

Talking less... Listening more...

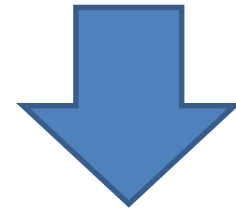


The foundation of high quality healthcare

Flip the question...



What's the matter?



What matters *to you*?



Dr D.M. Berwick
Era 3 Medicine for
Healthcare

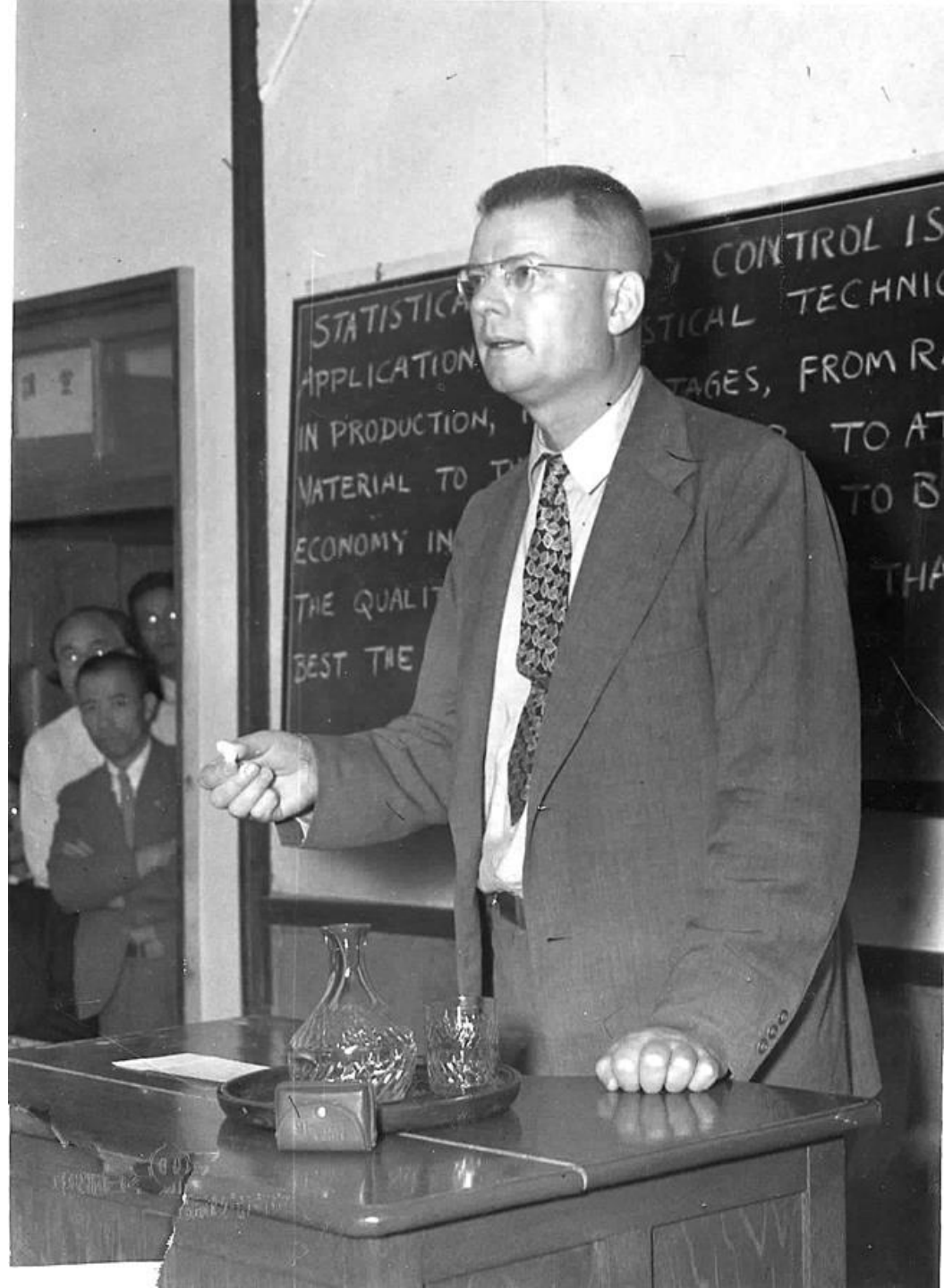
Listen. Really listen

Coproduction, patient-centered care, **what matters to you** — they're encoding a new balance of power: the authentic transfer of control over people's lives to the people themselves.

<https://www.hhnmag.com/articles/6798-don-berwick-offers-health-care-9-steps-to-transform-health-care>

“The greatest waste...
is **failure to use the
abilities of people...** to
learn about their
frustrations and about
the contributions they
are eager to make.”

W. Edwards Deming
Out of the Crisis p57

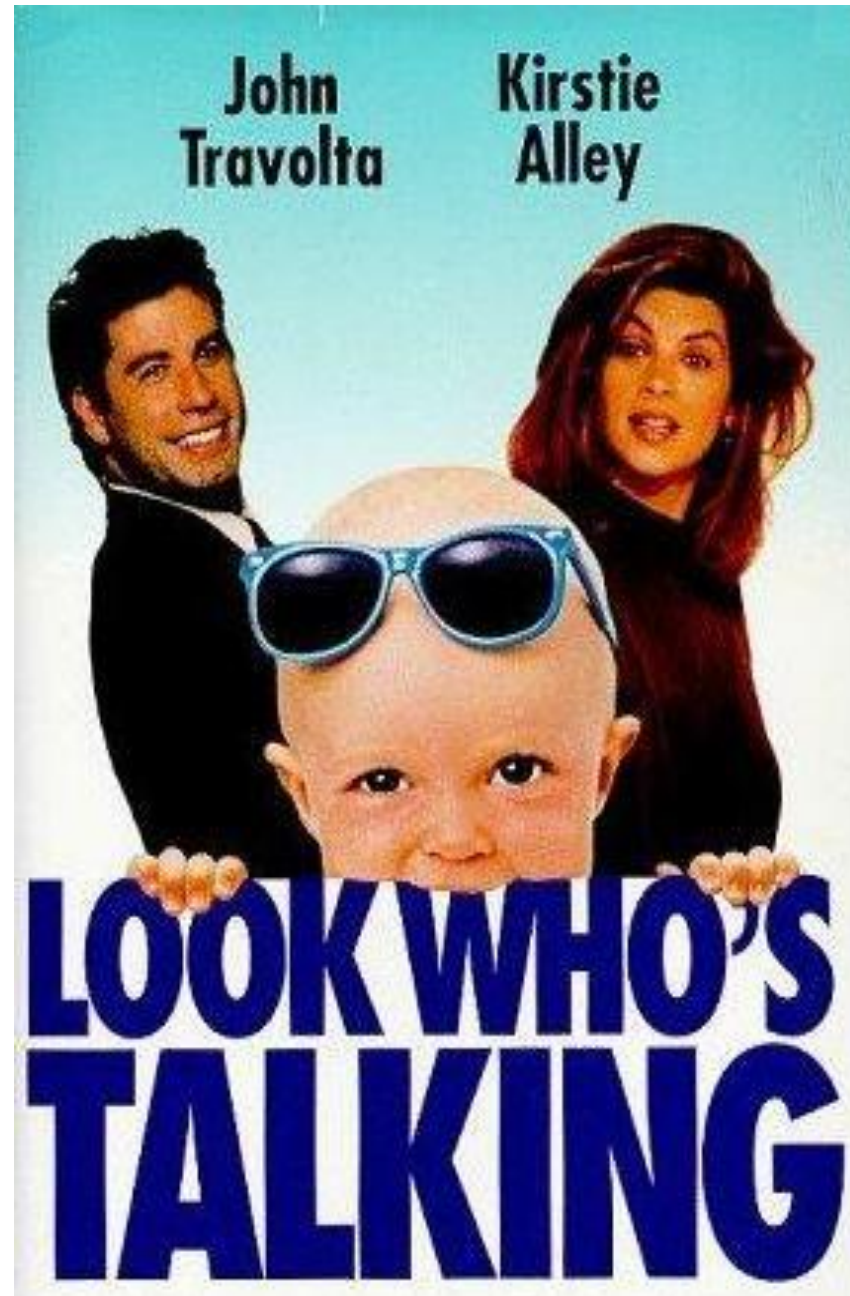


Listen. *Really* listen...



What proportion of an average conversation is taken up by the healthcare professional speaking?

80%



On average, how long does it take for us to interrupt?

12-18

seconds



“My employer is paying for the surgery. I’m having a speed bump installed between my brain and my mouth.”



plass og tid til å lytte...





June 6th 2018 #WMTY18

O QUE
Importa
PARA VOCÊ?
POR UM CUIDADO
CENTRADO NA PESSOA

**what
matters
to you?**

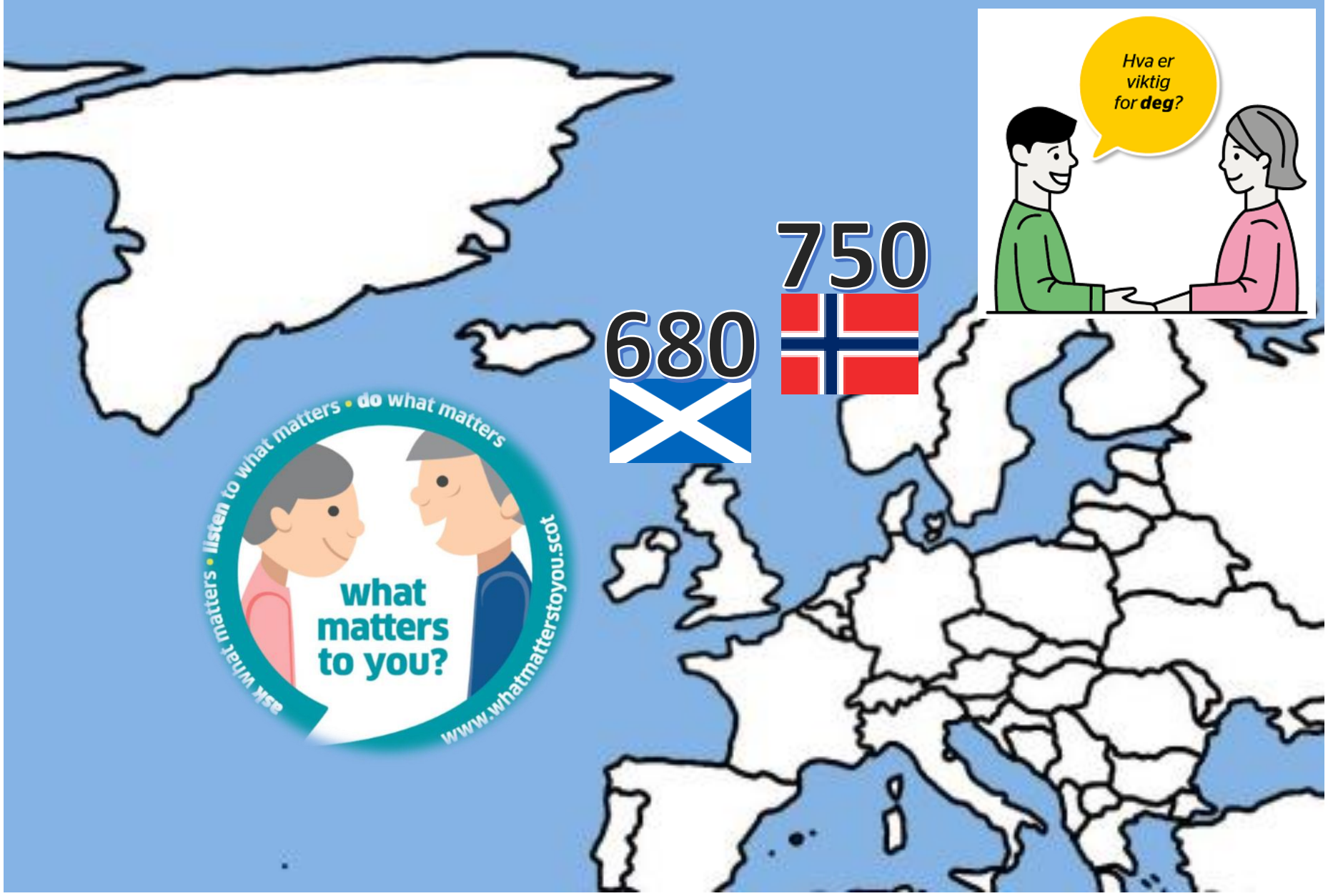
#wmtty17

www.whatmatterstoyou.scot



**Hvad er
vigtigt
for dig?**

Hva er vigtigt for deg?





O QUE
Importa
PARA VOCÊ?
POR UM CUIDADO
CENTRADO NA PESSOA

31 Countries
2000+ teams



*Hva er
viktig
for deg?*



**Why the movement
has spread...**

to what matters • d

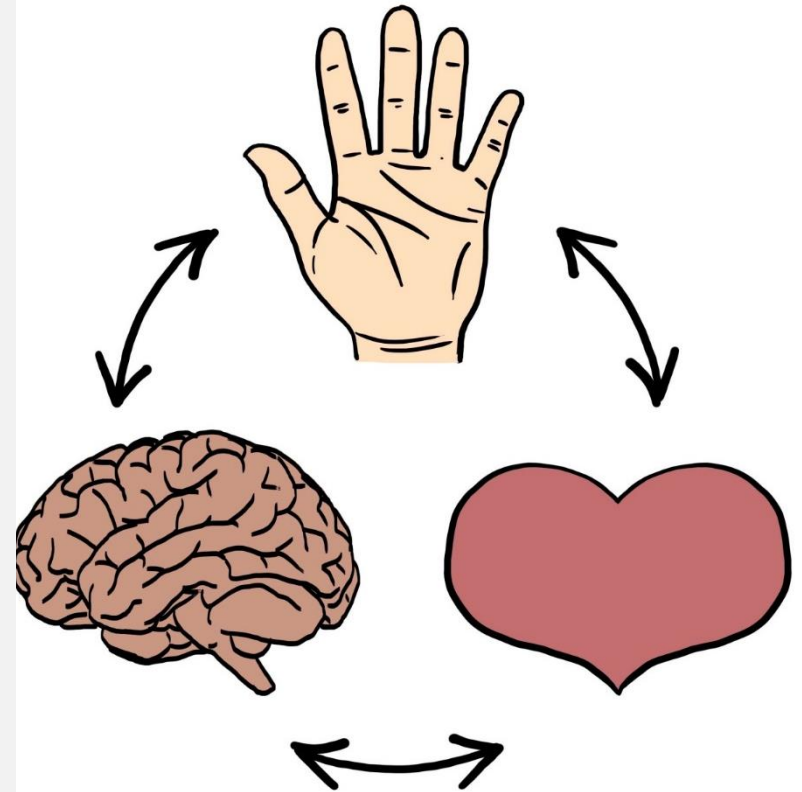
what
atters
o you?

www.whatmattersstoyou.scot

Connecting heart, head & hands

Heart

- **Building human will through the power of story telling**
- **Connecting with values**
- **Awakening the emotional being**

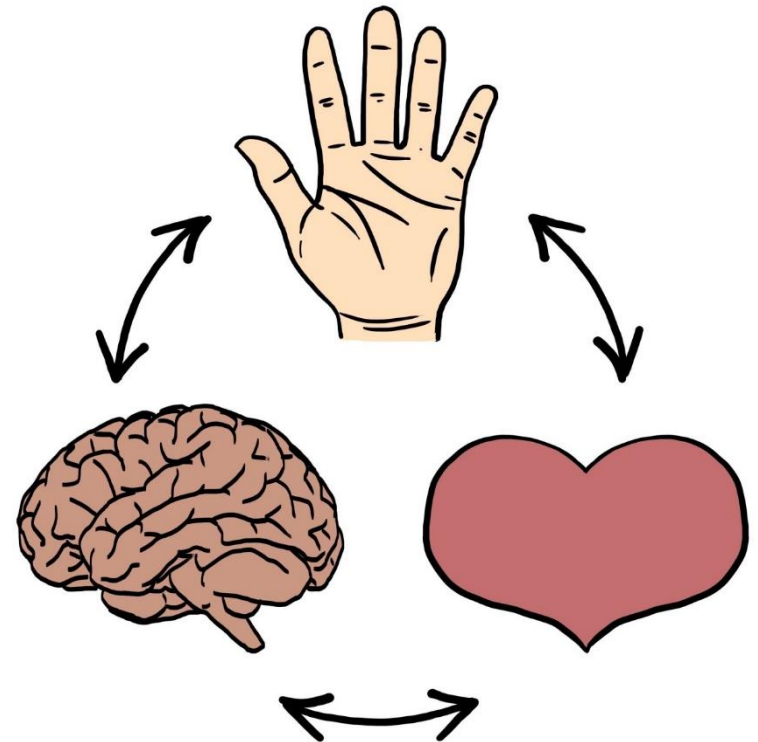


Connecting heart, head & hands

Head

Strategising:

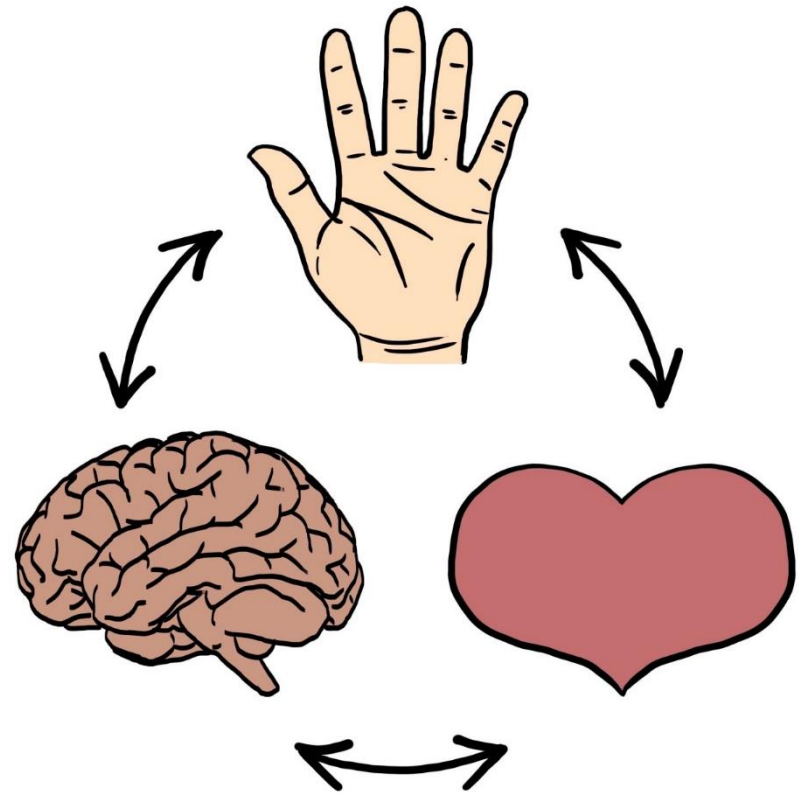
- Impact on outcomes *and* performance
- Identify key networks
- Identify key hierarchies
- Aligning with strategic and political imperatives



Connecting heart, head & hands

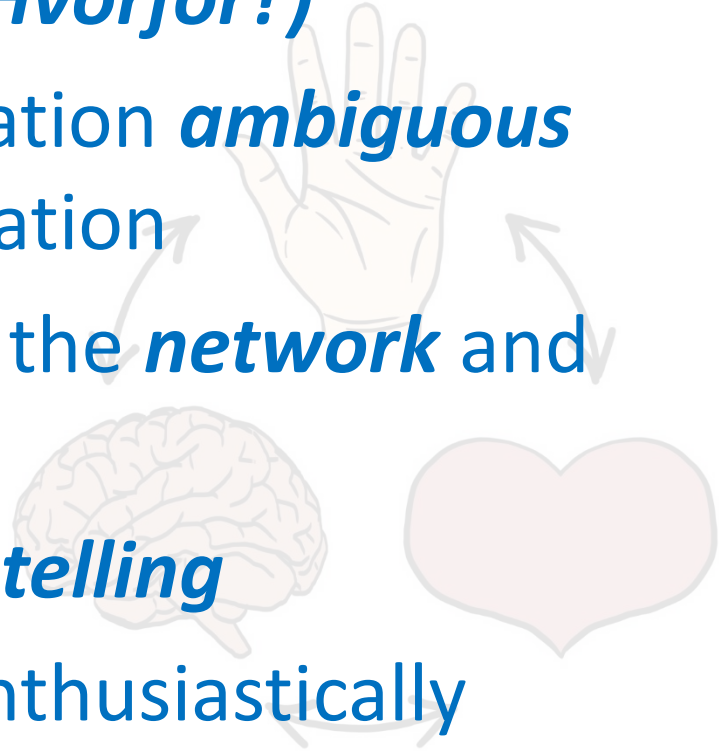
Hands

- How things could be, how things should be...
- Generating will to action...
- What I can do now...



Heart... Head... Hands...

- Focus on *the why?* (*Hvorfor?*)
- Keep rules of participation *ambiguous* and *open* to interpretation
- Harness the power of the *network* and the *hierarchy*
- Strategic use of *story-telling*
- *Follow the energy.* Enthusiastically welcome all-comers - the people who come are the right people!



How we take care of our patients

How we take care of each other

How we take care of ourselves





Newcastle University. *Anthrozoos*, Berg
Publishing. November 27, 2008

The importance of relationships and kindness

It starts with me....



....treat yourself like someone you are responsible for helping!





Meu nome é **Camila Fernanda Lorenz**
 Eu gosto quando:
 Os MÉDICOS E ENFERMEIROS ENTRAM SORRINDO E SE APRESENTAM
 Eu GOSTO QUANDO:
 PERGUNTAM MEU NOME E DATA DE NASCIMENTO, ISTO ME DEIXA SEGURA
 Eu GOSTO QUANDO:
 MINHA FAMÍLIA E PESSOAS QUE AMO MUITO FICAM AQUI COMIGO, ISTO ME DA ALEGRIA E MELHORA O MEU TRATAMENTO
 Eu GOSTO QUANDO OS PROFISSIONAIS DA SAÚDE FALAM SOBRE FE

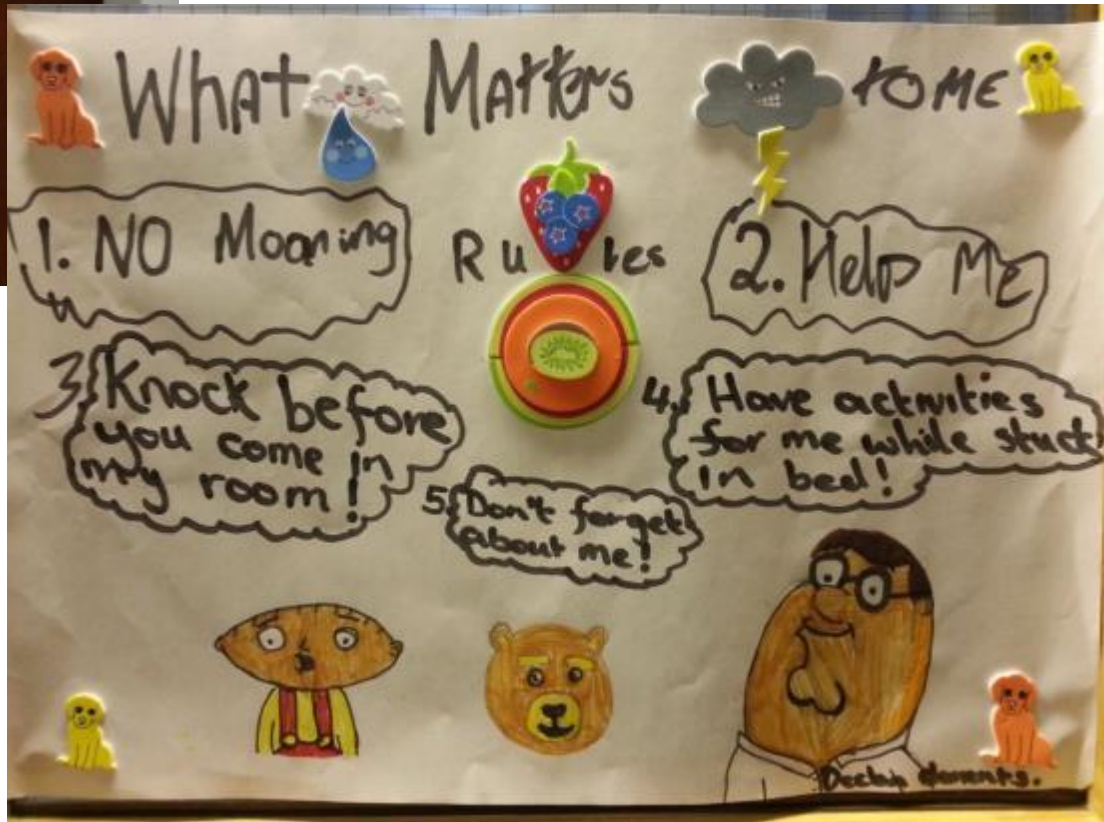
Eu N GOSTO QDO
 FAÇO EXAME DE SANGUE OU TROCAM O ACESSO

Eu N GOSTO QDO:
 DIZEM Q A R.M. E A COLETA DO LÍQUOR, SÃO EXAMES chatos E DOLORIDOS, MAS NO FUNDO SÃO OS + FÁCEIS 😊

Eu N GOSTO QDO:
 DEIXAM DE SORRIR OU N TEM SENSIBILIDADE PARA COMUNICAR ALGO.

UMA PACIENTE AUTISTA NA ESCÓCIA, EU CONTROU UMA FORMA DE TRANSFORMAR SEU PERÍODO DE INTERNAÇÃO + HUMANIZADO E DIFERENCIADO FACILITANDO A COMUNICAÇÃO COM OS PROFISSIONAIS
 ESSE MÉTODO BASTA UMA FOLHA DE PAPEL LÁPIS, AJUDANDO NO TRATAMENTO DO PCTE E FACILITANDO O SEU TRATAMENTO





My DAD'S NAME IS SMARTIN
 My MOM'S NAME IS DEBORAH DORRIS

What Matters To Me

My NAME IS KENDRA I AM 7

I HAVE Autism

I Can't speak
 So I won't be able to if it Hurts

I CAN MAKE NOISES

I CAN'T HAVE Grapes
 AS IT MAKES ME BLOOEY

I AM VERY FAST AND WILL
 Put things in my MOUTH
 AND CAN MAKE A RUN FOR IT
 HA HA HA!

I CAN Dress My Self
 WITH some help

I CAN Do HIS

I Love Noise Toys

I Don't like Medication by my Mouth "So WATCH OUT I will struggle" AS per Job

I love to feel Peoples Hair, it is my way of SAYING HELLO

I WILL BANG My HEAD AND BITE My HAND When I am FRUSTATED

Some time My hair gets Tangled (My Dad is Rubbish at Doing My HAIR "NEEDS ALOT OF HELP"

I Love Cuddles to REASURE ME

24.10.2013

HAIR

I Love Cuddles to REASURE ME

24.10.2013

I CAN Dress My Self WITH some help

I CAN Do HIS

I Love Noise Toys

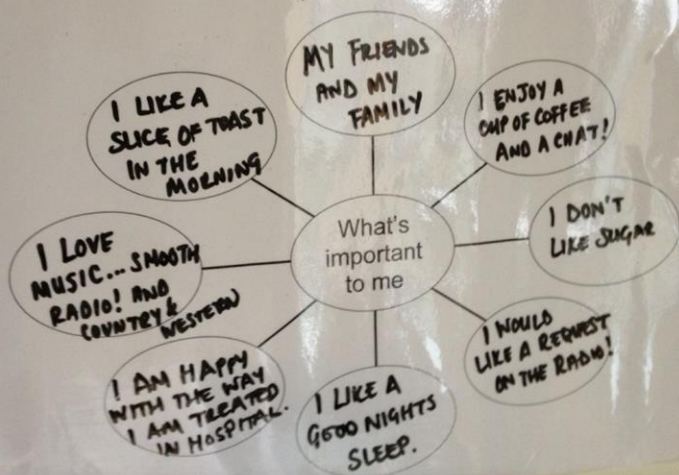
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 HA HA HA!

I AM 7

I Don't like Medication by my Mouth "So WATCH OUT I will struggle" AS per Job

I love to feel Peoples Hair

FRANCES



**Daily Information for Families
Intensive Care Unit**



Date: 30/6/10

Pts Name

DOB:

Today's Plan:

- New drip in neck for drugs.
- Go to CT scanner at 4pm.
- Sim has high temp - bloods to labs ?? infection.
- Start new 'feed' through drip in neck as not absorbing feed through tube in nose.
- Still in contact with Edinburgh re advice etc.

What would you like to happen for your family member today?

Just to keep dad's eyes nice, I know that they look different ~~size~~ when fluids being pushed into him. Mum gets upset when she sees his eyes looking red.



What happens when we talk less and listen more?



The NEW ENGLAND
JOURNAL of MEDICINE

The NEW ENGLAND JOURNAL of MEDICINE

ORIGINAL ARTICLE

Early Palliative Care for Patients with
Metastatic Non–Small-Cell Lung Cancer

Jennifer S. Temel, M.D., Joseph A. Greer, Ph.D., Alona Muzikansky, M.A.,
Emily R. Gallagher, R.N., Sonal Admane, M.B., B.S., M.P.H.,
Vicki A. Jackson, M.D., M.P.H., Constance M. Dahlin, A.P.N.,
Craig D. Blinderman, M.D., Juliet Jacobsen, M.D., William F. Pirl, M.D., M.P.H.,
J. Andrew Billings, M.D., and Thomas J. Lynch, M.D.



- More of what mattered to them
 - Less of what matters to us.....
- = better and longer life

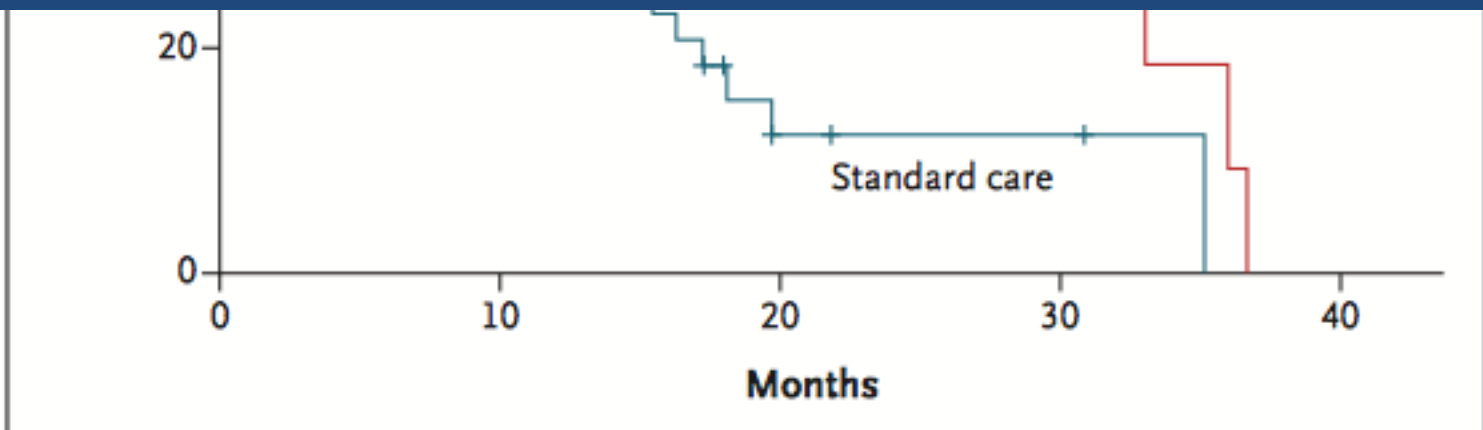


Figure 3. Kaplan–Meier Estimates of Survival According to Study Group.

PATIENTS' PREFERENCES MATTER
Stop the silent misdiagnosis
Al Mulley, Chris Trimble, Glyn Elwyn

**“Medicine must be made sensitive
to the values of individual patients”**

TheKingsFund



Patient-Centred Care Team (PaCT)

NHS Lothian

Focusing the conversation on *what really matters* and creating personalised anticipatory care plans for people who frequently attend the Emergency Department and for people with complex long term conditions at high risk of admission to hospital.



- **33% reduction** in bed days
- **35% reduction** in ED attendances
- **£2,400,000** productive gain

Decision Navigator

- **Greater confidence & satisfaction with consultation**
- **Fewer regrets**
- **30% less surgery & chemotherapy**
- **Those who did suffer fewer side effects**



Hacking et al; Psycho-Oncology

[Volume 22, Issue 5](#), pages 1017–1024, May 2013



Nasjonalt senter for
e-helseforskning

The Patient Centered Care Team (PACT)



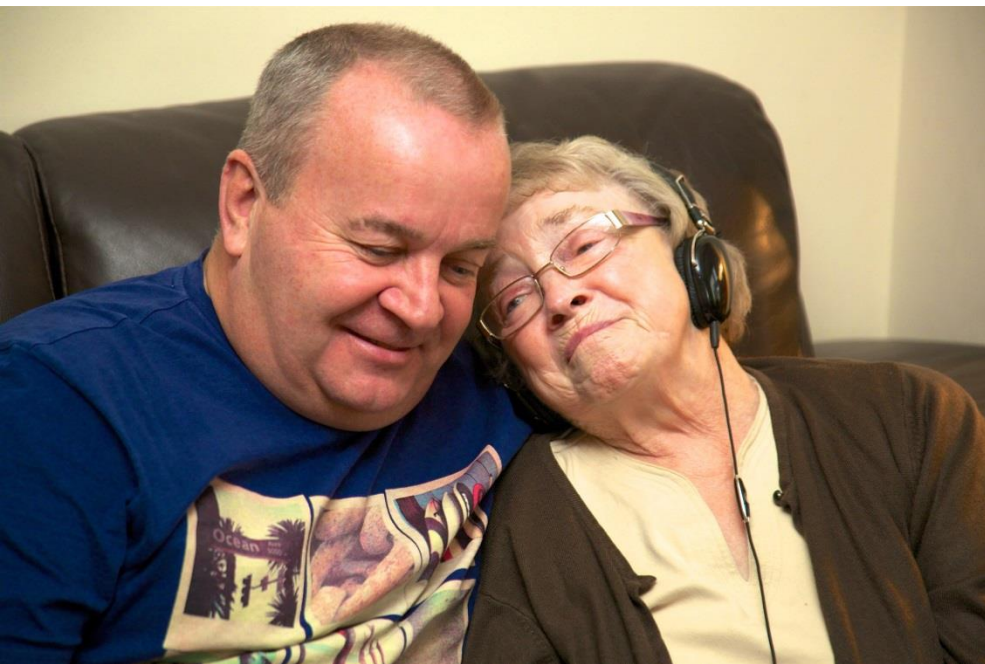
Gro Rosvold Berntsen, Joseph Stephen Hurley, Mo
Gustav Bellika, Beate Solbakken, Trond Brattland

A woman with short dark hair, wearing a grey turtleneck sweater, is seated on the left side of the frame, looking towards the man on the right.

A man with short grey hair and glasses, wearing a dark long-sleeved shirt, is seated on the right side of the frame, smiling and looking towards the woman on the left.

A desk in the foreground holds a silver laptop with the Apple logo, a black camera, a glass of water, and some papers.

A whiteboard on the right wall is covered with several orange and yellow sticky notes.



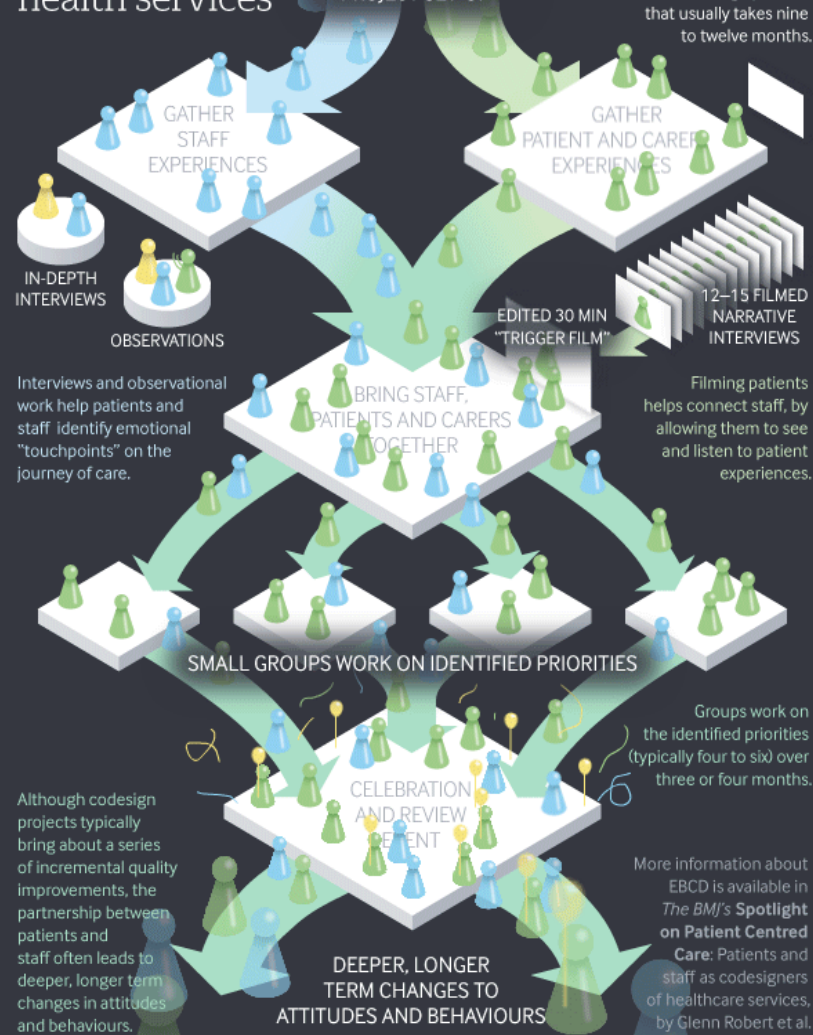
PLAYLIST FOR LIFE

Personal music for dementia

Codesign of health services

This infographic explains Experience-based Co-design (EBCD), a six stage process that usually takes nine to twelve months.

PROJECT SET-UP

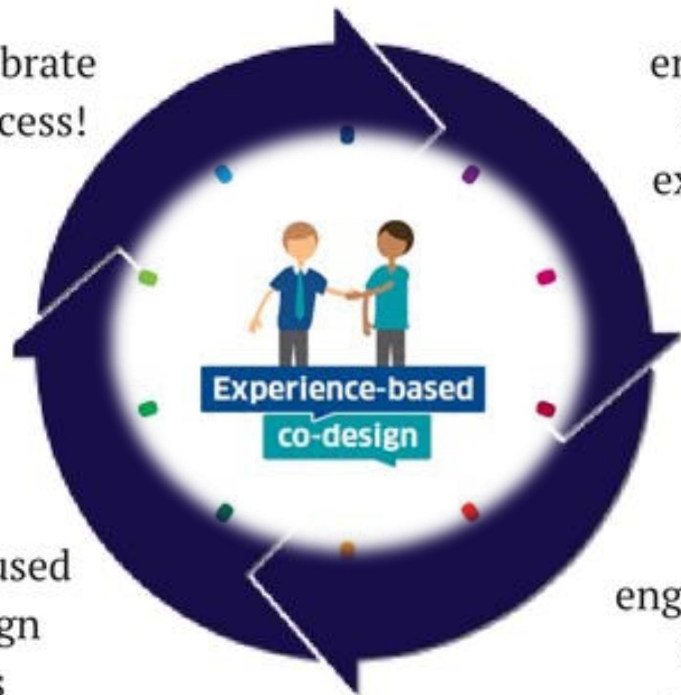


Infographic designed by Will Stahl-Timmins for The BMJ. © 2015.

set up

celebrate success!

engage staff & gather experiences



engage patient & gather experiences

co-design meeting

form focused co-design teams

Experience-based co-design toolkit

For the full toolkit go to www.kingsfund.org.uk/ebcd



Care Opinion



people helping healthcare get better

Care Opinion

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eg Leeds General Infirmary, heart surgery, depression, S3 8EN



I made sure my mum could keep in touch



Now the staff know how they helped our family



Your stories help me to keep improving

Featured stories

View latest stories

"Through the tears that night I was still able to laugh, *thanks to those nurses*"

About: Dumfries & Galloway Royal Infirmary / Paediatrics

STORY HAS A RESPONSE



"They repaired the outer bandage *skilfully, reassured me*; then rushed off to their next case"

STORY HAS A RESPONSE



Patient Opinion in 2 minutes

A short animation about Patient Opinion



Who's listening to your

Home

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"Perfum

Response from Nicole Bauwens, Nurse Manager,
Neonatal (Children's Division), NHS Grampian last
month



We have made a
change

Dear Caryn, thank you so much for taking the time to bring this to my attention.

Sensory stimulation including smell are so important for our vulnerable babies and perfume is not an appropriate stimulant. I will discuss this with the clinical team and can reassure you that practice has changed from today - clinical staff will no longer wear any perfume to work.

Without feedback, nothing would progress or change within my service. Feedback is so vital, thank you for advocating as a parent for your baby.

58 people think this response is helpful

Was this response helpful? **Yes** | **No**

About: Aberdeen Mat

Posted by Caryn (as a p

While I recognise the am
you arrive for a cuddle w
overpowering perfume!
perfumes round these lit

More about:

neonatal

More tags



Response



Care

My 90 year old wife of 69 years had end stage dementia and was a resident in a local nursing home. It broke my heart to not be able to go see her as she was upstairs in the home and the lift was broken but the nurses happily spoke to the staff in the home for updates.

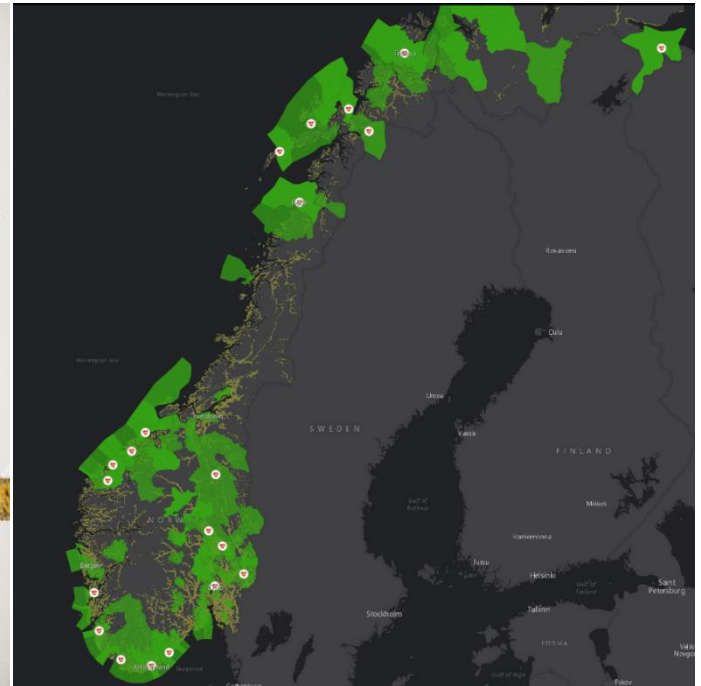
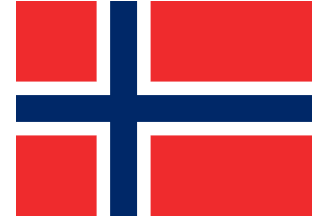
We were in a side room and the next day the SCN from Lindsay Ward came to see me and explained my care was being transferred back to Avr staff so I could remain with my wife and a second nurse could be nursed together.

51,550

Most comforting to have my wife and I in our beds together to create a double and have her in my arms and reassure her I was there something I had not been able to do for some time since she entered the nursing home.

Most of all I am grateful for the opportunity to have spent the last nights of her life with her in my arms as we had done for oh so many years prior to her leaving for the nursing home.

WMTY at a national level



Years to life – or life to years?



June 6th 2019 #WMTY19

**Make every day a
WMTY day!**