

# Improving Patient Information and Goal Setting within SJH Stroke Unit

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### Quality issue

Poor communication is one of the top three reasons for complaints made regarding the NHS. Patients and carers have highlighted that communication can be variable. Stroke rehabilitation requires a structured programme that considers the patient's personal goals and empowers them during this process. Achieving improvement of communication and goal setting should ensure our approach is more person centred and expedite team decision making.

### Specific aim

Improve the communication and goal setting process for Stroke patients and Carers on the Stroke Unit, St John's Hospital.

### Measurement of improvement

Staff completed a questionnaire indicating the main reasons they felt they were unable to initiate goal setting sessions with patients. The Pareto chart illustrates the reasons. Patient and Carer Feedback following a session was collected.

Feedback supported the generation of test of change ideas to take forward.

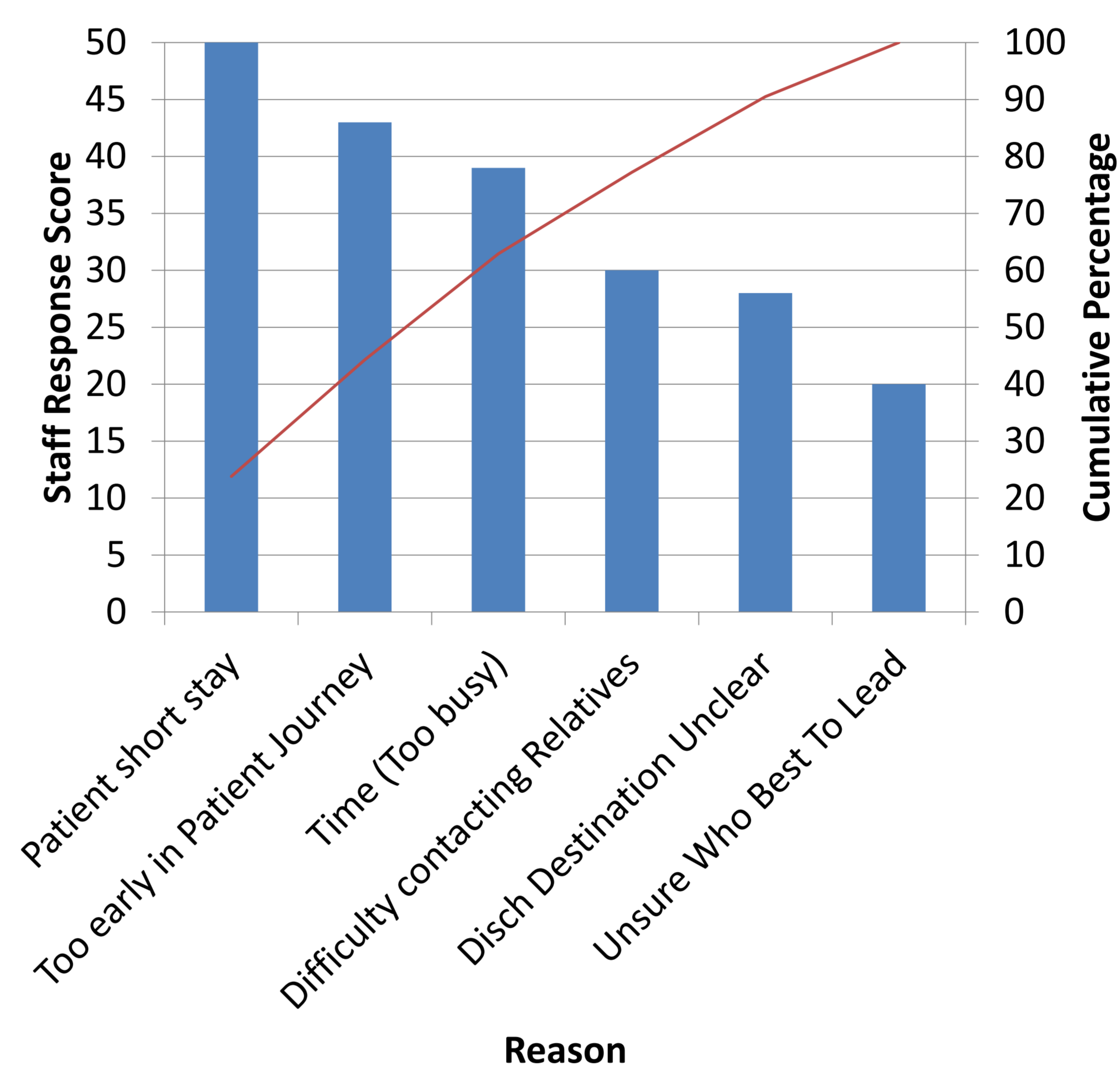


Figure 1: Pareto Chart - Reasons For Not Undertaking Goal Setting Sessions

*'Short to long term goals discussed with explanation of care at home with emphasis on independence' - Carer*

*'pleased with all the information the Therapists explained to us' - Carer*

Figure 2: Patient and Family Feedback

### Tests of change

- Goal Setting Key Worker System
- Telephone Updates with Families
- Goal Setting Champion

### Tools

- Process map
- Pareto Chart
- Patient & Staff Feedback - Questionnaires

### Effects of change

Testing different ways of working and learning what works best is anticipated to enable a consistent approach to including goal setting within a patient's rehabilitation journey.

### Lessons learned and message for others

- It can be challenging to motivate a Multi-disciplinary Team and get "buy in."
- New skills acquired in displaying data.
- The importance of gathering patient/family feedback to guide improvement work.