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Conference Abstract

It's All About People and Relationships: Scotland's person-centred health and care collaborative

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Abstract

Objectives: - Raise the profile of person centred approaches to care

- Explain concept and approaches to person centred care in simplified terms and identify high impact interventions
- Focus on what we can do now
- Design reliable processes of care to ensure every person has the opportunity to personalise care
- Measurement framework to support and track improvement
- Promote the sharing of ideas and approaches

Methods: Modified Breakthrough Series Improvement Collaborative. 90 day R&D process. Systematic national approach to improving care experience focusing on what really matters to the Scottish people as described by NHS Scotland's "7Cs":

1. Caring and compassionate staff and services
2. Clear communication and explanation about conditions and treatments
3. Effective collaboration between clinicians patients and others
4. Clean and safe care environment
5. Continuity of care
6. Clinical excellence

This Collaborative is unique in that, as far as we are aware, it is the first to take a national approach to using Improvement Science to develop person-centred approaches to care at scale. It will run initially until December 2015.

Collaborative focus:

1. Comprehensive systematic approach to hearing the voice of the people who use services through a multi method, multi trait methodology.

2. Specific focus on five core aspects of care experience called the "5 Must do With Me" elements (listed below).

1. What matters to you? Personal outcomes / goals focus
2. Who matters to you? Family/carer involvement
3. What information do you need? Clear and full information / health literacy interventions
4. Nothing about me without me. Relationship based care and support where involvement and collaboration is supported and encouraged
5. Service Flexibility. Method and timing of contact flexes according to need.

Results: Prototyping and testing under way. Short-term indicators of engagement outputs/outcomes:

- Change package and measurement framework developed
- 100% of Scottish territorial health boards participating
- 4 Learning Sessions held reaching 2250 staff
- 50+ test teams identified across 14 boards
- Board re-alignment of governance to profile person-centredness

Conclusion: Person centred approaches to care make the difference between "good" and "great". This is the glue that holds everything together, the boosters that have the potential to take us to the next level of healthcare provision and performance.

- The patient experience is inextricably intertwined with safety and effectiveness⁴
- This is a "must do" not a "nice to do"
- Take care to explicitly define scope of work
- This agenda aligns strongly with staff values of staff

Disclosure of Interest: None Declared

Keywords

one-stop shop; case management; implementation

PowerPoint presentation

<http://integratedcarefoundation.org/resource/icic15-presentations>