

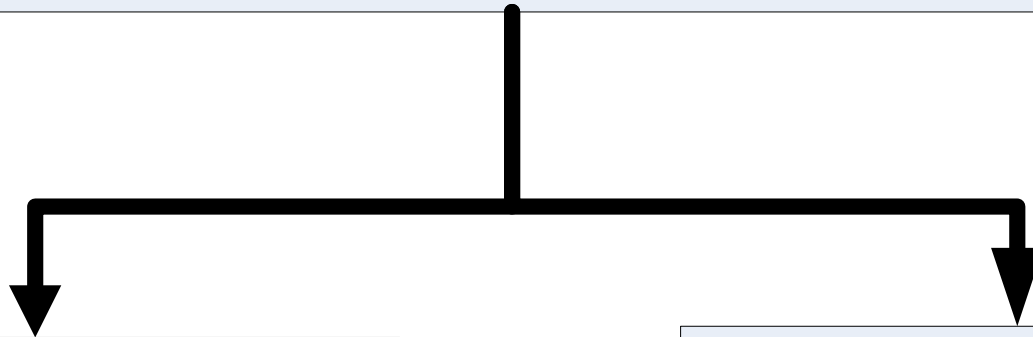
FUTUREHEALTH



“Understanding the clients experience of care”

Fay Walsh

# Future Health Tasmania's Health Plan



Primary  
Health Plan

Clinical  
Services Plan

# Tasmania's Health Plan

- Challenges
- A different way
- Focus
  - Access
  - Health Promotion
  - Management of Chronic Disease
  - Collaboration
  - Partnerships

# Tasmania's Health Plan

## Implementation of reform agenda

- 100 projects
- 2 years
- 5 years

[www.dhhs.tas.gov.au/thp](http://www.dhhs.tas.gov.au/thp)

# Department of Health and Human Services - Community Nursing



# Community Nursing

30 individual services

- Wound care
- Palliative care
- Medication management
- Continence management
- Chronic disease management

# Consistent Community Care *a different way*



# Consistent Community Care *a different way*

- To develop a Community Care Tool Kit
- Align clinical practice and business processes
- Provides consistency
- Identify the customer group and the range of services

# What does a “Tool Kit” look like?



# Tool Kit - Development

Development is be based on

- Service design and sustainability principles
- Evidence
- National standards
- Client Centred
- Transportable
- Outcome focused

# Assessment tool

- Nursing process
- Holistic nursing assessment
- Collects required information
- Logical and standardised
- Screens risks
- Identifies areas of concern
- Trigger referral
- Support referral

# Client Centred Care Questionnaire

- Luc de Witte et al (2006)
- Evaluate client centeredness
- 15 Simple questions
- Satisfaction scale
- Aged Care and Rehab Services

# Client centred

“clients experience care as client-centred when they feel recognised and respected by nurses and when they experience autonomy with respect to the way in which care is delivered”

(Witte et al 2006)

# Underlying Values

- **Autonomy**
- **Continuity of life**
- **Uniqueness**
- **Comprehensiveness**
- **Fairness**

# Care Relationship

- Equality
- Partnership
- Interdependence



# Pilot

- Instructions clear
- Easy to read
- Appropriate wording
- Easy to understand



“ Not complicated”

“...very appropriate and focused”

# Methodology

- Mail out
- Reply paid envelope
- Contact
- Return date
- Current clients

# Return rates

|                   | Surveys sent | Surveys returned |
|-------------------|--------------|------------------|
| Community Nursing | 2107         | 41.2%            |
| Home Care         | 1945         | 43.5%            |

# Percentage of people who gave particular rankings to each statement

| The Statements  | Totally agree | Agree | Undecided | Disagree | Totally disagree | Missing |
|---|---------------|-------|-----------|----------|------------------|---------|
| 1. I can tell the carers take my personal wishes into account                 | 63            | 29    | 2         | 1        | 1                | 4       |
| 2. I can tell the carers really listen to me                                  | 61            | 31    | 3         | 1        | 1                | 4       |
| 3. I can tell the carers take into account what I tell them                   | 60            | 31    | 4         | 1        | 1                | 4       |
| 4. I get enough opportunity to say what kind of care I need                   | 51            | 38    | 4         | 1        | 0                | 5       |
| 5. I can tell the carers respect my decision even though I disagree with them | 39            | 40    | 9         | 1        | 1                | 10      |

# Percentage of people who gave particular rankings to each statement

| The Statements   | Totally agree | Agree | Undecided | Disagree | Totally disagree | Missing |
|--|---------------|-------|-----------|----------|------------------|---------|
| 6. In my opinion the carers are clear about what care they are able and allowed to provide             | 60            | 33    | 2         | 1        | 0                | 4       |
| 7. In my opinion the carers are sometimes too quick to say that something is not possible              | 11            | 15    | 14        | 34       | 18               | 8       |
| 8. I'm given enough opportunity to use my own expertise and experience with respect to the care I need | 42            | 44    | 6         | 1        | 1                | 6       |
| 9. I'm given enough opportunity to do what I am capable of doing myself                                | 51            | 41    | 2         | 1        | 0                | 4       |
| 10. I'm given enough opportunity to help decide on the kind of care I receive                          | 46            | 44    | 4         | 1        | 1                | 5       |

# Percentage of people who gave particular rankings to each statement

| The Statements  | Totally agree | Agree | Undecided | Disagree | Totally disagree | Missing |
|---|---------------|-------|-----------|----------|------------------|---------|
| 11. I'm given enough opportunity to help decide on how often I receive care       | 43            | 43    | 5         | 3        | 1                | 5       |
| 12. I'm given enough opportunity to help decide on how the care is given          | 41            | 46    | 5         | 2        | 0                | 6       |
| 13. I have a say on deciding when the carers come to help me                      | 42            | 41    | 6         | 5        | 1                | 6       |
| 14. In my opinion I am consulted sufficiently on who provides the care            | 42            | 39    | 7         | 5        | 1                | 6       |
| 15. I'm given enough opportunity to arrange and organise the care provided myself | 36            | 41    | 9         | 5        | 1                | 9       |

# Positive client comments

“...was tops and should be commended”

“...our community nurse is excellent”

“I could not cope without them”

“...nothing has been to hard for them”

# Other client comments

“ When I ring the community nurses they don't send any one”

“Communication is some times slow or doesn't happen”

“...skill levels...often varied”

Lots of requests for extra services

# Overall first sweep

- Valuable resource
- Partnerships
- Opportunities for improvement
- Back of house

# Where to from here and the Challenges

## Data

- In-depth analysis
- Suitability of Questionnaire
- Data Integrity

## Service

- Quality initiatives
- Consistency

## Staff

- Education
- Communication
- Cultural Change

## State Wide roll out

# Questions



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