



CLINICAL
EXCELLENCE
COMMISSION

Falls – a consumer perspective

Dr Karen Luxford
Director, Patient Based Care
May 2011

The consumer perspective

- Patient, family, carer and consumer feedback about their experience
- Feedback avenues:
 - Quantitative data (eg patient surveys)
 - Complaints
 - Focus groups
 - Storytelling

More than feedback.....



CLINICAL
EXCELLENCE
COMMISSION

Storytelling in medicine

- clinician stories, consumer stories

The power of storytelling in improving quality of care

Narrative competence: the set of skills required to recognize, absorb, interpret, and be moved by the stories one hears or reads.

(R. Charon 2004. Narrative and medicine. NEJM 350:862-864)

Consumer stories of falls

- Prue Miller – story of Max Miller
 - Community fall
- Paul Sheaffe and his mother June – story of Percy Sheaffe
 - Fall in hospital

Personal recollections – not medical histories



CLINICAL
EXCELLENCE
COMMISSION

Thank you
Prue & Paul



CLINICAL
EXCELLENCE
COMMISSION

What were the
messages you heard?

Learnings?



- From an active, independent and well life to....
- Fall prevention strategies
- Variability in delivery of care
- Communication skills
- Life context: A person is not just 'a patient'
- Importance of family/carer support structures



CLINICAL
EXCELLENCE
COMMISSION

Potential uses for these personal stories?

The power of patient stories

Educational tool

- Engendering empathy
- Reflection on practice

Falls risk assessment - in hospital setting

Public education

Promoting patient-based care approaches

- engaging patients & carers as team members

Using carer knowledge



CLINICAL
EXCELLENCE
COMMISSION



**What does
Dennis Quaid
have to do with
patient/carer
stories and
safety?**

Story Power: The secret weapon



CLINICAL
EXCELLENCE
COMMISSION

Quaid D, Thao J, Denham C. (2010)

Journal of Patient Safety 6(1): 5-14.

- Study of 675 hospitals where safety leaders showed staff a patient story highlighting failed communication & team work.
- 85% perceived that viewing the patient story had resulting in the saving of lives or had a positive effect on patient care
- Stories can inspire improvements in quality & safety



CLINICAL
EXCELLENCE
COMMISSION

It's the stories that
stay with you



CLINICAL
EXCELLENCE
COMMISSION

More than a story...

valuing engagement and seeking
longer term change



CLINICAL
EXCELLENCE
COMMISSION



Partnering
with Patients