

# Clinicians and Managers Improving the Care Experience

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# Quality & Safety is Essential

- Essentials of Care in 3E Cardiology - Engaging Clinicians since 2013
- Enabling Clinicians to talk about the important things
- Enables Clinicians to ask what our Patients/Carers feel is important
- Empowers Clinicians and Patients/Carers to work together toward common Values and Goals – What is Essential in improving Experiences



# Transforms our Conversations

- Not surprisingly, Patients/Carers and Clinicians share the same Values in the Care Environment – **We just say it differently!**
- Effective Communication – ‘I know what is happening to me’
- Teamwork – ‘Everyone is working together to help me’
- Compassion – ‘It’s the little things’
- Respect – ‘I feel that I am being listened to’
- Competence – ‘The staff know what their doing’
- Quality & Safety – ‘The staff were worried I has going to fall, they were always attentive when I needed them’



# Transforming our Culture

- Positive Patient/Carer Experiences lead to Positive Patient/Carer Stories
- Positive Patient/Carer Outcomes lead to Positive Staff experiences
- Positive Stories linked to Positive Outcomes lead to Empowered Teams
- Empowered Teams look for more opportunities to Transform Culture
- Shared Transformational Leadership is created
- Even better care becomes the goal



# A Culture of Quality, Safety and Positive Experiences

- Collaboratively creating continuous Change
- Including everyone in the Patient Journey
- Participating in the creation of the Culture and also in Celebrating it
  - Reducing Falls from 52(2014) to 19(2015)
  - Highest number of Hand Hygiene Audits at Liverpool Hospital
  - Magnet ward for new Clinicians
  - Daily Patient Journey Rounding, Shift-Shift high risk handover, No PIVC infections since 2013, Wellbeing Model of Care.....



Essentially,  
It's become Contagious!

