

# Partners in Care Programme

## Co-design in health and care services

### Websession 3

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@LynneMaher1

Welcome to .....

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# Taranaki, Hutt Valley and Capital and Coast DHB Teams

# Agenda for today's web session

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- Reflection post the workshop days
- Make sure you have your baseline measures
- Continuation of Capture and moving to understand
- Next activities



And do you have any questions?

# Baseline Measures

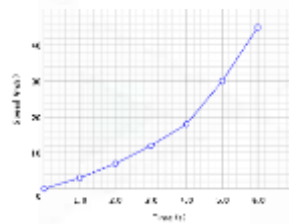
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Co-design enables you to define the problem or challenge clearly from multiple perspectives including.....

Organisation

Staff and other stakeholders

Consumers/families



# Co-design approach

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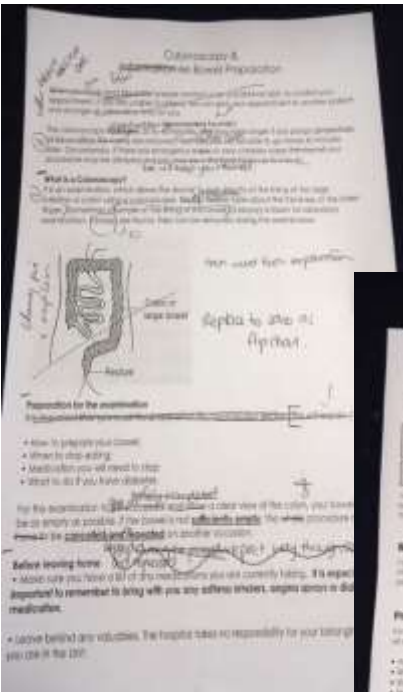
Co-design approach includes the following stages:

- **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

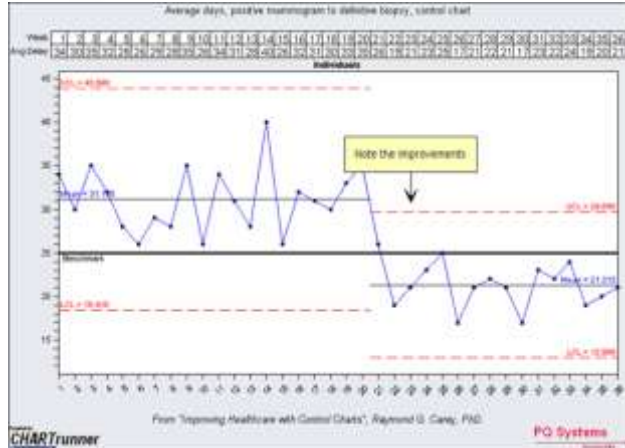
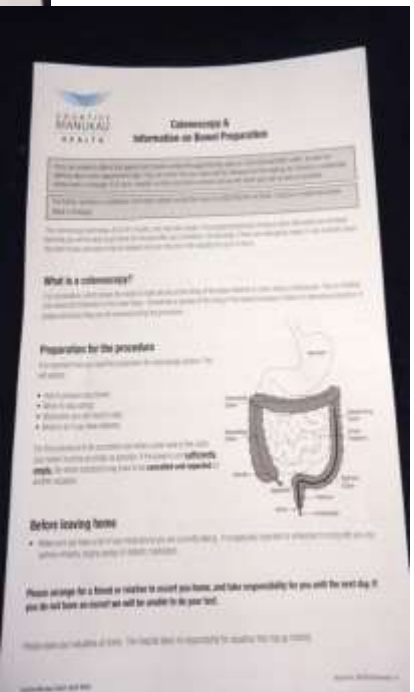


# As you capture remember to think about your measures and remember to collect ideas for improvement

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

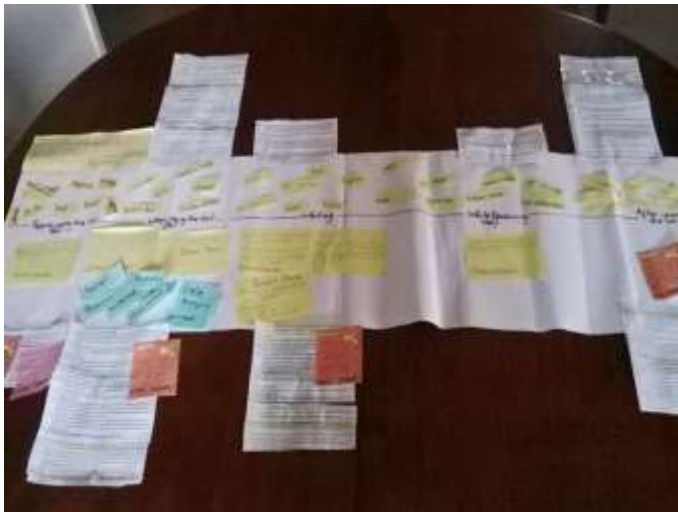


# As you capture remember to collect ideas for improvement

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And start to add these somewhere....

Either on your experience map .....

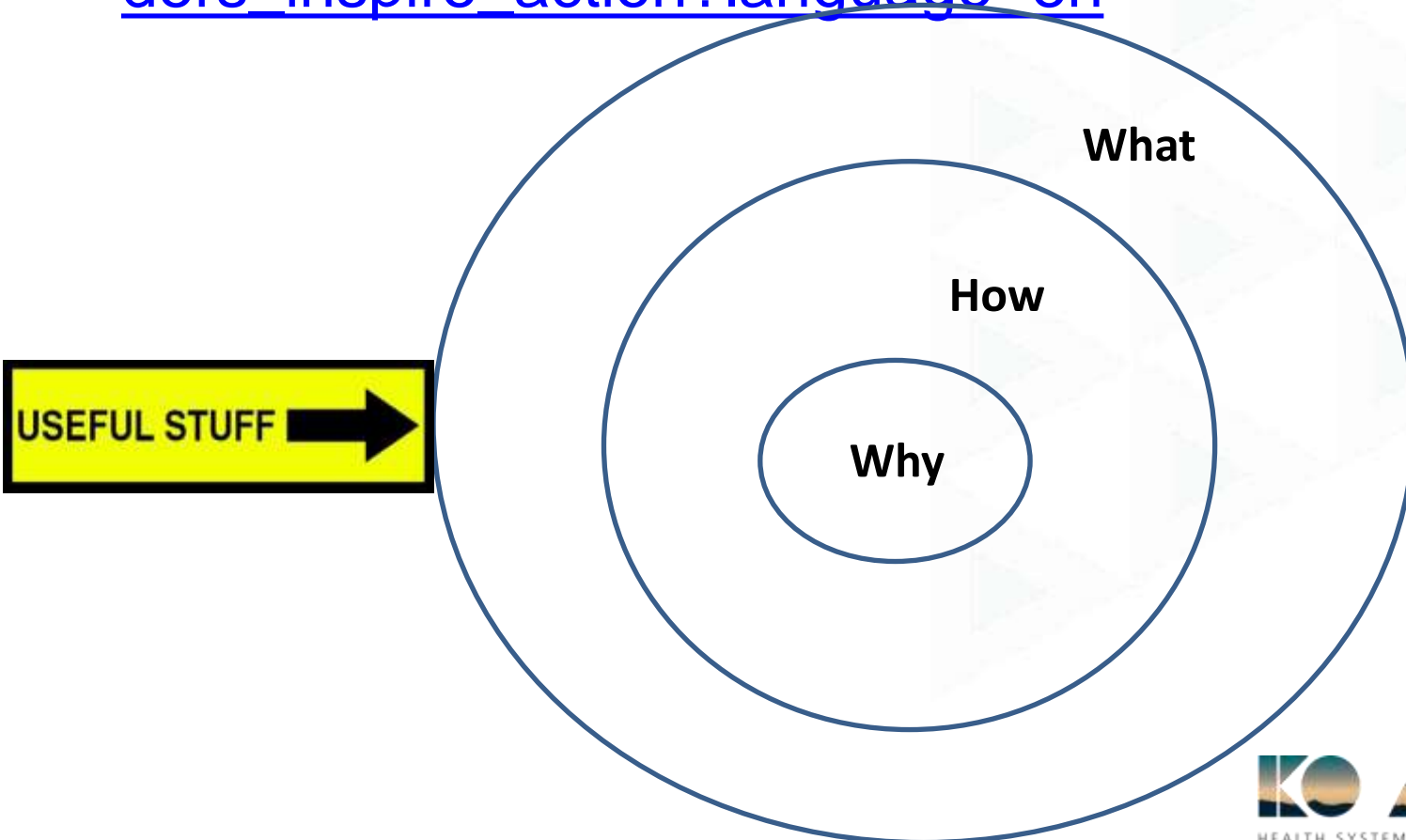


Or on a separate 'sheet'

# Communicating - How great leaders inspire action

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- Have a look at this 20 minute video – [https://www.ted.com/talks/simon\\_sinek\\_how\\_great\\_leaders\\_inspire\\_action?language=en](https://www.ted.com/talks/simon_sinek_how_great_leaders_inspire_action?language=en)



# Next Activities

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- Review your **baseline** data collection plan- to make sure it illustrates the challenge/opportunity
- Continue to **engage** at Project/Steering Board Level and at 'front line' level. This will require some attention to **communications**.
- Continue to **Capture** –remember breadth and depth
- Create a high level process **map** so that you can start to populate as you capture
- Start to plan for **co-design**, testing, measuring impact.

# Workbooks

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Are due in by 5pm Thursday 2nd March at the latest.

These cover the stages of

- Project set up
- Engaging people
- Capturing experiences

Please send to [leanne.hanna@middlemore.co.nz](mailto:leanne.hanna@middlemore.co.nz) and [Lynne.maher@middlemore.co.nz](mailto:Lynne.maher@middlemore.co.nz)

# Combined Web session dates

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- Wednesday 15<sup>th</sup> March 12-1pm- two teams to present on their capture phase
- Wednesday 5<sup>th</sup> April 12-1pm – two teams to share how they have mapped experience
- Wednesday 3<sup>rd</sup> May 12-1pm – two teams to share ideas and co-design activities
- Wednesday 31<sup>st</sup> May 12-1pm- two teams to share testing/implementing activities

# Time

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- 15 days – 3 hours to the next websession on 15<sup>th</sup> March
- 67 days until the programme completes on 31<sup>st</sup> May.  
I have removed three days for Easter/ANZAC day.





# If you feel like this.....



## Do this....



- Spend some time reviewing the scope of your project and the time available from everyone
- Consider revising the scope
- Talk to your sponsors to see if they have ideas of others who may help even 1 hour a week.