## Victorian Clinical Leadership Group on care of older people in hospital – Enabling greater engagement of older people in their care experience



## What was the issue?

- Increasing recognition of the importance of greater involvement of patients in their care and impacts on better care outcomes
- Limited focus on older peoples' engagement or participation in their care, particularly in hospital setting

## What approach did you take?

- Reviewed resources US AHRQ Guide to Patient and Family Engagement – Communication Strategy selected
- Consultations with consumers & health professionals
- 2 consumer focus groups, rural hospital 13 participants, metropolitan hospital – 9 participants
- Adaptation of resources and tools completed, trial and evaluation planned

th Care Be	a Partner in Your ( where as a team to make sure the best care	We are part
r	Tichete information	e possib
a Partner	you can any infor You tire	
Coare when the years are the when years are the when years are the wave the means of the the help year and the particular of year health or are in the heaping.	And a second sec	vay that
ntentitions formants and family indicate a standard part		esplai * Ask qui understi sure you need.



## What was the outcome?

- Useful feedback and suggestions from consumers about the tools/resources and potential implementation
- "Hard to be involved in care when you are left sitting in bed and can't get staff attention when you want it"
- Consumers interested and engaged, enjoyed group aspect
- Positive views about participating in project, feeling listened to and involved, hopeful for future of project

Frances Batchelor – National Ageing Research Institute and Joanne Cairney – Alfred Health With thanks to Western Health and Goulburn Valley Health