What Matters to me

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Our Teams

[Map of Scotland showing the locations of various NHS regions]
Never Assume Anything
• Flip Health Care from ‘What’s the matter’ to ‘What matters to you’

“It is more important to know what sort of person has a disease than to know what sort of disease a person has,”

Hippocrates approximately 2,400 years ago.
Learning from Children’s services

• Jen Rodger’s and her team were asking children what mattered to them, why could we not ask older people what and who mattered to them?
‘Flipping’ Health Care

• ‘What’s the matter’ to ‘what matters to you’
• Flip the balance
• Lets down the barriers that separate us ‘staff’ and ‘patients’
• Changing expectations
• Truly collaborating
‘What Matters to Me’

• What are we trying to accomplish?

• Improvement in listening to and providing for patients in hospital. A service that does not assume knowledge on the thoughts of patients but, rather asks them directly and responds to their needs.

Spread
What’s Important to me 1\textsuperscript{st} Draft

- How will we know that a change is an improvement?

  - Process data: Did we ask you to do a ‘what matters to me’? & Number of completed what matters to me

  - Outcome data: Patient and staff feedback questionnaires.
Rose’s story

88 year old with advanced dementia

Admitted following a fall at home, had little safety awareness, would often try to mobilise unaided and would often become distressed.

Frequently fell while in hospital and sustained a # NOF
Barbara

• 92 year who was admitted following a fall at home

• Nursing staff knew everything about her;

• They knew she lived alone, was partially sighted, was mobile with a zimmer, had home care 4 times a day, her next of kin is her daughter.

• She required further physiotherapy and a home assessment prior to discharge

• We knew everything about her ....... Or did we ?

BARBARA

I was a WRVS Volunteer

I lived in Rio de Janeiro for 42 yrs

I Can Speak Portuguese

I did a lot of charity work

I am partially sighted

I have an M.B.E.

My son Malcolm + Daughter Moira

I was in the Women's Air Force
So what difference has it made?

- Baseline median = 10
- New median = 7.5
- 25% Reduction
Baseline median = 14

New median = 8

43% reduction

- Reduction in formal complaints across the four wards by 50%

- One ward has not received any formal complaints for 457 days and counting!

- Increased patient/carer and staff satisfaction
Staff Feedback

- It has made me more confident in dealing with patients with dementia - HCNW
- This has allowed me to see my patient in a new light - SCN
- I was sceptical at first, I thought I knew my patients, I was wrong – Staff Nurse
- It helps build a bond between patient and staff – Activities Coordinator

Patient Opinion

- "Fabulous care on Ward 57"
- "Highest possible care in Ward 57"
• Ask what matters
• Listen to what matters
• Do what matters

• Stop seeing the patient. Start seeing the person
Thank you for listening

Special thanks to Jen Rodgers & Paediatric team at Royal Hospital for Children Glasgow for the Inspiration

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