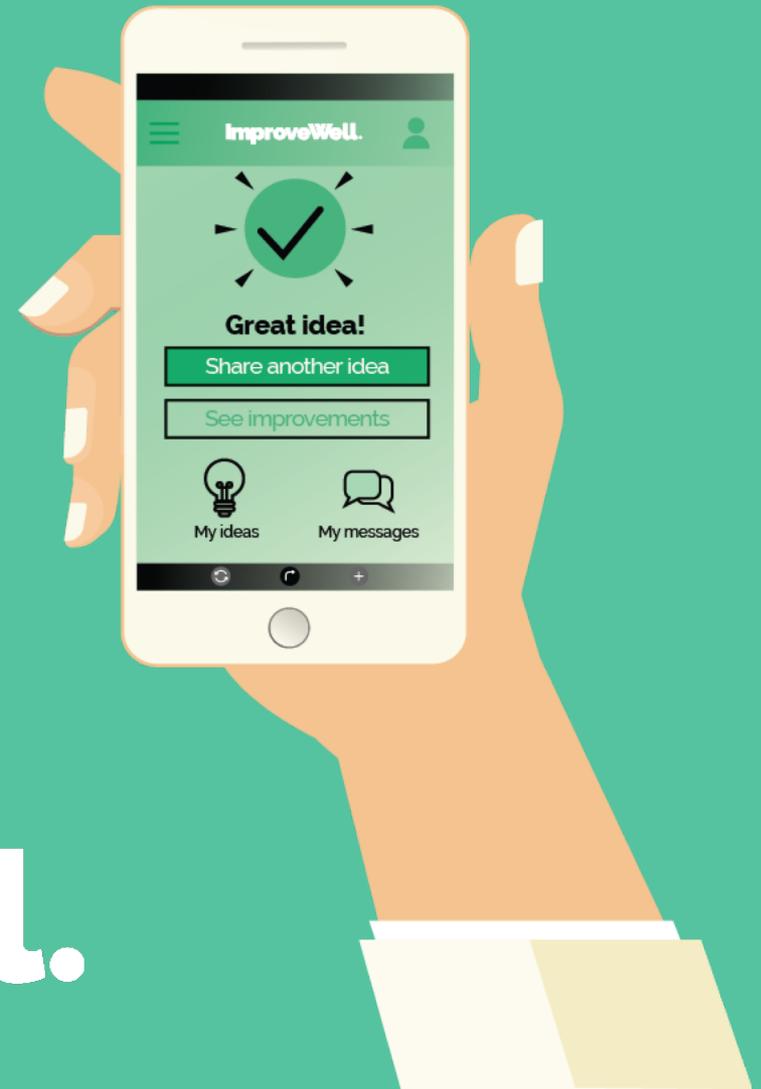


Engaging clinicians
to change the way
care is delivered



ImproveWell.

About us

We have an engagement platform...

- Only 42% NHS employees feel valued
- Two-way feedback app & dashboard
- Gives frontline colleagues a voice

...focused on Quality Improvement...

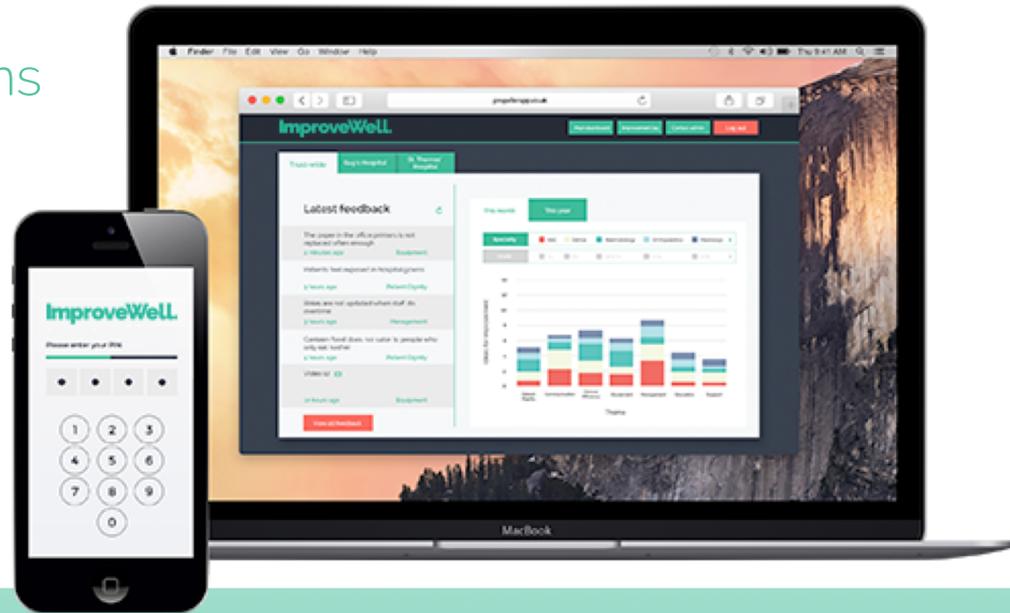
- Healthcare specialist team
- Aggregating system level improvements
- Focused on performance and outcomes

...for demonstrable change in NHS organisations.

- Frontline staff proven as best innovators
- Valuing opinions → higher engagement
- Higher engagement → more innovations

How it works

App-based feedback submissions instantaneously organised and tracked by management dashboard, with additional insights provided from ImproveWell QI reporting



STEP ONE

Idea submission



STEP TWO

Dashboard analysis



STEP THREE

2-way communication



STEP FOUR

Implementation

Our experience

 <p>Jan'17</p>	 <p>May'17</p>	 <p>Jun'17</p>
 <p>Sep'17</p>	 <p>Oct'17</p>	 <p>Nov'17</p>
 <p>Feb'18</p>	 <p>Apr'18</p>	 <p>Apr'18</p>
 <p>Apr'18</p>	  <p>Apr'18</p>	

Industry support

"We need software like ImproveWell where we can fix it for that patient but also aggregate it very easily and fix it for the system so that tomorrow, it is better for every patient, every nurse, every doctor."



Maureen Bisognano
President Emerita and Senior Fellow,
Institute for Healthcare Improvement

We also work with...



The frontline opportunity

"[the issue is] **lack of value and support being given to frontline clinicians**, particularly junior nurses and doctors. Their **constant interaction with patients** and their **natural innovative tendencies** means they are likely to be the **best champions for patients** and their energy must be **tapped not sapped.**"

- KEOGH REVIEW

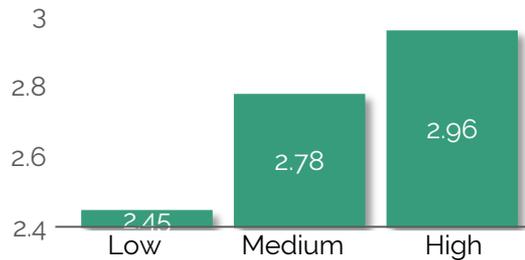
"That investment in human development is absolutely necessary if, when alarms ring as they did in Mid Staffordshire, people with their hands on the steering wheel are to have the knowhow to diagnose and fix the problems. The most important single change in the NHS in response to this report would be for it to become, more than ever before, a system devoted to continual learning and improvement of patient care, top to bottom and end to end."

- BERWICK REPORT

NHS staff engagement = performance

CQC Quality of Services

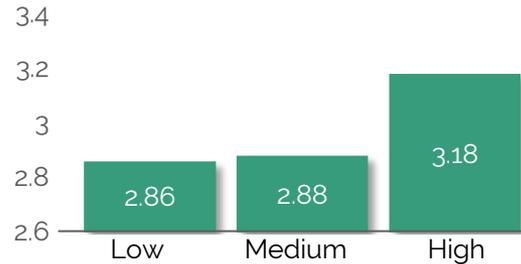
(1 "Poor" to 4 "Excellent")



Staff Engagement

CQC Quality of Finances

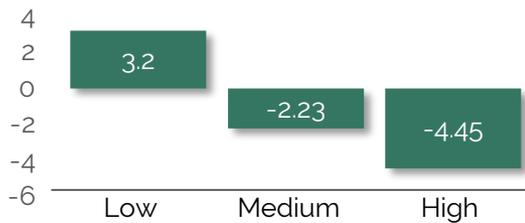
(1 "Poor" to 4 "Excellent")



Staff Engagement

Mortality Rates

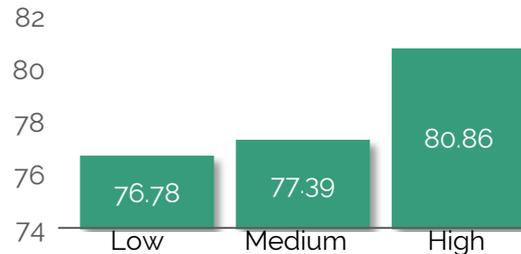
Expected mortality rate adjusted to zero



Staff Engagement

Patient Satisfaction

(Scale up to 100)



Staff Engagement

TURNOVER & ABSENCES

symptoms of poor engagement

67,000

NHS employee turnover
in 2015

£2.4bn

lost every year on NHS staff
absenteeism

845,000

sick days paid due to anxiety, stress
or depression

£235k

annual salary cost savings per Trust
associated with higher engagement

Improving together

1

Clinicians are motivated to improve the place they work in



2

"Micro-improvements" can make a big difference



3

Reducing staff burnout and improving enjoyment at work is a priority



4

NHS organisations are prioritising Quality Improvement and digital solutions



5

A culture of Continuous Improvement increases staff engagement

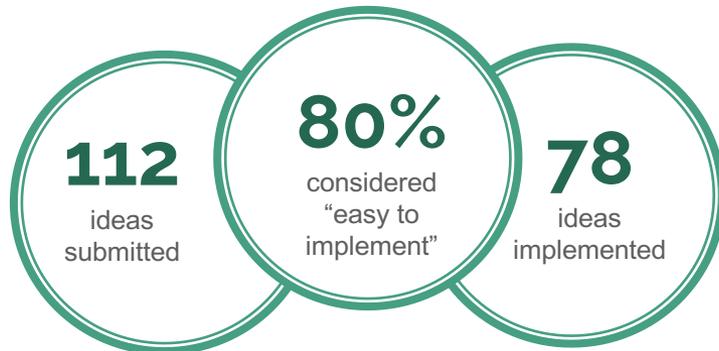


Guy's & St. Thomas' NHS Foundation Trust

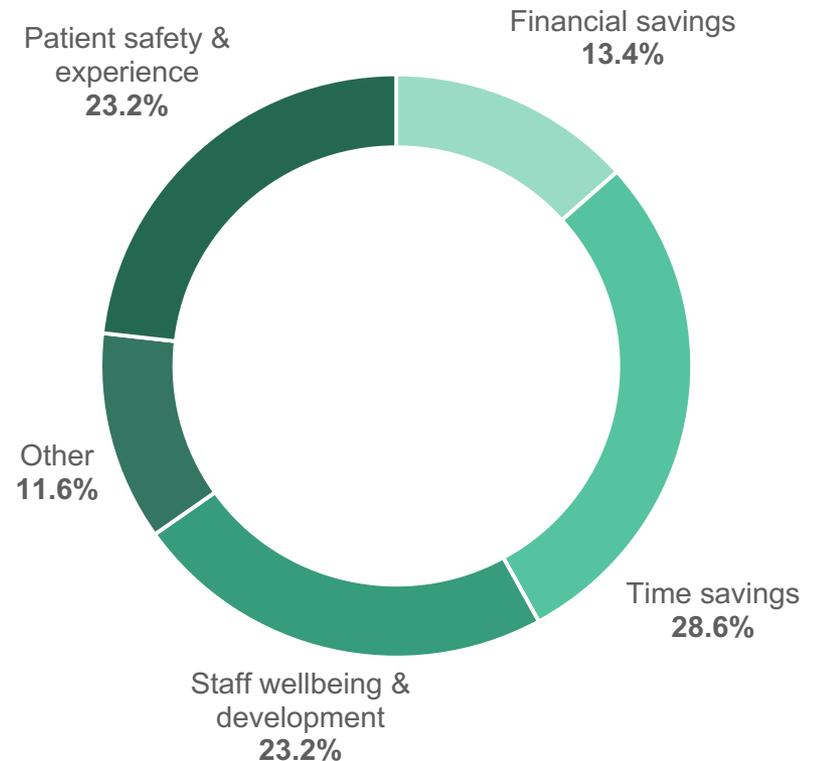
Clinicians are motivated to improve the place they work in

Overview

- 12 week pilot with Junior Doctors at Guy's and St. Thomas' NHS Foundation Trust in August 2015 (beta version of the platform)
- Doctors engaged across 19 different sub-specialties and 10 different grades
- Most common themes for submissions were clinical efficiency, communication and equipment



Ideas implemented



Sussex Partnership NHS Foundation Trust

“Micro-improvements” can make a big difference

Overview

- 12 week pilot launched Trust-wide via Twitter in July 2017 with version 2 of the platform
- Participation from multiple frontline roles, including Nurses, Psychiatrists and Healthcare Assistants
- New version of platform allowed workforce sentiment to be measure across the group

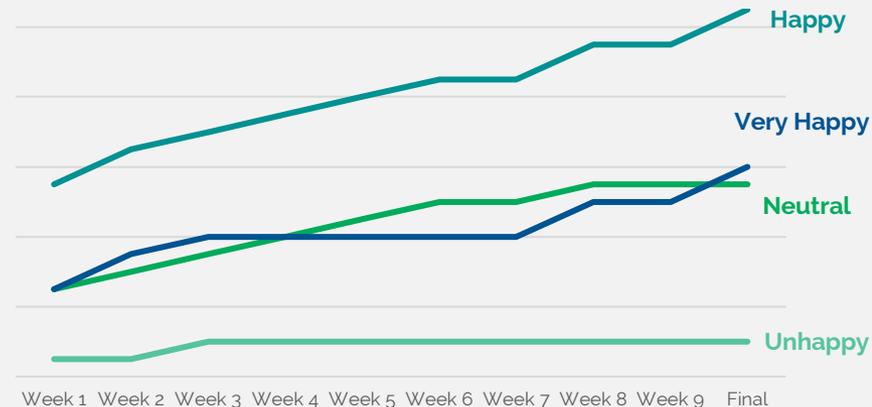
High user engagement

88% of ideas responded to

58% of idea suggestions from repeat users

22% of users submitted at least one idea

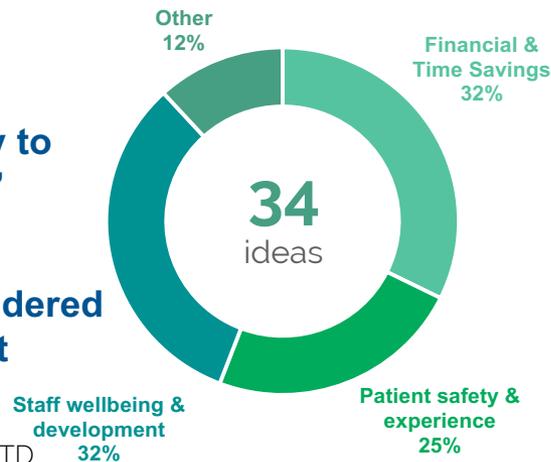
Increased workforce sentiment



Ideas

85% ideas “easy to implement”

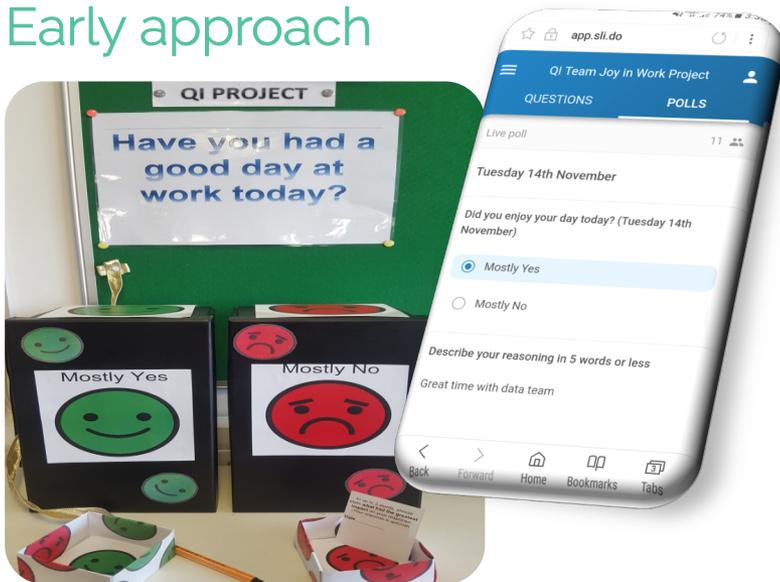
41% ideas considered high impact



East London NHS Foundation Trust

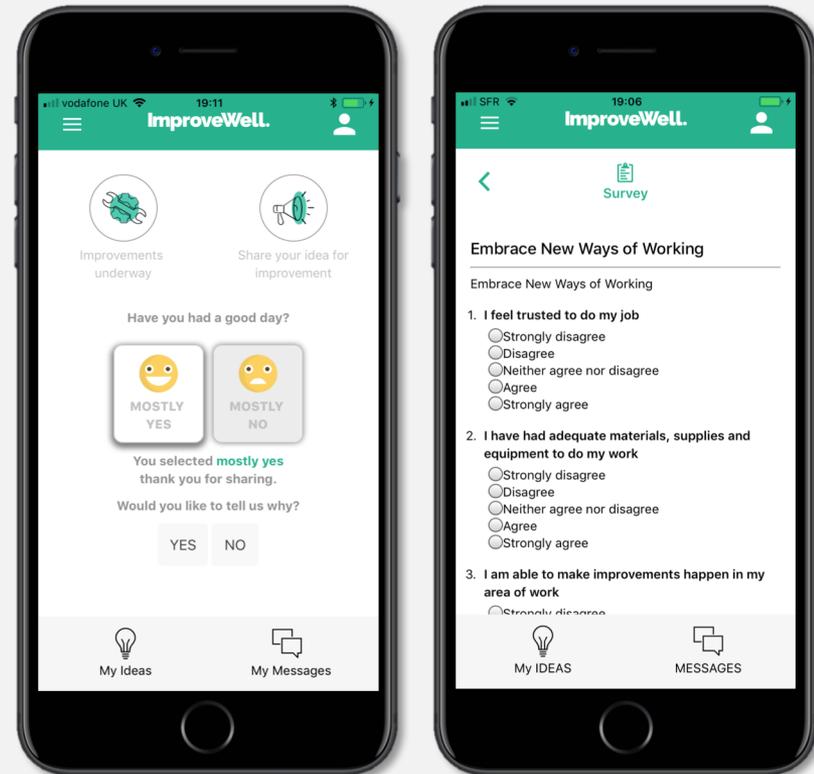
Reducing staff burnout and improving enjoyment at work is a priority

Early approach



- Five prototype teams have been using Quality Improvement to enhance joy in work since Autumn 2017
- New digital solution launching in July 2018 including tailored surveys, run charts and word clouds to detect trends, shifts or cycles

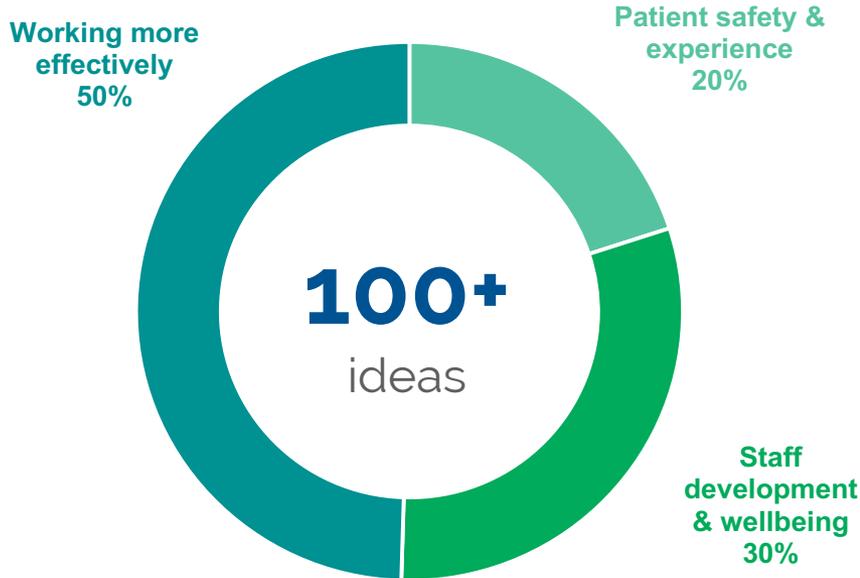
New digital solution



UCLPartners

NHS organisations are prioritising QI, engagement and digital solutions

UCLPartners combined ideas



- Four pilot programmes launched to UCLPartners' partner organisations in May 2018

23 JANUARY 2018

Pilot sites wanted for pioneering digital platform for staff engagement in quality improvement

UCLPartners is offering four organisations from across the UCLPartners region the opportunity to pilot a digital platform which supports staff engagement in quality improvement.

The **ImproveWell** platform, part of the **DigitalHealth.London Accelerator**, uses a smartphone app and data dashboard to encourage and capture staff engagement in a meaningful and efficient way, with the aim to democratise quality improvement across the NHS.



UCLPartners will be supporting the chosen four organisations to pilot the programme for 12 weeks at no cost, with the view to supporting two org:

26 APRIL 2018

Organisations that could benefit from providers.

Kate Hall, Director of Capability Dev

"We are keen to work with journey, where this platform build a culture of improve

UCLPartners launch pilot of staff engagement and quality improvement platform

UCLPartners is delighted to announce four organisations from the region will be piloting **ImproveWell**, a digital platform for staff engagement and quality improvement.

Three hospital trusts and a clinical commissioning group – Barts Health NHS Trust; Castle Point and Rochford and Southend CCGs; North East London NHS Foundation Trust; and Royal Free London NHS Foundation Trust – will take part in a 12-week pilot of the platform to trial increasing staff engagement, generating quality improvement ideas and democratising change across their organisations.



ImproveWell, part of the **DigitalHealth.London Accelerator**, uses a smartphone app and intelligent dashboard to enable frontline healthcare staff to make improvement suggestions for their workplace, which are reviewed and responded to by the organisation's leadership team in real time. Through the platform, staff are kept updated on the progress of their improvement ideas via monthly reports which are downloaded directly to their smartphone.

Based on the outcomes of the 12-week pilot scheme, two of the four organisations will be awarded with a fully-funded one-year license for **ImproveWell**.

Lara Mott, CEO of ImproveWell said: "We're thrilled to be working with UCLPartners and DigitalHealth.London to spread the use of **ImproveWell** within the NHS. Quality Improvement is vital to enable healthcare staff and services to develop and grow. We hope that this pilot will demonstrate the usefulness of **ImproveWell** for supporting a culture of improvement"

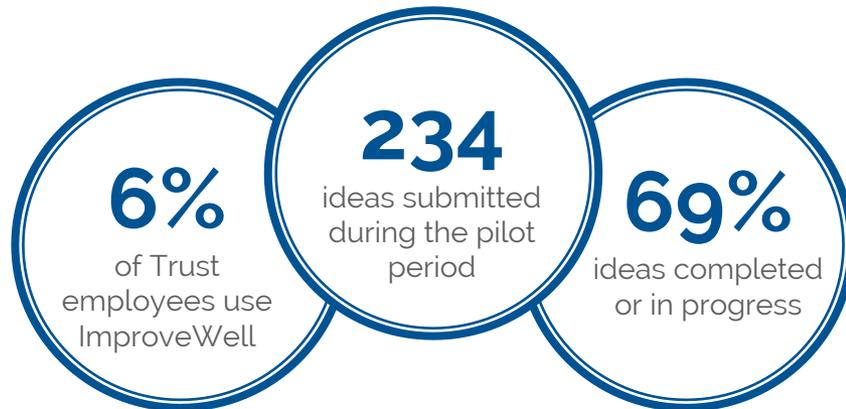
Kate Hall, Director of Quality and Capability for UCLPartners said: "We're excited to give our partners this opportunity to try a new tool for supporting improvement culture in healthcare. We will be working closely with the four pilot teams and are excited to see the potential benefits for staff engagement and experience, as well as organisational improvement."

Royal Cornwall Hospitals NHS Trust

A culture of Continuous Improvement increases staff engagement

Overview

- Royal Cornwall Hospitals NHS Trust launched their ImproveWell programme end of March 2018
- Strong roll-out programme with multiple internal campaigns supported by public Twitter activity to underpin momentum, engaging staff at every level of organisation
- 8 project teams launched across Trust



Engaging staff in improvement

Royal Cornwall saw the following improvements in their monthly staff engagement survey results:

- +6%** Senior Manager act on feedback
- +6%** I would recommend my Trust
- +2%** Communications between management and staff is effective



Improving together

1	2	3	4	5
Clinicians are motivated to improve the place they work in	“Micro-improvements” can make a big difference	Reducing staff burnout and improving enjoyment at work is a priority	NHS organisations are prioritising Quality Improvement and digital solutions	A culture of Continuous Improvement increases staff engagement
6	7	8	...	
?	?	?		

Helping the NHS harness innovation across its 1.7 million employees to improve the way healthcare is delivered

Any questions?



Lara Mott
ImproveWell
CEO & Co-founder

 hello@improvement.com

 [@ImproveWellCEO](https://twitter.com/ImproveWellCEO)

 www.improvement.com