Why Improve Person Centred Goal Setting?

Supporting patients to achieve a quality of life that is important to them is a focus within rehabilitation. Previously, professionals had led on the development of goals for patients. This was not true person-centred care and expectations of what occupational therapy and physiotherapy could offer a patient was not always realistic, from patients, families and other team members.

**Our Aims**

- Involve patients in decisions about their care, co-creating a plan of how to achieve goals that are important to the individual.
- Identify and break down barriers that enable self management and a high quality of life.
- Support staff to deliver high quality care cultivating a positive experience for patients and staff.

**Our Approach**

Patient feedback indicated that patients value involvement in their rehabilitation journey and would prefer their inpatient stay to be as short as possible.

The team dedicated time to developing an overall rehabilitation improvement plan illustrated in the driver diagram (figure 1).

Focussing on managing expectations the team within St John’s Hospital Ward 8 set out to work collaboratively with patients to develop a patient led approach to goal setting. Identifying goals important to the individual, supporting attainment of these and facilitating safe transition from hospital.

Process mapping the patient journey identified collaborative goal setting between patients and the ward team as an opportunity to support patient centred care. The team started small, developing the approach through PDSA testing, with the intention to scale up.

**Outcomes**

In collaboration with patients the team developed goal setting materials including a goal sheet and goal board to display above a patient’s bed encouraging whole team involvement (figure 2).

Materials form part of ongoing therapy interventions and facilitate meaningful conversations with patients.

Patient information leaflets have been introduced to support an understanding of what rehabilitation is and support management of expectations of patients and families.

**Conclusions**

- Development of person centred goal setting approach
- Positive patient and family experience (quotes below)
- Supporting team members to facilitate goal attainment
- Indication of reduction in average ward length of stay of 2 days

**Figure 1: Driver Diagram: Rehabilitation Improvement Plan**

**Figure 2: Examples of person centred goals and patient owned plans of how to achieve. Boards are displayed at bedside with patient’s permission to encourage wider ward team and family to facilitate goal attainment.**

**I Chart: Length of Stay (Days) of 25 Patients Before Introduction of Goal Setting and 13 Patients Who Have Completed First Goal Setting Session**

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**Quotes**

- ‘Goal Setting gave me a focus...therapy staff gave me confidence to start’ – Patient
- ‘[patients] are getting out of bed now, attempting to sit up for short periods’ – Clinical Support Worker
- ‘Goal setting sheet helped me get home when I wanted...we did everything we set out to do’ – Patient
- ‘Goal Setting got her [my mum] on her feet again with quick progression’ – Family
- ‘[patients] are better motivated; a lot happier knowing that they have something top aim for’ – Clinical Support Worker