



Metro North Hospital and Health Service *Putting people first*

Caboolture and Kilcoy Hospital, Woodford Corrections Health Service

**Driving culture change needs many hands on the wheel – the critical role of executives, consumers and dedicated staff in cultivating a culture of Caring Together**

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Caboolture and Kilcoy Hospitals and Woodford Corrections Health Service

May 2017

# Many hands on the wheel...

Executive Director



Consumers

Dedicated staff

A + B = C

Attitude + Behaviour = Culture

# Where had we stalled?

Attitude

“Do as we say”

“We know best”

“Don’t waste our time”

“Not my job”

Behaviour

Dismissive

Silence

Blank walls of indifference

Box ticking

Culture

Closed

Blame

Clock-watching

Fear of change



# The journey

**2014-2015**

**2016**

**2017**

Workshops

AIPFCC

Hear Me play

Ideas

Suggested actions

“Caring Together”  
Badges / Posters /  
Champions

Caring Together PFCC  
Framework

Caring Together  
committee

Consumer Network

CaPS

Lots of activity

Embedding Caring  
Together values and  
practise

Year of  
Communication

Caring Together  
Community of  
Practise

Improving the health of our community by

**CARING** *together*

**The destination**

**Be the most  
patient-centred hospitals  
in Australia**

**Be an employer of choice**



# The roadmap



LEADERSHIP	ENGAGEMENT	SERVICE DELIVERY	SERVICE IMPROVEMENT	LEARNING	ENVIRONMENT
Governance	Communication	Integration of Care	Service planning, design and delivery	Education	Physical environment
The organisation is committed to partnering with the population it serves to deliver care that is patient and family centred and that commitment is integrated into all aspects of the organisation	The organisation and workforce communicate effectively with each other and with the people they serve	Provide care that is coordinated, integrated and maximises continuity	Consumers are partners in the design, development and delivery of health services	Staff are engaged, educated and immersed in consumer perspectives, including senior leaders	A best practise healing and healthcare environment is provided
Staff are committed and accountable to the values of patient and family centred care	Consumer engagement	Enable equity of access and outcome, irrespective of location	Technology	Research	A safe work environment is fostered
Patients, their family and the community are involved in governance of the organisation	Effective partnerships between consumers and the organisation are developed and nurtured	Safety and Quality	Technology is used to provide an efficient and effective experience for all	Research is supported as an integral part of delivering innovative and quality health care	Health and Wellbeing
Behaviour	Staff engagement	Patients receive safe and quality care	Measurement and evaluation	Consumer representatives	The physical, emotional, spiritual and cultural needs of each person is considered
Leaders model values of patient and family centred care	A supportive working environment is fostered	Patients and families	A culture of meaningful measurement, evaluation and action is fostered	Representatives receive regular and ongoing support and training	
Workforce are encouraged and supported to live values of patient and family centred care	Service partnerships	Strive to provide care with the best possible patient experience	Consumers are partners in service measurement and evaluation	Health Literacy	
	The organisation develops and nurtures partnerships with the community to create a more cohesive health system	Assist those accessing services to understand and act on information they are given to help them improve their health		The organisation is committed to improving health literacy of service users and the community	

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# Caring Together Consumer Network





# Consumer PARTNERships



## Network members sit on strategic committees and working groups:

- Clinical Council
- Strategic Management Committee
- Safety and Quality Committee
- Caring Together Governance Committee
- Kilcoy and Woodford Service Improvement Group
- Ambulatory Services Performance Group
- Consumer Feedback Working Group
- Paediatric Service Improvement Group
- Caboolture Hospital Innovation and Research Program (CHIRP) Steering Committee
- Emergency Department Service Improvement Group
- SOPD Move working group
- Raise Them Up Steering Committee and Working Group



Consumers Christine Bryden and Anita Tallis, with Dr Ian Borthwick (Chair, Clinical Council)

## Consumer Representation on interview panels

Consumers sit on the interview panel for all senior medical officer positions.

To date, these have included:

- Director of Emergency Department
- Director of Service Improvement Unit
- Director of Paediatrics
- Director of Clinical Information Unit
- Kilcoy Hospital Medical Officer
- Senior Staff Specialist or Staff Specialist - Gastroenterology
- Senior Staff Specialist or Staff Specialist - Respiratory Medicine
- Senior Staff Specialist or Staff Specialist - Emergency Department (12 interviews in one day!)
- Senior Staff Specialist or Staff Specialist - Anaesthetics (x2 separate appointments)
- Staff Specialist – Surgery
- Director of Health Information Management
- Director of Pharmacy
- Assistant Director of Pharmacy
- Paediatrician



# Caboolture Health Care Alliance



# Consumer Feedback Working Group



# CaRE Survey



# Ward 3B

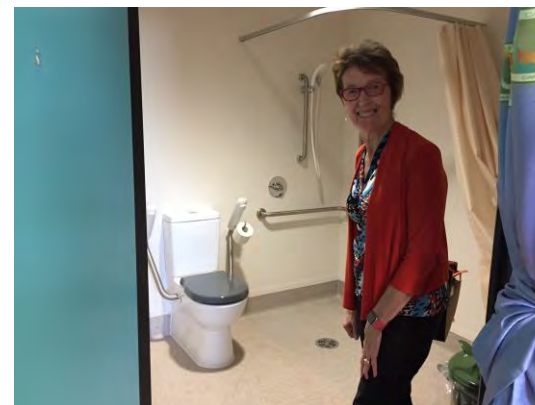


## Staff feedback

*"Christine was fantastic to work with, we were lucky to have her knowledge during the design phase."*

*"I found having a consumer at our meetings was fantastic, they thought of things the clinical staff hadn't."*

*"Having Christine on board for the design stage was a fantastic call, her knowledge can be put down as paramount to the functionality of the ward for all future patients - appropriate space and appropriate care for the diagnosis they have."*





# Immersing staff in consumer perspectives

## Orientation



## New doctor orientation - 2017



## CRASH – Communication, Respect and Accountability = Safe Healthcare



## Year of the Frail Older Person



## Outpatient Department relocation focus groups



# Medical and nursing education

**“Mind your language!”**

**Communicating with people living with dementia**



**“The Power of Patient Empowerment”**



**“Communicating with people with ABI”**



**“Being diagnosed with and treated for Depression and Anxiety”**



**“Having difficult conversations with mothers”**



# Staff engagement

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Caring Together  
**TRIBAL CHALLENGE**

Team **vs** team.    Friend **vs** friend.

The ultimate battle to outwit your colleagues, outsmart big issues and ultimately knock-out...

- Caring Together Tribal Challenge will run from February – November 2016
- The Ultimate Tribal Challengers will be rewarded at a special ceremony in December 2016

How to get into the Challenge?

Choose a Challenge ➤ 3. Start 'The Hunt'

will follow The Hunt process (tools and templates included)



Information – [caringtogether@health.qld.gov.au](mailto:caringtogether@health.qld.gov.au) or 5433 8524



Metro North Hospital and Health Service *Putting people first*

During July, Caboolture Hospital is focusing on kindness because we know...

**the *smallest* moments can leave the *greatest* mark.**

Dr Alec Dearden  
Emergency Department

A warm smile. A listening ear. Encouragement. Every interaction - every moment - is a chance to make a difference. Share your moment of kindness with a volunteer, on a ward or small care unit.

**CARING**together

Caring Together is our commitment to partner with you so you feel heard, valued, supported and respected.

Kindness begins with us

Have you seen or experienced an act of kindness from a staff member? Tell us here!

Caboolture Hospital is focusing on kindness because we know...  
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# Emergency Department – discharge passport

## My leaving hospital guide

Fill in this form with your care team before you leave hospital, so you know what you need to do next.

My name is \_\_\_\_\_

I was ED from \_\_\_\_\_ to \_\_\_\_\_

My UR number \_\_\_\_\_

My nurse \_\_\_\_\_

My doctor \_\_\_\_\_

My nurse practitioner \_\_\_\_\_

My physiotherapist \_\_\_\_\_

In hospital, I was treated for:

\_\_\_\_\_

\_\_\_\_\_

### Tests I had:

Blood test  X-ray  MRI

CT Scan  Ultrasound

Other \_\_\_\_\_

### Seeing my GP

I do not need to see my GP unless

\_\_\_\_\_

\_\_\_\_\_

I must see my GP within \_\_\_\_\_ days.

My GP may:

Find out if my test results are ready

Check that my medication is still suitable

Arrange more tests

Other \_\_\_\_\_

### I have been referred to:

Redcliffe Fracture Clinic

Allied Health Outpatient Service

Hospital in the Home (HITH)

Post-acute Care Services (PACS)

Other \_\_\_\_\_

This has been booked for \_\_\_/\_\_\_/\_\_\_

I have a copy of the referral/booking details

If I do not hear from them in \_\_\_ days,  
I should call \_\_\_\_\_

I will need to book this myself

Details:

\_\_\_\_\_

\_\_\_\_\_

### Medications

I have been given my medications

I have a list of my medications

A pharmacist explained my medications to me

I have a prescription

### If I need it, I have a:

Medical Certificate for work

Medical Certificate for Centrelink

If I have any questions or concerns I can speak with my GP or Call 13 HEALTH (13 43 25 84)

In an **emergency**, I should call **000** or go to an Emergency Department



## My leaving hospital guide

Fill in this form with your care team before you leave hospital, so you know what you need to do next.

Affix patient label here

My doctor \_\_\_\_\_ My nurse \_\_\_\_\_

In hospital, I was treated for:

### Before I leave, I have:

Been explained my care plan

My medication or prescription

Written advice for me

A copy of the letter for my GP

A medical certificate

My belongings

My next appointment is \_\_\_\_\_

*Is there anything we could have done better? - please let your team know before you leave.*

*If you have any questions or concerns, please don't hesitate to ask!*

After you leave today, if you have any questions or concerns, speak with your GP or Call 13 HEALTH (13 43 25 84). In an **emergency**, call **000** or go to an Emergency Department.

**CARING** together

Caboolture Hospital is committed to Caring Together – to partnering with you so you feel heard, valued, supported and respected always.



# Year of Communication – Your Care, Your Voice posters

## Your care, your voice



### At Caboolture Hospital, we encourage you to always:

**SPEAK UP** if you are in pain, if you feel like you're getting worse, or if you're worried  
– *We will make time to listen and help you*

**ASK** questions for clarification or anything to do with your care  
– *We will do all we can to give you answers*

**UNDERSTAND** what is happening now, what is coming next and what you can do  
– *We will make sure you have the information you need to help yourself or your loved one*

### If you still have concerns after speaking with your care team, you can always:

- Give feedback – fill in a feedback form or call the consumer liaison officer on 3883 7618
- Call 13 Health (13 43 25 84) and request a Ryan's Rule clinical review to get help if you are concerned you or your loved one are getting worse, not doing as well as expected, or not improving.

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# Where are we now?

Attitude

“How can we improve?”

“What do you think?”

“Let’s do this together”

“Everyone has a critical role to play”

Behaviour

Inclusive

Open communication

Meaningful interactions

Best practise

Culture

Collaboration

Solutions

Value

Desire for improvement

# Many hands on the wheel...

Executive Director



Consumers

Dedicated staff

# What can you do?

**Invest**

**Play the  
long  
game**

**Make  
space**

**“Yes”**

**Listen  
& Learn**

**Collaborate**



# Questions?

