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Health professionals learning to ALWAYS care for patients

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TITLE

Health Professionals learning to ALWAYS care for patients

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During the summer break, semester two and four students from the Bachelor of Nursing at The University of Notre Dame Australia, Fremantle Campus, worked with the Fremantle Hospital and Health Service Accreditation Team to develop educational material for staff and visitors on the National Safety and Quality Health Service Standards (NSQHS) – especially standard 2.

This collaborative approach to provide a unique clinical placement, that intrinsically benefits the student and health service, reminds us that learning in today’s modern healthcare system should embrace areas of practice outside of the traditional clinical nursing role.

Students, in groups of four an five, developed nine posters for an information booth in the health service. Students spoke with staff, patients and visitors about their work and the hospital’s focus on Person Centred Care through ‘ALWAYS’, a respectful based process that stands for:
Students toured around the hospital so that all those onsite had the opportunity to view their work and vote for the ‘best poster’. The winning group, announced at the executive launch of the project, will have their poster submitted to a nursing conference to be held in Perth in 2016.

The project involved students developing posters that translated the concept of Person Centred Care and ALWAYS to the Fremantle Hospital context. Posters...
provided stories of past patient experiences, tips and hints for how to incorporate the models into practice, and descriptions of the National Standards.

The Community Advisory Council and Health Service Executive of Fremantle Hospital in 2015 endorsed the ‘ALWAYS’ approach as a tool to promote Person Centred Care. Developed by the Picker Institute, ‘ALWAYS Events’ are those aspects of the patient and family experience that should always occur when patients interact with healthcare professionals and the delivery system.

Fremantle Hospitals implementation of ALWAYS encourages staff to consider the patient and family at the centre of all their interactions.

Fremantle Hospital and Health Service and the School of Nursing and Midwifery collaborative approach to promoting the NSQHS has highlighted the potential student placement opportunities yet to be fully considered. Due to the success of the placement, future opportunities to work in collaboration are being explored that benefit both the health service and student learning of these often difficult concepts taught in the classroom and their impact at the health service level.

What Is Person Centred Care?
Our commitment to person-centred care aims to provide safer and higher quality care. FHHS is committed to providing health care that has our patients as our primary focus. Our person-centred approach to healthcare ensures that the care we provide is respectful of, and responsive to, the preferences needs and cultural values of our patients (and consumers).

The staff of Fremantle Hospital and Health Service are committed to working in partnership with our patient’s consumers and carers in order to improve the patient experience and health outcomes.

Person-centred Care is:
- Respect
- Emotional support
- Physical comfort
- Information
- Continuity of care
- Transition of care
- Care coordination
- Involvement of family and carers
- Access to care

Ella’s Story – An experience of Person Centred Care

“My name is Ella, I am 17 and this is my story about the terrific care I received at Fremantle Hospital. I was referred to the Fremantle Hospital Hand Team from Narrogin Hospital for treatment of four broken bones in my hand. Every weekend my friends and I go out and ride our BMX’s. While on a new jump my front tyre hit the slope too hard, I was thrown over the handle bar and landed on my hand awkwardly. Initially I couldn’t feel any pain so I went to grab my bike and try again. As I reached for my bike I couldn’t move my fingers, felt a shooting pain blast through my arm and called to my mates for help. From Narrogin Hospital I was transferred to Fremantle Hospital, I was in excruciating pain and very frightened. The nurses reassured me and gave me appropriate pain medication and stabilised my hand to prevent further injury, and educated me on what procedures were going to take place. The hand team took the time to explain everything to me and my parents and also organised a social worker consultation. They gave me information about staying in Perth and what services were available to help in my recovery as my parents had to return back home for work and I was to stay in Perth with my aunty. I had the clinic appointment in the morning and was to have surgery in the afternoon. I started getting nervous about my surgery, but everyone was really kind and gentle with me, the nurses took the time to explain about my surgery and answer all of my questions. After my surgery a cast was put on and I was taught how to manage. I was given lots of information and all the hospital numbers to call if I was worried or there was a problem. All the nurses, doctors and other health care support people were awesome and lovely to me and my family. Every week for 6 weeks I would have handwork and light exercises to check the progress of my healing. After 6 weeks the wires and cast were removed. My hand healed well and I had a consult with a physiotherapist and occupational therapist for exercises. I was able to keep my hand strong to ensure I regained full use so I could still ride my BMX, rock climb and help out my mates on the farm. I was sad to say goodbye to the lovely and supportive staff who looked after me so well during my time of need.”

References
At Fremantle Hospital our focus is on you!
Standard 2- Partnering with Consumers

The Australian Commission on Safety and Quality in Health Care (ACSQAC) establishes a new and improved vision advancing the quality of care for all Australians. The ACSQAC has refined 10 Standards to assist in making this possible (ACSQAC, 2011). Fremantle Hospital has successfully demonstrated its implementation of these. This poster focuses on standard 2- partnering with consumers. At Fremantle Hospital, partnering with consumers has lead to patient-centred care being our primary focus. Patients and family’s have the opportunity to be actively involved in all aspects of their own care, this includes being the key stakeholder for all decision making. A key feature used to enhance standard 2 throughout Fremantle Hospital is the ALWAYS Initiative ("Test Sheet: Standard 2: Partnering with consumers", 2010). This initiative is designed to be an easy-accessible tool, for all health professionals to use during the delivery of care (Rea, 2010).

Fremantle hospital was recommended to me by numerous healthcare professionals for a place where I would have a knee replacement. I was told that I would be staying in for a few days. As an elderly lady, hospital is always a frightening place to be in. I was concerned that my wishes would not be met and my family would be informed and involved in my care. The nurses assured myself and my husband that if that was their primary focus and that the goal was to ensure that I was involved in the entire care process. This was very important to hear as although I am getting older, I still want to be actively involved in my care while I still can. The nurses politely assisted me when setting in and making sure I was comfortable and at ease. All staff members kindly introduced themselves and explained their role in my care, avoiding any confusion. During this period the staff respected the privacy between myself and my family, whilst being approachable and friendly, they listened to stories and shared a laugh. I would like to say a big thank you to all the staff members at Fremantle Hospital”, Mrs. Smith.

To ensure our health professionals are involved and aware of the ALWAYS mobile, staff take the following steps (Vie, 2015):
- Participate in encouraging activities to support the initiative
- Learn about ALWAYS through available resources
- Encourage staff to adopt ALWAYS in their daily routine

ALWAYS is a commitment program containing 9 key fundamental principles that allow our staff to achieve the vision of improving the quality of care for all.
An easy adapted ALWAYS mnemonic has been created to ensure the 9 principles are being demonstrated to meet this benchmark and our vision (Vie, 2015).

Address our patients by their preferred name
Listen and learn from our knowledgeable patients
Welcome and respect the role of carers and families
Advocate for our patients, carers and family during appropriate times
Yourself - introduce ourselves and our role
Show compassion and respect at all times

References