

# PATIENT EXPERIENCE WEEK INITIATIVES

BETHESDA HEALTH CARE | [cphillips@bethesda.org.au](mailto:cphillips@bethesda.org.au) | [www.bethesda.org.au](http://www.bethesda.org.au)  
REAL TIME, FACE TO FACE CONSUMER FEEDBACK INITIATIVE



PATIENT EXPERIENCE WEEK (PXW)  
Community Conversation & Leadership Breakfast  
Perth WA | April 27-28 2017  
#hccpxw #WhatMatters2U



## Our Patient Experience initiative is...

Bethesda Hospital created the opportunity to 'Have morning tea with the Director of Nursing', because there were limited opportunities for engaging with consumers face-to-face post discharge to obtain feedback on their patient experience. Patients are given a personalized invitation, extended to family and carers to join the Director of Nursing and other senior staff for a 'cuppa and a chat'. We have been pleasantly surprised at the number of patients and carers who accept the invitation and appreciate the opportunity to share their experience both with Bethesda staff and other consumers.

We explore all aspects of their admission to discharge journey. We use targeted questions to evaluate specific domains of care such as affirmation of use hand hygiene and education during care, pre-admission processes, involvement in their care including inclusion in the handover process, their personal risks such as falls and preparation for discharge and did we address any worries or concerns they, or their family, may have had ensuring they felt safe in our care.

We've been overwhelmed with their desire to tell us how good we are, and have sometimes had to 'extract' areas of opportunity. Through this initiative we have gained valuable insight over the last two years regarding opportunities to meet consumer expectations and improve the patient experience.



## What difference has this made?

- Simple fix can solve significant inconvenience
- Access to garden for surgical patients is now included in patient handbook
- Leisure reading material enhanced - more top gear and less top shop!
- Education for consumers to use white boards as communication tools
- Moving to the head of the bed during handover so the patient felt there was an opportunity to be involved
- Consumer design /redesign scripting pre-admission message
- Definitions of 'original packaging' for pharmacy medication
- Clarified boarder information for regional consumers on pre-admission documentation.
- Extended CPAP education as variation in models contributed to knowledge gap.

## A lesson that can help others...

Face to face meetings with consumers are invaluable - the unique opportunity of two way interaction offers a chance to really crystallize what is needed to enhance the experience.

Having a group of patients and carers together creates a dynamic for multidimensional discussion