#hellomynamemeis

What’s in a name?

Sarah Bailey

#hello my name is...
# hello my name is… Charlotte.

I’m a Physiotherapist. I’m here to help you get back on your feet so you can get home to the family.
Welcome. Being admitted to hospital can be a difficult time but we would like to make your stay a little easier by knowing what is important to you. Please tell us more about yourself.

ABOUT ME

My preferred name: **Jules**

Something about me:
(e.g. preferred language / hobbies / interests / music / favourite TV show)

I’m a chef and love cooking.
I have 2 beautiful children.
I’m feeling really tired today.

My nurse today

**Kate, Steve**

Today is

**Tuesday 13th February**

Our goal for today

**Walk to the waiting room - I really want to spend some time with my family**

We care about you

Metro South Health
Supporting resources
time to evaluate
Results: Introductions

# hello my name is...

Pre | Post 1 month | Post 3 months

Consumers ➔ Staff

Metro South Health
Introductions: Impact

- Improve communication
- Therapeutic relationships
- Team functioning
- Patient safety
- Culture

<table>
<thead>
<tr>
<th></th>
<th>Pre</th>
<th>Post 1 month</th>
<th>Post 3 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
Results: Visible name badges

<table>
<thead>
<tr>
<th>Pre</th>
<th>Post 1 month</th>
<th>Post 3 months</th>
</tr>
</thead>
</table>

Consumers -> Staff

[Image of a name badge: Chris Pointon, Co-Founder]
Visible name badges: Impact

- enhance interpersonal interactions
- support effective communication
- contribute to patient safety
- increase confidence
- avoid confusion

Pre | Post 1 month | Post 3 months

Consumers → Staff
Person centred communication boards
Patient centred communication boards
Overall – Communication

Enhanced Communication with Staff: Rated by Consumers

Enhanced Communication with Patients: Rated by Staff

Enhanced Communication with Other Staff: Rated by Staff

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
Overall – Quality of patient care

**Enhanced Quality of Patient Care: Rated by Consumers**

- **Post 1 month**
  - Strongly disagree: 10%
  - Disagree: 20%
  - Neutral: 30%
  - Agree: 40%
  - Strongly agree: 10%

- **Post 3 months**
  - Strongly disagree: 10%
  - Disagree: 20%
  - Neutral: 30%
  - Agree: 40%
  - Strongly agree: 10%

**Enhanced Quality of Patient Care: Rated by Staff**

- **Post 1 month**
  - Strongly disagree: 10%
  - Disagree: 20%
  - Neutral: 30%
  - Agree: 40%
  - Strongly agree: 10%

- **Post 3 months**
  - Strongly disagree: 10%
  - Disagree: 20%
  - Neutral: 30%
  - Agree: 40%
  - Strongly agree: 10%
Verbatim feedback from patients/family/carers

• It is good to know who you are addressing when speaking to them and knowing their role

• A great thing to do. Confirms what I need to know. Prevents confusion.

• It's comforting to know the names and job titles

• Gives the family great comfort to know who is looking after their family member
What staff have noticed – verbatim comments

• Family have commented that it is very helpful++

• They appreciate the badge...you are a stranger approaching a patient and they like the introduction and the trust in nurses

• The clearly visible name badge helps me address (other) staff by name during interactions which helps with a professional and personal connection.

• Family and patient are able to talk to me and call me by name which makes the interaction more personal which is very important especially within the rehab environment
Thank you!

Acknowledgements
All participating wards/departments
#hellomynamemweis Working Group
Kathy Gudzinskas
Julie-Anne Ross
Laurelie Wishart

Contact
Sarah Bailey
sarah.bailey2@health.qld.gov.au