

# NZNO 10<sup>TH</sup> NATIONAL GERONTOLOGY SECTION CONFERENCE

Rydgges Latimer, Christchurch 31 Oct & 01 Nov 2016



BACK  
TO OUR  
FUTURE



## Improving patient experience through Care with Dignity

Sandra Jones: Senior Nurse Lecturer, Whitireia New Zealand

Mikaela Shannon: Nurse Manager, Capital and Coast District Health Board

Dr Kathy Holloway, Director of the Graduate School of Nursing, Midwifery and  
Health, Victoria University of Wellington.



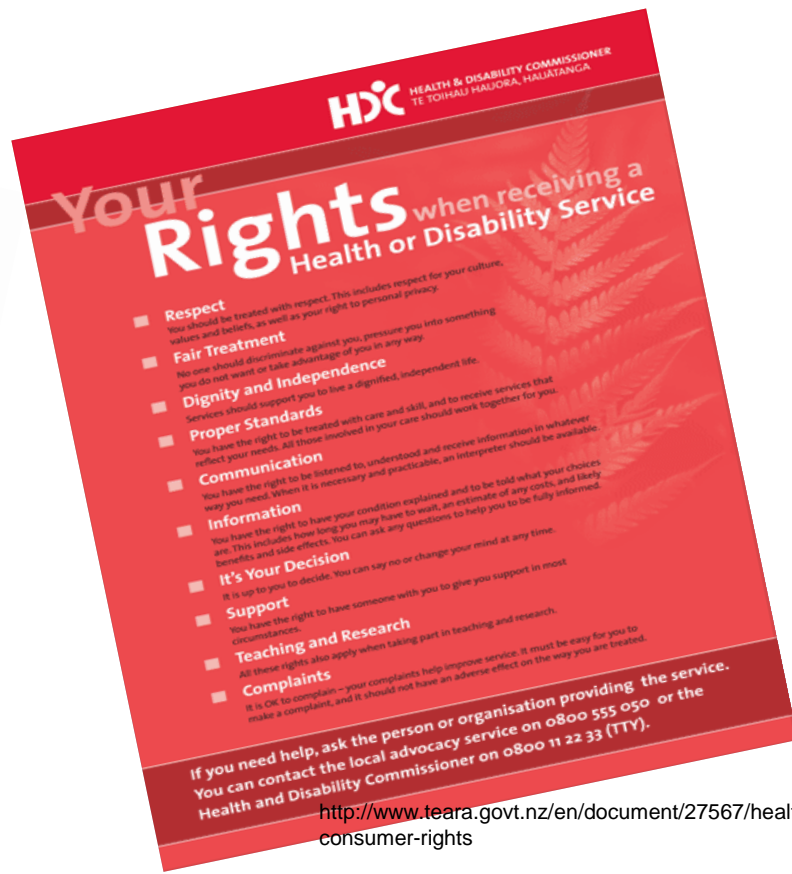
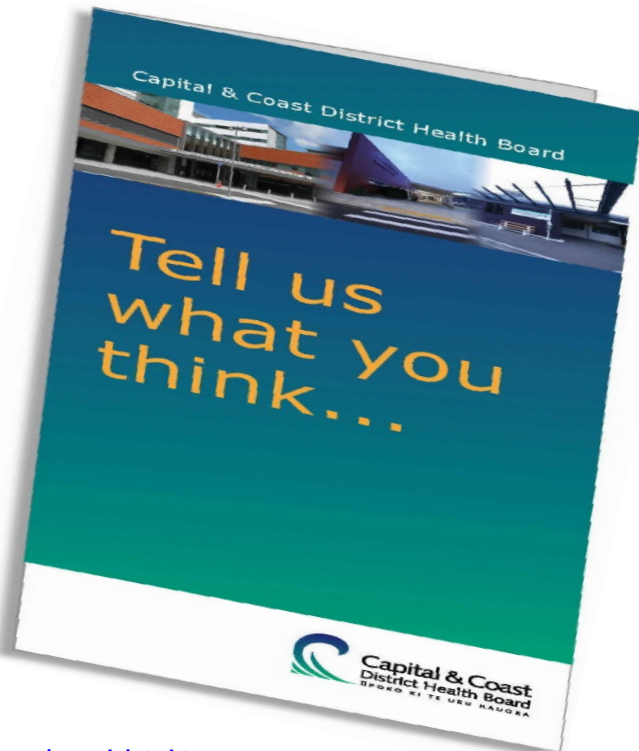
**Whitireia**  
NEW ZEALAND



**Capital & Coast**  
District Health Board  
ŪPOKO KI TE URU HAUORA



# Background



<http://www.teara.govt.nz/en/document/27567/health-and-disability-consumer-rights>



# Care with Dignity Initiative

- Hello my name is.....
- Questionnaire
- Workshop



## WELCOME TO WARD 4

Kenepuru Hospital

**A**CKNOWLEDGE  
Show a positive attitude

- Make the patient feel important
- Put the patient at ease
- Have a positive attitude by words, voice tone and body language

**I**NTRODUCE  
Hello, my name is...

- Tell the patient your name and role
- Ask what they would like to be called

**D**URATION  
How long and when we will return

- Inform the patient how long each aspect of their care will take
- Inform them when you will return

**E**XPLAIN  
What we are doing and why

- Explain the task or procedure
- Confirm the patients understanding
- Ask if they have any questions

**T**HANKS

- Thank the patient for their cooperation in their care



Capital & Coast  
Health Trust  
MAKING IT BETTER



# Study Background

## Research Intent:

- Evaluate the Care with Dignity initiative documents
- Identify elements for successful implementation of a Care with Dignity initiative in a New Zealand hospital setting



# Methods

<ul style="list-style-type: none"><li>• <i>What was the best thing about the dignity in care workshop?</i></li></ul>	Anchoring participants in a positive experience <i>(backward)</i>
<ul style="list-style-type: none"><li>• <i>What is the main thing you learnt that has influenced your practice since?</i></li><li>• <i>Describe a time when you were best able to <b>deliver care with dignity to your patients?</b></i></li></ul>	Looking inward and reflecting on what worked <i>(inward)</i>
<ul style="list-style-type: none"><li>• <i>What needs to happen next to support that to be possible all of the time?</i></li><li>• <i>If you were asked to implement the dignity in care programme somewhere else, what two aspects would be most important?</i></li></ul>	Looking forward and imagining what might be <i>(forward)</i>



# Results

## **Anchoring participants in a positive experience (*backward*)**

- Shared Framework
- Teamwork

*"I think it was good for people to be able to put  
a name to what you are trying to do, you know  
I think everybody wants to do it, to have the  
language to talk about it"*



# Results

## Looking inward and reflecting on what worked (*inward*)

- Teamwork
- Professional Growth
- Person Centred Care



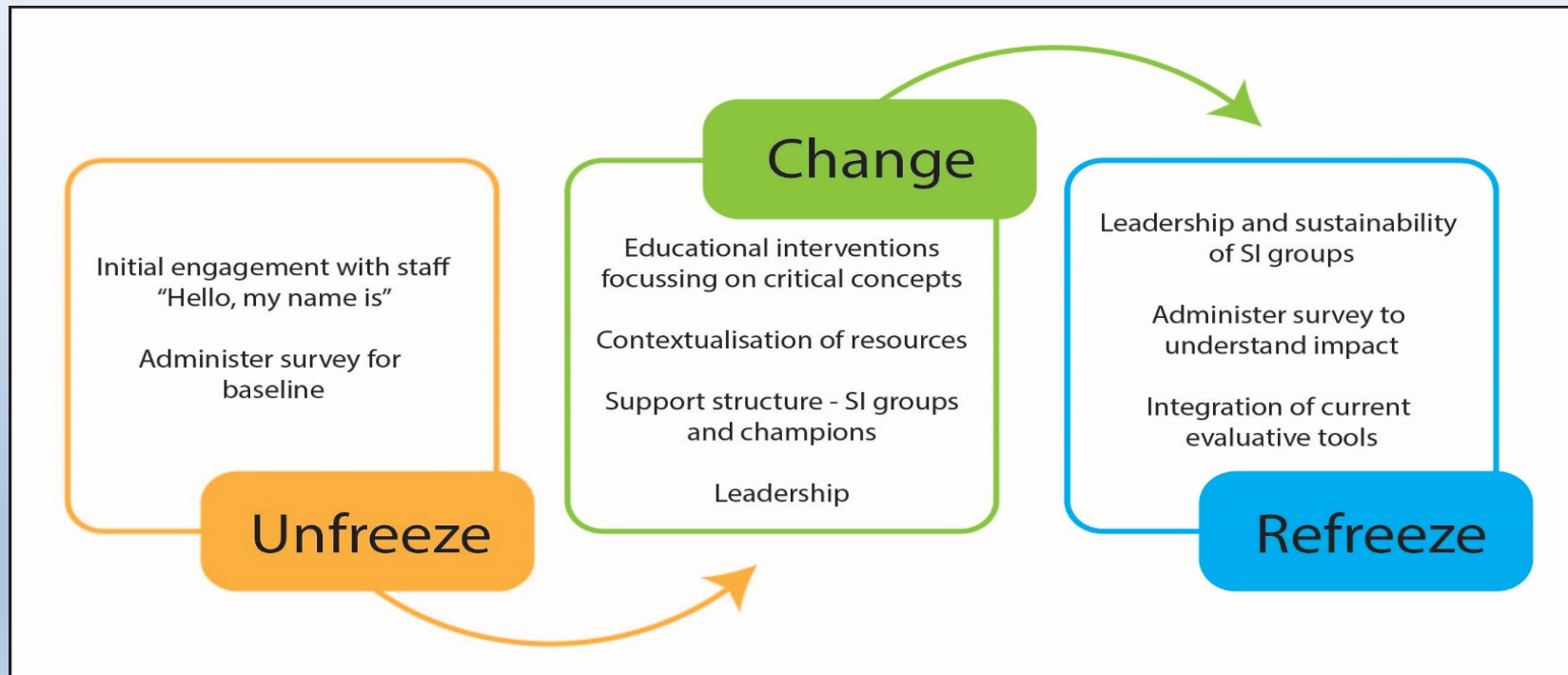


# Results

## Looking forward and imagining what might be (forward)

- Management support
- Teamwork
- Time

# Conclusion



# Care With Dignity Framework

## Your care, Your Dignity, Our Promise



Focus  
on the  
Person

Dignified  
and  
Respect

A  
Better  
Service

Getting  
the  
Basics  
Right

% patients  
feedback  
of  
receiving  
care with  
dignity



## Our Journey Towards Care with Dignity

- ♥ Understanding the experience
- ♥ Identifying emotions
- ♥ Changing behaviour
- ♥ Celebrating Success

# What's Next







# References

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# Acknowledgments

