Inter-professional learning from Patient Voices

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CAIPE AGM

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Pilgrim Projects/Patient Voices

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Slowing down

Tomorrow’s clinicians

• focused on quality
• patient centred
• clinically driven
• flexible
• valuing people
• promoting life-long learning

and also....

Transforming healthcare

‘Storytelling is the mode of description best suited to transformation in new situations of action.’
Schön, 1988

Ways of knowing

Authentic presence

Empirical knowledge

Aesthetic knowledge

Personal knowing

Moral knowing
To the typical physician, my illness is a routine incident in his rounds, while for me it’s the crisis of my life.

I would feel better if I had a doctor who at least perceived this incongruity... I just wish he would... give me his whole mind just once, be bonded with me for a brief space, survey my soul as well as my flesh, to get at my illness, for each man is ill in his own way.’

Anatole Broyard, 1992

Patients and clinicians working in partnership

‘Measured innovation’
www.patientvoices.org.uk/flv/0016pv384.htm

What can we learn?

• What did you think?
• How did you feel?
• What might you do differently?

Why tell stories?

‘We tell stories to entertain and to teach…’

Pascal

‘No matter what form the dragon may take, it is of this mysterious passage past him, or into his jaws, that stories of any depth will always be concerned to tell....’

Flannery O’Connor
Vicky’s story

‘Locked door
[[this story is *not* for general use]]

A model for reflection: EAR

Good stories are
Effective
Affective
Reflective
Tony Sumner, 2008

Stories or statistics?

‘Statistics tell us the system’s experience of the individual, whereas stories tell us the individual’s experience of the system…’
Tony Sumner, 2009

The stories: Patient Voices

Creating (professional) identity

‘Narrative is radical, creating us at the very moment it is being created.’
Morrison, 1994

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
Matthew’s story

‘Yeah, I’ll go’
www.patientvoices.org.uk/flv/0257pv384.htm

What did Matthew learn?

‘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.’
Peabody 1927

Reflection in action

‘But now, with the [Patient Voices] digital storytelling, I understand for the first time what reflection really means, and how powerful it can be for me, and as a way of sharing my experiences with others.’
Matthew Critchfield, 2008

Walking in someone else’s shoes

Jean’s story

‘Getting to the bottom of things’
www.patientvoices.org.uk/flv/0110pv384.htm

What can we learn?

• What did you think?
• How did you feel?
• What might you do differently?
Passages past dragons

‘People reach greater maturity as they find the freedom to be themselves and to claim, accept and love their own personal story, with all its brokenness and its beauty.’

Jean Vanier

Judy’s story

‘Demons and despair’

www.patientvoices.org.uk/flv/0330pv384.htm

Why must we use stories in IPE?

Patient Voices Reflective digital stories:
- are a distillation
- enable distributive access
- encourage the capacity to teach in new and engaging ways.

The essential story

Education and healthcare

The stories are valued for their:
- authenticity
- veracity
- flexibility and versatility
- brevity and succinctness
- emotional power.....

Education and healthcare

... and for their ability to:
- prompt reflection
- stimulate discussion and debate
- promote empathy
- encourage creativity
- change practice.

Hardy, 2007
Where are PV stories being used?

- Royal College of Nursing: continence care in care homes
- Royal College of Nursing: Principles of Nursing Practice
- Guys and St Thomas’s: Clinical leadership
- University of Nottingham: Nurse preceptor training and pre-registration nursing
- University of Hertfordshire: Social work training
- Saskatoon Health Authority: First Nations Live Well! Programme
- HK Northern Territories Hospital Cluster: Better communication
- La Trobe University: Threshold concepts in mental health
- Manchester MH Trust: Induction, staff training and recruitment
- ... And many more

Recovery!

Cultivating insight

Reflection and professional development

Changing the world

Culture of the heart