



## Case Study

# The Armadale Kalamunda Group Story

### Introduction

Based on the traditional lands of the Whadjuk people of the Noongar nation, nestled in the beautiful southeast hills of Perth, and part of East Metropolitan Health Service, you will find the three sites of Armadale Kalamunda Group.

Armadale Kalamunda Group (AKG) is a values-based organisation and has shown its accountability value through improvements to patient care and service quality by truly integrating Care Opinion into its core business.

### Embracing Care Opinion

Compassion, Accountability, Respect and Empathy (CARE) have been vital in the integration of Care Opinion, which has enabled AKG to engage with patient feedback and address concerns promptly. The AKG Executive Director believes these principles ensure both staff and patients experience a supportive and caring environment.

### Accountability and honesty

When a patient or carer raises concerns, AKG responds with honesty and transparency, acknowledging issues and outlining steps to learn for improvement. This builds trust and demonstrates a commitment to improving patient care.

### Respect and anonymity

Respecting patient anonymity is also paramount. For instance, when a patient's family was rightly upset about a late-night discharge, respectful responses were provided through Care Opinion despite the wish to call directly and apologise.

### Empathy and understanding

Empathy is an essential element in all responses. The leadership team personally engages with feedback, taking the time to understand patient stories before responding. This approach helps build trust and improve patient relationships. Research and respect, not rushing to respond is the AKG way.

### Learning and improvement opportunities

Incorporating patient feedback into AKG's improvement processes has led to significant learning and development. Feedback about staff interactions has led to a customer service training program, enhancing patient experience.



### **Measuring impact**

Net promoter scores have shown significant improvement at AKG. These scores help to understand how a hospital is performing based on the views of recently discharged patients. A score of 70 or above is considered world class. In April 2024 AKG had a 77 inpatient NPS at Armadale Hospital and a 95 inpatient NPS at Kalamunda Hospital.

Formal complaints have also dramatically reduced from a caseload of over twenty to less than five and logged compliments have increased from twenty to one hundred and twenty plus per month, as AKG staff have taken accountability at the front line for both resolving complaints and promoting feedback in all its forms.

Care Opinion moderators rate each story and a recent report showed that for AKG out of 271 stories, 48% were not critical, 9% minimally critical, 14% mildly critical, 16% moderately critical, 10% strongly critical, and 2% severely critical. Using this data-driven approach helps AKG identify areas needing improvement and respond effectively.

### **Compliments and staff engagement**

Forty per cent of Care Opinion feedback is praise and sharing these compliments with staff has also helped foster a culture of appreciation and recognition. This validation has boosted staff morale, as they see the positive impact of their efforts on patient care.

### **Future directions**

AKG is committed to delivering continuous learning for improvement and for continuing to care, delivering excellent care to the patients, carers and communities it serves.

You can find more about Care Opinion and AKG, and listen to Executive Director of AKG at the [Care Opinion 2024 Online Forum](#) and on the Care Opinion website.