

# You Matter to Us, Improve your Experience with Always Events – Pediatric Division/ Al Wakra Hospital

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## Overview:

Do we all know what exactly matters to our patients? Especially for the Pediatric population? Have we ever tried asking them? Are we giving them the right services and satisfaction they deserve? Things which may be large or small can play a big difference in rendering the best service that we can provide to each patient who comes to us in Al Wakra Hospital. Maintaining high standards of good quality patient - care and meeting patient expectations in the face of rising demands within the healthcare flat form is a significant challenge for all clinicians. As we strive to provide the best quality nursing care to the population we serve, Pediatric Division of AWH started to adopt IHI's "Always Events" methodology to find out what kind of experience patients wanted every time they use our services. It has the specific aim of explicitly engaging patients and relatives so that they can influence and define what aspects of care quality and service are meaningful to them on a personal level. It also engages care practitioners in an ongoing commitment to adopting a patient-centered approach to quality Improvement that is judged to be feasible in day-to-day practice. (Krishel SS, BaraffLJ. 1993).

## Learning Objectives:

- To discuss brief and concise background of Always Events as a quality methodology.
- To promote awareness of Always Events' fundamental principle of "doing for patient" to "doing with patients" within HMC facilities and create a more patient –centered environment.
- To describe and elaborate the significant impact of Always events on patient experience and patient – family satisfaction.

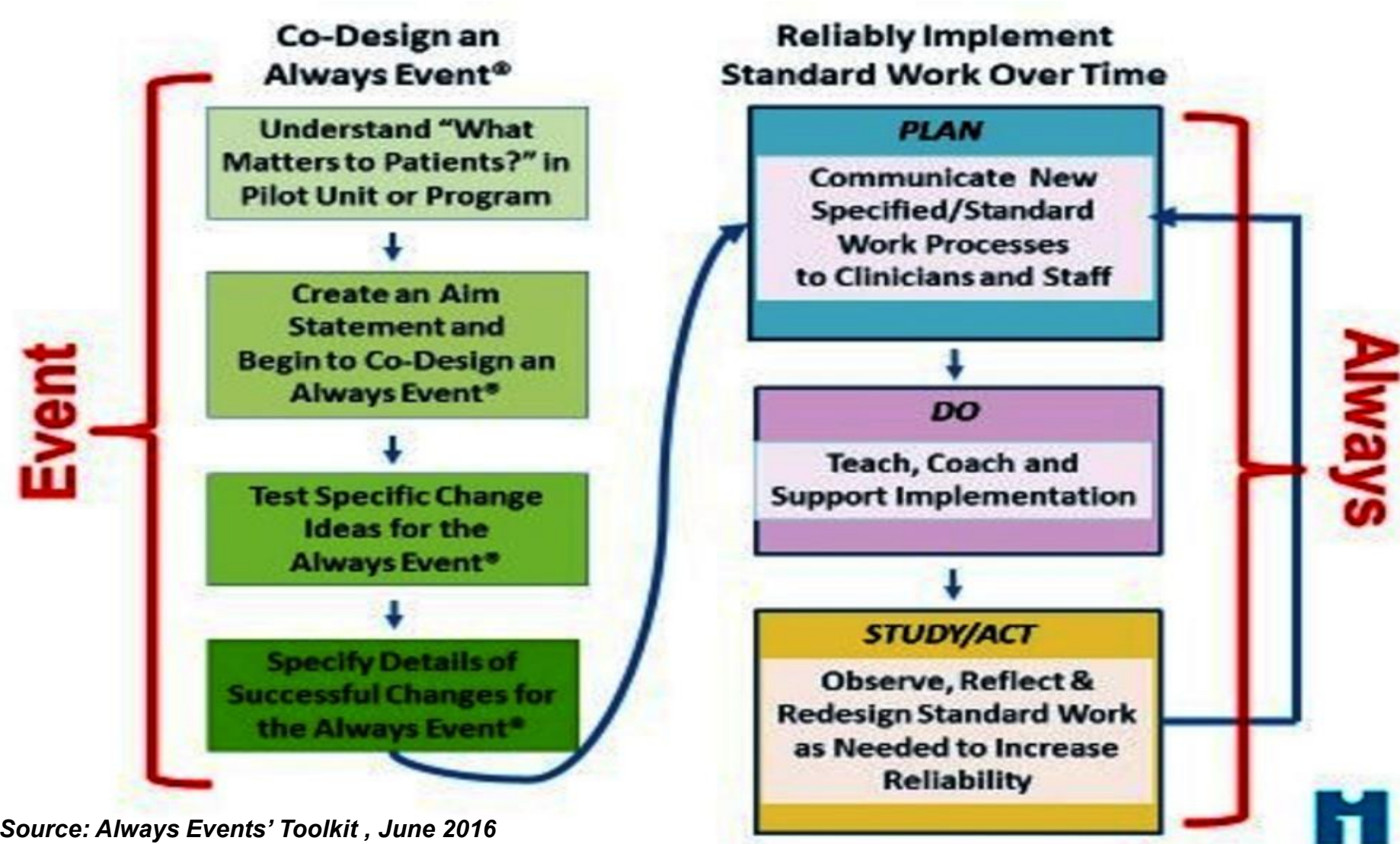
## Aim:

To achieve 90% compliance with Always Events for all pediatric units of AWH by the end of 2018.

## Methodology:

The multidisciplinary team uses the Model for Improvement methodology to test the pre-planned changes and monitor the progress.

- Following the IHI: Always events' framework, the project was piloted and eventually implemented in Pediatric Division



Source: Always Events' Toolkit, June 2016

- Always Events Timeline in Pediatric Division as follows:

### A. Set-up and oversight of Always Events:

- "Always events®" was introduced by Prof. Alison, Executive Director of Nursing - AWH and it was raised as an idea for Improvement in December 2016.
- Oversight team was formed .
- Coincides the concepts of Always Events with AWH strategic plan.
- Reviewed patient experience data and randomly asked 200 patients and families in the whole pediatric division in AWH the question "What matters to you?" and used this answers as the basis on how to implement Always events project.
- Conducted meetings with staff; consulted their opinions on which of the patients' answers are achievable and can improve patient satisfaction.
- Ms. Ghadeer Mustafa of the Pediatric Division initiated the project, initially in PICU as the pilot unit of the project.
- June 2017: Outlines and instructions established.

### B. Co-design and Test an Always Events:

- With the leadership of PICU head nurse, Ms. Hanan Musleh, pilot team in PICU was created.
- Adapted IHI: Always events' toolkit to measure patient and family hospital experience.
- Developed the Always Events Feedback form, with an English version and Arabic version.
- Staff orientation about the new program and oriented them about the feedback form.
- Pilot stage started in August 2017 for three (3) months and patient – family feedbacks were collected and nurses' compliance to feedback distribution was monitored.

### C. Implementation:

- By November 1, 2017, the six list of events was performed during patient visits and hospitalization.
- PICU team added the "Always Events card"; Staff name badge was distributed to all staff; and staff compliance to distribute and collect the feedback form during discharge or transfer out of PICU were monitored.

### D. Sustain and Spread Always Events:

- Other Pediatric units adopted the project starting January 2018.
- Considered as one of the unit indicators in all pediatric units, monthly compliance results were being monitored and submitted to the Quality Department of AWH.
- Encouraged staff to continue their compliance with Always events and in improving patient and family experience.

In Collaboration with



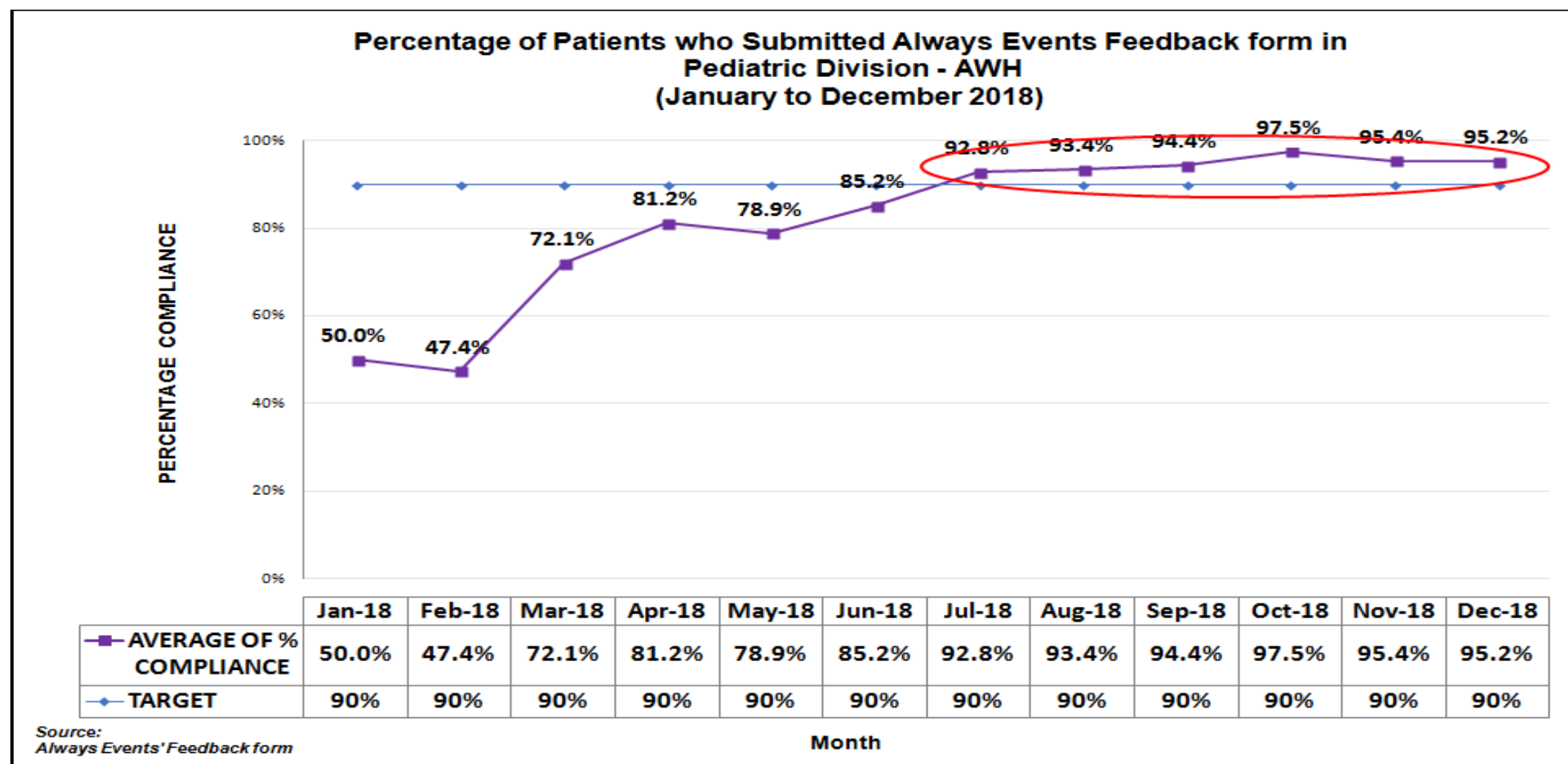
- Pediatric division adopts the Always Events' list of events:"



## Results:

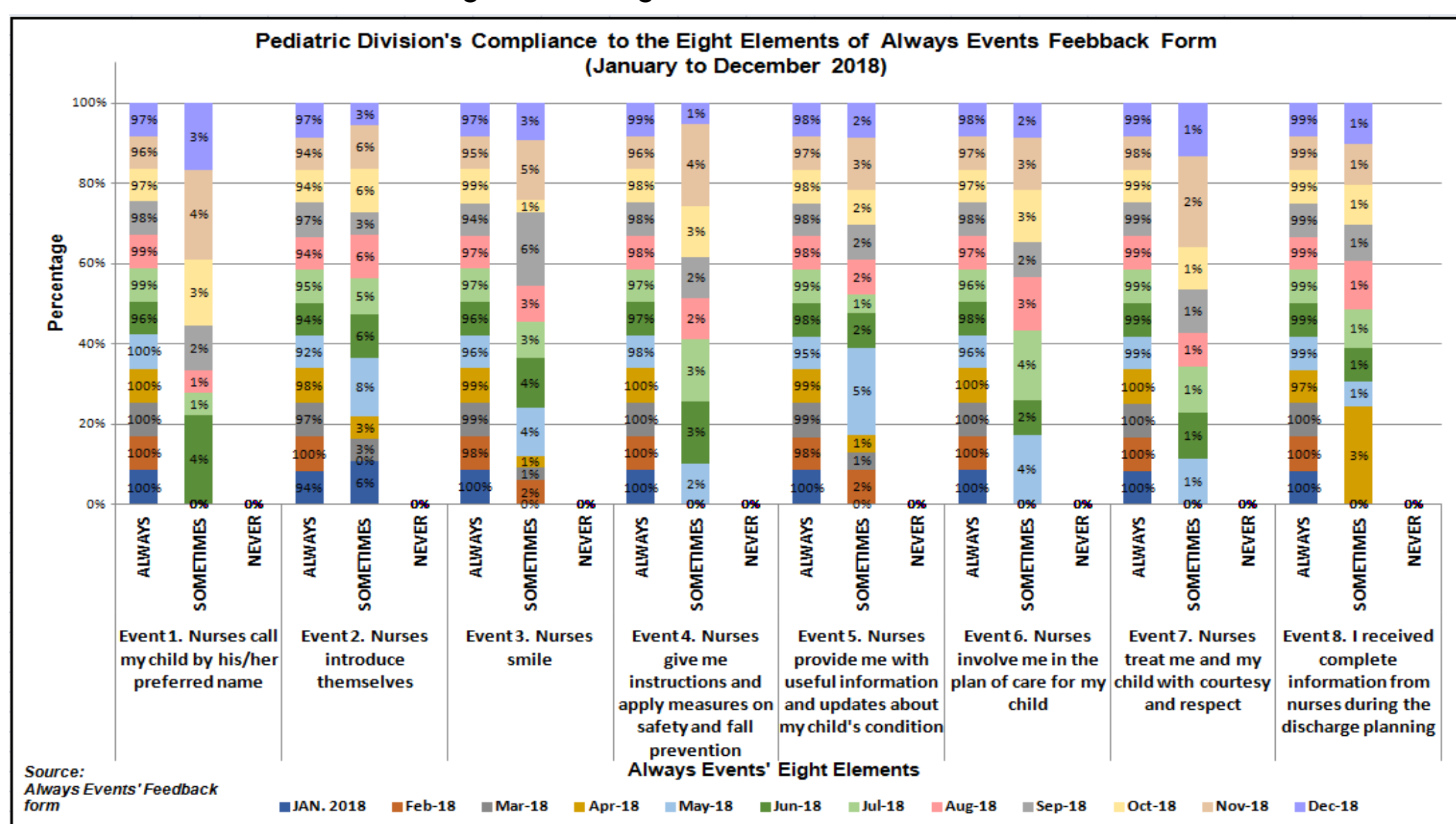
- Percentage of patients and families who submitted Always Events feedback form.

The graph below shows a shift on the compliance on feedback distribution and collection in Pediatric Division.



- Percentage Compliance with the 8 elements of the Always events feedback form.

By utilizing the 8 elements in the feedback form, the overall compliance of Pediatric Division for 2018 was 98%, thus exceeding the set target of 90%.



**Conclusion:** We hereby conclude that through the Always Events project we have improved the quality and patient safety in HMC based on the following points:

- Advocated patient and family centered care approach by initiating the Always Events project which can provide a good quality patient and family experience in HMC.
- Increased patient and family satisfaction by facilitating patient involvement in all aspects of their hospital journey.
- Fostered a good and effective communication between patients and families and the multidisciplinary team involved in patient care.
- Advocated staff satisfaction through staff empowerment, increased sense of accountability in providing safe quality patient care and provided them the motivation to work enthusiastically for pediatric patient in Al Wakra Hospital.

## References:

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