

Royal Berkshire



NHS Foundation Trust

# Improving patient experience through implementation of an Elderly Care Enhanced Recovery Pathway

Rachel Thomas – Enhanced Recovery Facilitator (current) & Senior Physiotherapist

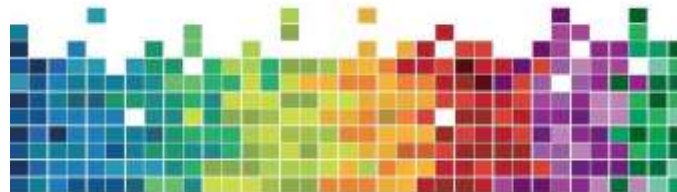
Josie Caffrey – Team Lead Occupational Therapist, Enhanced Recovery Facilitator 2013-2014

Sharon Herring - Care Group Director of Nursing

Kat Young – Senior Quality Improvement Lead

## Background

- Need to improve patient experience, multi-disciplinary team (MDT) working, reduce length of stay (LOS) and prevent inappropriate re-admissions across Elderly Care (EC) wards.
- Need to rehabilitate patients to their baseline functional status
- An MDT working group was formed to develop the pathway.
- A literature review was undertaken and experience sought from within and outside the Trust.
- Setting:
- 5 elderly care wards: 3 Acute; 1 rehabilitation; 1 ortho-geriatric rehab at RBFT



## Project Team Members

- *Josie Caffrey (Enhanced Recovery Facilitator),*
- *Sharon Herring (Care Group Director of Nursing),*
- *Dr Apu Chatterjee (Consultant Geriatrician),*
- *Dr Janet Lippett (Consultant Geriatrician),*
- *Helen Paterson (Matron, Specialist Medicine),*
- *Kat Young (Quality Improvement),*
- *Rachel Thomas (Enhanced Recovery Facilitator).*



## Project Aims

- Create an MDT pathway for implementation in EC (1<sup>st</sup> phase)
- Reduce hospital institutionalisation and functional de-conditioning (2<sup>nd</sup> phase)
- Improve patient and staff experience
- Reduce length of stay / inappropriate readmissions
- **Pathway finalised in October 2013, implemented November 2013-March 2014.**
- **Documentation reviewed, revised pathway rolled out.**



**Enhanced Recovery Pathway**  
**Elderly Medical Admissions**

Likes to be known as:

Affix patient label here

Consultant	Ward
Date of admission    __/__/__	Date pathway started    __/__/__

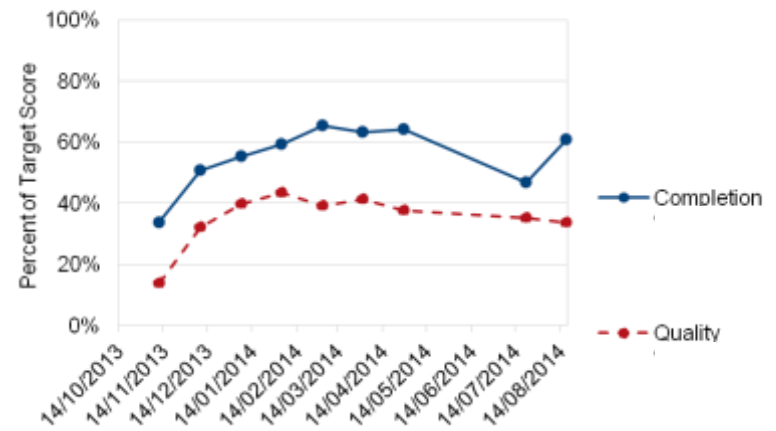
**Instructions**  
 All notes about this patient to be written only in this care pathway. All sections must be completed and initialled every day. Yes boxes must be initialled, or marked "V" (variance) and full reasons recorded.  
**Signature box:** all staff who write in this care pathway must first complete the box below.

Name (capitals)	Role	Signature	Initials

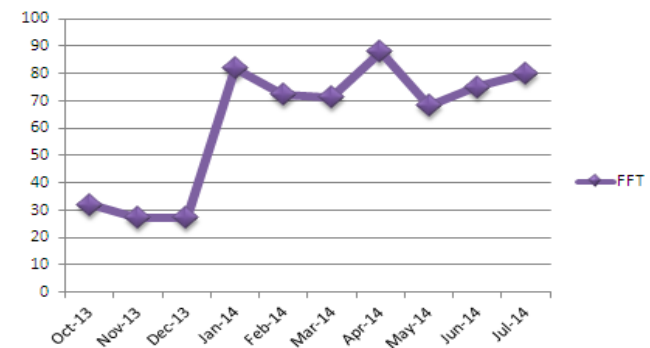
## Outcomes

- Staff attitudes and team working improved
- Patient experience improved (Friends and Family Test), complaints remain low
- Patients are more independent, getting dressed in day clothes and engaging in social dining and other activity groups.
- Improved monitoring of patients food and fluid intake

**Documentation - Mortimer**



**Friends and Family Test - Mortimer**



## Next Steps



- Continued implementation of the documentation
- Continue education and focus on understanding and applying the principles around enhanced recovery
- Explore length of stay/inappropriate readmissions
- Monitor therapy outcome measures to assess functionality

### Learning:

- An MDT approach supported by an Enhanced Recovery Facilitator is essential to the success of this project



## Feedback

- “To enable patients to participate in normal daily activities ensures a more homely environment and assists them to be motivated which promotes a faster recovery.” – Claire Manneh, Ward Manager
- “It’s lovely to see group activity as the hospital environment can be so depressing: this helps to pass the time and make patients feel normal.” – A family member
- “Patients and staff are working towards the same aims” - Jan Tustin, Therapies manager
- “It’s great to see improved communication and everyone focussing on rehab, getting people well again” - Kat Young, QI Lead

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My name is: \_\_\_\_\_ Date: \_\_\_\_\_  
My nurse today is: \_\_\_\_\_  
*Please tick appropriate answer:*

I understand what enhanced recovery means.	Yes	No				
I transfer with:	a hoist	a rotunda	a frame			
In order to walk I need:	a stick	2 sticks	wheeled frame			
I can walk:	on my own	with help of 1	with help of 2			
I am able to eat:	normal diet	soft diet	pureed diet	nil by mouth		
I am able to drink:	normal fluids	on my own	syrup thick fluids	with prompting	custard thick fluids	with help
I have day clothes with me.	Yes	No				
I normally wear glasses.	Just for reading	Yes	No			
I normally wear hearing aids.	Yes	No				
I normally wear dentures.	Yes	No				
My goal for today is:	_____					
I attended social dining today.	Yes	No				
The date which I am aiming to go home is:	_____					
My next of kin / carer is:	_____					



# THANK YOU

# QUESTIONS

