

I Am Your Patient But Do You Know Me?

Helen Whiting
Senior Staff Nurse

CRITICAL CARE SERVICES
NHS WEST SUFFOLK FOUNDATION TRUST HOSPITAL

NMC Code of Conduct (nmc.org.uk)

- ▶ Treat people with kindness, respect and compassion
- ▶ Avoid making assumptions and recognise diversity and individual choice
- ▶ Work in partnership with people to make sure you deliver care effectively
- ▶ Encourage and empower people to share decisions about their treatment and care
- ▶ Recognise when people are anxious or in distress and respond compassionately and politely



How can we know our critically ill patients?



- ▶ Individuality lost
- ▶ Not fully able to respond to a patients personality, fears and traits
- ▶ Families given information in the same way
- ▶ Own personal needs hard to achieve
- ▶ Care can be more task orientated

I identified a gap in documentation available

- ▶ Provide more patient centred care that was so simple it involved no additional work for myself and my colleagues
- ▶ Patient or families needed minimal instructions to complete with a simple form
- ▶ Clear key words written only as health professionals could read it quickly in their shift
- ▶ Prompted at start of shift to view
- ▶ Patient ownership with no pressure on how much information was written
- ▶ In paper form and kept with patient at bedside
- ▶ Empowered patients following their care pathway if the patient wanted

THE PATIENT PROFILE FORM

The image shows the front cover of the Patient Profile form. It features the NHS West Suffolk NHS Foundation Trust logo at the top right. The title 'Patient Profile' is prominently displayed in black, with 'CONFIDENTIAL' written below it in red, underlined letters. There are two horizontal lines for 'Name:' and 'Ward:'. A vertical blue banner on the right side contains the text 'PLEASE ENSURE THE PATIENT PROFILE IS KEPT AT THE BEDSIDE'. At the bottom right, there is a logo for 'Puttingyoufirst' with the text 'University of Cambridge Associate Teaching Hospital' underneath.

*Confidential front cover,
kept by bedside*

The image shows the back cover of the Patient Profile form. It features a large, light blue dashed-line square in the center. Inside this square, the text 'PLEASE FEEL FREE TO ATTACH ANY PHOTOS' is written in blue. Below the square, there is a green wavy line. At the bottom, there is a paragraph of text: 'This Patient Profile form can be completed by yourself, your relatives or carers. It will be kept at your bedside and viewed by healthcare professionals enabling them to provide better individualised care.' followed by 'Thank you for completing the form, it's yours to take home on discharge.'

*Simple instructions, opportunity
to add photo, patient ownership*

Patient profile of _____ Age _____
 Completed by _____

I like to be called

I'm left / right handed

My hobbies / interests

My personality

Favourite TV programs & music

My fears

I live with
My Family

I wear glasses
never / reading / all the time

I have hearing aids
never / left / right / both

Pets & others important to me

First time in hospital / history

I work / before I retired

Spiritual preference

Before sleep I relax by / my sleep
pattern / preferred side for sleep

Patients property, please return to patient upon discharge. Created by Senior Staff Nurse Helen Whiting, West Suffolk Hospital NHS Foundation Trust.

I liked to be called - My name is ...

Left/right handed – lines, feeding, rehab

Personality - who they are as a person

Fears - delirium, relative's feedback

Hobbies - improved conversation with patient, families

TV/music - relaxation, time of day

Family - dynamics and care of family

Pets - pet visitation policy

Hearing aids, Glasses, Dentures- communication improved, follow up

I work - pitch conversation

Hospital - reactions to hospital admission

Sleep - improved comfort with positioning, shift worker!

Spiritual - involve chaplain

Quality Care Commission (CQC) visited Critical Care Unit and the Patient Profile had positive reviews in their report (2016)

- ▶ A project to develop a Patient Profile tool resulted in a positive response from allied health professionals. One said 'The profiles are a great innovation, families love them, they're a great tool to help me feel closer to my patient'
- ▶ Staff used Patient Profiles to identify patients with learning disabilities and the support they needed. Nursing staff said Patient Profiles had been a good tool to help them develop their skills in working with patients with disabilities because it enabled them to eliminate assumptions about patients' needs.
- ▶ Staff said the profiles resulted in improved individualised care, for example a new patient had been sleeping poorly and through the use of the Patient Profile staff identified the person normally slept on their right hand side. Staff facilitated this and found the patient slept much better as a result.
- ▶ The tool was used to identify small details to help staff make the patient more comfortable, such as finding out which of their hands was dominant so they could choose where to insert a cannula.

Survey for the Patient Profile Form

39 response from 49 nursing staff in Critical Care
19.9.17 - 19.10.17

Q: The Patient Profile is easy to complete for relatives/patients with each heading in an oval section.

100% agree

Q: The patient profile requires minimal instruction by nurses for families or patient to complete

94.7% agree

Q: The patient profiles colourful and simple design is inviting and non-threatening to complete

97.5% agree

RESULTS 39 Nurses

Patient Centered Care

Q: The patient profile on needs a short time to read to gain insight on your patient.

94.8% agree

Q: Do you feel that care of the patient had become more individualised with the introduction of the patient profile?

76.9% agree

Q: Has the patient profile helped to initiate/improve conversation with your patients?

79.4% agree

RESULTS of 39 Nurses Relatives response

Q: By completing the Patient Profile families now have an input into individualised patient care thus part of their care treatment

64.1% agree

Q: Relatives always seem willing to complete a Patient Profile form

76.9% agree

Q: Do you find that by the relatives completing the Patient Profile form, it gives them something positive to contribute in a stressful situation?

79.4% agree

RESULTS of 39 Nurses

Additional Comments

I have found it to be an excellent tool for opening communication with our patients family/friends, develop a greater understanding of the patients personality and needs. It makes patients and their loved ones feel we value and care for them as an individual, and will listen to their needs and feelings. **It's a wonderful simple tool.**

By prompting relatives to consider aspects of their loved ones personality they often start to share stories, often leading to laughter and they can share and bond. This helps reduce stress, and they can share their reminiscence with the bedside nurse, thus developing shared care and trust.

TESTIMONIALS

‘I find the most helpful information is what the person likes to be called. Sometimes it’s not obvious what the person likes to be called. ie: completely different name to the one on their addressograph and if they’re unconscious you wouldn’t be able to ask them. I have found it very helpful to break the ice with anxious relatives – it gives them something positive to do in a stressful situation’

I have found it helpful to know if the patient has a pet they are fond of. I started talking to one lady and her family about her Jack Russel and the unit had just introduced a pet visitation policy. I was able to arrange for her to see her dog and it was very beneficial to her psychological wellbeing and recovery as she was becoming quite depressed.

Maxine Kelly, Senior Staff Nurse

TESTIMONIALS

'I looked after a patient that was confused. I read the patient profile and realise that she enjoyed classical music. I started playing classical music from a CD on a radio and the patient settled straight away'

'When a patient was admitted I asked the relatives to fill the Patient Profile and they were satisfied to be able to help in one way and said they felt useful in such a difficult situation'

Monica Vaz, Staff Nurse

'I have looked after a patient who was really poorly and requiring a high rate of sedation to keep her settled and with a breathing that synchronized with the ventilator. I took a while to read the Patient Profile and realised that she gets migraines from intense light on her eyes. I reduced the light and patient ventilator synchronized improved soon after. The patient looked more comfortable and all the vital signs improved.'

Marta Peredo, Senior Staff Nurse

TESTIMONIALS

‘A patient was very ‘shattered’ no eye contact or verbal response, on his Patient Profile there was information about his love of his garden. I started to talk about my problem with pests in the veggie garden and trying to control them. You could see his vital signs normalised and he started to respond – slowly but it was a beginning.’

‘When a patient has been readmitted after several months or years, it helps to update you what changes have happened to them – family members, animals etc. A great memory to me was an addition of a puppy as his very old dog had died – lovely photos were brought in by his family – great for personalising his bed space.’

Denise Smith, Sister

TESTIMONIALS

'It is a great communication tool, I always check the Patient Profile, especially in cases of sedated or confused patients, any difficulties in communication (tracheostomy). It also helps to 'break the ice' when family of the patient is very stressed, difficulties or even when the patient is dying and you have to establish some relationships with the family to support them.'

'Patient Profile is a part of holistic approach in nursing and also looks back at the old fashioned values of caring profession'

Lenka Adamcova, Senior Staff Nurse

'My experience of Critical Care was enlightening bearing in mind how busy the staff are. They treated me as an individual and explained all the procedure which was appreciated, even asked how I slept at night. I informed them that I slept on my left side curled up and they put that into practice for me. Even asked what my hobbies were, if I had any fears. I feel that this is a positive step forward for the NHS.'

Angela, Patient in Critical Care Unit

TESTIMONIALS

'I am new on the ITU team, just joined the team about 2 weeks ago. Patient Profile has been helpful to me. First time I used it was with a patient who was sedated. When doctors stopped his sedation patient was awake and I could not understand what the patient was saying as being intubated. I was able to know information about the patient and make a point of conversation. Patient Profile said he was an Italian teacher and a simple 'Mamma Mia' made the patient smile and relieved some stress. Patient Profile made the conversation and relationship with the patient better, it helped to relieve his stress and improved our communication, really good and handy, easy to use tool.'

'Sometimes simple things can be missed, such as patient is right or left handed. A patient with learning disabilities, when a meal came I gave the spoon on his right hand and realized he was not managing well. First I thought it was his condition but then I looked at his patient profile which stated he was left handed. Patient once more helped me to provide better care to my patients, decreasing the stress levels and improve the quality of care we give. In just 2 weeks Patient Profile has been used by me and proved itself a good reason to use'

Vanessa Almeida, Staff Nurse

TESTIMONIALS

'I think this is particularly useful in this area of work, where often we do not have the ability to get to know our patients personalities well , be it due to severity of illness/effects of sedation or just time. Knowing that a patient is like when well, what is important to them, what stresses them and how they communicate is key to facilitating their recovery. '

'This is especially true in the management of delirium on Intensive Care. An example of a situation where I have found the Patient Profile useful was in managing a very disorientated gentleman coming off long term sedation with delirium. He would pull at his lines try to get out of bed and was unable to communicate why his was distressed. The nurse looking after him that night then started to talk about his dog as mentioned on his Profile. He would start to settle – more effective and far safer than haloperidol!'

'it is also useful when making and discussing difficult decisions, eg, regarding ceiling of treatment or withdrawal of support. The Profile allows us to appreciate our patients as people and understand the implications of these decisions on the individual, even when they are unable to tell us themselves. Great work!'

Dr Mamratha Mathai, ITU/Anaesthetics

NHS
West Suffolk
 NHS Foundation Trust

Patient Profile

CONFIDENTIAL

Name: _____
 Ward: _____

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Putting you first
University of Cambridge Associate Teaching Hospital

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Thank you for completing the form, it's yours to take home on discharge.

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 Favourite TV programs & music _____

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 Before sleep I relax by / my sleep pattern / preferred side for sleep _____

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Thank you,
 any Questions?
 #patientprofile