

Communicating effectively with patients  
and families:

## Improving the 'Hospital to Home' Parent and Family Experience for Children on Long Term Ventilation via Tracheostomy

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*\*All photos used with kind permission of the families*

# Children Requiring Long Term Ventilation via Tracheostomy: The Problem



# Hospital to Home: Children's Long Term Ventilation Service

Reduce unnecessary and costly intensive care stay



**Specialist Outreach Clinical Support**



Move care closer to home in a more timely manner



**Specialist Discharge Planning support. Use of web based discharge pathway**



Improve quality and consistency of local care



**Deliver specialist skills and knowledge into the wider community**

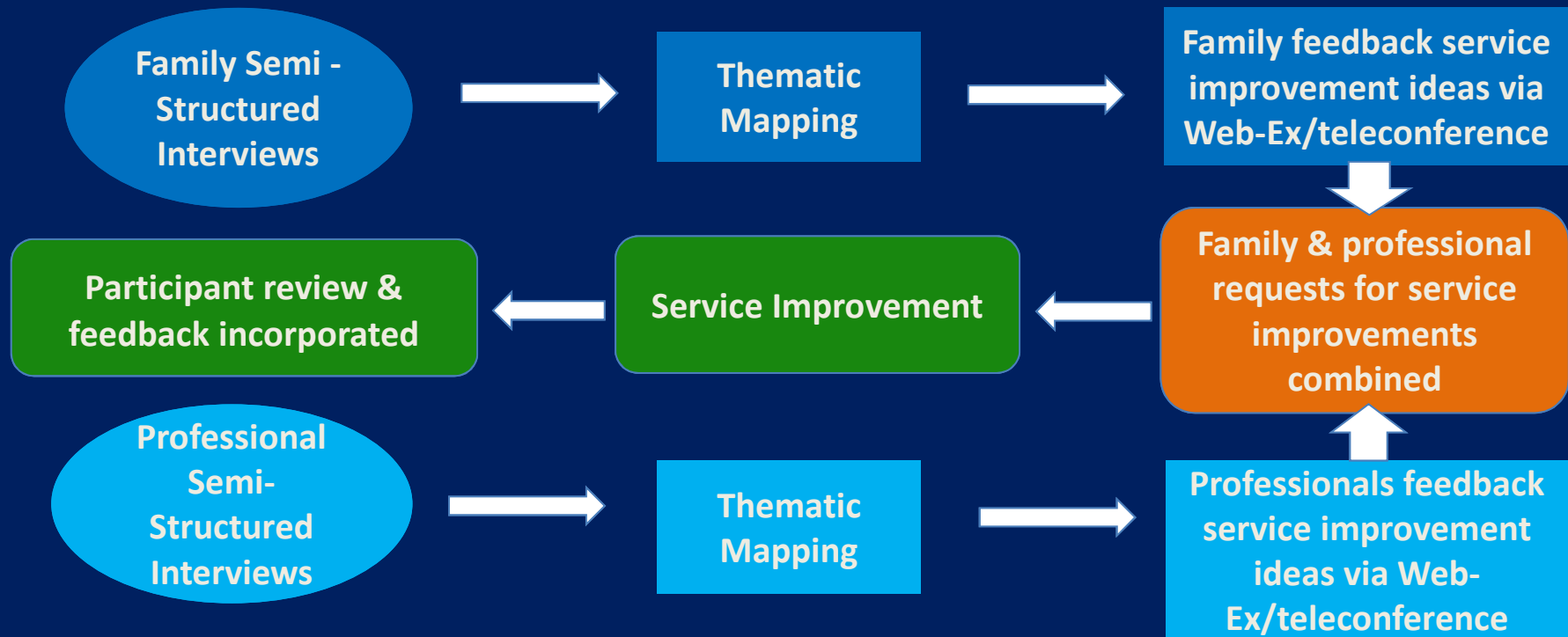


# Experience Based Co-Design (EBCD)



*“You never really understand a person until you consider things from his point of view-- until you climb inside of his skin and walk around in it.”*

# Improving the Hospital to Home Experience: Adapted Experienced Based Co-design



# Impact and Results

## Communication

- ✓ Service leaflets
- ✓ Service standards
- ✓ Business cards
- ✓ Website

## Non-medical Support

- ✓ Welfare advisory team created

## Multidisciplinary team meetings

- ✓ Chairing meetings training
- ✓ Meetings facilitated with technology
- ✓ Minutes sent to families securely

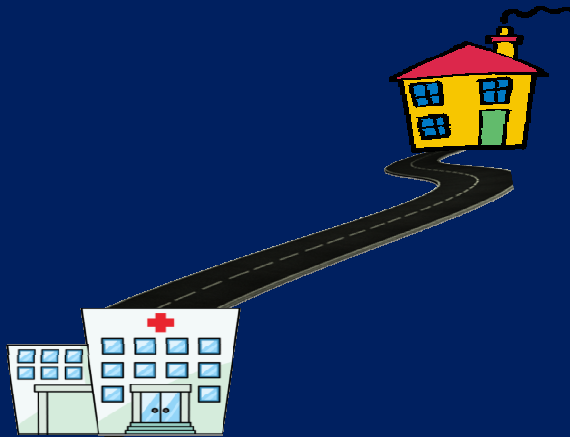
## Discharge & Follow Up

- ✓ Replication of approach to evaluate experience of follow up care

## Key Workers

- ✓ Each family have a dedicated key worker
- ✓ WellChild charity funding for additional post

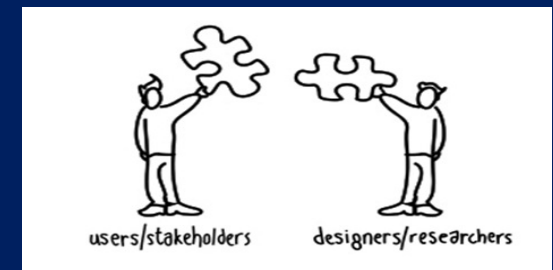
# So what..? Why is this important?



Unique opportunity to evaluate experience across the entire journey



Successful use of technology may be applied to other difficult to reach patient groups



EBCD may be successfully adapted to yield valuable results

# The Future: Sustaining success and further development

Dissemination  
of experience



On-going 2 way  
communication  
with service  
users



Further  
evaluation of  
the family  
journey





# The Future: Sustaining success and further development

**Application of approach to other complex conditions**



## Shared Learning

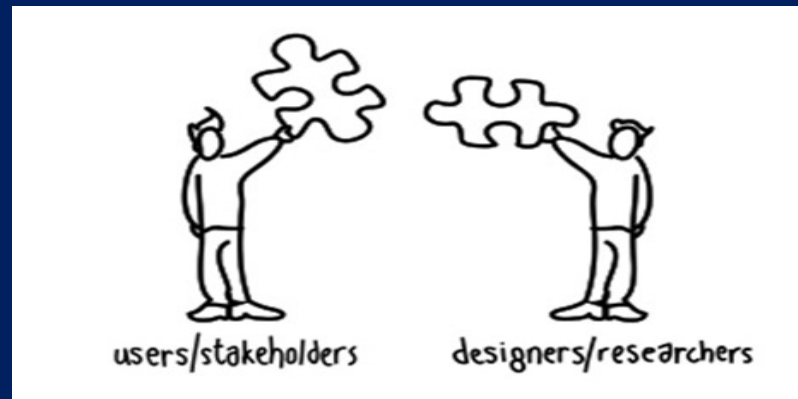
National engagement strategy has facilitated development of a professional network



## Continued promotion of health-social integration



# Involving users in evaluating services requires an adaptable approach



The use of technology is successful in allowing ALL service users to have a voice and contribute to service improvement

[www.hospitaltohome.nhs.uk](http://www.hospitaltohome.nhs.uk)



*With thanks to the team:*

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