



An Stiúrtóireacht um Ardchaighdeán
agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Cliniciúil

National Quality and
Patient Safety Directorate
Office of the Chief Clinical Officer

QPS TalkTime



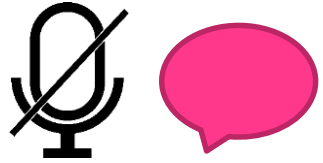
A community of quality and patient safety improvers

30th May, 2023

QPS TalkTime No.9

The Power of Storytelling in Quality and Patient Safety

How we are running today's session



- You will be muted but the chat is open throughout - please post any questions or comments there and we will address them after the presentation.



- If your tech fails, don't worry – we're recording it so you can watch back on the NQPSD YouTube channel and access the slides at your convenience.



- Audio is available via your PC or dial in:
+353-153-39982 Ireland Toll
+353-1526-0058 Ireland Toll 2
Access code: 2730 566 8908



- Please feel free to continue the discussion on Twitter: **@QPSTALKTIME**
@mapflynn | @johnfitzsimons9 | @juanitaguidera | @NationalQPS |
@Ger_kilkelly | @GemmaMooreQPS | | @Abrihouse |
#QIreland | #patientsafety



- Please help us to improve our QPS TalkTime Webinars by completing a short feedback form (pop up window before you log out)



- You will receive an email from QPS TalkTime confirming your attendance

- **To get started ... we invite you to**

Share using the chat box

- Your name, work and where you are joining us from ...
- Finish this statement:

Stories are important because....

Speakers today



Ger Kilkelly

Quality and Patient Safety Advisor



Loretta Jenkins

General Manager in Incident Management,
National Quality and Patient Safety Directorate



Dr Gemma Moore

Qualitative Research and Evaluation, National
Quality and Patient Safety Directorate



Jacqui Browne

Member of the Safety and Quality
Committee of HSE Board

In conversation with



Dr John Fitzsimons,
Clinical Director, HSE
National Quality and Patient
Safety Directorate and
Consultant Paediatrician,
Children's Health Ireland at
Temple Street.

Juanita Guidera, Quality
Improvement Facilitator with the
National Quality and Patient
Safety Directorate.



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The Power of Storytelling in Quality and Patient Safety

Using Stories to Improve Care

Dr John Fitzsimons

An abstract composition of various geometric shapes. In the top left, a green-outlined triangle points right. To its right is a solid blue circle. Below the triangle is a blue-outlined circle. In the center is a large orange semi-circle. To the right of the semi-circle is a vertical yellow dashed line. In the bottom left is a large solid orange circle. To its right are four short, curved yellow dashed lines. In the bottom right is a green-outlined square.

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Story is about relationships....

Why is story telling important?

- Helps with deciding “what matters”, meaning, purpose
- Helps us to make sense of the world and our part in it
- Connects us through feelings, imagination and intuition as well as reason
- Can acknowledge complexity such as contradiction
- Shows, shapes & defines culture
- It’s fun!



3 steps to good Story Telling

Collection

Crafting

Delivery

Story Collection

- Find Story kernels (“5 second” or “small moments”, surprises, “that’s interesting!”)
- Practice – “*on the look out*” or daily reflection
- Good kernels have high story stakes
 - Change/transformation
 - Insight and Learning
 - Emotional stakes
- Describe the moment in detail
- Remember Good moments are just as valid as bad ones! We need both

Story Crafting

- Story must be believable
- Start with short and simple stories
- May help to open with the opposite of the kernel moment – why is this important?
What I thought before?
- Compress and re-order to suit the story
(doesn't have to be 100% true)
- Always locate and describe to help create
a “cinema in the mind”

Story Delivery

- Practice – start small and simple
- Use present tense as much as possible
- Show over tell (UP!)
- If talking about yourself
 - Marginalise your role
 - Be self deprecating – even funny!
 - Identify your transformation moment
- Don't memorise word-for-word
 - Maybe memorise points last and last few sentences
 - Rehearse “key scenes”



Show don't tell

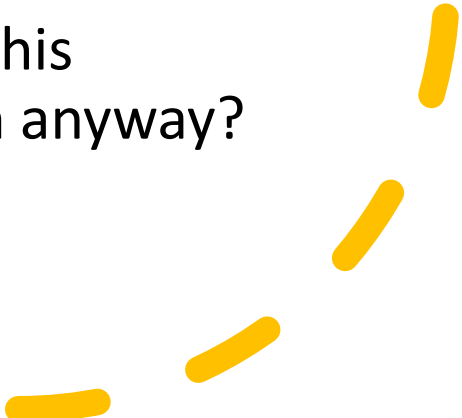
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Story exercise...

Ask a family member, friend or colleague to share with you the experience of a time that they received care.

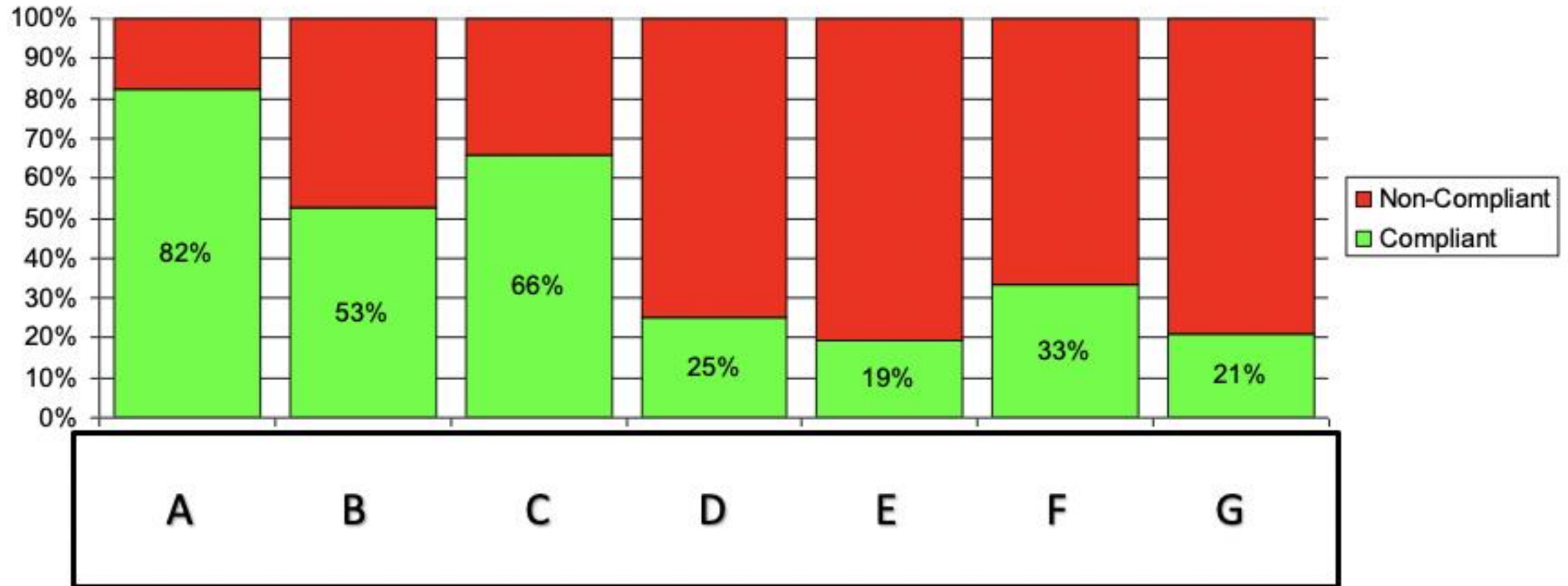
- Ask what do they recall?
 - Ask how did it feel?
 - Ask why do they think this is the event they choose to share with you?
 - Ask if they learned anything from this experience or if it changed them in anyway?
- 

No Data without
stories

No Stories without
Data

LAMH (Look At My Hands) Data

Compliance by Group





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National Quality and Patient Safety Directorate - QPS Incident Management Team

National Quality and Patient Safety Directorate | nqps@hse.ie | @Nat

The Power of Story Telling





Why stories matter



'Tell me a fact and I will learn

Tell me the truth and I will believe

But tell me a story and it will live in my heart forever'

North American Indian proverb





What stories do we want to hear and learn from?

Experiences for stories can be positive or negative, both are worthy of sharing in the interest of learning





What is the power of story telling?

Stories:

- Pack an emotional reality check punch for us all
- Bring the service/organisation and the people to life





Benefits of story telling



- Put us in the shoes of the story teller
- Live the patient and staff journey with them
- Allows us to see what was important for the storyteller





Purpose and impact



Useful way to document or listen to the storytellers truth of what happened and the impact of what happened, the outcome from them and the opportunity for learning for the system

HSE Why are patient and staff stories important?



- Provide insight from a first hand experience
- Inspire patient centred change
- Inspire confidence
- Celebrate good practice
- Foster inter-professional learning



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We understand

- Its not easy
- Takes an element of bravery
- Takes time to tell a story
- Stories can be told in a number of ways
- It is a totally voluntary process



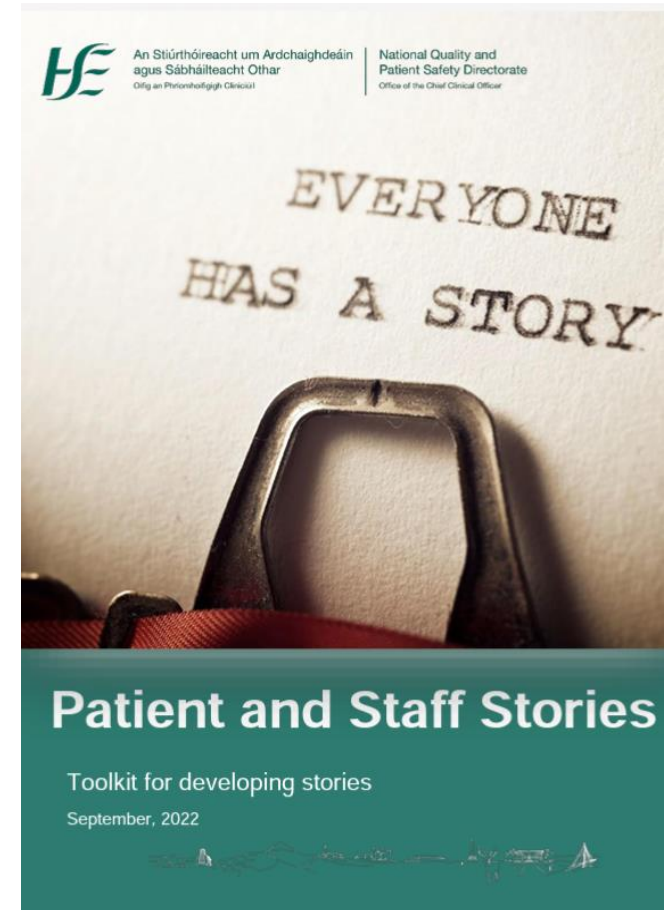


- All stories are anonymised to person and place
- Organisation involved is made aware of the story development
- Stories not developed if alternative processes in progress – e.g. legal / systems analysis
- Stories approved and signed off by Assistant National Director, QPSIM, NQPSD



The purpose of the toolkit is to facilitate and support the person in articulating their experience in the form of a story and was developed by a multidisciplinary team

www.hse.ie/pst





Toolkit for Developing Stories



As part of the Patient Safety Together resource





Patient Safety Together: learning, sharing and improving



Patient Safety Stories

Patient safety stories give voice to the experience of both patients/service users and staff who have been involved in, or impacted by patient safety issues.

[Read more about Patient Safety Stories](#)



[Bowel cancer misdiagnosis - a family's story](#)

Patricia is the daughter of a man who had a misdiagnosis of his condition. The patient safety story



[A paediatric medication error - a staff story](#)

This is Barry's story where he explains the impact a medication error on a paediatric patient had up



[Navigating a complex health service - a service user's story](#)

Mark's mum, Catherine, describes his initial contact with Mental Health services. Here she speaks ab



[See all safety stories](#)

www.hse.ie/pst

How will Patient Safety Stories support improvement?

Patient Safety Stories support learning, sharing and improving for patient safety.

- **Learning:** Learning from the experience of others helps to shape, strengthen or challenge our opinions and values as they enable us to see how patient safety issues can impact others.
- **Sharing:** All stories are available via [Patient Safety Together: learning, sharing and improving](#).
- **Improving:** Storytelling is a recognised and accepted way to gather patient/service user and staff experiences in order to show where risks and patient safety issues exist, how they impact those involved and thereby encourage our services to make improvements.

Where can I get more information on Patient Safety Stories?

Please contact the Patient Safety Together Learning Team at patientsafetytogether@hse.ie for further information



Where can we use the stories?



- Education and training purposes
- Used at start of meetings, gatherings, workshops and conferences



If you have a story to tell



If you a colleague or a patient have a story to tell please don't hesitate to contact the NQPSD office at qpsim@hse.ie

Or to discuss a story contact me - Loretta.jenkins@hse.ie

THANK YOU



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The Power of People's Stories at Board, Leadership and Other Meetings

Gemma Moore & Jacqui Browne





Quality and Patient Safety Data for Decision Making

Co-designed two quality complementary items on the Safety and Quality Committee's agenda which provide a quantitative and qualitative picture of quality:

1. a '**Quality Profile**' using statistical process control (SPC) methods to present indicators across seven domains of quality are reviewed at meetings
2. '**People's Experience of Quality**' where both positive and negative patient, service-user, family and front-line staff experiences are shared at meetings



No Data without Stories
No Stories without Data



Evolution of Quality Agenda Item

Mater Hospital Board (2014)



CHI Temple Street Board (2016-2017)



HSE Directorate/ Executive Management Team (2018-2020)



HSE Board's Safety and Quality Committee (2020 – present)



Why include people's experiences at meetings?

'People's Experience of Quality' presents both positive and negative patient, service-user, family and staff experiences at meetings.

Purpose

- Grounding / sets the tone for the rest of the meeting
- Helps attendees view other items through the lens of the human impact of their decisions
- Understanding the lived experience of those using and working in health services
- Understanding the impact of good and bad experiences on the person, their family and lifestyle
- Introspection about how viewing the PEQ made attendees feel

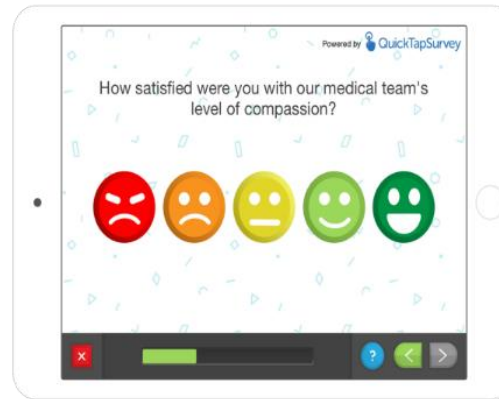
“We can very often be quite removed from the stories of individuals; we deal with numbers and volumes. And we lose what people are actually experiencing and feeling and sometimes we need to be reminded...sort of grounded in that”

Quote from member of the HSE Directorate/EMT 2019

Methods



**Written and
Video Narratives**



Surveys



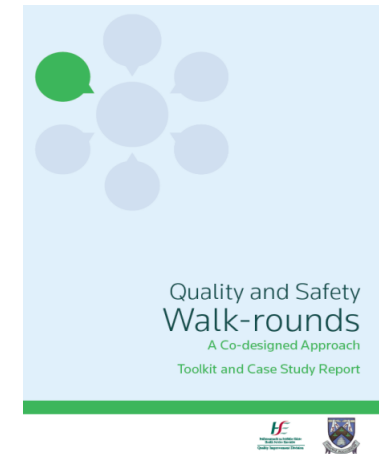
Research Findings



Person Attends Meeting



1:1 Conversations



Q&S Walk-rounds



Who can use people's experiences at their meetings

Boards

Committees

**Leadership
Teams**

**Management
Teams**

**QI Project
Teams**

Others?



The impact of the People's Experience of Quality Item

Prof Deidre Madden HSE Board Deputy Chair and Safety & Quality Committee Chair

Walk and Talk Improvement

Share



9/13/2022

Using data to improve

Season 1, Ep. 4

"No data without stories, no stories without data"

Summary: In this episode, we cover how data can be used for assurance and improvement. You'll hear how combining different types of data presented in the right way can help boards and committees in leading and overseeing healthcare organisations in quality and patient safety. We'll also hear the importance and value of board and committee members engaging with people's lived experiences of using and working in healthcare.

Hosts: Dr Gemma Moore, Qualitative Evaluation and Research Officer, (NQPSD) and Grainne Cosgrove, Senior Statistician (NQPSD)

Guests: Gemma Willis, Keith Synnott, Damian McGovern, Grainne Cosgrove and Professor Deidre Madden.



HSE Board Safety and Quality Committee

Themes and Stories

Theme	People's Experience of Quality	Method
Cyber Attack	Front line staff experience during Cyber-attack	Qualitative research quotes
Safe Guarding	ID service user experience of Safeguarding	Video
Trauma	Trauma patient experience	Video and person attended meeting
Women's Health	NWCI study findings 'Improving the Healthcare Outcomes and Experiences of the Healthcare System for Marginalised Women'	Research findings & quotes
Paediatric Model of Care	Family experience of renal service	Video
National Ambulance Service	Paramedic experience of ED handovers	Person attended meeting
Patient Safety	Patient Safety Story – Care received from a patients perspective	Person attended meeting
Disability Services	Service users' experience of transitioning from child to adult spinal cord injury service	Video

Resources

Toolkit

Quality and Safety Data for Decision Making Toolkit

<https://www.hse.ie/eng/about/who/nqpsd/qps-intelligence/qps-intelligence-resources/data-for-decision-making-toolkit.docx>

Journal Articles

Applying a New Approach to the Governance of Healthcare Quality at Board Level

<https://www.emerald.com/insight/content/doi/10.1108/IJHG-10-2022-0088/full/pdf?title=applying-a-new-approach-to-the-governance-of-healthcare-quality-at-board-level>

Board level “Picture-Understanding-Action”: a new way of looking at quality:

<https://www.emerald.com/insight/content/doi/10.1108/IJHG-05-2021-0047/full/html>

Case Studies

QPS Data for Decision Making Case Study; Co-designing the Quality Agenda with the HSE Leadership Team:

<https://www.hse.ie/eng/about/who/nqpsd/qps-intelligence/qps-intelligence-resources/quality-and-safety-data-for-decision-making-case-study.pdf>

Bringing the Board of Directors on Board with Quality and Safety of Clinical Care - Temple Street:

<https://www.hse.ie/eng/about/who/nqpsd/qps-intelligence/chi-temple-street-case-study-and-toolkit.pdf>

Board on Board with Quality of Clinical Care Quality Improvement project - Mater Hospital:

<https://www.hse.ie/eng/about/who/nqpsd/qps-intelligence/board-on-board-quality-mmuh.pdf>

Podcast

Walk and Talk Improvement Podcast: Using Data to Improve

<https://shows.acast.com/walk-and-talk-improvement/about>



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Quality & Patient Safety Prospectus 2023

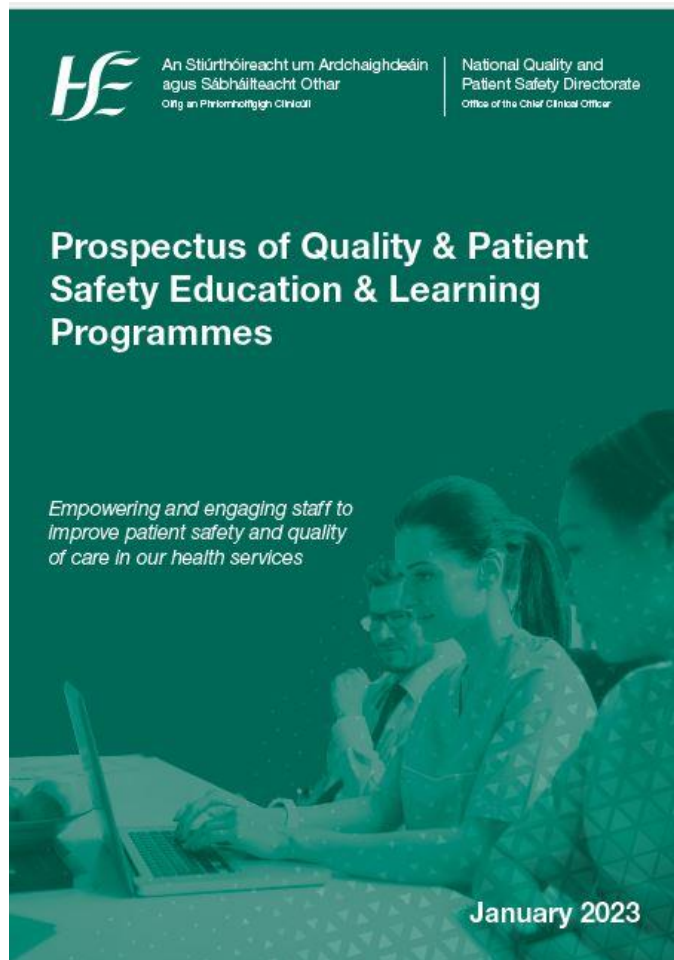


Table of Contents

- Quality Improvement
- Incident Management
- Open Disclosure
- Clinical Audit
- Human Factors
- Schwartz Rounds
- Liberating Structures
- Data for Decision Making
- Complaints, Governance & Learning
- Governance & Risk
- Safeguarding
- Antimicrobial Resistance & Control (AMRIC)
- Change & Innovation
- Library Services
- Connecting with QPS



<https://www.hse.ie/eng/about/who/nqpsd/qps-education/prospectus-of-education-and-learning-programmes.html>

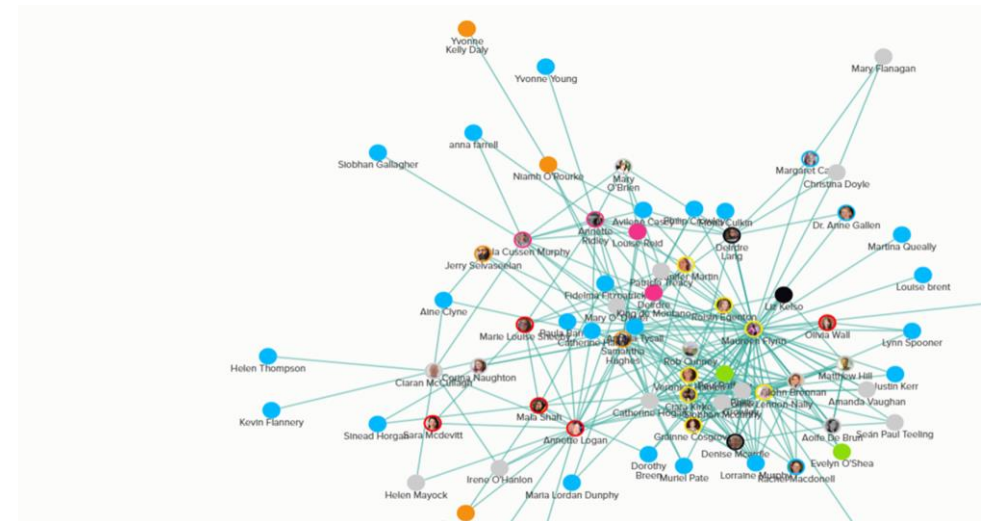
Quality and Patient Safety Matters #AllThingsQuality



The QPS Ireland Network Map

To help visualise connections between people interested in quality, safety and improvement across Ireland: <https://www.hse.ie/eng/about/who/nqpsd/qps-connect/network-map/>

- How to join the map?
 - Visit the HSE website (see link in the chat)
 - Get sent your unique link to the map
 - Enter information about you, your professional characteristics and your interests
 - Log your connections
- How to use the map?
 - Filter the map by role, organisation, interests
 - View individual profiles
 - Connect and collaborate with others



Apply to become a member of



About

We are a community of thousands of people across the UK and Ireland, collaborating to improve the safety and quality of health and care. Q is delivered by the Health Foundation and supported and co-funded by partners across the UK and Ireland.



Q-Membership is not needed to join the Patient Safety Community, but we encourage anyone with an interest in quality and patient safety to explore all the supports freely available on the Q Community Website: <https://q.health.org.uk/join-q/>

For information on how to apply contact:
Mary.lawless@hse.ie / Roisin.Egenton@hse.ie



Patient Safety Together:
learning, sharing and improving



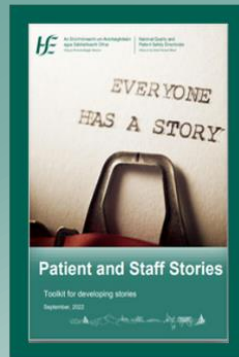
Website launched on 17th January

What is it?

- A new freely available online resource that shares patient safety learning & supports the HSE Patient Safety Strategy (2019- 2024)
- Enables users to access & download new and up-to-date QPS information.

Resources will include:

- HSE National Patient Safety Alerts
- Patient Safety Supplements
- Patient Safety Stories
- Resources for further learning including Patient Safety Digest and QPS Community



Upcoming Webinars: Dates for your diary

QPS TalkTime



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Last of the series

QPS TalkTime No. 10

13th June 2023 | 1pm to 2pm

Safeguarding

Register



QPS TalkTime No. 11

27th June 2023 | 1pm to 2pm

Psychologically safe leadership with Anna Burhouse

Register



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Building an Irish Network of Quality improvers



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Let us know how we did today

Reminder: Short questions (pop up) as you sign off, please help us to improve our QPS TalkTime Webinars by sharing your feedback

We really appreciate your time, thank you.

*Thank
you*

Contact: Kris.Kavanagh@hse.ie to be included on our mailing list to receive QPS TalkTime invitations