

# All Ireland Schwartz Rounds and QI Conference

## How we meaningfully partner with people who use our services #QIreland

Dublin Castle - 18<sup>th</sup> February 2020

#hello  
my name is...

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@NationalQI



@HSCNI



HSCQI - Community of Practice  
for  
**Personal and Public Involvement (PPI)**  
**GREAT**  
**Journey**

**18 February 2020**

# HSCQI Communities of Practice

- Support working together on quality improvement (QI) across Northern Ireland.
- Five CoPs established.
- Opportunity to bring people with common interest together to learn from each other.
- Coordinate and shape regional quality improvement innovation approach for HSC.

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# What is a Community of Practice?



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# Personal and Public Involvement (PPI) Community of Practice

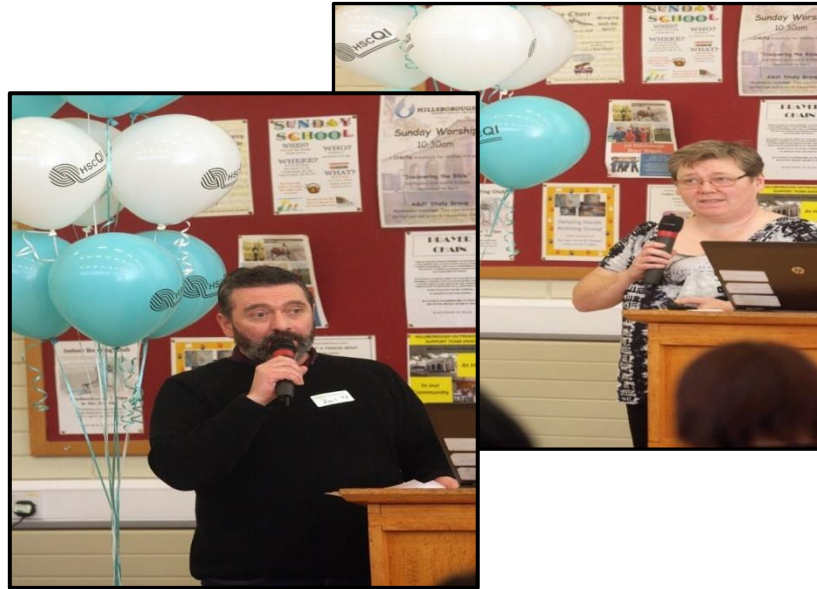


- Established to produce resources and approaches to embed involvement into QI work.
- Learned from existing good practice, to raise awareness and knowledge, on how to support service user and family carers in QI work.
- Identified the need for easy to use Checklists to support better QI partnerships.

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# December 2017 Regional HSCQI event



# January 2018 new HSCQI website co-design

## Tweet Activity



**Holly Bunt** @hollybunt

Our first PPI Community of Practice  
\*Design Event\* - family carers &  
service users share their experiences  
of system engagement.

Decades of commitment ahead of the  
current co-design direction of travel.  
What needs to change 2 encourage  
more into HSC partnership working?

[@HSCQI](#)

[pic.twitter.com/gp0C0TNYLy](https://pic.twitter.com/gp0C0TNYLy)

Impressions

1,697

Total engagements

103



# GREAT Checklists



## WHAT DO I NEED TO CONSIDER

## WHAT DO I NEED TO DO?

G

### Getting involved

What is this all about?

Why me and what's my role?

Why is my voice important?

Who do I talk to if I have any further questions or issues?

- Find out about why your voice is important by visiting the Engage website.
- For more information about QI work and involvement opportunities check at - <http://qi.hscni.net/qi-community>.
- At the start, ask for a named contact person. Link with this person and ask for a description of the work or project and what is expected of you.

R

### Reimbursement

Will I get paid out-of-pocket expenses?

How do I make a claim and who will help me with the process?

- You will be able to claim any out-of-pocket expenses
- A claim form will be provided. Complete and return – ask for support if you need help with this.
- Keep a record of the claims you have submitted

E

### Expectations

Am I clear about how much time I can commit and what my involvement will mean?

What do I need to do to support my involvement?

Are there rules for meetings?

Will a buddy/mentor be appointed to provide support before, during and after meetings?

How can I help the group get to know me better?

- There are various opportunities with different time commitments – identify what suits you best.  
Share your specific support needs with your point-of-contact person. These may include:
- Notice required to help you to plan to attend
  - Clear directions to meetings or event locations
  - Sharing the best way for you to receive information ie email or hard copy
  - Having the option to attend a meeting via telephone or video call
  - Ensuring the venue has disability access or is close to public transport routes
  - Ask for the meeting etiquette - this will include guidelines and expectations of all members.
  - Ask for a support person or buddy/ mentor who will help with any work you have been asked to do and provide further information/explanation.
  - If asked for personal information – be clear about the limits of its use and only agree to share what you are comfortable with.

A

### Achievements

Will my views be listened to, valued and respected as an 'expert by lived experience,' and incorporated into the work?

How will my involvement be shown to have had an impact and not appear tokenistic?

- Be clear about what you want to achieve by being involved.
- Consider if there are other or better ways for your concerns to be heard.
- Contribute to and shape the meeting agenda.
- Ask for regular feedback on your contribution and provide your own feedback on the work.
- Actively question, if and how, the service user and carer voice, has been shown to have made a difference to the work.

T

### Training

Will I be provided with an induction session and training?

- An induction to the work will be provided.
- Further training will be available – your contact person will help you to identify and access this.
- Check out further resources on Engage and HSCQI websites.

*Remember it is okay to say "not now", or to recommend someone else.*

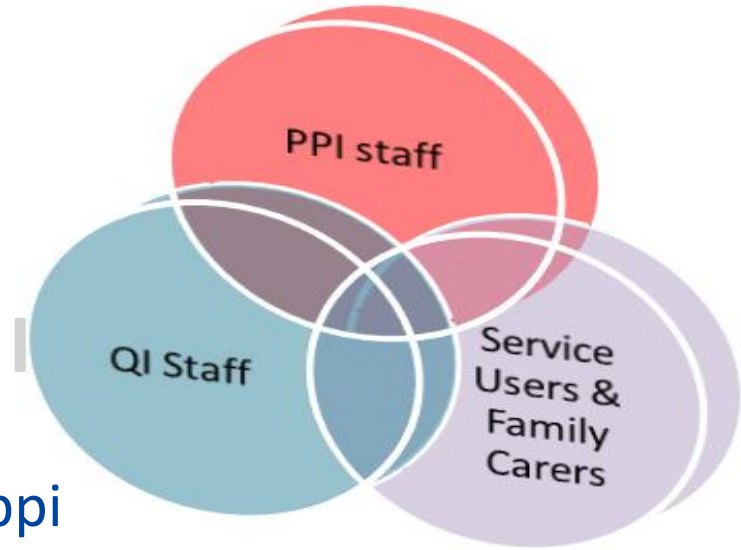
## 2 GREAT checklists designed for:

- HSC staff
- Service users and family carers

The checklists support involvement in Quality Improvement work.



# Unique COP model



- Partnership branding hscqi & ppi
- New 'guide' complements engage suite
- Tri-sectoral 'sense-making' collaboration

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# PHA funded GREAT Checklists: Promotion Summary (8 weeks from launch)

## Trust Activity

- ❖ Improved engagement & PPI enthusiasm
- ❖ Tool shared during quality days
- ❖ Resource digitally linked
- ❖ SU & Carers sought for QI projects
- ❖ PPI in QI training
- ❖ Profiled in Social Work



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# ...and they have been shared at



27-29 March 2019  
Glasgow



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# Quantitative Impact

13,229 reach of PCC members' newsletter (PHA article)

1,577 hard copies shared across Trusts

519 “ “ “ by Laura

472 twitter engagements generated (COP co-chairs)

132 launch article clicks: qi.hscni.net website

45 meetings promoting checklists use in QI

15 new members signed up at Launch

**Aim to make checklist drama into a PPI in QI training video resource – funding bid made.**

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# Making Improvement GREAT: the Video

Lights, camera, action...



# Co-produced community writing, designing and editing of video resource





# Showcased to senior leaders



**Holly Bunty** @hollybunty · 52s

A special treat for those who came 2 our PPI COP café conversation @NHSC\_NI today - a sneak peak at r new staff learning resource 'Making Improvement GREAT'. Lessons learned from listening to experts-by-experience have shaped our video dramas. #HSCQI @ClifMitchel @Imonlyslightly



# Involvement Conference Nov '19

## GREAT Toolkit Impact



**We have been using the GREAT resource in the Trust since they were published and these have been really well received by staff.**

**So it was brilliant to receive the recently produced GREAT videos – these really bring to life the challenges and issues that service users and carers face starting on their involvement journey. They really get staff thinking!!”**

**Sandra McCarry, Senior Manager Community Development and PPI, BHSC**

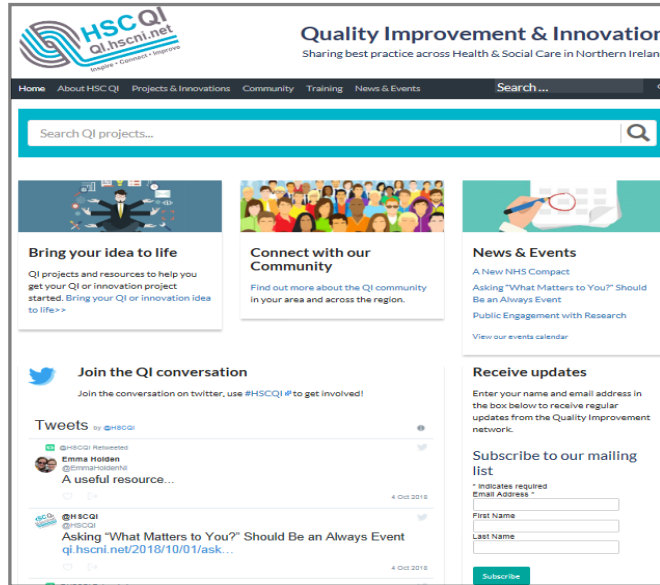
**Gill Smith, IQI Lead, NHSC**  
**Checklists are included in all our IQI Level 2 training packs and our Safety Quality North training packs.**

**We have integrated the GREAT Checklists Videos into our training also.**



# Further information sites

HSCQI - <http://qi.hscni.net/>



Engage – <http://engage.hscni.net>



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# 2<sup>nd</sup> Birthday Bash Celebration

## Our local and regional achievements



## Our growing family of improvers



# A meaningful journey together - as equal partners in QI & PPI

Reciprocity as Key



**We need engagement to be:**

- Multi-directional, i.e. patients can initiate engagement
- Continuous, i.e. it's not a prelude to something else but keeps going on
- Attentive, i.e. it notes what's happening and needs to change
- Responsive, it makes the necessary changes

 CHILD BRIGHT  
 SPOR



# Co-production through Qualification

**Clifford Mitchell**  
**Senior Quality Improvement Lead, SHSCT**



@ClifMitchel



Clifford.Mitchell@southerntrust.hscni.net

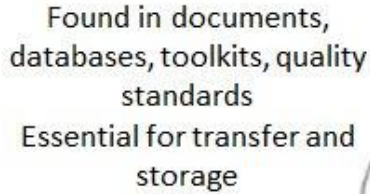
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## Explicit knowledge

## Tacit knowledge

Rooted in context, experience,  
Practice and values  
Hard to communicate  
Most valuable kind of knowledge for  
innovation and improvement  
Most likely to lead to breakthroughs





**3 – 4 months  
Co-produced QI  
project**

Awareness Session (2hr)	Day 1 (10:30 – 3:30)	Day 2 (10:30 – 3:30)	Day 3 (10:30 – 3:30)
<ul style="list-style-type: none"> <li>Roles and responsibilities</li> <li>OCN course requirements</li> <li>Time commitment</li> <li>Support and facilitation</li> </ul>	<ul style="list-style-type: none"> <li>Project management</li> <li>Driver diagrams</li> <li>Stakeholder engagement</li> <li>Diagnostic tools – process mapping etc.</li> </ul>	<ul style="list-style-type: none"> <li>Model for Improvement/PDSA</li> <li>Measures and data</li> <li>Team Working</li> <li>Process documentation</li> </ul>	<ul style="list-style-type: none"> <li>Evaluation – project and self</li> <li>Creating a poster case study</li> <li>Sustain and Spread</li> </ul>

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- **Getting involved – making a difference, “giving back” to the service**
- **Skills development, personal development, confidence**
- **Connections, networking**

*Fraser et al. (2019)*

# Support, Reassurance, Help

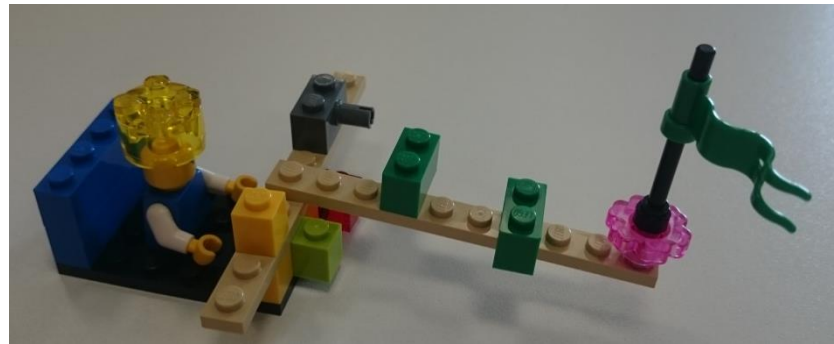


- **Enthusiasm vs anxious anticipation**
- **Learning curve – QI / IT**
- **Communication – pre-course / project information, dates, time commitment**
- **Assess individual support needs**
- **Flexibility**
- **Facilitator / staff flexibility and 1:1 support for the duration of the project**

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- **Course structure – informal, learn and do**
- **Open, respectful learning environment**
- **Inclusive, group work, brainstorming, peer support – non-didactic approach** (*Frawley et al, 2019*)
- **Interactive and visual e.g. Liberating Structures**
- **Sharing experiences and stories e.g. Lego Serious Play** (*Gauntlett 2015*)



# Learning Support – A Dynamic Environment



- Each session has an element of unpredictability
- Facilitators need to adapt “on the fly”
- The relationship needs to “ferment”  
*(Dalgarno and Oates, 2019)*

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# The Experience of Co-Production

**Charlotte Adair – Service User and Carer**

**Janet Horan – Facilitator / Mentor**



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# Key Learning

- **Co-production is not just a word**
- **Relationships, empowerment, support**
- **Resources and infrastructure**
- **Staff awareness and training/resources**
- **Open and Supportive Culture**
- **We Learn Together, We Fail Together, We Succeed Together**



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# Qualitative Feedback

*“A real warmth and enthusiasm from those in the room”*

*“Discovered I know more about QI than I thought”*

*“Comfortable to speak in front of others”*

*“Looking forward to learning and developing my skills”*

*“PDSA cycle – better understanding”*

*“Understanding the importance of communication tools in team work”*

*“The passion and emotion that service users have for their project”*

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# 6th Annual Quality Improvement Event

"Connecting People: Making Change"

**HSC** Southern Health  
and Social Care Trust  
Quality Care - for you, with you



<https://view.pagetiger.com/QIEvent19/poster-brochure>

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# References

Dalgarno, M. ( 1 ) and Oates, J. ( 2 ) (2019) 'The crucible of co-production: Case study interviews with Recovery College practitioner trainers', *Health Education Journal*, 78(8), pp. 977–987. doi: 10.1177/0017896919856656.

Fraser, C. ( 1 ) et al. (2017) 'EQUIP training the trainers: an evaluation of a training programme for service users and carers involved in training mental health professionals in user-involved care planning', *Journal of Psychiatric and Mental Health Nursing*, 24(6), pp. 367–376. doi: 10.1111/jpm.12361.

Frawley, T. *et al.* (2019) 'Evaluation of a national training programme to support engagement in mental health services: Learning enablers and learning gains', *JOURNAL OF PSYCHIATRIC AND MENTAL HEALTH NURSING*, 26(9–10), pp. 323–336. doi: 10.1111/jpm.12535.

Gauntlett, David (2015), 'The LEGO System as a tool for thinking, creativity, and changing the world', in *Making Media Studies: The Creativity Turn in Media and Communications Studies*, New York: Peter Lang. Available at: <http://davidgauntlett.com/complete-list-of-publications/>

