

# ABSTRACT SUBMISSION

## 2017 NSW RURAL HEALTH AND RESEARCH CONGRESS

27 – 29 SEPTEMBER 2017, WAGGA WAGGA

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**Concurrent Stream:** Stream III – Rural Health Journeys: Design, Deliver, Experience: Person Centred Care and Consumer experience

**Keywords:** Aged Health/Residential Aged Care

**Abstract Title:** “Walk and Talk”: Can a small act achieve large impacts on consumer experience?

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### Background:

Grenfell Multipurpose Service (MPS) has been working to adopt person-centred care for their residents' who call MPS “home”. To do so, quantitative and qualitative data was collected in 2016, identifying priority areas within Living Well in MPS principles of care; access to recreation and leisure activities and being informed and involved. Baseline surveys identified a decrease in resident physical activity and social interaction over the weekends. “Walk and Talk” focusses on this focus area by building upon pre-existing foundations within the MPS, aiming to increase activity and allow opportunity to improve the wellness culture of staff interacting with residents.

### Approach:

Partnering with The Agency for Clinical Innovation (ACI) in the Living Well in MPS project, Grenfell MPS undertook a collaborative approach to implement principles of care strategies through small plan-do-study-act (PDSA) cycles. Selected residents were taken on walks with staff on weekend days. Early collaboration and engagement of staff and a small number of residents (N=2) was undertaken. Predictions were made as to the residents' level of physical activity, overall mood and staff engagement levels. Predictions and results were documented on a shared online portal with PDSA cycles continuing over 3 months, refining and expanding Walk and Talk to other residents and staff.

### Outcomes / Results:

Weekend walks are now normal practice. Bi-monthly data has demonstrated an increased satisfaction in resident quality of life, with further improvements in independence, physical wellbeing and overall mood. Staff satisfaction has also demonstrated improvements. Further quantitative data will be available in September. Qualitative data from staff and family is encouraging, noting “*wow I made them happy*”. Observational data demonstrates residents were able to spend increased time outside of their room and engage in conversations with staff. Staff report learning more about residents, enabling improved provision of person-centred care and enhancing the resident experience.

### Take Home Message:

Small changes make big differences to the everyday lives of resident's and staff engagement is embedded as normal practice. Opportunities for other improvements (for example weekend outings) have now been created to sustain the positive impact on overall factors such as physical ability and individuals' mood.