

Canterbury Cares

Enhancing communication in healthcare



What is Canterbury Cares?

- Canterbury CARES aims to improve communication, staff and patient satisfaction and achieve a high standard of care for all patients.
- CARES (communicate, acknowledge, review explain) is a mnemonic which relates to communication between staff, patients and their families.
- Canterbury CARES aims to increase staff engagement and improve the patient's experience of the care provided.

What does the program involve?

There are five key focus areas including;

1 Hourly Rounding and the 5 P's

Hourly rounding involves nurses and midwives rounding on their patients each hour. This creates a structured approach where the patient is assessed checking the 5P's – *pain, position, pan, plugs, possessions*) each hour.

Hourly rounding has been shown to reduce clinical incidents, unnecessary patient call bell use and patient complaints whilst increasing staff satisfaction. The focus is on improving communication, attending to patients' needs in a more timely manner and involving the patient and family in their care.

2 Post- Discharge Phone Calls

Patients and families receive a follow up phone call to ensure they are comfortable with any post discharge instructions. During these phone calls patients are encouraged to provide feedback on the care they have received. Local evaluation of these phone calls has demonstrated improvements in patient/ family satisfaction, as well as a reduction in hospital readmissions.

3 Leader Rounding on Patients

Leader rounding involves the manager asking patients about their satisfaction with the care provided.

4 High Observation Bays

These bays ensure that patients who are at greatest risk of falling or require increased patient care are visible and closely monitored using case management plans and carer communication tools.

5 REACH

REACH encourages families and carers if concerned about the patient's clinical condition to initiate escalation of care.



For more information contact:

Karen Bowen
Nurse Manager, Clinical Practice
Ph. 9515 9566

<http://www.slhd.nsw.gov.au/Nursing/>

