What Matters to You
Person Centered Care

NATIONAL CLINICAL PROGRAMME FOR OLDER PEOPLE & UNIVERSITY OF LIMERICK HOSPITAL GROUP
What chills my bones is indignity. It is the loss of influence on what happens to me. It is the image of myself in a hospital gown, homogenised, anonymous, powerless, no longer myself.

Don Berwick 2009
Older people in Ireland feel invisible and regard health services to be lacking in dignity, respect and compassion.

Mid-Staffordshire Enquiry noted older people were viewed as a nuisance, rather than adults who should be partners in their care.

The measure of safe, compassionate care is in how we care for vulnerable older people.
Focus on the medical model of care/physical status

Patient flow and lengths of stay are indicators of effective organisations.

Emphasis on “What’s the matter with you”.

While the health issue is a concern to the patient, their experience is measured by dignity, compassion and respect.
What Matters to you: Ireland

Education Programme

Pilot at two acute hospitals

WMTY Pack:
https://www.hse.ie/eng/about/who/cspd/ncps/older-people/resources/
What Matters to you: The Benefits

- Sets the compass of care in the right direction
- Counter-balances the sense of invisibility
- Positively influences the experience of patients
- Enhances the potential to deliver compassionate care
What Matters to you: More Benefits

- Enhances positive outcomes for patients
- Increases staff satisfaction
- Releases time to care
- Provides data on potential QI initiatives
My given name is James but I’m known as Jack. My husband is at home without me. I want to get home soon. I love to sing and I’m the oldest member of our local choir. I was a ballerina and travelled the world. I will forget your name so will you tell me who you are every time we meet.
What Matters to You: The Lived Experience

Stories from the coalface of care
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Who we are

- **Barbara Slevin**, ADON-Infection Prevention & Control, UL Hospitals Group
- **Bernie O’Malley**, ADON-Office of Chief DON&M, UL Hospitals Group
- **Carol Cotter**, ADON-Medicine Directorate, Ennis Hospital
- **Jacqueline Holmes**, ADON-Community Services, Milford Care Centre
- **Mary Murphy**, ADON-Peri-operative Directorate, UH Limerick
How did we get involved?

- Researched several different initiatives
- Through our research we met Deirdre
- WMTY was introduced to the Mid-West Region
The project encompassed model 4 and model 2 hospitals and a CHO nursing home.
Our Patient Experience

National Standards for Residential Care Settings for Older People in Ireland (HIQA, May 2016)

- Person-Centred Care and Support
- Effective Services
- Health and Wellbeing

Mary’s story

You learn things about their life, e.g. the resident who used to be a champion Irish Dancer
Our Family Experience

Paul and Joanne’s story

You knew important things, e.g. likes orange in their water – impacts on daily fluid intake

Can get rid of assumptions / stereotypes, e.g. not all men like to watch sport
Patient Storyboards
Organisational Benefits

Drivers for WMTY Implementation

- To deliver person centred compassionate care
- To improve patient experience by listening to what matters
- To improve staff experience
- To enhance HSE Values in Action

Better patient outcomes
- Meeting increasing patient expectations
- Using information from WMTY story boards for care planning
- Less complaints and litigation
- Improved recruitment and retention
- Positive culture
- NPES results to be proud of
- Meeting Organisational Goals
Quality Improvement Opportunities

Common themes which emerged from the storyboards

- Education for discharge
- Importance of fresh air and quiet spaces
- Love of gardening
- Issues with mealtimes
- Love of music
WMTY Garden Ennis Hospital

- ULHG Staff Recognition Award in Best Patient Experience Category
What next

- Continue to roll out WMTY into the Nursing Home in Milford Care Centre and to explore its use in the Specialist Palliative Care In-Patient Unit
- Currently exploring expansion into other directorates and hospital sites within ULHG
- Present at UHL Clinical Audit and Quality Improvement Conference, June 22nd
- Facilitate a ‘lunch & learn’ and a UHL Grand Rounds presentation
Future Plans

▪ Explore consistent themes and findings through a Quality Improvement lens
▪ Develop Quality Improvement Projects
▪ Review service requirements with engagement from all key stakeholders
▪ Continue linkages with other established programmes
▪ Explore linkages across the Mid West Region
▪ ULHG Strategy & Slainte Care “Collaboration and Alliances”
▪ Future planning
▪ Sustain ongoing WMTY training programme
‘Everyone in healthcare has two jobs when they come to work everyday: to do their work and to improve it’

Batalden, Professor of Paediatrics and a senior fellow of the Institute of Healthcare Improvement
Thank You

- Deirdre Lang
- CNMs and staff in our 3 pilot sites
- Margaret Gleeson, CDONM in ULHG, DONs Directorates and ODON in Ennis Hospital
- Kay Chawke, DON, Therapy & Social Care and the ADON-Inpatient Services in MCC
- Collette Cowan, CEO and the Executive Management Team in ULHG
- Pat Quinlan, CEO in MCC
- Mary Frances O’Reilly, NMPDU
- RCSI and NL Programme Coordinators