



## 3<sup>rd</sup> Annual Quality & Patient Safety Conference

### Improving the Healthcare Journey for Patients & Staff



#### TITLE

**Reflection Rounds "It's Time to Listen"**

#### SUBMITTED BY

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#### ABSTRACT

##### INTRODUCTION

Dignity & Respect thematic Level 2 complaints in OLOL are consistently the largest proportion of complaints managed by the Quality & Safety Department. (~38% per month 2020). Included within this theme are: end of life care, delivery of care or alleged inappropriate behavior. This proposed intervention should contribute to a reduction in said complaints.

##### METHODOLOGY

Reflection Rounds developed based on proving Schwartz Rounds model.

##### AIM

- Develop local KPI
- Target of Dignity & Respect themed complaints received to equal 28% per month
- Identify key learnings from the initiative to monitor effectiveness from both staff and QI perspective

##### CHANGE IMPLEMENTED

- Reflection Rounds  
Specific complaints identified with an emphatic emphasis put forward for Reflection Rounds
- Complaint Workshop  
Clinical complaints identified for education and learning with Clinicians

##### MEASUREMENT

A personal impact survey was used for staff to identify if Reflection Rounds positively impacted on daily work and patient care. Staff satisfaction was also measured to assess effectiveness.

##### RESULTS

- Following the concurrent introduction of 6 interventions, the number of Dignity & Respect complaints decreased to within our local KPI (28%) with the exception of August.
- Further analysis of August demonstrated complaints were received against a specialty group that was not yet targeted by this initiative. Key learning identified that involving staff in the complaints process demonstrated a notable reduction in Dignity & Respect complaints.
- Result: decrease of ~38% to ~15% per month of Dignity & Respect complaints post initiative (April-Oct)

##### VALUE

Reflection Rounds enables a levelling effect offering a forum to share experiences where staff are willing to be open with others. Areas highlighted included gaining greater insight into self and others, insight into family dynamics and communication failures. Highlighting the importance of Dignity & Respect to staff improved patient experience.

##### SUSTAINMENT

- Continuation of Reflection Rounds for all specialties
- Identification of facilitators/local leads to ensure sustainability
- Expansion of the model to include learning from incident reviews and positively promote changes that occur as a result of these.

##### ADDITIONAL INFORMATION

"It's Time to Listen" has proven to be a powerful method of bringing the patient experience to the front line