What Matters to me

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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.
perspective...
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?
What Matters to Me

1. NO Moaning
2. Help Me
3. Knock before you come in my room!
4. Have activities for me while stuck in bed!
5. Don’t forget about me!
‘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.
What’s Important to me 1st Draft

What’s important to me

“Person-centred care is everyone’s business.”
• 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.
What's important to me - posters - process reliability (Wd 57)
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

What's important to me

I was a WRVS volunteer
I lived in Rio de Janeiro for 42 yrs
I can speak Portuguese
I was in the Women's Airforce
My son Malcom + daughter Moira
I have an M.B.E.

I did a lot of charity work
I am partially sighted
David Story

Drinks diet Irn bru for Scotland
Funny line: "Cricky jings!"
Helps gran with ma boab
Makes the best Willie the duck sausages

Wife: Betty (Betsy)
Daughter: Lynsey
Son: David

Has a gift for
Gardening
Rocking babies
to sleep

NHS
Greater Glasgow
and Clyde

Still wanting his Ears pierced...

Son: Daniel
9 years old
Likes: Frank Sinatra, Bowing

Grand daughter: Jenny 16 yrs old
Best Grampa

Grand daughter: Ean 11 yrs old
Party tricks
£10 polo shirts
Loves slipper hats

Best Dad

Dad

Grandson: Daniel
9 year old

Great at dealing with Jennifer how to tie shoe laces

"Person-centred care is everyone’s business."
So what difference has it made?

- Reduction in falls
- 4 wards by 18% and 1 ward by 37%
• 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 - HCSW
- I was sceptical at first, I thought I knew my patients, I was wrong – Staff Nurse
- This has allowed me to see my patient in a new light - SCN
- It helps build a bond between patient and staff - Activities Coordinator
"Fabulous care on Ward 57"

About: Southern General Hospital / Elderly Medicine

Posted by her niece (as a relative), last week

My aunt has now had 2 long admissions on this ward. It is medicine for the elderly and the ward is very busy and over months I have seen just how stressful it can be. The patients are often confused and very frail, and require lots of hand on care, which I saw being provided by the staff here.

"Highest possible care in Ward 57"

About: Southern General Hospital / Elderly Medicine

Posted by Patients Daughter (as a relative), 4 days ago

I write this message to thank all the staff at this ward who have been caring for my Mum since November to present.

They have been so caring and helpful, my Mum hasn't been the easiest of patients.
WHAT MATTERS TO ME...

Diet Coke
Fish & Chips
Killie Pie

DEREK RODGERS

I play golf
handicap 3 - I love it
- my job is really important
to me

My twin grandchildren
Robyn & Fergus
- Laura & Jack

I've lived in the middle east for 37 years
• Ask what matters
• Listen to what matters
• Do what matters

• Stop seeing the patient. Start seeing the person

"Person-centred care is everyone's business."
Thank you for listening

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