

Respect | Manaaki *We respect, nurture and care for each other*

Every month, hundreds of inpatients respond to our Inpatient Experience survey. To understand how these patients see our values being practised, we analysed over 10,000 patient comments made in the 12 months to August 2017. Of these, we found 1318 comments which illustrated behaviours congruent with our values around respect, and 265 comments about behaviours we don't want to see. This report is a summary of these behaviours.

Listen to different points of view

LISTEN CAREFULLY

Being able to voice their concerns, and have these listened to, taken seriously and addressed is important to our patients. They tell us that in some cases this involves revising treatment plans or revisiting options. Patients are particularly appreciative when their concerns in relation to pain are taken seriously.



68%

OF INPATIENTS SAY THAT THEY WERE **DEFINITELY** INVOLVED AS MUCH AS THEY WANTED TO BE IN DECISIONS ABOUT THEIR CARE AND TREATMENT

"My condition and the options going forward were discussed with me. I felt I was part of the decision making and that my voice was heard."

74%

OF INPATIENTS SAY THAT STAFF **DEFINITELY** DID EVERYTHING THEY COULD TO MANAGE THEIR PAIN

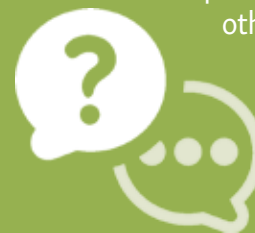
RESPECT PATIENTS' OPINIONS AND POINTS OF VIEW

Patients tell us they want their opinions and points of view listened to and their decisions to be respected. They also appreciate it when staff seek and listen to opinions from others in the healthcare team.

Research shows that being listened to is strongly associated with patient empowerment; productive engagement in care; and enhanced health and wellbeing.

[Goode 2016]

"Staff were accepting of our opinions in regards to treatment and planning."



"My concerns were taken seriously. Answers always provided and my opinion and input was both accepted and at times requested."

DISCUSS CARE AND TREATMENT OPTIONS

Patients tell us they feel listened to when they can share their experiences, point of view and preferences at each point, discuss their options and have their preferences listened to.

Show compassion

DEMONSTRATE CARE

Having staff genuinely care about them and what happens to them is important to our inpatients. Some say they feel as though staff treat them as if they were family members.



BE REASSURING

Our patients feel reassured when we explain things fully, and take time to calm them when they feel anxious.

“Our daughter, who arrived in excruciating pain, was prioritised and treated with kindness, compassion and urgency. Every staff member said they would treat her as if she was their own. I nearly cried with gratitude as they delivered on their promise.”

84% OF INPATIENTS SAY WE **ALWAYS** TREATED THEM WITH RESPECT.

NOTICE AND RESPOND

Our patients say we show compassion by being helpful and responsive particularly when they are facing surgery or in pain.



“The nurse had a kind friendly nature and helped put me at ease.”

BE PATIENT AND UNDERSTANDING

Our inpatients say this is particularly important when they are unfamiliar with procedures.

Protect privacy

AVOID OTHERS OVERHEARING

Our inpatients appreciate it when we ensure that discussions, particularly about their health, treatment or sensitive issues are private. They particularly appreciate it when these discussions are undertaken in either a private room or area, or in a low voice so that it cannot be overheard.

BALANCE PRIVACY WITH ASSISTANCE

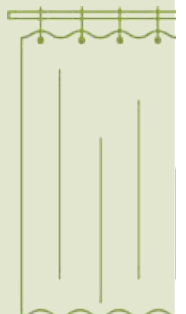
An important aspect of privacy for inpatients is when staff respect and understand the balance between privacy and assistance, giving patients privacy and time to undress or cover up, but being available to help where required.



“We were treated in a way that made us feel safe. Nobody could hear what we discussed as we were in a private area.”

PULL THE CURTAINS

Patients appreciate it when staff ensure that consultations and examinations are done in private, with curtains fully pulled during examinations so that their dignity is respected.



“I felt that at all times I was kept covered and /or only had body parts exposed as necessary, also the nurses always asked before touching me which I really appreciated. I think it was the checking what I wanted that is the big thing, and makes me feel respected.”

Ask permission

BEGIN WITH AN INTRODUCTION

An introduction is not just common courtesy. It is also about making a connection, building a therapeutic relationship, and seeing the patient as a person. Our inpatients tell us they feel more at ease when staff members take the time to introduce themselves and explain their role.

"I had every member of the surgical team come see me at some point and introduce themselves to me and inform me of their role in my operation. This made for an amazing experience."



ASK PERMISSION

Our patients appreciate it when healthcare professionals ask permission before assisting, treating, or examining them.

#hello my name is...

#hellomynameis is a social media-based campaign to encourage and remind healthcare staff about the importance and power of a simple introduction.

"My most memorable moment was when (a male nurse) assisted me to the bathroom. As a female I was nervous and unsure, he gave me confidence and said "If it's ok with you, I'm just going to put my arm around your waist as you're a bit wobbly - I don't want to make you feel uncomfortable but for you to feel safe so you don't fall". That made the most incredible difference."

Behaviours that don't reflect our value of respect | manaaki*

SPEAKING RUDELY

Being spoken to in a way which patients perceive as rude, snappy or grumpy can mar what might otherwise be a largely positive experience.

A 2015 study found that rudeness can negatively impact patient safety and detrimentally impact patient care.

[Riskin et al 2015]

"[A staff member shouted at my mum] because she was not able to support herself whilst she was trying to clean her up after a toileting mishap."

MAKING PATIENTS WAIT

Our patients tell us that they do not want to be kept waiting with no explanation or waiting for pain medication. Although they understand that there are delays in surgery, the timing of meals mean they can be without food or water for excessive periods of time.

"At shift changeover, a leaving nurse was overheard complaining about two patients adverse circumstances during her shift - in earshot of both patients and everyone else in the room."

"I felt like they were treating me like I was a stupid old man. I'm not. I'm a father and human. I have children, grandchildren, friends."



BEING CONDESCENDING OR NEGATIVE

Patients do not like to be treated in a way which is patronising or condescending, or to hear staff talk negatively about others within earshot.

PRESSURING PATIENTS

Patients do not want to feel bullied, pressurised or manipulated into making particular care and treatment decisions. They also do not want to feel pressured into leaving before they are ready.

“When I woke up from my op the [staff member] looking after me put me under pressure to move saying she needed to get me out of the hospital. But I was in too much pain. I felt under pressure and got filled with panic when she got frustrated with me. I was in terrible pain. In the end she gave up and I was allowed to stay the night. but I was made to feel like I’d let the nurse and hospital down.”

IGNORING PATIENTS’ RELIGIOUS AND CULTURAL BELIEFS

Our patients want their religious and cultural beliefs to be asked about, recorded and respected.



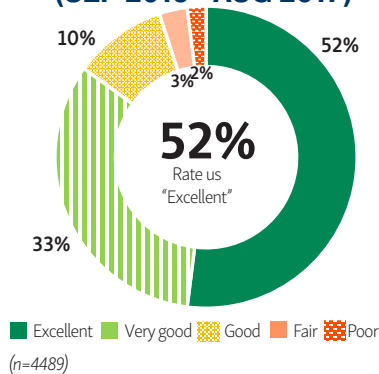
***A NOTE ON BEHAVIOURS WE DON’T WANT TO SEE:** It should be noted that the majority of comments around behaviours that do not make patients feel respected refer to the behaviour of one or two individual staff members, rather than a team or organisational culture. These isolated negative experiences, however, appear to overshadow or otherwise negatively define an overall positive experience, and for this reason it is important to draw attention to them.

How are we doing overall?

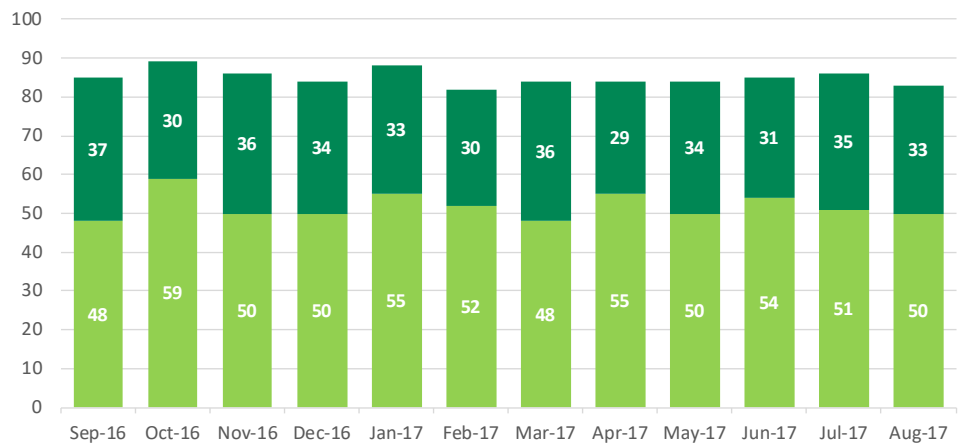
OVERALL RESULTS

On average, more than half of all respondents to the patient experience survey (52%) rate our care as ‘excellent.’

HOW DO WE RATE? (SEP 2016 - AUG 2017)



OVERALL VERY GOOD AND EXCELLENT RATINGS SEP 2016 - AUG 2017



DIMENSIONS

Our inpatients are asked to choose the three things that matter most to their care and treatment, and then rate our performance on those dimensions.

