



KYABRAM DISTRICT
HEALTH SERVICE

The Patient Experience

Everyone has a healthcare story

Who we were.....

- Rural health service
- Finance driven and hierarchial
- Complaints / Incidents
- Poor staff culture
- Traditional feedback systems

The beginning.....

- Strategic, operational and cultural change
- Consultative values and purpose
- Commitment to skills improvement
- Multi-faceted approach
- “Putting People First”
- Consumer feedback
 - Experience vs Satisfaction
- Staff engagement in innovation

How will we.....?

- Embed patient engagement and experience
 - Engage staff and consumers
 - Share experiences
 - Develop innovative model and tools
 - Drive service improvement

Implementing C.A.R.E

- CARE:
 - CONVERSATIONS and REFLECTIVE EXPERIENCES
 - Focus on listening
 - Patient centred care from the patient perspective
- 12 month project
- Workplan

Baby steps.....

- Development of documents and tools
- Community meetings
- Individual 1:1 discussions
- Steering Group
- Staff engagement



.... And giant strides

- Meetings with steering group and staff
- Identification and solution generation – patient themes and touch points
- Review of survey data by consumers / staff
- Patient experience stories and data to inform service planning

Actions for improvement

- Recommendations for improvement
- Action Plan
- C.A.R.E discussions presented
- Monitoring of results and outcomes

Patient Story – toward improvement

Picker theme	Strategies
Access to Care	
Continuity and Transition	
Involvement of Family and Friends	
Emotional Support	
Physical Support	
Information and Education	
Coordination and Integration of Care	
Respect for Patient's Preferences	

Results

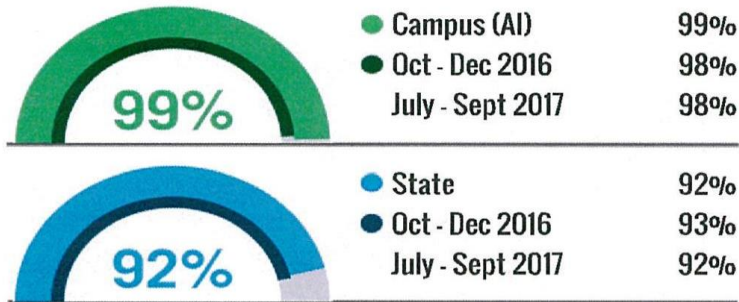
- VHES results
- “Happy or Not”
- People Matters
- Complaints <56%
- Staff referrals for stories

People Matters Survey 2017

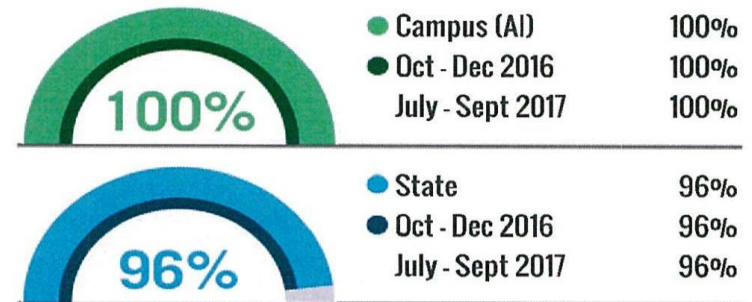
Area	KDHS 2017	KDHS 2016	Peers	All Orgs
Patient Safety	83%	78	74	74
Responsiveness	96%	91	89	88
Respect	87%	77	72	75
Overall Job Satisfaction	87%	81	73	74
Listens to what I have to say	90%	83	80	81
Treats employees with dignity and respect	91%	85	80	81
I would recommend a friend or relative to be treated as a patient	92%	86	79	79
Have seen/heard about our values in past 12 months	91%	85	84	80

VHES: Oct – Dec 2017

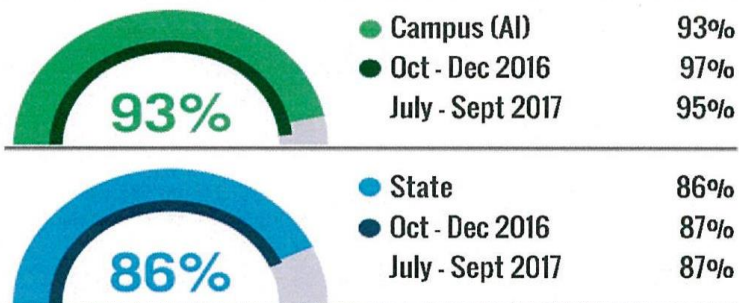
 Overall, the care received was very good or good



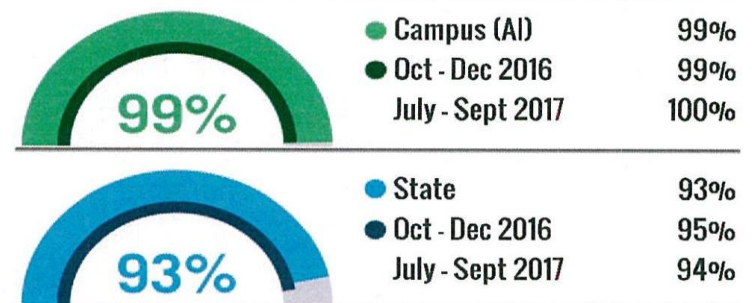
 Overall, the care and treatment received from nurses was very good
...



 The nurses were always compassionate



 Overall, the care and treatment received from doctors was very good...



Feedback

- You Said, We Did
- Monthly newsletter
- Staff thanks
- Letter of thanks from Board



YOU SAID, WE DID

December 2017 – February 2018



Listening to
your experience



What we did
to improve
consumer
experiences

We wish we'd known

- Absolute commitment
- It's not easy
- We'd need more time...
- Optimism is a wonderful thing
- Outside pressure
- Culture
- Story vs Complaint

And the journey continues....

- Embed into practice
- Sustainability
- Further training
- Staff / consumer interviews



“ I needed “enough” (Susan, patient 2017)



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