

# Welcome | Haere Mai

*This month's report looks at the first of our values: Haere Mai | Welcome.*

Overall, our patients tell us that we are putting our values into practice every day. Of the 1077 respondents over the last 12 months who commented on behaviours that reflect our values, 81 percent experienced behaviours we want to see, and 19 percent told us about behaviours that are not consistent with our values. This report considers from patients' perspectives what our values look like in practice in the outpatient setting.

## Six actions and behaviours we do that put outpatients at ease

# 1

### GREET THEM WARMLY

Our outpatients feel welcome and at ease when we greet them in a friendly manner. They say this helps them feel comfortable, relaxed and in safe hands.

EFFECTIVE FIRST ENCOUNTERS INCLUDE A WARM, AUTHENTIC GREETING; A DISPLAY OF INTEREST IN THE PATIENT AS A PERSON; AND AN UPFRONT CONVERSATION, TO ELICIT PATIENT CONCERNS.

(www.ihi.org)



*Staff were attentive, friendly, welcoming and efficient, smiled and had eye contact.*



*When you ask someone questions about treatment and you are answered in a very confident and calm attitude it makes me personally relaxed and trusting.*

## 87%

OF OUTPATIENTS SAY THEY **ALWAYS** HAVE CONFIDENCE AND TRUST IN OUR STAFF.

# 2

### GIVE THEM CONFIDENCE

Outpatients tell us they feel comfortable when they are treated in a way which is warm, yet professional. Not only does this make them feel at ease, it also gives them confidence and trust in their care.

# 3

### ANSWER QUESTIONS

Our outpatients feel at ease when we create an environment which encourages open dialogue and where they are comfortable to ask questions or clarify issues they don't understand.

## 87%

OF OUTPATIENTS SAY STAFF **ALWAYS** ANSWERED QUESTIONS IN WAYS THEY COULD UNDERSTAND



*[The clinic staff] afforded me all the time I needed to ask questions and clarify things in ways I would understand.*



*The Doctor already give us more information we need know. It was the way he explain and show us why and what it was all about. If we had a question we did feel free to ask. The Doctor's and the Nurses were very open minded and friendly. That is why I feel my recovery time was much faster.*

# 4

### BE OPEN AND TRANSPARENT

Helping our outpatients feel safe, and at ease, is an important precursor to being able to discuss their care and treatment in an open, honest and transparent manner.

# 5

### INFORM AND INCLUDE

Our outpatients tell us they feel at ease when they have the information to make decisions about their care and treatment, and are actively included in those decisions.

## 95%

OF OUTPATIENTS SAY THEY HAD MOST (20%) OR ALL (75%) THE INFORMATION THEY NEEDED TO MAKE DECISIONS ABOUT THEIR CARE AND TREATMENT.



## 85%

OF OUTPATIENTS SAY THAT STAFF **ALWAYS** LISTENED TO WHAT THEY HAD TO SAY



*I felt involved and listened to. As though I was part of the team sorting out the problem.*

# 6

### LISTEN

Feeling listened to and included makes our outpatients feel at ease, safe and respected, and included as partners in their care.

## Four things outpatients say we do to find out about the person

# 1

### UNDERSTAND THE PATIENT

Our outpatients value it when we take time to find out about them as a person, and consider their care and treatment in the context of their lives.



✓ *My Nurse engaged in personal conversation whilst carrying out her duties and made me feel that despite how many patients she deals with daily I was not just a name or a number.*

✓ *Having a Dr who has read your notes is important because it makes me feel like a person. If Dr only reads notes when you go into the consultation I feel like they don't know me.*

## 92%

OF OUTPATIENTS SAY THAT STAFF WERE AWARE OF THEIR MEDICAL HISTORY AT THEIR MOST RECENT APPOINTMENT.

# 2

### READ CLINICAL RECORDS

Outpatients value going into an appointment knowing that staff have read their clinical records and are aware of their clinical history.

# 3

### INVOLVE WHĀNAU AND FAMILY

Whānau have an important caring and support role and our outpatients value when we regard their whānau, family or other support people as part of the care team.



99% OF OUTPATIENTS WHO WANTED SUPPORT FROM WHĀNAU, FAMILY OR FRIENDS SAY THEY WERE MADE TO FEEL WELCOME AND ABLE TO GIVE THEM SUPPORT.

✓ *My partner was with me a lot of the time and they allowed me to have him help me with everything and for him to be the main person touching me.*

## 65%

OF OUTPATIENTS WHO NEEDED TO CHANGE THEIR APPOINTMENT RATED OUR RESPONSIVENESS AS EXCELLENT OR VERY GOOD.

✓ *[There was a] general understanding of family situation and trying to make appointment and hospital stays more workable.*

# 4

### UNDERSTAND THEIR SITUATION

Living circumstances play a huge part in outpatients' abilities to attend appointments. Those who must travel from out of Auckland city or rely on others to get them to appointments greatly value staff understanding when making or changing appointments.

## Three things outpatients say we do to see the whole person

# 1

### SEE THE PERSON, NOT THE CONDITION

Our outpatients feel valued when their relevant skills, history and knowledge are factored into their care, and when their views are respected and used to inform their care and treatment.

## 86%

OF OUTPATIENTS SAY THEIR VIEWS WERE ALWAYS RESPECTED AND TAKEN INTO ACCOUNT.

✓ *I have a medical background so information was imparted acknowledging this level of understanding, so I really appreciated that.*

✓ *I felt the doctor and the nurse primarily involved in my care were not just going through the motions of a procedure, they really cared about my health and wellbeing.*



# 2

### CARE ABOUT THEIR WELLBEING

Outpatients value when they believe clinical staff genuinely care for their wellbeing

# 3

### CONSULT AND INCLUDE

Consulting patients, listening to their views and including them as partners in their own care makes them feel valued, respected, and important.

## 96%

OF OUTPATIENTS SAY THEY WERE INVOLVED IN SOME OR ALL ASPECTS OF DECISION-MAKING AROUND THEIR CARE AND TREATMENT

✓ *My views on my treatment are always taken into consideration and where possible, treatments are offered that take into account my wishes.*

# Three things outpatients say we do to explain the environment

# 1

## PROVIDE CLEAR INSTRUCTIONS

Our outpatients say that the clear, written instructions they get prior to coming for their appointment are helpful for knowing where to go, what to bring and what to expect.

# 73%

OF OUTPATIENTS RATE THE INFORMATION THEY GET ABOUT THEIR APPOINTMENT AS EXCELLENT OR VERY GOOD.



*I got letters, a phone call and a text related to my appointment. Everything was clearly explained. It made me feel that everything was under control and I didn't need to worry about anything.*



**77%** OF OUTPATIENTS RATE THE EASE OF FINDING THE OUTPATIENTS LOCATION (ADDRESS) AS EXCELLENT OR VERY GOOD.

**70%** OF OUTPATIENTS RATE THE EASE OF FINDING THE CLINIC (ONCE THEY ARE ON SITE) AS EXCELLENT OR VERY GOOD.

# 2

## PROVIDE GOOD DIRECTIONS

Some outpatients tell us they sometimes get lost whilst on site, and appreciate the clear directions either given to them by staff or contained in their appointment letter to help them find their way.

# 3

## CREATE A GOOD FIRST IMPRESSION

Our outpatients value our clean, tidy, warm and welcoming reception areas. These set the standard for the environment they encounter during the remainder of their appointment.



*The staff at the reception desk always greet me with a smile, give clear instructions and don't make me feel hurried.*

# 89%

OF OUTPATIENTS SAY THEY ARE ALWAYS TREATED WITH DIGNITY AND RESPECT AT RECEPTION.

# Actions and behaviours that do not make patients feel welcome\*

# 1

## UNWELCOMING STAFF

Our outpatients do not feel valued when they are ignored at reception, greeted in a perfunctory manner by clinic staff or are spoken to in a rude or abrupt way.



*Some of the doctors speak clearly with a smile; others just stand and look; some stand right back and it's harder to hear them; none of them say Kia ora and then the person's name. It would be great if they did.*



**21%** OF OUTPATIENTS RATE THEIR WAITING TIME AS POOR OR FAIR.



*I waited 90 minutes, then was called, waited alone in consulting room for another 15 minutes. Then I walked out.*

# 2

## AN UNACKNOWLEDGED WAIT

Outpatients appear to accept that there will be some waiting time, but ask that staff acknowledge and apologise for any unreasonable wait.

# 3

## WE SEE NUMBERS, NOT PEOPLE

Our outpatients do not feel valued when they feel as though they are an inconvenience or another person to be processed. When this happens they have little trust or confidence in our care.



*I felt that I was a number in a queue waiting to be served and that the doctor couldn't wait to get rid of me, I would not feel confident if he was going to perform surgery on me as there was no trust established.*

# 8%

OF OUTPATIENTS SAY THAT CLINIC STAFF APPEARED TO KNOW LITTLE OR NOTHING ABOUT THEIR MEDICAL HISTORY.



*The Dr asked where my teeth are (I have not had any for several years) as if [they] hadn't read my file. And I'm supposed to trust [them] to operate on me.*

# 4

## HAVE NOT READ RECORDS

Our outpatients are less likely to feel valued, and have less confidence and trust in our care when staff have clearly not read their clinical records.

# 5

## WE SILENCE THEIR VOICE

The manner and bearing of clinic staff strongly influences what patients will, and won't tell us. Outpatients tell us they are less likely to share when confronted with disinterested, bored, grouchy or officious behaviour.



The doctor kept yawning and came across as being bored and disinterested in the situation. [Their] manner caused me to be reluctant to share information and I couldn't wait to leave the appointment.



There is no consistency with the signage, the graphics, text, directions are really random. The overall design is poor, this puts more pressure on staff because they have to waste time explaining directions, and stresses patients and visitors who are trying to find their way.

# 6

## SIGNAGE IS INADEQUATE

Finding their way from the carpark or bus stop to the clinic is stressful for many of our outpatients, who claim the clinics are poorly signposted and hard to find.

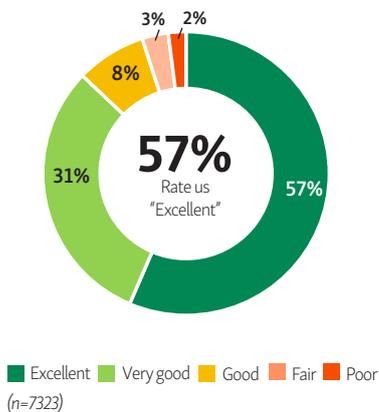
**\*A NOTE ON BEHAVIOURS WE DON'T WANT TO SEE:** It should be noted that the majority of comments around behaviours that do not make patients feel welcome refer to the behaviour of one or two individual staff members, rather than a team or organisational culture. These isolated negative experiences, however, appear to overshadow or otherwise negatively define an overall positive experience, and for this reason it is important to draw attention to them.

## How are we doing overall?

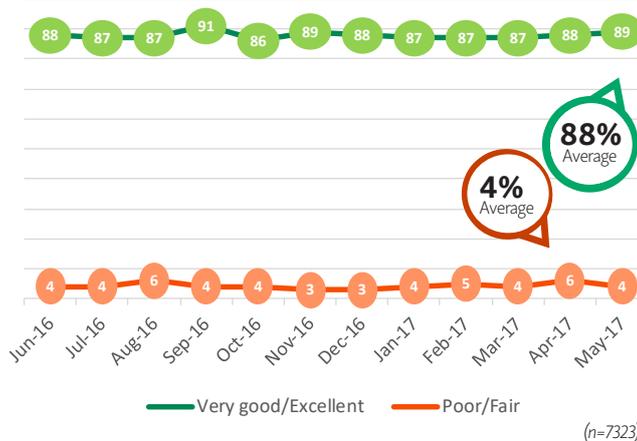
### OVERALL RESULTS

We aim to have 90% of patients rating their overall care as either "very good" or "excellent."

#### HOW DO WE RATE? (JUN 2016- MAY 2017)

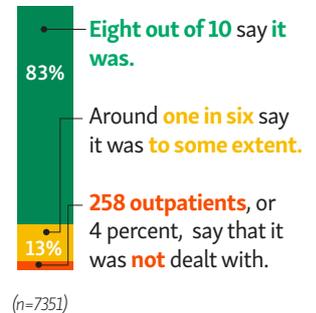


#### OVERALL CARE RATINGS JUN 2016- MAY 2017



#### MAIN REASON MET?

We ask our outpatients if the main reason they went to the clinic was dealt with to their satisfaction



### DIMENSIONS

Our outpatients are asked to choose the three things that matter most to their care and treatment, and then rate our performance on those dimensions.

