

Patient Voices

The power of e-flection:
using digital storytelling to facilitate
reflective assessment of junior doctors'
experiences in training

Learning to be professional

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Pilgrim Projects/Patient Voices programme



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Patient Voices



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Patient Voices

patience, *noun*. calm endurance of pain or
any provocation; perseverance

patient, *adj*. having or showing patience

voice, *verb*. give utterance to, express

Concise Oxford Dictionary, 1964



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Digital storytelling: finding a voice



'One of the hardest
things in life is
having words in
your heart that you
can't utter.'

James Earl Jones



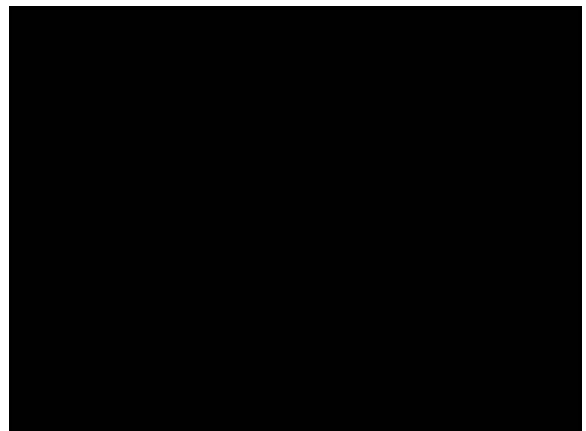
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Matthew's story

'Yeah, I'll go'
www.patientvoices.org.uk/lssc.htm



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Storytelling: the laboratory of meaning

'The [story] is a laboratory where students construct meaning from their accumulated experience.'

(Paulson and Paulson, 1991)



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Storytelling as reflection (theory)

'Stories are products of reflection, but we do not usually hold onto them long enough to make them objects of reflection in their own right.'

(Schön, 1988)



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Storytelling as reflection (practice)

'We're asked to reflect all the time, and then to reflect on our reflection until we're sick of it. But now, with the digital storytelling, I understand for the first time what it really means, and how powerful reflection can be for me, and as a way of sharing my experiences with others.'

(Matthew Critchfield, 2008)



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Digital storytelling: a chance to reflect

'Reflection is as natural – and as necessary – as breathing ... or telling stories.'

Joe Lambert, Centre for
Digital Storytelling



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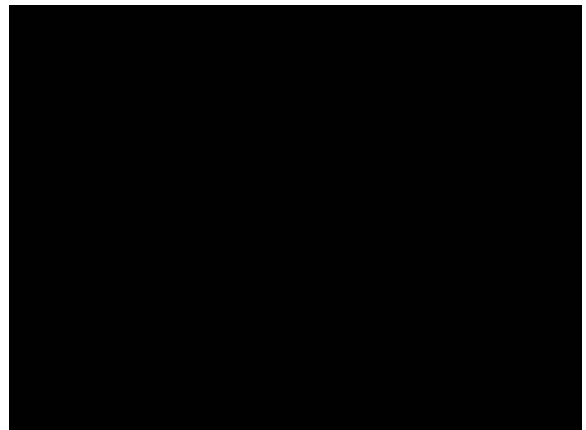
Why tell stories?



*'We tell stories
to entertain...'*



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Why tell stories?



'We tell stories to entertain...
...and to teach.'

Pascal

Why tell stories?

'...for storytelling is the mode of description best suited to transformation in new situations of action.'

(Schön, 1988)

The power of stories



'Every light was a story and the flashes themselves were the stories going out over the waves, as markers and guides, comfort and warning.'

Jeanette Winterson, 2005

From stories to transformation

Markers

Guides



Comfort

Warning

The first question: What are digital stories?

Digital stories are short videos consisting of still images, music, voice-over (usually) and video (sometimes); the stories are told by real people about real experiences.

Digital stories are a *distillation* – they move us from the narrative to the *essential story*.

Digital storytelling: the essential characteristics

Digital stories are:

- brief: a good digital story is a short digital story
- simple: low-technology using a few carefully chosen images, voice-over and/or music and simple titling
- personal: revealing something important about the storyteller
- respectful of others' feelings and experiences
- created in a spirit of collaboration and partnership.

What makes a good story?

Effective stories:

- have a purpose
- are descriptive
- are interesting, captivating, and something the listener can relate to
- are coherent
- make a point
- inspire listeners to think and to take action or change behaviour.



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Digital stories are...

'Creative treatment of actuality.'

John Grierson



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Digital stories: types of stories

- Personal stories
 - Informative or expository stories
 - Persuasive stories
 - Lessons learned
 - Future stories
- All reflective stories...



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Digital storytelling: facilitative workshops

Typically, Patient Voices digital stories are produced in small, intensive workshops.



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Digital storytelling: the heart of the story

- 250 words
- 12–20 pictures
- told from heart
- keep it simple



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Digital storyboard example

The storyteller has made brief notes of what he wants to say at each point in the story – there isn't much detail, just an outline of each main point. The first statement gives a brief introduction to the story and the last point is the 'punch line' – this is the thing the audience is most likely to remember.

At the bottom is an indication of the type of music Ian wanted for his story.

STORY TITLE: Working Together

<p>CLOSE-UP PHOTO OF IAN</p>	<p>PHOTO OF IAN HOLDING A FEW TABLETS</p>	<p>PHOTO OF IAN HOLDING A LOT MORE TABLETS</p>	<p>PHOTO OF CONSULTANT</p>	<p>PHOTO OF PHARMACIST</p>	<p>PHOTO MONTAGE OF IAN, CONSULTANT AND PHARMACIST TOGETHER</p>
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Opening statement
"I'm very lucky as a doctor with my condition to have access to some very effective drugs"

Problem – taking drugs early morning can cause me to have a crash in the afternoon and has caused me to stop treatment from time to time – not aware

Interrupting – I asked my consultant what I could do to improve my treatment

Consultant proposed taking the two daily doses together in the evening after manufacturer's recommendations

Pharmacist kept a check on drug levels in blood and that I was working just as effectively

Final statement
"Patients & professionals working together can make an enormous difference"

The type of music I would like to use for this story is: 'Gentle piano music'



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The ancient art of storytelling

- chronology
- characters
- context
- emplotment
- trouble

Aristotle *Poetics*



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Center for Digital Storytelling



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Digital storytelling: stories move in circles



*'So it helps if you listen
in circles, there are
stories inside stories
and stories between
stories...'*

Centre for Digital Storytelling



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Digital storytelling: seven elements of digital stories

- 1 Point (of view) OR The Most Important Thing
- 2 Dramatic question
- 3 Emotional content
- 4 Voice
- 5 Music
- 6 Economy
- 7 Pacing



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Digital storytelling: beware the bells and whistles

*'This instrument can
teach, it can illuminate,
yes, and even inspire,
but it can do so only to
the extent that humans
are determined to use
it to those ends.
Otherwise it is merely
wires and lights in a
box.'*

Ed Murrow (1958)



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Stories that move

*'The foundation of a story
is an emotional foundation.'*

Yann Martel



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Stories that motivate

'If you want to build a ship do not gather men together and assign tasks. Instead teach them the longing for the wide endless sea.'

Antoine de St Exupery



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Patient Voices digital stories: EAR

Why are the Patient Voices stories so popular, and so powerful?

Effective

Affective

Reflective

(Summer, 2008)



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Patient Voices digital stories

Patient Voices digital stories are not:

- reports
- presentations
- interviews
- talking head videos
- edited recordings
- mechanistic or formulaic
- created in isolation.



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Patient Voices digital stories

Patient Voices digital stories are:

- carefully crafted (by the storyteller)
- creative
- personal
- authentic
- reflective
- created in a facilitative group process
- stories!



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Patient Voices: a unique model

- Carefully developed methodology
- Facilitates telling and sharing of stories of *all* stakeholders
- Empowers patients/service users
- free distribution of stories
- Ensures that stories are heard
- Builds social capital
- Robust consent and release process



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The second question

How can we use digital stories – and digital storytelling – in interprofessional and healthcare education (and hence to bring about improvements in the quality and safety of healthcare)?



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Digital storytelling in (e)learning



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Keepers of the stories

'...the ability to tell, hear and share stories of experience and aspiration is a prerequisite for the development of a learning organisation of reflective individuals.'

(Sumner, 2009)



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Steve's story

Your type
www.patientvoices.org.uk/lssc.htm



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'In my end is my beginning'

'Each affects the other and the other affects the next, and the world is full of stories, but the stories are all one.'

Mitch Albom



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Keepers of the stories

- Which stories do you need to keep?
- Why do you need to keep them?
- How would you preserve them?
- What would you do with them?



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The future begins today



'How wonderful it is that nobody need wait a single moment before starting to improve the world.'

Anne Frank (1945)

'We must be the change we want to see.'

Mahatma Gandhi



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Two-minute story

'If we communicate for two minutes only, it will be enough.'

Paul Weller



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