



Change Idea

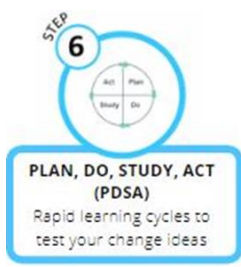
St Andrews PDSA – Know Each Other

THE IDEA:

Every staff member to complete a ‘Know Each Other’ template providing a picture and non-controversial information that they are happy to communicate with patients e.g. hobbies, favourite things.

WHY:

Providing patients with information about staff supports familiarity and helps faster forming relationships which can make patients feel more comfortable and enhance their coping skills.



Learning from rapid cycles of change PDSA

FIRST CYCLE: 16/03/2023 – 14/04/2023

PLAN:

- Send e-mail and talk to colleagues on shift
- Request and prepare board where 'Know Each Other' documents will be displayed
- Complete own paper template


PREDICTION:

Expect to have some colleagues that won't want to fill the templates in 50% of colleagues to have completed Know Each Other by 14/04/2023.

DO: Colleagues reluctant to share information about themselves, especially a picture of themselves in a communal area of the ward. However, some staff felt it was a good idea and would enable therapeutic relationships. We also have lots of new colleagues who aren't familiar with Quality Improvement (QI).

STUDY: 32% of colleagues (10 out of 32) completed the Know Each Other template. It was easier to encourage staff to complete a paper template, but we need to share more information about QI.

- ### ACT:
- To encourage participation, change picture of themselves to a picture of their choice
 - Disseminate QI information to new colleagues

Will we  ADAPT

SECOND CYCLE: 14/04/2023 – 07/05/2023

PLAN:

- Continue to ask colleagues to engage with the project
- Transfer completed template to display board

PREDICTION:

Gradually more staff will start to complete Know Each Other templates. Know Each Other templates will be put on display board.


DO: It was difficult to find time to put up the templates while working on the ward. Some staff continued to refuse to engage despite clear explanations being given.

STUDY:

41% of colleagues (13 out of 32) completed the template. Without allocated time it is difficult to display completed templates.

ACT:

- Set aside time to transfer completed templates to display board

Will we  ADAPT

Learning from rapid cycles of change PDSA

THIRD CYCLE: September to December 2022

PLAN:

- Transfer completed templates to display board
- Gain feedback from colleagues, visitors and patients

PREDICTION:

More staff will start to participate.

Completed templates will be displayed.

DO: The completed templates were displayed and appeared to have a positive impact on some staff who started to engage by completing their own template.

STUDY: 63% of colleagues (20 out of 32) completed the template. Seeing what others have shared encouraged some reluctant staff to participate.

Colleague feedback

It humanises staff, makes us more approachable.

It makes the ward more inviting, friendly and therapeutic

Learn information about colleagues who you have worked with for years!

Good position on the ward, accessible to everyone.



Like the arrangement, the positioning of the information is pleasing on the eye!

Patient feedback

It opens up conversation about common interests.

It is really good and really nice to find out new things about people that I didn't know.

