

# Be the CHANGE, What Matters To You, Matters To Us

(ONE SIMPLE QUESTION CAN MAKE A BIG DIFFERENCE)

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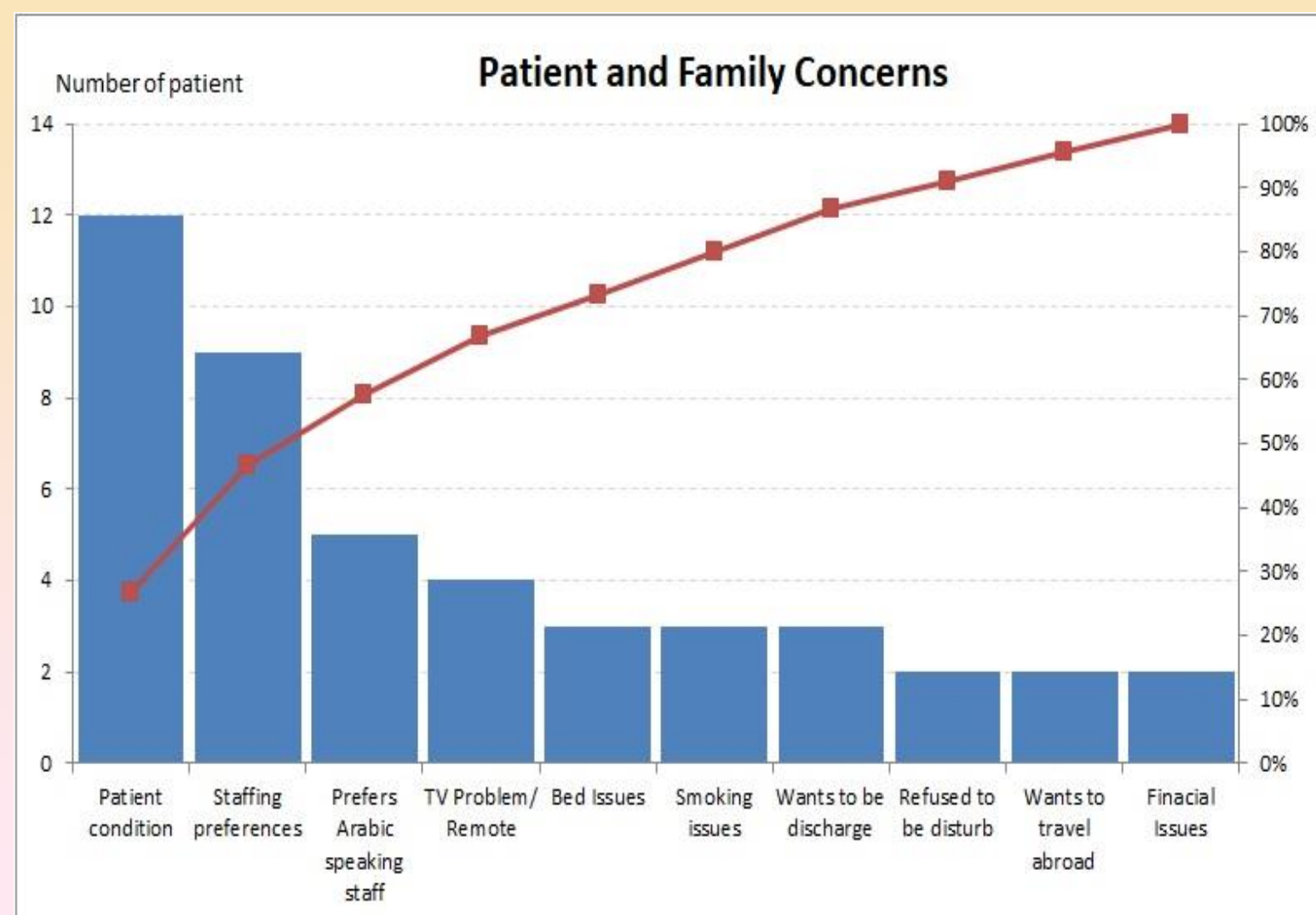
## BACKGROUND

Our patients in High Dependency Unit C are mostly heart failure patients. These patients need more intensive observation, treatment and nursing care than is possible in a general ward but slightly less than that given in intensive care. Moreover, these patients have increase demands and concerns due to their debilitating conditions and long stay in the hospital. Because of this, there is an increase in the number of complaints from patients, and their families in High Dependency Unit C regarding the treatment, management and the quality of care they receive. On this account, as of May 2019, we started to launch a What Matters To You project as a part of Institute of Healthcare Improvement Program.

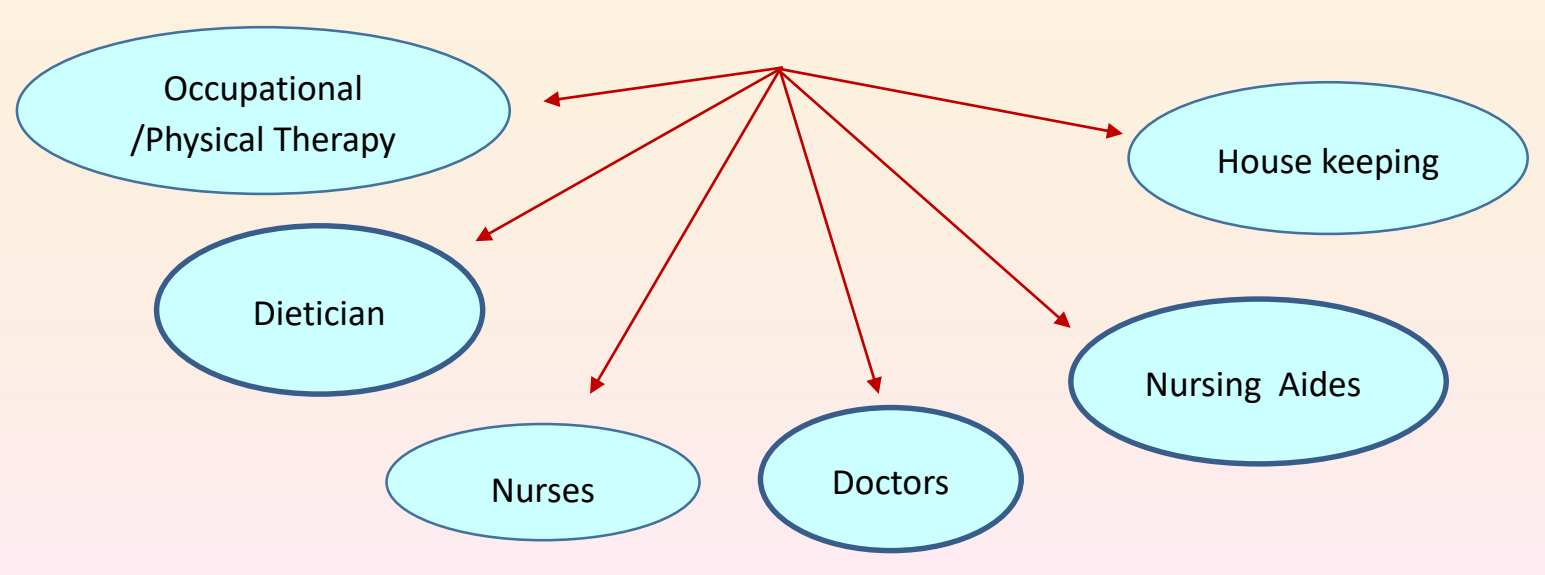
## AIM

To engage patient and family during hospital stay in High Dependency Unit-C by collecting concerns and issues which matters to them and provide solution within 48 hours or as soon as possible.  
To collect feedbacks from patients related to the quality of care and incorporated to improve the quality provided by the care given in High Dependency Unit-C.

## COMMON PROBLEMS IDENTIFIED



## MULTIDISCIPLINARY TEAM



## Monitoring Tool (English)

- 1.What is important to you at the moment?
- 2.For your care what is your Ideal scenario?
- 3.What would you like to achieve as a result of our work together?
- 4.Is there anything else you want to tell me that I haven't ask about?
- 5.What can I do to best support you in your care today?

## المراقبة (Arabic)

1. ما هو المهم بالنسبة لك في الوقت الراهن؟
2. لرعايتك ما هو السيناريو المثالي؟
3. ماذا تريد تحقيقه نتيجة لعملنا معًا؟
4. هل هناك أي شيء آخر تريد أن تخبرني أنني لم أسأل عنه؟
5. ما الذي يمكنني فعله لتقديم أفضل دعم لك في رعايتك اليوم؟

## MONITORING TOOLS

## निगरानी उपकरण (Hindi)

1. इस समय आपके लिए क्या महत्वपूर्ण है?
2. आपकी देखभाल के लिए आपका आदर्श परिदृश्य क्या है?
3. एक साथ हमारे काम के परिणामस्वरूप आप क्या हासिल करना चाहेंगे?
4. क्या कुछ और है जो आप मुझसे कहना चाहते हैं कि मैं इसके बारे में पूछूं?
5. आज मैं आपकी देखभाल में सबसे अच्छा समर्थन करने के लिए क्या कर सकता हूँ?



## ACTIVITIES AND INTERVENTION

1. Patient concern and issues taken/ollected from gathered data's by telemetry nurse per shift
2. Random Interview by the team members
3. Collected data's should be coordinated and referred to the concerned healthcare provider or other member of multi-disciplinary team and it should be resolved possibly within two days
4. Short classes for simple and casual Arabic words or language for the staff through WhatsApp group chat.

## SUSTAINABILITY

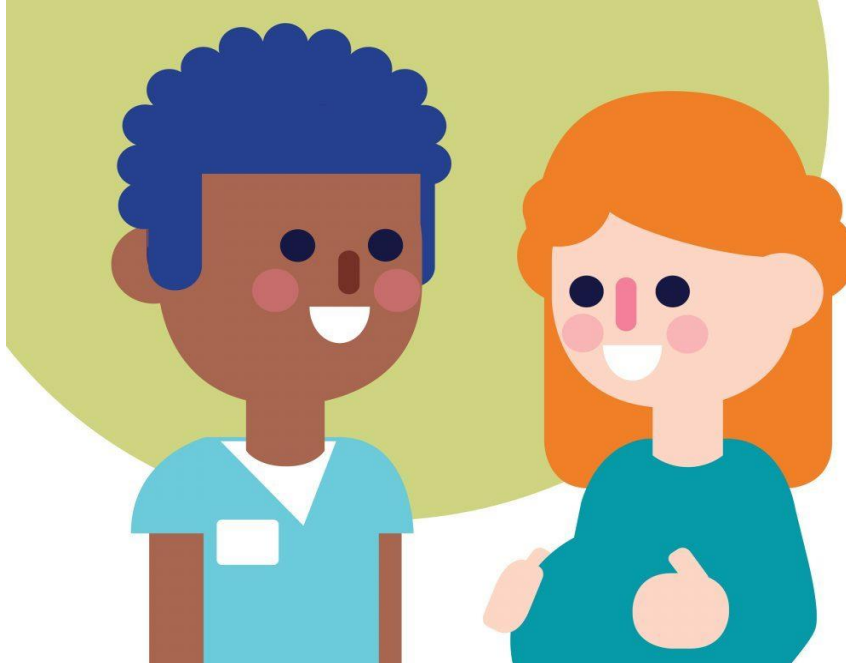
To continue monitoring through the use of our tools in order to gather data and resolve issues.

## OUTCOMES

- 1.Increase percentage of patient satisfaction through patient satisfaction survey in HDU-C.
2. Early discharge
3. Cost Effective
4. Reduce complaints from the patient and family
5. Staff and other healthcare provider can do their job effectively/ job satisfaction rate increase
- 6.A good and meaningful experience both for the patient, family and staff as a whole.



## WHAT MATTERS TO YOU?

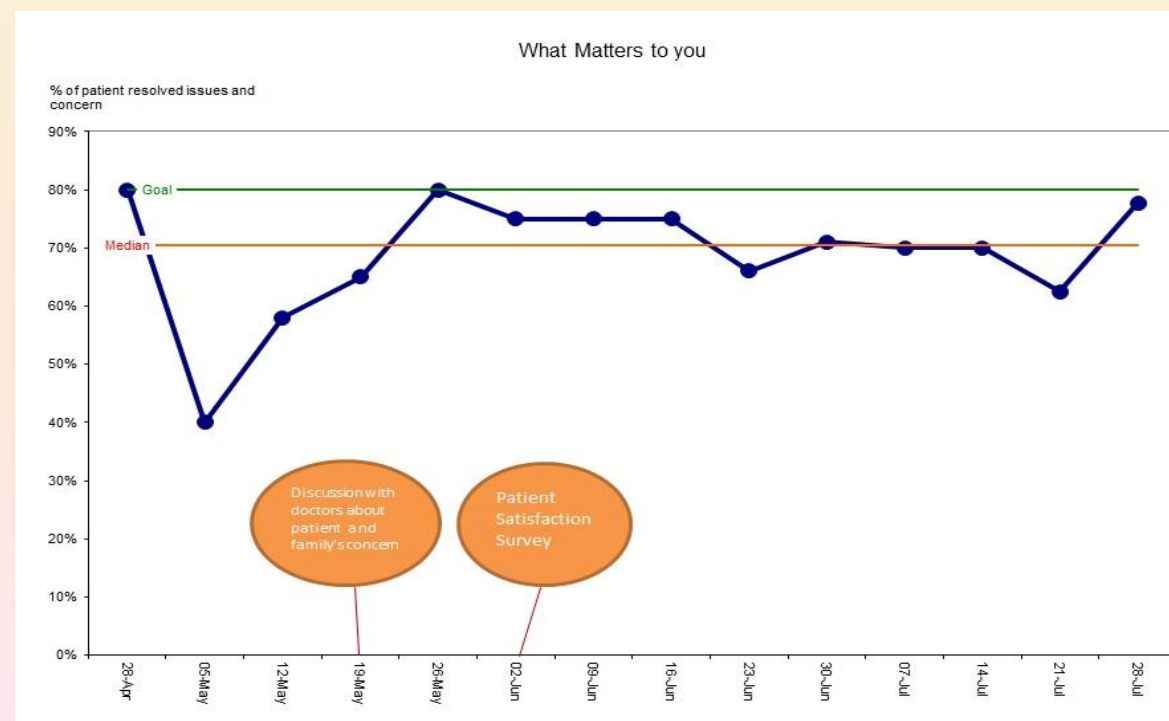
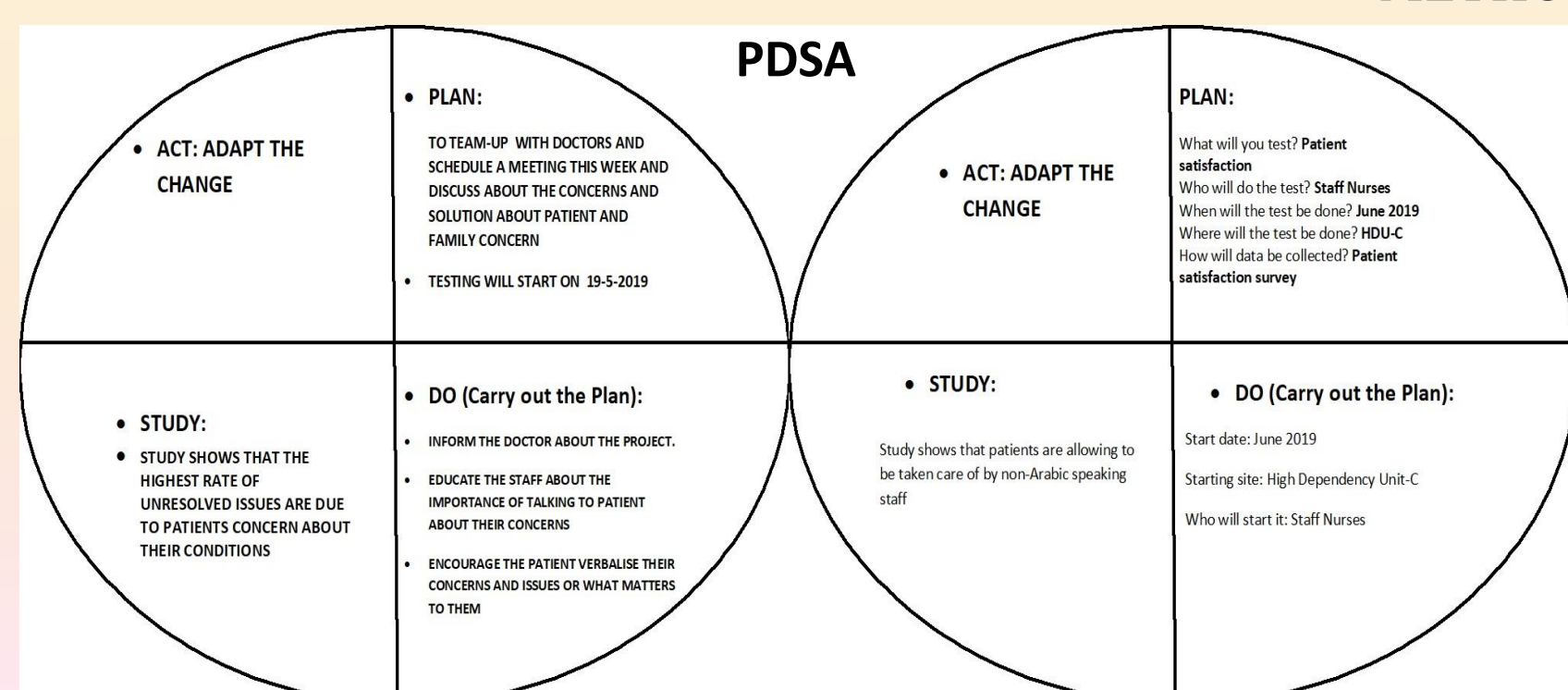


Ask What Matters.  
Listen to What Matters.  
Do What Matters.

## CONCLUSION

If we treat each patient as a person with individual wishes, concerns, hopes, experiences, and listen to these; when we make decisions and explain it in a way that a person understands, then we will make an improvement and this can make a difference in healthcare and staffs satisfaction as an accomplishment, making hospital stay a memorable one.

## METHODOLOGY



## REFERENCES

- What matters to you:  
<http://www.EnglandandHs.uk.blog>  
What matters to you:  
<http://youtube/ww3ulAtTMlg>  
What matters to you:  
<http://www.ihl.org/Topics/WhatMatters/Pages/default.aspx>  
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