Cabrini Patient Experience Framework

What is the Cabrini Patient Experience Framework?

The purpose of the Cabrini Patient Experience Framework is to provide a framework that is aligned to the Cabrini Strategy 2021-25. It also provides visibility as to how patient experience initiatives are implemented at the patient bedside, to support and enable Cabrini Health to achieve its strategic goals.

What is my role?

All staff have a role to play in improving patient experience at Cabrini.

Patient experience doesn't exist without an engaged team. As part of the Cabrini community, it is important to encourage and support a person-centred team and recognise and reward positive behaviour as well as to hold each other accountable.

CULTURE AND LEADERSHIP

PEOPLE AND PARTNER ENGAGEMENT

PATIENT EXPERIENCE

CONSUMER ENGAGEMENT

QUALITY, GOVERNANCE, CLINICAL EXPERIENCE

INNOVATION
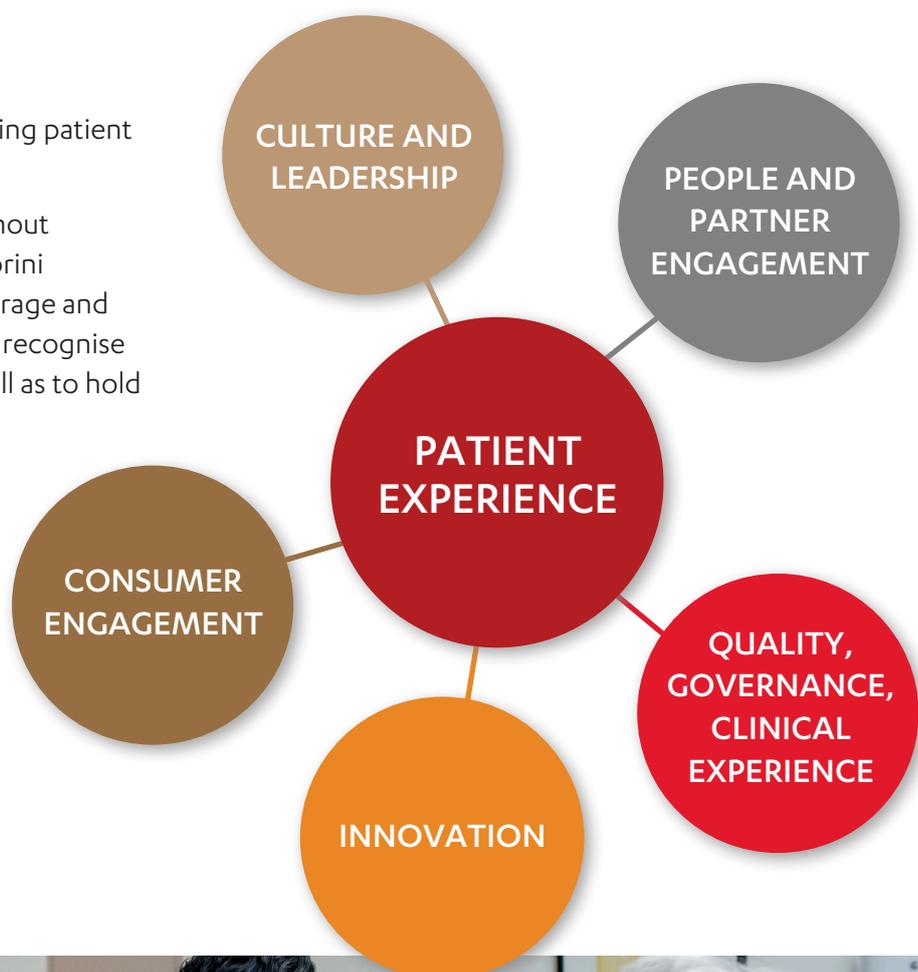
Our vision

To provide true person-centred care in all interactions, where a person feels heard, cared for, respected, safe and empowered.

Our focus

Consumer engagement

- Involve consumers in care design and delivery
- Measure patient experience
- True provision of patient-centred care

People and partner engagement

- Involve staff in planning
- Reward and recognise
- Support development and build capability
- Promote positive and collaborative working relationships

Culture and leadership

- Support leaders to better understand patient experience
- Promote sustainable patient experience efforts

Quality, governance and clinical excellence

- Apply the right formal guidance
- Use structures and processes to communicate

Innovation

- Embrace technologies and tools
- Expand capabilities
- Expand boundaries of care

Consumer engagement

Support the delivery of a positive and compassionate experience in all Cabrini service interactions.

Encouraging the voices, contributions and partnerships of people in the community is at the centre of the patient experience efforts.

Our plan of action

Involving consumers

Community Advisory Committee to involve and engage consumers in the design and implementation of key patient experience projects

Measuring patient experience

- Patient experience survey sent to all patients
- Benchmark patient experience survey results with Medibank Private
- Report patient experience data and feedback to stakeholders
- Support wards to develop initiatives to improve patient experience

Communication boards

- Support pre-implementation and implementation of communication boards
- Provide information and education
- Measure effectiveness with key metrics such as audits and patient experience survey

Patient-led handover

- Support pre-implementation and implementation of patient-led handover
- Provide information and education
- Measure effectiveness with key metrics such as audits and patient experience survey

Leader rounding

- Proactive service recovery
- Support pre-implementation and implementation of leader rounding
- Provide information and education
- Measure effectiveness with key metrics such as audits and patient experience survey

People and partner engagement

Caring for those who are delivering and supporting the delivery of care is fundamental to the successful and sustainable realisation of a positive patient experience.

We aim to attract, develop, retain and optimise our people and partners so that together, when we live by our values, we create a compassionate and connected culture that enables us to provide patient-centred care.

Our plan of action

Involving staff

- Involve and engage staff in the design and implementation of key patient experience projects
- Patient experience ward champions

Reward and recognition

- Close the loop by providing positive patient comments and feedback to staff
- Patient Experience Week held to recognise the efforts our staff provide each day

Support development and build capability

- Provide staff with learning and development opportunities
- Provide information and education
- Identify support and resources

Patient experience leadership workshops

- Support leadership teams to develop leadership skills
- Provide information and education
- Identify resources and skills

Culture and leadership

The foundation of any successful experience effort is set on who an organisation is, its purpose and values and how these are led.

These actions aim to support our community of care, reaching out with compassion, integrity, courage and respect to all we serve. They aim to support staff to provide excellence in all of our services and work to identify and meet our unmet needs.

Our plan of action

Support leaders to understand patient experience

- Leadership workshops
- Provide leadership teams with support and resources

Patient experience action plan

- Develop a patient experience action plan for each ward
- Track and monitor patient experience actions plans
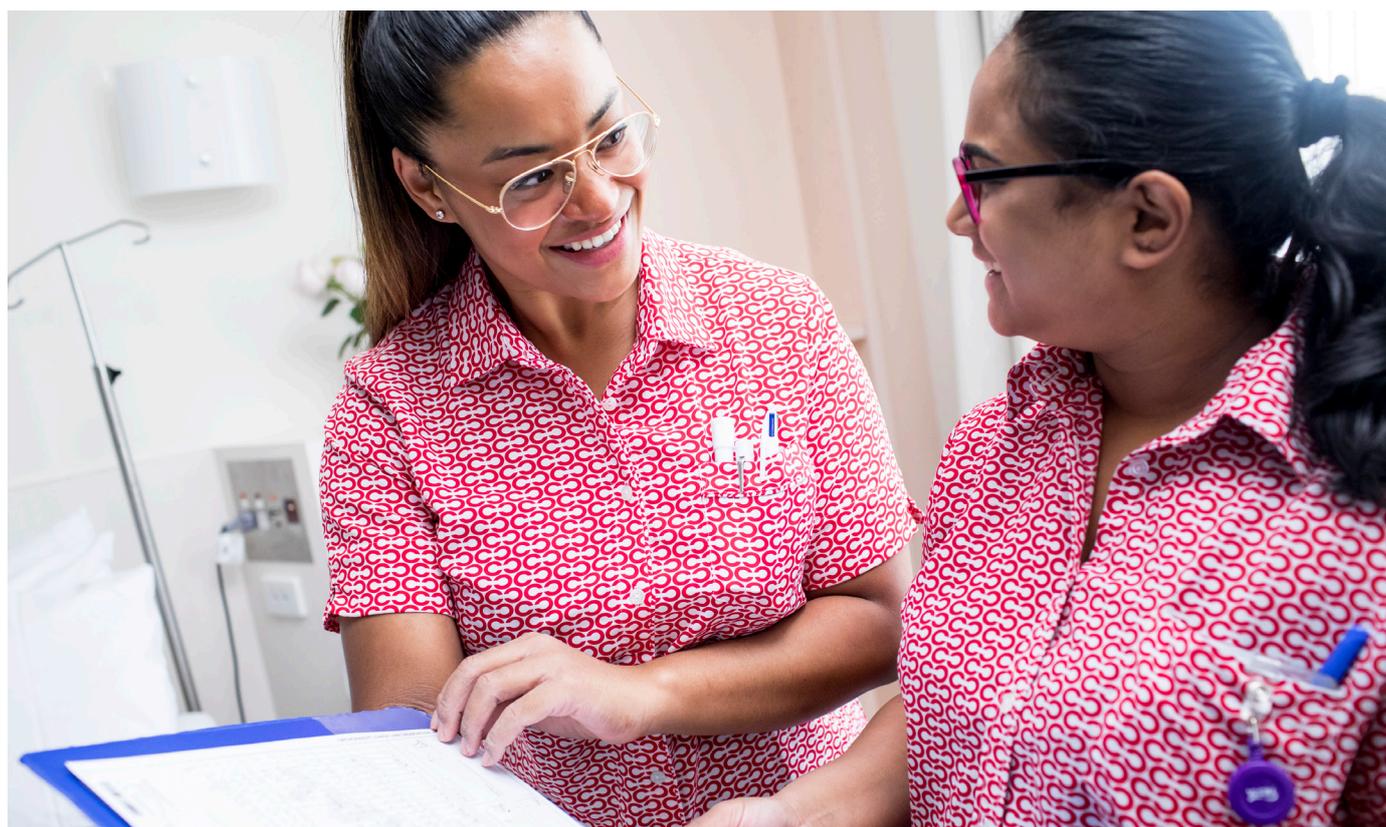
Quality, governance and clinical excellence

Our plan of action

Quality

- Align with Standard 2: Partnering with Consumers
- Provide knowledge about best practice
- Benchmark patient experience survey results with Medibank Private

Governance

- Report patient experience data to key stakeholders
- Provide recommendations to appropriate committees
- Seek endorsement from key stakeholders

Clinical excellence

- Support pre-implementation and implementation of communication boards
- Provide information and education
- Measure effectiveness with key metrics such as audits and patient experience survey
- Support nurses with hourly rounding, so it becomes an effective embedded practice to proactively reduce risks to patients (falls and pressure injuries)

Innovation

Improving patient experience requires new ways of thinking and doing. Developing and embracing technologies and tools allow efficiencies, expand capabilities and extend boundaries of care.

Our plan of action

Embrace technologies and tools

- Use technologies and tools, as they become available, to increase the time staff spend at the patient bedside
- Understand how the bedside technology in Gandel Wing can be better used

Expand capabilities

- Identify ways we can give time back to direct care staff, to be better spent at the patient bedside connecting with our patients

Expand boundaries of care

- Seek opportunities to understand and support excellent patient-centered care outside the hospital setting
- Patient experience surveys for patients accessing in-home services such as Chemotherapy in the Home (CITH), Hospital in the Home (HITH) and Therapy in the Home (TITH)