

# Person Centred Care Program

# PEEP



The Sutherland Hospital & Community Health Services



Health  
South Eastern Sydney  
Local Health District

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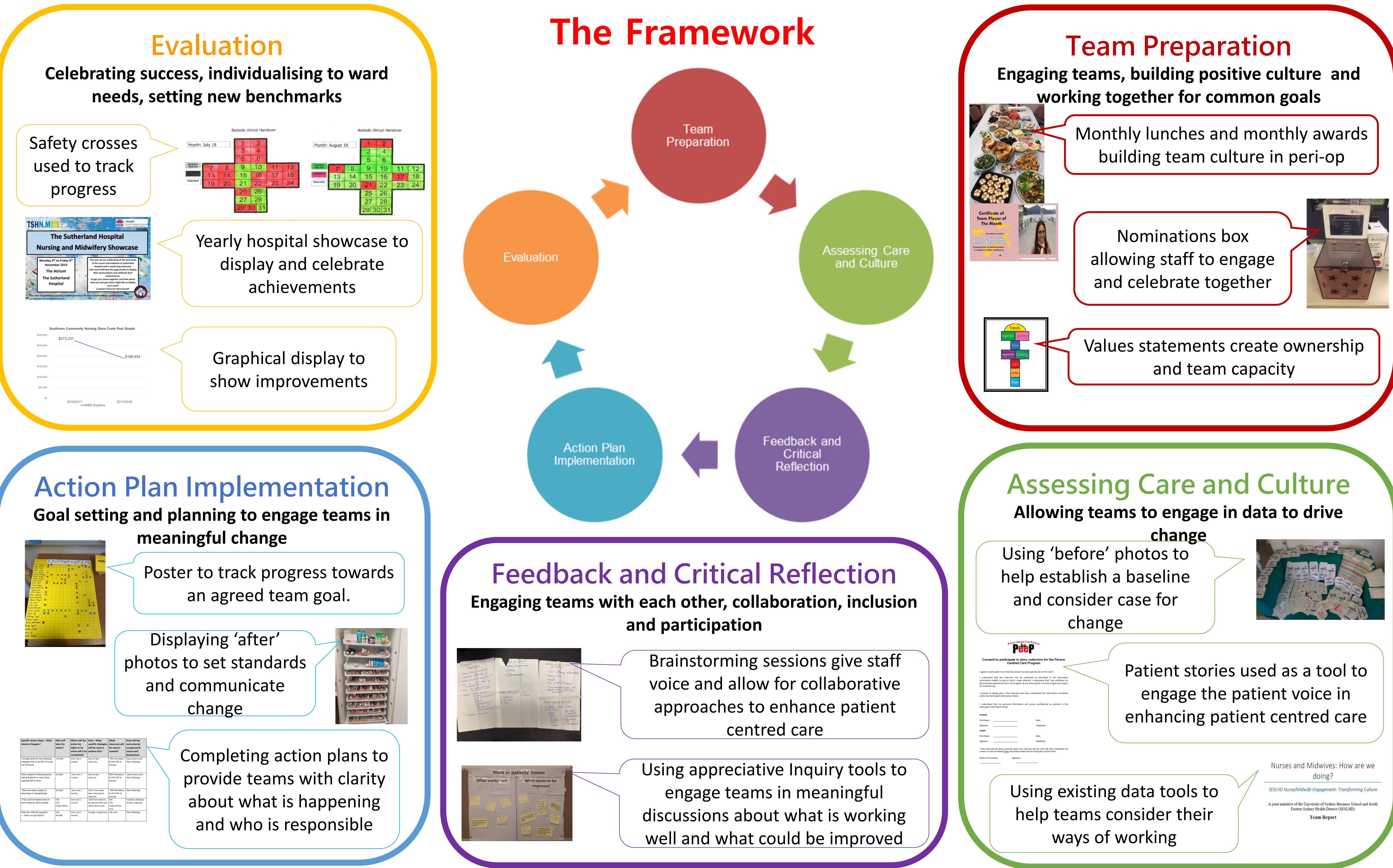
## Introduction & Background:

The Person Centred Care Program (PeeP) commenced in August 2014 as a collaborative project between SESLHD Nursing and Midwifery and The Sutherland Hospital. Initially piloted as a test of change in 2 wards, the program's success led to the commencement of PeeP as a hospital wide initiative, aimed to empower frontline staff to implement meaningful and sustainable change.

The PeeP framework is a unique combination of the Essentials of Care (EOC) and Productive Ward programs, blending the principles of 'practice development' and 'lean thinking'. The intent behind blending both sets of principles is to enable teams to develop a person centred and collaborative approach to improving team work, quality and safe patient care and to address environmental and work practice inefficiencies to release time to care.

## Aim:

Through effective facilitation, clinical areas are able to use a framework to develop and foster collaborative, open, respectful and empowered workplace cultures in which quality and safe patient care is prioritised. Clinical areas are encouraged to work together in a collaborative, inclusive and participatory way with frontline staff and managers to continuously improve safety and quality for person centred care.



## What has PeeP made possible?

- A compassion project in aged care, using patient experience and engagement to reframe patient centred care.
- Southcare community nurses saving \$85,000 in 12 months on a stock improvement project with a future project aiming to reduce further stock waste.
- Development of in charge resource and orientation package for an aged care ward
- 90% reduction in falls in single rooms in an aged care ward
- Increased staff engagement in the cardiology ward through effective facilitation
- Introduction of innovative women centred community models of midwifery

- 30% reduction in SAC 2 hospital acquired pressure injuries in an aged care ward
- Educational resources for the Peri-Operative unit resulting in safer and more streamlined discharge processes
- A communal eating project in the rehabilitation ward improving nutrition, mobility and mental wellbeing for patients
- The introduction of a daily safety huddle "Pow-Wow" in dialysis, improving communication for safety and team connections
- A resilience project in Critical Care Medicine, improving wellbeing and capability of senior nurses
- Colourful scrub tops in Paediatrics, reducing fear and discomfort

## Sustainability:

Strong sponsorship and leadership from the executive team has enabled accountability and transparency within the program governance structure. A monthly governance committee has assisted in the sustainability of the program and provides a platform for teams to share successes and exchange ideas. Leadership rounding is a key component of the governance structure, enabling clinicians to know who their executive team is, who program leads are and enabling opportunities for discussions and showcasing in the clinical areas.

## Conclusion:

The PeeP Program at The Sutherland Hospital has provided a successful framework to enable teams to engage with each other, improve patient care and staff satisfaction. It has led to a number of creative and innovative projects across both inpatient and outpatient areas. The future focus for PeeP is to enhance leadership rounding and linking in with current organisational quality improvement focuses.

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### Acknowledgements/References:

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