The 19th Annual Institute of Healthcare Improvement and BMJ

International Forum on Quality & Safety in Healthcare

*Strive for Excellence, Seek Value, Spark a Revolution*

Paris, 08-11 April 2014

What Matters to You?
Patient Safety Stories and Experiences

Dr Nancy El-Farargy
NHS Education for Scotland
‘Teach-Back’ Session: 20 May 2014
International Forum on Quality & Safety in Healthcare, Paris 2014

- Privileged to learn from international leaders
- Over 3000 guests from over 75 countries
- Share NHS Education for Scotland research
- Making the Most of Patient Safety Stories
International Forum on Quality & Safety in Healthcare, Paris 2014

- Joint NHS Scotland Exhibition Stand attracted a wide audience
  - Scottish Government
  - Healthcare Improvement Scotland
  - NHS Education for Scotland
‘Team Scotland’

- 08.00 ‘huddle’ every morning!
- Sharing learning with NHS Scotland staff and beyond

Picture via @ejsreid
Patient Safety Stories and Experiences

- Lots of learning, discussions and topics
- Today focusing on
  - Patient stories
  - Narrative
  - Improving experiences
- Theme seemed to resonate throughout the Forum

---

**Ros Gray**
@Rosgray

First great quote I noted this morning at #Quality2014
'no data without stories and no stories without data'
8:21 AM - 9 Apr 2014

9 RETWEETS 3 FAVORITES
Asking Patients: ‘What Matters to You?’

- Reflections from Keynote 1: Maureen Bisognano, President and CEO, Institute of Healthcare Improvement
- What matters to you?
  - Trusting the young
  - What are your likes and dislikes?
The Scottish Experience

- Scottish Patient Safety Programme (SPSP)
- A national approach to safety and innovation across the Scottish healthcare system
- Translating policy to frontline action
The Consultant is the Patient

- Personal family reflections
- Consultant treated in his own hospital
- Factors for change in medical culture
- Person-centred care; listen to patients
- Balance between ‘patient centred systems v checklist patient assessments


Shadowing the Patient Journey

• Looking at improvements through the eyes of both patients and staff experiences
• No industry survives without focusing on the needs (and ‘wants’) of end users
• Shadowing patients
  • Determine current state and process maps accurately
  • Great for ‘on-boarding’
  • Continuously engage with users in real-time – co-design
  • Break down any perceived and real silos
  • The value is in the experience – how patients progress through to wellness

What Matters to You? Poster Presentation

- I presented our NHS Education for Scotland research on patient safety stories
- Listening, reflecting, learning and changing practices through data and emotive narrative
- Looking at improvements through the eyes of both patients and staff experiences
- Where:
  - Board meetings
  - Safety briefs
  - Handover

Making the Most of Patient Safety Stories

- Stakeholders told us:
  - How stories are gathered
  - Where they are disseminated
  - Preferred formats
  - Outcomes and lessons learned
  - Onward improvements
- Caveats
  - New to the area
  - Ethical issues
  - Evidence base vs anecdotes

Voices of Staff and Patients

The graphical recording of key points at #quality2014 are a real talking point @scotgovhealth @NHS_Education

9:21 AM - 10 Apr 2014
8 RETWEETS 7 FAVORITES
Engaging Hearts and Minds

- Why do stories matter?
- Turning data into an experience
- Resonating with experiences
- Establishing connections
- Emotive narrative
- Creating significance
- Catalysing improvement and change

It is about engaging hearts and minds #a1 #quality2014
10:30 AM - 9 Apr 2014
6 RETWEETS 3 FAVORITES
Strategic Backdrop: “2020 Vision”

- Our vision is that by 2020 everyone is able to live longer healthier lives at home, or in a homely setting.
- We will have a healthcare system where we have integrated health and social care, a focus on prevention, anticipation and supported self management.
- When hospital treatment is required, and cannot be provided in a community setting, day case treatment will be the norm.
- Whatever the setting, care will be provided to the highest standards of quality and safety, with the person at the centre of all decisions.
- There will be a focus on ensuring that people get back into their home or community environment as soon as appropriate, with minimal risk of re-admission.

What is Quality Improvement?

- The systematic, data-guided activities designed to bring about immediate, positive changes in the delivery of health care in particular settings.
- While quality improvement uses a wide variety of methods, they all involve deliberate actions to improve care, guided by data reflecting the effects.
- Depending on the activity, quality improvement can look like a type of practical problem solving, an evidence-based management style, or the application of a theory-driven science of how to bring about system change.
- (p. S5)
- Addition: ongoing journey of improvement (in any setting)

Reflections from the BMJ

• “What matters to you?”
• Listening to patients and responding to concerns
• Co-producing health with patients
• “Prevention is better than cure” – out-with formal healthcare systems
• Treat every patient as a family member

Everyone Matters: Everyone Contributes

- Co-producing healthcare between staff, patients and families
- One example:
  - Patient Opinion website
  - [https://www.patientopinion.org.uk/](https://www.patientopinion.org.uk/)
Delivering Education for Excellence in Service Delivery
Thank You

The 19th Annual Institute of Healthcare Improvement and BMJ

International Forum on Quality & Safety in Healthcare

Strive for Excellence, Seek Value, Spark a Revolution
Paris, 08-11 April 2014

What Matters to You?
Patient Safety Stories and Experiences

Dr Nancy El-Farargy
Nancy.El-Farargy@nes.scot.nhs.uk
NHS Education for Scotland, 20 May 2014