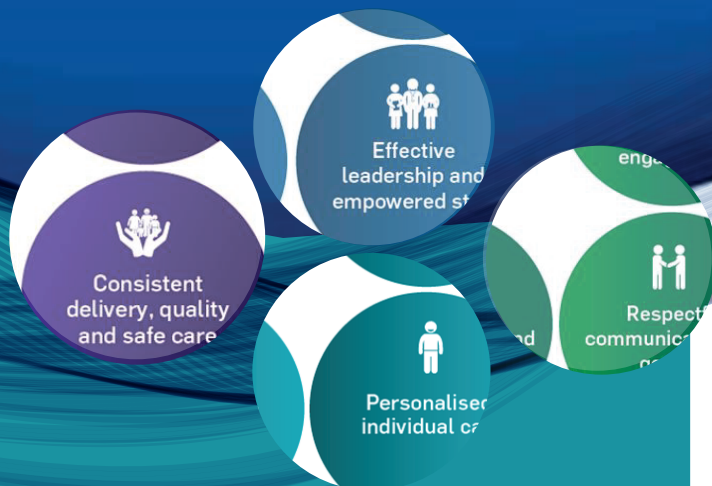


transforming your experience



Using Patient and Carer Feedback to Improve Experience

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Aim:

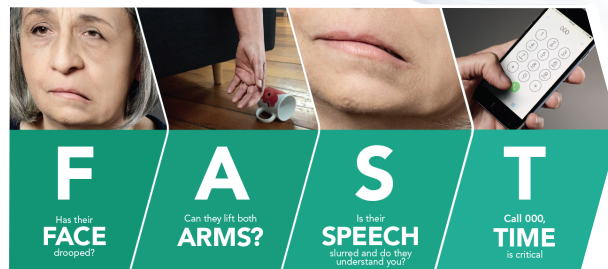
- Increase patient and carers knowledge and confidence regarding stroke management and rehabilitation.
- Promote stroke awareness, timely intervention and highlight the important role of rehabilitation to improve quality of life, post-stroke.

Background:

- Bankstown-Lidcombe Hospital Stroke Unit has implemented monthly stroke education sessions for patients and carers.
- These sessions were commenced based on feedback data collected during follow-up phone calls after discharge as part of the Transforming Your Experience Strategy.
- It became evident that there was a knowledge deficit for patients and their carers, especially during the acute phase of their stroke treatment.
- Patients and their carers expressed anxiety related to their perceived lack of knowledge.
- They expressed difficulty comprehending their condition and the importance of post stroke care and rehabilitation.

Method:

- Follow-up phone calls 24-48hrs post discharge are conducted as an important element when transferring a complex patient from an acute care setting (ie: discharge).
- Patient and carer feedback was elicited regarding their knowledge deficit about stroke management and care leading to the implementation of education sessions.
- Eight sessions have been conducted, run on a monthly basis on Saturday mornings. Patients, carers and family members are encouraged to attend.
- The sessions cover stroke pathology, diagnosis, treatment and rehabilitation.
- 65 participants across the sessions have been surveyed pre and post workshop regarding efficacy in relation to knowledge and confidence.



Results:

Workshop Survey Results	Pre-workshop	Post workshop
Self-assessed level of knowledge regarding stroke management	6%	95%
Self-assessed knowledge and confidence to respond to a suspected stroke using F.A.S.T	11%	95%
Self-assessed knowledge and confidence to recognise and respond to early stroke signs and symptoms	66%	95%
Self-reported feelings of anxiety related to stroke knowledge and management	80%	37%

Conclusion:

- Follow-up phone calls provide an excellent source of direct feedback to inform even better, person-centred care.
- The education sessions are effective in increasing knowledge and confidence, relieving anxiety and providing a forum to ask questions about their care and rehabilitation.
- Additionally, the sessions facilitate a dialogue between patients, carers and stroke nurses.
- Actively seeking patient feedback, reflective practice and improving service delivery are fundamental to the delivery of safe and quality care as well as enhancing the overall patient experience.

Next Steps:

- A collaborative approach with allied health to identify and initiate early education and training to carers.
- This will further contribute to reducing patients and carers anxiety and increasing their confidence when returning to the home environment.

