Preparing to Partner at Mayo University Hospital:

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Mayo University Hospital

- Model 3 - 306 bedded hospital
- Change in Management - July 2016
- Framework for Improving Quality – 6 drivers
- Quality Improvement
- Person and Family Engagement
- International Links – Accreditation Canada / Kingston Hospital
Conversations should be between experts

I’m an expert on healthcare

I’m an expert on ME and my life!

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Objective 1

- To establish and empower a local leadership tactic team for patient and family engagement
Patient and Family Engagement (PFE) Implementation Committee

- 13 members
- Inaugural meeting 24th April 2017
- Meet Monthly
- 3 Subcommittees

“Nothing about me without me”
Objective 2

- To use the development partnership principles of equality, mutuality and reciprocity in the formation of the patient engagement team.
How I became a patient advisor

- A “frequent flyer” user of A&E and surgery in MUH over an 18-month period. 5 A&E visits and two surgeries March ‘15 to Sept ‘16.
- I have Addison’s disease which requires timely delivery of steroids to avoid hypovolemic shock/coma.
- A number of issues with recognition and management of the condition, allergies and a feeling of not being listened to, prompted me to complain and identify opportunities for improvement. I expressed an interest in collaborating with the hospital to achieve this.
Patient and Family Engagement (PFE) Implementation Committee

- ‘Getting to know each other’
- Terms of reference
- Developed PFE Logo
- ‘Nothing about me without me’
- Patient Advisor Role description
- Developed Information leaflet
- Awareness raising in Foyer & restaurant
Initial advisor experience

- First meeting April ‘17. Very positive and enthusiastic bunch!
- Learned a lot about the workings of the hospital and we have covered a lot in a short time.
- I derive great intrinsic satisfaction out of this
- Orientation tour of hospital and Saolta group background with 4 patient advisors in July 2017.
- Hospital foyer event August 2017 – lots of comments back from staff at that event who had been patients and/or family members
- Media based – Open evening, radio and local newspaper & social media advertisement
Objective 3

- To plan the recruitment, induction, orientation and education of the first cohort of patient advisors and frontline staff champions for whole system integration.
Induction

- Induction sub-committee
- Induction booklet developed
- Induction evenings & hospital tour
  July 2017 and March 2018
Recruitment

- Recruitment subcommittee
- Public Media Campaign
- HR Department
- Design Application Form
- Design screening process
Education

- Education sub committee

- Canadian visit October 2017
  - HMT
  - Consultant Forum
  - 3 staff education sessions across 2 days

- Focus for 2018

- Support for Committees / Chairpersons
Objective 4

- To identify and implement best practice through meaningful national and international design consultation & partnership
  - National - QID
  - Canadian support
Objective 5

- To initiate cultural change at MUH using established sensitisation and reflection methods
  - PFE logo and information leaflet
  - Hospital Website
  - Awareness raising
  - PEA in place
  - Education, Education, Education
Conclusion

- **Year 1** – work to date

- **Year 2**
  - June 2018 – 5 Committees will have Patient Experience Advisors
  - 2 Quality Improvement Initiatives
  - Patient story

- **Year 3** – full integration
  - Undergraduate IPE