

Southern Cross Hospital Christchurch

Kōrero Mai

Patient Deterioration Programme

**IF YOU HAVE
SOMETHING TO TELL**
Ring the Bell

Defining the Problem





Graeme's Story ...

- 54 year old male
- Day one post op following R) shoulder surgery
- No comorbidities
- Due for discharge



Culture of Being Busy

- Previous experiences
- Communication (non-verbal and verbal)
- Delays in answering call bells
- Media attention





Pieces of the Puzzle

- Communication (verbal and non-verbal)
- Customer Service
- Education
- Pre Admission
- Role definitions
- Charge Nurse uniform
- Badges
- Display Charts



Display Chart Journey

IF YOU HAVE SOMETHING TO TELL RING THE BELL
(in The Play)

My nurse today is _____

My Surgeon/Anaesthetist is _____

I expect to leave hospital on _____

Is something not quite right?
Kōrero Mai - Talk to Me

1 Talk

- If your health or the health of the person you are caring for is getting worse, press the call bell and talk to your nurse.

2 to

- Still worried? If you are still worried after talking to your nurse, you can ask to talk to the Nurse in Charge.

3 Me

- Still worried? After talking to your nurse and the Nurse in Charge, if you are still worried, you can call **021 243 6055** and ask for help, or ask a nurse to call for you.



Kōrero mai
Talk to me

Kōrero Mai - Talk to Me

is a service you can use in the hospital if your health or the health of the person you are caring for is getting worse, or you feel you are not getting the response you need.

Your charge nurse is **Michelle Grenfell**. If you have any concerns or require further assistance please contact her on **extn. 1234**

1000 in The Play

IF YOU HAVE SOMETHING TO TELL
Ring the Bell

My nurse today is _____

I expect to leave hospital on _____

Are You Worried?
Or do you need help?
Press the call bell and talk to your nurse.

2 Still Worried?
If you are still worried after talking to your nurse, you can ask to talk to the Nurse in Charge.

3 Still Worried?
After talking to your nurse and the Nurse in Charge, if you are still worried, you can call **021 243 6055** and ask for help, or ask a nurse to call for you.



Kōrero Mai
Talk to me

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is a service you can use in the hospital if your health or the health of the person you are caring for is getting worse, or you feel you are not getting the response you need.

Your charge nurse is **Michelle Grenfell**, you can contact her on **extn. 3373**

IF YOU HAVE SOMETHING TO TELL
Ring the Bell

Your nurse today is _____

You are in Room Number _____

You can expect to leave hospital on _____

Are You Worried?
Or do you need help?
Press the call bell and talk to your nurse.

2 Still Worried?
If you are still worried after talking to your nurse, you can ask to talk to the Nurse in Charge.

3 Still Worried?
After talking to your nurse and the Nurse in Charge, if you are still worried, you can call **021 876 627** and ask for help, or ask a nurse to call for you.



Kōrero Mai
Talk to me

Kōrero Mai - Talk to Me

is a service you can use in the hospital if your health or the health of the person you are caring for is getting worse, or you feel you are not getting the response you need.

Your Charge Nurse is **Michelle Grenfell**, you can contact her on **extension 3373**

IF YOU HAVE SOMETHING TO TELL
Ring the Bell

Your nurse today is _____

You can expect to leave hospital on _____

Are You Worried?
Or do you need help?
Press the call bell and talk to your nurse.

2 Still Worried?
If you are still worried after talking to your nurse, you can ask to talk to the Nurse in Charge.

3 Still Worried?
After talking to your nurse and the Nurse in Charge, if you are still worried, you can call **021 876 627** and ask for help, or ask a nurse to call for you.



Kōrero Mai
Talk to me

Kōrero Mai - Talk to Me

is a service you can use in the hospital if your health or the health of the person you are caring for is getting worse, or you feel you are not getting the response you need.

Your Charge Nurse is **Michelle Grenfell**, you can contact her on **extension 3373**



IF YOU HAVE SOMETHING TO TELL

Ring the Bell

Your nurse today is _____



Kōrero Mai
Talk to me

If you or your family are concerned about your health or if you need help...

Kōrero Mai - *Talk to Me* is a service you can use in the hospital if your health or the health of the person you are caring for is getting worse, or you feel you are not getting the response you need.

1



Press the call bell and talk to your nurse.

2



You can ask to talk to the Nurse in Charge.

3



Still concerned or still need help?

Call our senior nursing team
Dial *1 021 876 627

* Only need to dial 1 first if you are dialing from your bedside phone

After seeing poster in lounge area... "I talked to the anaesthetist about my breathing concern when intubated... I wouldn't have told him otherwise"

"I had a negative experience two years ago where I didn't feel listened to and felt very scared and very vulnerable.... The person who brought me up to my room today reassured me and told me to ring the bell. You didn't have the poster here two years ago, its great to see and it put my mind at ease"

Consumer Feedback



"I have always been reluctant to ring the bell, but would have no issue ringing now"

"Love the concept of the Display Chart"

"Consumers don't remember who their nurse is,, the Display Charts help them to remember"

"Within the first 10 minutes it was impressed on me to ring the bell"

"Consumers use it [Display Chart] all the time"

"New version is straight to the point"

NZPSHA 'LEADERS IN QUALITY' AWARDS 2018

“A very well written entry. It was a well articulated project with good evidence of co-design. A very good process with lots of patient involvement”.



Pippin Morrison, Project Lead for the Commission's Kōrero Mai project at Southern Cross Hospital Christchurch

Future Considerations

- Joining the jigsaw pieces with ongoing consumer and employee engagement
- Rollout of Display Charts hospital wide
- Provide support network wide for continuous improvement for consumer/whānau care

