

# *Perioperative Care for Older People undergoing Surgery The (POPS) Network*

*21 July 2021*

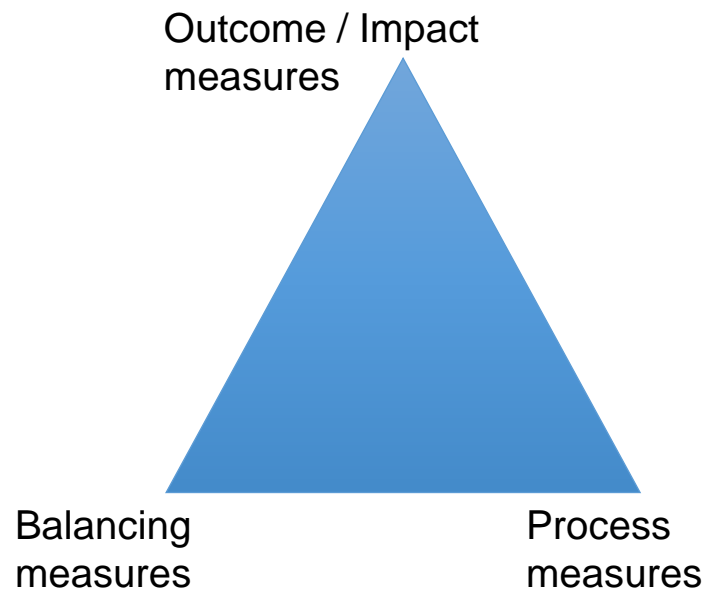


**Experience Based Design (EBD)**  
as part of your measurement approach

# The EBD approach – a service improvement methodology

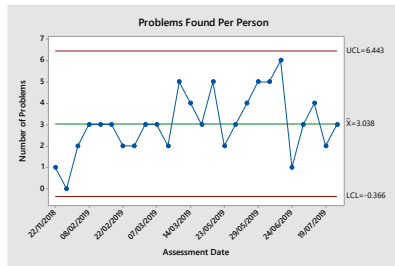


Don't forget  
to include  
measurement  
throughout.

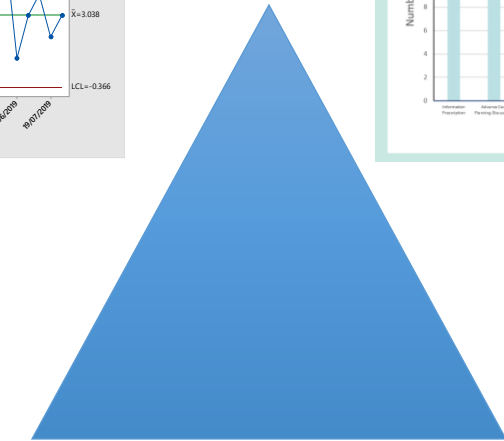
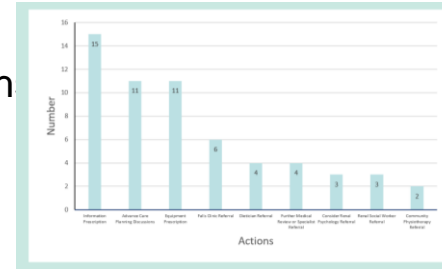


A complete list of measures is available on [www.scfn.org.uk](http://www.scfn.org.uk)

# Outcome / Impact

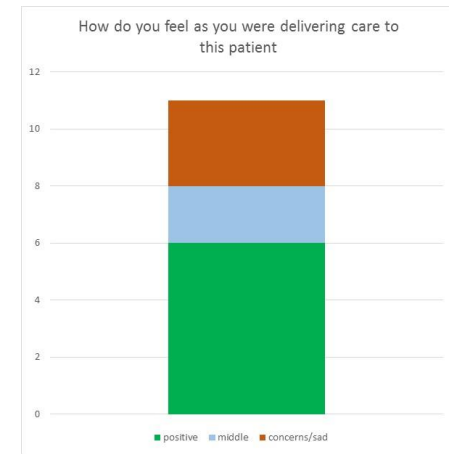
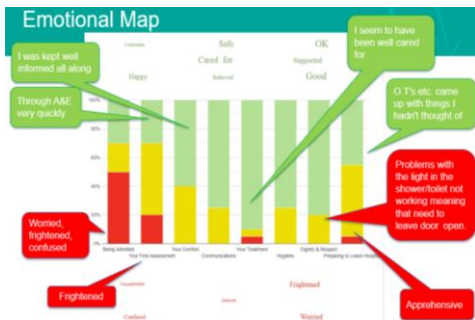


Data / Graph



Patient Perspective

Staff Perspective



Before we start, a quick survey...

How satisfied were you with the information  
you received prior to this online event?  
**Put your response in the chat box please**

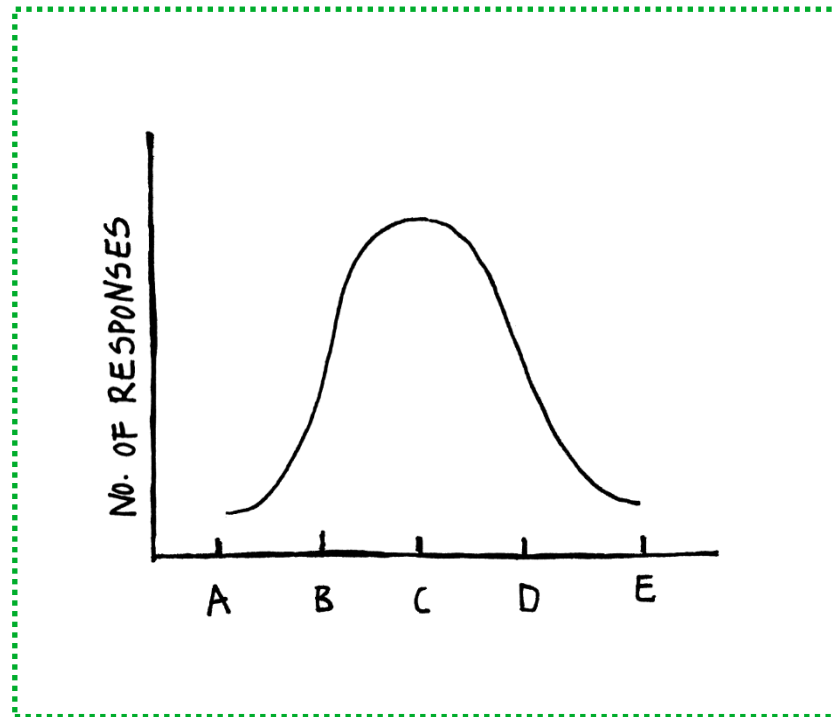


Very Good



Very Poor

# Normal Distribution Curve



Before we start again, a quick survey...

What was your experience of  
logging in to this event?

**Put your response in the chat box please**

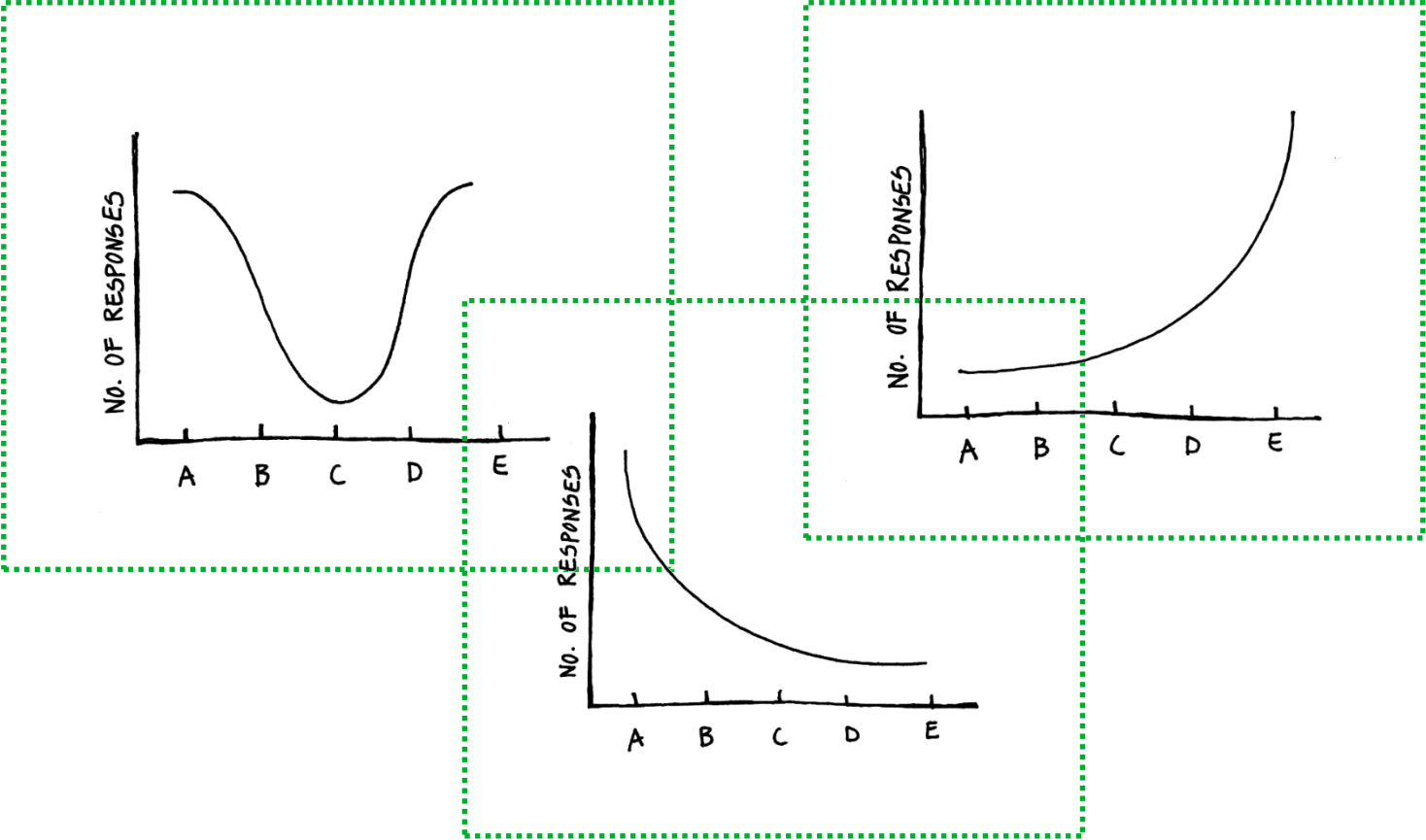


Very Good



Very Poor

# Experience Findings





“The EBD approach is about using **experience** to gain insights from which you can identify opportunities for improvement.”

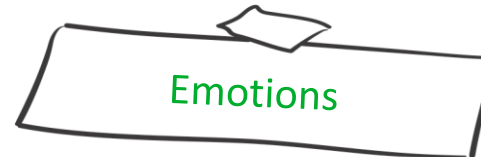
“It’s about experiences not attitudes or opinions.”

# Emotions and touchpoints

The ebd approach is driven by consideration of the moments of engagement.

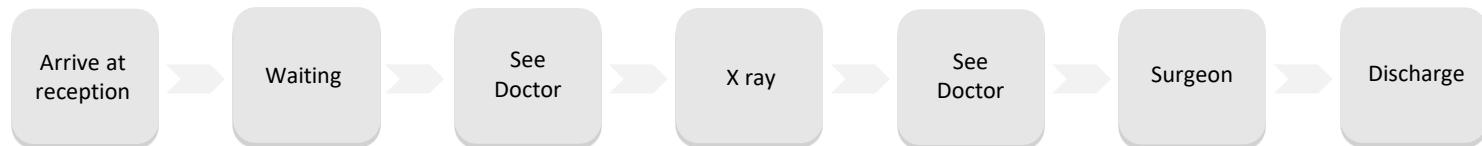


moments of  
engagement  
e.g. finding a car  
parking space



how people feel  
through their journey  
e.g. scared

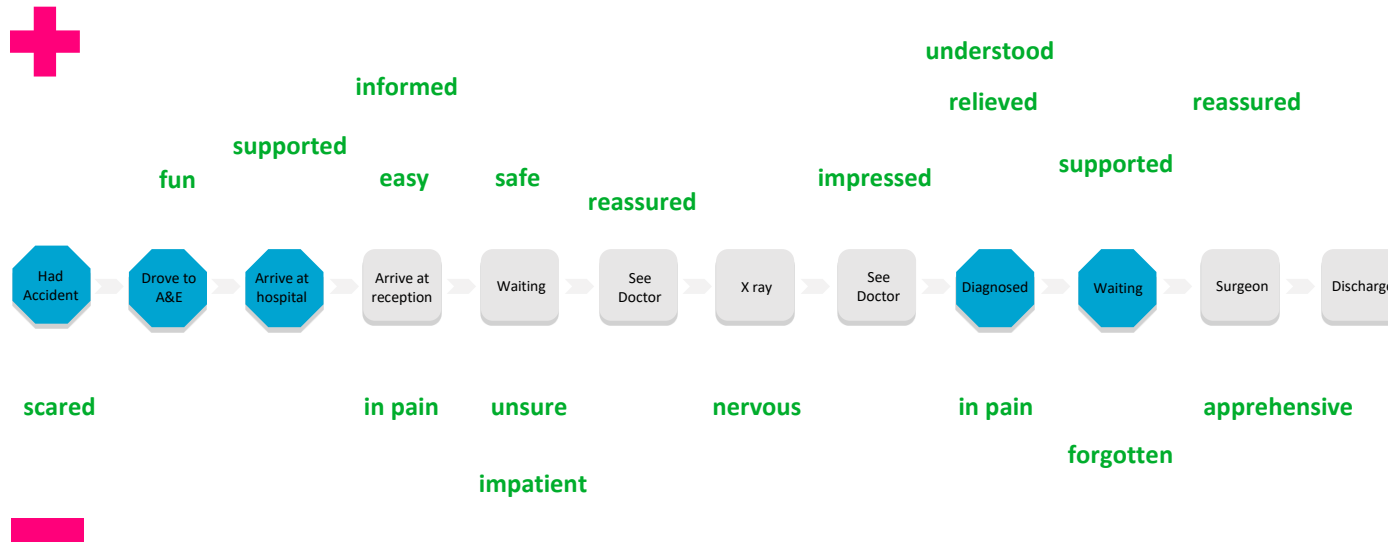
# A typical process map




# Identifying Touchpoints



# Identifying Emotions





**“Measurement will help you understand the difference your work has made for patients and staff.”**

# Your Measures

What do you currently measure that relates to patient experience?

Put your response in the chat box please



# Experience Based Design (EBD) tools for POPS

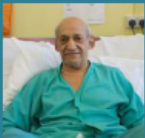


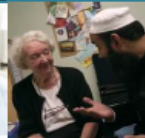
































# Inpatient questionnaire for older people

## PATIENT EXPERIENCE

Name of Hospital :  
Date :

<b>YOUR EXPERIENCE</b>	Being Admitted	Your First Assessment	Your Comfort	Communications	Your Treatment	Hygiene	Dignity & Respect	Preparing to Leave Hospital
								
Select How You Felt	  	  	  	  	  	  	  	  
Using The List Below, What Emotion Describes Your Experience?								
Please Add Other Thoughts Or Feedback On Your Experience								
<b>EMOTIONS</b>	Supported	OK	Safe	Misunderstood	Uncomfortable			
	Relieved	Cared for	Worried	Confused	Annoyed	Frightened		
	Comfortable	Good	Happy	Unhappy	+ Additional Emotion			

# Outpatient questionnaire

## How do you feel? Patient experience questionnaire

Sheffield Teaching Hospitals   
NHS Foundation Trust

This experience questionnaire will help you think about how you feel at different stages of your journey.

**1**  
Referral and treatment decision

How did you feel?

Please circle the words that best describe your feelings at each stage, or write your own word at the bottom of the page.

happy      worried  
supported      comfortable  
safe      lonely  
good      sad  
other \_\_\_\_\_

**2**  
Arrival

How did you feel?

happy      worried  
supported      comfortable  
safe      lonely  
good      sad  
other \_\_\_\_\_

**3**  
Initial assessment

How did you feel?

happy      worried  
supported      comfortable  
safe      lonely  
good      sad  
other \_\_\_\_\_

What was it that made you feel like this? Was it friendly staff, a nice conversation, or a long wait – whatever it is we'd like to know.

How involved were you in the decision making process. What made you feel like this?

Can you describe why you felt like this?

What made you feel like this?

[The experience based design (EBD) approach

©NHS Elect

Name of Hospital:

Date:

Job Role:



Reflecting on your frailty service, thinking about frail patients that you have been involved with, cared for or treated in the last few days, what feelings, thoughts or emotions are provoked or triggered at each of the following touch points.

Being Admitted	Patients First Assessment	Patients Comfort	Communications	Delivering Treatment	Providing Hygiene	Dignity & Respect	Planning Patients Discharge

Using the list of emotions below, what best describes your experience?

--	--	--	--	--	--	--

Please add other thoughts or feedback on your experience.

--	--	--	--	--	--	--

List of Emotions

Achievement	Motivated	Content	Unhappy	OK	Confused	Misunderstood
Positive	Satisfied	Relieved	Upset for Patients	Safe	Annoyed	Uncomfortable
Proud	Successful	Happy	Satisfied	Relieved	Frightened	Good
Confident	Reassured	Delighted	Supported	Worried	Comfortable	Downtrodden
Frustrated	Unknowing	Sad	Stressed	Pressure	Ashamed	Apologetic
Anxious	Agitated	Angry	Awkward	Unable	Happy	Disappointed

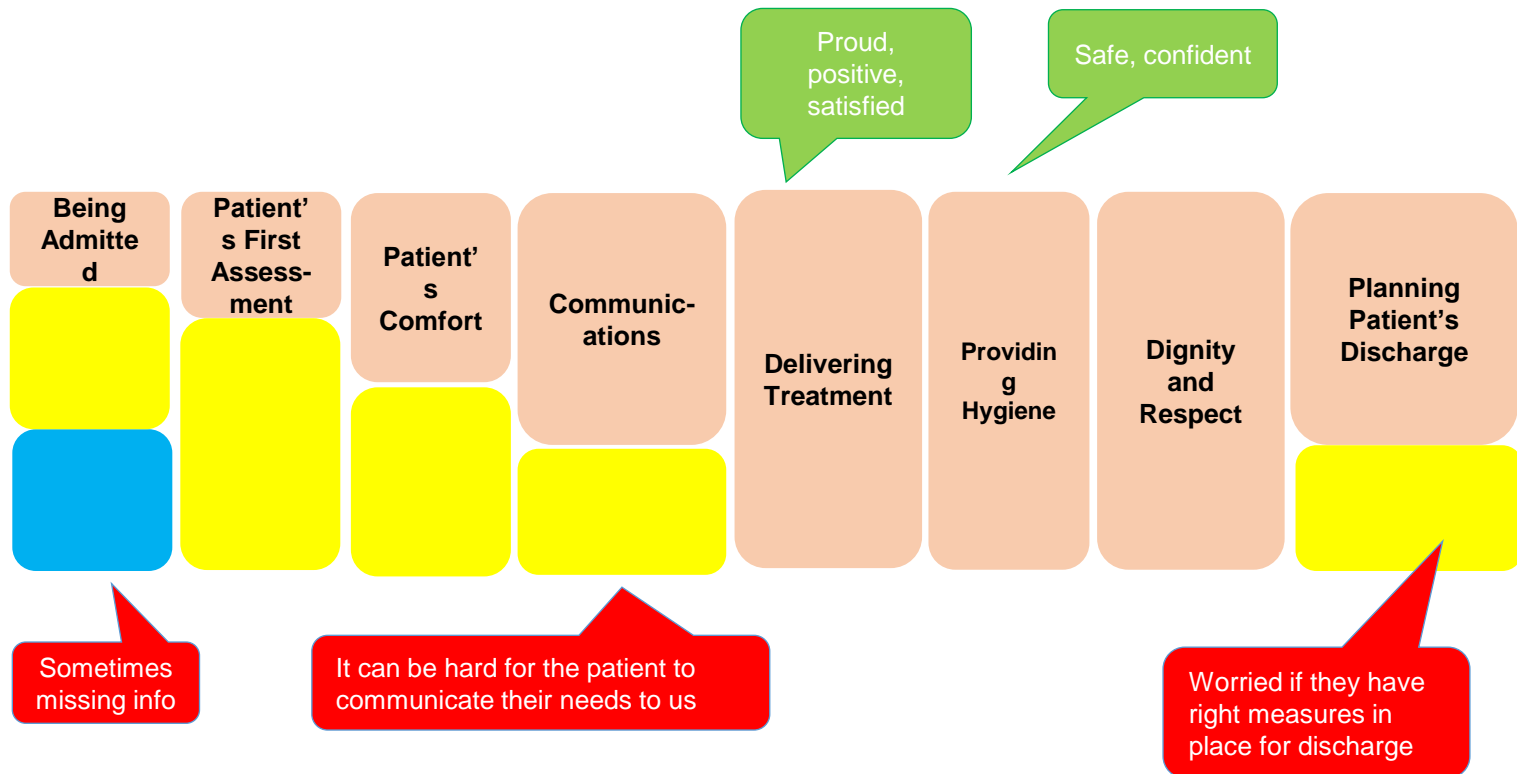
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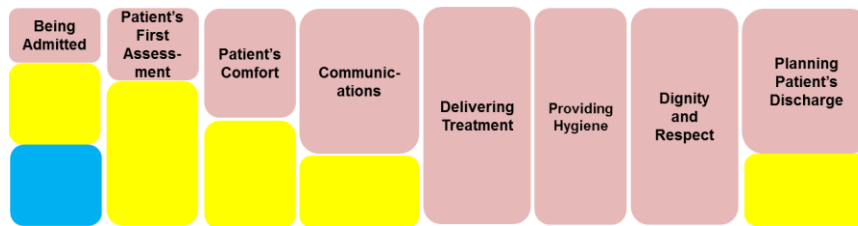
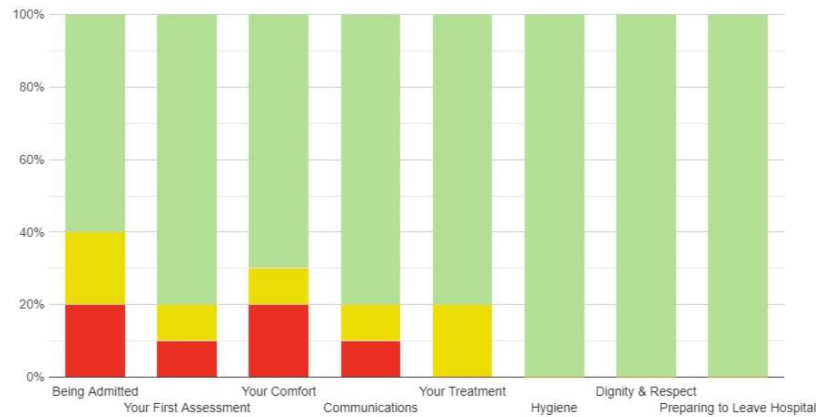
# EBD tools to gather patient experience data

- In-patient questionnaire
- Out-patient questionnaire
- Staff In-patient questionnaire
- Staff Out-patient questionnaire

# Emotional Map – In-patient



# In-patient EBD and Staff EBD comparison



# Emoji responses shown as percentages

Question	Happy %	Indifferent %	Sad %	Responses
Being Admitted	20%	0%	80%	5
Your First Assessment	100%	0%	0%	5
Your Comfort	80%	0%	20%	5
Communications	100%	0%	0%	5
Your Treatment	80%	0%	20%	5
Hygiene	100%	0%	0%	5
Dignity & Respect	100%	0%	0%	5
Preparing to Leave Hospital	40%	0%	60%	5

# Question responses

- **Question: Being Admitted**

*“Worried because of anxiety”*

- **Question: Your First Assessment**

*(no comments match these filters)*

- **Question: Your Comfort**

*“With the exception of one incident when I nearly fell and the nurse told me off for flopping on the bed”*

*“Bed is hard. Food is not good”*

- **Question: Communications**

*(no comments match these filters)*

- **Question: Your Treatment**

*“Some leaking so was worried”*





# EBD in practice

## Improvement project

# SCFN and St Bartholomew's TAVI EBD Patient Experience Improvement Project

### Introduction

The aim of this approach is to understand how patients 'felt' at each stage of their journey and to identify areas for improvement to ensure patients have a positive experience. Patients experience questionnaires were completed by up to 5 users of the service at the end of each patients visit to the hospital by either the patient or a representative.

Patients can use a variety of options to express their feelings at each stage of the journey;

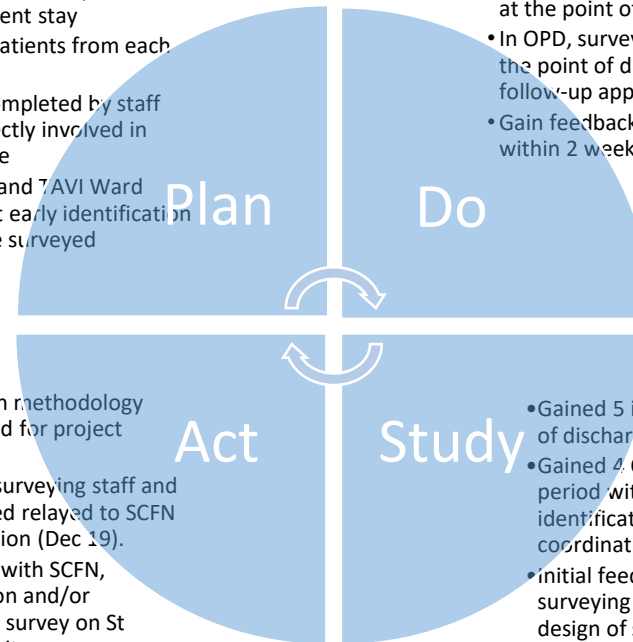
- an emoji to indicate if they felt happy, sad or indifferent
- a word to describe their feelings at each stage from a predefined list
- free text option for the patient to include comments or feedback

An emotional map has been collated from these responses. To construct the map a RAG rating has been used to analyse emoji responses indicated in the box at each stage of the journey. The box is filled with RAG colour according to emoji responses. 'Feelings' selected by patients are plotted either in the positive sphere above the map or below in the negative section and the size of the text of the emotions depends on how often it was chosen.

### Contact for advice

Darren Barnes (Senior improvement Manager)  
Jubli Begum (Project Support Officer)

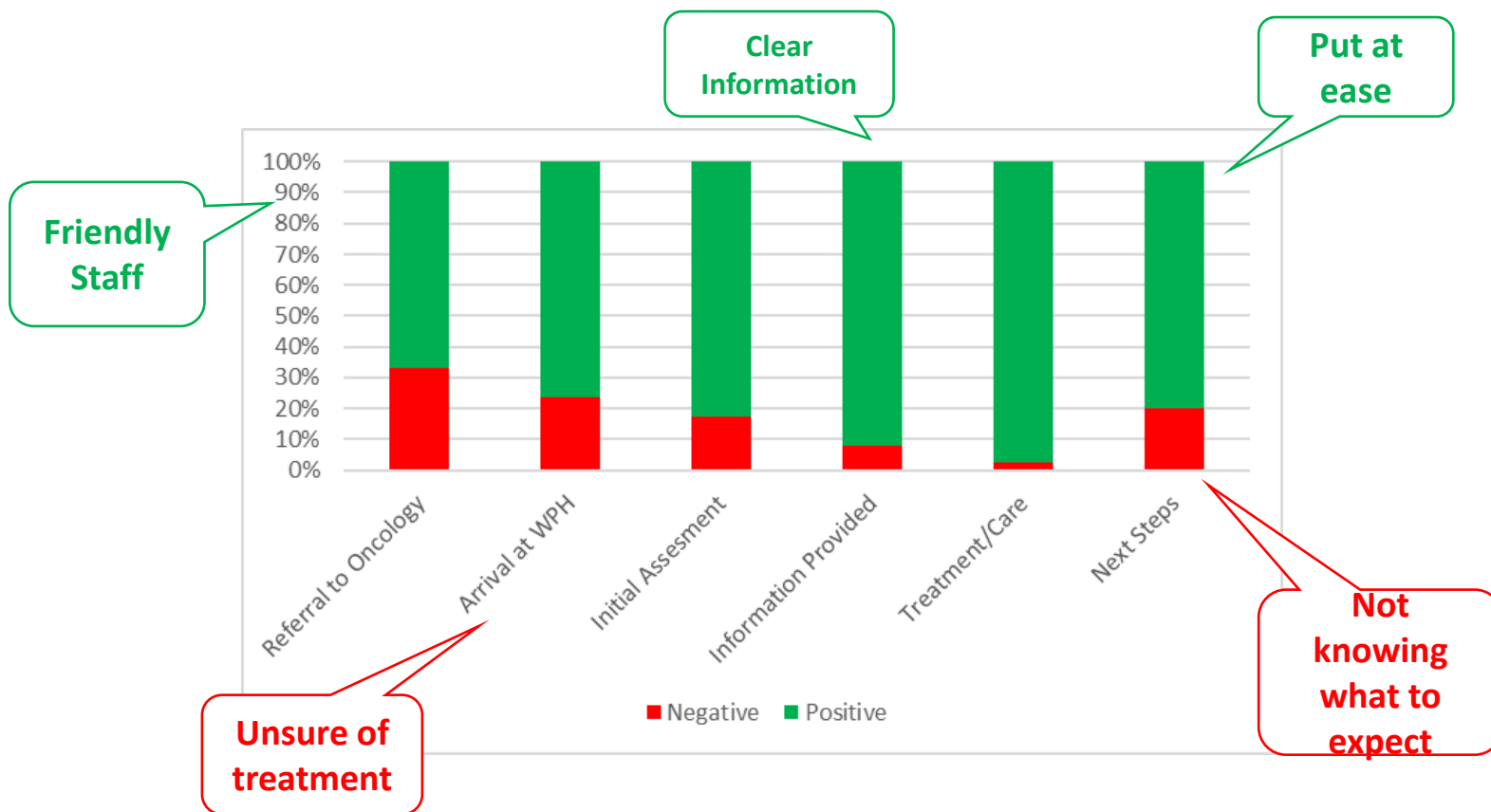
- Agree PDSA Improvement project and feedback mechanism with SCFN Team
- Understand how TAVI patients felt at each stage of their journey
- Differentiate between inpatient stay and outpatient stay
- Survey up to 5 patients from each group
- Surveys to be completed by staff that are not directly involved in TAVI patient care
- TAVI CNS Team and TAVI Ward Sister to support early identification of patients to be surveyed
- Survey collection methodology review prioritised for project group (Dec 18)
- Feedback from surveying staff and patients surveyed relayed to SCFN team for discussion (Dec 19).
- In collaboration with SCFN, consider adaption and/or adoption of EBD survey on St Bartholomew's site.
- Undertake 1 month of inpatient and OPD surveys to determine baseline patient experience data (Jan 19)
- Roll-out with ongoing monthly reporting to St Bartholomew's Frailty Project Group



- Identify, support and mobilise staff and ICT resources to enable survey completion
- Publish posters for ward and OPD areas
- On ward 6D, survey TAVI patients at the point of discharge
- In OPD, survey TAVI patients at the point of discharge from their follow-up appointment
- Gain feedback via SCFN App within 2 weeks of completion

- Gained 5 inpatient surveys at point of discharge in 3 days with ease
- Gained 4 OPD surveys in 2 week period with difficulty in identification of patients and coordinating timing
- Initial feedback from patients and surveying staff suggest that the design of survey and method of collection (tablet) does not suit all patients in cohort
- Initial Team response suggests non-clinical staff would feel better equipped and more comfortable in undertaking patient facing surveys with more training and support

# Emotional Map



# Stakeholders

- Patients and carers
- PALS team
- Patient focus group
- Patient voices
- Safeguarding leads
- SCFN QI coach and measurement team
- SCFN PPV rep

**Can you think of other stakeholders? Pop them in the chat please .....**

# Networking

What experience, excuse the pun, do you have of doing EBD?

Please share – raise your hand or put it in the chat function

# EBD Moodle module

## Experience Based Design



Teacher: Andy Mitchell

Teacher: Deborah Thompson



Using staff and patient experience to understand and improve services.

# Next steps.....Co-design

- Agree an EBD lead for your team
- Access the EBD moodle – no limit on numbers
- Work with your site support to agree your approach
- Involve your stakeholders
- Just try it – you will be surprised

# The evidence

- Large-scale study published Nov 2020

<https://doi.org/10.1177/2374373520969253>



# Other useful info

- <https://improvement.nhs.uk/improvement-hub/patient-involvement/>
- <https://www.kingsfund.org.uk/topics/patient-experience>
- <https://www.patient-experience.org/Home>
- [https://www.pointofcarefoundation.org.uk/resource/experience-based-co-design-ebcd-toolkit/?gclid=CjwKCAiAlvnfBRA1EiwAVOEgfBri483L5tsx0Dbb4DZEKiEew6g96DOJnFkmWkrYWAUu43IAKs6xrRoC754QAvD\\_BwE](https://www.pointofcarefoundation.org.uk/resource/experience-based-co-design-ebcd-toolkit/?gclid=CjwKCAiAlvnfBRA1EiwAVOEgfBri483L5tsx0Dbb4DZEKiEew6g96DOJnFkmWkrYWAUu43IAKs6xrRoC754QAvD_BwE)

# Thank you for listening

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