

Partners in Care – Experience Based Co-design

“It’s all well and good being on one side, but until you have an understanding of who is on the other side you really don’t have an idea of the service you are providing.”

Partners in Care - Experience-based co-design (EBCD) is an approach that enables staff and patients (or other service users) to co-design services and/or care pathways, together in partnership. The approach is different to other service improvement techniques. EBCD involves gathering experiences from patients and staff through in-depth interviewing, observations and group discussions, identifying key 'touch points' (emotionally significant points) and assigning positive or negative feelings.

The approach was designed for and within the UK National Health Service to develop simple solutions that offer patients a better experience of treatment and care. However, similar user-centric design techniques have been used by leading global companies for years.

In New Zealand the Health Quality and Safety Commission has co-ordinated formal Partners in Care co-design training run by Dr. Lynne Maher – these training programmes run for approximately six months and are designed to develop the skills and philosophy of co-design.

The Whanganui Rising to the Challenge framework for service improvement has, as a key principle, the adoption and use of co-design for service planning and improvement. It is both a method to use in change and improvement and a philosophic methodological approach to change.

Co-design underpins the Partners in Care programme. The principles of co-design are:

- Prioritise the patient experience
- Trust the process
- The ‘means’ is as important as the ‘ends’
- Acknowledge the patients’ and staff contributions throughout the process

In partnership with Ko Awatea Dr. Lynne Maher is facilitating a full Partners in Care training programme as part of Whanganui Rising to the Challenge. Dr Maher led the introduction of Experience based co-design for the NHS and has significant experience in facilitating co-design training and health care improvement activities in the UK, Canada, the USA, Australia and New Zealand.

On the 8th and 9th of September two workshops were held in Whanganui with over 90 WDHB, WRHN and NGO staff and board members attending. As a result of these two workshops six co-design projects are underway as part of a six month Partners in Care training programme. The intent of this training programme is build workforce capacity and understanding of co-design as an improvement methodology and to link this work to the range of service improvement activities being undertaken both under the Whanganui Rising to the Challenge project and across Mental Health and Hospital services. Projects will be complete in March 2016.

Building staff capacity for change is key to developing leadership for change - a priority for the Whanganui Rising to the Challenge project.

PROJECTS

- The confused older person – ED Yellow space and Dementia friendly design in Medical ward

- Over 65 AoD Services
- Mental Health – Seclusion project
- Fitness for Surgery project
- Alcohol and Other Drugs - Outcome Driven Practice
- Children with behavioural difficulties - child and youth workstream

These six projects bring together elements of the Whanganui Rising to the Challenge framework including; building a skilled workforce, service integration, partnerships, equitable access and people centred models of care.