

NZNO 10TH NATIONAL GERONTOLOGY SECTION CONFERENCE

Rydges Latimer, Christchurch 31 Oct & 01 Nov 2016



BACK
TO OUR
FUTURE

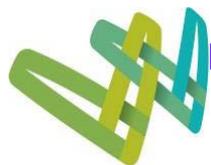


Improving patient experience through Care with Dignity

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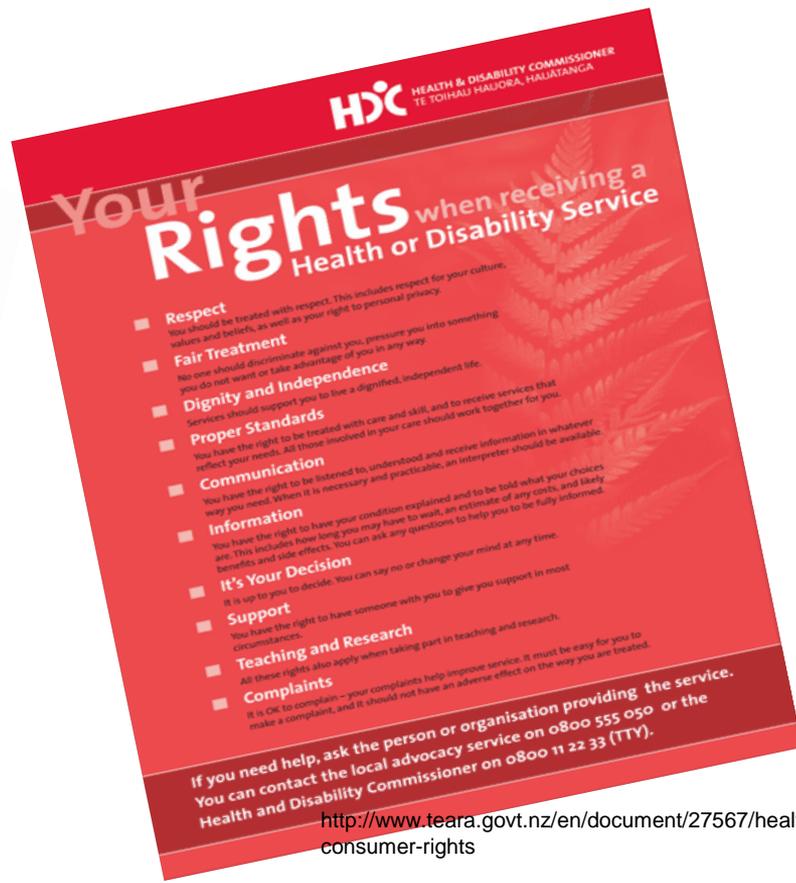
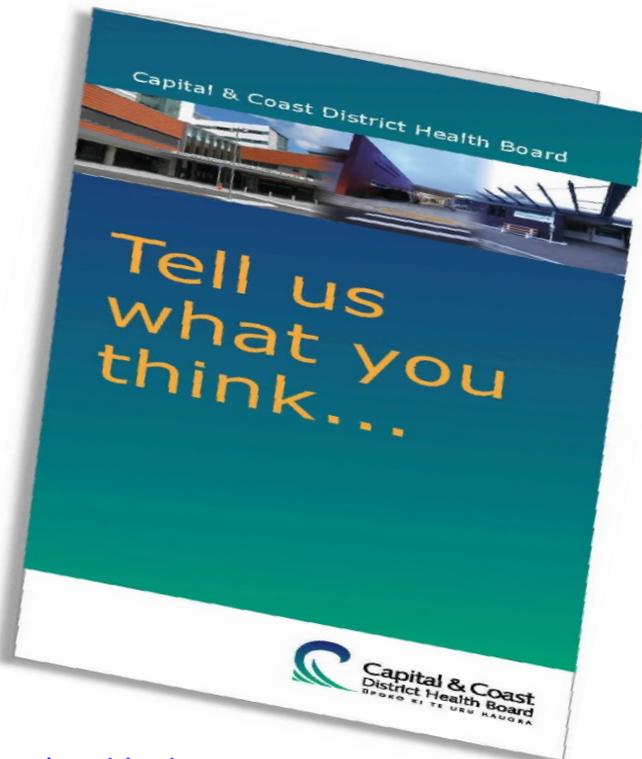
Whitireia
NEW ZEALAND



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

ACKNOWLEDGE
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

INTRODUCE
Hello, my name is...

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

DURATION
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

EXPLAIN
What we are doing and why

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

THANKS

- Thank the patient for their cooperation in their care

Capital & Coast
Health Trust



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

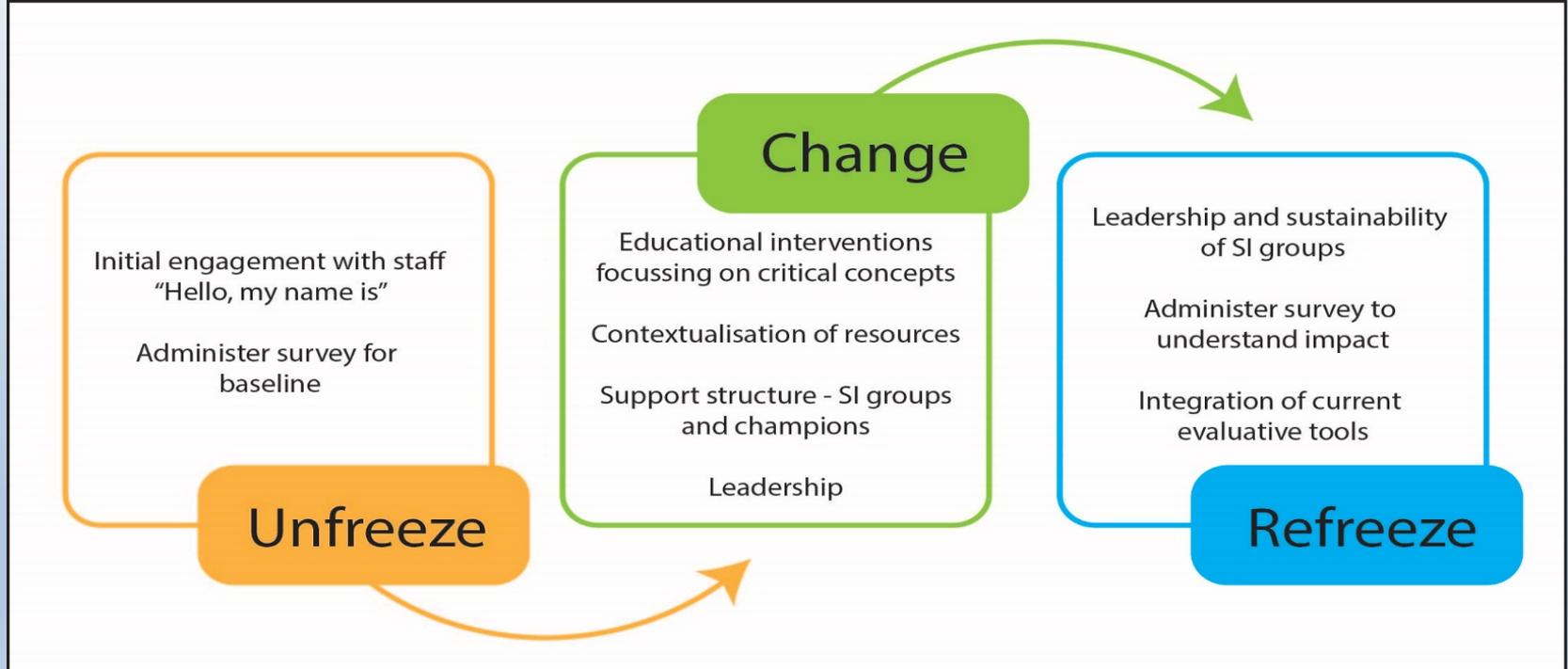


Results

Looking forward and imagining what might be (forward)

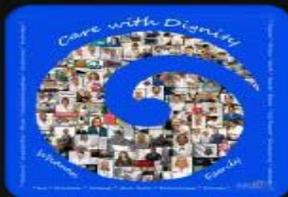
- Management support
- Teamwork
- Time

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*







References

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Acknowledgments

