

The Patient's Journey Through Critical Care

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Aim

- To demonstrate the effectiveness of the proposed system through the use of a real-world case study, with the means of improving the performance of the system.

Drivers for Change

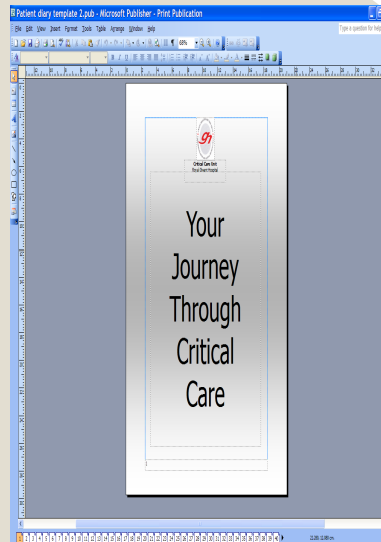
- Improved patient care in Intensive Care Unit (ICU) has led to an increase in the number of reports by patients and families (1999, 2000 and 2003) etc.
- Patients who survive ICU may suffer from physical and psychological trauma (2008, Perrins et al 1998, Skirrow 2000, J

Drivers for Change

- Amnesia following stroke is common in up to 30% of cases (Jones et al 2005 and Jones et al 2006)
- Studies show that the use of memory aids can reduce the effects of memory impairment in stroke rehabilitation (Backman & Walther 2007, Engstrom et al 2008, Knowles et al 2009)

This is what they are : Diary Format

- Patient diaries are given to the patient with a view to them being offered to patients 16 years old and who are able to write for 2 hours



Patient Delusions

- A male nurse was talking to a patient in a cubicle and the patient thought he was a doctor
- Two patients situated near the loading dock and delivery trucks, both had hallucinations of seeing lorries
- A patient in a cubicle (which was divided by a partition wall) became very anxious and agitated at night. He could see shadows through the window and thought they were ghosts

The Patient's Diary

- All staff are encouraged to write in the patient's journal explaining what has happened and what has been done which will help bring the patient up to date when the patient is able to read it.
- Use of non-medical layman's language throughout the diary is important.

Staff Entries

- “I’m Alison, I’ve been here since you’ve been here. I told me that you had a very good best that you have had. Your husband brought the baby home yesterday and we took some pictures and they are beautiful. You had to have a drain put into your chest today to drain some fluid that had collected around

The Patient's Diary

- ◎ Relatives and photographs are pertinent to history

Benefits of the Diary for the family

- Patient diaries can be used to ensure that families can be involved
- It enhances communication between families as families feel more involved in the technological environment
- It facilitates an holistic approach to patient care
- In the event of the death of the patient Kin (NOK) is offered the diary

Benefits of the Diary for staff

- ⦿ Humanises patients
- ⦿ Encourages Multi-professional involvement
- ⦿ Holistic approach
- ⦿ Improved communication by using non-medical terminology
- ⦿ Gained understanding of problems with ICU discharge

Patient Benefits

- ⦿ This is a new care provision. Patients have undertaken a formal survey.
- ⦿ However, positive verbal feedback has been given from both patients and relatives:
 - > “ This is the only way that we can come to my mums care”
 - > “This is the thing that has helped me most

Challenges Encountered

- Staff education
- Reluctance and time to contribute to a new initiative
- Family dynamics
- Seen as a tool to voice concerns
- Different approaches to diary
- MDT involvement

Where we go from here

- Conduct a formal audit
- Continual audit and improvement
- Opportunity to provide research training
- PHD – Local based research
- Follow up clinics
- Patient support groups
- Bereavement care
- If a patient is transferred from one ICU to another, we will use the welsh networks for the diary to be continued through the patient's journey

Intensive
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machines, drugs
organs failing, it
positive relationship
individuals what ever the
may be

Any Questions?

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