C2: Experience based co-design

Ask Us!

Participatory quality improvement by clients, family members and professionals *together*

Roel van der Heijde MA,
Trainer Fear Reduction & Vulnerable Leadership
RoelRotterdam & Patient Experience Association NL

Credits go to:

Heerings, Marjolijn, et al.

"Ask us! Adjusting experience-based codesign to be responsive to people with intellectual disabilities, serious mental illness or older persons receiving support with independent living." Health Expectations (2022).
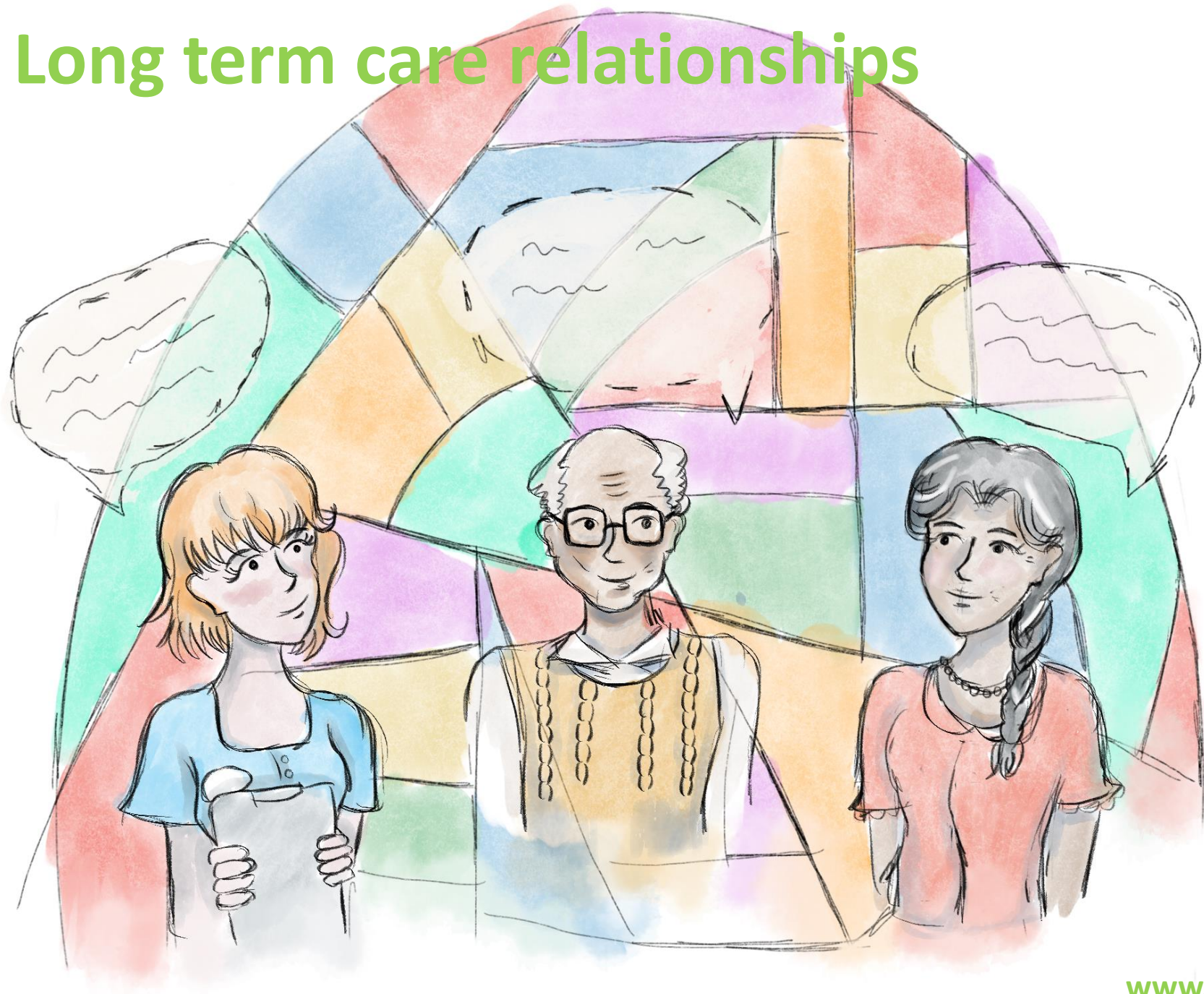
The experience experts
And……
to all the participants who bravely shared their experiences.

'Ask us!' a Method for critical reflective co-design

- Adapting the *Experience based co-design* method for long term care

- Focus for now on people living with intellectual disabilities, serious mental illness or older persons receiving home care services or living in a nursing home.

- Trigger films

JE WORDT EEN ANDER
THEATER BABEL ROTTERDAM

Clients (15 films)

Healthcare Professionals (15 films)

Informal Caregivers / Family members (10 films)

Ask us! Overview

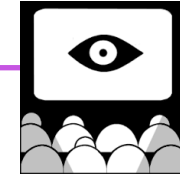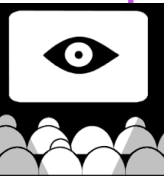**1. Collecting experiences**

Group session professionals
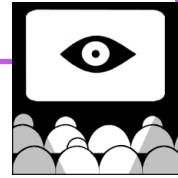
Group session clients

Group session significant others

2. Reflection on similarities and differences regarding improvement themes

Bringing clients, professionals and informal carers together to share experiences
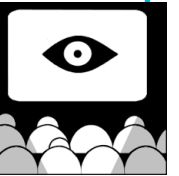
3. Developing care experiments

Co-design groups per theme of professionals, clients & significant others

Celebration eventc

A human isn't made to be alone.

Group Sessions:

Examples
&
What we learned

c

International Forum on
QUALITY&SAFETY
in HEALTHCARE

Co –design Sessions:

Examples
&
What we learned

International Forum on
QUALITY&SAFETY
in HEALTHCARE
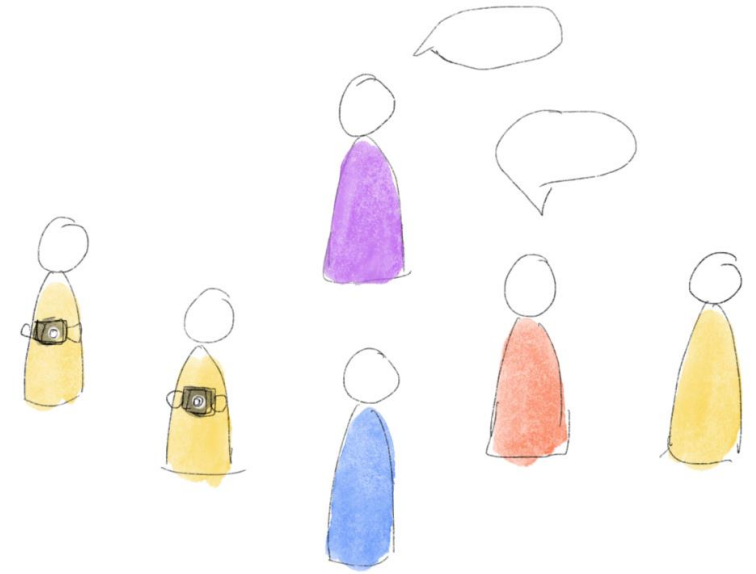
Next steps:

- Implementation in 2 teams in 2 mental health organizations.

- Developing module for people living with Acquired Brain Injury.

- Further development of implementation and scaling strategy.

- And all your ideas and suggestions are much appreciated!

International Forum on
QUALITY&SAFETY
in HEALTHCARE

Ask Us!

Thank you so for your time and attention!

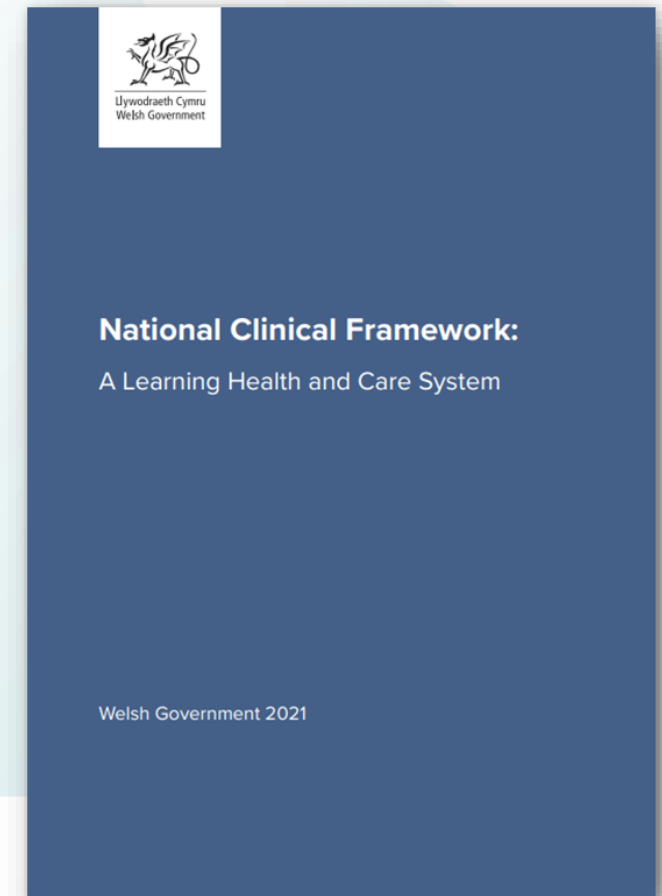If you would like to receive an article with more info on this approach, please feel free to contact us on:

About the method:
Marjolijn Heerings
heerings@eshpm.eur.nl

About facilitating the sessions:
Roel van der Heijde
roel@roelrotterdam.nl

Erasmus School of Health Policy & Management

zorg belang Inclusief

pameijer

Odion

ROEL ROTTERDAM

International Forum on QUALITY&SAFETY in HEALTHCARE

What's our project all about?
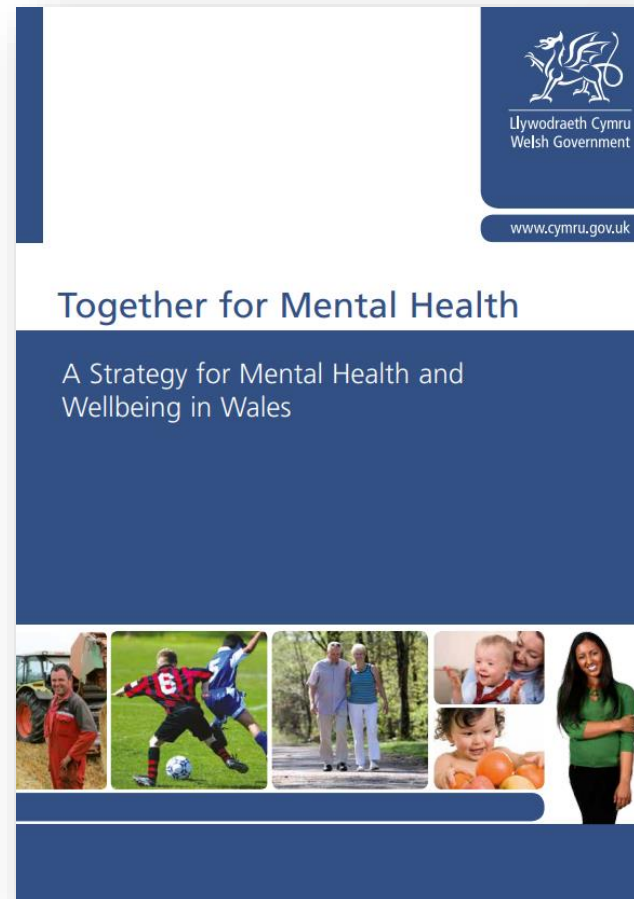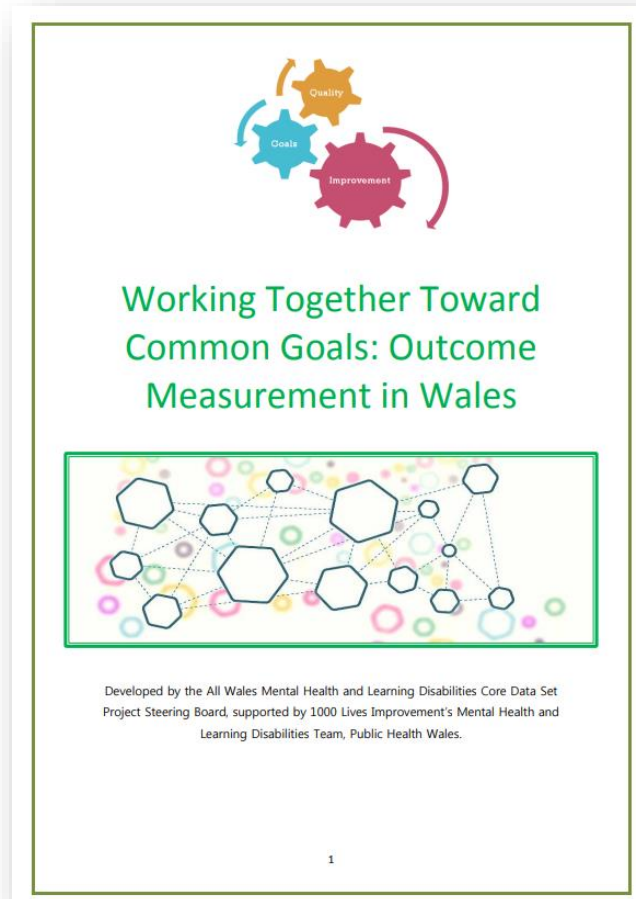
Our Ambition

All Mental Health Teams and Learning Disability teams in Wales to be using outcome measure tools routinely by March 2023

GWELLIANT CYMRU | IMPROVEMENT CYMRU

We had 3 years

- Year 1 – Working with Pilot sites

- Year 2 – Design the training

- Year 3 – Delivering the training and supporting implementation

EMBEDDING OUTCOME TOOLS IN DAY TO DAY PRACTICE

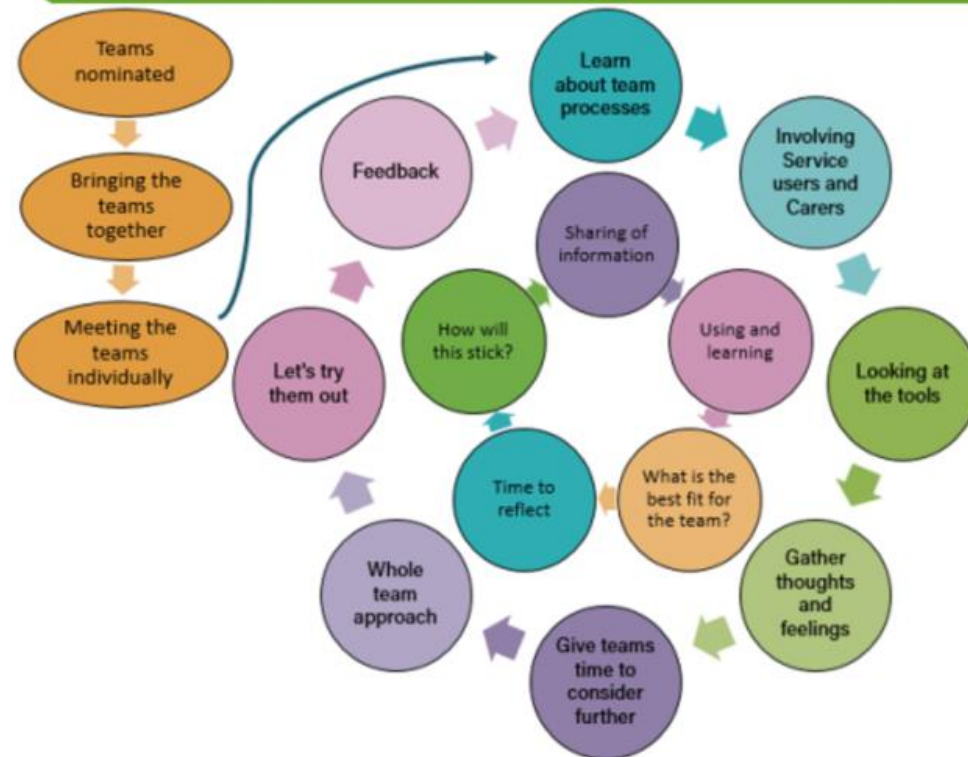The Outcome Measurement in Wales project is part of the Welsh Government mental health core data set programme. It aims to embed outcome focused practice in all mental health and learning disability teams. It will facilitate service users, staff and teams to work effectively together to improve service user wellbeing, experience and attainment of goals.

A NEW APPROACH - 10 pilots sites / 7 health boards

Teams nominated → Bringing the teams together → Meeting the teams individually

Learn about team processes → Involving Service users and Carers → Looking at the tools → Gather thoughts and feelings → Give teams time to consider further → Whole team approach → Time to reflect → What is the best fit for the team? → Using and learning → Let's try them out → How will this stick? → Sharing of information → Feedback

KEY INGREDIENTS

Virtual network	Web resources	HB champions
Learning and training needs	DATA	Change questions
Faculty of experts	Readiness	Compassion

LESSONS LEARNED SO FAR

❖ Grab hearts and minds before anything else
❖ Make sure the whole team is involved, not just the managers
❖ Share learning

CONTACT INFORMATION

Sarah James
Improvement Manager (Mental Health Outcomes Measures)
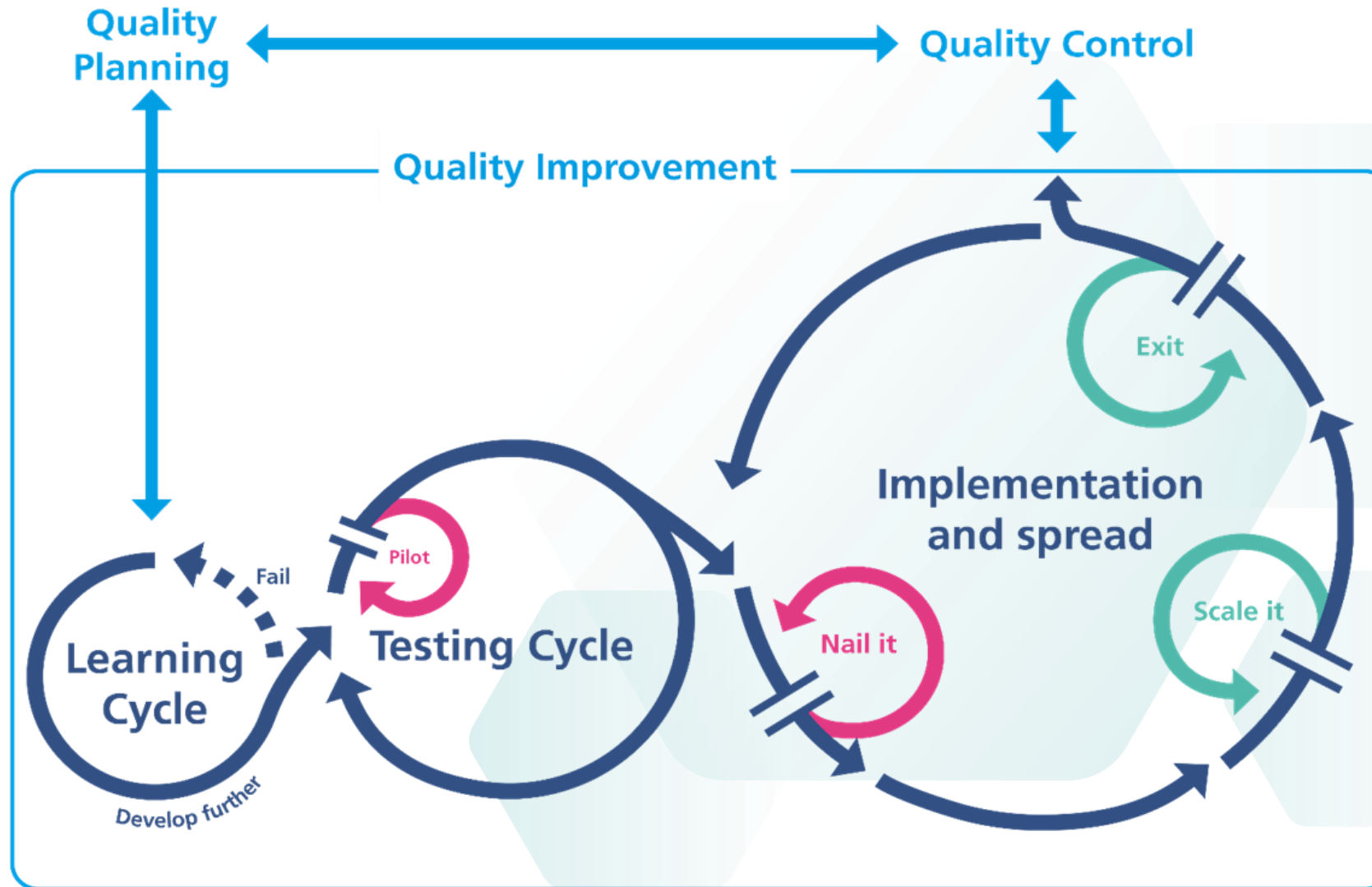Improvement Cymru, Public Health Wales

Sarah-jane.james@wales.nhs.uk
http://www.1000livesplus.wales.nhs.uk/home

Andrea Gray
Mental Health Development Lead for Wales
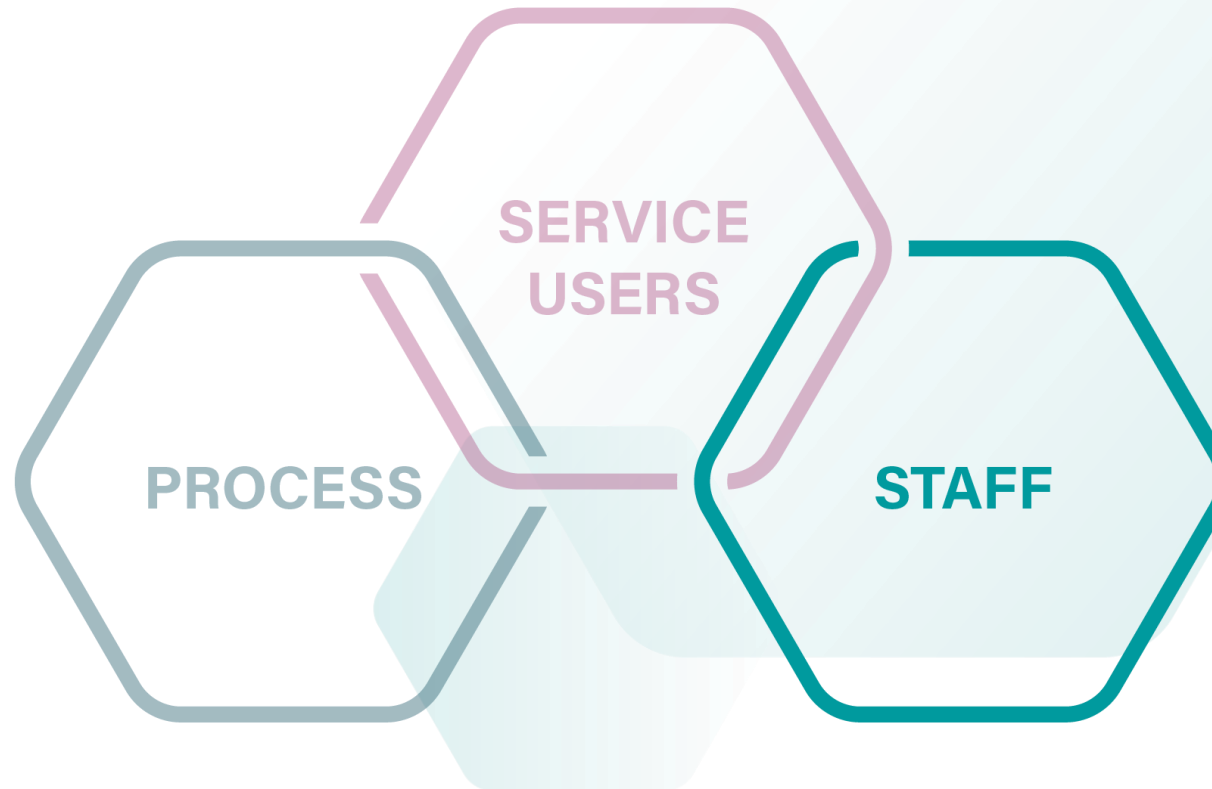Improvement Cymru, Public Health Wales

Andrea.Gray@wales.nhs.uk
http://www.1000livesplus.wales.nhs.uk/home

Timeline

01/04/2019 - 31/08/2019
Initial Planning Phase

01/09/2019 - 31/03/2020
Pilots

01/04/2020 - 31/03/2021
Training Design and Testing

01/04/2021 - 31/05/2021
Training Design, Readiness Matrix,
Survey Development

01/09/2021 - 31/03/2022
Learning Disability Research

01/04/2022 - 10/01/2023
LD Training Delivery

31/03/2023
Initial Project Closure

01/04/2023 - 31/01/2024
Workshop Facilitation

01/02/2024 - 31/03/2024
Handover to BAU and Evaluation

01/04/2019

01/06/2021 - 02/02/2023
Training Delivery

01/04/2023 - 31/03/2024
Project Extension

31/03/2024

Key:
Year 1
Year 2
Year 3
Year 4
Year 5
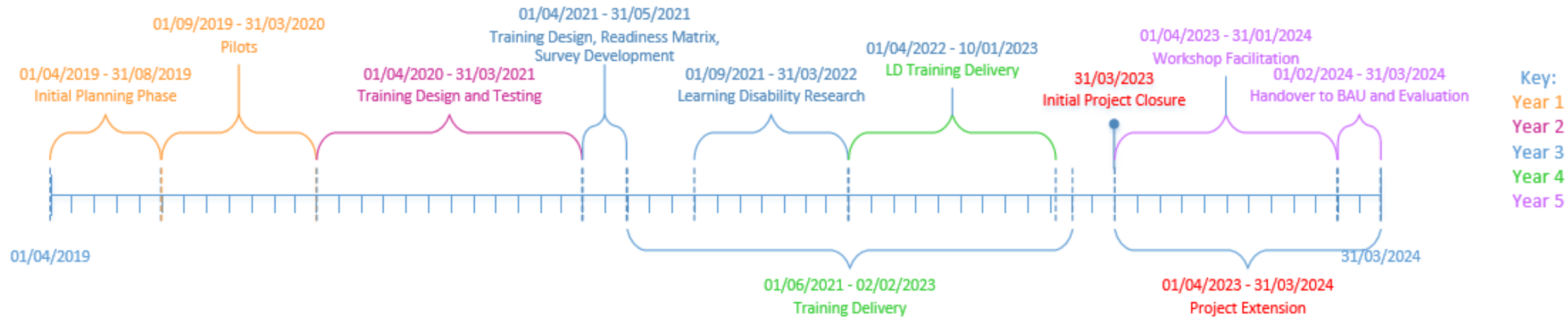
A common set of outcome tools for Wales

RHAGLENNI
GWELLIANT
CYMRU

IMPROVEMENT
CYMRU
PROGRAMMES
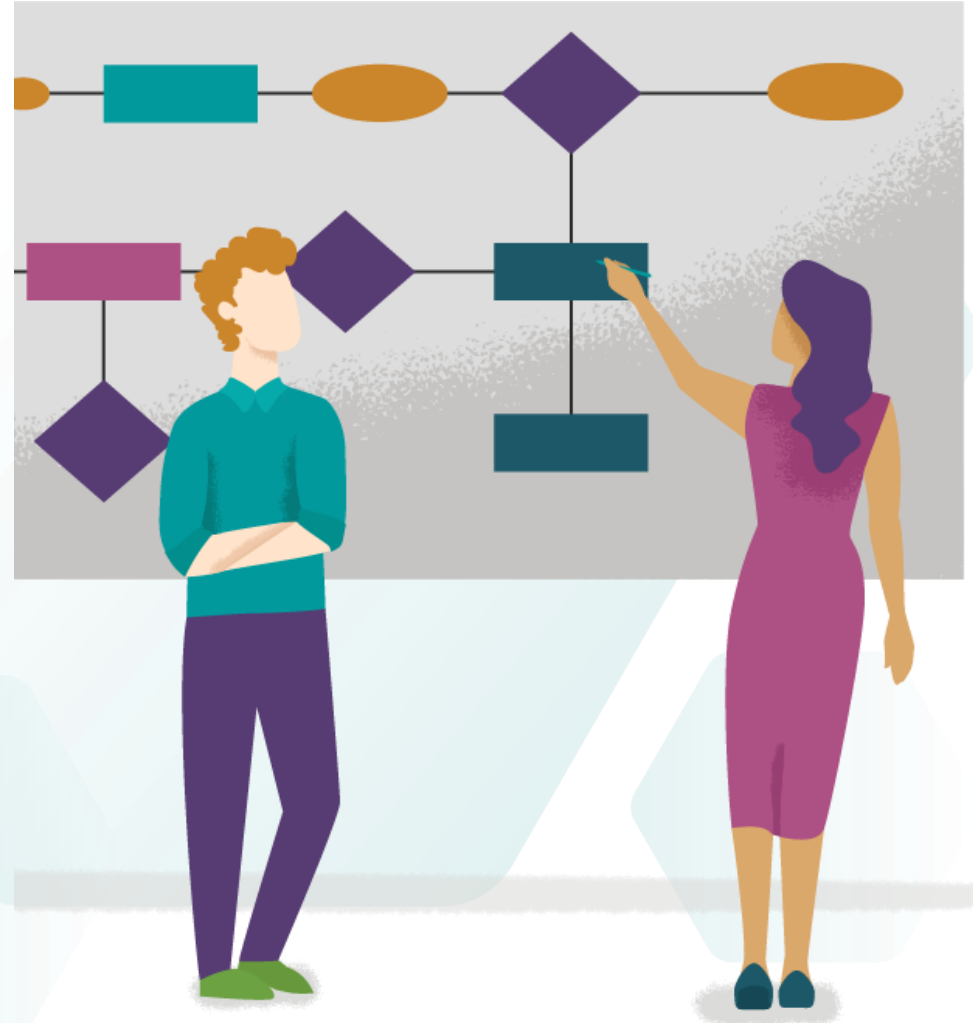
Data and Measurement for Improvement
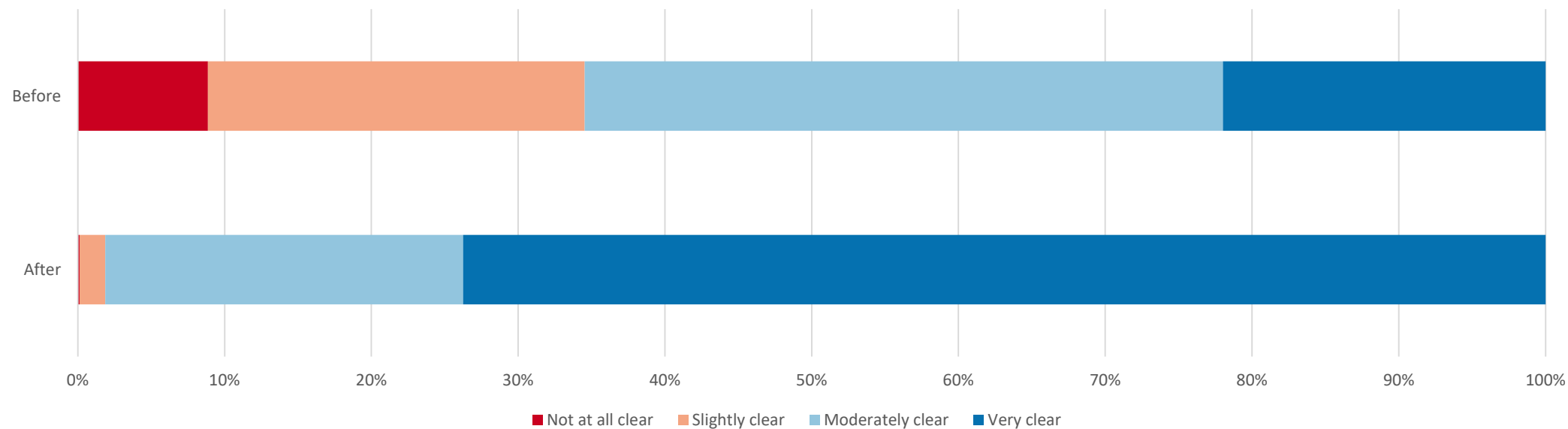
What didn't go so well?

What could we do differently?

What did people say?

I have a clear understanding of the importance of using outcome measure tools within MH & LD teams

Legend: Not at all clear, Slightly clear, Moderately clear, Very clear

	Not at all clear	Slightly clear	Moderately clear	Very clear
Before	79	229	388	196
After	1	15	209	632

What did people say?

I have a clear understanding of the optimal conditions to create change

■ Not at all clear   ■ Slightly clear   ■ Moderately clear   ■ Very clear
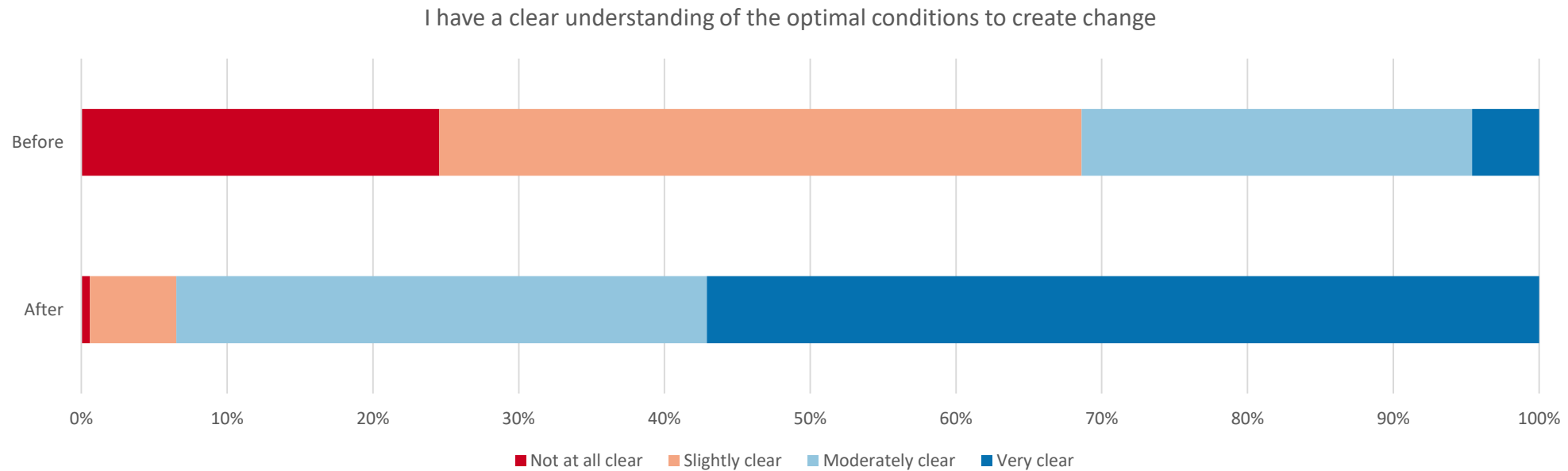
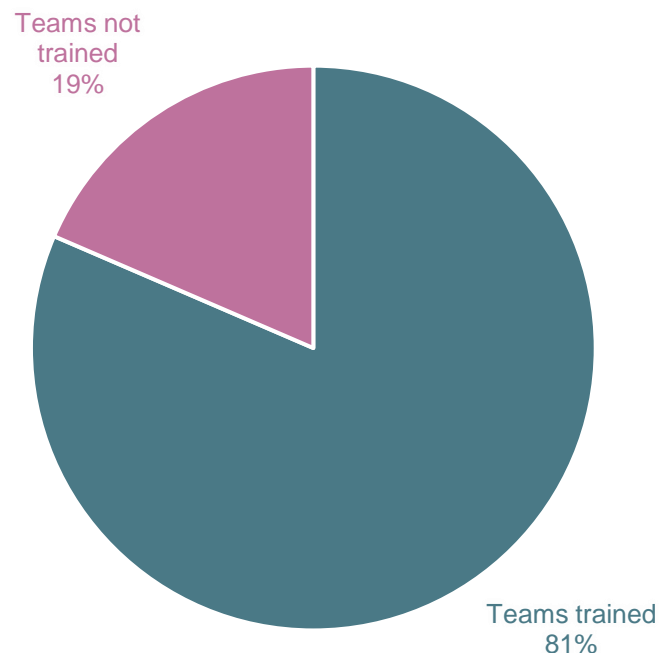|	Not at all clear	Slightly clear	Moderately clear	Very clear
Before	219	393	239	41
After	5	51	313	491

What did people say?

I have a clear understanding of how to introduce outcome measure tools to my team
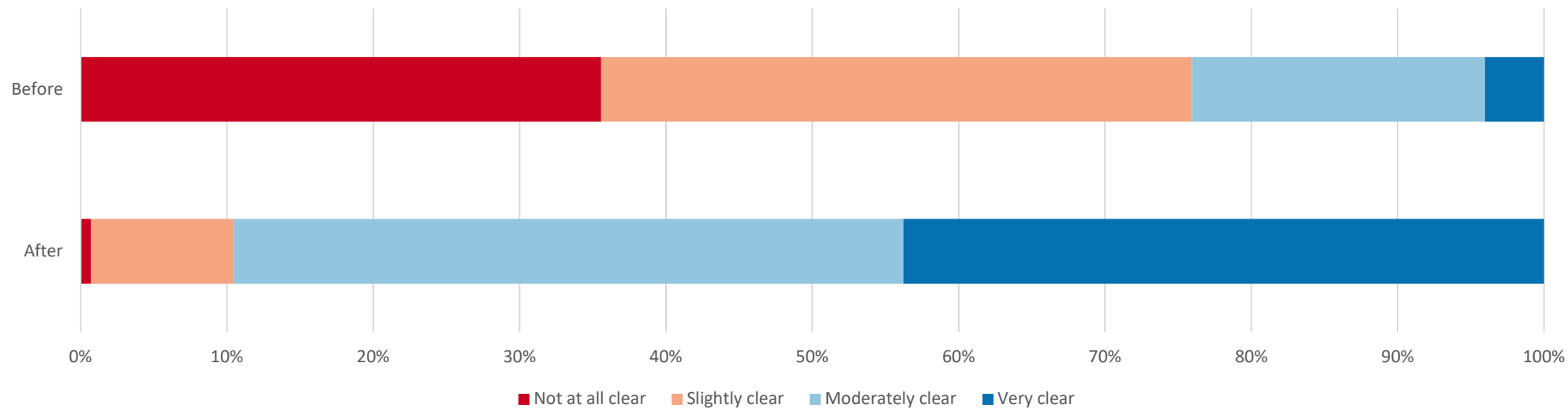
	Not at all clear	Slightly clear	Moderately clear	Very clear
Before	318	361	179	36
After	6	84	393	376

What we achieved

Wales

Teams not trained 19%

Teams trained 81%

Created by Improvement Cymru

- Mental Health and Learning Disability (MHLD) teams (both adult and children) were invited to participate

- There are 513 MHLD teams within Wales

- Members from 418 (81%) of those teams had received the training

Training by Health Board
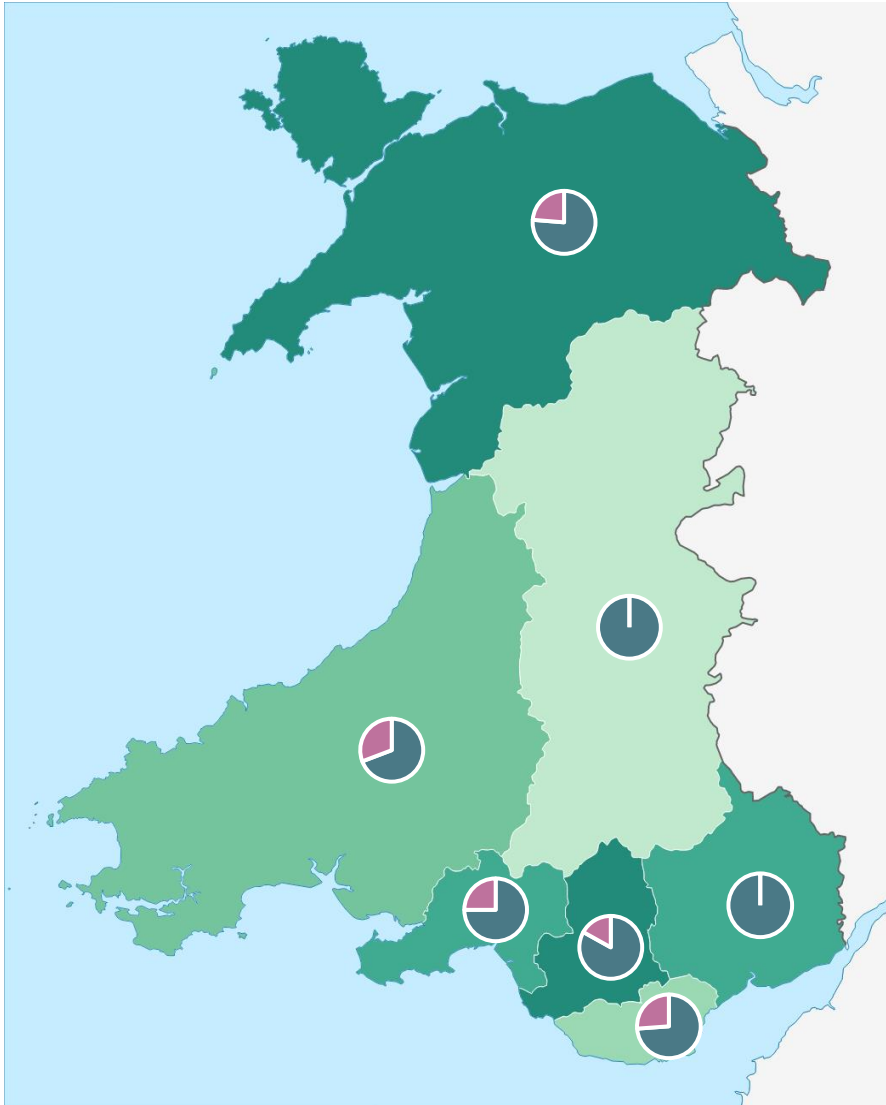
- NHS Wales is broken down into 7 health boards

- These 7 pie charts represent the total number of teams trained by each health board

- Proportion of teams trained are shown in teal on the pie charts

- 2 health boards had representatives trained from every team

Considerations

- Resources – small team, small budget
- Training – how would a small team deliver this
- Hard work and perseverance –competing priorities within Health Boards
- Resilience and persistence during a pandemic
- Project timescales – necessary extensions
- Novel approach - never done before,
- Challenge to create a definitive list of teams in Wales
- Regrouping and co-production in phase 5 implementation

Reflections - Intentions and Reality of Co-design and Co-production

Any Questions?