



Women's Voices:

Identifying oncology-gynaecology service improvements.



Co-design

Experience based co-design is an exciting way of bringing patients and staff together to share the role of improving quality and safety.



The Team

Stephanie Campbell-Wilson (Gynaecology Cancer CNS)

Karen Grimshaw (Radiation Therapist)

Clare Mills (Registered Nurse – Oncology)



Background

- WDHB does not have a gynae-oncologist on site
- Complex gynae-oncology surgeries are performed in Auckland
- WDHB also treat women from across the region with specialist radiation therapy treatments including brachytherapy and chemotherapy
- Multiple DHB's visits for a complete treatment regime
- High turnover of senior medical staff in Women's Health
- Anecdotal evidence



Co-Design Process

- **Project start up:** understand, scope, plan, aim
- **Engage:** patients, families and staff
- **Capture:** patient, family and staff experiences using a range of methods
- **Understand:** emotions and “touch points” along the journey of care
- **Improve:** work together to identify and prioritise what to improve
- **Measure:** check to see if patient experiences are improving



Engage

- Workshops and webinars to develop our knowledge of the co-design process.
- **Conducted a survey of recent gynae-oncology patients.**
- Five of these patients agreed to be interviewed.
- **Three women were interviewed at the hospital and each received a petrol voucher plus a parking ticket to help with expenses. One was interviewed at her workplace and another in her home - both options were at the request of the interviewees. Two of the five agreed to partake in the co-design improvement meeting as our consumer advisors.**



Capture

- We sent a Patient Experience survey by post with a SAE, to 55 women.
- All the participating women had gynaecological cancers and attended the gynaecology service over the previous six months, Sept 2016 – Feb 2017).
- From the 55 we had 28 responses.
- The survey was designed to specifically identify how these women felt throughout their journey



Capture

- We identified seven touchpoints through the pathway where patients would experience care from health professionals.
 - **First Hospital Appointment (Women's Health)**
 - **Surgery at Auckland** **OR**
 - **Surgery at Waikato**
 - **Radiation therapy**
 - **Brachytherapy**
 - **Follow-up**



Experience Survey

Your Gynae Journey



Your Contact Details: Optional
NAME:

CONTACT (email or phone).....

How do you feel?

By letting us know how you felt during your gynae journey, it will help us to understand how we make this journey for better for everyone.

Circle the words that best describe your feelings at each stage, or write your own words at the bottom.

How was your very first hospital appointment?	How did you feel having surgery at Auckland hospital	OR	having surgery at Waikato hospital	If you had Chemo, how did you feel	If you had Radiation Therapy, how did you feel	If you had Brachy, how did you feel before your first	If you have finished your treatment, how do you feel today.
happy	happy		happy	happy	happy	happy	happy
supported	supported		supported	supported	supported	supported	supported
safe	safe		safe	safe	safe	safe	safe
good	good		good	good	good	good	good
comfortable	comfortable		comfortable	comfortable	comfortable	comfortable	comfortable
in pain	in pain		in pain	in pain	in pain	in pain	in pain
worried	worried		worried	worried	worried	worried	worried
lonely	lonely		lonely	lonely	lonely	lonely	lonely
sad	sad		sad	sad	sad	sad	sad

Write your own words here	Write your own words here	Write your own words here	Write your own words here	Write your own words here	Write your own words here	Write your own words here
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

For further details please contact:
Stephanie Campbell-Wilson
Ph: 021759807
Email: Stephanie.Campbell-Wilson@waikatodhb.health.nz

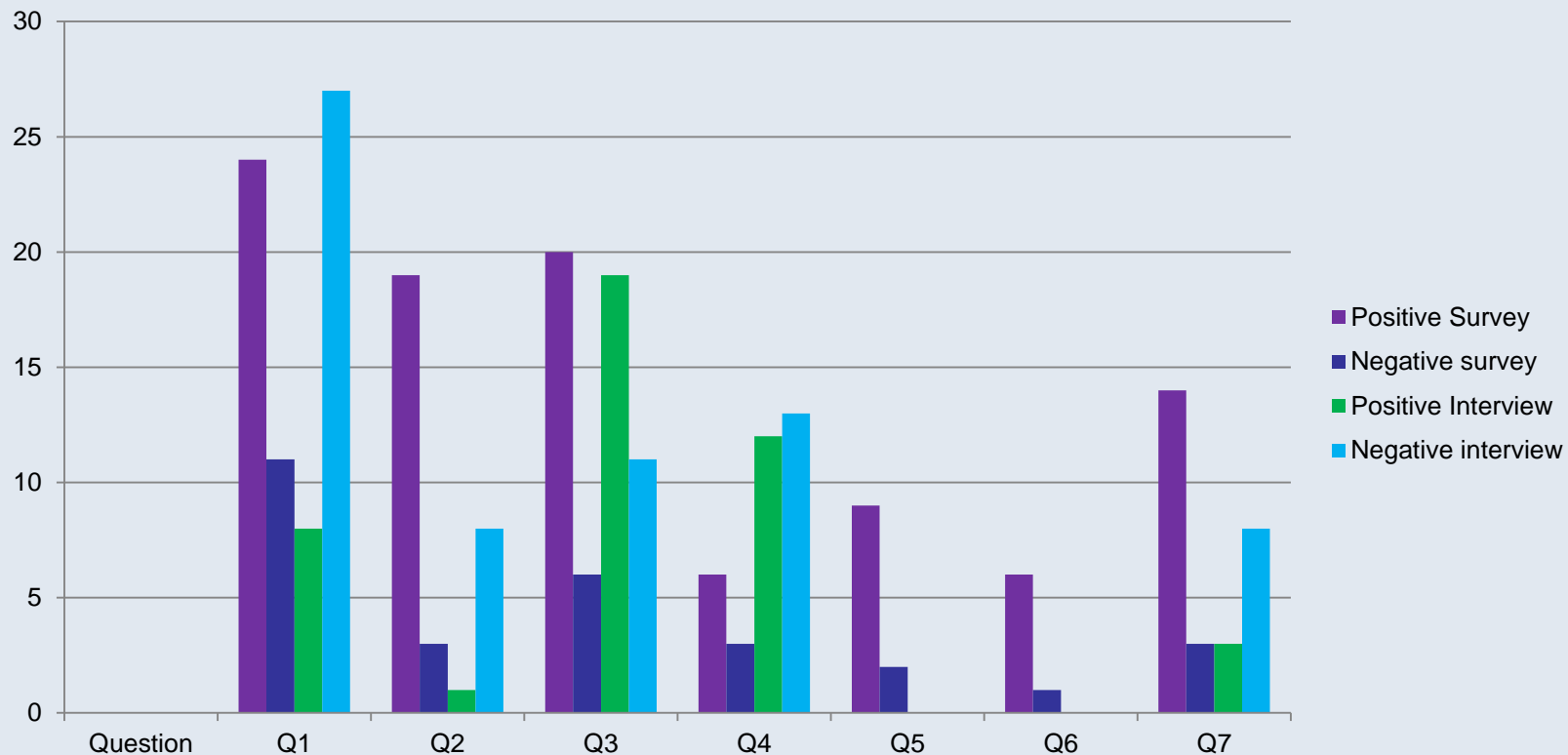
Or
Karen Grimshaw (Radiation Therapist)
grimshak@waikatodhb.health.nz
ph: 078398899 ext 96248

Clare Mills
Clare.Mills@waikatodhb.health.nz
Ph: 078398899 ext 96830

Please post back by May 31st, 2017 in the self-addressed envelope provided



Capture



Understand



Pink – positive

Green – negative

Purple – staff comments

Orange - ideas

Understand



THEMES IDENTIFIED:

- ❖ Discharge & FU
- ❖ Communication
- ❖ Processes
- ❖ People
- ❖ Information

Improve

- Organised a co-design improvement meeting
 - Representatives from each of the services.
 - Two consumers
 - In total we invited 17 staff including consultants, nurse specialists, service managers and our DHB consumer engagement representative
 - Of those 17, 11 participated in person and 3 from ADHB via a video link, 3 MIA
 - Administrator who was able to capture our discussion
- **Key: a robust and open discussion.**
- From interviews we collated all the ideas then added new ideas from our meeting.
- **In total we gathered over 20 items to work on.**
- We further identified 2-3 key issues that we could focus on



Ideas

- ❖ Follow up appointments should be made automatically
- ❖ **Improve follow up – booklet given out early, survivorship clinic**
- ❖ Ongoing patient feedback
- ❖ **Options for getting scan done quickly if can't afford**
- ❖ Review patient info in WOPD
- ❖ **Need literature at each stage of the journey**
- ❖ Need patient information on cancer in gynae, possible steps
- ❖ **Look at appointment relevance**
- ❖ Patient information on staging and grading and what treatment
- ❖ **Review patient info in chemo**
- ❖ Review vault brachytherapy support
- ❖ **Email correspondence for information is helpful**
- ❖ Review links between GOP's and specialists
- ❖ **Should have seen specialist for results before meeting oncology nurse**
- ❖ Be more informed early on
- ❖ **Virtual health assessments links**
- ❖ Investigate hair donation
- ❖ **Follow up screening as 2 abnormal smears a year apart**
- ❖ Be directed to good general information on site specific cancer on DHB website



Improve

Key Issue	Item to work on	Next Step
Information	<p>Training and clearer instructions for staff re: patient conditions.</p> <p>Education for GP's on preparing patients for FSA's</p> <p>Preparing patients for appointments – Akl, RT, MO, womens health (info on first appt).</p> <p>Cancer society booklet availability / funding</p> <p>Health "passport" / document for patients to take to every appt.</p> <p>Patient information – health literacy appropriate "tailor-made" for patients, what should or shouldn't be included</p>	<p>Discussions with clerical staff, training in giving consistent details.</p> <p>Close working between CNS and bookings coordinator</p> <p>Discussions held with DHB GP Liaison</p> <p>New booklet with information, also letter sent with FSA appoint-FAQ</p> <p>Include website information, looking at how to best deliver information. Develop a casrd with useful website links specifically for patients to access.</p> <p>Investigating options, ?funding</p> <p>updating information, including patients in reviewing information</p>
Communication	<p>Follow-ups: need work on DNA's – appointments not received</p> <p>Bigger and better relationships with NGO's</p> <p>Review Map of Medicine instructions for GP's</p>	<p>All patients who have had surgery (Akl or WKTO) now have a six week follow up review. Implemented CNS led review clinic.</p> <p>Looking at text alerts for appointments.</p> <p>Womens Health working with MoM to establish protocols for gynae malignancies - pre-diagnosis investigations. Sent to GP's and all private and generalist gynaecologists</p>
Process	<p>Prep info to Auckland given at clinics – information in a timely manner</p>	<p>Akl supplied a template to gather relevant info prior to patient clinic appt. looking at getting electronic access for Akl to access WKTO info.</p>



Measure

- Many of the improvement items are in varying stages of progress
- In another 12 months we will audit these processes
- Use a similar format of experience surveys and interviews
- Continue to use the co-design process

WORK IN PROGRESS



THANK YOU

Thank you for giving
us your
time and knowledge!

the co-design team

