

National Centre for Healthy Ageing

A partnership between:



MONASH
University



Peninsula
Health



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**Co-designing person-centred
comprehensive care planning
across the care continuum**

Background

National Centre for Healthy Ageing

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University



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National Centre for Healthy Ageing (NCHA)

- **Partnership** between Monash University and Peninsula Health
- Based in Frankston and Mornington Peninsula region
- **Aims to** develop data and built infrastructure to support new and innovative models of care
- Create a hub for the development and testing of new models of care relevant to older people



Background

Good quality healthcare is

- **Person-centred** – puts the person at the centre of care
- **Interdisciplinary** – provided by multiple disciplines but with a common person focused goal
- **A partnership** – when consumers and clinicians work together as equals
- **Dynamic** – able to adapt to the changing needs of the consumer



Health systems are not designed to support person centred care

- Care focused on single disease models not the person
- Language - discipline specific, technical, jargon
- Information in inconsistent formats and systems
- Inadequate information sharing
- **No Consumer voice** embedded in systems

Australian Commission for Quality & Safety in Health Care (ACQSHC) - Comprehensive Care Standard

“individualised comprehensive care plans that incorporate shared decision making with consumers and support people and are aligned with the individual’s risks of harm, goals, needs and values”

Opportunity to develop a new model of care that is:

- Person-centred
- Owned and designed by consumers
- Integrated within Electronic Health Record systems and workflows
- Able to move through systems with the consumer
- ***Provides the missing consumer voice***



Aims

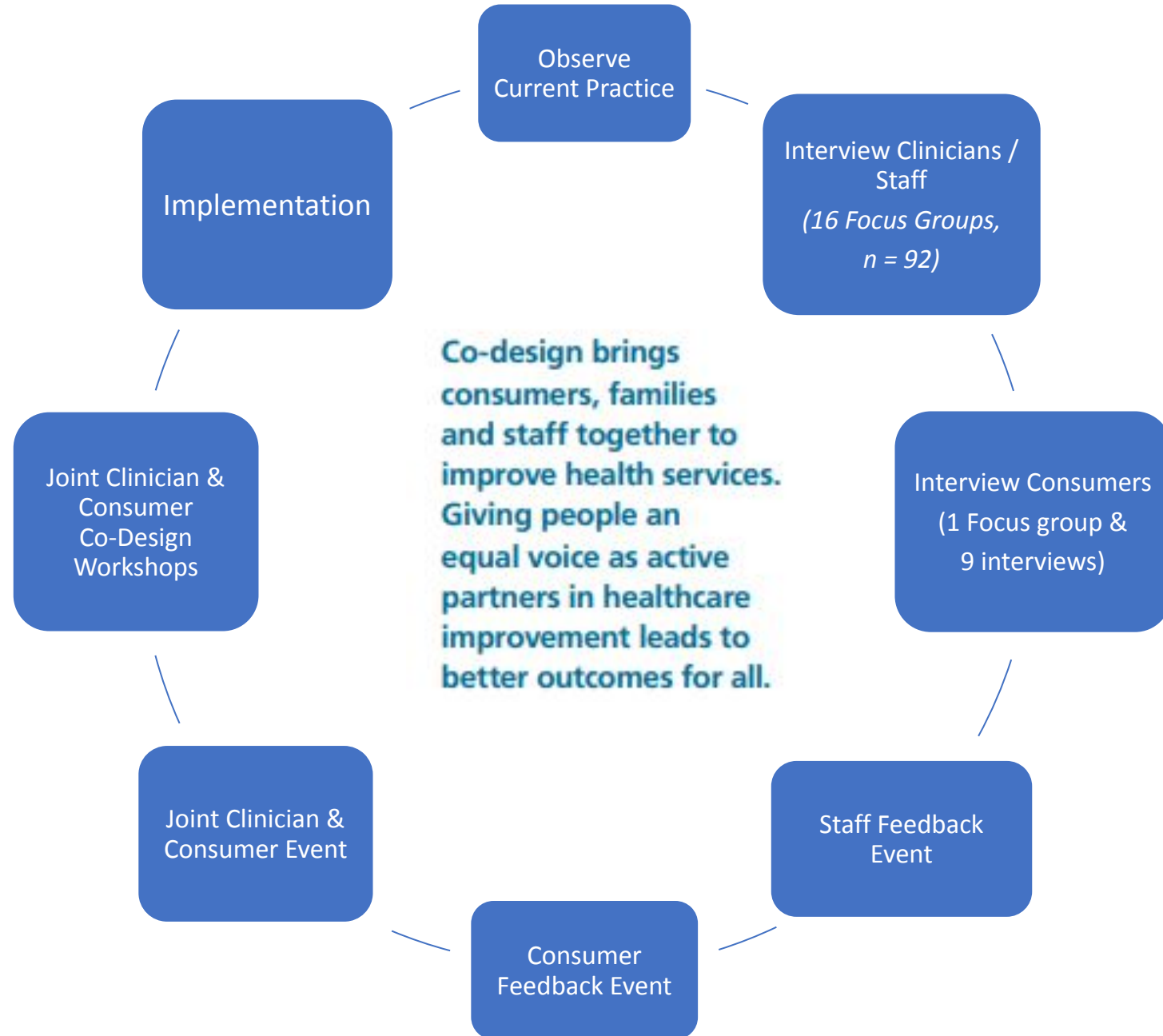
Codesign with healthcare consumers and health service staff from across the care continuum (inpatient, ambulatory and community) a whole of health service approach to:

- identifying consumer needs and preferences
- integrating this with clinical systems
- aligning healthcare planning and delivery with these needs and preferences



HOW?

Methods - The Experience-Based Co-design process



Methods / Results – Establishing a common language

(Modified Delphi: 4 rounds, n = 52 staff members & 30 consumers)

- ***Person centred care***

Health care informed by consumers personal needs and preferences

- ***Comprehensive Assessment***

Health care informed by consumers clinical needs

- ***Shared decision making***

Involvement of consumers in care planning and delivery decisions

- ***Continuity of care***

Coordinated transitions across care setting

- ***Consumer needs and preferences*** or ***What is most important to you***

The personal needs and preferences of the consumer

- ***My Treatment Plan*** or ***Personalised Care Plan***

A multidisciplinary summary document capturing clinical and personal needs & a plan to address these needs

Results - Qualitative interviews

Consumer Priorities for Codesign Process

- Consumers want to be involved in care planning decisions
- Identifying what matters most
- Consumers often don't speak up at time of care encounter
- Coordinated care

Staff Priorities for Codesign Process

- Acceptance of person centred care
- Care planning is currently largely diagnostic centred
- Perception that consumers are reluctant to engage in care planning
- Perception that consumers have variable ability to participate
- Resources required for person centred care

Results – Codesign workshops

- 3 face to face codesign workshops
 - 12 staff (medical, nursing, allied health & pharmacy)
 - 7 healthcare consumers
- 2 additional virtual workshop with consumers &
- 1 additional workshop with staff



Results – Codesign workshops

Main solutions

1. Digital tool to capture consumer values / needs / preferences directly from consumer (Consumer and staff summary page)
2. Consumer resources / supports to participate in their care
3. Training for staff (all consumer facing staff) focused on communication



Learnings from codesign workshops

- Principles: Equal partnerships; safe space to feely share ideas; design together; respect; confidentiality; how we will disagree.
- Challenges bringing clinicians and consumers together in codesign
- Participatory activities take time – allow plenty of time
- Ratio consumers to clinicians
- Breakout sessions benefit from co-facilitation

Table 1

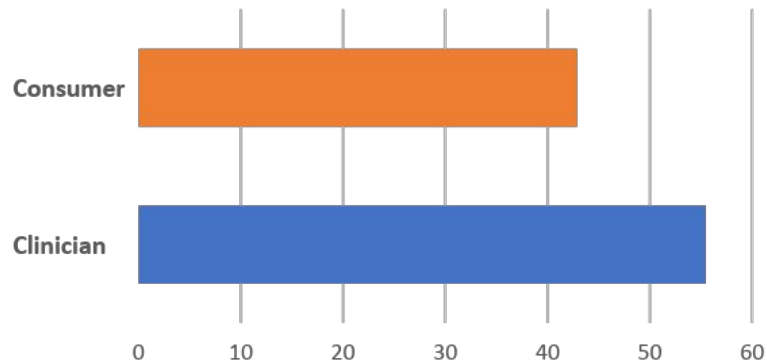


Table 2

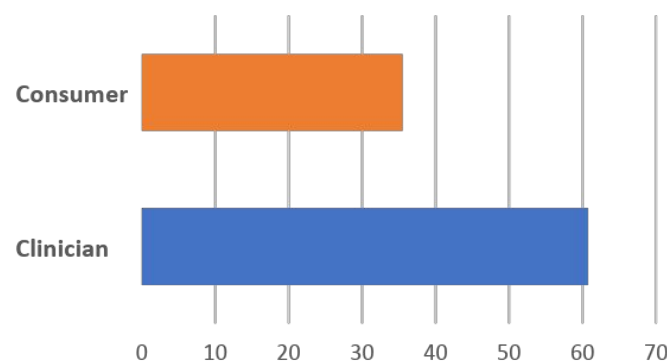
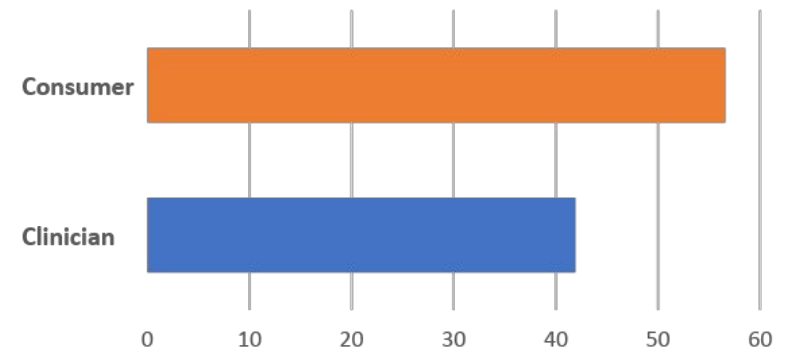


Table 3



Why this project is important to me

Experience 1

- Hospital trips with my non-verbal mother
- Left with a soiled nappy for 2 hours
- About to be sent home without her broken arm checked

Experience 2

- Hospital visits with my partner.
- Left lying in emergency for 5 hours with significant bleeding ignored

These resulted in a complete lack of confidence in the hospital system

- *What would have happened if I had not been there as an advocate?*
- *Not everyone can have someone there so what is the next best thing?*

Reflections on the EBCD process

What worked well

- Workshops on zoom effective as they enabled voting and quick results
- Good facilitation guided the workshops effectively
- Very well prepared
- Being provided with summaries of the previous workshop
- Key points for discussion at workshops provided
- In person workshops
- Use of stickers for demonstrating preferences

What didn't work well

- Clinicians taking over the discussion: “they know best”
- Facilitators at each table would help this

Overall Reflections

- In all workshops we felt listened to, valued and consensus was reached

Partnering with consumers

- Being greeted as a person
- Staff introducing themselves
- Staff being attentive
- Listening to my concerns, active listening so I know they have paid attention to what I have said
- Showing that they have read the information about me / the consumer
- Explaining the reasons for decisions
- Clarity of communications
- Lack of jargon
- When staff listen to consumers and take on board what they are saying, it demonstrates that they are confident and in turn gives consumers confidence

This project has provided me with the ability to influence how consumers are treated in the future and to have input into a tool that will ensure consumer experiences in Peninsula Health are respectful and effective in meeting consumer goals and needs

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