

# Watching the WAVES - Welcome Aboard Video to Enhance Safety: Enabling and Empowering Consumer Engagement

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## Background

WSLHD strategically focuses on enhancing patient safety, improving patient experience and involving and engaging patients in their own care. This enables us to deliver truly collaborative, safe, effective and person centred care. This is in contrast to the historical relationship between patients and health-care professionals being grounded in a paternalistic model, where patients assume a passive role throughout their care (Soulotis, K., 2016). These challenges are particularly true across the multicultural population as seen in Blacktown Mt Druitt Hospitals (Health Literacy Hub, 2018).

Prior to this project, there was limited interactions with available resources directed toward enhancing patient safety. A significant driver for this project was to engage nurses in the delivery of Safety Video, and increase their awareness of the importance of having informed patients as partners in their care (Castro et al., 2016).

## Patient Safety Video Transcript

The infographic lists various safety topics covered in the video transcript, including:

- Nutrition
- Preventing blood clots
- Preventing pressure injuries
- If you're worried, we are here to help
- Leaving hospital
- Partners in care
- Involving you in decisions about your care
- Patient identification
- Preventing infections
- Your medicines
- Preventing falls

## Aim

By 30 April 2019, engage 80% of nurses in three pilot wards across Blacktown Mt Druitt Hospitals (BMDH) to champion the Patient Safety Video and empower patients as partners in their care.

## How did we do it?

The project group worked with the standard 2 committee, and explored various avenues to deliver easy to use, comprehensive and consistent information to consumers on potential safety risks, to ultimately encourage active participation in care.

The video was developed and uploaded on the bedside Patient Entertainment System (PES) along with linked consumer resources such as REACH awareness. The video transcript was available in English and seven other top languages used within the WSLHD patient population.

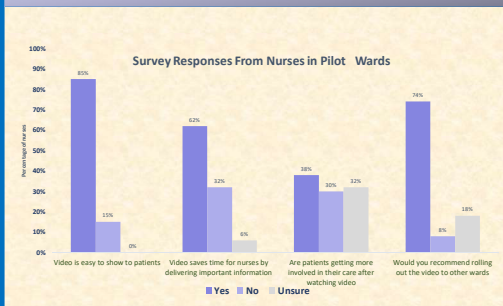
These interventions were combined with in-services designed to increase awareness amongst multidisciplinary staff.

## Interventions

Nurses were engaged to show the video to patients within 24 hours of admission. The project focused on alert patients who were able to watch the video or read the transcript and were happy to engage in safety related conversation. Exclusion criteria included patients with delirium, confusion, post-operative sedation and aggression.

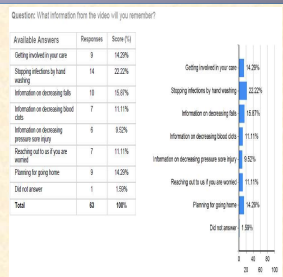
Evaluation surveys for nurses and consumers were designed and delivered in collaboration with the respective recipient group.

## Post-implementation Survey results



## Consumer survey results

A survey co-designed with consumers revealed that all patients evaluated the video as 'useful' or 'Sort of useful'. Additionally, patients valued each individual component of the video as useful.



## Project strengths

This project is aligned with all 8 National Standards, as well as WSLHD Nursing and Midwifery strategic priorities Patient Experience Matters and Healthy People.

The use of the bedside PES to deliver the video was an Australian first.

The project incorporated 'Accelerated Implementation Methodology' along with components of 'Clinical Practice Improvement' to test the various interventions

## Outcomes

Between February and April 2019, 329 patients were shown the video in full by nurses which equates to nearly 25% of the total discharges across all 3 pilot wards. Moreover, there were 101 partial completions of the video.

## Implementation & uptake

The safety Video has become a part of ward orientation. The project team envisaged that the video will become so ingrained in ward culture that it will be akin to airlines playing in flight safety videos (Fig 1.4).

Healthcare professionals from different disciplines are appreciative of this tool. Most importantly, as key clinicians for patient engagement, 85% of nurses evaluated the video as useful and an easy intervention to promote patient safety.



## Resources for scaling up

The audio translation of the video in seven top languages used within the district is complete and the project group is working towards making these translations available across all hospitals. The video is being scaled up across the district.



## Conclusion

The project demonstrates how effective collaboration between internal and external stakeholders facilitates strong engagement to ensure consumer involvement crucial for patient safety.

## References

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## Acknowledgements

