

# ***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



## **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

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