



# Patient Voices

Connecting to the future:  
a vision of e-health with nurses  
as 'keepers of the stories'

NET 2007

Curriculum innovations

Pip Hardy

Pilgrim Projects/Patient Voices



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# The care of the patient

*'One of the essential qualities of the clinician is interest in humanity, for the secret of the care of the patient is in caring for the patient.'*

Francis Peabody (1927) *The care of the patient*



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## Technology and e-health: the aspiration

*'e-health is ... the intersection of medical informatics, public health and business ... health services and information delivered or enhanced through the Internet and related technologies.*

*'[It is] not only a technical development, but also a state-of-mind, a way of thinking, an attitude, and a commitment for networked, global thinking, to improve health care locally, regionally, and worldwide by using information and communication technology.'*

Eysenbach, G (2001)



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## Technology and e-health: the reality (RCN Survey, 2006)

67% of respondents had little or no information about NHS IT developments, *however...*

87% thought nurses should be consulted about EPRs, *and...*

70% thought that electronic health records would improve their clinical area, *while...*

74% felt they had not been adequately informed about developments, *and...*

25% had received no information at all



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## The question

Technology vs humanity?

How can the nursing professions and technology work together to care more effectively for the patients of the future?



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## Influencing factors

Life-style changes

Long-term conditions

Self-care

Care in the community

Co-production of care

Regulation and standards

Audit and measurement

Competition and choice

Changing technologies

The patient voice

Commissioning

Increasing rate of change



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## The challenge

To plan, prepare, set up and facilitate an e-health workshop as a 'visioning' day for leaders in the nursing professions to:

- consider health-related scenarios in the context of family and community
- discuss the impact of technology
- consider pathways most likely to result in health *and* care



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- identify priorities ...

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## and that's not....

... all in a creative and innovative way and all in six weeks...

And then:

- record the stories with the greatest transformational potential
- create a sustainable learning resource capable of electronic dissemination
- carry out an evaluation and analysis of the day.



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## The participants

- key leaders and stakeholders from the RCN, Connecting for Health and the NHS
- some (other) important people, including
  - Dame June Clark
  - Alison Kitson
  - Christine Beazley



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## The team

- Pip Hardy, Director Pilgrim Projects/Founder Patient Voices
- Professor Paul Stanton, CGST and DH
- Loy Lobo, BT healthcare strategy and innovation
- Alex Tobin, Head of service Improvement, South Central SHA
- Fiona O'Neill, Senior Researcher, University of Leeds Medical School
- Brendan Routledge, Pilgrim Projects
- Jill Rogers, JRA




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## The methodology

- Devise and prepare pre-work, to include an e-workbook and digital stories.
- Set up online discussion group to share ideas and promote community of practice.
- Use posters, poetry, cartoons and quotations to stimulate creativity.
- Set up small group process on the day to share and identify stories with 'transformative potential'.
- Capture outcomes from the day as digital stories.
- Carry out analysis and evaluation of the day.
- Cascade and disseminate learning via e-learning.

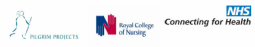


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## The e-workbook



**E-Health Connections Nursing Workshop:  
Connecting to the Future**

Preparatory workbook

6<sup>th</sup> February, 2007

WRITTEN BY:  
Dr. Henry  
Director of Pilgrim Projects and Founder of the Future Voice Programme  
Professor Paul Daines  
Assistant to Director, Department of Health and Hospital of the Day

Royal College of Nursing      e-Health Connections      Connecting to Health


**Aims and objectives**

One key aim is to generate a number of category stories from the day - stories that capture and describe some of the key issues, problems and transformational possibilities in which ICT plays a role. These stories will be disseminated in the wider healthcare community.

This workbook will help you prepare to contribute to the collective stories. As you go through the workbook, you will be asked to:

- reflect on the relevance of quality and technology in your life
- recognise the characteristics of a good story
- tell a story about a patient
- have creative ideas
- reflect on your patient story and consider how it could be transformed by technology

The stories in this workbook will be a stimulus to creative engagement with the topics contained and will contribute a different approach to the day - one which is focused on creating an experience and a willingness to share your experiences as well as your aspirations with your colleagues.



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**Pre-work task 2: think about technology**

2. A patient/technology influence

Think about a technological innovation that has had a profound impact upon the healthcare system.

At your personal life


to your working life

Characterise the innovation in a couple of sentences.

Summarise, in not more than 100 words in each case, the impact it has had upon you, and why.

If you wish, please feel free to share your thoughts with others, via the #EHC2007.

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## The posters: realising potential

*'The single most important factor in realising the potential of healthcare ICTs is the people who use them.'*

*'The end users of any new technology must be involved at all stages of the design, development and implementation, taking into account how people work together and how patients, carers and healthcare professionals interact.'*

Royal Society (2006) *Digital Healthcare: the impact of information and communication technologies on healthcare*



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## The stories: Patient Voices

http://www.patientvoices.org.uk/ Windows Internet Explorer

http://www.patientvoices.org.uk/

Google

http://www.patientvoices.org.uk/

Patient Voices

About Patient Voices | The stories | Workshops | Resources

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### Welcome to the Patient Voices programme

The Patient Voices programme aims 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. We hope that, as a result of seeing the stories, patients, their carers and clinicians may meet as equals and work respectfully together for the benefit of all.

The elements of the Patient Voices programme are:

- the production and distribution of the Patient Voices digital stories themselves
- workshops that enable healthcare professionals, carers and patients to develop their own stories and narratives
- consultancy and support on the integration and use of digital stories within healthcare development programmes
- research into the uses and applications of digital stories in healthcare quality improvement and as reflective tools in healthcare education.

These are underpinned by an ongoing academic programme in inter-professional education and lifelong learning. To find out more, what's new, or to view some of the Patient Voices digital stories, click on the links above.

[Contact us](#) [Top Back](#)

You are in: Patient Voices

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Last updated: 07/06/2007



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# The power of stories

Stories empower	Stories connect
Stories move	Stories teach
Stories affect	Stories inform
Stories engage	Stories humanise

**SUCCESS**



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# The first story: The Nurse's Tale




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## Session 1: Getting to the essential story

By the end of the session participants will:

- introduce themselves to each other
  - tell a patient story in pairs
  - recognise the characteristics of a good story
  - agree which of the two stories best satisfies the criteria of a 'good' story and has the greatest potential to illustrate the transformational potential of ICT
  - share the four selected stories within the group
-  all contribute to the refinement of the story.

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## Session 2: Co-producing the story

By the end of the session, the group will:

- agree on two stories that illustrate the transformational potential of ICT and the challenges that are to be overcome if that potential is to be realised
- agree on a two storytellers who will go forward to record stories on behalf of the group
- refine two stories with transformational potential
- log the key challenges that need to be overcome if the transformational potential of ICT is to be realised



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Accountability and ownership

Policy and strategic direction

Access to infrastructure

Engagement and communications

Data sharing and information governance

Education, training and development

Development of standards

System design and clinical/nursing context

Multi-professional integration

Service transformation and benefits

Patient involvement



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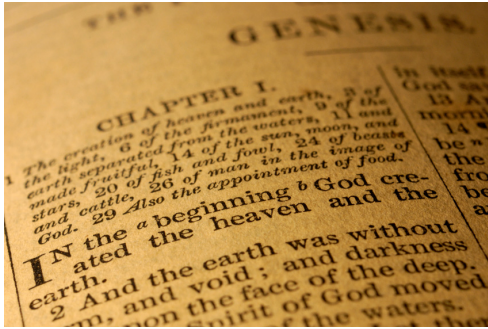
Response-analysis <sup>a</sup> —Visioning days <sup>a</sup>		Number of respondents <sup>a</sup>	Respondents rating as average or better <sup>a</sup>	Percentage rating as average or better <sup>a</sup>	Respondents rating as helpful or extremely helpful <sup>a</sup>	Percentage rating as helpful or extremely helpful <sup>a</sup>
Presentations <sup>a</sup>	Nursing and Midwifery in the 21st Century <sup>a</sup>	13 <sup>a</sup>	13 <sup>a</sup>	100% <sup>a</sup>	10 <sup>a</sup>	77% <sup>a</sup>
	The eHealth Challenge for Nursing <sup>a</sup>	14 <sup>a</sup>	14 <sup>a</sup>	100% <sup>a</sup>	11 <sup>a</sup>	79% <sup>a</sup>
	A Vision for Now: A Vision for the Future <sup>a</sup>	14 <sup>a</sup>	14 <sup>a</sup>	100% <sup>a</sup>	12 <sup>a</sup>	86% <sup>a</sup>
Preparatory Materials <sup>a</sup>	A Plan for the Future <sup>a</sup>	6 <sup>a</sup>	5 <sup>a</sup>	83% <sup>a</sup>	3 <sup>a</sup>	50% <sup>a</sup>
	How useful was the workbook in helping you to engage with the content of the day? <sup>a</sup>	13 <sup>a</sup>	12 <sup>a</sup>	92% <sup>a</sup>	9 <sup>a</sup>	69% <sup>a</sup>
	How useful were the Workbook Tasks (eg: think of a technological innovation) etc in helping to prepare you for the day? <sup>a</sup>	13 <sup>a</sup>	12 <sup>a</sup>	92% <sup>a</sup>	6 <sup>a</sup>	46% <sup>a</sup>
	How useful were the digital stories in helping your preparations? <sup>a</sup>	13 <sup>a</sup>	11 <sup>a</sup>	85% <sup>a</sup>	8 <sup>a</sup>	62% <sup>a</sup>
Workshops and Breakout Sessions <sup>a</sup>	How useful were the presentations in setting the context for the day? <sup>a</sup>	12 <sup>a</sup>	12 <sup>a</sup>	100% <sup>a</sup>	11 <sup>a</sup>	92% <sup>a</sup>
	Session 1 – Getting to the Essential Story <sup>a</sup>	14 <sup>a</sup>	12 <sup>a</sup>	86% <sup>a</sup>	5 <sup>a</sup>	36% <sup>a</sup>
	Session 2 – Co-producing the story <sup>a</sup>	13 <sup>a</sup>	12 <sup>a</sup>	92% <sup>a</sup>	6 <sup>a</sup>	46% <sup>a</sup>
	Feedback from Groups <sup>a</sup>	11 <sup>a</sup>	11 <sup>a</sup>	100% <sup>a</sup>	5 <sup>a</sup>	45% <sup>a</sup>
	Support from facilitators during this process <sup>a</sup>	13 <sup>a</sup>	12 <sup>a</sup>	92% <sup>a</sup>	8 <sup>a</sup>	62% <sup>a</sup>
<sup>a</sup>	<sup>a</sup>	<sup>a</sup>	<sup>a</sup>	<sup>a</sup>	<sup>a</sup>	<sup>a</sup>
<sup>a</sup>	<sup>a</sup>	<sup>a</sup>	<sup>a</sup>	<sup>a</sup>	<sup>a</sup>	<sup>a</sup>
Event Organisation <sup>a</sup>	Preparatory Material <sup>a</sup>	5 <sup>a</sup>	5 <sup>a</sup>	100% <sup>a</sup>	4 <sup>a</sup>	80% <sup>a</sup>
	Delegate Package <sup>a</sup>	6 <sup>a</sup>	6 <sup>a</sup>	100% <sup>a</sup>	5 <sup>a</sup>	83% <sup>a</sup>
	Organisation of Day <sup>a</sup>	6 <sup>a</sup>	6 <sup>a</sup>	100% <sup>a</sup>	5 <sup>a</sup>	83% <sup>a</sup>
	Catering and Refreshments <sup>a</sup>	6 <sup>a</sup>	5 <sup>a</sup>	83% <sup>a</sup>	5 <sup>a</sup>	83% <sup>a</sup>
	Convenience of the Venue <sup>a</sup>	6 <sup>a</sup>	6 <sup>a</sup>	100% <sup>a</sup>	5 <sup>a</sup>	83% <sup>a</sup>



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## Telling the right stories



*'How can I help people if I don't know the right stories to tell them?'*

Jack Cash



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Leanna



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From stories to transformation



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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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Thank you

[www.patientvoices.org.uk](http://www.patientvoices.org.uk)

[www.pilgrimprojects.co.uk](http://www.pilgrimprojects.co.uk)

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