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## Care Support / Ambassador Model

Initiative Type

Model of Care

Status

Deliver

Added

11 December 2018

Last updated

18 November 2019

URL

<https://test.clinicalexcclence.qld.gov.au/improvement-exchange/care-support-ambassador-model>

### Summary

The Care Support Officer provides one-on-one care for patients that suffer from diminished capability. These officers provide therapeutic interaction by improving the patient experience with daily activities designed to support challenge and enhance the psychological, emotional, physical, social and cultural wellbeing of individuals. Further expansion of this service is currently underway into the Emergency Department at the Mackay Base Hospital, assisting patients facing lengthy wait times and

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to appropriately manage patients who are intoxicated or very aggressive when they present for treatment.

## Key dates

Nov 2016

Nov 2017

## Implementation sites

Mackay Hospital and Health Service

## Partnerships

Collaboration between Security, Operational and Nursing staff.

# Key Contacts

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## **Aim**

Improve the patient engagement from a custodial focus (security) to a therapeutic focus offering an assortment of small activities and games, which in turns provides a positive patient experience.

## **Benefits**

Higher levels of patient, carer and staff satisfaction.

## **Background**

In mid-2016 Mackay Base Hospital identified an opportunity to explore alternate models of care for long-term patients who needed one-on-one support and supervision.

## **Solutions Implemented**

An initial trial began in late 2016 which progressed to permanency in 2017.

## **Evaluation and Results**

Care Support Officers assigned to Medical Ward continue to assist in reducing the frequency of occupational violence incidents with only two Code Black and three Code Grey events from October 2017 to October 2018. This has been achieved through engaging the client in diversional activities which can be inclusive of the family and supports an increased therapeutic focus. Diversional therapies include but are not limited to card games and card tricks, gardening, kicking soccer ball, hanging out clothes and viewing DVDs.

## **Lessons Learnt**

Weekly promotional updates on the progress on the implementation to all staff. With the introduction the Care Support model trial in ED, this information provided a conduit of communication and showcased the achievements. This provided a platform for further suggestions and all streams assisted with tailoring this model of care to meet their service requirements.

