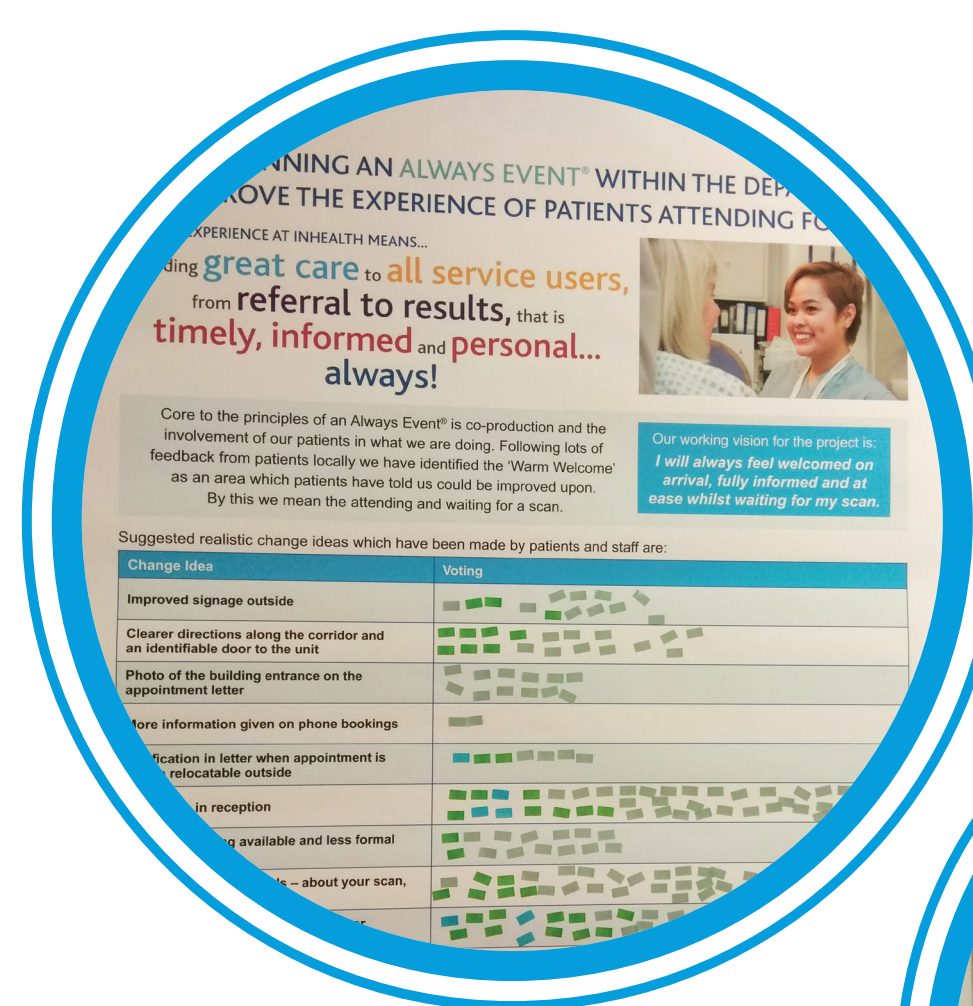


AN AlwaysEvent® IN MRI



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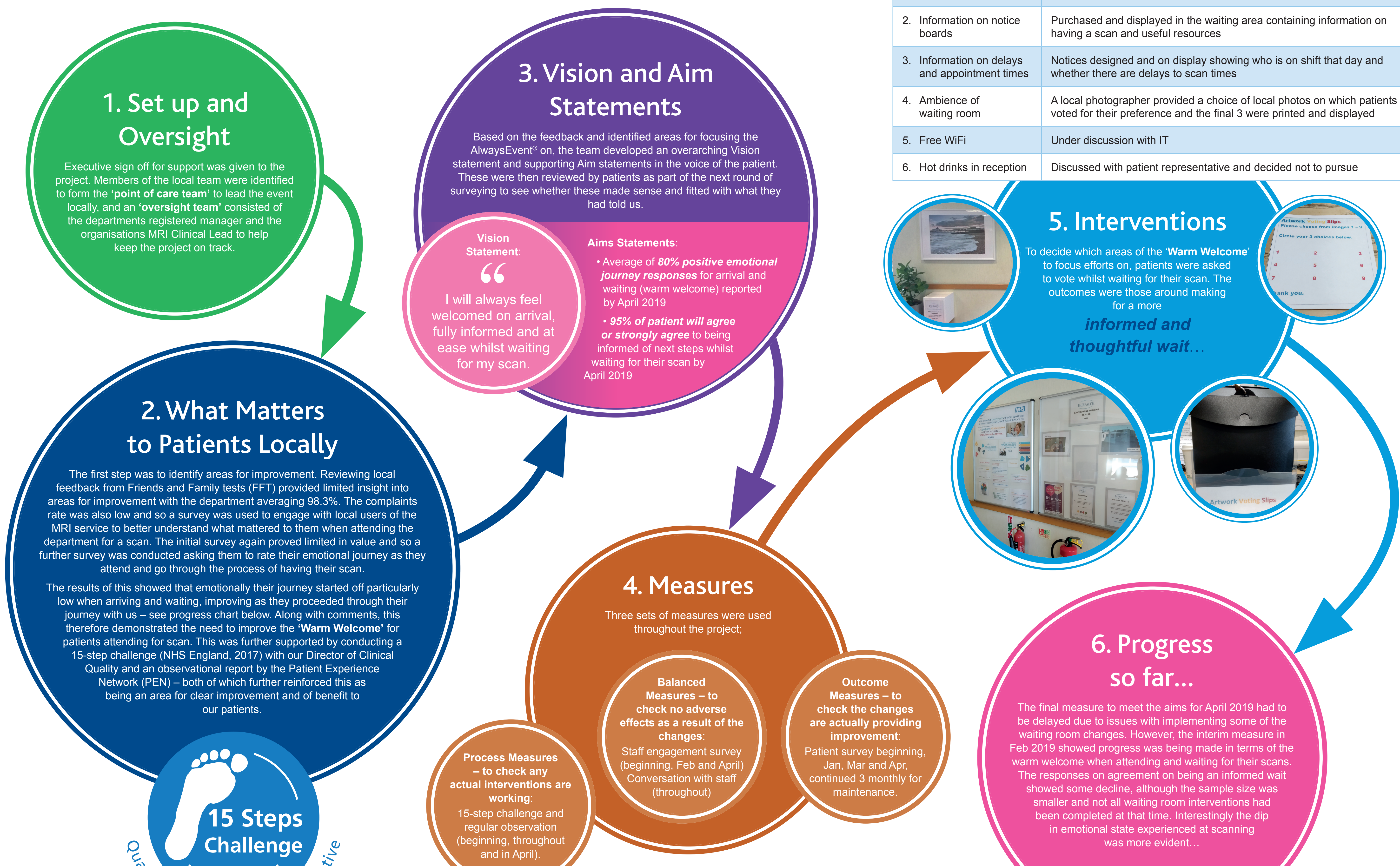


Background

AlwaysEvents® were developed in the United States by the Picker Institute and is a quality improvement tool focused on patient experience (IHI, 2016). The methodology has been adopted by NHS England (NHSE) as part of the governments objective to 'ensure that patients, their families and carers are involved, through co-production, in defining what matters most in the quality of experience of services and assessing and improving the quality of NHS services' (Marshall, et al, 2019).

In contrast to a 'Never Event' commonly referred to in incident management terms, the concept of an AlwaysEvent® is based around something that should always happen in relation to patient experience. At the heart of this approach are patients and the concepts of co-design and co-production to ensure their involvement throughout (Marshall, et al, 2019). As part of our endeavour to continually improve the experience of having an MRI scan for our patients, the organisation signed up to developing an AlwaysEvent® and piloted this at a hospital based site.

Area Identified	Outcome
1. Clearer direction to department	Improved signage along the corridor from the building entrance with pop up banners
2. Information on notice boards	Purchased and displayed in the waiting area containing information on having a scan and useful resources
3. Information on delays and appointment times	Notices designed and on display showing who is on shift that day and whether there are delays to scan times
4. Ambience of waiting room	A local photographer provided a choice of local photos on which patients voted for their preference and the final 3 were printed and displayed
5. Free WiFi	Under discussion with IT
6. Hot drinks in reception	Discussed with patient representative and decided not to pursue



Patient Involvement

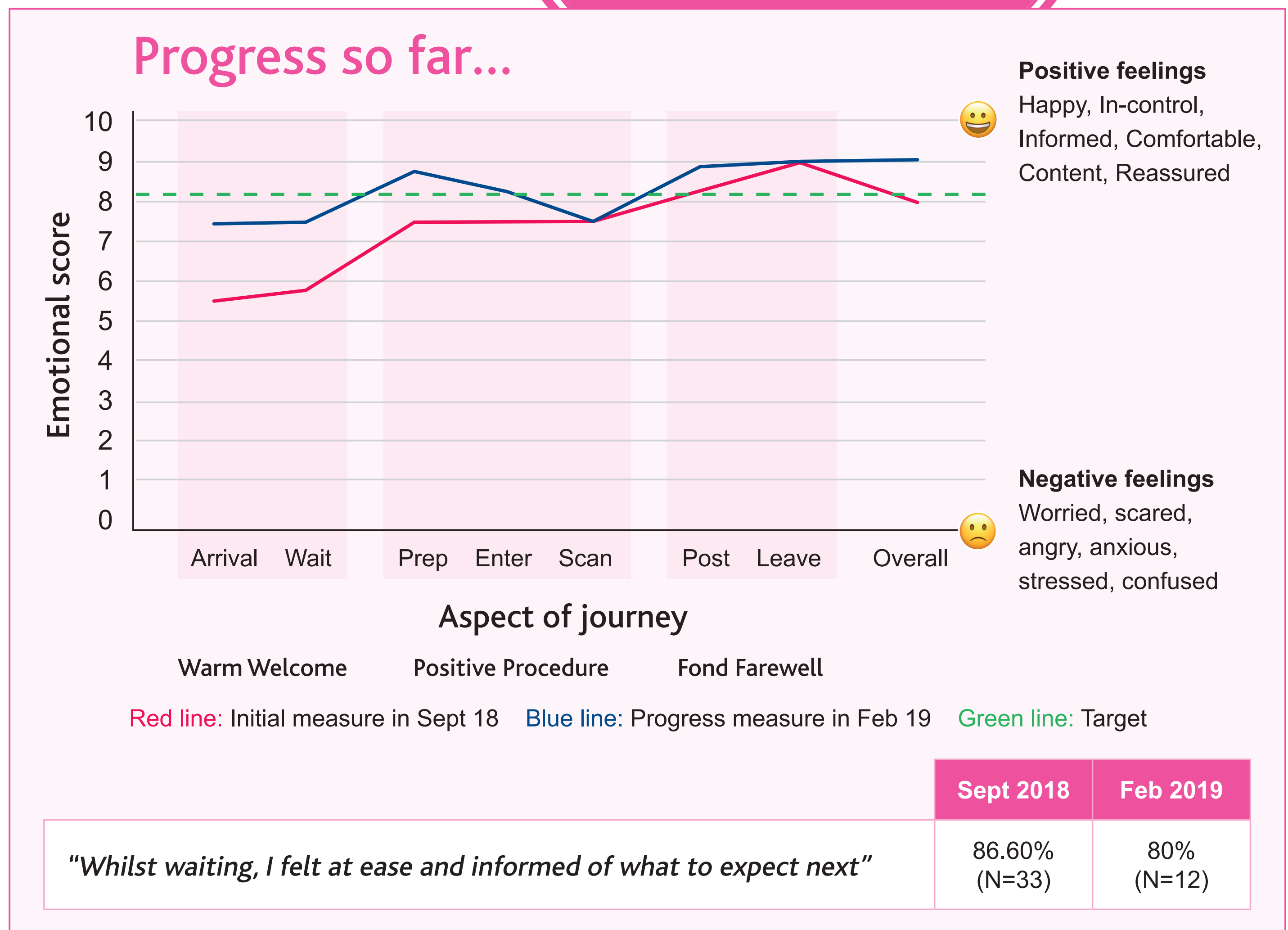
One of the challenges faced was the brief time that is spent with our patients making it more difficult to build rapport and engage with them in a meaningful way.
We therefore had to rely on surveys and voting polls to maximise engagement which potentially has limited the level of co-production possible. We managed to engage one member of the hospital patient group to attend the department and provide some invaluable feedback on the work that was being conducted. So far almost 100 patients and service users have been surveyed as to what matters to them when coming to Eastbourne for an MRI, and their emotional journey has been recorded.

Conclusion

The ongoing AlwaysEvent® shows the potential for improvement based on what is important to patients locally. There are challenges with obtaining patient engagement within this environment where contact time is short, but this was achieved through differing approaches for capturing input.
Whilst initially the feedback confirmed much of what we knew and supported the good FFT scores and feedback normally given to site, still some great areas for real positive improvement have been developed and implemented with support from patients.

Next steps

...to perform the final measure to evidence desired improvement and attainment of the aims statements, sustain the changes implemented within the department, and share the learnings across the organisation.



PATIENT EXPERIENCE AT INHEALTH MEANS...

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 Ruth Evans MBE – Patient Experience Network

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