
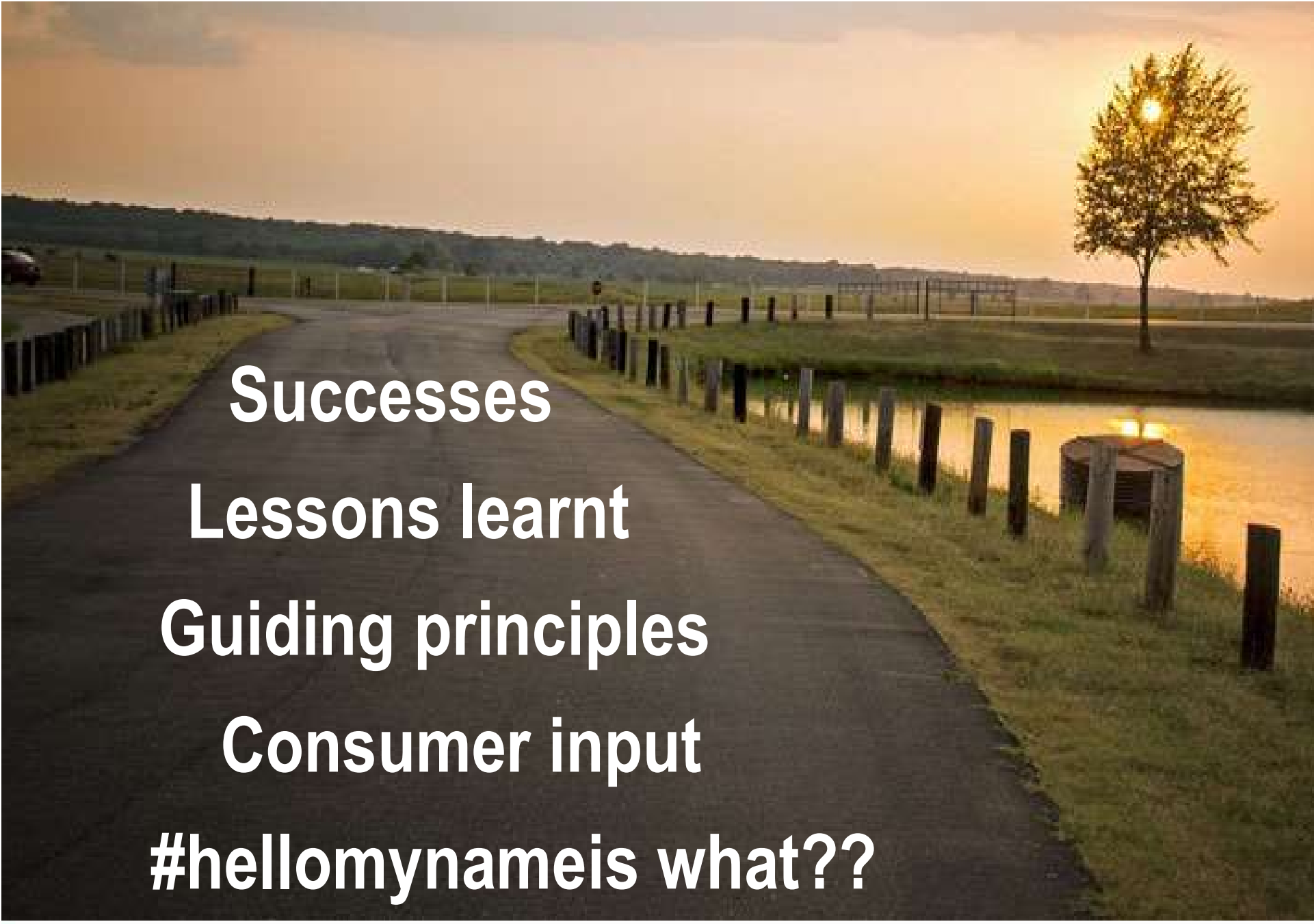


**There's really nothing
to be afraid of!**

**Engaging with Consumers on the
#hellomynameis Initiative**

Sarah Bailey

hello my name is...




Successes
Lessons learnt
Guiding principles
Consumer input
#hellomynameis what??



Metro South Hospital and Health Service

Metro South Health



Strategic Plan 2015–2019
2017 revision

We care about you




► The NSQHS Standards









hello my name is...



The importance of introductions





The importance of visible name badges

Bed Number:

Date:

Name:

Doctor

Nurse

Care Alerts

Falls

Pressure Injury

Vison/Hearing

Mobility / Other Care Needs:

Dietary Needs

Diet and Fluids

Feeding Assistance

Estimated date of discharge



Patient Communication Board

Welcome. We know that a hospital stay can be a difficult time. We would like to get to know what is important to you, your needs and your preferences so we can best support you.

My preferred name

My treating team

My treating doctor/s are

My nurses today

My allied health team

About me

What's important to me today?

The things that bring me comfort

My questions

Family & carer questions

Welcome. Being admitted to hospital can be a difficult time but we would like to make your stay a little easier by knowing what is important to you. Please tell us more about yourself.

ABOUT ME

My preferred name:

Jules

Something about me:

(e.g. preferred language / hobbies / interests / music / favourite TV show)

I'm a chef and love cooking.

I have 2 beautiful children.

I'm feeling really tired today.

My nurse today

Today is

Kate, Steve

Tuesday 13th February

Our goal for today

Walk to the waiting room - I really want to spend some time with my family

We care about you

Patient Communication Board

This board is to support communication between patients, their family and carers and the healthcare team.

Welcome. Being admitted to hospital can be a difficult time but we would like to make your stay a little easier by knowing what is important to you. Please tell us more about yourself.

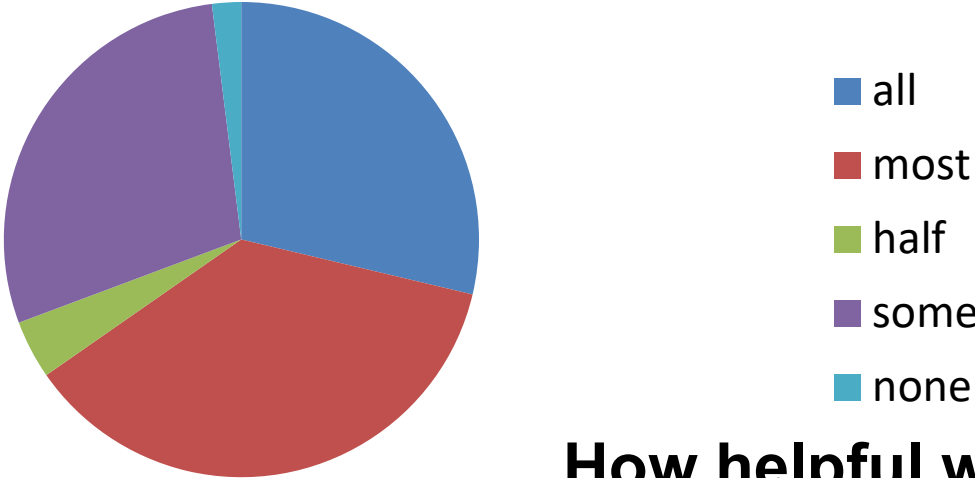




Patient centred communication boards



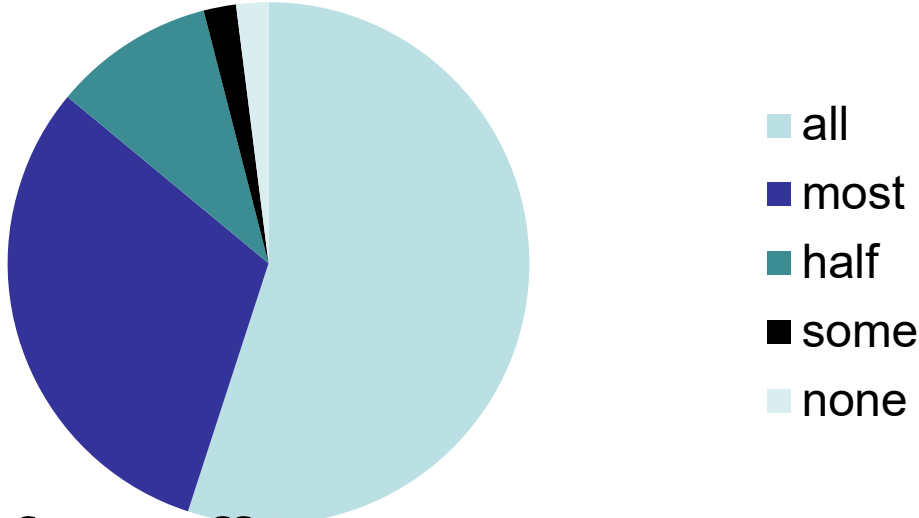
How many staff introduced themselves by name?



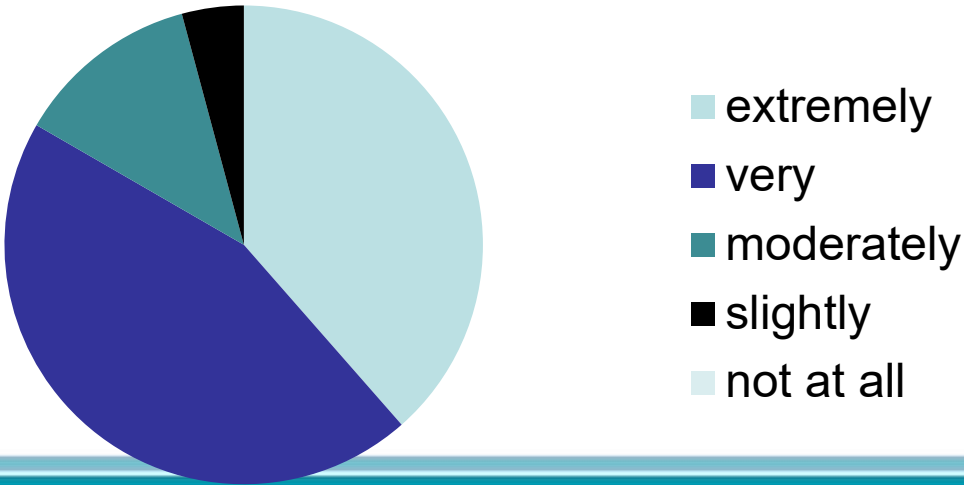
How helpful was it when staff introduced themselves?



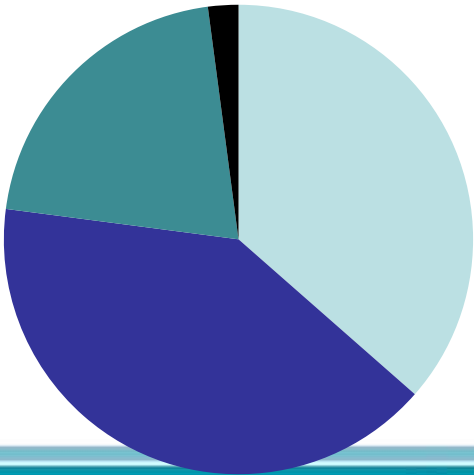
HOW OFTEN DID STAFF WEAR A name badge?



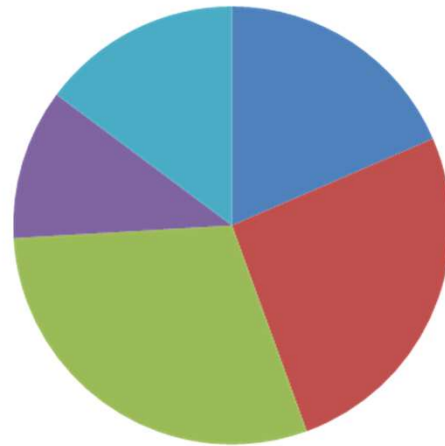
How helpful was it for staff to wear a badge with their name on it?



How helpful was it for staff to wear a badge with their role/job title on it?

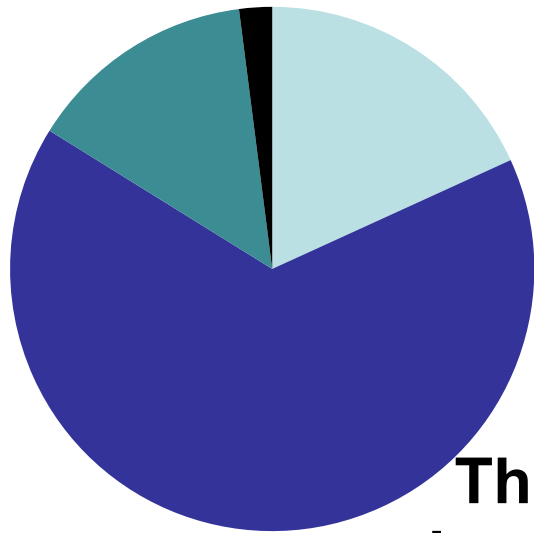


How helpful was the patient communication board for communicating with staff?



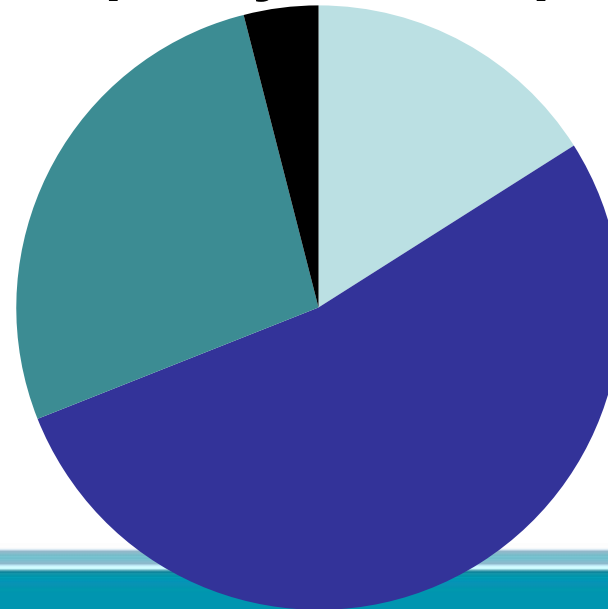
- extremely
- very
- moderately
- slightly
- not at all

introductions, badges and boards enhanced my overall experience of communicating with staff



- strongly agree
- agree
- neutral
- disagree
- strongly disagree

The introductions, badges and boards enhanced the quality of care patients receive



Verbatim feedback from patients/family/carers

- Saying their name at reception ... makes it easy for me to know who they are and their role
- It is good to know who you are addressing when speaking to them and knowing their role
- A great thing to do. Confirms what I need to know. Prevents confusion.
- It's comforting to know the names and job titles

What staff have noticed – verbatim comments

- I think it helps open up the communication between staff and patients
- Family have commented that it is very helpful++
- They appreciate the badge...you are a stranger approaching a patient and they like the introduction and the trust in nurses
- Family and patient are able to talk to me and call me by name which makes the interaction more personal which is very important especially within the rehab environment where we have long stay patients

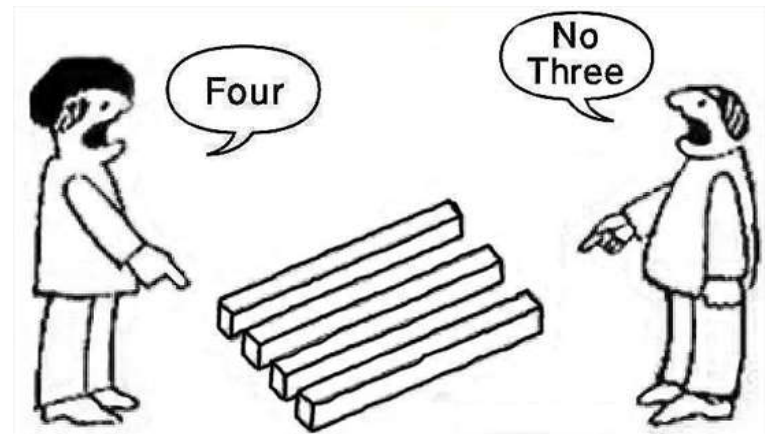
Guiding principles



Successes



Lessons learnt



“Being involved in the #hellomynameis initiative as a consumer was very rewarding because our consultative group felt really valued, respected and listened to.

We were able to provide guidance in many practical ways – for example, the style and size of the new ID badges for staff, as well as the wording and placement for the Communication Boards to be used by patients and families. Having experienced episodes of poor communication during a recent hospitalisation, it was exciting to participate in a project that was aimed at positively improving personal introductions and clear communication at the PAH!”

Advice from a Patient

*This may be a normal day at work for you
But it's a big day in my life.*

*The look on your face and the tone of your voice can change my
entire view of the world.*

Remember, I'm not usually this needy or scared.

I am here because I trust you, help me stay confident.

*I may look like I'm out of it
But I can hear your conversations.*

*I'm not used to being naked around strangers.
Keep that in mind.*

*I'm impatient because I want to get the heck out of here.
Nothing personal.*

*I don't speak your language well.
You're going to do what to my what?*

*I may only be here for four days,
But I'll remember you the rest of my life.*