



DHS Improving Care for Older People Project 2005-2007

Implementing Person-Centred Practice Change at Peninsula Health

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Peninsula Health - 2005-2008





IC40P Policy

DHS directive that health services take a strong **person-centred approach** to the provision of care (focusing on older people)



What is Person Centred Care?

The Victorian Department of Human Services (2003) defines person-centred care as ‘treatment and care provided by health services [that] places the person at the centre of their own care and considers the needs of the older person’s carers’.



“Let me tell you what I think I need”

Acknowledgement
NHS Older persons
programme



See the person

'This is who I am'



***“Don’t talk about me
without me”***

Acknowledgement
NHS Older persons
programme

Person-Centred Care

Service User

- Service users involved in planning their own care
- People with complex needs are identified
- Patients with complex needs have a single person to coordinate their care – key liaison person
- Know the person in their social context- include the needs of the carer, GP and care managers.
- People receive treatment & care in a setting that best meets their needs (where possible)
- One patient- one plan (inter-disciplinary focus)
- Consumers have access to appropriate information, to make informed decisions

Person-Centred Care

Service Level

- Service users and their Carers provide feedback
- Health Services are older person friendly
- Staff have appropriate skills in working with older people
- Community based programs are well integrated to prevent duplication & minimize service gaps



Initiatives

- **Consumer Feedback- Motel Slip**
- **Interdisciplinary Care Program**
- **Key Liaison Person**
- **Single point of Entry**
- **Functional Decline Portfolio program**
- **Older Person Friendly Environments**
- **Clinical Governance for Older People**





Consumer Feedback Informing Practice

Inpatient & Community Services

- Tools Development “Motel Slip”
- Trailed & Reviewed

Outcomes

- Scheduled Collection, & Reporting of data
- Centralised Collation
- Unit- based reports
- Cluster Reports
- Roll out across the health service 2008



TELL US ABOUT YOUR STAY

To assist us in improving our service we would be grateful if you could take a few moments to fill in this feedback form

The following questions have responses that are numbered from 1 to 5. Please circle the most appropriate number

Un satisfactory	Fair	Satisfactory	Good	Excellent
1	2	3	4	5

MEALS

Quantity
1 2 3 4 5

Menu variety
1 2 3 4 5

Quality
1 2 3 4 5

Comments.....

ROOMS

Cleanliness
1 2 3 4 5

Equipment
1 2 3 4 5

Comfort
1 2 3 4 5

Comments.....

COMMUNICATION

Pre-Admission Information
1 2 3 4 5

Greeting / Orientation to the Ward
1 2 3 4 5

Communication by Nursing Staff
1 2 3 4 5

Communication by Allied Health Staff (eg Physiotherapist/
Social Worker)
1 2 3 4 5

Communication by Doctors
1 2 3 4 5

Comments.....

Motel Slip

● User-Friendly

Consumer

Feedback

Card



Inter-Disciplinary Care

- Key Liaison Person
- Single Care Plan based on pt goals & needs
- Incorporates Risk Screening
- Post-discharge Follow-up

Outcomes

In place and sustained since 2006

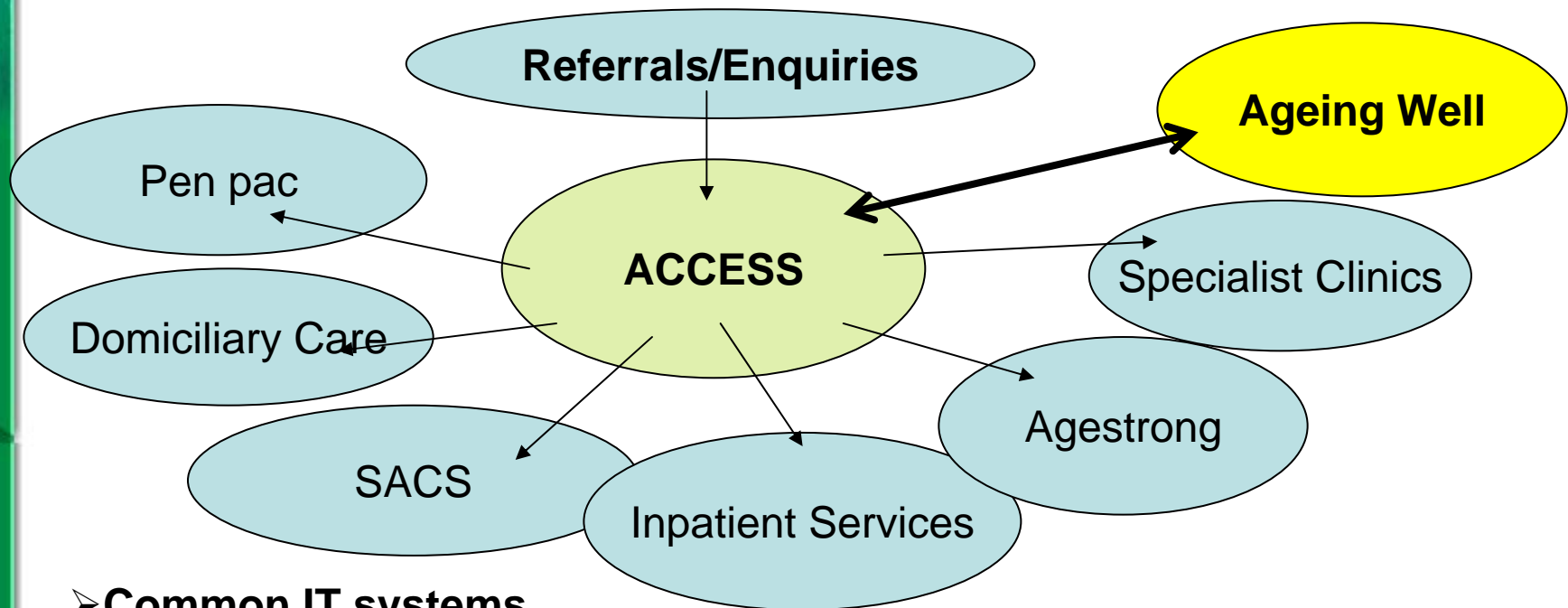
100% of Inpatient Sub-Acute Services (6) utilize the Interdisciplinary care Plan with patients

80% Key Liaison Person allocated- subacute

Rollout key areas of acute 2008

Initiatives-Person-Centred Care

Single Point of Entry



- **Common IT systems**
- **Common Assessment Tool (ScTT)**
- **Easier for Consumers to negotiate Services.- 'Ask Once' model**
- **Access to Health Information & Resources**



Portfolio Program





Clinical Governance for Older People

- Continuing Care Clinical Governance Committee
- Clinical Indicators
- Incidence reporting
- Clinical development

Outcomes

Committee established and sustained monthly since 2006- senior management representation

Consumer Feedback reporting

Clinical Indicators reporting

“If you really want to help somebody, first you must find out where he is. This is the secret of caring. If you cannot do that, it is only an illusion if you think you can help another human being.”

Kierkegaard

