

# “Understanding Your Healthcare: supporting patients to ask questions”

**Best Care @ KDH**  
A Positive Experience for Every Patient, Every Time

March 2015 VHEs results slipped, with a theme identified relating to patient’s understanding of their health care.

1. (33) How often did the doctors, nurses and other healthcare professionals caring for you explain things in a way you could understand?
2. (37) Were you involved as much as you wanted to be in decisions about your care and treatment?
3. (38) How much information about your condition and treatment was given to you?
4. (51) Did you receive sufficient information about any medication you were given while in hospital (e.g. purpose, side effects and how to administer the medication)?
5. (60) Before your operation or procedure, did a member of hospital staff explain what would be done in a way that you could understand?

Average score for 5 key questions March ‘15 = 82%



Aiming for ‘Positive Experience for Every Patient Every Time’ and mindful that patients have the right to understand healthcare information necessary for them to safely care for themselves,

► consulted with our Consumer & Community Advisory Committee

## D.I.P.P.S CHANGE METHODOLOGY

<b>DECIDE</b>	<ul style="list-style-type: none"> <li>Decide what are you going to improve?</li> <li>→ Patient’s understanding</li> </ul>
<b>INVESTIGATE</b>	<ul style="list-style-type: none"> <li>Investigate current &amp; desired performance</li> <li>→ VHEs Scores for 5 key questions= 82%.</li> <li>Aim &gt; 95%</li> </ul>
<b>PLAN</b>	<ul style="list-style-type: none"> <li>Plan what you’re going to change and how</li> <li>→ Patient’s understanding of their healthcare - Enhance Health Literacy</li> <li>Note Pads, Teach Back, SMART Discharge Advice</li> </ul>
<b>PILOT</b>	<ul style="list-style-type: none"> <li>Pilot the change to see if it works</li> <li>→ Tools developed, reviewed &amp; revised by Consumer Advisory Committee</li> </ul>
<b>SPREAD</b>	<ul style="list-style-type: none"> <li>Spread the changes and embed as business as usual</li> </ul>

► Developed & implemented Health Literacy Strategies



✓ Trained clinical staff in Teach Back

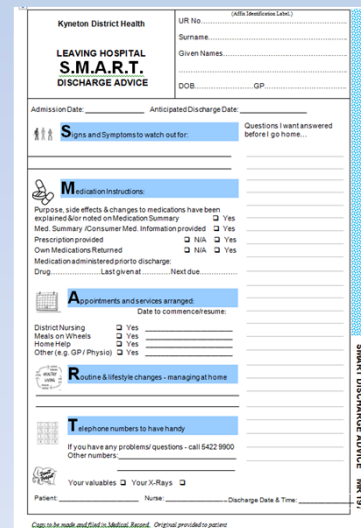
## TEACH BACK IS...

- Asking patients to repeat in their own words what you have explained to them, and
- A chance to check for understanding and, if necessary, re-teach information.

## TEACH BACK IS NOT....

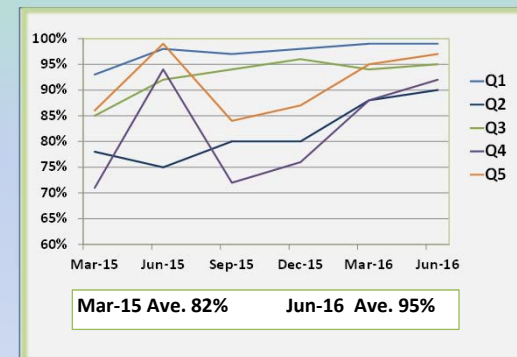
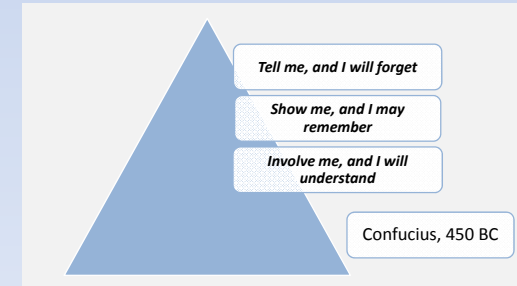
- To test the patient – but to see how well you explained the information

✓ Adapted SMART Discharge Advice to encourage questions prior to discharge and summarise discharge advice



The form includes sections for: Patient information (Name, UR No., Date of Birth, GP), Admission and Discharge dates, Signs and symptoms to watch out for, Medication instructions (purpose, side effects, changes, NIA/Yes), Appointments and services arranged (District Nursing, Meals on Wheels, Home Help, Other GP/Physio), Routine & lifestyle changes, Telephone numbers to have handy, and Patient details (Your valuables, X-Rays, Name, Discharge Date & Time).

✓ Developed Note Pads for each bedside to encourage questions

*Tell me, and I will forget*

*Show me, and I may remember*

*Involve me, and I will understand*

Confucius, 450 BC