

# NZNO 10<sup>TH</sup> NATIONAL GERONTOLOGY SECTION CONFERENCE

Rydges Latimer, Christchurch 31 Oct & 01 Nov 2016



BACK  
TO OUR  
FUTURE

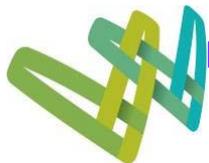


## Improving patient experience through Care with Dignity

Sandra Jones: Senior Nurse Lecturer, Whitireia New Zealand

Mikaela Shannon: Nurse Manager, Capital and Coast District Health Board

Dr Kathy Holloway, Director of the Graduate School of Nursing, Midwifery and  
Health, Victoria University of Wellington.



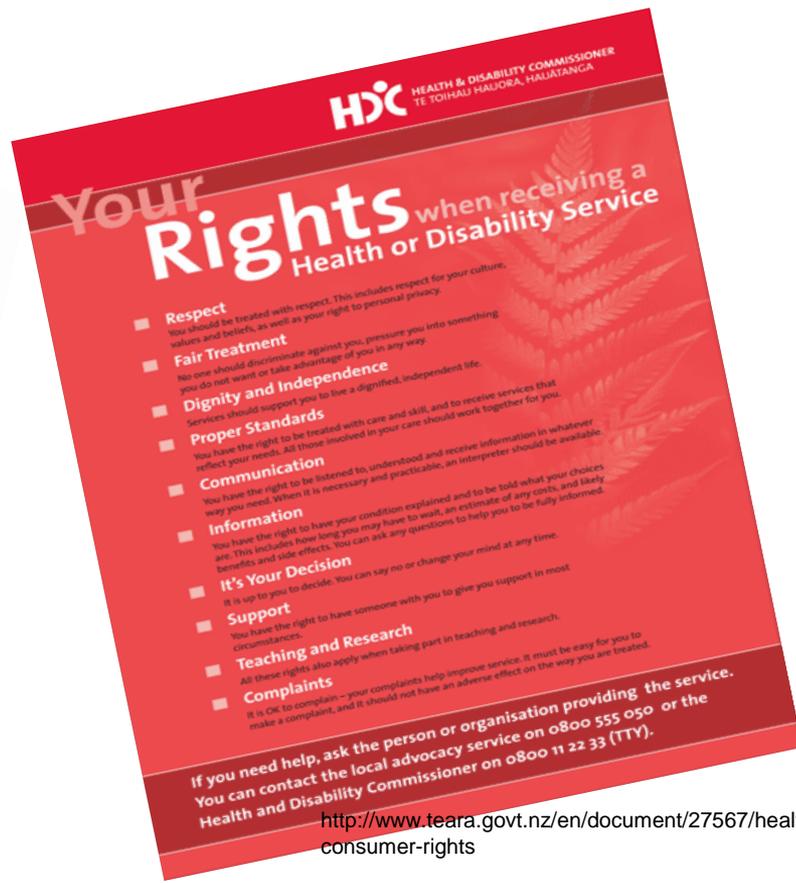
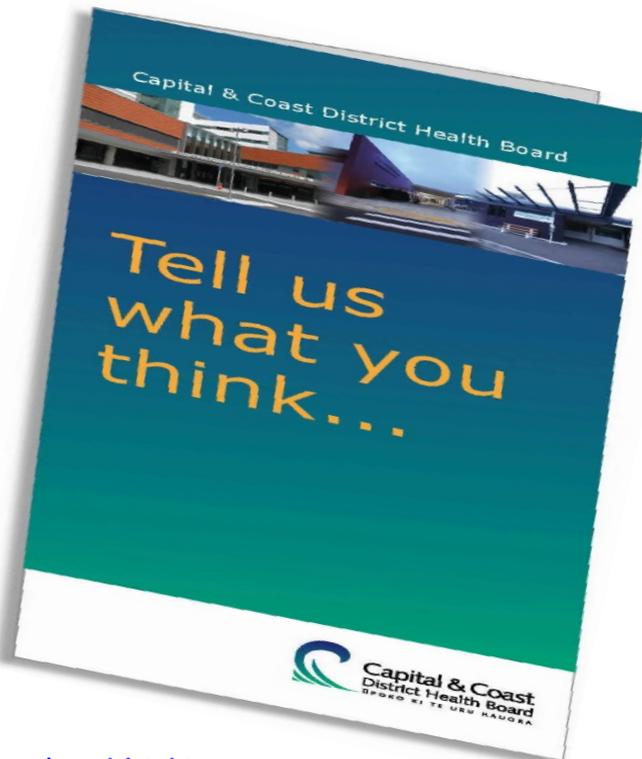
Whitireia  
NEW ZEALAND



Capital & Coast  
District Health Board  
ŪPOKO KI TE URU HAUORA



# Background





# Care with Dignity Initiative

- Hello my name is.....
- Questionnaire
- Workshop



## WELCOME TO WARD 4

Kenepuru Hospital

### A KNOWLEDGE

Show a positive attitude

- Make the patient feel important
- Put the patient at ease
- Have a positive attitude by words, voice tone and body language

### I NTRODUCE

Hello, my name is...

- Tell the patient your name and role
- Ask what they would like to be called

### D URATION

How long and when we will return

- Inform the patient how long each aspect of their care will take
- Inform them when you will return

### E XPLAIN

What we are doing and why

- Explain the task or procedure
- Confirm the patients understanding
- Ask if they have any questions

### T HANKS

- Thank the patient for their cooperation in their care



# Study Background

## Research Intent:

- Evaluate the Care with Dignity initiative documents
- Identify elements for successful implementation of a Care with Dignity initiative in a New Zealand hospital setting



# Methods

<ul style="list-style-type: none"><li>• <b><i>What was the best thing about the dignity in care workshop?</i></b></li></ul>	<p>Anchoring participants in a positive experience <i>(backward)</i></p>
<ul style="list-style-type: none"><li>• <i>What is the main thing you learnt that has influenced your practice since?</i></li><li>• <i>Describe a time when you were best able to <b>deliver care with dignity to your patients?</b></i></li></ul>	<p>Looking inward and reflecting on what worked <i>(inward)</i></p>
<ul style="list-style-type: none"><li>• <b><i>What needs to happen next to support that to be possible all of the time?</i></b></li><li>• <b><i>If you were asked to implement the dignity in care programme somewhere else, what two aspects would be most important?</i></b></li></ul>	<p>Looking forward and imagining what might be <i>(forward)</i></p>



# Results

## **Anchoring participants in a positive experience (*backward*)**

- Shared Framework
- Teamwork

*"I think it was good for people to be able to put a name to what you are trying to do, you know I think everybody wants to do it, to have the language to talk about it"*



# Results

## Looking inward and reflecting on what worked (*inward*)

- Teamwork
- Professional Growth
- Person Centred Care

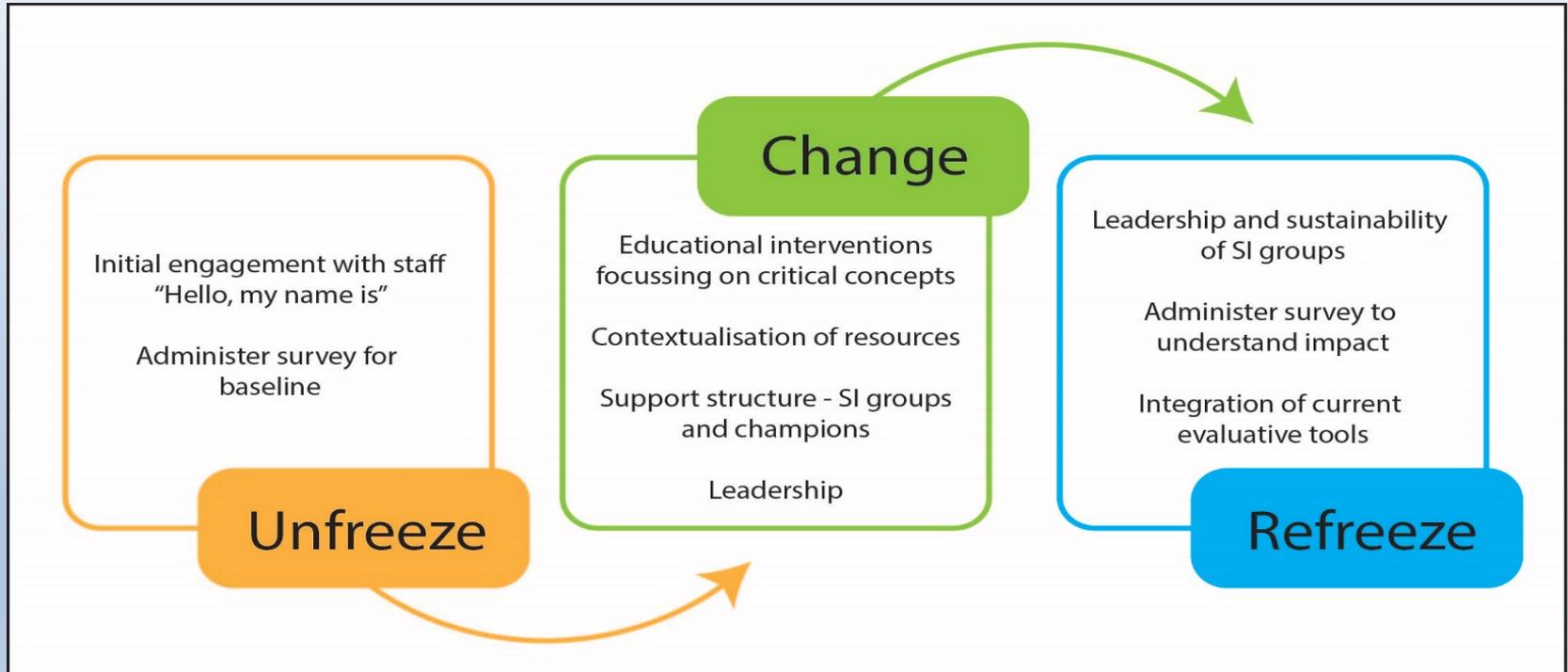


# Results

## Looking forward and imagining what might be (forward)

- Management support
- Teamwork
- Time

# Conclusion



# Care With Dignity Framework

## Your care, Your Dignity, Our Promise



Focus  
on the  
Person

Dignified  
and  
Respect

A  
Better  
Service

Getting  
the  
Basics  
Right

% patients  
feedback  
of  
receiving  
care with  
dignity



# What's Next



## *Our Journey Towards Care with Dignity*

- ♥ *Understanding the experience*
- ♥ *Identifying emotions*
- ♥ *Changing behaviour*
- ♥ *Celebrating Success*





# Care with Dignity





# References

- Baillie L. & Gallagher A. (2012). Raising awareness of patient dignity. *Nursing Standard*, **27(5)**, 44-49.
- Clark J. (2010). Defining the concept of dignity and developing a model to promote its use in practice. *Nursing Times*, *106(20)*, 16-19.
- Havens, D. S., Wood, S. O., & Leeman, J. (2006). Improving nursing practice and patient care: Building capacity with appreciative inquiry. *Journal of Nursing Administration*, *36(10)*, 463-470.
- Health and Disability Commissioner. (1996). *Code of Health and Disability Services Consumers' Rights*. Retrieved from <http://www.hdc.org.nz/the-act--code/the-code-of-rights>
- Lewin, K. (1947). Frontiers in group dynamics II. Channels of group life; social planning and action research. *Human Relations*, *1(2)*, 143-153.
- Nursing Council of New Zealand. (2012). *Code of Conduct*. Retrieved from <http://www.nursingcouncil.org.nz/Nurses/Code-of-Conduct>
- Royal College of Nursing (2008). *Dignity: at the heart of everything we do*. Retrieved from <http://www.rcn.org.uk/newsevents/campaigns/dignity>
- Sutherland K. (2013). Applying Lewin's change management theory to the implementation of bar-coded medication administration. *Canadian Journal of Nursing Informatics*, **8(1-2)**.
- World Health Organisation. (1994). *Declaration on the promotion of patients' rights in Europe* – Amsterdam. World Health Organisation for Europe, Copenhagen.



# Acknowledgments

