

# Save Your Breath @ Ward 7

COPD Collaborative Team

## Collaborative Team @Ward 7



Alison Howitt (Improvement advisor)  
Sneha Shetty (Improvement advisor)  
Fiona Horwood (Respiratory consultant)  
Ai Sumihira (Social worker)  
Harmandeep Kaur (Registered Nurse)  
Vasu Moses (Needs assessor)



Lara Cavit (Occupational therapist)  
Linda Brosnan (Physiotherapist)  
Laura Donald (Physiotherapist)  
Nicky Jepsen (Physiotherapist)  
Lucy Dekker (Dietitian)



## Aim

We aim to reduce readmissions ( we defined it as any repeat admissions within 12 months) by 40 % for patients with COPD discharged from the acute respiratory ward by December 2016

A number of literatures show that patients' self-efficacy and participation are key ingredients to the COPD management. We hypothesized that patients' participation in co-designing self-management project, and optimizing communication and leadership in allied-health team could contribute to reduction of COPD patients' readmissions to Middlemore Hospital.



# “BUY IN”

## Patient-centred care in Acute Setting

Identify the challenges experienced by patients with COPD to help reducing readmission.

- patients centred care,
- co-designing the interventions with patients,
- promote transformational changes,
- Focus on communication systems within MDT and GPs
- create leadership in allied health



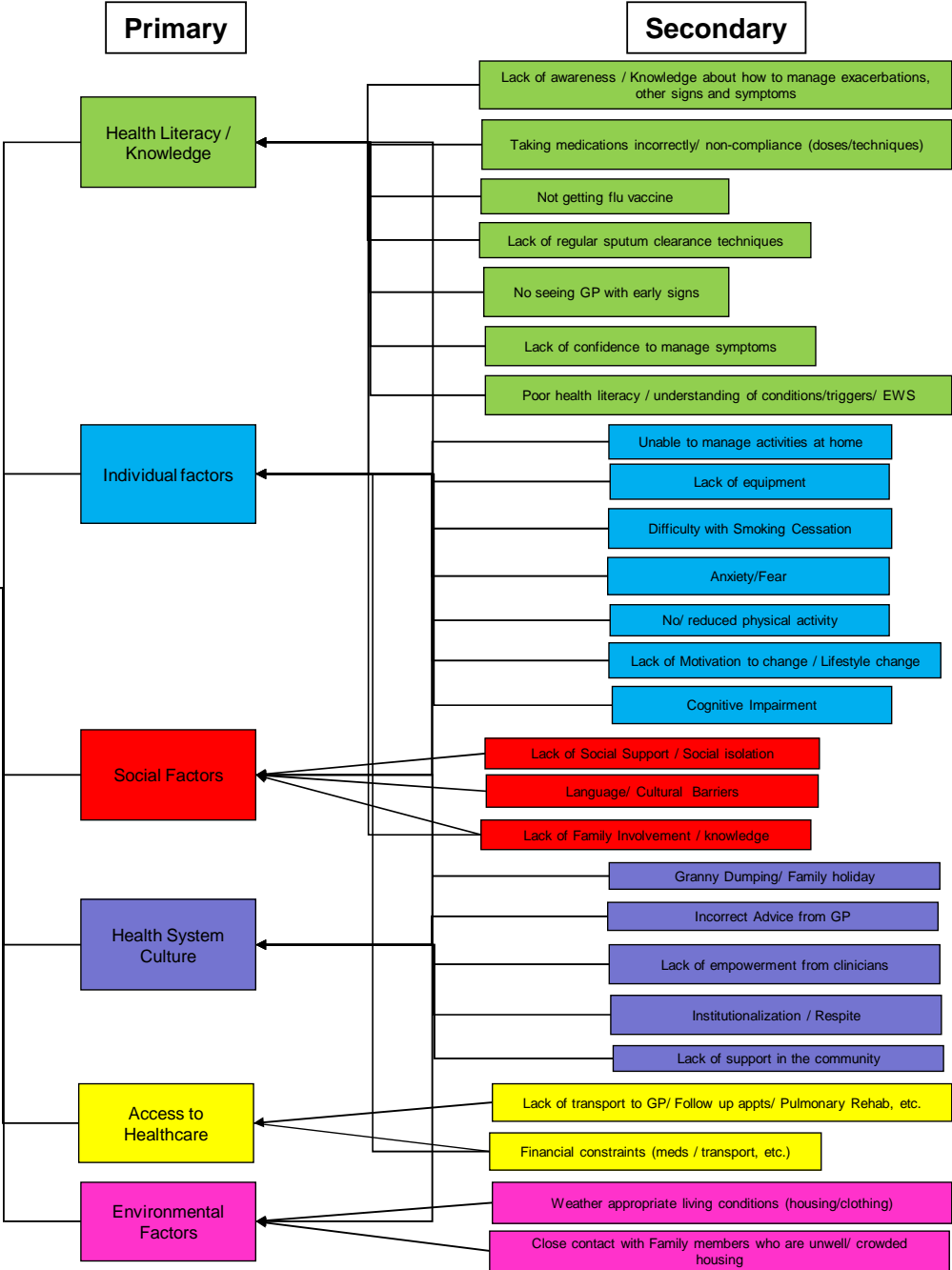
# Measures

We want to involve more patients informing us  
how we can better support them

- We are still working on the measurements
- The process measure was the rate of patients' participation in survey.
- The balancing measure was the level of communication among MDT members and how we reflect the outcomes of the survey .
- The outcome measures could be patients' satisfaction or sense of supportedness then we will hopefully manage to reduce their readmissions.
- To the present process, the majority of participants provided positive feedback post survey, and the survey helped MDT obtaining better understanding in patients' experience. This process improved communication between patients and MDT.



To reduce readmissions by 40% for patients with COPD discharged from Ward 7 by Dec 2016



# Change Ideas

We are learning to walk in patients' shoes

- We are currently focusing on how to reflect patients voices into practice in an acute setting.
- The better we understand, the better we can support
- Better communication tools among respiratory therapists?



We are open to  
your feedback  
and suggestions!

# Designing on Questionnaires....

## PDSA 1

### Ward 7 COPD Survey

Allied Health and Nursing Staff to please complete

- | Yes                      | No                       | Does the patient...  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Have an understanding of their lung condition?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Feel confident to manage symptoms related to their lung condition?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Feel confident to manage any anxiety associated with their symptoms?                                       |
| <input type="checkbox"/> | <input type="checkbox"/> | Understand terminology or handouts associated with their lung condition?                                   |
| <input type="checkbox"/> | <input type="checkbox"/> | Know how to take their inhalers?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Maintain a smokefree status?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Feel they can manage their ADL's (activities of daily living) at home with their current level of support? |
| <input type="checkbox"/> | <input type="checkbox"/> | Feel they have adequate social support at home?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Feel their living conditions (eg. housing, dampness, crowding) are adequate to support their health?       |
| <input type="checkbox"/> | <input type="checkbox"/> | Engage in regular exercise at home or in the community?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Appear motivated to participate in appropriate lifestyle changes or learn to self-manage their condition?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Have regular scheduled check-ups with their GP?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Get the flu vaccine each year?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Have transport to attend appointments?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Have adequate finances to fill their medication prescriptions?   |

## PDSA 2

Patient Sticker	Total no. of admissions in last 12 months: _____
	Last Admission Date: _____

### Ward 7 COPD Survey

Allied Health and Nursing Staff to please complete

- | Yes                      | No                       | Does the patient...  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Have a basic understanding of their lung condition?<br><input type="text"/>                      |
| <input type="checkbox"/> | <input type="checkbox"/> | Feel confident to manage symptoms related to their lung condition?<br><input type="text"/>       |
| <input type="checkbox"/> | <input type="checkbox"/> | Appear competent to manage an exacerbation of symptoms?<br><input type="text"/>                  |
| <input type="checkbox"/> | <input type="checkbox"/> | Feel confident to manage any anxiety associated with their symptoms?<br><input type="text"/>     |
| <input type="checkbox"/> | <input type="checkbox"/> | Understand terminology or handouts associated with their lung condition?<br><input type="text"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | Know how to take their inhalers?<br><input type="text"/>   |
| <input type="checkbox"/> | <input type="checkbox"/> | Maintain a smokefree status?<br><input type="text"/>   |

## PDSA 3

Patient Sticker	Total no. of admissions in last 12 months: _____
	Last Admission Date: _____

### Ward 7 COPD Interview

Joint MDT Interview

#### Health Literacy/Knowledge

Does the individual consider this an area of concern?

Prompt: Do they have adequate knowledge to manage their condition, Are they taking medication correctly, what is the individual's understanding of their health condition, EWS etc?

#### Individual Factors

Does the individual consider this an area of concern?

Prompt: Can the individual manage their ADL's sufficiently with current supports, What is their smoking status, activity levels etc; Is there any communication difficulties related to cognitive impairment, language barriers or literacy skills; Level of motivation to self-manage their condition and make lifestyle changes

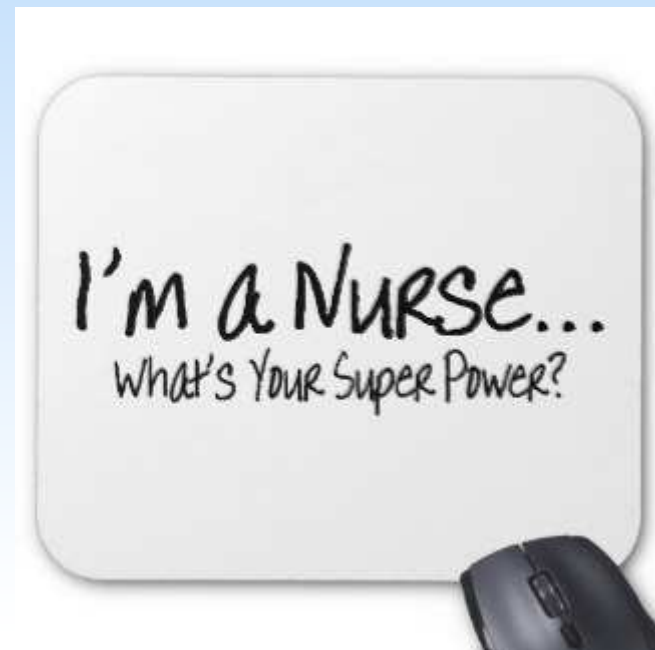


# Changes we have tested




- Co-designing the change ideas with patients
- Promoting holistic approach
- Motivational interviewing and being non-judgemental

- Styles of survey
- Challenging our assumptions towards patients' experience



# Highlights (What is “lowlights” really?)

- We are motivated!
- Recognition on Allied Health leadership
- Importance in communication systems
- Partnership with patients
- Not relying on our assumptions
- Improved our team work

You might think being a  
Respiratory Therapist  
Is easy...   
But It's S'NOT