

“Lead the Change” If patients ran our hospital

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Western Health
BESTCARE

The Purpose

As part of our Consumer Participation Strategy The Western Health Board invited patients , consumers , community members and Western Health volunteers to tell us how they would run our hospital. 42 consumers and 8 Executive and Board Members attend the event.



The Agenda

VHES data was used to identify four areas for improvement.

1. Environment
2. Discharge
3. Communication
4. Waiting time

The Discussion

1. If you ran our hospital, how would you make sure that the toilets, wards and general public areas were kept clean and tidy?
2. If you ran our hospital, what would you do to make sure patients were suitably prepared for discharge?
3. If you ran our hospital, how would you make sure that communication between

staff and patients is respectful and appropriate?

4. If you ran our hospital, how would you make sure that patients are seen on time for their outpatient appointments?



What consumers told us.

“ It would be good if you let us know how long the wait is going to be”

“ Can you put a phone number in the toilets so that if it needs cleaning we can call someone”

“Staff are good at their clinical skills but the really need training on empathy and communication”

“ Let us know when we are going home - don't tell us on the day”

What we did.

- Nurses announce waiting times every hour in outpatient waiting room
- Posters with cleaners number are in all public toilets. Facilities upgraded
- Communicating with Empathy

workshops developed and implemented



- Patient Communication boards for all patient bedsides installed.
- Estimated discharge date displayed on Patient Communication Boards

Evaluation

37 attendees completed feedback forms on the session:

- 100% rated the focus of the workshop as good or excellent
- 100% rated the structure of the workshop as good or excellent
- 100% rated their opportunity to contribute to discussions as good or excellent
- 100% rated the time of the day the workshop was held as good or excellent
- 89% rated the workshop venue as good or excellent (group discussions in one space noted to be a bit noisy)
- 100% of respondents thought it would be a good idea to annually hold an “If Patients Ran Our Hospital” forum