



FESTIVAL OF CONTAGIOUS IDEAS 2016



NEW SOUTH WALES
HEALTH INNOVATION
Symposium 2016

PATIENTS AS PARTNERS

Caring for our carers Western Sydney Local Health District

Challenge

Consumers and carers told the Blacktown Expansion Project that patients needed and wanted their carer to stay overnight with them in hospital. The carer needed somewhere comfortable to sleep next to the patient bed so they could provide support and avoid exhaustion, enabling them to continue providing care when the patient was discharged. The initial aim was to provide a comfortable physical space for carers which still allowed safe clinical care to be provided to the patient in the 40 single rooms of the new Clinical Services Building.



innovation of a designated Carer Zone. Once the facility was built a number of cultural and operational changes were implemented including the development of a new patient focused set of resources and information for staff and carers. A continuing evaluation and education program addresses issues as they arise.

improved communication and support for confused and culturally and linguistically diverse patients. Staff also identify decreased falls risks and need for the use of 'specials'. Westmead Expansion is designing a Carer Zone space in all single rooms and a procedure is being developed for carers to stay overnight in existing facilities across Western Sydney Local Health District.

Solution

A co-design approach with consumers, carers, staff, Health Infrastructure and Jacobs Architects resulted in the re-design of 40 single rooms to include the

Results

Very positive evaluation with both carers and staff reporting that patient anxiety has been reduced by having a familiar presence with them overnight. They also identify

