

Respectful communication and genuine engagement

Effective leadership and empowered staff

Consistent delivery, quality and safe care

Personalised, individual care

transforming your experience

NSW GOVERNMENT Health South Western Sydney Local Health District

Promoting person-centred care of the health professional of the future

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Introduction

My Experience Matters is a real time patient experience survey used in South Western Sydney Local Health District (SWSLHD). It was introduced to better understand patients experience. It enables staff to make service improvements in a timely manner, based on what is important for patients and their carers. The survey supports the development of a person-centred culture.

It was identified that engaging undergraduate university students to help patients and carers undertake the survey will support students to build meaningful relationships and develop their communication skills and with patients and carers. It will also increase their readiness to understand patient experience and to reflect on the impact of their own professional practice.

It is an intentional strategy to create expectations and build capability into our future workforce to proactively seek and embrace patient and carer experience.



Evaluation

A cohort of students who participated in the program across two hospitals were interviewed and asked :

- How did you find the experience of seeking feedback from patients and carers?
- What did you learn?
- Is there something the service should do differently?
- What difference do you think it has made to your own practice?

A number of student supervisors / coordinators were interviewed about their experience of involvement in the program.



The approach

SWSLHD is developing an expectation with defined processes that will involve students in introducing the survey to patients and their carers. This involves students actively collecting data, reviewing the data collected and contributing to patient centred service improvement.

Implementation involved:

- Negotiating with Universities, Divisional Department Managers, Executive Directors, student coordinators and supervisors to develop the system.
- Developed resources, including scripts and competencies to support students with effective listening and communication skills.
- Systems are being established for clinical educators and supervisors across the organisation to support students in the Patient Survey process.
- All students on placement will be expected to participate in the process.

Conclusions

- Involvement helped to clearly differentiate the levels in communication skills of students
- There was varying experience and ability in facilitating or aiding reflective practice. Meaningful reflection on experience poses a significant challenge for many students.
- Many students received little orientation to the strategy
- Students did not necessarily understand why their involvement was important to develop communication competency and professional practice reflection.

Opportunities for Improvement

- The process for orientating students to be standardised across the District
- Specific messaging to ensure students understand 'what is in it for me'
- There needs to be further clarification of roles and expectations for all involved
- Continue to develop processes for promoting reflective practice with students.