

PATIENT EXPERIENCE WEEK INITIATIVES

EAST METROPOLITAN HEALTH SERVICE | ARMADALE HEALTH SERVICE

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BUILDING COLLABORATIVE CARE WITH COMMUNITY SERVICES PROJECT



PATIENT EXPERIENCE WEEK (PXW)

Community Conversation & Leadership Breakfast

Perth WA | April 27-28 2017

#hccpxw #WhatMatters2U



Government of **Western Australia**

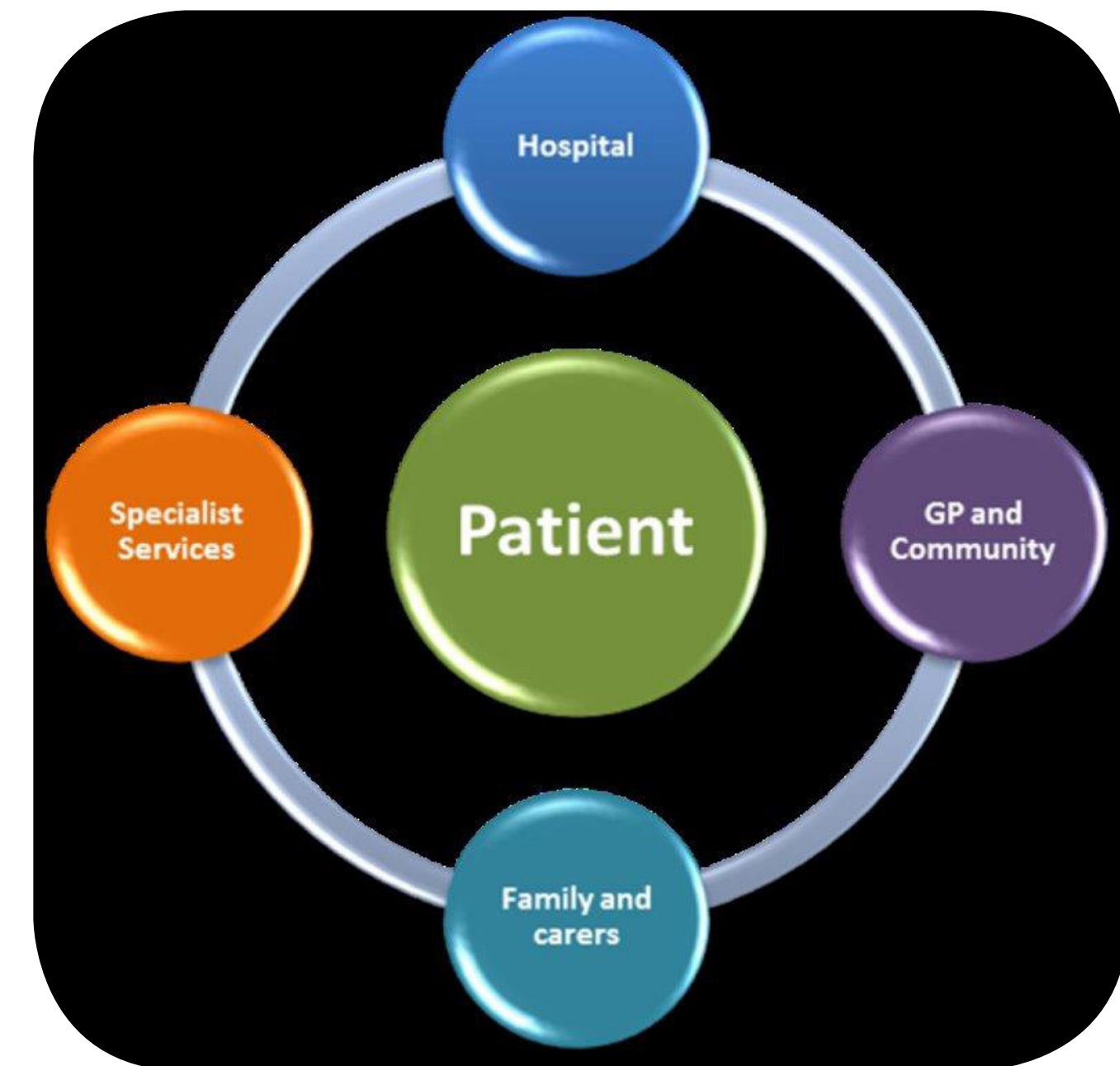
East Metropolitan Health Service

Armadale Kalamunda Group

Our Patient Experience initiative is...

The Building Collaborative Care with Community Services project aims to improve communication and collaboration between health professionals in the Armadale area. Patients often find health care systems difficult to navigate, and are not always aware of where they can access additional information, or what services they can access to assist them in managing their chronic condition. The project has brought together a Working Group of engaged primary care, community, and hospital service providers to address communication and knowledge gaps for health professionals; to ensure that patients are kept well-informed of their healthcare journey.

We are currently finding out what information is important to patients with a chronic disease by interviewing hospital patients, and surveying patients who are accessing hospital or primary health care services. We also seeking to find out about their experiences accessing health and social care services and the information they're receiving from health professionals. This information will allow us to design a chronic disease information session for patients, and to produce materials that useful and relevant for them.



What difference has this made?

- The project is still underway. We are currently exploring consumer's perception of care in the community, and their current knowledge and access to health and social care services. This will identify knowledge gaps and inform consumer education sessions in the future.
- The aim is to ensure consumers are linked in earlier with available community services, reducing their need to access hospital-level services in future.
- Consumers will have an improved understanding of how to self-manage their chronic condition at home, and when to seek assistance from their health professionals.

A lesson that can help others...

This project has demonstrated the importance of seeking the opinions of consumers, and also considering patient needs holistically. What patients find important to their quality of life is often to different what health professionals may assume is important to patients. It is also important to consider a patients social care and assistance needs in addition to their medical needs, as often patients may not be able to follow medical advice because they require assistance with other aspects of their life e.g. the patient no longer have the strength of stamina required to prepare healthy meals for themselves, or they may not be able to attend programs or services that would help them with their medical condition due to issues with transportation.

It's also important to have a driver or a champion to coordinate care and bring services together. Health services need to commit resources to ensure that collaborative links are maintained