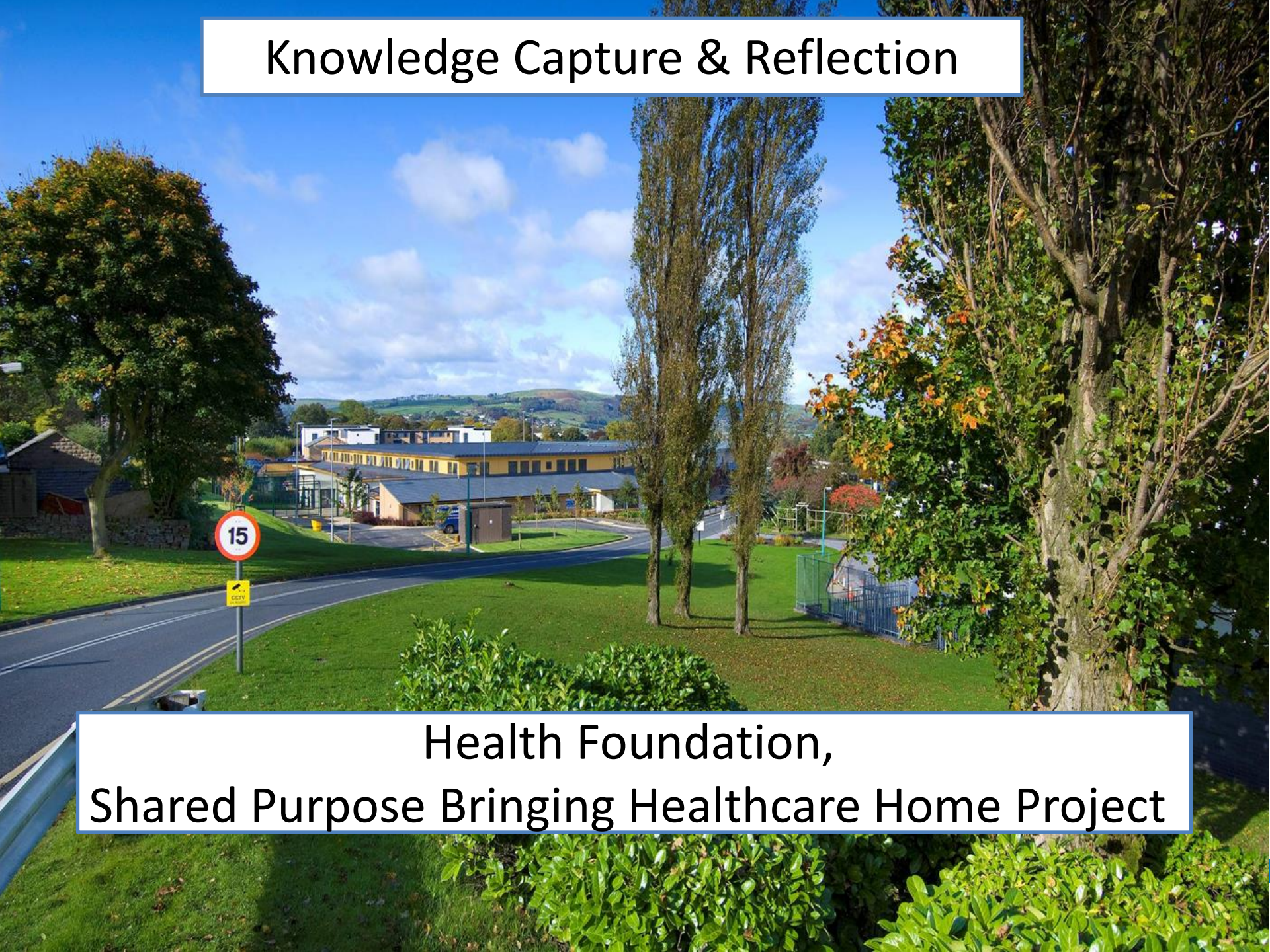
Knowledge Capture & Reflection



Health Foundation,
Shared Purpose Bringing Healthcare Home Project

The Health Foundation

Shared Purpose Bringing Healthcare Home project

This project set out to improve the safety and quality of care for patients in their last year of life by providing them with a single point of access and dedicated clinical support in their own home, nursing home, hospice or community Hub using technology including telemedicine.

- Electronic caseload of patients who are thought to be entering the last year of their lives
- Hold key information regarding the patient's condition, their carer's and their wishes (including their preferred place of death if appropriate to discuss this)
- Improve EOL patient experience by improving coordination of care across health care settings
- Increase the number of patients who die in their usual place of residence (reduce numbers of patients dying in an acute hospital bed) thus reducing hospital admissions
- Improve the experience for the families /carers of EOL patients by providing support at the point of need
- Reduce the number of days spent in an acute hospital bed for patients in the last year of life

Health Foundation Event

HF Peer Review – March 2014

Knowledge Capture Discussion

Initial confusion

Clarity gained

…….an idea was born!

What Is Knowledge Capture?

A technique used to elicit facets of an individual's knowledge such that insights, experiences, social networks and lessons learned.

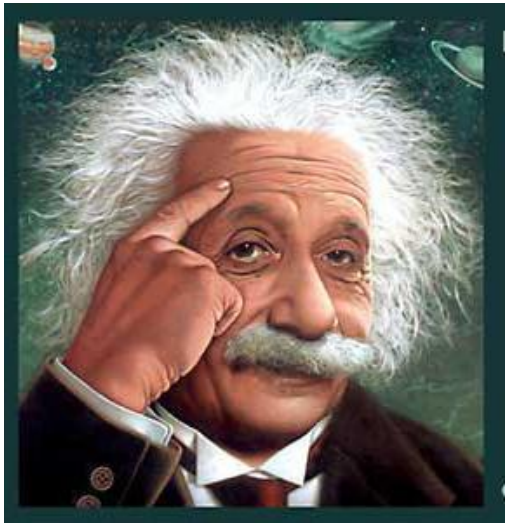
A variety of methods are used i.e. interviews, mind mapping to blogs to name a few.

Sharing these insights helps mitigate organisational knowledge loss

Why Should We Do It?

1. People see things differently

2. To capture and share learning to aid other projects



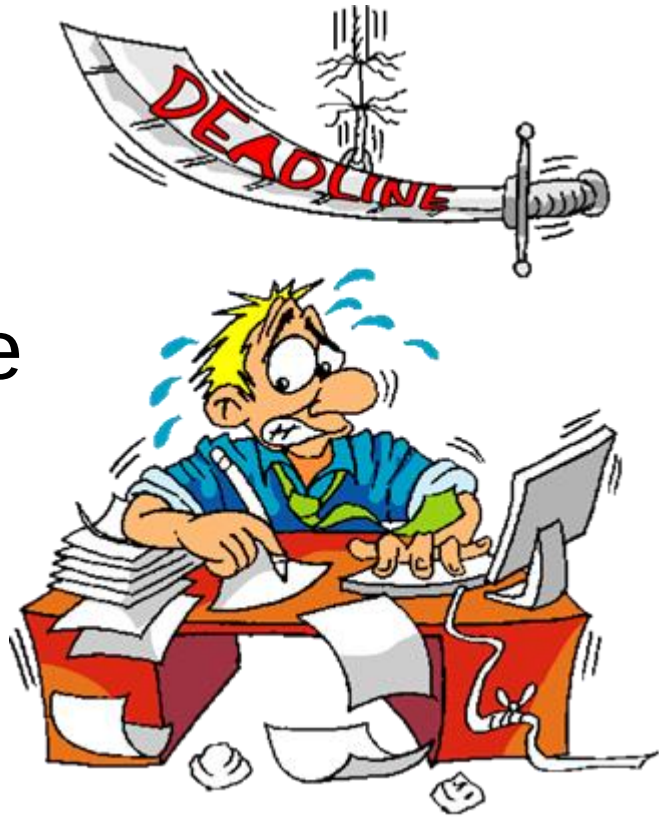
"If you always do what you have always done…….

You will always get what you always got".

Albert Einstein

Taking time to “Capture knowledge” and “Reflect” is **HUGELY** beneficial

- ✓ The project its self
- ✓ The project team as a whole
- ✓ As individuals



Following Understanding..

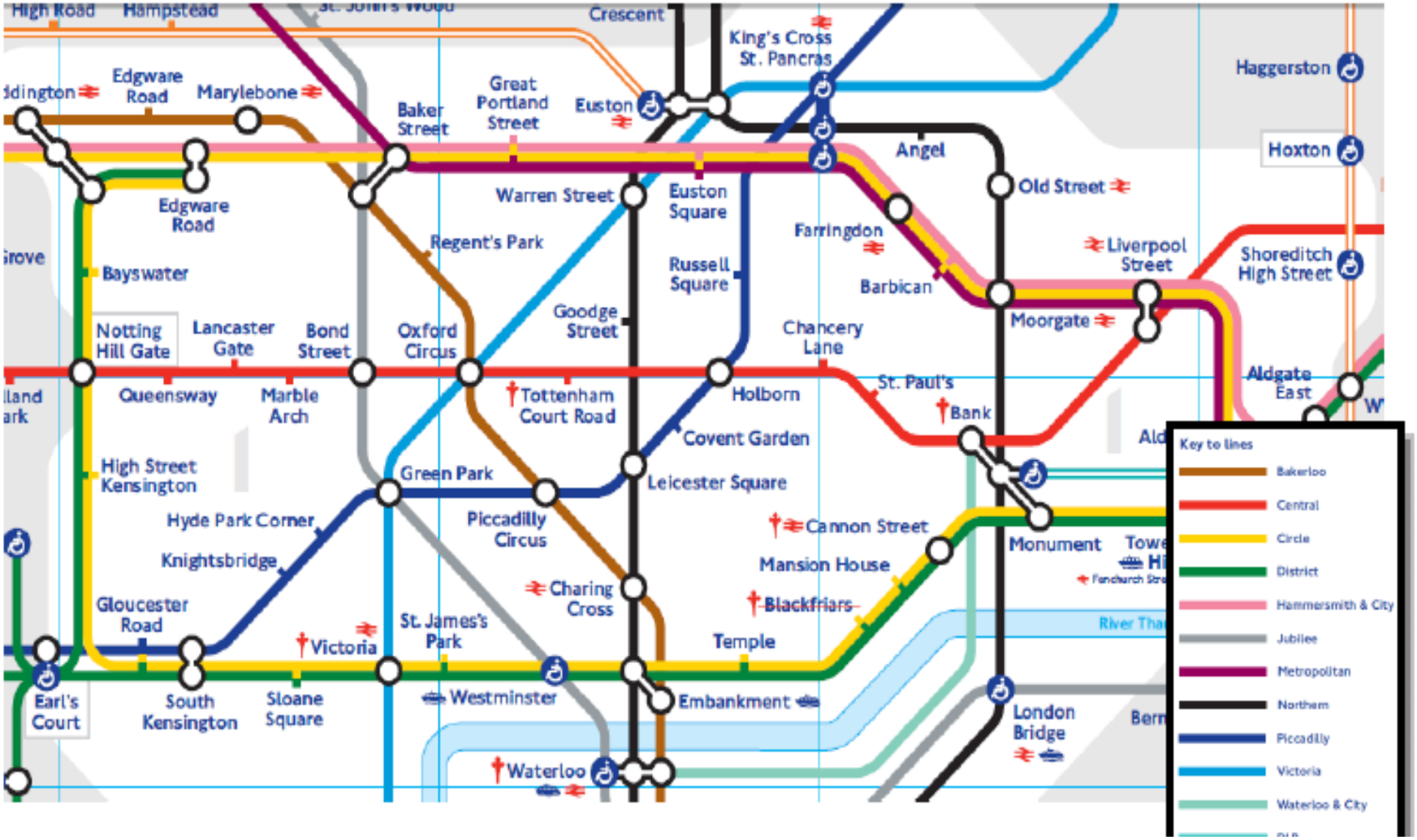
The Service Improvement Team organised a 3 hour "**Knowledge Capture and Timeline Event**" for the project team to discuss, reflect, gather and ultimately share learning outcomes.

- ❑ Questions issued as a means to provoke thoughts prior to the event.

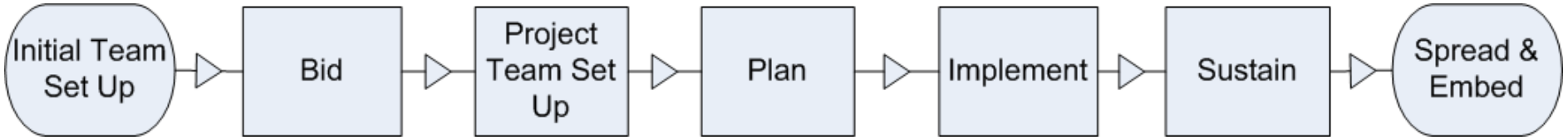
SET AGENDA

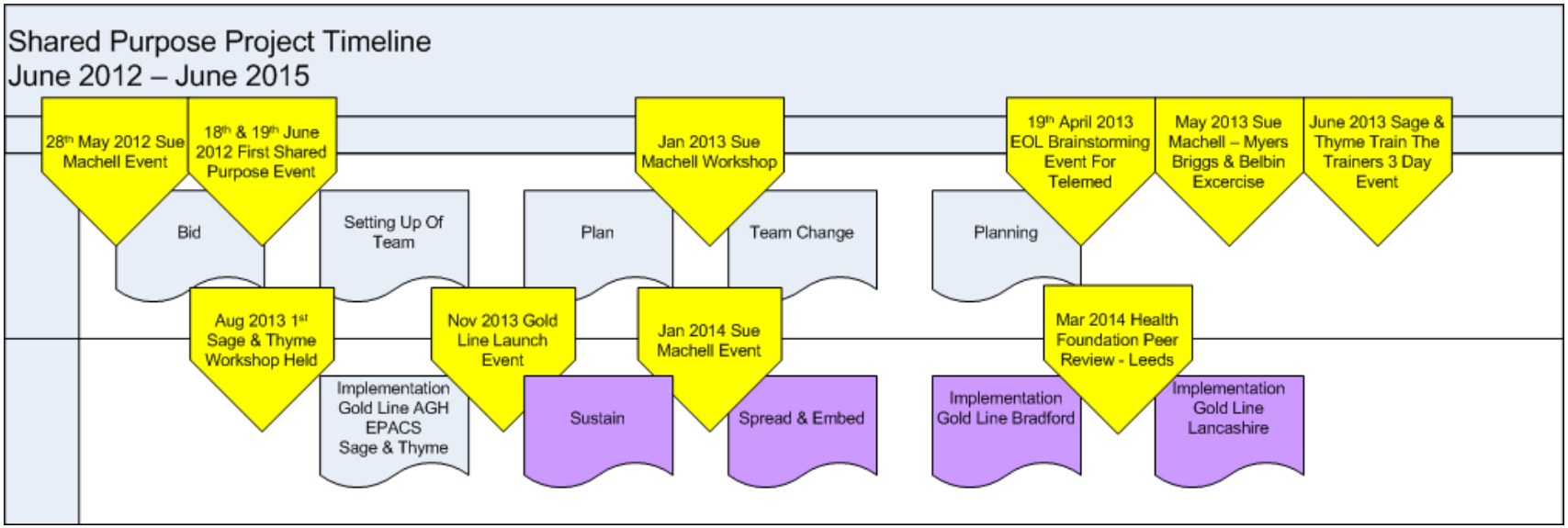
- ➢ The life of Shared Purpose
- ➢ Review of existing knowledge capture
- ➢ Understanding individuals
- ➢ Team building
- ➢ Appreciation
- ➢ Creative future design

The Idea Behind The Event…



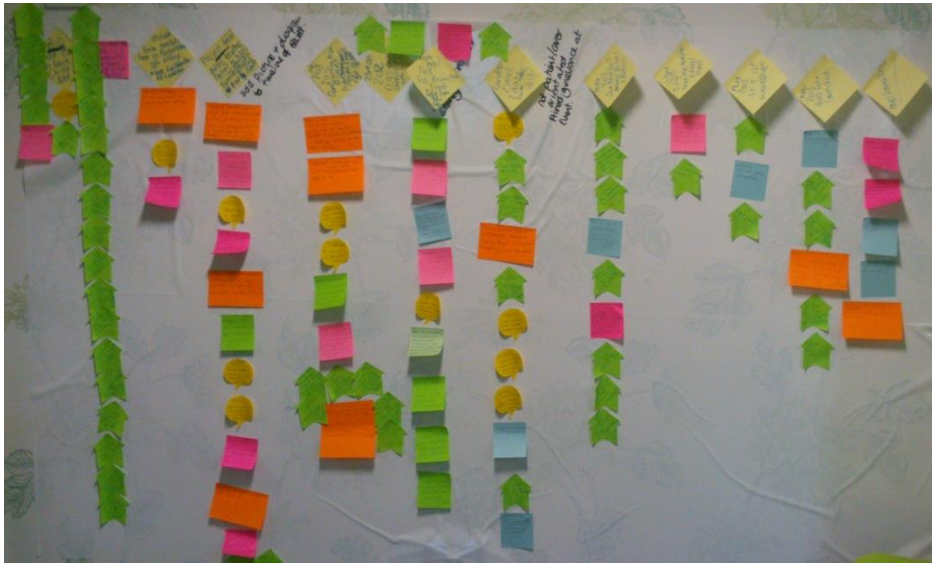
The Journey



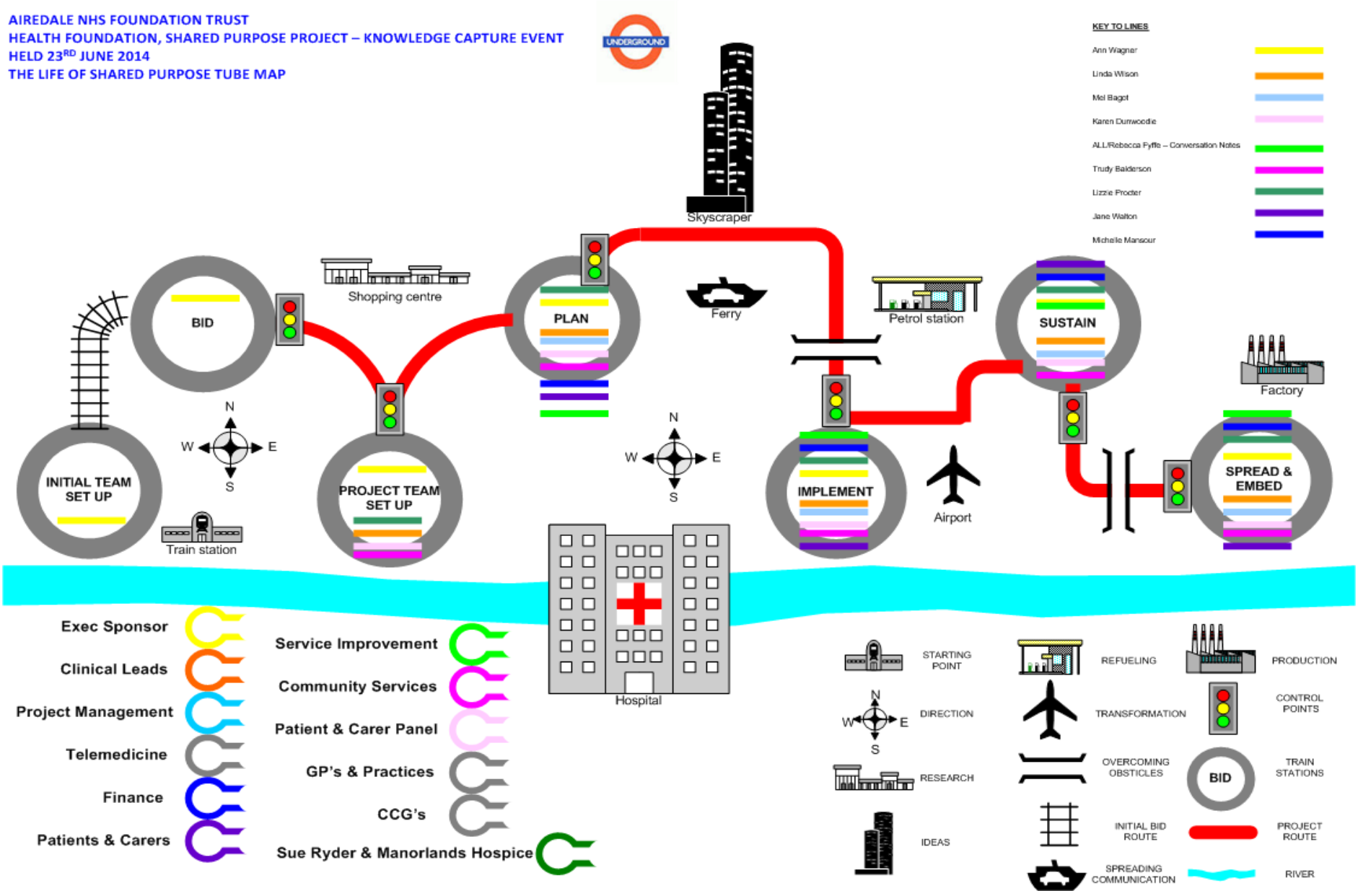


✓ Review existing knowledge captured

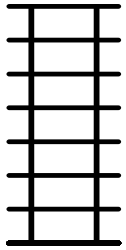
Creative & Fun…



The Result


AIREDALE NHS FOUNDATION TRUST
HEALTH FOUNDATION, SHARED PURPOSE PROJECT – KNOWLEDGE CAPTURE EVENT
HELD 23RD JUNE 2014
THE LIFE OF SHARED PURPOSE TUBE MAP
UNDERGROUND
KEY TO LINES
Ann Wagner
Linda Wilson
Mel Bagot
Karen Dunwoodie
ALL/Rebecca Fyffe – Conversation Notes
Trudy Balderson
Lizzie Procter
Jane Walton
Michelle Mansour
Skyscraper
Shopping centre
Ferry
Petrol station
Factory
BID
PLAN
SUSTAIN
INITIAL TEAM SET UP
PROJECT TEAM SET UP
IMPLEMENT
SPREAD & EMBED
Train station
Airport
Hospital
N
W
E
S
Exec Sponsor
Clinical Leads
Project Management
Telemedicine
Finance
Patients & Carers
Service Improvement
Community Services
Patient & Carer Panel
GP's & Practices
CCG's
Sue Ryder & Manorlands Hospice
STARTING POINT
DIRECTION
RESEARCH
IDEAS
REFUELING
PRODUCTION
TRANSFORMATION
CONTROL POINTS
OVERCOMING OBSTICLES
TRAIN STATIONS
INITIAL BID ROUTE
PROJECT ROUTE
SPREADING COMMUNICATION
RIVER

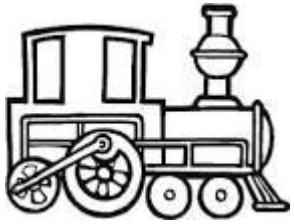
The Workings



The train track/route
= EXEC SPONSOR & CCG'S

The train driver
= CLINICAL LEADS

The mechanics/maintenance
= PROJECT MANAGEMENT & SERVICE IMPROVEMENT



The train/vehicle
= TELEMEDICINE & HUB

The carriage/passengers
= COMMUNITY SERVICES, GP PRACTICES, SUE RYDER AND MANORLANDS HOSPICE, PATIENTS AND CARERS, FINANCE.

The Timeline

- LW – She feels this was when they moved from the original bid content to practical from a clinical perspective and it was important to bear in mind the bid was written without any input from End Of Life services.
- KD – recalled this point as making her (and the project team) aware of the complex picture and different agencies involved, this was when we started to recognise integrated services.
- AW – From the June event we realised we had to allow time to reflect on the project – which is unusual.
- TB – The Birmingham event helped identify numerous services and risks of un-coordinated care and overwhelming families with options. This helped us focus on patient centred care.
- LW – I have learnt that creative thinking can be very productive and clinicians can do this!
- LP – Was happy to be involved but not sure where Manorlands fit it.
- AW – The Birmingham event had a positive impact of creativity to help people think differently.
- AW – Realised people are often unintentionally pigeon holed, and given the opportunity can shine in a different environment i.e. Wilfred experience from Finance/Management Accounts. We need to talent spot more.
- TB – Time out sessions helped to galvanise thinking i.e. "shared purpose" and promote team building.
- LW – One of the best events I have been to.
- TB – This event provided the opportunity for team members to step outside of their usual role within the organisation. We need to talent spot more and further stimulate discussion regarding this within the Trust.

Key Findings

Team Building

What Do You Appreciate

The Future Of Knowledge Capture

- ✓ To share findings throughout Airedale
- ✓ To review & refresh the map at ¼ Knowledge Capture Events
- ✓ To implement Knowledge Capture & learning sessions in all other projects
- ✓ To create an information hub on how to manage a successful project
- ✓ Continue the Trust's vision of "Right Care"

THANK YOU