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

- identify priorities …

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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.

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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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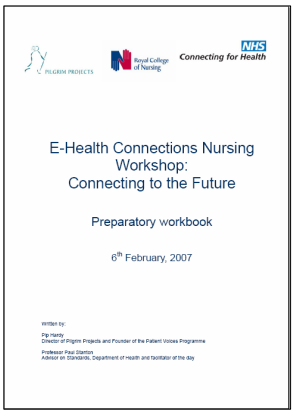
The e-workbook



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Royal College of Nursing

Connecting for Health

E-Health Connections Nursing Workshop:
Connecting to the Future

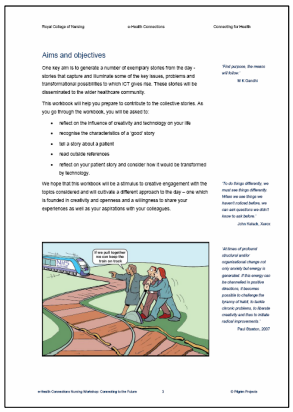
Preparatory workbook

6th February, 2007

Written by:

Pip Hardy
Director of Pilgrim Projects and Founder of the Patient Voices Programme

Professor Paul Stanton
Advisor on Standards, Department of Health and facilitator of the day



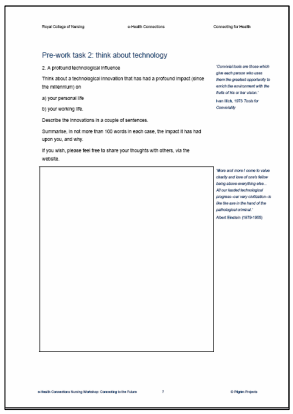
Aims and objectives

One key aim is to generate a number of exemplary stories from the day - stories that capture and illustrate some of the key issues, problems and transformational possibilities to which ICT gives rise. These stories will be disseminated to 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 influence of creativity and technology on your life
- recognise the characteristics of a 'good' story
- tell a story about a patient
- read outside references
- reflect on your patient story and consider how it would be transformed by technology.

We hope that this workbook will be a stimulus to creative engagement with the topics considered and will cultivate a different approach to the day – one which is founded in creativity and openness and a willingness to share your experiences as well as your aspirations with your colleagues.



Pre-work task 2: think about technology

2. A profound technological influence

Think about a technological innovation that has had a profound impact (since the millennium) on

a) your personal life

b) your working life.

Describe the innovations 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 website.

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The online community

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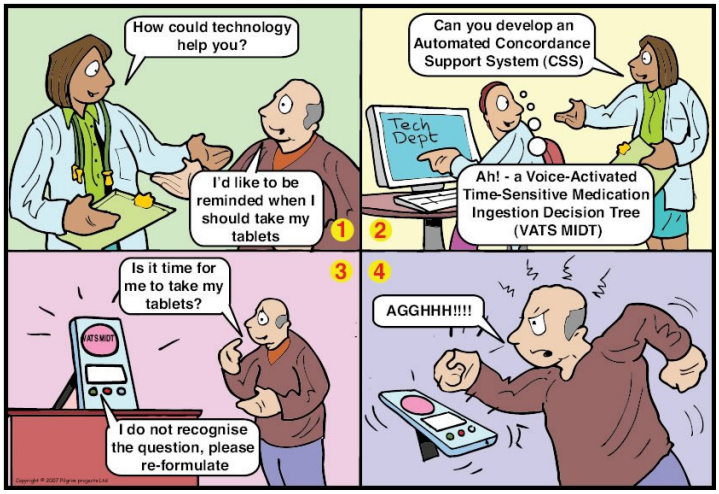
The posters: Lost in translation



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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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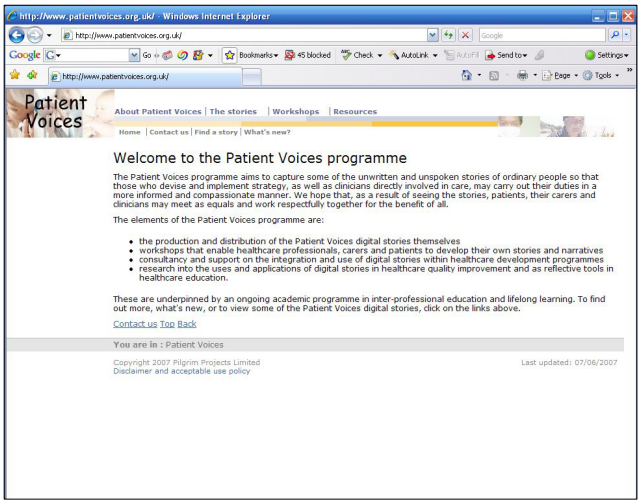
The stories: Patient Voices



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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
- feed these back to the whole group.

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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

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The evaluation

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

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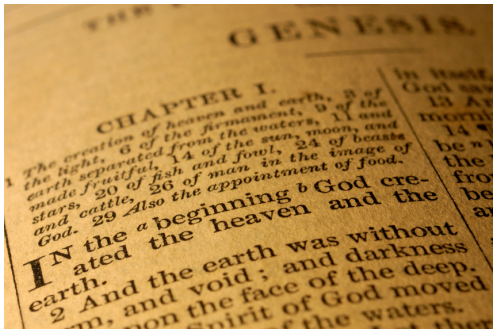
Telling the right stories



'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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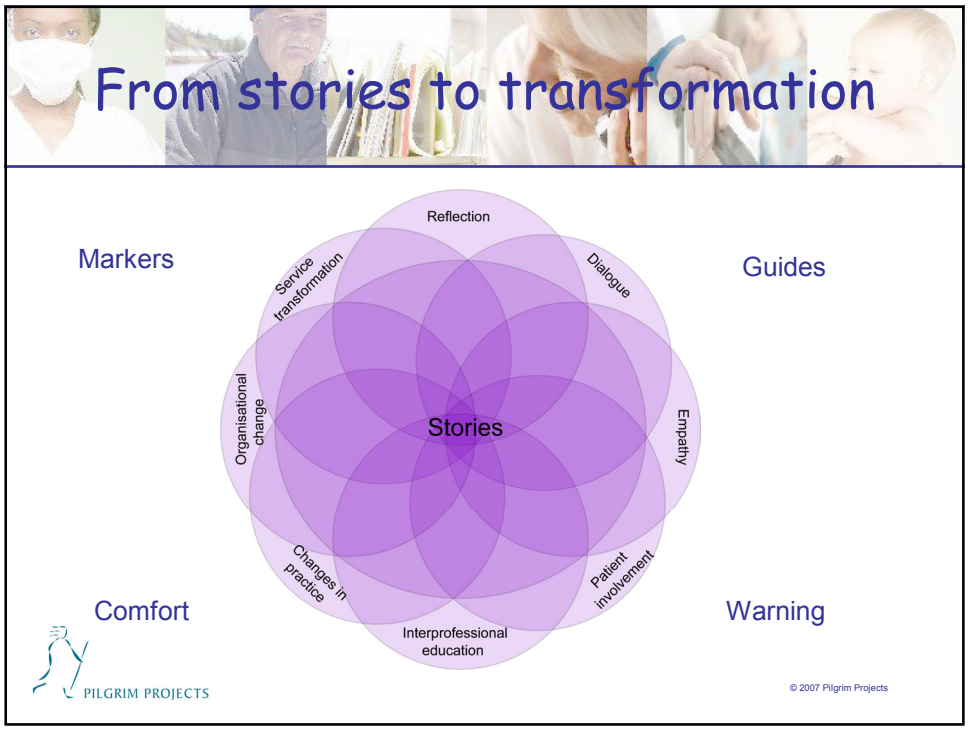

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Keepers of the stories

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

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