Hospitalisation Co-Design

Patient Experience and Consumer Engagement
Partnerships and Innovations

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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 …

Mitchell arrives at hospital

It took ages to find a car parking space and then I found it was a 15 minute walk to the reception desk.

Mitchell and mother line up at reception

The staff member behind the desk was rude to the family and did not acknowledge Mitchell.

Mitchell waits to see consultant

Mitchell attempts to wheel his wheelchair out the door while the staff member was collecting the details from the mother.

Mitchell sees consultant and nursing staff

Staff were really helpful and gave him a teddy bear.

Mitchell goes to ward waiting for surgery

Mitchell restless and trying to climb out of bed.

Mitchell is hungry and thirsty and lashing out as he has had nothing to eat or drink since the night before.

Mitchell waits to see consultant

Annoyed

Annoyed

Stressed

Frustrated

Calmer

Adopted from NHS Institute for Innovation and Improvement 2009
### Support Strategies

<table>
<thead>
<tr>
<th></th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>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!</td>
</tr>
<tr>
<td>3.</td>
<td>Mitchell is non-verbal, and uses about 20 signs and gestures. Show him a picture to help him understand.</td>
</tr>
<tr>
<td>4.</td>
<td>Mitchell will climb over bedrails and slide out of the end of the bed. He needs supervision 24/7.</td>
</tr>
<tr>
<td>5.</td>
<td>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.</td>
</tr>
</tbody>
</table>

**Compiled by:** Anne ... **Date:** 1 August 2015 **Emergency:** Anne ... (Mother) **Telephone:** ...
Model of Integrated Care

MRID Network

- Escalation Processes
- Leadership
- Review
- Advice
- Education
- DEC
- Assessment
- Management
- Hospitalisation
- Consultation
- ADHC
- Carer Support
- Carer
- Family
- Other Agencies – Private, Public, NGOs
- GP
- Service Identification and Engagement
- Capacity Building
- Health Care Planning

Specialist Health & Mental Health Care Providers

Service Identification and Engagement

Capacity Building

Health Care Planning

Consultation

Hospitalisation

MRID Network

Family

Carer
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).

MRID Network | Kogarah DAS

ACI NSW Agency for Clinical Innovation
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.
Co-Design improving Patient Experiences

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

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

COMMUNITY
- Family homes
- Group homes
- Day programs
- Schools

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

MRID Hospital Project

Co-Design improving Patient Experiences

All patient experiences matter
All voices matter
You matter

Every interaction matters

MRID Network
Kogarah DAS
DEVELOPMENTAL ASSESSMENT SERVICE

ACI
NSW Agency for Clinical Innovation
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