



**ACI** NSW Agency  
for Clinical  
Innovation



**Health**  
South Eastern Sydney  
Local Health District



**Kogarah DAS**  
DEVELOPMENTAL ASSESSMENT SERVICE

# Hospitalisation Co-Design

## Patient Experience and Consumer Engagement Partnerships and Innovations

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#patient experiences  
#partnerships  
#co-design

# Experience Based Co-Design



- Co-design is a way of bringing patients, families and staff together to share the role of improving health services.
- The project is designed to capture, understand and improve the hospitalisation experience for patients, carers, families and staff.

# Experience based co-design is about designing better experiences...



## Introduction to the tools

Roles and structures  
Tools to help raise awareness



## Capture the experience

Tools to help people tell their stories



## Understand the experience

Tools for understanding patient and staff experiences



## Improve the experience

Tools to turn experience into action



## Measure the improvement

Tools for evaluating and measuring the improvement

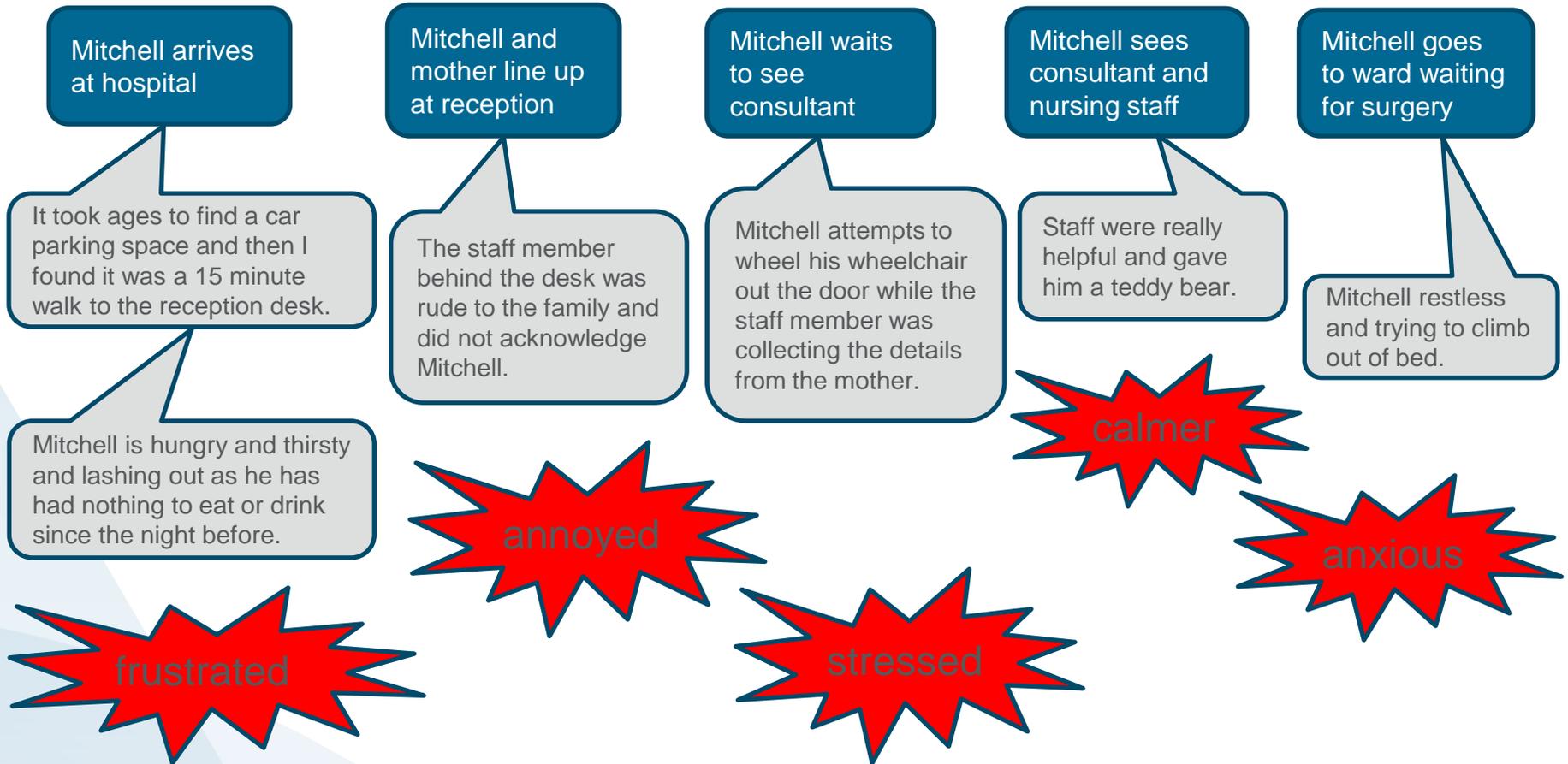
NHS Institute for Innovation and Improvement 2009

# Example: Mitchell's Story...

- 18 year old young man with Angelman syndrome, severe ID, epilepsy, challenging behaviours, limited mobility, incontinent and non-verbal; lives at home.
- Going to hospital as a planned admission for dental work under a general anaesthetic.



# Mitchell's Story and Process Map ...



Adopted from NHS Institute for Innovation and Improvement 2009



**Surname:**...  
**Given Name:** Mitchell  
**Date of Birth:** 19/9/1996  
**Sex:** M  
 (Affix patient label here)



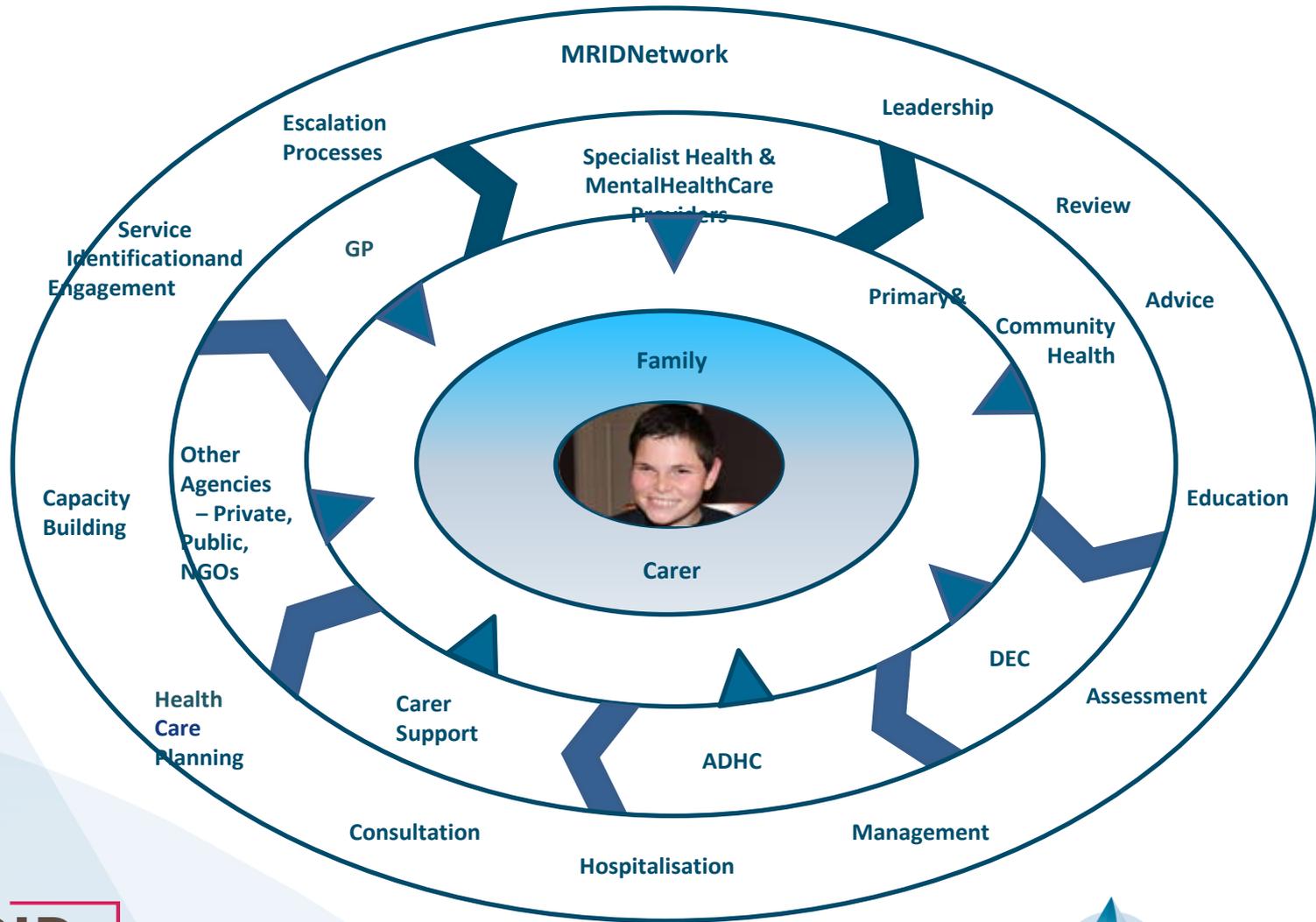
**H**as Intellectual Disability  
**E**xtra assistance required  
**L**ives with 24 hour support  
**P**rovidecare in all ADLs

**Support Strategies**

1.	Mitchell has a big personality and is fun loving. He likes lots of attention and praise. He loves lollies and chocolates! You can bribe him with this to get him to co-operate.
2.	Mitchell doesn't like needles and can lash out. Make it a game to distract him. You will need two people to hold his hands. Give him a reward afterwards - try clapping!
3.	Mitchell is non-verbal, and uses about 20 signs and gestures. Show him a picture to help him understand.
4.	Mitchell will climb over bedrails and slide out of the end of the bed. He needs supervision 24/7.
5.	Mitchell uses nappies and is toilet timed. He will tap his groin if he needs to go to the toilet. You need to monitor his bowel motions as he can smear faeces for attention.

**Compiled by:** Anne ...**Date:** 1 August 2015**Emergency:** Anne ... (Mother)**Telephone:** ...

# Model of Integrated Care



# Person-Centred Care ...

**Actually, Yes,  
The World  
Does Revolve  
Around ME!**



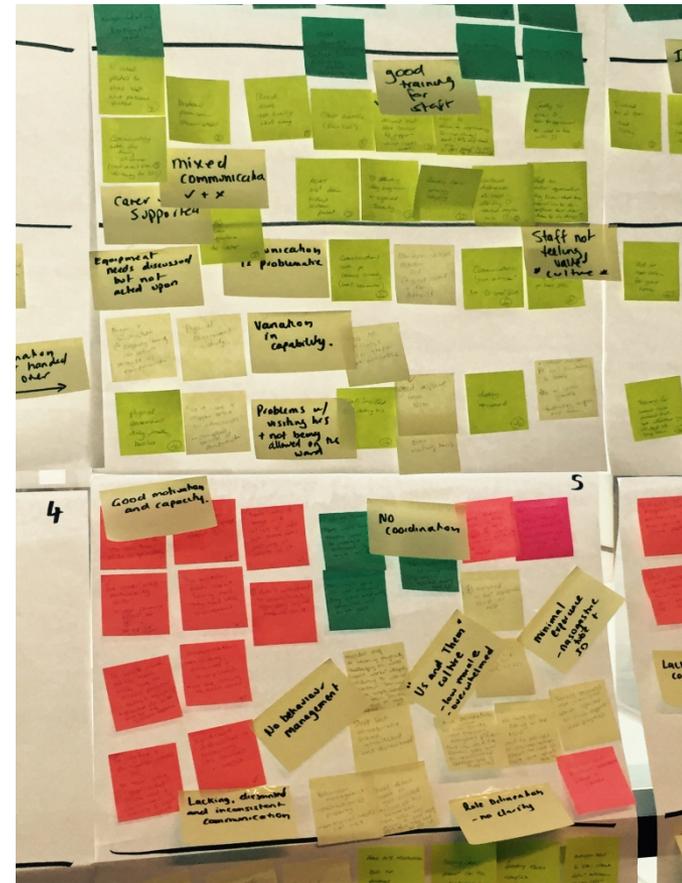
# Intellectual Disability Hospitalisation Co-Design Project

- Partnership project with the MRID Network | Kogarah DAS and the ACI ID Network, the ACI PEACE team.
- Co-designing the experiences of hospitalisation of persons with ID living in the community (e.g. group homes).



# Consumers, Hospital and Disability Staff Sharing Experiences

- Ten people have shared their experiences through narrative and storytelling.
- They identified 'touch points' which are significant moments in the care journey.



# Co-Design Workshop ... Opportunities for Innovations

- Workshop with consumers, carers, hospital and disability staff on 15 Sept 2015 at St George Hospital.
- Patient experiences and consumer engagement will inform the ACI's overarching strategy on Co-Design as well as the development of the MRID Hospitalisation Toolkit.
- Focus on improving the experience of hospitalisation by identifying and organising opportunities for improvements and innovations.



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# Co-Design improving Patient Experiences

All patient experiences matter

All voices matter

You matter

## STAKEHOLDERS

- Patients
- Carers
- Metropolitan hospitals
- Regional hospitals
- Emergency department
- Mental Health
- Medicare Locals & GPs
- ADHC
- Disability service providers
- Education
- Ambulance services
- Police

## HOSPITAL

- Pre-admission planning
- In-patient support
- Multi-agency case conferences
- Transition to the community



## COMMUNITY

- Family homes
- Group homes
- Day programs
- Schools

## OUTCOMES

- Integrated healthcare
- Person-centred
- Improved access to planned care
- Prevention of unnecessary hospitalisations
- Reduced length of stay
- Capacity building
- Data linkage systems
- Community participation
- Evaluation & governance
- Innovative & cost-effective models of care

Every interaction matters

# Acknowledgments

- Consumers and Carers
- ACI ID Network
- PEACE team
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- Kogarah DAS and MRID team
- Hospital staff
- Everyone involved in the process



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