



Patient Experience Framework

2023-2025

Hospitality | Compassion | Respect | Justice | Excellence



ST JOHN OF GOD
Midland Public & Private
Hospitals

Patient Experience Framework

How we partner together for a better patient experience

Acknowledgement of country

St John of God Midland Public and Private Hospitals acknowledge the many traditional lands and language groups represented by the people who visit the hospitals. We acknowledge the wisdom of Aboriginal Elders both past and present and pay respect to the Aboriginal communities of today.

Purpose

The Patient Experience Framework reflects the hospitals' intention to ensure every person who seeks care at St John of God Midland Public and Private Hospitals (SJGMPPH) has the right to expect safe, respectful and high quality health care. Our aim is to consistently deliver a care experience that not only meets, but exceeds the expectations and the needs of patients, families, carers and the community, always striving to achieve excellent clinical outcomes which consider the whole person.¹ The Patient Experience Framework aligns with and supports the St John of God Healthcare refreshed FY23-25 Strategy to be the best performing health care organisation in Australia by 2025.

Patients, families, carers and the community are at the centre of everything we do. There is no better and more important way of improving services than by listening to what individuals think, feel and experience throughout their care journey and beyond.

What is Patient Experience?

Patient experience is described as being what the process of receiving care feels like for the patient, their family and carers. Experience is personal and although some experiences are common to many, everyone encounters and interprets things differently. We fully acknowledge that patient experience is everyone's responsibility and that in order to create a truly patient centred organisation and to deliver the best possible care, with patients receiving the best possible experience; there must be genuine and meaningful engagement and involvement with patients, families, carers and the community at each stage of service design, delivery and improvement.

Patient Experience Framework

The Patient Experience Framework has been refreshed following the evaluation of patient, carer and community feedback through a number of avenues including Net Promoter Score (NPS), Care Opinion, informal and formal complaints, patient surveys and of course compliments. We also explored how the COVID-19 pandemic has impacted patient experience during the past three years and how we could learn from this.

¹ St John of God Health Care Patient Safety and Clinical Excellence Framework, August 2018, p4

What we learned

Our feedback informed us that whilst we often get it right for our patients, further improvements are still required in the following areas:

- communication and information;
 - patients want to be listened to and be well informed
- caregiver values and behaviours;
 - patients want to be spoken to with respect and cared for by kind compassionate caregivers
- admissions, access and delay to care:
 - patient's want their care to be timely and coordinated
- discharges and the discharge process;
 - patients want to be involved in decisions about their healthcare journey and in particular be involved in their discharge planning with clear pre and post discharge instructions

Feedback gathered as a result of COVID-19 has informed us that we need to ensure:

- people feel safe when accessing our services
- there is timeliness, effectiveness and consistency in our communication
- relatives are kept informed – challenges have been heightened with restrictions to visiting in place and exemptions on compassionate grounds
- individual patient communication needs are met; this has proved challenging, especially with staff wearing Personal Protective Equipment (PPE)
- that patients are supported and kept informed whilst they wait for their care and treatment

We know from this feedback that the delivery of person-centred care with a focus on communication, connection and compassion (3Cs) is important to our patients. Key initiatives for this framework are:

1. *Roll out the refreshed Person-Centred Care – the 3Cs program*
2. *Facilitate the public reporting of performance*
3. *Improve the discharge process*

In addition, the key objective for this framework is:

To have every caregiver in all service areas across SJGMPPH to be able to clearly define person-centred care and their role in its delivery.

The Patient Experience Framework is our roadmap for the next two years to achieve person-centred care, meet our initiatives and implement our key objective.

Our Commitment

The refreshed SJGHC Group Strategy FY 23-25 identifies Patient Experience as one of three key themes that define the strategic direction for the next two years.

We are committed to providing the best possible experience for patients at SJGMPPH. To do this we understand that it is essential to partner with patients, family, carers and the broader community to ensure people are treated with dignity and respect, information is shared and partnerships are reflected at all levels of the hospital.

We do this by adhering to the SJGHC Patient Safety and Clinical Excellence Framework (PSCEF) and the Australian Charter of Health Care Rights through:

- Fostering person-centred health care that is respectful and responds to patient choices, needs and values
- Providing culturally appropriate and inclusive care for members of our diverse community
- Partnering with patients, their families and carers to minimise risks and provide safe care across the care journey
- Learning from patients, families and carers' experience
- Partnering with patients, their families and carers to plan and develop new care processes and services
- Openly informing and supporting patients if something goes wrong
- Through our Consumer and Community Advisory Council provide consumer and community input into:
 - provision of patient focused services
 - proposed quality activities, initiatives and projects, service delivery planning and development
 - reviewing safety, quality and performance data, including feedback, satisfaction survey and complaints information, and make recommendations for change or improvement as necessary
 - representation on relevant committees/working groups involved in design and redesign of health services.

How will we achieve our initiatives and objective?

To help us deliver our objective of person-centred care we will roll out the refreshed 3Cs Program. The 3Cs Program is a two-step learning journey for caregivers that:

1. Defines person-centred care;
2. Develops a person-centred care identity contextualised in *communication*, *connection* and *compassion* – in other words “The 3Cs” in the following actions:

C OMMUNICATION	<ul style="list-style-type: none"> • We make eye contact and introduce ourselves • We confirm the identity of the patient • We encourage two way sharing of information about their condition and treatment • We speak to the patient slowly, clearly and concisely • We reiterate important information to confirm the patient has understood • We do not use acronyms where possible, or we explain the acronyms and technical jargon we are using in easily understood terms • We do not rush through our explanations • We ensure that all printed material, signage and information sheets on notice boards and walls are in a clear and easily legible font
C ONNECTION	<ul style="list-style-type: none"> • We strive to make caring connections with our patients by seeing and treating the whole person • We do this by including our patients in handover, falls, pressure injury and medication management, and other discussions and decisions about their care • We remain mindful and present whilst with the patient and we are not thinking of the next thing on our to-do list • Patients know how to make complaints and provide feedback
C OMPASSION	<ul style="list-style-type: none"> • Our patients are our ‘PARTNERS’ in their care and we feel WITH them in their discomfort or suffering be it physical, emotional or spiritual

Within the two years the following milestones will be achieved

<p>Year 1</p>	<ul style="list-style-type: none"> • Hospital wide roll out of the refreshed 3Cs Program • Daily review of NPS by the Hospital Management Committee and Managers • All Managers in every clinical and non-clinical area will undertake the person-centred care module • 3Cs Leads in every clinical and non-clinical area who are easily identifiable • Every clinical and non-clinical area will have a 3Cs Action Plan that registers all of the 3Cs initiatives for that area • Identify key performance indicators for public reporting that demonstrate delivery of safe care • Review the discharge process and identify opportunities for improvement and any gaps in service delivery • Translate the real-time patient feedback from the Consumer and Community Advisory Council ward visits into meaningful quality initiatives and research opportunities • Connect with community organisations as advised by the Consumer and Community Advisory Council
<p>Year 2</p>	<ul style="list-style-type: none"> • All teams will be discussing patient, service user and carer experience at team meetings • Clinical teams will source their own patient and carer stories, will interview their patients and carers and learn from, and act upon, the key messages • We will be able to demonstrate the impact of the 3Cs Program specific to patient and carer experience and the delivery of safe, high quality care aiming for zero preventable harm • We will participate in the public reporting of key performance indicators via SJGHC and East Metropolitan Health Service
<p>2025 Jan- Mar</p>	<ul style="list-style-type: none"> • Evaluate the Patient Experience Framework against agreed measures

Measuring and evaluating our Patient Experience Framework

We regularly measure our patient's thoughts and feelings about their experiences. We ask a range of questions about their experiences of respect and compassion, access, communication, clinical care, family involvement and overall satisfaction.

Specific patient satisfaction and experience measurement programs include:

1. Net Promoter Score (NPS) – SJGHC's target NPS is 75 or greater based on feedback from our patients;
2. Patient feedback through informal and formal complaints and compliments;
3. Care Opinion
4. We also receive feedback through:
 - Consumer and Community Advisory Council
 - Mental Health Consumer and Carer Group
 - Health and Disability Services Complaints Office (HADSCO)
 - Department of Veteran Affairs (DVA)
 - Mental Health Advocacy Service
 - Patient stories

We also regularly measure patient outcomes through key performance indicators, clinical audits and service reviews and use the information to develop quality improvement initiatives.



Need more information?

For enquiries or requests for information about the Patient Experience Framework and consumer partnerships at SJGMPPH, please contact:

SJGMPPH Patient Experience Team by phoning 9462 4901

or email info.midland@sjog.org.au

Definitions

Health Service Organisation:

In this case, St John of God Midland Public and Private Hospitals (SJGMPPH)

Consumer:

A person who has used or may potentially use health services, or is a carer for a patient using health services. A health care consumer may also act as a consumer representative to provide a consumer perspective, contribute consumer experiences, advocate for the interest of current and potential health service users, and take part in the decision-making processes.

SJGMPPH refer to consumers as patients.

Patient:

A person who is receiving care in a health service organisation.

Caregiver:

The term used to describe all SJGMPPH employees, including clinicians, nursing staff, allied health, catering, clerical and other non-clinical employees.

Person-centred care:

An approach to the planning, delivery and evaluation of healthcare that is founded on mutually beneficial partnerships among clinicians and patients. Person-centred care is respectful of and responsive to, the preferences, needs and values of patients and other consumers. The Australian Commission on Safety and Quality in Healthcare further details key dimensions that include respect, emotional support, physical comfort, information and communication, continuity and transition, care coordination, access to care, and partnerships with patients, carers and family in the design and delivery of health care.

Carer:

A person who provides personal care, support and assistance to another person who needs it because they have a disability, medical condition (including terminal or chronic illness) or mental illness, or they are frail or aged. A person is not a carer merely because they are a spouse, de facto, partner, parent, child, other relative or guardian of the person who requires care.

Community:

The people living in a defined geographic region or from a specific geographic region or from a specific group who receive services from a health service organisation. In this case 'community' refers to, but is not limited to, the population within the designated catchment area for SJGMPPH and can refer to any person who engages with our health service organisation. The catchment is Bayswater, Bassendean, Kalamunda, Mundaring Swan and Wheatbelt – North.

Governance:

Is the process of making decisions to define the expectations, systems and management within SJGMPPH. The decision making process is influenced by the local institutions and agencies which deliver services in the area and must include community representatives.

About St John of God Health Care

St John of God Midland Public & Private Hospitals is a division of St John of God Health Care, a leading Catholic not-for-profit health care group, serving communities with hospitals, home nursing and social outreach services throughout Australia, New Zealand, and the wider Asia-Pacific region.

We are proud to partner with the State Government, WA Department of Health and the East Metropolitan Health Service to provide high quality healthcare and improved health outcomes to the communities we serve.

We aim to go beyond quality care to provide an experience for people that honours their dignity, is compassionate and affirming, and leaves them with a reason to hope.

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Consumer reviewed and approved – February 2023

The SJGMPPH Patient Experience Framework has been developed with reference to a variety of sources. References available on request.

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