



Why you should really CARE about care opinion

What being ED has taught me 😊

Neil Cowan

Executive Director

Armada Kalamunda Group



Kindness



Excellence



Respect



Integrity



Collaboration



Accountability





Nitja Noongar Boodha, Ngalak Whadjuk Moort Noongar Booja, unna.

Ngalak Noongar Bridiya, koora – nitja – boordawaan.

I acknowledge that the Whadjuk people have a continuing spiritual and cultural connection to this land and pay respect to Elders past, present and future.



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Armada Kalamunda Group





Really, why should I CARE?

- 🙄 Another thing to deal with!
- 😬 Rarely get compliments
- 😡 Subjective response(s)
- 👍 Learn for improvement
- 😊 Better consumer experience
- 🙌 Enhanced reputation



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"Rude and disinterested"

STORY HAS A RESPONSE



MODERATION

CRITICALITY

3

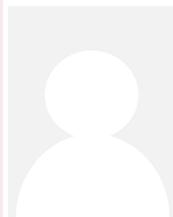
ACTIVITY

READ BY

290

About: Armadale Hospital

Compassion



Dear *So Broken*,



Thank you for sharing your health care experiences with Armadale Kalamunda Group.

I was deeply saddened to read your feedback.

I am concerned that you mention feeling broken right now.

Please can I encourage you to speak to our Assessment and Treatment Mental Health Team on (08) 9391 2400 or the Mental Health Emergency Response Line on 1300 555 788.

Hearing that you felt our staff were rude and disinterested means that we must learn for improvement from those interactions, as such I would really appreciate the opportunity to investigate your concerns in more detail and to help answer the questions and issues you have raised. I encourage you to contact us via our Consumer Liaison Service on (08) 9391 1153 or email AKG_ConsumerLiaison@health.wa.gov.au.



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"Medications and smoking"

STORY HAS A RESPONSE

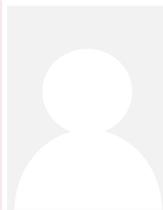


MODERATION
CRITICALITY
2

ACTIVITY
READ BY
220

About: Moodjar Adult Mental Health Ward

Accountability



Dear *mikewt45*



Thank you so much for getting in touch, despite the anxiety you are faced with.

Armadale Health Service is indeed a no smoking hospital, and we support consumers with nicotine replacement therapies free of charge.

You should not have been subjected to any smell of smoke, let alone patients apparently smoking in the communal courtyard. This is being urgently investigated as I type so we take the right action immediately.

Whilst I can confirm the heaters were not, and are not on, our air conditioning has been struggling with the increased heat. We continue to maintain our air conditioning, which will now be subject to additional checks, and we also provide cold water for all consumers.

You should have received your medication on time. I acknowledge and fully apologise for this, this feedback has been given to the area concerned as all medication timings are vitally important.

If you prefer to discuss this matter further through alternative channels, you can contact our Consumer Liaison Service on (08) 9391 1153 or AKG_ConsumerLiaison@health.wa.gov.au



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"Elderly parent transfer"

STORY HAS A RESPONSE



MODERATION

CRITICALITY

1

ACTIVITY

READ BY

157

About: Armadale Hospital

"Inappropriate transfer time of a nursing home patient"

STORY HAS A RESPONSE



MODERATION

CRITICALITY

1

ACTIVITY

READ BY

154

About: Armadale Hospital

Respect

Dear *skyqr88*



Thank you for taking the time to provide feedback about your parent's experience at Armadale Kalamunda Group (AKG) and the late hour of their discharge back to their nursing home.

I can appreciate how disappointed you are about their care and agree that this would have been unfair for both the nursing home and your parent.

We pride ourselves on excellent care for all patients, so please be assured that I will look into our discharge process for patients.

Dear *millimeterpn77*



Thank you for taking the time to provide feedback about your parent-in-laws experience at Armadale Kalamunda Group (AKG) and the late hour of their discharge back to their nursing home.

I was happy to hear that in general their care and treatment was positive, however I was saddened to hear about their discharge while still unwell and at a late hour. I can appreciate how unsettling this would have been for both them and the nursing home.

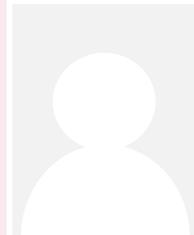
We pride ourselves on excellence of care for our patients, so your feedback is extremely important to ensure we can improve. As such I would really appreciate the opportunity to investigate your concerns in more detail. I encourage you to contact us via our Consumer Liaison Service on (08) 9391 1153 or email AKG_ConsumerLiaison@health.wa.gov.au.



"Infection control during my partner's admission"

About: Armadale Hospital / Emergency Department

Empathy



Dear *Germs*,



Thank you for sharing your experience with the Armadale Kalamunda Group (AKG) regarding your visit with your partner to our Emergency Department. I am truly sorry to hear that your partner was unwell and I sincerely hope they have now

recovered.

Thank you for sharing your concerns about infection prevention practices you noticed while in the emergency department supporting your partner. Please be assured that we take infection prevention seriously and I have shared your experience with our most Senior Nurse and the Infection prevention team. The team will meet the staff in the emergency department and review the admission process to ensure patients are allocated suitable beds when they come into the department.

I also note your recent health issues, this will have been very concerning for you, and I do hope that you have now recovered.

I was very pleased to hear that you found the waiting room calm and the Doctors and Nurses nice and caring. I will be sure to let them know this.



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Yeah, but has CAREing really made a difference?

- 😊 83 Inpatient NPS
- 😊 76 Outpatient NPS
- 😊 56 Emergency Department NPS
- 😊 Two open complaints (was >20)
- 😊 >100 logged compliments per month (was <20)



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