

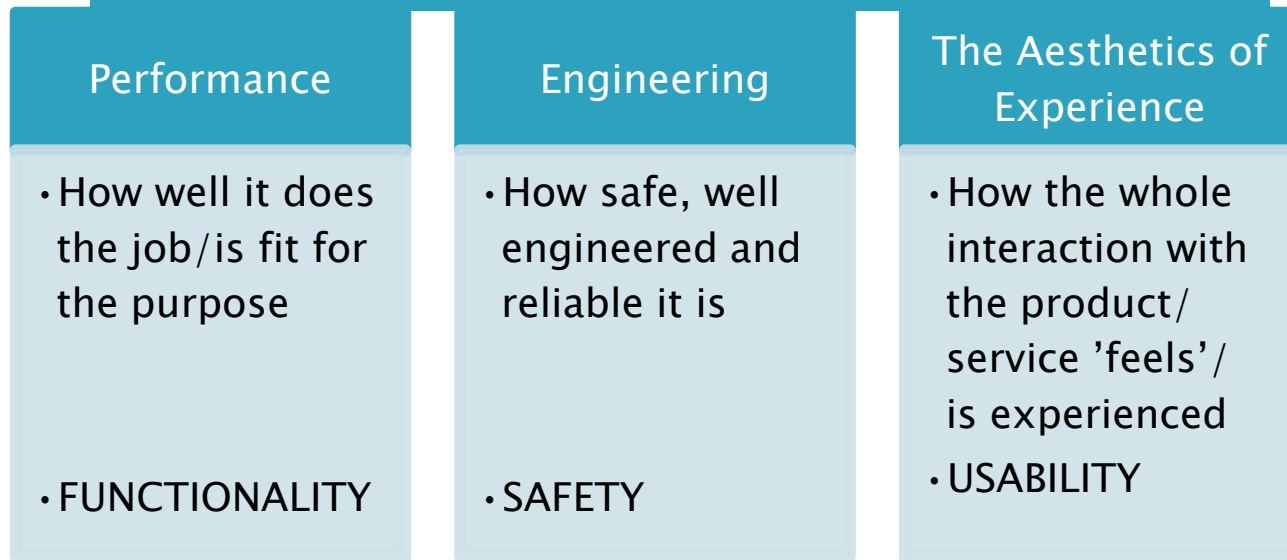
Listen and Learn

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The three elements of good design Source: Berkun



The continuum of patient influence Source: Bate & Robert

Westmead Co-Design 2009

- **Aim:** To improve the experience of staff, patients and their carers who present to the Emergency Department at Westmead Hospital with a cardiac related problem that requires admission.



Power of the Narrative – Listen & Learn

Patients & Carers

Emergency Department
Staff

Cardiology Staff

- Patient & Carer Interviews 22
- Staff Interviews 30
- Patient Survey 50
- Staff Survey 84
- NSW Patient Survey 2007 & 2008

CoDesign Workshop

- Attended by patients, carer, staff from ED and Cardiology, including nurses, doctors, senior administrators, managers and allied health
- Validation of key findings

“For the majority of staff that was the highlight, that workshop. It was for most of our staff the first time that they had sat in a room with patients and carers and had direct feedback and dialogue about what it feels like for them.”

“ I think if you have a core group of staff sitting in a room with a patient or carer, hearing about their experience, it is pretty hard to walk away from that and not be changed... it just brought back to me why I went into this game to start with. ”

Outcomes...

Patient & Carer Communication

- First Impressions

ED Arrival & Triage

- Improving ED signage
- Introduce ED volunteer role
- Visitors Identification

DONE
see
Solution
2

Staff Identification

- Standardised name tags
- Who's who: Uniform Identification Board
- Who's who: Unit Board

“It was quite eye-opening considering staff definitely thought their patients were well looked after...but when we got to the nitty-gritty we were completely misperceiving what patients thought were important in their care.”

Solution 2: Improving ED signage

Before

After





Reflections

Patients and Carers

- **“This has been so much more than just a token effort. Thank you. You heard us and actually did something about it.”** (Re-Connect Workshop Participant)

Cardiology and ED Staff

- Staff and management felt that new relationships had been developed between the 2 service areas. The service areas were able to hear the issues and appreciate the challenges they both faced
- **“We need to do this [seek feedback from others] all the time. It is as simple as just asking the question: ‘How did we do?’”** (Solution owner)
- “I have learned to never assume that what we think the patient wants is always correct – don’t assume, just ASK. We need to do this from the start rather than design a solution and then ask.” (Re-Connect Workshop Participant)

SWAHS Executive and Sponsors

- **“Co-Design has provided us with a framework to ensure that consumer participation becomes a part of the culture”** (Facility Sponsor)
- “In regard to sustainability it has given everyone the key tools for any future endeavours of how to go about it and how easy it is to interact with patients...how easy it is to engage both staff and patients on the same playing fields.”

“The power of the narrative cannot be overemphasised ... it stops you in your tracks and compels you to make a change.” (Co-Design Workshop Participant)

Thank you...

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