



SMHS Board to Ward program overview 2019

Purpose

Our patients have high expectations for safe, high-quality care delivered in welcoming and clean environments. Therefore, it is important for Board members to understand what good quality care looks and feels like from the patient, carer and staff member perspectives.

The South Metropolitan Health Service (SMHS) Board to Ward program is not a performance management tool or an audit. Rather, it allows Board members to gain an understanding of how patients, carers and staff feel about the care provided and presents opportunities to increase consumer and staff confidence as part of a continuous improvement journey. Hearing first-hand about the successes, concerns and issues also enables Board members to be reflective in their Board and committee deliberations.

In addition, the program endeavours to reinforce and embody the five SMHS strategic priorities:

- Excellence in the delivery of safe, high quality clinical care
- Providing a great patient experience
- Engagement, development and opportunities for the workforce
- Strengthening relationships with our community and partners
- Achieving a productive and innovative organisation which is financially sustainable.

It demonstrates to the SMHS Board how SMHS staff constantly strive to exemplify the SMHS values of **care, integrity, respect, excellence and teamwork**.

Visits

Throughout 2019, Board members participated in a total of **10 Board to Ward visits** getting to many areas at each of our sites, including:

- orthopaedics, neurology, cardiothoracic, vascular and emergency departments at Fiona Stanley Hospital
- surgical wards, operating theatres, endoscopy suite and day surgery, hand therapy, rehabilitation and general outpatient departments at Fremantle Hospital
- obstetrics, Mimidi Park, day therapy and aged care and rehabilitation wards at Rockingham General Hospital
- Murray Districts Hospital

- chemotherapy, renal dialysis and obstetric wards at Peel Health Campus.

Each two-hour visit was attended by a clinical and a non-clinical Board member.

These visits offer Board members an opportunity to meet with and gather feedback directly from patients, carers and staff about the patient experience and patient safety. Visiting Board members then share their feedback and discuss issues raised during their visit with the relevant Executive Director. Written reports are also provided to the site's executive team, with responses to findings and actions monitored by the SMHS Board Safety and Quality Committee.



Outcome highlights

The meaningful engagement with staff and patients provided by these visits generated positive outcomes across all sites. Visiting Board members regularly note high satisfaction from our patients about the services provided and a high degree of pride and job satisfaction amongst staff as these excerpts highlight.

Mental Health/Mimidi Park, Rockingham General Hospital

Board member comments

The patients engaged with spoke very highly of the care they received and were very complimentary of the staff. The staff were welcoming and happy to work in the unit. The general environment was pleasant and the gardens were well maintained.

Board member findings and actions taken

Visiting Board members noted some furnishings within the unit need replacing and the family room décor was not a warm and welcoming space. A need for some shading in the gardens was also identified.

As a result of these observations, the family room décor was improved with the addition of new carpets while the installation of LED light bulbs increased the intensity of light within the room. The room will also be painted a lighter colour, which will occur following an upgrade to the seclusion room. Carpets were also replaced in interview rooms in the adult unit.



The staff were welcoming and happy to work in the unit.





There is excellent interaction between all staff.

Orthopaedics and Neurology, Fiona Stanley Hospital

Board member comments

Orthopaedics – a busy ward with rapid turnover of patients. (Staff are) generally happy and engaged. Good use of nursing students.

Neurology – a busy ward with a stroke management stream, epilepsy stream and a general neurology stream. (There is) excellent interaction between all staff.

Almost all patients on both wards were very happy with and grateful for their care and all aspects of the hospital including accommodation and food.

Board member findings and actions taken

After presenting with paralysis from stroke, a patient experienced delays being treated, moved from the ED, and in being communicated with by a doctor. The patient also complained that he asked a nurse for help to go to the toilet but this was not provided, and with much difficulty the patient's wife eventually assisted him to the toilet.

This incident has since been used as a case study in nursing huddles as a reminder of the importance in supporting patients and carers in all aspects of their care needs. The huddle script also included a reminder that all patients must have access to a call bell.

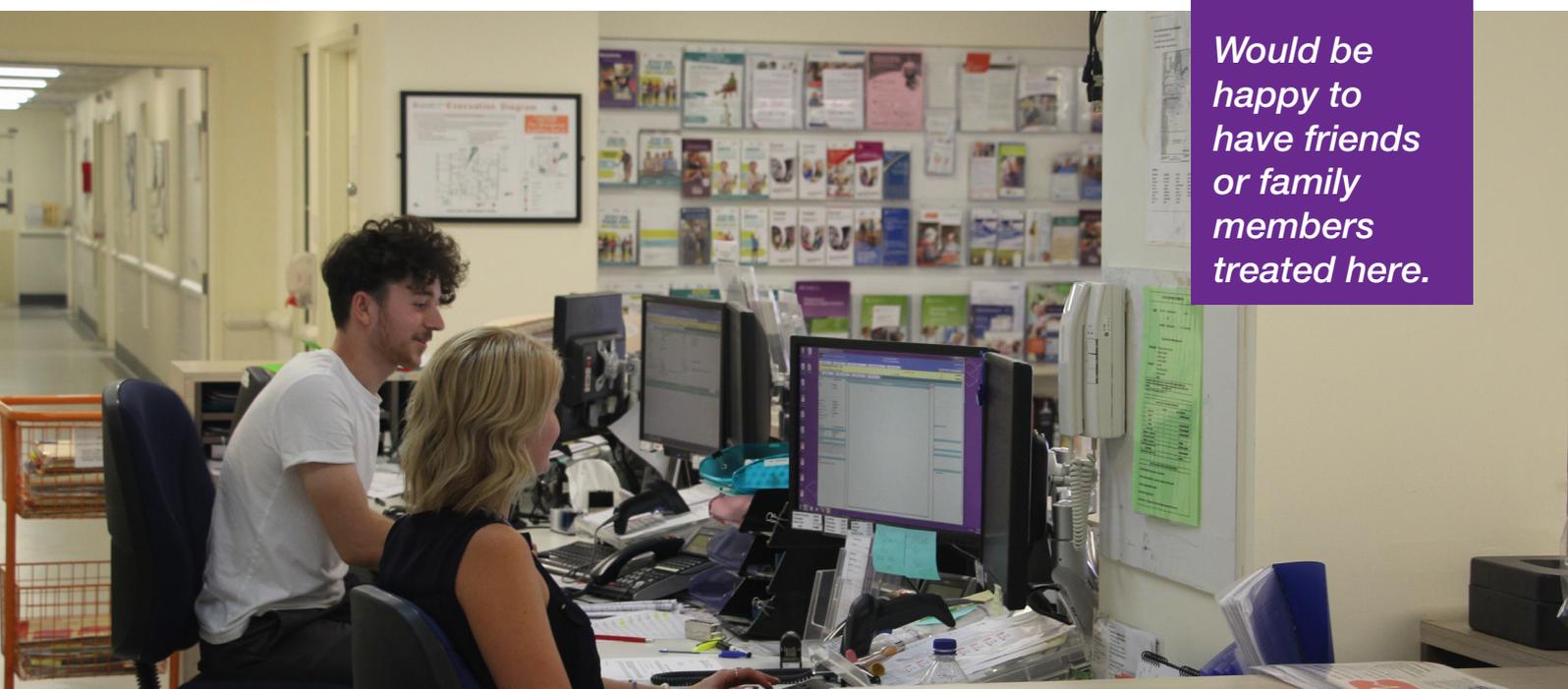


B and D block outpatients, Fremantle Hospital

Board member comments

All patients and family members expressed high levels of satisfaction about the services. They look forward to coming to Fremantle Hospital. Staff members were also generally happy and were always positive on the family and friends test¹. Other positive comments were on a 'can do' culture, good respectful teamwork, effective patient engagement, passion and motivation and a safe work environment. Both the surgical outpatient and hand clinic doctors commented on a very good junior doctor training experience. A number of people talked about innovations and process improvement ideas and said they felt supported to initiate and implement them. A good relationship between Fremantle and Fiona Stanley hospitals was noted.

Would be happy to have friends or family members treated here.



Board member findings and outcomes

A patient expressed difficulty finding D4 outpatients and advised a map on the back of the clinic appointment letter would have been useful.

This quality improvement issue had been raised previously through other avenues; however, difficulties had been experienced in finalising. The hospital map has now been added to the back of outpatient letters making it easy for patients to find D4 and access routes.

1 Would be happy to have friends or family members treated here.

