“I’ll Be Back”

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Every piece of care matters

Person centred

Evidence based

Caring

Individualised

Environment

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Emotional Touchpoints
Common Words Chosen

- Peaceful
- Dignified
- Quiet
- Relieved
- Private
- Sad
- Bored
- Scared
- Apprehensive
- Isolated
- Lonely
What Next?

• Successful application to Foundation of Nursing Studies

• Project Team set up

• Workshops and Meetings

• Evaluation

• Planning
• Success

• Patients had frequent direct contact with nursing staff.

• Care rounds now implemented.

• Senior nursing staff happy that all staff now participating in rounds.

• My Concerns

• Paper exercise.

• Task orientated.

• Aims of project were not being met.

• Communication Issues.
What did we do?

Workshops

- Project Team - Value Clarification Exercise
- Ward Staff - Value Clarification Exercise
  - Nursing Philosophy DVD
  - Positive Feedback

6 Months Later

- Repeated Staff Workshops
  - Claims Concerns and Issues
  - Patient Stories