Patient Voices: how stories of safety, quality and culture form the DNA of care

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So, what's my story?

CALLBACK
NASA'S AVIATION SAFETY REPORTING SYSTEM
REX HARDY

Our aspiration

‘...to capture some of the unwritten and unspoken stories of ordinary people so that those who devise and implement strategy, as well as clinicians directly involved in care, may carry out their duties in a more informed and compassionate manner.’
Hardy, 2004

Creating a culture of quality

‘If we want to create a culture of safety, a culture of quality, a culture of humanity, then it is necessary, first, to understand the individuals who form that culture.’
Hardy and Jaynes, 2010

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

Stories and statistics

‘Statistics tell us the system’s experience of the individual, whereas stories tell us the individual’s experience of the system...’
Sumner, 2009
Creating a culture of humanity

‘Stories are essential in creating a culture where safety and humanity are prized and the values of intellectual, emotional and spiritual intelligence inform “the way we do things here.”’
Cathy Jaynes, 2012

‘The plural of stories is culture.’
James Munro, 2017

The culture of the mind...

‘The culture of the mind must be subservient to the culture of the heart.’
MK Gandhi

Jimmy’s story


Walking in someone else’s shoes

‘These stories allow us to walk in someone else’s shoes for a few minutes.’
Medical Officer
National Institute of Medical Research
Dar es Salaam, Tanzania

Patient Voices: the vision
• Involving and engaging patients
• Placing patients firmly at the heart of care
• Listening to their stories
• Learning from their stories
• Promoting reflection
• Prompting discussion and debate
• Strengthening inter-professional education and collaborative practice
• Contributing to research
• Improving quality and safety
• Touching hearts and minds
• Stimulating organisational change

Sumner, 2009
Patient Voices: the learning

‘There are many aspects to the Patient Voices stories... I take every chance I can to recommend that the medical profession takes ten minutes a day to go through the different stories to try and understand what patients cannot always put into the right words. Then, maybe, just maybe, we may get a better understanding of how people are feeling so we can all communicate properly.’

Brian Clarke, patient storyteller

The DNA of Care

‘The intertwined relationship between patient care and staff well-being has been likened to the double helix. And so the stories we tell each other are like the DNA of care, transmitting information and shaping cultures, offering learning opportunities and, sometimes, healing.’

Hardy and Sumner 2015

Pieces

Changing conversations

‘I used my story (apprehensively) in a registrar teaching session today - and everybody was in tears by 09:00 a.m. But they commented that nobody has ever encouraged them to look after themselves – and then they started sharing their own stories ...’

Changing culture

‘I am so glad I made this story. I was also really, really pleased to learn that our bereavement team has started doing workshops with nurses for emotional support. Shockingly, a few said, that the finger of blame is often pointed by doctors, especially in non-paediatric specialties. This is so upsetting and so unnecessary.’

The sleepless ones
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Select bibliography


Hardy, P. and Sumner, T. (2014) "Telling their stories: exploring the development and impact of digital stories in healthcare. Faculty of Health, Psychology and Social Care, Manchester Metropolitan University. PhD.
