

Patient profile: I am your patient but do you know me?

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The Patient Profile is...
 a way of getting personal information we need about patients to help provide more compassionate and patient-centred care, without creating additional work for critical care staff.

The journey so far...



Patient profile image

Staff survey feedback:

- The Patient Profile is easy to complete for relatives/ patients with each heading in an oval section. **100% agree**
- The Patient Profile's colourful and simple design is inviting and non-threatening to complete. **98% agree**
- The Patient Profile requires minimal instruction by nurses for families or patients to complete. **95% agree**
- The Patient Profile needs a short time to read to gain insight on your patient. **95% agree**

I love seeing the patient profile being used as a springboard for conversations with stressed relatives and patients as it seems to reduce the anxiety levels when the person is normalised.
 Helen Whiting



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Conclusion
 The Patient profile has been used in the Critical Care Unit for the past five years and is now being ward tested through a quality improvement process, so all professionals involved in the patients' care can understand, at a glance, what the patients' preferences, fears and anxieties are. The Patient Profile is a great way to empower patients and helps normalise things in what can be a high-pressured and invasive environment. The Patient Profile is applicable to most healthcare settings.

https://www.baccn.org/media/resources/C09_I_Am_Your_Patient_But_Do_You_Know_Me_Helen_Whiting_16-9.pdf