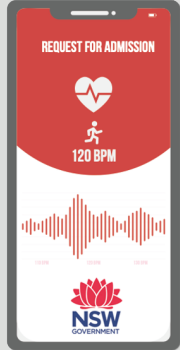


Imagining an exceptional patient and carer experience

Zara is a 48-year-old mum who was diagnosed with multiple sclerosis five years ago. Her mum Fatima has been her part-time carer since Zara's son, Daniel, began attending boarding school in Sydney on a rugby scholarship. Zara's husband and Daniel's dad, Tom, died in a car accident 12 years ago.

Zara teaches at the local high school in Wagga Wagga but has cut back her hours because her multiple sclerosis got worse. She also has type 1 diabetes, glaucoma and peripheral neuropathy. Zara uses a wheelchair and has had modifications made to her home. She is being admitted to the neurosurgery unit at St Mary's Hospital in Sydney for three days for a neurostimulation procedure and other investigations.

Zara's specialist Mr Lindsay Hardy completes her request for admission (RFA) electronically using his practice software. This is forwarded to Zara who completes her details using a secure link on the NSW Health app and portal. She then receives an email confirmation, reference number and link to a 24-hour online chat if she has any questions. Jane, her GP, is also notified that Zara's RFA has been accepted. Zara is encouraged to contact her specialist by Skype, email or phone if she has any questions.



In Zara's confirmation email is a link to a video welcoming Zara to St Mary's and introducing her to the Nurse Manager of Ward 2A, Sarah. Sarah provides an overview of the ward, entertainment options and amenities for her mum (Zara's carer), and how to contact staff if she has important questions or issues to resolve. Zara can order her meals in advance and advise of any food allergies and preferences.

To see a text alternative for this graphic go to page A1 >



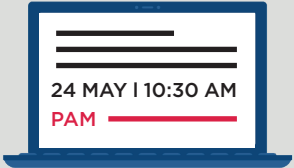
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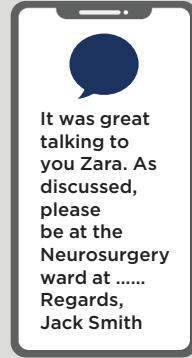
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4

Two weeks before admission, Zara receives a notification that she has a message in her inbox from St Mary's. The email confirms her admission to St Mary's for her planned procedure. Zara is also asked to complete a simple online survey (a patient activation measure [PAM]), which is automatically uploaded to her medical record and Mr Hardy is notified. The survey also asks what are the five things that Zara wants St Mary's to know that 'matter most' to her.



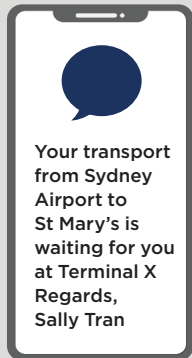
The day before her admission, Zara receives a phone call confirming her arrival time and reminding her about the fasting requirements. She is asked if she has any concerns or wants to ask any questions before she is admitted. Zara receives an SMS after the call with a summary of the conversation and a name and direct phone number to call if any further questions.



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ZARA'S ADMISSION



On the morning of surgery, Zara receives a text message from St Mary's advising that they are looking forward to her arrival, confirming her flight and transport details, and reminding her not to eat or drink after 7 am. After her flight, Zara is dropped at the front entrance of St Mary's by a patient transport vehicle, where she is greeted by Sam, the driveway concierge. Sam helps Zara with her wheelchair and bags, and hands her over to the waiting hospital ambassador (a friendly volunteer) who greets her by name and accompanies her to the preadmission lounge. Zara notices the calm ambience of the space, which reduces her stress and anxiety.



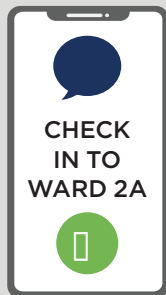
5



Zara is welcomed into pre-op by the kind team of nurses. Her nurse can see she is anxious and sits down next to her, giving her the opportunity to ask any final questions. The nurse tells Zara that her mum will be called as soon as she is out of surgery. Zara can share an app with her mum and brothers in Queensland to track her location and surgery status. After her surgery, Zara wakes up in recovery and hears her doctor on the phone talking to her mum and letting her know she will be back on the ward in half an hour. Zara is relieved and thankful that the team did what they said they would do.



8



Zara has the option to automatically check in using her phone app or at the wheelchair-friendly kiosk. There is relaxing music playing and subdued lighting. The artwork is appropriate for the area and is complemented with positive patient information on large TV screens. Zara is welcomed immediately on arrival and is accompanied by a staff member to ward 2A to get changed and prepare for surgery.



6

Zara's mum Fatima drives to the hospital from Wagga Wagga and books concession parking online. She scans her booking code at the boom gate. Valet parking is available but Fatima prefers to park herself. She follows the clear signage and parking lights to an available spot in the dedicated carer parking.



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DURING ZARA'S STAY



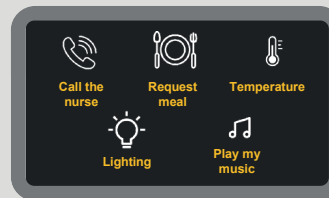
Zara is welcomed back to the ward with a friendly hand-over by staff. The team is expecting her and have her bed ready with the space clean and clutter-free. She is given a brief safety orientation to the ward and left to sleep. The ward Nurse Manager, Sarah, introduces herself to Zara and her mum, and gives them an overview of what to expect over the next few days. She encourages them to raise any concerns and how to raise them. Sarah and Zara discuss the five things that matter most to her and these are listed on the patient communication board and discussed at handover. She hands over her business card and the REACH phone number.



9

10

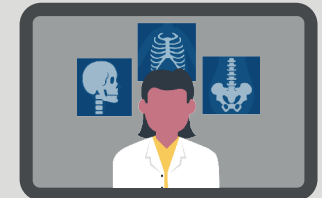
The next morning at 7am, Zara is introduced to the day team and their details are updated into the communications board. St Mary's have a patient entertainment and engagement system that includes an electronic communications board. The system allows Zara to control the lighting and temperature in the room, talk to the nurses, ask for a pillow or water, and order a meal. She can view her daily care goals and educational material on her TV, customise her screen with photos of Daniel and her puppy, and upload her playlist.



11



Zara's GP, Jane, Skypes in for the ward round. Zara's medical records and scans are securely shared with Jane and show on a large screen in the room. Her privacy is maintained at all times and she is treated as an active partner in her care. Zara and her family are always addressed by their preferred names. Zara is tracking well to be going home as planned in two days.



12

13

Overnight, Zara can speak to her care team using bedside devices (which include voice activation), and watches a movie on her integrated entertainment system. Zara is also able to talk to her brothers via the same system, with headphones so as not disturb the rest of the ward.



Breakfast arrives when it was requested for, and it's what Zara ordered. Gerry, the ward ambassador helps her sit up in bed and the cleaner checks in. Zara's mum can order a meal and stay at accommodation nearby. Zara can order her meals before admission and can change what she wants up to an hour before mealtimes. She can also cancel if the family brings in a meal from outside. The carer's information package that Fatima received before Zara's admission also helps her connect with local services.



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DURING ZARA'S STAY

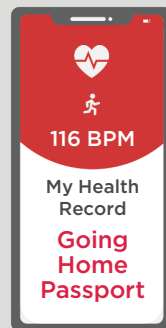
AFTER ZARA'S STAY

During the shift handover, the nurses update the communication board. Zara's going-home date and time are confirmed. With her consent, her family are provided a schedule of the multidisciplinary care rounds and can participate using Skype. The care team arrive on time and sit down to discuss Zara's care plan for the next few days.

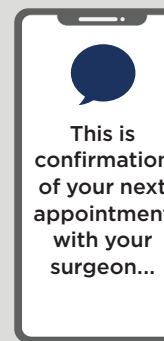


14

Zara is discharged without delay. She is given a written 'going-home passport' (a patient-friendly, transition-of-care document), which is also sent to her preferred device and to My Health Record. The pharmacist explains her new medications and gives her a medications list, which is also included in her electronic passport. A recording of Zara's discharge conversation is provided (this is available in multiple languages).



16



On the day Zara leaves, her GP receives a notification that Zara has left hospital and a copy of her transition-of-care letter is sent electronically to the practice. Within 24 hours of leaving St Mary's, Zara receives an SMS and/or email confirming her outpatient appointment time and telehealth details.



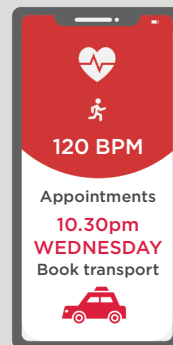
18

During the ward round, Zara is given the all-clear to go home the following day. Her prescriptions and referrals are automatically generated and confirmed. The staff member responsible for the continuity of Zara's ongoing care checks in with her later in the day to ask if she has any questions and if she feels ready to leave the next day. On the day of going home, hospital volunteers offer to help Zara pack.

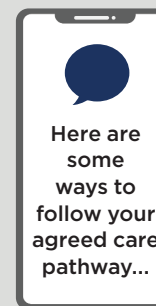


15

All Zara's follow-up appointments are confirmed before she leaves hospital, and she can access them using the NSW Health app or portal. Through the app, she can also book transport, change future appointment dates and contact someone if she has concerns about her health. After a final opportunity for any questions, the ward ambassador Gerry helps Zara to the dedicated pick-up area where Fatima is waiting.



17



Within 24 hours of leaving, Zara receives a phone call from the ward checking on her emotional and physical wellbeing and asking if she has any questions. She receives a short patient experience survey via SMS. Zara is sent regular education material according to her agreed care pathway.



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Appendix:

Imagining an exceptional patient and carer experience

Zara's journey

About Zara

Zara is a 48-year-old mum who was diagnosed with multiple sclerosis five years ago. Her mum Fatima has been her part-time carer since Zara's son, Daniel, began attending boarding school in Sydney on a rugby scholarship. Zara's husband and Daniel's dad, Tom, died in a car accident 12 years ago.

Zara teaches at the local high school in Wagga Wagga but has cut back her hours because her multiple sclerosis got worse. She also has type 1 diabetes, glaucoma and peripheral neuropathy. Zara uses a wheelchair and has had modifications made to her home. She is being admitted to the neurosurgery unit at St Mary's Hospital in Sydney for three days for a neurostimulation procedure and other investigations.

Before Zara's arrival

1. Zara's specialist Mr Lindsay Hardy completes her request for admission (RFA) electronically using his practice software. This is forwarded to Zara who completes her details using a secure link on the NSW Health app and portal. She then receives an email confirmation, reference number and link to a 24-hour online chat, if she has any questions. Jane, her GP, is also notified that Zara's RFA has been accepted. Zara is encouraged to contact her specialist by Skype, email or phone if she has any questions.

Involves Enablers 5 and 6

2. Two weeks before admission, Zara receives a notification that she has a message in her inbox from St Mary's. The email confirms her admission to St Mary's for her planned procedure. Zara is also asked to complete a simple online survey (a patient activation measure [PAM]), which is automatically uploaded to her medical record and Mr Hardy is notified. The survey also asks what are the five things that Zara wants St Mary's to know that 'matter most' to her.

Involves Enablers 3 and 4

3. In Zara's confirmation email is a link to a video welcoming Zara to St Mary's and introducing her to the Nurse Unit Manager of Ward 2A, Sarah. Sarah provides an overview of the ward, entertainment options and amenities for her mum (Zara's carer), and how to contact staff if she has important questions or issues to resolve. Zara can order her meals in advance and advise of any food allergies and preferences.

Involves Enablers 4 and 5

4. The day before her admission, Zara receives a phone call confirming her arrival time and reminding her about the fasting requirements. She is asked if she has any concerns or wants to ask any questions before she is admitted. Zara receives an SMS after the call with a summary of the conversation and a name and direct phone number to call if any further questions.

Involves Enabler 5

Zara's admission

5. On the morning of surgery, Zara receives a text message from St Mary's advising that they are looking forward to her arrival, confirming her flight and transport details, and reminding her not to eat or drink after 7 am. After her flight, Zara is dropped at the front entrance of St Mary's by a patient transport vehicle, where she is greeted by Sam, the driveway concierge. Sam helps Zara with her wheelchair and bags, and hands her over to the waiting hospital ambassador (a friendly volunteer) who greets her by name and accompanies her to the preadmission lounge. Zara notices the calm ambience of the space, which reduces her stress and anxiety.

Involves Enablers 3 and 7

- Zara has the option to automatically check in using her phone app or at the wheelchair-friendly kiosk. There is relaxing music playing and subdued lighting. The artwork is appropriate for the area and is complemented with positive patient information on large TV screens. Zara is welcomed immediately on arrival and is accompanied by a staff member to ward 2A to get changed and prepare for surgery.

Involves Enablers 2 and 7

- Zara's mum Fatima drives to the hospital from Wagga Wagga and books concession parking online. She scans her booking code at the boom gate. Valet parking is available but Fatima prefers to park herself. She follows the clear signage and parking lights to an available spot in the dedicated carer parking.

Involves Enabler 7

- Zara is welcomed into pre-op by the kind team of nurses. Her nurse can see she is anxious and sits down next to her, giving her the opportunity to ask any final questions. The nurse tells Zara that her mum will be called as soon as she is out of surgery. Zara can share an app with her mum and brothers in Queensland to track her location and surgery status. After her surgery, Zara wakes up in recovery and hears her doctor on the phone talking to her mum and letting her know she will be back on the ward in half an hour. Zara is relieved and thankful that the team did what they said they would do.

Involves Enabler 5

During Zara's stay

- Zara is welcomed back to the ward with a friendly hand-over by staff. The team is expecting her and have her bed ready with the space clean and clutter-free. She is given a brief safety orientation to the ward and left to sleep. The ward Nurse Manager, Sarah, introduces herself to Zara and her mum, and gives them an overview of what to expect over the next few days. She encourages them to raise any concerns and how to raise them. Sarah and Zara discuss the five things that matter most to her and these are listed on the patient communication board and discussed at handover. She hands over her business card and the REACH phone number.

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Involves Enabler 4

- The next morning at 7 am, Zara is introduced to the day team and their details are updated into the communications board. St Mary's have a patient entertainment and engagement system that includes an electronic communications board. The system allows Zara to control the lighting and temperature in the room, talk to the nurses, ask for a pillow or water, and order a meal. She can view her daily care goals and educational material on her TV, customise her screen with photos of Daniel and her puppy, and upload her playlist.

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Involves Enabler 2

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Involves Enablers 3 and 4

14. During the shift handover, the nurses update the communication board. Zara's going-home date and time are confirmed. With her consent, her family are provided a schedule of the multidisciplinary care rounds and can participate using Skype. The care team arrive on time and sit down to discuss Zara's care plan for the next few days.

Involves Enablers 2 and 4

15. During the ward round, Zara is given the all-clear to go home the following day. Her prescriptions and referrals are automatically generated and confirmed. The staff member responsible for the continuity of Zara's ongoing care checks in with her later in the day to ask if she has any questions and if she feels ready to leave the next day. On the day of going home, hospital volunteers offer to help Zara pack.

Involves Enablers 2 and 5

16. Zara is discharged without delay. She is given a written 'going-home passport' (a patient-friendly, transition-of-care document), which is also sent to her preferred device and to My Health Record. The pharmacist explains her new medications and gives her a medications list, which is also included in her electronic passport. A recording of Zara's discharge conversation is provided (this is available in multiple languages).

Involves Enabler 4 and 5

17. All Zara's follow-up appointments are confirmed before she leaves hospital, and she can access them using the NSW Health app. Through the app or portal, she can also book transport, change future appointment dates and contact someone if she has concerns about her health. After a final opportunity for any questions, the ward ambassador Gerry helps Zara to the dedicated pick-up area where Fatima is waiting.

Involves Enabler 4

After Zara's stay

18. On the day Zara leaves, her GP receives a notification that Zara has left hospital and a copy of her transition-of-care letter is sent electronically to the practice. Within 24 hours of leaving St Mary's, Zara receives an SMS and/or email confirming her outpatient appointment time and telehealth details.

Involves Enablers 3 and 5

19. Within 24 hours of leaving, Zara receives a phone call from the ward checking on her emotional and physical wellbeing and asking if she has any questions. She receives a short patient experience survey via SMS. Zara is sent regular education material according to her agreed care pathway.

Involves Enablers 2 and 6

[Return to image: Imagining an exceptional patient and carer experience >](#)