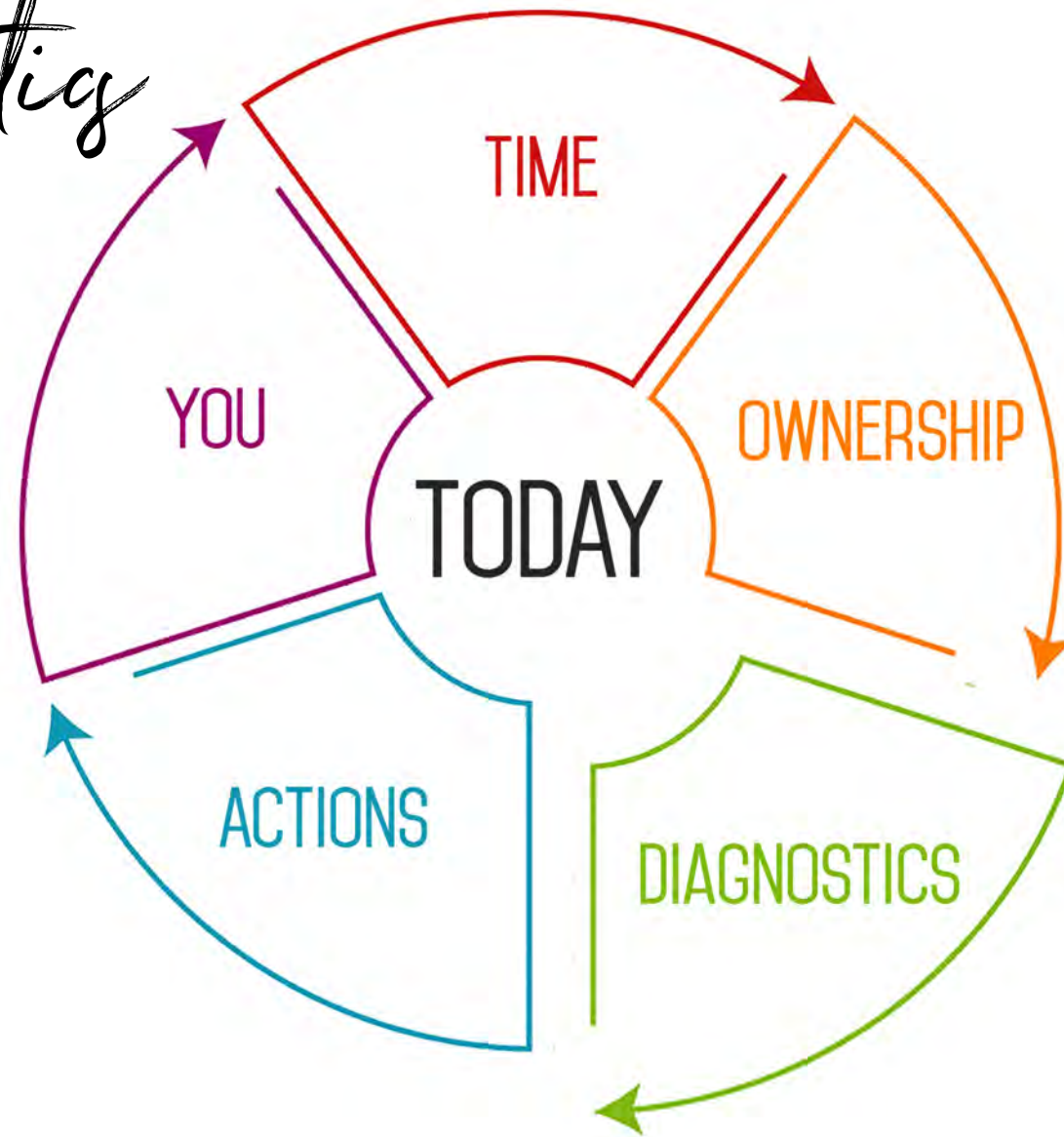
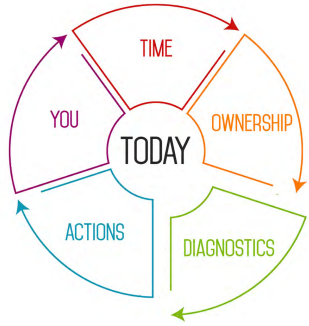


*Diagnostics*



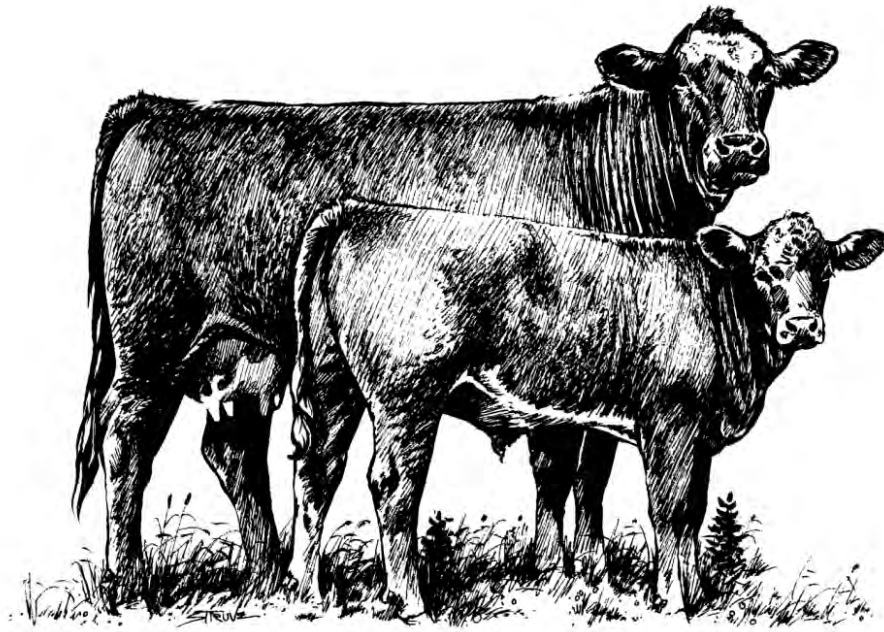


# Diagnosics

**DIAGNOSTICS** Is understanding what good looks like then being able to assess care and activity against that and identify potential problems

“You can’t fatten a cow by weighing it”

- Palestinian Proverb



Improvement is NOT  
just about  
measurement...

...but you can't  
improve something  
without measuring it!

# Improvement aim – Royal Free Hospital

safer faster better  
#endPjparalysis

- To get patients on 10N up out of bed, dressed in their own clothes and participating in daily activities on the ward, in order to get them well and home as quickly as possible.

# MEASURES



## Outcome

- % no of patients out of bed at lunchtime
- % no of patients dressed at lunchtime



## Process

- Length of time patients are out of bed
- Length of time patients engaged in activity



## Balancing

- Length of stay
- Falls
- Pressure ulcers





↳ Ugochi Agbasimelo and 1 other Retweeted



**Royal Free London** @RoyalFreeNHS · Aug 4

Veronica, patient on 10 North, said: "It's a great thing the team are doing. I feel much more comfortable in my own clothes." [#endPJparalysis](#)

[pic.twitter.com/8xfUFR8bvD](https://pic.twitter.com/8xfUFR8bvD)



# Patient letter

H

29TH OCTOBER 2016

Dear Sir, Madam

This is a request for an immediate discharge from this hospital as soon as possible. The reason being that I feel the process of discharge is taking far too long and I wish to leave the hospital as soon as it is possible. If the request is refused then I will take it upon myself to walk out of the hospital.

Yr Sincerely

Mr. A. A. M.



# DIAGNOSTICS QUESTIONS

- What does good patient experience and staff experience look like?
- How do you know you're doing a good job?
- How will you measure success?

# What could be measured?

- Patient and staff satisfaction and wellbeing
- More timely discharges
- Reduced LOS
- More timely admissions
- Reduction food wastage
- Reduced laundry costs
- Reduction in UTIs, DVTs, URTIs

Etc

# LONELINESS

increases the likelihood  
of mortality by

**26%**

Reference: Holt-Lunstad, (2015)

**Ending PJ Paralysis**  
is about a patient's  
mental wellbeing  
as well as physical

**NHS**

South Warwickshire  
NHS Foundation Trust



- Encourage patients to eat together at a table  
- use this as an opportunity to socialise or  
take part in activities
- Maintain a normal routine for patients  
as much as possible

**#endPJparalysis**



*Immobility  
increases  
loneliness*

 #End   paralysis



# The unintended language of ageism

- Demographic time-bomb
- Tsunami of ageing
- Acopia
- Suffering from dementia

Frailty – both Latin and medieval French ('fragile' 'poor morals')

See also Lodge C et al (2016) The new age of ageing: How society needs to change

[Oliver D \(2013\) http://britishgeriatricsociety.wordpress.com/2013/12/23/the-geriatrics-profanisaurus-words-and-phrases-we-should-ban/](http://britishgeriatricsociety.wordpress.com/2013/12/23/the-geriatrics-profanisaurus-words-and-phrases-we-should-ban/)

# Linguistic misogyny

- Incompetent cervix
- Failure to dilate (in labour)
- Elderly primagravida
- Irritable uterus
- Hysteria – originates from Greek word for uterus

See also Joan Smith (1989) *Misogynies: Reflections on Myths and Malice*  
Emer O'Toole (2015) *Girls will be girls: Dressing up, playing parts and daring to act differently*



# The Battlefield metaphors of the body

- The war against cancer
- Battling disease
- Fighting infection
- Aggressive treatments
- Immune defenses
- 'Brave' patients

See also Susan Sontag (1978) *Illness as*

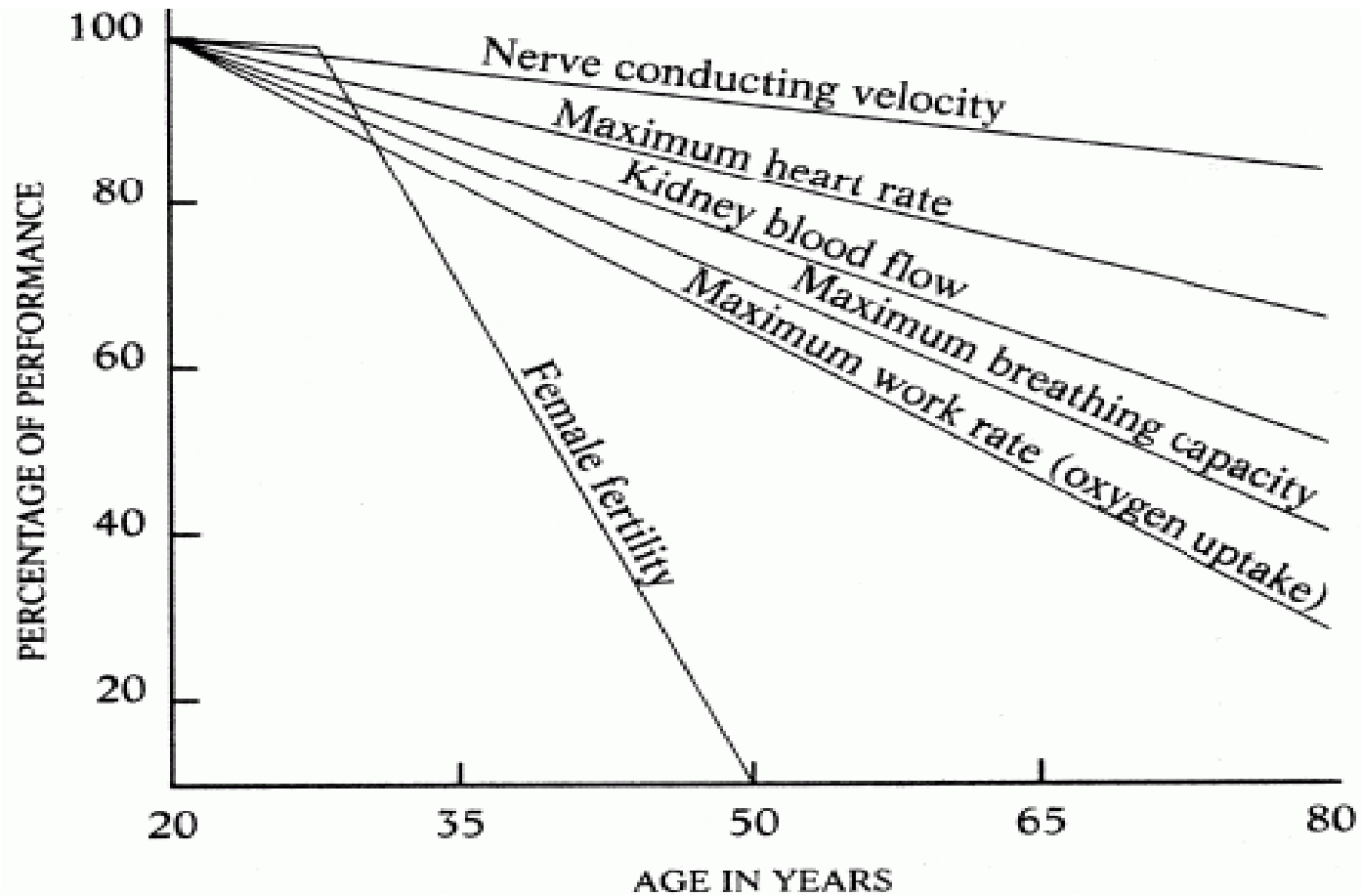
# Reframing our language

- Explore bias in your own language
- Make it personal
- Involve everyone in the language discussion
- Be patient and flexible

See also

<https://www.leadingage.org/distance-learning/education-spotlights/ageism/power-language-change-how-we-view-our-aging-selves>

# Aging and Health – The inevitable decline



# Sarcopenia – The *inevitable* decline?



31 yr old

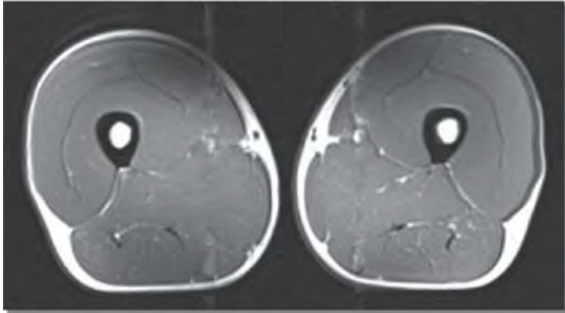
The loss of muscle bulk is clear to see on these MRI cross section images of thigh muscles. The darker muscle is replaced by the lighter adipose tissue. The impact of this loss of strength can be huge but is it inevitable?

66 yr old

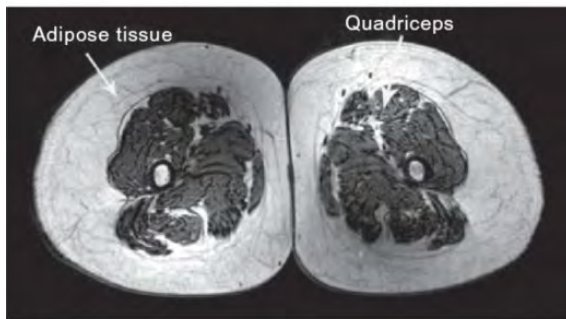
73 yr old

# Sarcopenia – The *inevitable* decline?

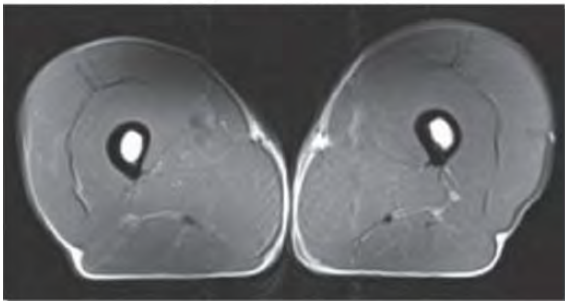
40-year-old triathlete



74-year-old sedentary man



70-year-old triathlete



Muscle bulk and power is more closely associated with activity, particularly resisted or load bearing activity, than it is with age.

# Four questions every patient, relative and carer should know the answer to.



# The Patient Journey...

The health system delivers the required care, is it in a time frame that suits the patient, carer or staff ?



**Waiting + Sleep Deprivation = Deconditioning**

Physical                      Cognitive  
Psychological              Social

By reducing the waiting time overall LOS is reduced without changing the clinical care received by the patient

# Identify the stream

- **Short stay**                      Sick specialty                      Sick general                      Complex
- Allocate early to teams skilled in that stream

