

Shifting our focus of care: Perceptions from older people in acute hospitals

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integrity • compassion • accountability • respect • excellence

Southern Health

Better Health in Our Community

Where is Southern Health?



Overview

- Background
- Principles of Person Centred Care
- Status report
- Implementation
- Barriers and Enablers
- Conclusion

Background

- Background
 - Hospitals and older people
 - Improving Care for Older People
- COAG – LSOP
 - Best Care of Older People Everywhere *Toolkit*
<http://www.health.vic.gov.au/older/toolkit/>
 - Victorian implementation

Principles of Person Centred Care

1. Getting to Know the Patient as a Person
2. Sharing of Power and Responsibility
3. Accessibility and Flexibility
4. Coordination and Integration
5. Environments

Person Centred Care “Status”

- Medical model of care
- All staff think they deliver person centred care
- Generational norms and expectations
- Patient and Carer’s perceptions
- Individual, unit and organisation

1. Getting to know the patient as a person

- “Information about me” screening
- Phone calls to families within 24 hours of admission
- Targeted education to support Nursing Initial Screen



2. Sharing of Power and Responsibility

- Key Liaison Person on Acute (Casey)
- Assessment of Preferences and Routines



3. Accessibility and Flexibility

- Supported Discharge Home Visits (Casey)
- Welcome Pack
- Patient transfer of care summary
- Patient Protected Meal Times



4. Co-ordination and Integration

- Overhaul of Multi-disciplinary team meeting model (DH)
- Facilitation of weekend discharges (Casey)
- Streamlining of Assessment forms in Nursing and Allied Health

5. Environments

- Furnishing public space
- Signage
- Name Tags
- Calendar clocks
- Routine Boards

Furnish public space



How do I find the toilet?



Toilet / Shower

What is the time?



Who are these staff? What do they do?

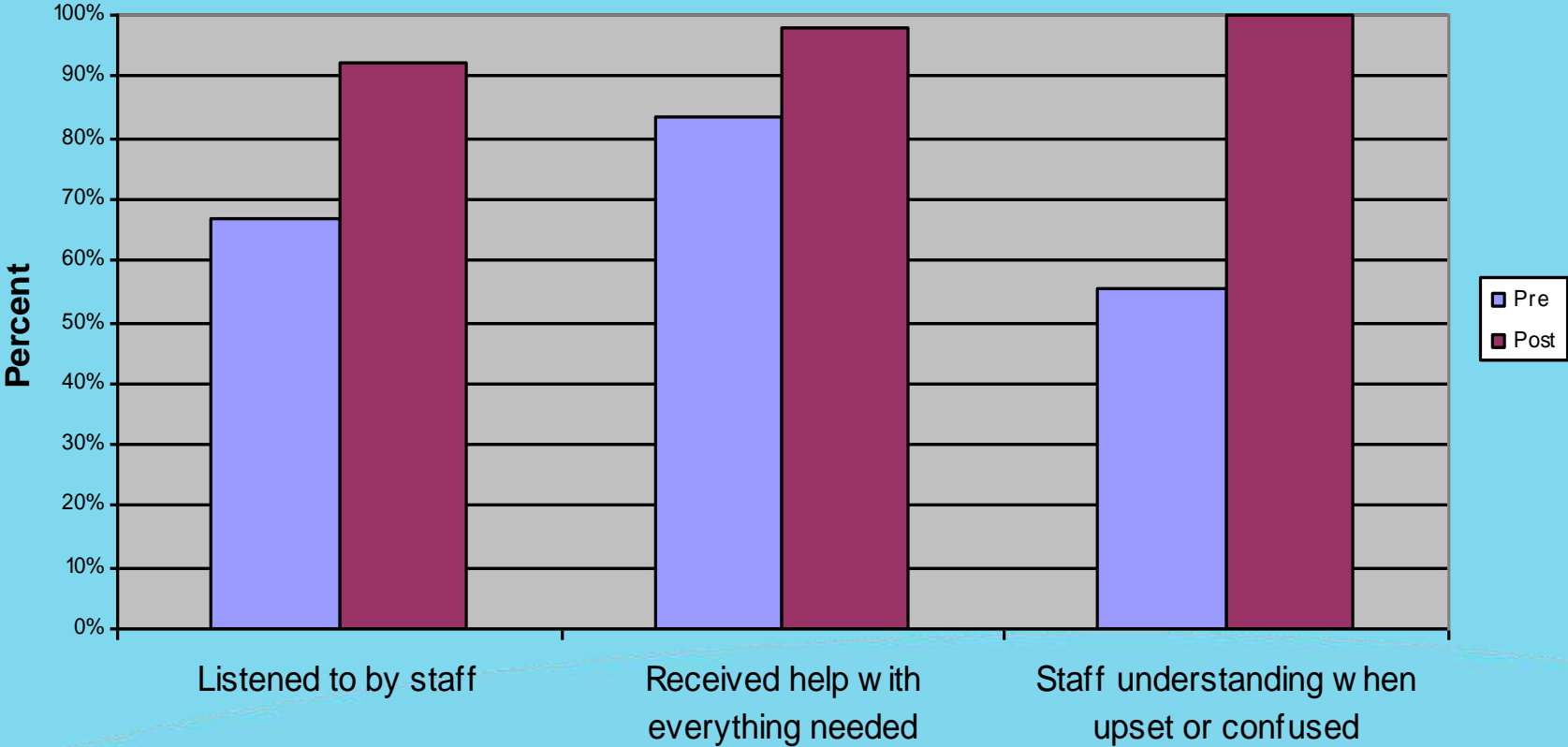


Orientation Board

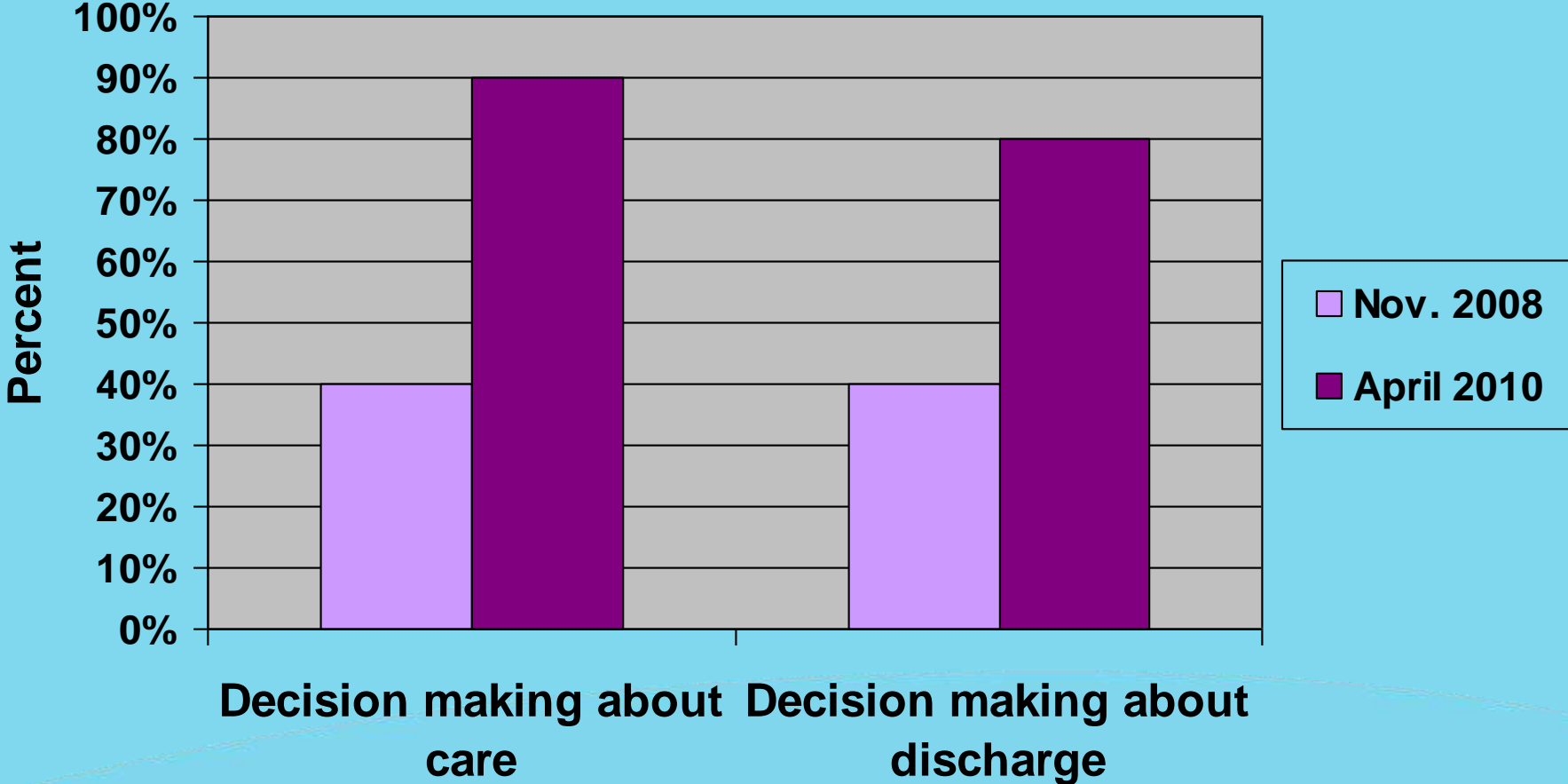


Results

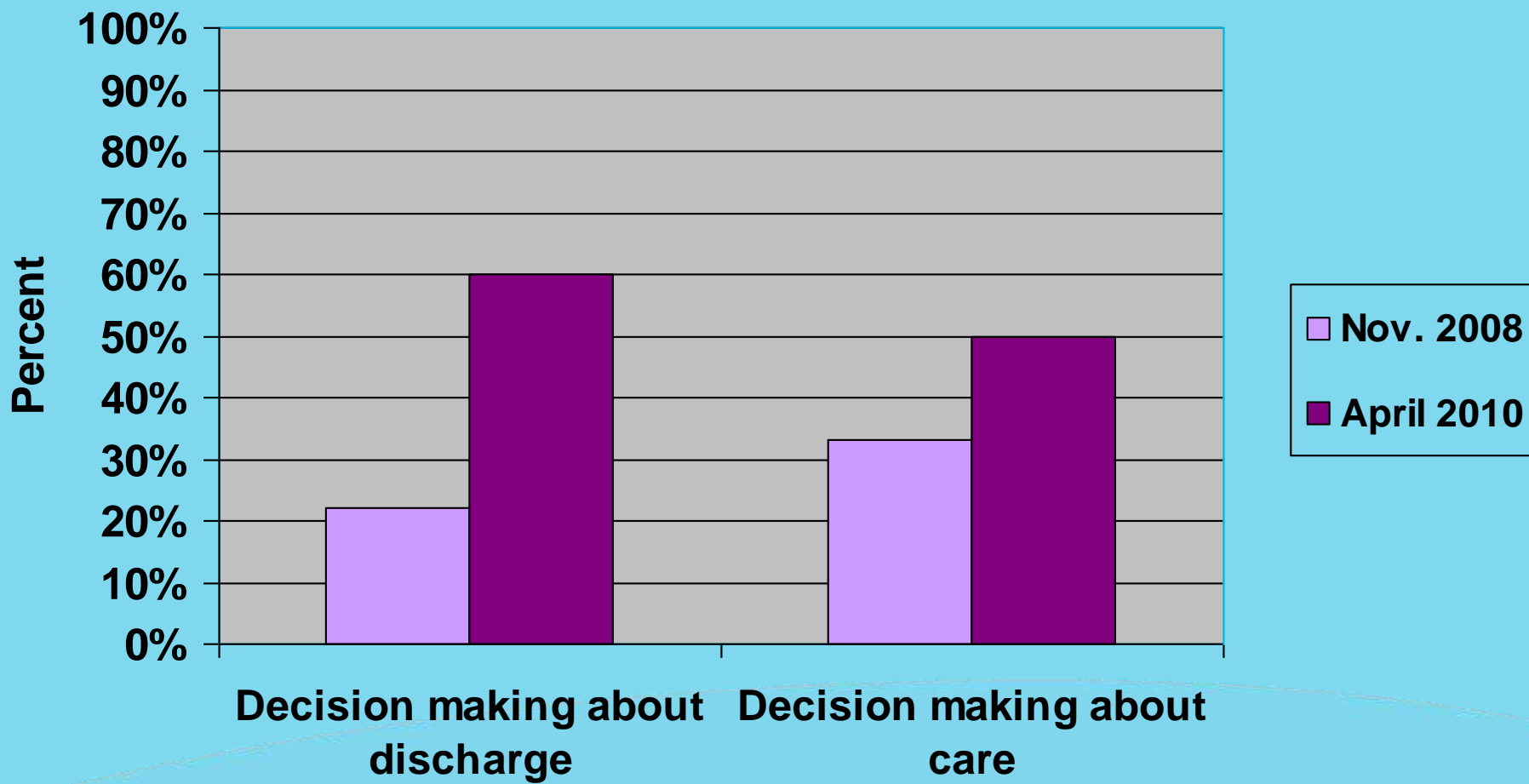
Patient Satisfaction on an Acute General Medical Ward



Patient Perceptions



Carer/Family Perceptions



Barriers

- Acute Hospital Culture
- Change Management
- High Expectations

- Rogers' diffusion of innovation
 - Innovators
 - Early adopters
 - Early majority
 - Late majority
 - Laggards

Drivers and enablers

- Consumer Participation
- All levels of leadership: CEO launch
- Organisational wide steering committee
- Southern Health strategic priority
- Plan developed and reviewed by Clinical Leaders
- Accountability

Conclusion

- Innovative strategies for involving family
- Culture change
- Practice change requires strong leadership
- Older patients' expectations
- One size does not fit all

**Success is not final,
failure is not fatal:
it is the courage to
continue that counts**

Winston Churchill