

Aim High | Angamua

We aspire to excellence and the safest care.

This month we look at the last of our values, aim high | angamua and consider what this value, which is about excellence and the safest care, means to our patients. Is it about the highest standards of professionalism, or is it about acknowledging our shared humanity and engaging with patients on this level? To help us understand, we looked at all the comments our inpatient respondents made between **February 2017 and January 2018**, selecting examples of behaviours which embody excellence and the safest care. This report is a summary of these behaviours.

Actions and behaviours aligned with our value of “aim high”

CARE AND RESPECT

Care and respect is about staff engaging with the patient as a person who is in pain or suffering. It is about staff being polite and respectful when conducting tests or observations. Patients appreciate it when staff acknowledge their vulnerability and say that even little acts of compassion or kindness make them feel cared for, respected and help relieve worry and put them at ease.

“I became quite scared in the lift. The porter held my hand and said “it’s ok, it’s really scary when you’re lying down in a lift, but you’re not going to fall because you’ve got nowhere to go - there’s a bed under you”. The lift stopped and he pushed the bed out and stopped for a moment asking if I was ok. That made a huge difference to me in that moment...”



73%

OF INPATIENTS SAID THEY COULD **ALWAYS** FIND SOMEONE ON HOSPITAL STAFF TO TALK TO ABOUT THEIR **WORRIES AND FEARS.**

FULLY SUPPORTED DECISION-MAKING

Inpatients tell us that ‘excellent’ care is when they feel fully supported to make decisions around their care and treatment. This happens when they feel listened to and that their concerns are addressed. They feel updated and well informed with information they can understand about their condition and treatment.

“The doctor discussed all the options with me before the procedure. She allowed me time and space to ask questions and make suggestions. She listened properly the first time and did what we had discussed.”



76%

OF INPATIENTS WHO SAY **INVOLVEMENT IN DECISIONS** MATTERS TO THEIR CARE AND TREATMENT RATE OUR PERFORMANCE ON THIS MEASURE **HIGHLY** (8 OR MORE OUT OF 10).

“I was quickly settled, assessed and connected to monitors with immediate attention from staff asking all the right questions and seamlessly taking bloods and blood pressure. Very efficient and with no fuss or panic.”

QUICK AND EFFICIENT CARE

Quick and efficient care is not only about things happening immediately. It’s about patients being made comfortable promptly, being observed regularly and the care plan being actioned in a timely fashion. For many of our patients, efficient care is also about not being left waiting unnecessarily and receiving significant test results in a timely manner.



Actions and behaviours aligned with our value of “aim high”

WE WEAR OUR HUMANITY ON OUR SLEEVES

For some patients, excellence is not only about competence, professionalism and efficiency, it's also about simple moments of human connection, such as when staff introduce themselves, and are welcoming, open, approachable, great communicators, cheerful, helpful, caring and fun. They say behaviour like this makes a stressful experience much easier to bear.

“The process was so child focused. This was very empowering and contributed to a feeling of safety for my son. I’m sure this had a positive effect on his wellbeing and healing.”

+3

THE PERCENTAGE OF INPATIENTS WHO SAY THEY WERE **ALWAYS TREATED WITH DIGNITY AND RESPECT** WHILE IN HOSPITAL HAS INCREASED BY THREE POINTS SINCE 2013.*

“Hospitals can sometimes be scary, intimidating places. However all staff from the orderlies to the nurses and doctors were easy with a friendly smile and appropriate light hearted humour. I was made to feel comfortable, at ease and in the hands of professionals.”

SPEND QUALITY TIME

When staff make eye contact, smile, have an open body posture and face the patient (rather than a door or other staff) our patients feel as though the time they have spent with the staff member has been of good quality, even if it hasn't been of great quantity.



TAILOR COMMUNICATION

Knowing that staff are firstly aware of their level of knowledge or understanding of their condition, care and treatment and then tailor communication and information to suit their needs makes a huge difference to our patients. They say this not only makes them more active in their care and treatment, it helps them feel like an individual who matters.



“I liked that the communication was tailored to the level of knowledge I had to understand the condition...”

“All staff demonstrated empathy and were not hurried - they constantly sought questions from me and then took the time to respond and answer the question fully. All staff were courteous and ‘present’ - their body language and eye contact suggested that they were 100% present - though I know they would have had a million competing demands and others to care for but at no time were they dismissive or distracted from my care.”



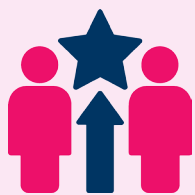
THE AVERAGE INPATIENT RATING FOR **COMMUNICATION** HAS **INCREASED** YEAR ON YEAR SINCE 2013, FROM AN AVERAGE 8/10 IN THE YEAR TO FEB 2014, TO 8.3/10 IN THE YEAR TO FEB 2018.*

*THE DIFFERENCE IS STATISTICALLY SIGNIFICANT (P<.05)

Research shows that tailored communication contributes to health outcomes known to be crucial for recovery and quality of life, such as information recall, medication adherence, reassurance, and both understanding and being understood.

(van Dulmen, S., The value of tailored communication for person-centered outcomes. Journal of Evaluation in Clinical Practice. 2011 Apr; 17(2): 381 -3.)

Actions and behaviours aligned with our value of “aim high”



CONFIDENCE IN CARE

THE AVERAGE INPATIENT RATING FOR **CONFIDENCE IN CARE** HAS **INCREASED** YEAR ON YEAR SINCE 2013, FROM AN AVERAGE 8.5/10 IN THE YEAR TO FEB 2014, TO 8.8/10 IN THE YEAR TO FEB 2018.

THE DIFFERENCE IS STATISTICALLY SIGNIFICANT ($p < .05$)

CONFIDENCE AND SAFETY

Patients who told us they felt safe, or in safe hands in hospital, said staff proactively monitored and responded to their pain, discomfort or distress. They felt actively listened to, were given plenty of opportunities to ask questions, had their care and treatment discussed with them, observed well organised, seamless team work across services/wards and received consistent information from various members of the care team.

“Staff listen carefully to my concerns and the symptoms I think are worrying. I feel like they keep me well informed. I am included as part of the conversation about treatment and our concerns are heard. This respect and care helps keep hospital a safe place to be.”

CLEANLINESS AND SAFETY

For many patients, feeling safe in the hospital environment is about feeling they are in an environment which is clean and hygienic, including rooms, bathrooms and toilets and waiting areas. Some patients, particularly those who are immuno-suppressed, would like staff to understand how vulnerable they feel to hospital acquired infection, and how this can be a cause of significant anxiety for them.

THE PERCENTAGE OF PATIENTS WHO SAID STAFF **ALWAYS** WASHED OR SANITISED THEIR HANDS BEFORE TOUCHING THEM HAS **INCREASED SIGNIFICANTLY** OVER THE PAST FIVE YEARS.



DOCTORS



NURSES/
MIDWIVES



OTHER
STAFF*

01 Feb 2013 - 31 Jan 2018. The differences are statistically significant ($p < .05$). Other staff includes technical and allied health staff.

Behaviours that don't reflect our value of aim high | angamua

NOT EXPLAINING OPTIONS

Our patients don't appreciate it when staff don't explain what options are available, make decisions on their behalf or don't provide them with enough information to make an informed decision. They also ask that, when possible, they are given time to speak to support people or seek a second opinion.

“I felt like the information given to me was very brief and I didn't really understand what I was being told. I was not explained clearly all of my options, I was just advised of what to do next.”

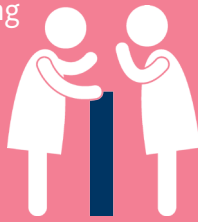
EVERY YEAR, AROUND **13%** OF INPATIENTS TELL US THEY ARE **NOT GIVEN ENOUGH INFORMATION** ABOUT THEIR CONDITION OR TREATMENT.

THERE HAS BEEN **NO IMPROVEMENT** ON THIS MEASURE BETWEEN FEBRUARY 2013 AND FEBRUARY 2018.

Behaviours that don't reflect our value of aim high | angamua

GOSSIP OR UNPROFESSIONAL CONDUCT

Inpatients do not feel they are getting excellent care when staff gossip in front of them as though they aren't there, or make negative comments about other staff member/s to patients.



"[Staff] were bad-mouthing each other to myself and my family which was quite unprofessional. [They] were often overheard talking to each other about each other and the fact that it was hard to find [staff] or how long it took to get things done."

"At one time a nurse who was too scared to talk to a doctor advised that we, the parents, were better to talk with the doctor as we would be listened to. Although it proved that we were belittled as the nurse would have been."

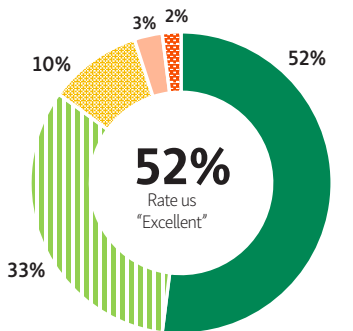
CREATE AN UNSAFE ENVIRONMENT

A small number of inpatients told us the manner in which they were treated made them frightened to speak up, or they witnessed staff who were afraid to raise issues with other staff members. This created an environment where patients felt unsafe and scared.

OVERALL RESULTS

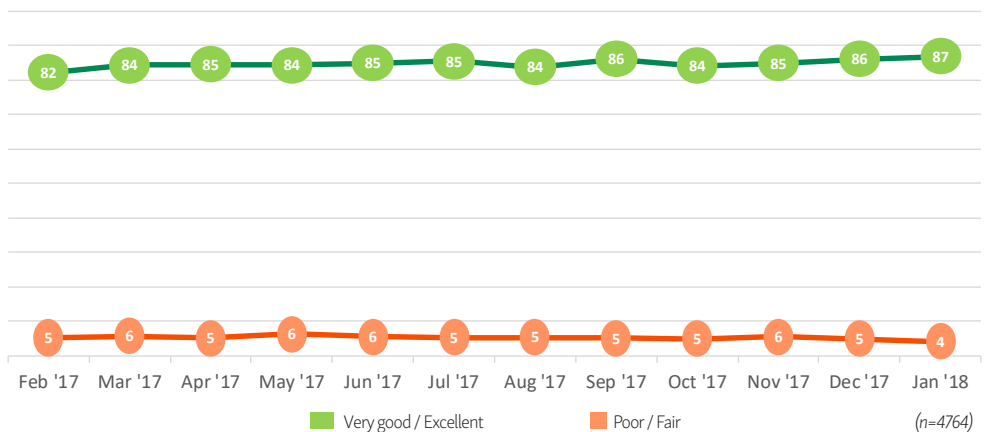
An average of 85% of respondents to the patient experience survey rate our care as 'excellent' or 'very good,' whilst an average of 5% say it is 'poor' or 'fair.'

HOW DO WE RATE? (FEB 2017 - JAN 2018)



(n=4764)

COMBINED VERY GOOD AND EXCELLENT, AND POOR AND FAIR RATINGS, FEB 2017 - JAN 2018 (%)



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.

