



essentials of care

Providing Safe, Dignified and Compassionate Care



Essentials of Care Program Patient* Information

Our team is working together to implement the Essentials of Care Program and we would like to invite you to take part.

We want to hear from you about what your experience has been like in our health care service.

We are also interested in hearing about your relatives / carers perspectives.

The information you give us will help us identify what is important to you and your family and help us see what improvements we can make as a team.

Quote from a patient after telling her story;

"I'm so glad I can get to tell you what it's been like for me as a patient even if it doesn't help me, my experience might help the next patient who comes into this bed".

What is the Essentials of Care Program?

Essentials of Care is a framework that our team is implementing - the aim is for our team to provide safe, dignified and compassionate care by making your experience with us the best it can be.

Our team has agreed on a set of values that will guide the way we care for you and your relatives or carers.

We are now moving through the program and critically looking at what we do and how we do things from all different angles.

We aim to do this by:

Actively listening to the personal experiences of a number of patients and relatives about the care they receive and the environment they receive it in.

You are invited to share your story with us. Please tell us from your perspective what it is like to be a patient, a relative or a carer here.

Every effort is made to ensure the person who is listening to your story (the story collector) is not a member of the team looking after you. Your story will not include any readily identifiable characteristics, such as your name or medical record.

We hope this will encourage you to give us honest feedback.

The story collector will ask for your verbal consent to share your story. If you are not comfortable sharing your story you can decline the invitation to participate with no consequence at all.

If you are not comfortable sharing some thing's in your story with our team, please do not hesitate to ask the story collector to remove it.

*The term "patient" in this brochure is in recognition of and includes everybody who uses our Health Service.

How do we give your feedback back to our team?

Our patient/relatives/carers stories are fed back to all the team members in a way that generates discussion, critical questions and reflection. You will not be identified during the discussion.

Our team will also be taking the time to observe what is actually happening in our care environment.

This could be happening during your stay with us, but will not have any impact on your care.

Two team members (an internal and an external) will watch, listen and record what they observe in the clinical environment.

An example could be they observe how the team hands over to each other information about your care at the end of a shift. Or they could observe a team member giving out medications. Or they might be observing what the ward looks and feels like, and what the noise level is generally like.

This can occur at varying times and your verbal consent will be obtained if staff directly includes the care you are receiving. If you have any concerns about the observations, please speak to a member of staff or the Manager.

How do we feedback observations back to our team?

The information observed from both observers is collated and fed back to the team in a way that generates discussion, critical questions and reflection.

What happens next?

The valuable information obtained via your stories and observations will start to give our team a well rounded view of the essential care being delivered.

Further evidence will be gathered from other sources such as audits, incident reports, workforce data compliments and complaints.

The whole team then works together to identify where improvements can be made to the way we care for our patients and relatives/carers.

The team will then monitor and measure if the improvements have made a difference. This will include asking our patients for feedback again.

The aim is for our team to provide the best possible care that focuses on our patients and their individual needs.

Quote from a nurse after listening to patient stories;

"It gives you a personal insight from the patient's perspective into how they feel and how they interpret the way care is provided. Hearing the patient's story helps to give suggestions in relation to improving practice. Stories highlight what we do well and because it comes from the patient it is more meaningful. This information is coming from a patient rather than an audit result".

For more information about the Essentials of Care Program please visit our web site:

<http://www.health.nsw.gov.au/nursing/projects/Pages/eoc.aspx>



We would like to hear feedback from you as you are the reason we are here.