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

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*
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)

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
The question

Technology vs humanity?

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

Influencing factors

<table>
<thead>
<tr>
<th>Life-style changes</th>
<th>Audit and measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long-term conditions</td>
<td>Competition and choice</td>
</tr>
<tr>
<td>Self-care</td>
<td>Changing technologies</td>
</tr>
<tr>
<td>Care in the community</td>
<td>The patient voice</td>
</tr>
<tr>
<td>Co-production of care</td>
<td>Commissioning</td>
</tr>
<tr>
<td>Regulation and standards</td>
<td>Increasing rate of change</td>
</tr>
</tbody>
</table>
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
- identify priorities ...

and that’s not all....

… 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.
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

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
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.

The e-workbook
The online community

The posters:
Lost in translation

1. How could technology help you?
   I'd like to be reminded when I should take my tablets

2. Can you develop an Automated Concordance Support System (CSS)?
   Ah! a Voice-Activated Time-Sensitive Modification Ingestion Decision Tree (VATS MIDT)

3. Is it time for me to take my tablets?

4. I do not recognise the question, please re-formulate

AGGHHH!!!
‘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.’

The power of stories

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

SUCCESS

The first story: The Nurse's Tale
**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.

**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
- feed these back to the whole group.
Challenges and actions: key themes emerging from the day

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

The evaluation
Telling the right stories

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

Jack Cash

Leanna
From stories to transformation
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?

The future begins today

‘We must be the change we want to see.’
Mahatma Gandhi

‘How wonderful it is that nobody need wait a single moment before starting to improve the world.’
Anne Frank (1945)
Thank you

www.patientvoices.org.uk

www.pilgrimprojects.co.uk

pip@pilgrimprojects.co.uk