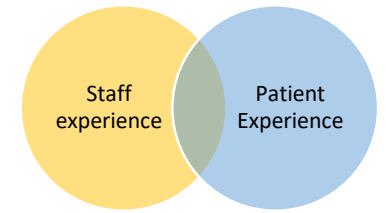


A person is holding a tablet computer. The screen shows a survey titled "Have your say" with a subtitle "What makes your day good or bad so that we can share and learn from these that go less well." Below the text are three icons: a green smiley face, a person with a lightbulb above their head, and a red sad face. The background is a blue textured wall.

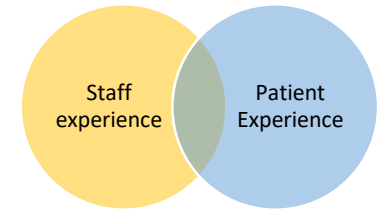
How are you feeling today?

Using Real-time Staff Feedback to support a happy, healthy and engaged workforce and improve patient experience

Andrew Hollowood & Anne Frampton University Hospitals Bristol NHS Foundation Trust



- Introductions
- The case for patient and staff experience
- Case study
 - Designing the feedback
 - Staff and patient feedback- two sides of the same experience
 - Direct benefits to patients
 - Indirect benefits to patients
 - Next steps

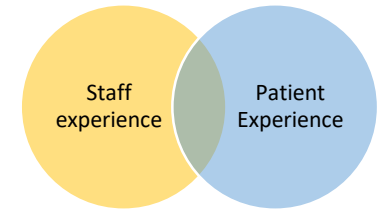


Staff experience and Patient Outcome

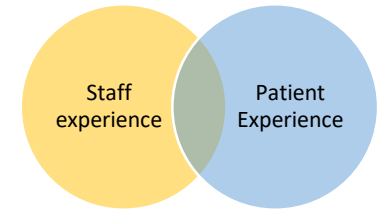
- Good evidence that happy engaged staff provide better care
 - Including better patient experience
 - Fewer errors
 - Lower infection and mortality rates

“Giving staff a voice to make positive experiences, problems and frustration known to the organisation improves staff engagement. Analysis allows organisations to detect early warnings of potential problems with quality of care and act to prevent these developing further” Frampton et al 2017

Exploring the links between staff wellbeing and patients' experiences of care , Jill Maben



- Key Findings:
- There is a relationship between staff wellbeing and (a) staff-reported patient care performance and (b) patient-reported patient experience.
- Staff wellbeing is an important antecedent of patient care performance.
- Seven staff variables (“wellbeing bundles”) correlate positively with patient-reported patient experience:
 - local/work-group climate
 - co-worker support
 - job satisfaction
 - organisational climate
 - perceived organisational support
 - low emotional exhaustion, and
 - supervisor support



Important predictors

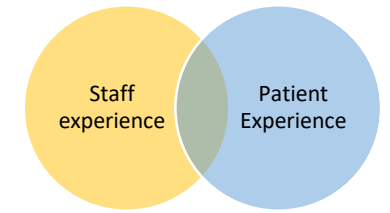
High Demand- low control work

- Inadequate or unpredictable staffing levels.
- The movement of staff at short notice into other staff depleted service areas.
- The felt lack or inadequacy of training in specialist care skills (e.g. dementia and delirium) for nursing staff.

Family at work

- Co worker relationships
- Ward Leadership

A series of studies all sending the same message

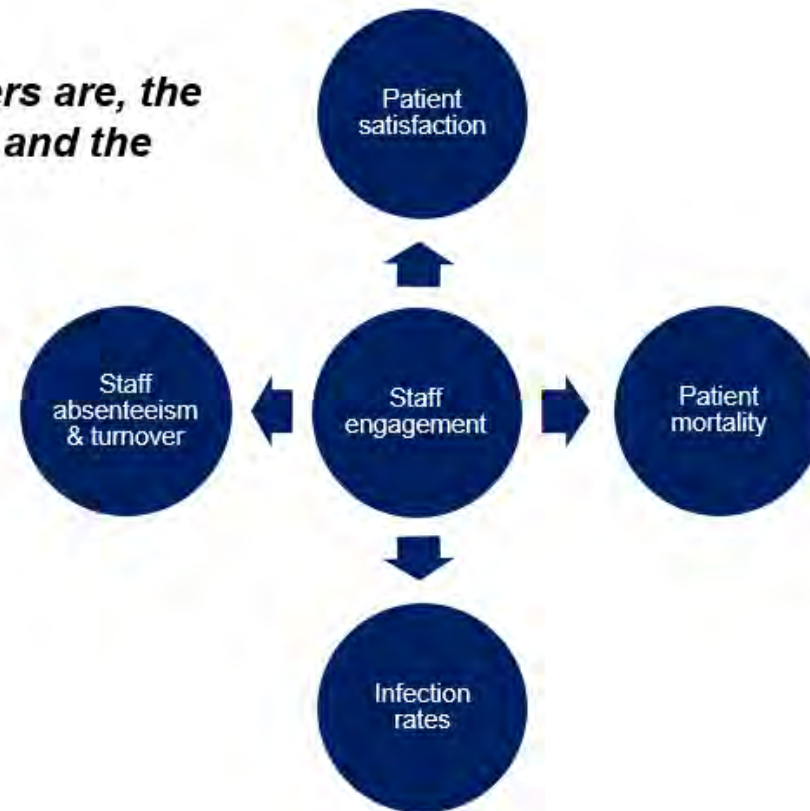


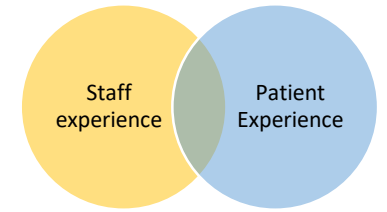
Michael West et al, 2009-2011
<https://www.gov.uk/government/publications/nhs-staff-management-and-health-service-quality>

“The more engaged staff members are, the better the outcomes for patients and the organisation generally.”

Key success factors:

- ✓ Communication
- ✓ Involvement of staff
- ✓ Supportive management
- ✓ Well-structured teams and appraisals
- ✓ Emphasis on quality
- ✓ Training
- ✓ Safe working environment





Case Study

- 2 clinicians interested in patient flow and patient outcomes
- Wanted to explore the link between patient and staff experience
- Implemented a system of real-time staff feedback
- Designed with staff and patient input



How do you feel?



Theme

- Equipment
- Miscellaneous
- Patient Care
- Patient Flow
- Pay & Conditions
- Teaching & Training
- Team Working
- Health and Safety
- Environment
- None
- The new coffee machine
- Respect
- Access

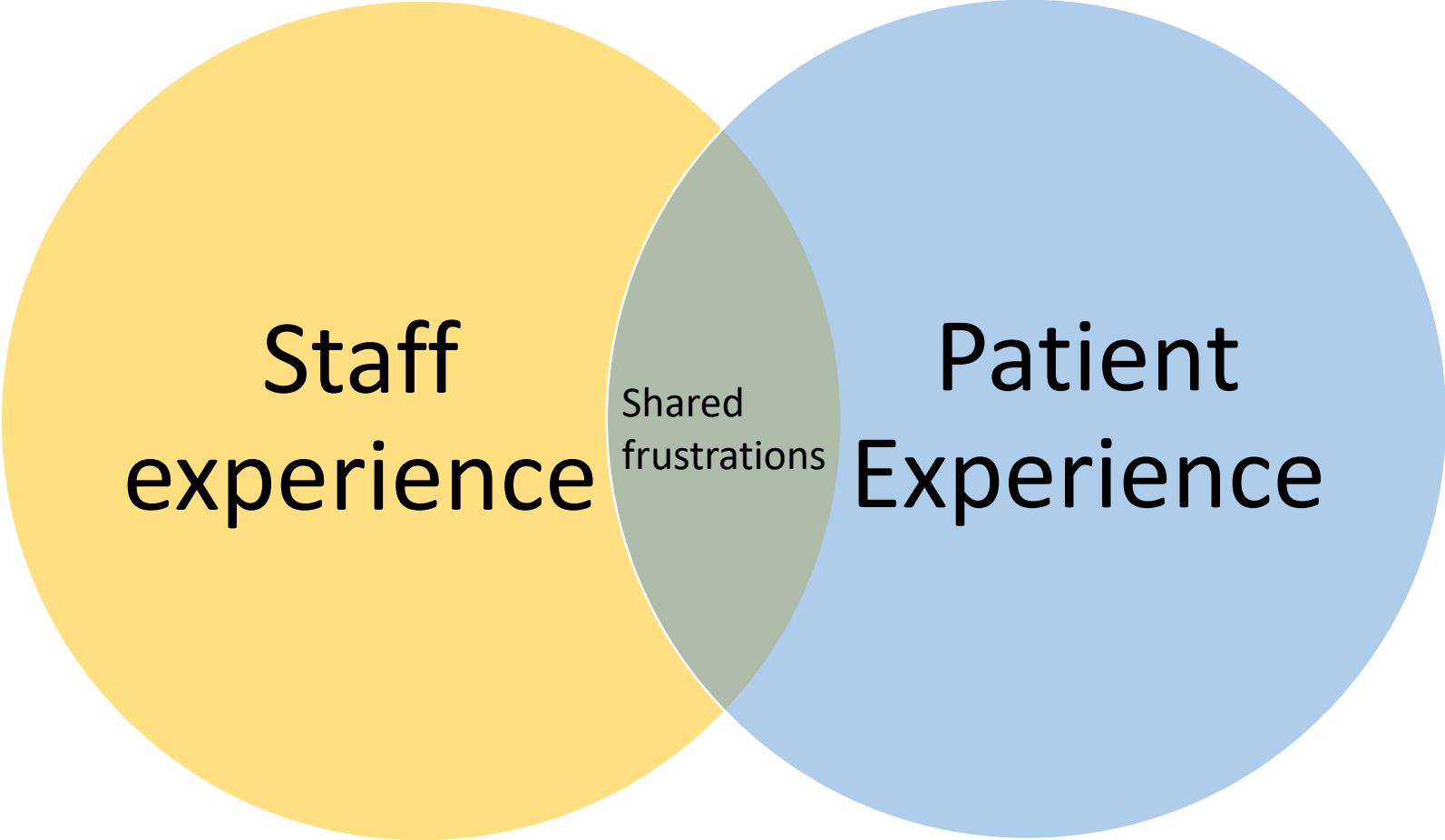
Want to leave a comment?

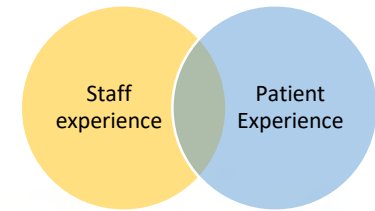
Remember, no personally identifiable or confidential information about a member of staff or patient should be mentioned.

Environment

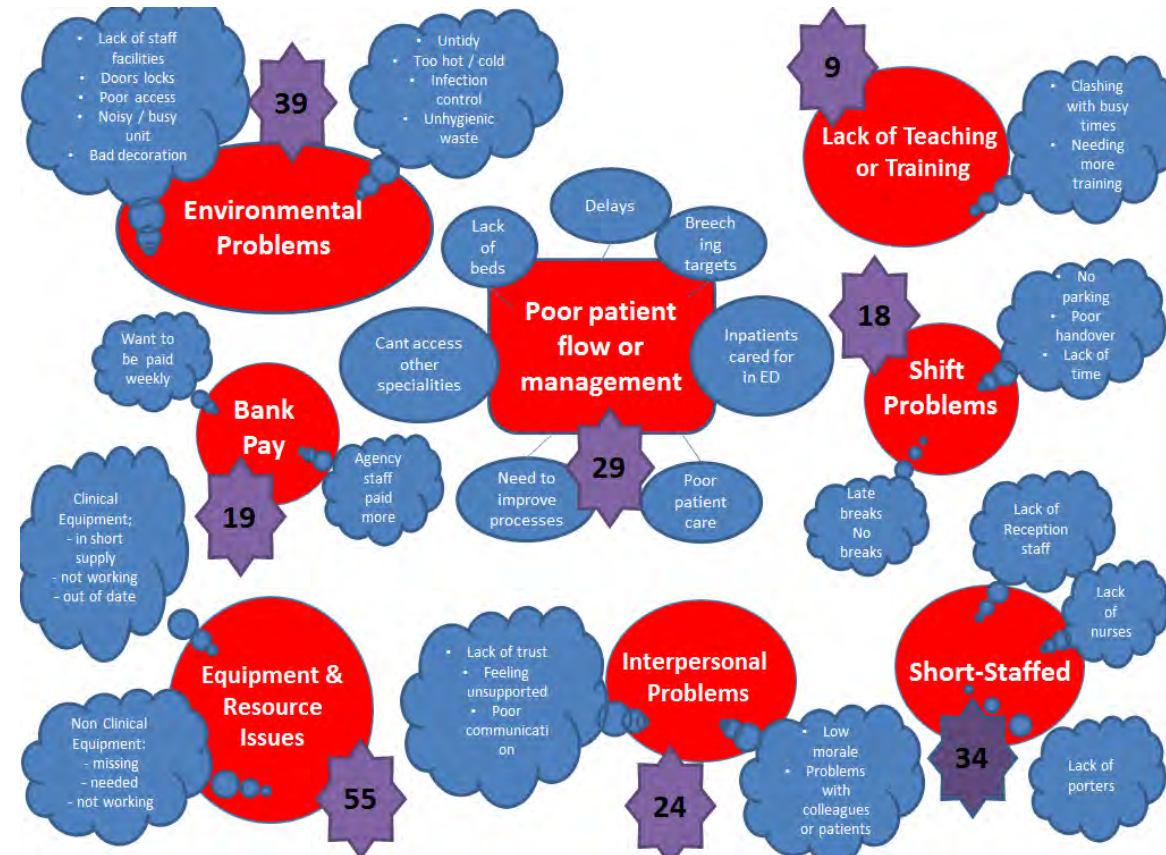
I would like to ask that people stop wearing strong perfumes and deodorants while at work, since I am allergic and I know that it bothers some other colleagues and patients too

Cancel Submit

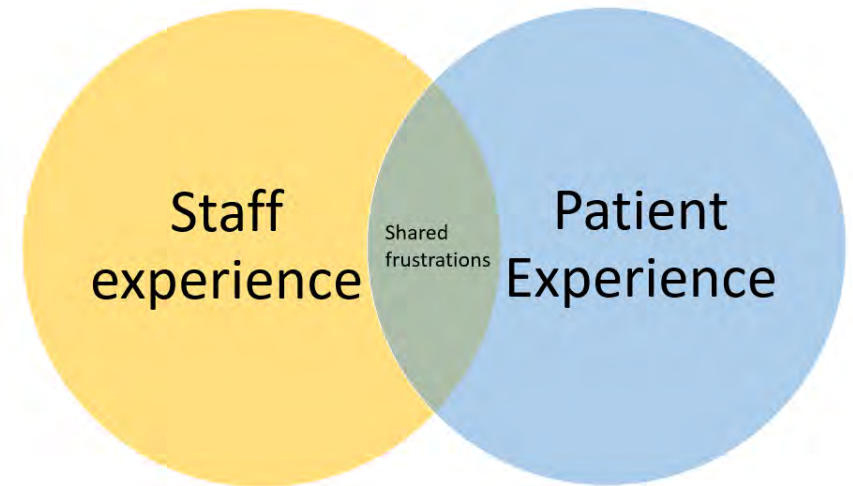
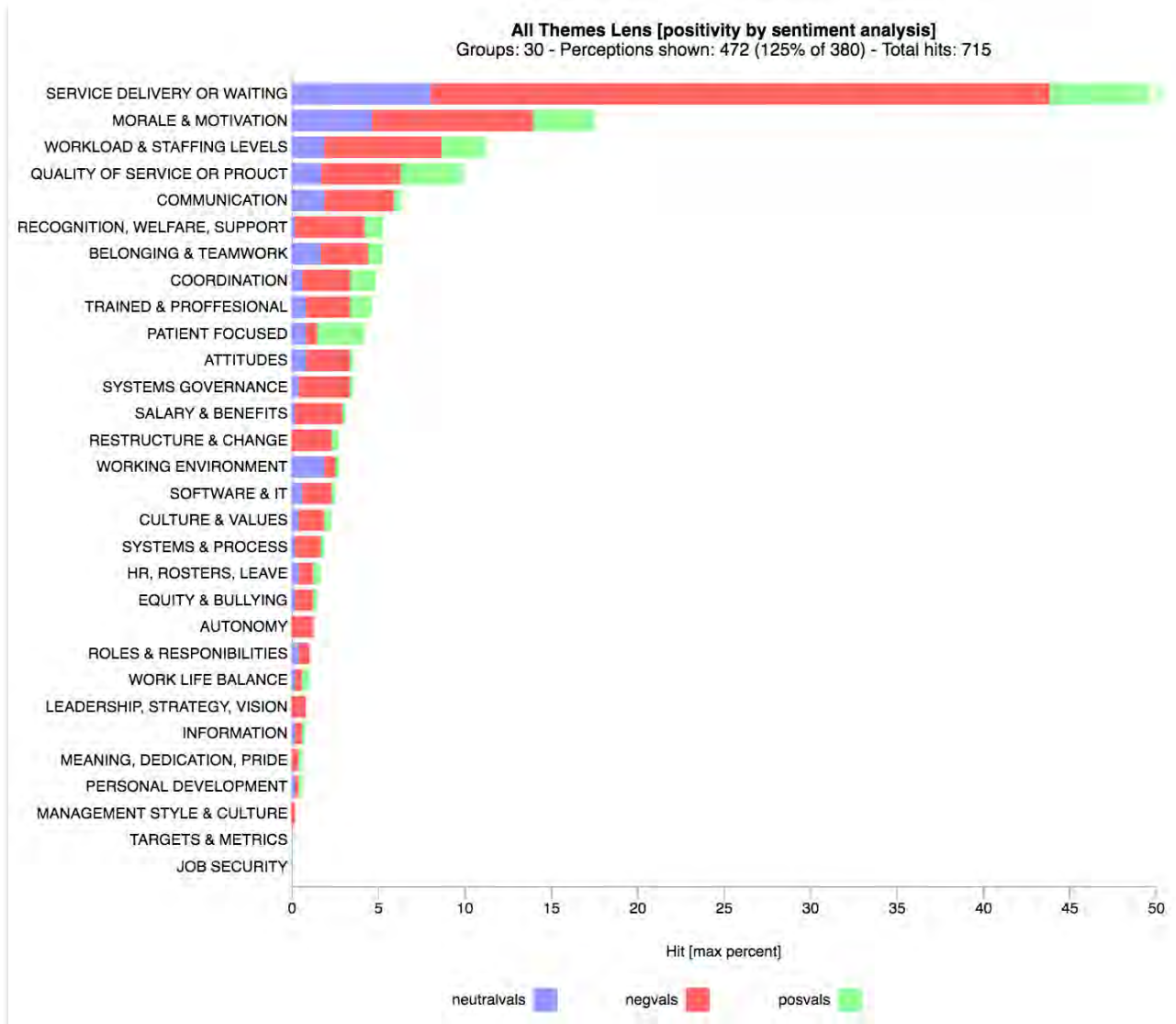




PATIENT PATHWAY




Shared Frustrations



Benefits to patients- Direct Benefits

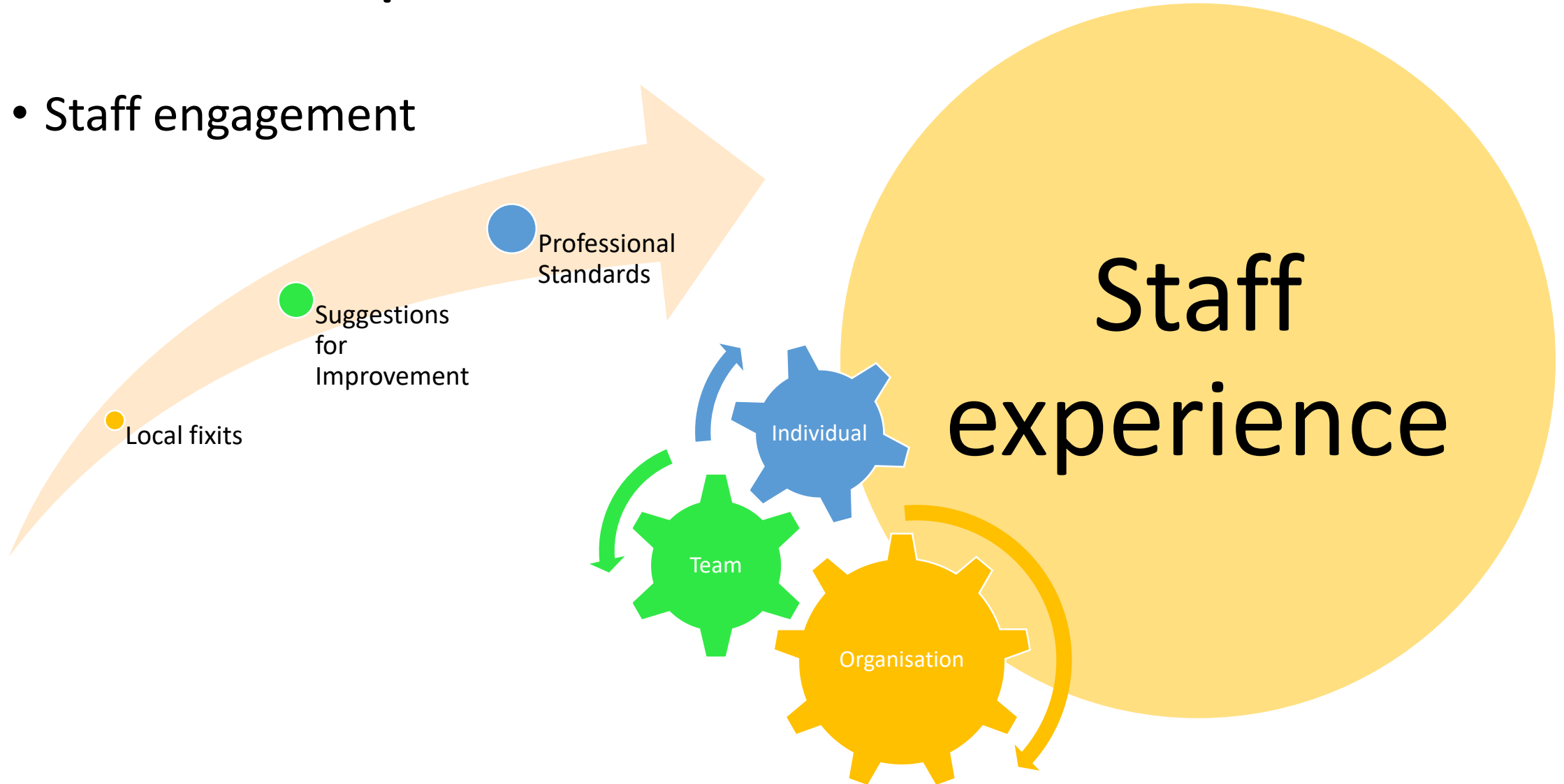
- Triangulation of concerns- DATIX
- Quality Improvement projects
- Changes in working patterns

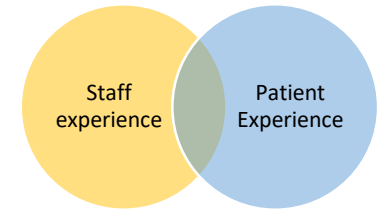


Patient
Experience

Benefits to patients- indirect

- Staff engagement





What next

- We have a heat map for staff within the hospital
- Now we would like to overlay a heat map for patients
- Triangulating staff and patient experience within the same area
- Quick responses to shared frustrations
- Spread areas of good practice and celebrate them



“In 27 years of nursing I have never seen such a proactive way of addressing staff satisfaction.”

“The Happy App is a good tool, as it gives staff the opportunity to express honestly how they feel-and every member of theatre staff was invited to use it. Staff at the grass roots communicated that they felt they had been listened to.”



“Hospital staff know best how to solve problems on the busy frontline and Happy App gives them a voice to get issues quickly resolved. It’s easy to use and accessible, and at North Bristol NHS Trust we’re seeing it grow in popularity every day. From introducing Amazon lockers to changing aprons, it’s helping managers to improve people’s working lives. And by helping to reduce the turnover and sickness of staff it’s ultimately improving patient care.”

“Over the last year that ‘Happy App’ has been in theatres there has been an overall improvement in staff turnover by 4.1% and sickness by 1.7%. The benefits are seen in reduced backfill costs and increased productivity. Based on average staffing costs this improvement has saved between £274,000 and £331,000.”



“I felt that the whole project was a real success. It makes organisational development real and exciting and it connects the staff directly to the board and vice versa.”



“The judges were bowled over by this simple approach which demonstrably shifted behaviour and culture in clinical teams. The immediacy of feedback and of action, coupled with clinical ownership is very powerful.”

“We saw an innovative method of engaging staff through the use of the ‘Happy App’ and proactive engagement with staff. We found because of this the culture of engagement had developed to be positive. Staff were proud to work at the hospital.”

“Happy App is a fantastic real-time way of capturing and responding to staff comments and staff experience.”

“Clearly demonstrates an innovation designed to improve real-time feedback from staff members and allow managers to respond to this feedback.”

“The evaluation has shown that there have been real improvements in engagement locally between managers and their teams.”