Always Events
The right behaviours always and everywhere

November 16
7-DAY FORECAST
CENTRAL ILLINOIS

WED | THU | FRI | SAT | SUN | MON | TUE
---|-----|-----|-----|-----|-----|-----
81 | 83 | 67 | 71 | 81 | 83 | 77

WARM

COLUMBUS DAY
Always Events®

Always Events® are defined as “those aspects of the patient and family experience that should always occur when patients interact with healthcare professionals and the delivery system.”

- Always Events is a trade marked product owned by the Institute of Healthcare Improvement. It was originally developed by the Picker Institute Inc in the USA
How are Always Events different to other initiatives?

- **Always Events are not done ‘for’ patients** – they are co-designed with patients, families and carers to ensure changes happen in areas which matter.

- **Always Events are not simply the opposite of Never Events** – Never Events focus primarily on breaches in patient safety. Always Events are aspirational and focus on changes to standard working practices which impact on the quality of care.

- **They are not isolated, provider-specific initiatives** – the programme is designed to foster learning within and between healthcare providers.
Criteria for Always Events®

• **Important:** Patients and families have identified the event as fundamental to their care.

• **Evidence-based:** The event is known to be related to the optimal care of and respect for patients and families.

• **Measurable:** The event is specific enough that it is possible to accurately and reliably determine whether or not it occurs.

• **Affordable:** The event can be achieved without substantial capital expense.
The five aims of Always Events®

1. Raise the bar on both provider and patient expectations.
2. Introduce a new organising principle to help galvanise action and accountability.
3. Demonstrate how the Always Events® concepts can be implemented in practice.
5. Energize and expand the movement toward a more patient- and family-centered health care system.
Understand “What Matters to Patients?”

Co-Design an Always Event® to Address “What Matters?”

Test the Components and the Composite of the Always Event®

Translate the Always Event® into Standard Work Processes

Co-Design an Always Event®

Reliably Implement Standard Work Over Time

PLAN
Communicate Standard Work Processes
Use Process Measures to Assess Progress

DO
Implement Standard Work

STUDY/ACT
Observe & Redesign Standard Work as Needed to Increase Reliability
Always Events®: the pilot sites
<table>
<thead>
<tr>
<th>Pilot Sites in NHS England Always Events® Programme</th>
<th>Pilot Sites and Area of Focus for the Always Events</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Blackpool Teaching Hospitals NHS FT (phase 1)</strong></td>
<td>Stroke Ward: “Patients always know what to do when they get home or, if not, they know who to contact”.</td>
</tr>
<tr>
<td><strong>Lancashire Care NHS Trust (phase 1)</strong></td>
<td>Learning Disability Services: “We will always support you in moving on in care.”</td>
</tr>
<tr>
<td><strong>Aintree University Hospital NHS FT</strong></td>
<td>Medicine Ward and Major Trauma Ward: Open visitation for family members</td>
</tr>
<tr>
<td><strong>Ashford and St Peters NHS FT</strong></td>
<td>Dementia-Friendly Medical Ward: What matters to you and your carer?</td>
</tr>
<tr>
<td><strong>Calderdale and Huddersfield NHS FT</strong></td>
<td>Outpatient Vascular Clinic or Orthopaedic Clinic: Patients understand clinical condition and treatment plans; Clinical team understands “what matters to patients”</td>
</tr>
<tr>
<td><strong>East Kent Community Trust</strong></td>
<td>Neurology Rehabilitation Unit in a Community Hospital: Co-design of personalized care plans</td>
</tr>
<tr>
<td><strong>The Royal Marsden NHS FT</strong></td>
<td>Haematology Clinic: Patients get the right information at the right time</td>
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<tr>
<td><strong>Southampton NHS FT</strong></td>
<td>Medical Ward: Involvement of patients and family members in planning for discharge</td>
</tr>
<tr>
<td><strong>Taunton and Somerset NHS FT</strong></td>
<td>Pre-natal Care by Community Midwives: Create and implement individualized care plans based on what matters to mothers, fathers and family members</td>
</tr>
<tr>
<td><strong>University Hospitals Morecambe Bay NHS FT</strong></td>
<td>Post-partum Ward: Customize immediate post-natal care for the entire family and prepare for discharge</td>
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</tbody>
</table>
Co-Design

Always event wording

We will always support you in transitions of care
We will always support you in moving on in care

Were you given enough notice about when you were going to be discharged?
Were you told in enough time that you were ready to move on?
Tell us about your experience when you have stopped seeing your community nurse or therapist?

- I was really sad
- It was OK because someone else from the team came to see me
- It made me unhappy – she was my friend
- I had a telephone number of someone to contact
- I can’t think about them not coming to see me – I will always need help
- I was a bit worried but I started to see someone else
‘How can we make ending your support from Learning Disability Services better for you?’

- A place or person to contact if we need help.
- A fridge magnet telling me who to contact (I lose pieces of paper and business cards).
- A photograph of the new person coming to see me.
- Warning in advance that my support will be ending and the person is leaving or being replaced.
- Being told who you are going to see if the person you normally see is not available.
- Keeping in touch with the service. Coffee mornings, catch up events.
- The person leaving introducing me to another worker I can contact.
<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Missing</th>
<th>Not sure / may attend another session</th>
<th>Not appropriate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 Were you told in enough time that you were ready to move on?</td>
<td></td>
<td>20</td>
<td>10</td>
<td>5</td>
<td></td>
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<tr>
<td>Q2 Were you involved in making choices about moving on?</td>
<td></td>
<td>15</td>
<td>5</td>
<td>10</td>
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<tr>
<td>Q3 Have you been told who to contact if you are worried about support</td>
<td>20</td>
<td></td>
<td>10</td>
<td>5</td>
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<tr>
<td>with your health after you left the learning disability service at</td>
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<tr>
<td>Bridge House?</td>
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<tr>
<td>Q4 Did you receive a card with the contact details for Bridge House?</td>
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<td>10</td>
<td>5</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Q5 Will you be coming to the Pop In and Chat Session?</td>
<td>10</td>
<td>10</td>
<td>5</td>
<td>10</td>
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</tbody>
</table>
‘Pilot work supported by NHS England has also demonstrated the potential of ‘Always Events’ to strengthen the voices of people with a learning disability and/or autism in the quality assurance of services.’
Always Events® Programme

Phase I  
Set-up and Oversight of Always Events  
Oct, Nov & Dec 2015

Phase II  
Co-designing and Testing an Always Event  
Jan, Feb & Mar 2016

Phase III  
Testing and Reliably Implementing an Always Event  
April & beyond 2016

Sustaining and Spreading Always Events
Next steps

• Publication of Always Events toolkit before Christmas;

• Opportunity to participate in next wave;

• Particularly keen for proposals to develop Always Events to improve care for people with learning disability.
Thank you.
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