

John Hunter Hospital, Rankin Park Centre

Day Hospital Co- Design Project

Helen Baines CNC Rehabilitation RPC, Angela Johnson Day Hospital Coordinator RPC, Sarah Barter Agency Clinical Innovation (ACI), Claire O'Connor, Robyn Walker Nurse Manager RPC North ward & Day Hospital, Kathy Bullen RPC Operations Manager, Tara Dimopoulos-Bick ACI-PEACE & Judith Dunne CNC Rehabilitation RPC

The Rankin Park Day Hospital (RPDH) provides outpatient rehabilitation programs and geriatric assessment for Newcastle, and its surrounding areas.



Introduction

In 2016 with the support of the Agency Clinical Innovation (ACI) Rehabilitation Network and Patient Experience and Consumer Engagement (PEACE) teams a co- design project was commenced partnering with consumers, carers and staff to review the Rankin Park Day Hospital Service (RPDHS).

The goal was to apply the co- design process with consumers, carers and staff all having an equal voice to identify positive aspects of the current service and opportunity to recommend improvements in the service.

Aim

For all participants to learn and apply co- design to improve RPDH service and delivery. This incorporated views and experiences of consumers, carers and the RPDHS staff as equal partners.

Method

In the initial start-up phase the ACI offered coaching and information days to engage and support the team to understand the process of co-design.

Multidisciplinary team members and consumers joined (as equal partners) to form:

- Steering Committee
- Working Party

Rankin Park Centre executive management was engaged to sponsor and support the process.

Low level ethics was approved for the project, by the Hunter New England Local Health District (HNELHD) research ethics and governance unit.

The engagement phase included:

- Education on co-design process
- A brochure developed to inform staff, patients, carers about the project and an invitation to participate
- Staff mapped patients journeys from admission to discharge
- Patient surveys from previous years were examined & evaluated
- Staff and consumers were invited to place suggestions on butchers paper in the corridor, on what is working well & suggested improvements
- Nine semi structured interviews were conducted by staff with patients and carers
- Workshops were held with staff, patients and carers to identify themes & develop specific improvements to meet the identified needs.

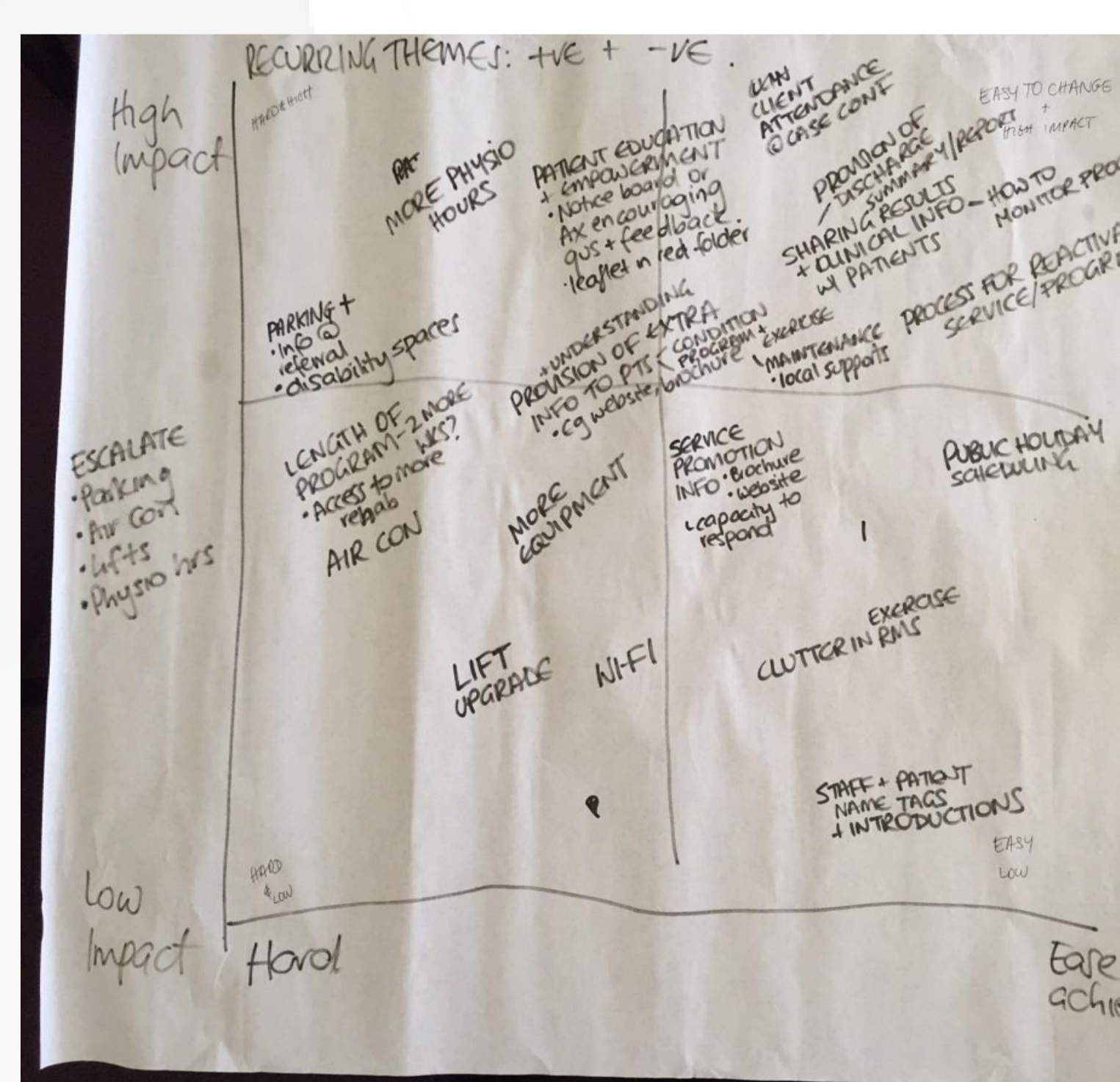
Results

Four suggested improvements were seen as priorities:

1. The development of a webpage about the Day Hospital. This remains an active project for which an ACI sponsored video has been completed.
2. Development of one brochure (by combining the original four) that gives a comprehensive and succinct overview of the services provided at Day Hospital and also reduced printing costs.
3. Review of appointment scheduling to reduce patients' waiting between therapy sessions; a draft format is now on trial.
4. Patients are to be provided with information specific to their programme; sample packs are being developed by the working party.

Conclusion

The co-design process provided opportunity to build partnerships with patients and carers. This partnership improved understanding from a consumers' perspective and experience, on what they identified as important. Working with a combined input from consumers and staff has helped establish ways to improve service delivery and make information about the RPDHS accessible to the community. It was a valuable project to understand and make appropriate changes in accordance to the patient experience and needs, not what the clinicians "think" patients /carers may need.



The examples above show the total feedback from all sources of data collection were recorded on this butchers paper.

This was refined into the coloured matrix. The matrix demonstrates the highest priorities identified that could be accomplished with the most ease.

Acknowledgements

Patients, Carers, Consumers, Rankin Park Day Hospital Staff, NSW Agency for Clinical Innovation: Rehabilitation Network, Patient Experience and Consumer Engagement (PEACE) team.

References

- Maher, L 2015 "Designing Transformational patient Experience " Director of innovation Honorary Associate Professor of Nursing The University of Auckland. Power Point Presentation.
- Tsianakas et al, 2012, "Patients experiences have become increasingly central to assessing the performance of healthcare systems worldwide". *BMC Health Services Research*, vol.12, no. 27, pp.1-11



Health
Hunter New England
Local Health District