“Understanding Your Healthcare: supporting patients to ask questions”

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

DECIDE

- Decide what are you going to improve?
  - Patient’s understanding

INVESTIGATE

- Investigate current & desired performance
  - VHES Scores for 5 key questions = 82%
  - Aim >95%

PLAN

- Plan what you’re going to change and how
  - Patient’s understanding of their healthcare – Enhance Health Literacy
  - Note Pads, Teach Back, SMART Discharge Advice

PILOT

- Pilot the change to see if it works
  - Tools developed, reviewed & revised by Consumer Advisory Committee

SPREAD

- Spread the changes and embed as business as usual

▶ 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

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