

Paper Category:	Health Services
Paper Title: (Arial Font; 14 Pt Size)	Physicians' perspective on Implementation Outcomes of Humanitude© Care in frail older patients in the acute hospital
Abstract Body: (Arial Font; 12Pt Size)	<ul style="list-style-type: none"> • Background • Objectives • Method • Results • Discussions and Conclusions
<p>Background Humanitude© is a person-centred care approach that has been evidenced to improve the well-being of frail older people with dementia/delirium and job satisfaction of professional caregivers. Humanitude© prescribes a structured care sequence to every patient encounter. There is little published on implementing Humanitude in acute hospitals.</p> <p>Objectives To examine the implementation outcomes of Humanitude© in the acute hospital from the perspective of physicians.</p> <p>Method Mixed method research design with triangulation, involving questionnaire and semi-structured interview. Six physicians participated in this ongoing study. Data collection and analysis were guided by the Consolidated Framework for Implementation Research.</p> <p>Results Majority (>80%) agreed that Humanitude© was acceptable, appropriate and feasible. Mean scores in Intervention Measures were: Acceptability (18.2/20), Appropriateness (18.5/20) and Feasibility (16.7/20). The main themes identified were 1) Humanitude© is acceptable because it enables standardized care which improves patient outcomes, and facilitates rapport building with patient. 2) Humanitude© is appropriate because it builds on existing values (e.g. patient centeredness) and practices, and is applicable across patient groups. 3) Humanitude© is feasible because it is facilitated by existing strong multidisciplinary teamwork in the hospital. However, heavy workload may impede its implementation. 4) Humanitude© is best adopted in patients with cognitive issues hospital-wide as it emphasizes the fundamentals of communication, although wide adoption may be limited by resistance to change. 5) Physicians adhere best to the opening sequence of Humanitude© as it provides the gateway to improving patient experience. Some opined that having too many steps in the care sequence increases the likelihood of omissions. Suggested strategies for improvement include increasing awareness, strong organization support and simplifying the care sequence.</p> <p>Discussions and Conclusions</p>	

Overall, physicians viewed Humanity© positively across the implementation outcomes. Humanity© holds the potential to improve patient and staff wellbeing in acute hospitals although more investigation is warranted into the strategies needed to improve its adoption amidst busy workloads.

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