

Illuminating redesign through shadowing.

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Background

In 2014 Eastern Health's Continuing Care Rehabilitation and Geriatric Medicine Programs commenced work on a Model of Care Redesign project. Consistent with Eastern Health's broader commitment to patient and family-centred practice, a patient "shadowing" exercise was selected as one of several patient-focussed project diagnostic inputs. "Shadowing" is a process where staff spend time with patients and any visiting family, to observe their experience of care within the facility. Shadowing differs from "tracking" exercises, in that the predominant focus is the patient and family's *subjective* response to the care experience

Methods

Six key resources were developed for the shadowing process. These were:

1. Staff "how-to shadow" written and power-point presentation resources
2. Staff script to guide patient shadowing requests
3. Patient and family information sheet
4. Scheduling matrix
5. Recording template
6. Summary (theme identification) template

A total of 26 two-hour shadows (total 52 hours) were completed by Continuing Care's clinical and management staff. Shadows were scheduled for early morning, daytime and evening. Scheduling also captured a cross-section of patient journey phases from admission to discharge.

Results

This presentation will overview:

- The themes for service improvement that were identified through shadowing
- How this was translated into this Continuing Care model of care redesign
- The broader cultural benefits staff "shadowers" reported they gained through their participation.

Discussion

"Shadowing" provided insights which were not available through other diagnostic tools and seven recurrent themes were identified to assist with the prioritisation of actions for the development of the new model of care. The patient "shadowing" exercise was commended as a valuable tool for patient care experience evaluation which could potentially be utilised within other programs and areas of Eastern Health.