

Partners in Care Programme

Co-design in health and care services

Websession 2

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Welcome to

Taranaki, Hutt Valley and Capital and Coast DHB Teams

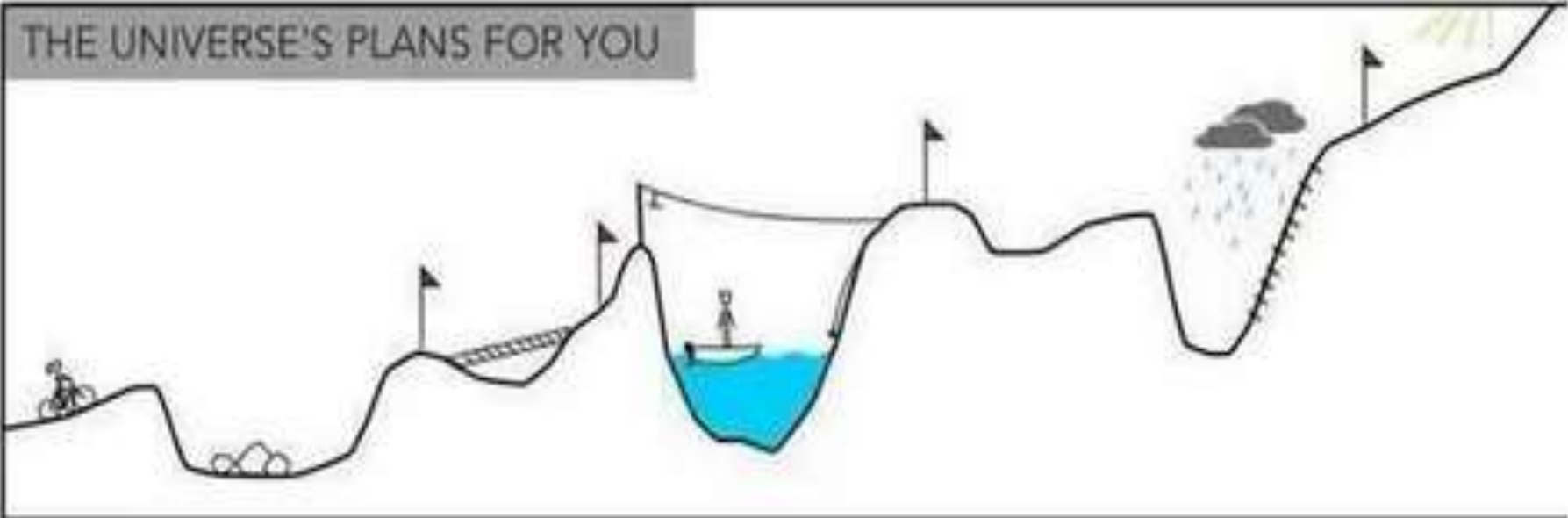
Agenda for today's web session

- Project start up-focus on baseline measures
- Engage- a review who, what, where and when?
- Capture-who, what, where and how?
- Next activities

YOUR "PLANS"



THE UNIVERSE'S PLANS FOR YOU



Second Workshop

Will have a focus on:

- Reviewing progress, challenges, successes and learning from each team.
- Planning actions for the remainder of the programme including;
 - Planning and running one or more co-design sessions
 - Prioritising and selecting ideas
 - Implementing and measuring success using the Model for Improvement -plan, do, study act cycles.

Co-design approach

Co-design approach includes the following stages:

- **Project start up:** scope, plan, aim
- **Engage:** patients, families and staff
- **Capture:** patient, family and staff experiences using a range of methods
- **Understand:** emotions and “touch points” along the journey of care
- **Improve:** work together to identify and prioritise what to improve
- **Measure:** check to see if experience is improving

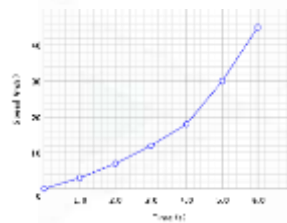
Baseline Measures

Co-design enables you to define the problem or challenge clearly from multiple perspectives including.....

Organisation

Staff and other stakeholders

Consumers/families



Think about a rounded set of measures- example

Specific Topic	Outcome	Process	Balance
Reduction of waiting time from referral to first specialist appointment	Actual waiting time from referral to first specialist appointment	Time taken from GP appointment for the referral to get to specialist	Volume of referrals %Did not attend
	Reduce Variation	Time for the referral to convert to an appointment being allocated and communicated to patient.	Any changes in Clinician/staff being in post
	Patient/family experience of receiving the service		Any changes in finances being available for the service
	Staff experience of delivering the service	Availability and timing of availability of treatments/ consumables	
	New knowledge		

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Engaging patients/families

Who, how,
where, when?

Engaging Staff and other stakeholders

Who, how,
where, when?

Has every team been able to engage consumers at different levels?

- Programme or project governance level
- Project 'lived experience' level-
 - Today contributing to 'capture' phase
 - Over time through to the 'co-design' phase



If you are having any difficulty please let us know

50 Reasons Not To Change



Resistance?



Employee resistance is the most common reason executives cite for the failure of big organizational-change efforts

Scott Keller and Colin Price (2011), *Beyond Performance: How Great Organizations Build Ultimate Competitive Advantage*

Source of image:
Businessconjunctions.com

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Resistant behaviour is a good indicator of missing relevance

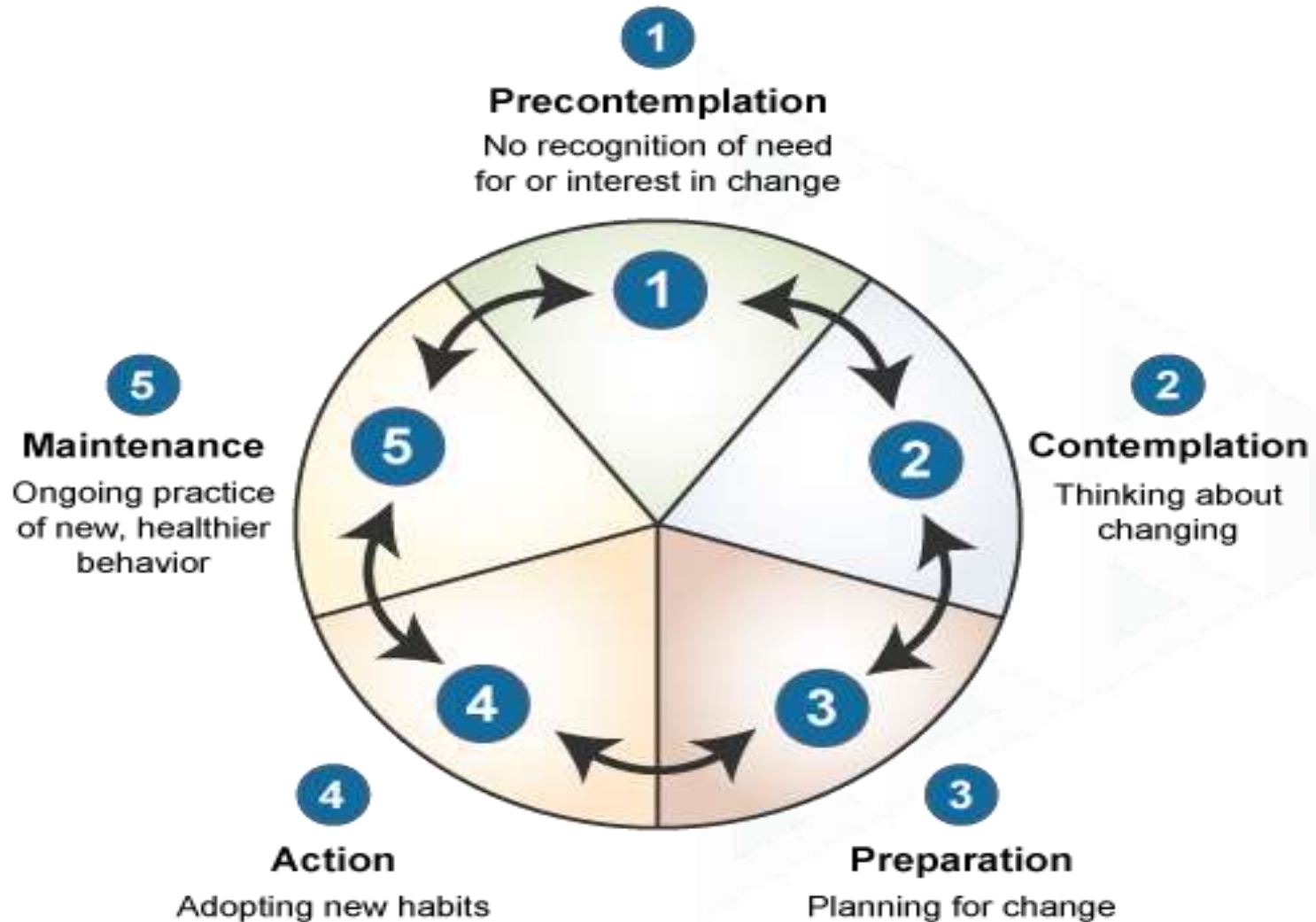
Harald Schirmer

<http://de.slideshare.net/haraldschirmer/strategies-for-corporate-change-the-new-role-of-hr-driving-social-adoption-and-change-in-the-enterprise>



Source of image: driverlayer.com

Transtheoretical model of behaviour change



Prochaska, DiClemente & Norcross (1992)

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There are many ways of capturing experience

Surveys

Observation

Shadowing

Comments cards

In depth conversations

Focus groups
and panels

Patient experience questionnaire

Patient Stories

Story Board

Diary

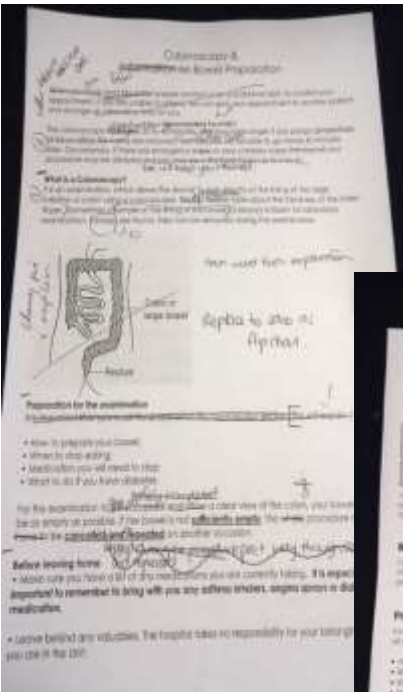
Public Meetings

Photo booth

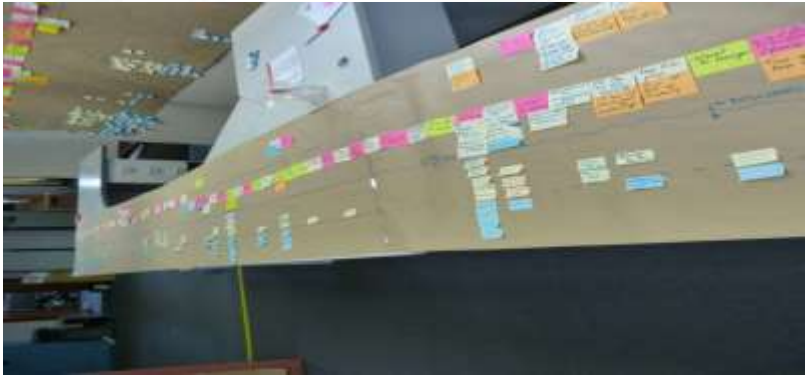
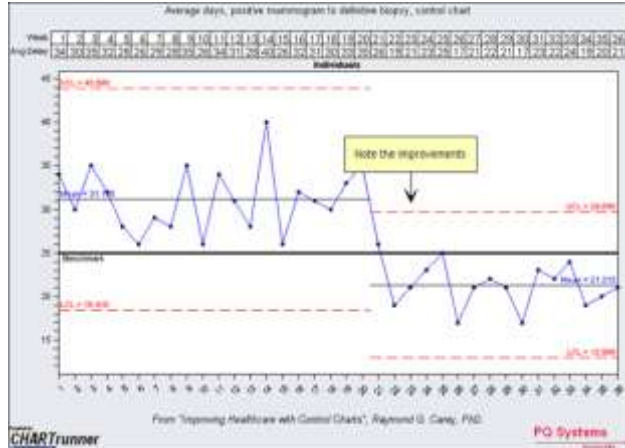
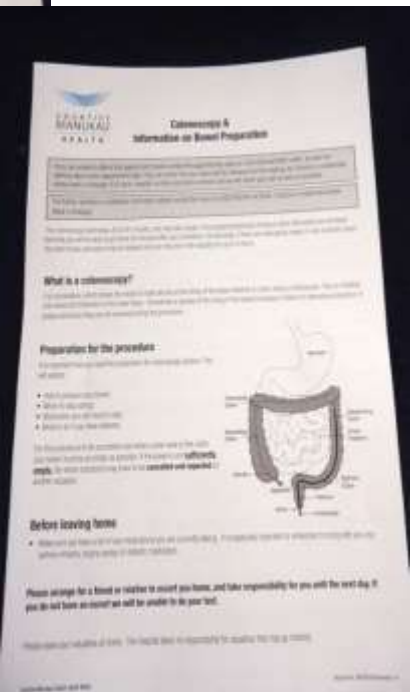
Complaints/compliments

As you capture remember to think about your measures and remember to collect ideas for improvement

From



To



Do remember to...

Collect stories, quotes and pictures

“It’s like having a hangover without the party”



Severe nausea and vomiting in early pregnancy
Mid Central DHB NZ

The nurse was amazing, he listened.

What a difference from my previous experience, it changed my life

The waiting was terrible and caused a lot of stress

Capturing experiences

From who, how,
where, when?

Next Activities – we will consider these at the workshops

- Make sure you have a **baseline** data collection plan
- Continue to **engage** at Project/Steering Board Level and at ‘front line’ level. This will require some attention to **communications**.
- Start to **Capture** – it would be good if you can undertake some ‘capture ‘ before the Christmas break- remember breadth and depth
- Create a high level process **map** so that you can start to populate as you capture

Combined Web session and second workshop dates

Second workshop

Wednesday 25th January 2017 Taranaki Teams

Wednesday 8th February 2017 Hutt Valley & Capital & Coast Teams

Websessions

- Wednesday 22nd February 12-1pm
- Wednesday 15th March 12-1pm
- Wednesday 5th April 12-1pm
- Wednesday 3rd May 12-1pm
- Wednesday 31st May 12-1pm

