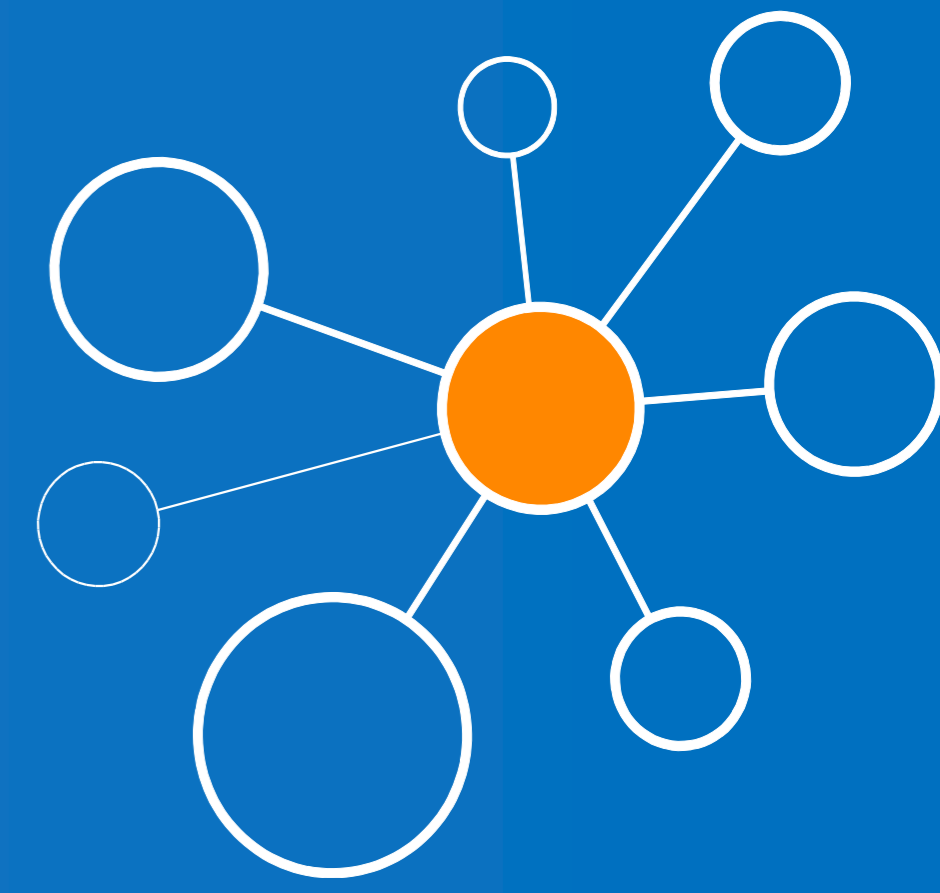


A journey to outstanding for patient experience (#J20)

Engaging frontline staff in quality improvement science to improve the patient experience

Katherine Holland and Suzie Cro, Patient Experience Improvement Team



1. Background

It is recognised that staff engagement directly affects patient outcomes and experience. By empowering staff to engage with patient experience data and make change happen can help staff to reconnect with their fundamental values (US-PEX: 2016).

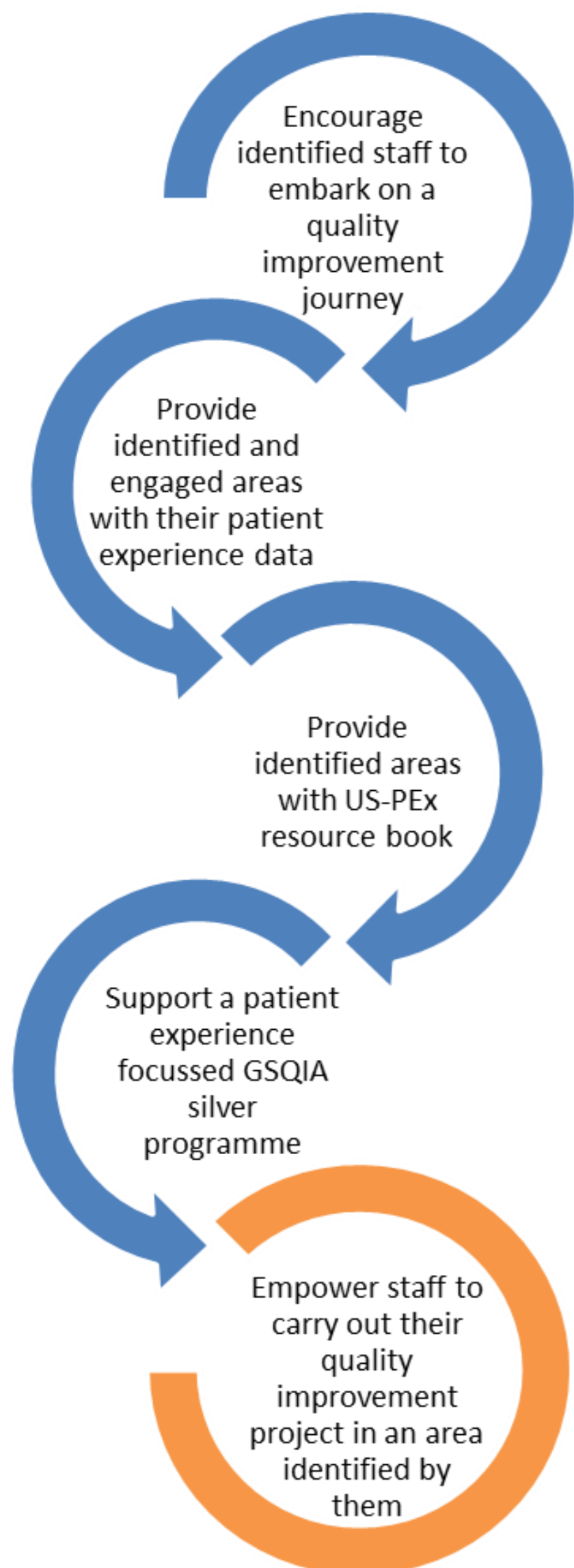
The National Inpatient Survey results are not improving for this Trust in fact there is a decline in where we are positioned when compared to other Picker Trusts. The Staff Survey tells us that we do not use patient feedback effectively and that they are not satisfied with the quality of work and care they are able to deliver. We have learned that the traditional approach of a Trust-wide action plan going from the top down is not yielding the improvements needed as reported by patients.



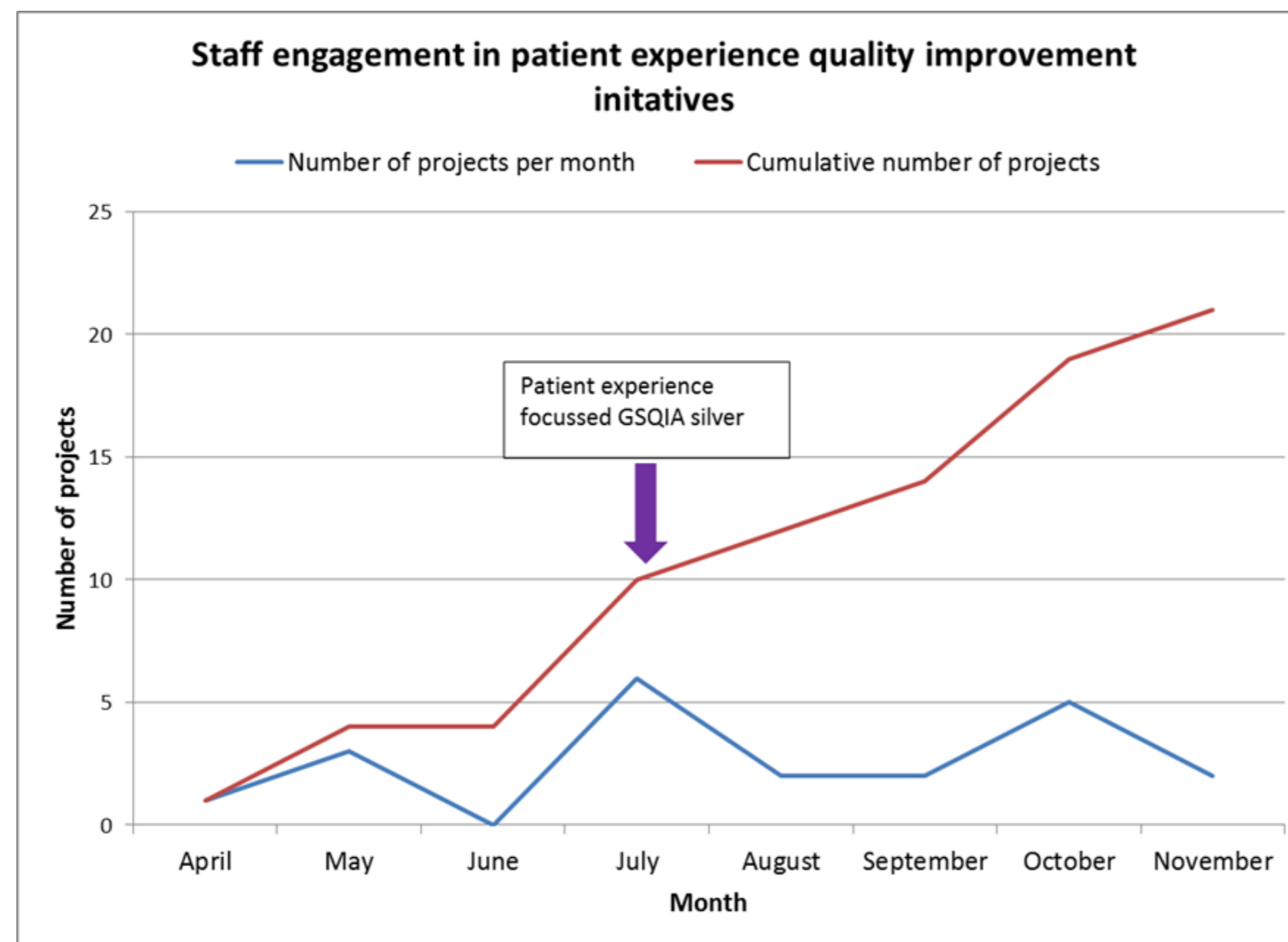
2. Aim (SMART)

To improve staff engagement in patient experience quality improvement initiatives by 50% by 30th November 2017.

3. PDSA cycles



4. Measurement

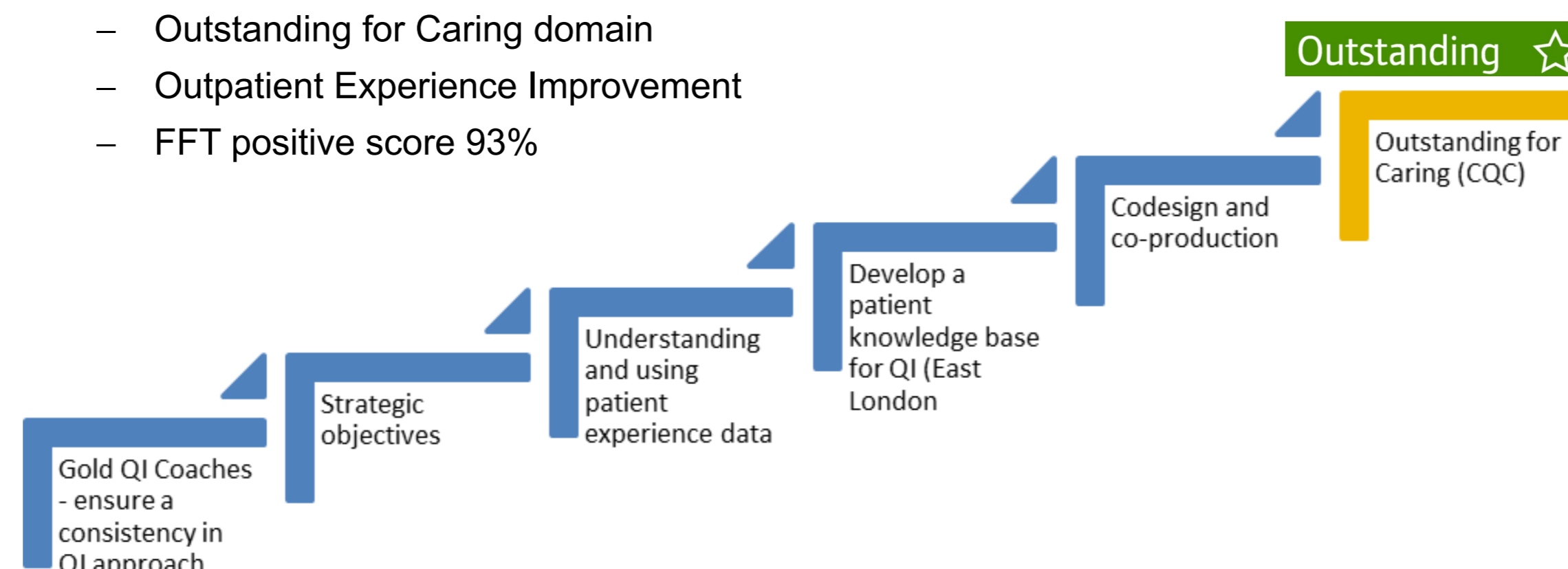


5. Results

- It has become clear that staff need to drive their own quality improvement initiatives based on their data but also their own knowledge of their area.
- The introduction of a patient experience focussed Silver Programme in collaboration with the Gloucestershire Safety and Quality Improvement Academy (GSQIA) led to a significant increase in projects but has continued to rise over the following months.
- Patient experience quality improvement initiatives are now coming through outside of the silver programmes.

6. Next steps

- All of the Patient Experience Improvement Team will become Gold QI coaches to support teams to improve patients experiences using quality improvement methodologies including EDCD and Patient and Family Centred care (Shadowing).
- Support staff to utilise their existing patient experience data and further understand their patients experiences while also encourage patients and staff to work together to improve.
- Ensure that the projects that are undertaken are in line with the Trust objectives and in agreement with the relevant division.
- Develop a patient knowledge base for QI so that they can better support our work when becoming part of the teams (Big I or little i approach (East London NHS Foundation Trust))
- Clear rationale for each project and we ensure that there is now a consistency in QI approach
- All quality improvement projects relating to the patients experience will assist with achieving the Trust strategic objectives:
 - Outstanding for Caring domain
 - Outpatient Experience Improvement
 - FFT positive score 93%



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