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Voices
affective
Patient
reflective

Points of view:

an exploration of a digital storytelling project from different perspectives

Karen Deeny, Pip Hardy, Fiona O'Neill, Rachel Scanlan, Claudia Gore and Jo Tait

September 2018 Current trends in digital storytelling research and practices. Zakynthos, Greece

Welcome



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Introductions



Fiona O'Neill



Rachel Scanlan



Jo Tait



Claudia Gore



Karen Deeny



Pip Hardy

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Context of the DNA of Care project

- NHS serves more than 52 million people
- Around 1.3 million staff members
- 54% of staff professionally clinically qualified
- The NHS deals with over 1 million patients every 36 hours
- 13% of all people in employment in the UK work in healthcare.

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Balancing two global phenomena

Patients

- Growing demand
- Intensity
- Acuity
- Compassionate care



Staff

- Stress
- Burnout
- Bullying
- Compassion fatigue

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Experiences of care for all

'Health is all about people. Beyond the glittering surface of modern technology, the core space of every health care system is occupied by the unique encounter between one set of people who need services and another who have been entrusted to deliver them.'

Frenk et al. (2010)

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Compassion for all

'Both staff and patients need care, compassion and respect.'

Professor Michael West 2014



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Compassion in the workplace

'I cannot emphasise enough how meaningful it was to me when care-givers revealed something about themselves that made a personal connection to my plight. The rule books, I'm sure, frown on such intimate engagement between care-giver and patient. But maybe it's time to rewrite them.'

Kenneth Schwartz



Photo courtesy The Schwartz Center

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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

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The DNA of Care: a short history



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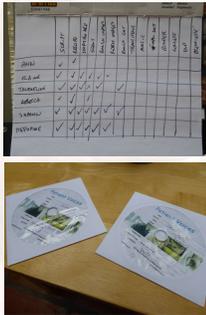
Five themes

- Compassion
- Staff as carers
- Leading change across boundaries
- Learning from serious incidents
- Clinicians in distress (wounded healers)

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What happened?

- Five workshops
- 33 storytellers
- 34 stories
- Reflection
- Insight
- Connection
- Healing



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Stay

www.patientvoices.org.uk/flv/1019pv384.htm Rachel Scanlan 2016

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Take another moment...

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Introducing Claudia

“Quite simply the DNA of Care digital storytelling workshop is the best thing that’s happened to me in the last few years in terms of my professional life.”

“I’m a better doctor since making my story.”

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Stickers

- A plea for self-compassion
- A story of resilience

“When I developed cancer, it was basically a good thing in a way, because it stopped the hamster wheel and we stopped running – I hadn’t felt that relaxed for 20 years. It’s shocking really.”

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Stickers

www.patientvoices.org.uk/flv/1003pv384.htm Claudia Gore 2016

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Claudia’s thoughts...

- Helping trainee doctors understand that caring for oneself is important and allowed
- Sharing with others that cancer was not the worst thing for me
- Learning about myself
- Fundraising for cancer research
- Introducing myself to others, letting them see me as me and not just as a ‘doctor’
- Opening conversation with others in the same boat

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Your thoughts?



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Safe spaces, safe stories

'It's rare for me to feel I've made as much connection with as many people as I have this weekend.'

'Since making our digital stories, we feel as though we've grown wings!'

'I'm not at all sure that I can release my short video... I feel much too vulnerable.'



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Support for facilitators: clinical supervision

- Peer supervision and reflection at the end of each day
- Formal clinical supervision
- Acknowledging the tension upfront
- Hold the space and holding the tension that helps people to tell that all-important story in a way that enables them to feel safe when it is released

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Introducing Jo



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A message from Jo

'One way to overcome this headlong rush to busyness is to take just three minutes to confront our best intentions, to consider why we do this work - to sit and watch a digital story. For me, helping people make their own, authentic digital stories is all I can do, just now. Each of us has our own part to play.'

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How does that make you feel?



www.patientvoices.org.uk/flv/1026pv384.htm Jo Tait 2016

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How did that make *you* feel?



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Thoughts from an educator

'The stories provided a much more ethical and developmental approach to bringing patient experiences into the heart of learning. Moreover, making a digital story was most often a transformative experience for patients, enabling them to get a new perspective on their journey and also providing their own reusable teaching resource that did not rely on the endless need to give talks to rooms full of students.'

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Four communities of learning

- Workplace learning – teams
- Undergraduates
- Organisational
- Citizens

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Using and sharing DNA of Care stories

- Helps create reflective spaces in which staff can honestly share their own feelings
- Promotes greater understanding, empathy and compassion
- Provides a catalyst for organisational development, particularly compassionate leadership
- Illuminates the reality of working in the NHS
- Provides a rich and flexible learning and teaching resource for use in education and service improvement

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Developing facilitation packs



Bringing your whole self to work
A facilitator's guide
Part of the DNA of Care Programme

Authenticity and diversity

'We are all of fundamental equal worth. At the same time, our community will be richest if we let all members contribute in their distinctive way, appreciating the differences in roles, education, backgrounds, interests, skills, characters, points of view, and so on.'



Laloux 2014

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The gift of listening

'You need to spend the time to listen to the stories of those who work in the NHS.'

This gift of listening will not only provide support but also foster understanding of the reality of working in healthcare today.'



Kay 2017

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Impact: waves and ripples

Story page views on Patient Voices website

DNA of Care	107,653
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Spin-off projects

- Terrific Teens allergies 23,446
- Terrific Teens Sickle Cell 14,453
- Chronic pain stories 19,214

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Impact: Changing conversations

- 'I'm going to stop being silent. I'm going to kind of speak up a bit about some of my experiences'
- 'This has opened up different conversations about self-care and self-compassion with junior doctors'
- healthcare professionals are feeling more able to acknowledge when they are unwell or burnt out.

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Feeling compelled to act

- Honouring the commitment, willingness and courage of storytellers with a formal launch
- Commissioning a follow up process and event to track, monitor and evaluate the journeys and impact of the stories – the ripples and waves they created
- Sharing the learning



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Compassionate leadership: Sharing values and vision

'If you want to build a ship, do not start by gathering wood, cutting planks and assigning tasks. Instead, inspire a longing for the wide, endless sea.'



Antoine de St Exupery, 1943

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A resilient system

'A resilient system is what we need: one that adequately recruits, retains, values and supports its employees.'



Oliver 2017

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Pieces or people?

'Employees only bring a piece of themselves. People bring their whole selves.'



Sharlyn Lauby

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