valentine's Day



Sharing the love at Sheridan – consumers enjoyed an intimate 'Windsor' style high tea dining experience. Many special occasions were celebrated by residents and their loved ones on the day.

## Sheridan Aged Care presents Cinderella

On the 6<sup>th</sup> December, 35 consumers, families and staff gathered to enjoy their peers present 'Cinderella', the production, which had it's humble beginnings in a casual conversation.

The cast and crew had many talents and represented consumers, volunteers, and domestic, nursing, lifestyle and management staff.

The feedback from the consumers and families said it all:

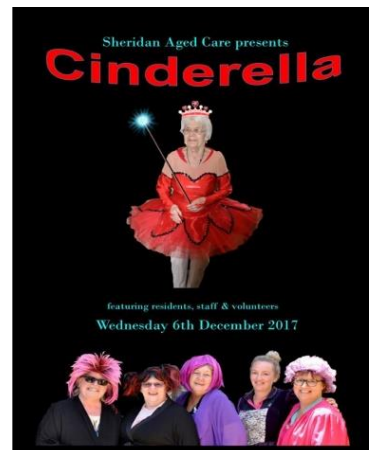
*"Fantastic, can we book in for next year"*

*"I never knew (resident's name) could act"*

*"Residents still talking about it"*

*"I haven't laughed  
so much in years"*

*"I had the best night"*



## 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

**December 2017 – February 2018**



**What we did  
to improve  
consumer  
experiences**

**The entrance and hallways were  
slippery when wet and not  
aesthetically appealing**

**Polished concrete has been covered  
over with a durable, non-slip carpet**

**Identified limitations in providing  
specialised nursing procedures  
after hours**

**Education program for staff to  
increase knowledge and skill for  
after hours service**

**Families and residents asked for  
greater encouragement of  
resident's attendance in the  
dining room for meals**

**Trial of Burlodge meal delivery  
system in dining room to support  
resident attendance, preference and  
socialisation**

**Overgrown and unattractive  
garden beds in central courtyard**

**Garden beds re-designed  
and re-planted**