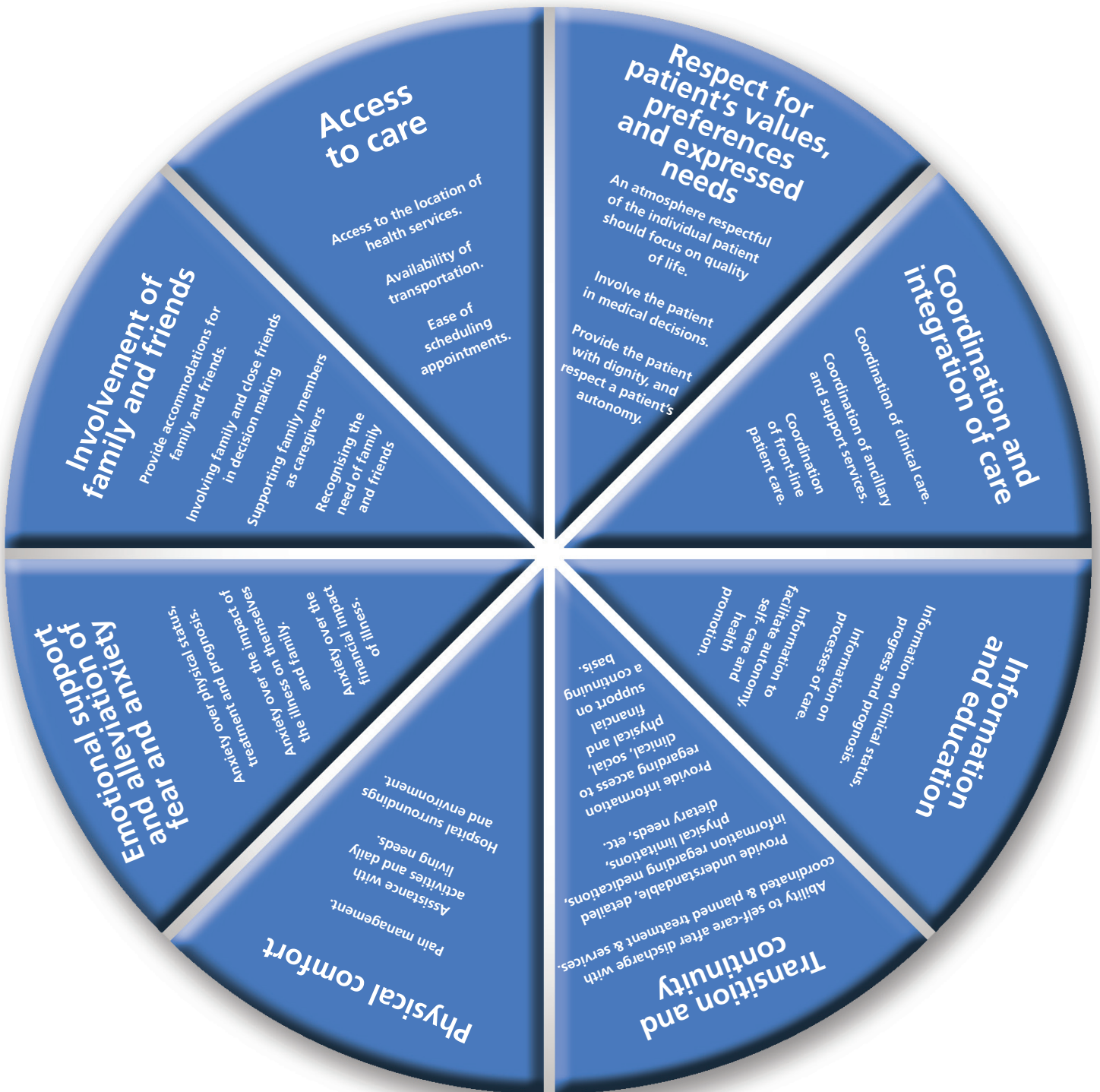


Patient-Centred Dimensions of Care



Capturing Patient and Carer Stories

1. Contact Patient and Carer

Telephone / letter / in person prior to departure of facility.

2. Schedule Discussion

Ensure patient/carer determines date, time and location of discussion.

Schedule two staff to attend each discussion. Allow one hour for face to face with patient and carer.

3. Conduct Discussion

Ensure a quiet and private space for discussions to maintain confidentiality.

4. Resources to take to Discussion

- Identification
- Mobile telephone (in silent mode)
- Patient discussion record
- Patient information sheet
- Patient consent form
- NCR+Picker patient centred dimensions of care pie graph
- Information regarding how to lodge a complaint / compliment.

5. Analyse Results

Write up the story in the patient and carer's voice using as many direct quotes and phrases as possible. Enter information into analysis spreadsheet. Compile issues beyond scope of project in a spreadsheet with appropriate referral points and timeframes for follow up.

6. Provide Feedback

Send thank you letter to patient/carer for their participation with a copy of their story for verification and/or editing. Enclose a reply paid envelope to facilitate the return of an amended story. Offer opportunity to receive further information on project or attend a project presentation.

7. Finalise

Compile Patient & Carer Experience Report. Submit patient/carer story:

<http://www.archi.net.au/e-library/patientexperience>.

Fax or scan & e-mail consent forms to Patient and Carer Team.

Checklist for Opening Discussion

- Introduce yourself (name, position, business unit, role)
- Thank participant for their time, honesty and willingness to speak with you
- Confirm that their information will assist in developing solutions to improving services
- Advise participant how their story will be used and privacy protected
- Provide overview of project and reiterate content of Patient Information Sheet
- Refer to contacts within the consent form if they have any questions or concerns
- Confirm their ability to withdraw their story at anytime by returning portion of consent form and their information will no longer be used
- Obtain written consent if not already received
- Ask if participant has any questions or concerns prior to conducting the discussion.

Checklist for Closing Discussion

- Thank the participant
- Explain the process of what will happen next and that a draft copy of the story will be sent to them for verification and/or editing
- Ensure participant has copy of consent form and Patient information sheet
- Ensure you have obtained a signed copy of consent from participants prior to departure
- Ask if participant has any questions or concerns prior to concluding the discussion
- Notice and be sensitive to participant's emotional state at conclusion of discussion

All tools/resources are available on ARCHI: www.archi.net.au

Practical Tips

- Take extra pens
- Take a clipboard to support you as you write
- Ask the participant if they have any pets and ensure it will be safe for staff to enter the participant's residence
- Consider some staff may be affected by cigarette smoke and pets when making arrangements
- Choose attire that is professional and will not be intimidating to the participant.

NSW HEALTH

Patient-Centred Dimensions of Care provided by
NRC+PICKER, a Division of National Research Corporation.