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Person Centered Care



A systematic review of evidence
on the links between patient experience
and clinical safety and effectiveness

Cathal Doyle,¹ Laura Lennox,^{1,2} Derek Bell^{1,2}

BMJ Open 2013 3:

“It is more important to know what sort of person has a disease than to know what sort of disease a person has,” Hippocrates approximately 2,400 years ago.

‘Flipping’ Health Care

- Disconnect between what we think people want and need and the actual fact
- ‘What’s the matter’ to ‘what matters to you’
- Flip the balance
- Changing expectations
- Truly collaborating
- Helping people fulfill their dreams
- Initial Project



What matters to me

Jennifer Rodgers, Senior Charge Nurse
Quality Improvement & Patient Safety, GGC

'That doctors and nurses ask me how I am feeling and not just talk to my mum
It's good that mummy can stay with me
I would prefer to have emla cream and not the spray
Kind nurses
Painting and drawing' (Age 6 years)

Kind nurses
Painting and drawing' (Age 6 years)

'I get the right medicine
The nurses are nice to me
The nurses help me'
(Age 8 years)



'Doctors see me not my illness
Doctors keeping their promises
In a ward with people my own age
Don't need to stay in hospital for longer
than I need to
Friendly nurses' (Age 15 years)

'Being kept informed by staff
Getting results back quickly
Knowing the staff listen to me
Being treated appropriately for my age'
(Age 14 years)



What



Matters



to me



1. NO Moaning

Rules



2. Help Me

3. Knock before
you come in
my room!

4. Have activities
for me while stuck
in bed!

5. Don't forget
about me!



Deek's parents.



What matters to me



What matters to my family

My name is _____
I am _____ days old
My current weight is _____

My feeds are _____
I'd like to talk about _____
Expressing ☐
Bottlefeeding ☐
Breastfeeding ☐

WHAT DO I LIKE?

PLEASE COULD I HAVE A PERSONALISED VIDEO MESSAGE



I WOULD LIKE TO RECEIVE PARENT EDUCATION TEXTS

My family's skills

We can	Assist Us
Cuddle me	<input type="checkbox"/>
Kangaroo Care	<input type="checkbox"/>
Bath time	<input type="checkbox"/>
Changing	<input type="checkbox"/>
Reading	<input type="checkbox"/>
Singing	<input type="checkbox"/>
Recognise baby's cues	<input type="checkbox"/>
Getting my milk	<input type="checkbox"/>
Prepare my feeds	<input type="checkbox"/>
Oral Feeds	<input type="checkbox"/>
Take Feeds	<input type="checkbox"/>
Giving medicine	<input type="checkbox"/>
Extra special cares	<input type="checkbox"/>

My family would like you to know

Have you seen the rest of the unit? ☐ Yes ☐ No

Have you received your booking bag? ☐ Yes ☐ No



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Medics use video to help parents of neonatal babies





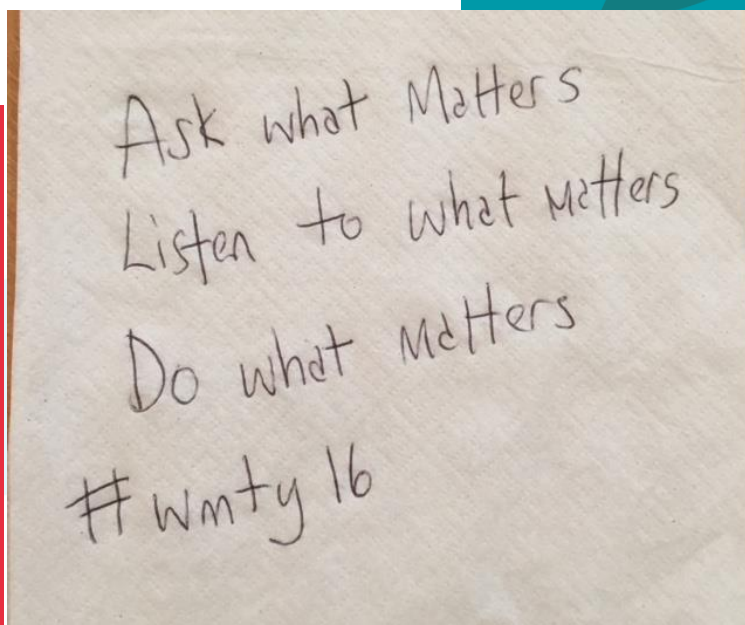
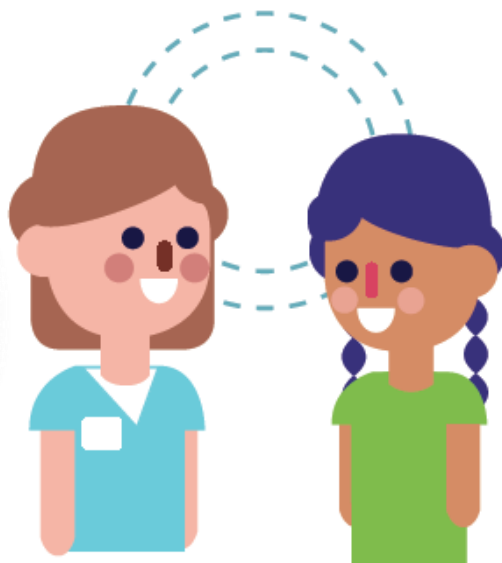
Thoughts from a parent in the NICU

@hugrhc



The Ann Fraser Atrium

Outpatient
Reception







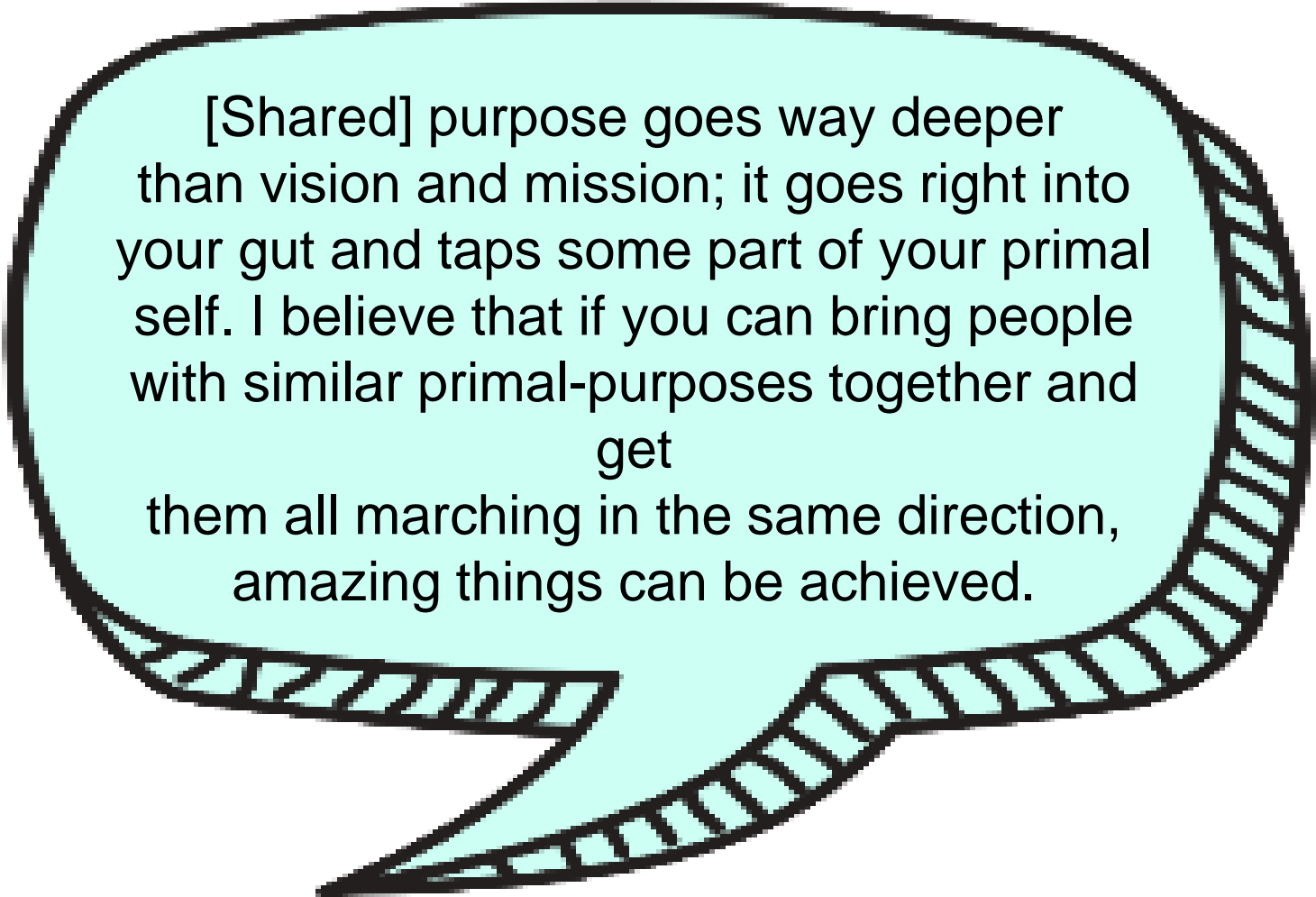
or



***“I have some key
performance
indicators for the
next 12 months”***

“I have a dream”

Source: @RobertVarnam



[Shared] purpose goes way deeper than vision and mission; it goes right into your gut and taps some part of your primal self. I believe that if you can bring people with similar primal-purposes together and get them all marching in the same direction, amazing things can be achieved.



@Sch4Change #S4CA

Seth Carguilo





Life is so much brighter
when we focus on what truly
matters....