

Storyboard proposal

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STORYBOARD TITLE

How a motivated QI-team strive to improve satisfaction among elders who receive home-care in Denmark

DESCRIPTION

By implementing a checklist for healthcare documentation in a home-care division in Copenhagen employees now work more systematically to meet the documentation requirements expected in today's home-care. The checklist ensures that the employees document how they motivate the elder to participate in the daily care whenever possible. Furthermore, the checklist ensures that the employees focus on rehabilitation in the daily care.

The checklist was developed and tested by the employees as a part of an improvement project. The employees single handedly defined the needs and requirements necessary to succeed, and the effort was facilitated by two local improvement advisors

AIM

To ensure consistent care to elders who receive home-care in Denmark

ACTIONS TAKEN

- Analysis on internal workflow (managers, planners and caretakers)
- Completion of multiple PDSA-cycles in how to improve workflow
- Implementation of checklist
- Internal courses in how to document in electronic health record
- Internal courses in use of checklist
- Implement new concept of *quality insurance in pairs*

SUMMARY OF RESULTS

- Satisfaction improvement among elders who receive home-care as they experience a higher level of consistency in the home-care
- Greater work satisfaction among employees as they experience a more systematic approach in their daily work. The employees express that sharing their documentation with a colleague has led to more professional documentation