

# The Triple 'P' project- Prioritisation of Patient Privacy in the Day Procedure Unit at Sydney Hospital/Sydney Eye Hospital

## BACKGROUND & CASE FOR CHANGE:

*Partnering with patients to ensure that patients, family and carers are an integral part of our health care teams is essential to providing safe, quality care.*

*Clinical Excellence Commission, 2019.*

Every perioperative journey typically evokes a level of anxiety and vulnerability in all patients, regardless of previous experience (Calabro, Raval and Rothstein, 2018, de Ridder et al, 2018). All patients have a right to privacy and confidentiality and it is essential we ensure this is maintained throughout their perioperative journey (Blomberg, Bisholt and Lindwall, 2018).

## PROJECT AIM:

to improve Patient Centred Care in the Day Procedure Unit (DPU) at Sydney Hospital/Sydney Eye Hospital. Whilst patient privacy and confidentiality remained the primary driver for change, the development and implementation of strategies identified to address this issue provided the additional opportunity to improve patient flow throughout the DPU utilising existing resources, further optimising the patient experience.

## METHOD:

- Collation of patient/carer and staff feedback & survey results

- Collaboration: a wide variety of key stakeholders were consulted and collaborated with to determine strategies that optimised patient privacy, confidentiality and comfort through their journey in the DPU.

- Patient Focus Group: A DPU patient/carer focus group was set up and provided direct consumer input to ensure Patient-focussed outcomes.

"... the current patient flow is not conducive to team productivity and efficiency."

"... I felt that others could hear our conversation about my medical history..."

## MEASURE & ANALYSIS:

The evidence for change became apparent through a number of feedback mechanisms:

- Patient Opinion – a public online forum for patients and/or their carers to post their stories.
- Patient Survey
- Staff Survey (Nurse Engagement)
- Direct 'In the moment' feedback by patients and/or carers to all staff



All reaffirmed similar sentiments regarding the challenges in maintaining patient's privacy throughout the admission process. Additionally, dissatisfaction in the comfort for patients awaiting surgery in the designated waiting areas due to the physical environment, including the layout, was identified.

## RESULTS:

★ The redesign and de-cluttering of existing nursing and medical workspaces and patient flow areas including the establishment of an admission Room and patient-only designated waiting lounge.

★ Following implementation the changes were evaluated by both staff and patient focus groups. Both cohorts reported DPU now had an optimal workflow and functionality of workspaces that promoted patient privacy, confidentiality and comfort.

★ 90% of patients surveyed stated they were satisfied with the amount of privacy provided throughout their admission (in contrast to 50% of patients surveyed prior to changes). 100% of staff reported they were satisfied with the changes.



## IMPACT:

This improvement project demonstrates the capacity that a number of small changes using existing resources impacts on patient centred care resulting in positive patient/carer experience, as well as staff satisfaction.

Collaboration on this project has seen affirmative engagement with patients/carers, the DPU Team, as well as with the multidisciplinary healthcare team across Sydney Hospital/Sydney Eye Hospital, playing a vital part in the success of the project.

## LOOKING TO THE FUTURE:

The confidence in achieving positive patient outcomes using existing resources has resulted in motivation for the team to continue co-creating improvements in the patient journey to ensure they keep patients/carers at the heart of their care delivery. One such idea is to extend the redesign approach to the current clerical admission area to further promote patient privacy.



## REFERENCES:

Blomberg, A, Bisholt, B, Lindwall, L, 2018, 'Responsibility for patient care in perioperative practice', *Nursing Open*, Vol 5 (3), pp 414-421.

Calabro, K, Raval, M, Rothstein, D, 2018, 'Importance of patient and family satisfaction in perioperative care', *Pediatric Surgery*, vol 27, pp 114-120.

Clinical Excellence Commission- <http://www.cec.health.nsw.gov.au/quality-improvement/people-and-culture/person-centred-care>

de Ridder, E; Dekkers, T; Porsius, J; Kraan, G; and Melles, 2018, "The perioperative patient experience of hand and wrist surgical patients: An exploratory study using patient journey mapping," *Patient Experience Journal*, Vol. 5 : Iss. 3 , Article 13.

## STRATEGIC ALIGNMENTS:

- NSQHS Standard 2 and 5, 'Partnering with Consumers' and 'Comprehensive Care' respectively.
- Health Records and Information Privacy Act 2002.
- NSW Ministry of Health Privacy Management Plan PD2015\_036.
- SESLHD's Journey to Excellence Strategy 2018-2021, specifically- 'Safe, Person Centred and Integrated Care'.
- SSEH Perioperative Service 2018/2019 Business Plan specifically targeting 'Safe Person Centred and Integrated Care'.