

Why ImproveWell?

Powered by ImproveWell

Pioneered by East London NHS Foundation Trust

MAKING IT EASY FOR YOU TO CAPTURE REAL-TIME DATA FROM FRONTLINE COLLEAGUES TO IMPROVE YOUR WORKPLACE AND SERVICE DELIVERY

● SHARE IDEAS

Users can suggest improvement ideas and monitor their progress and implementation.

● DATA VISUALISATION

Beautifully designed web dashboards to detect trends, shifts or cycles.

● SENTIMENT ANALYSIS

Users can share how their day at work is going, and see how their team is feeling.

● REPORTING

Publish regular reports to users, completing the feedback loop.

● UNLIMITED SURVEYS

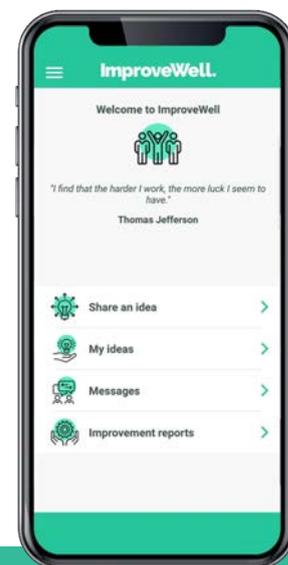
Tailored surveys, built and delivered in-app, with multiple question and answer types.

● REAL-TIME DATA

Collect and analyze data in real time, enabling managers to prioritize actions.

"The 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."

Professor Sir Bruce Keogh KBE, MD,DSc, FRCS, FRCP, Former National Medical Director, NHS England



"Fundamental to the principle of improvement is an understanding that those closest to complex quality problems (frontline teams, patients and carers) are often best placed to find the solutions to them."

J. Jabal, Embedding a culture of quality improvement, The Kings Fund, 2017

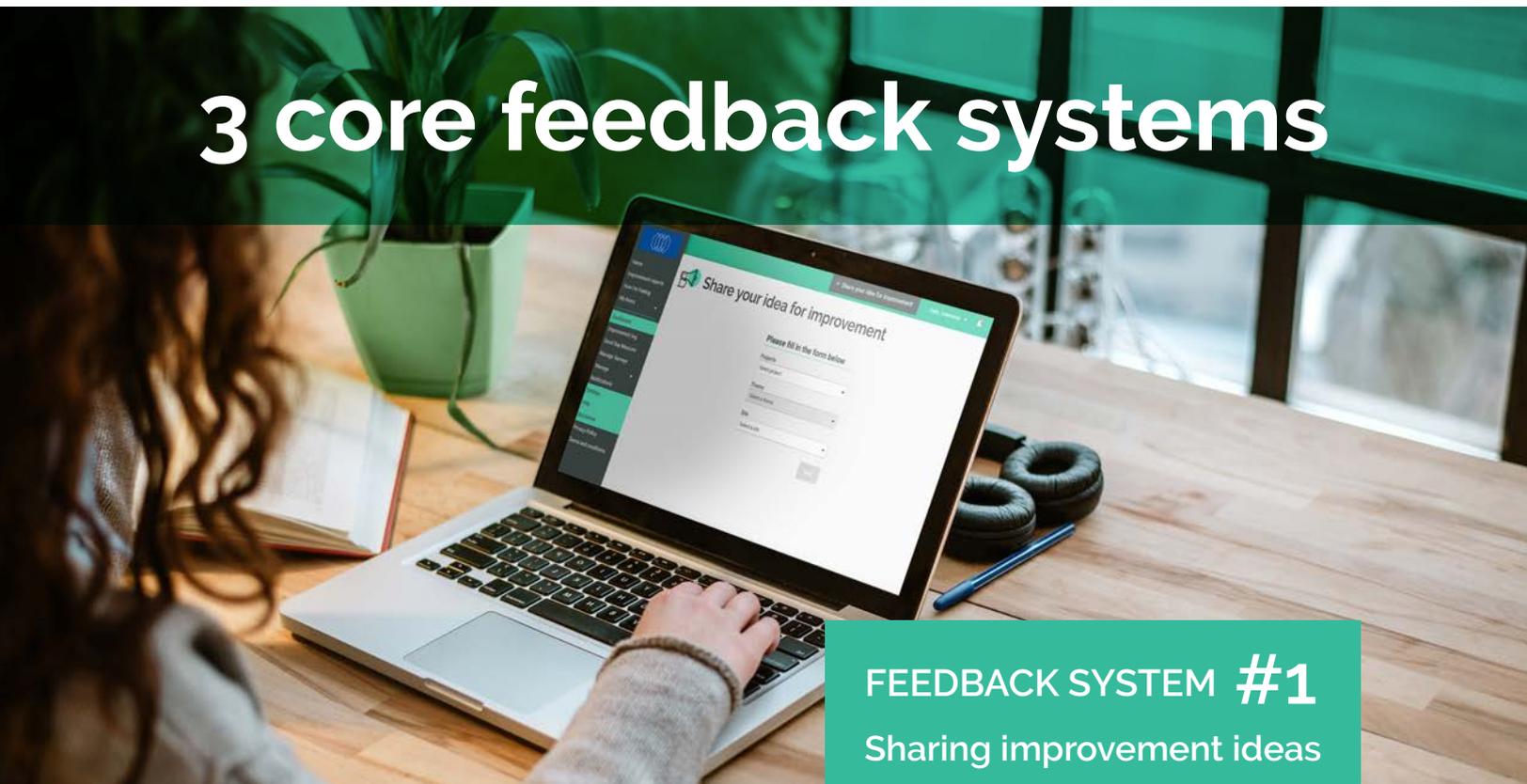
ImproveWell.

ImproveWell LTD, Capital Tower, 91 Waterloo Road, London SE1 8RT

Phone: +44 (0) 203 475 0670 | Email: hello@improvetwell.com | Twitter: @ImproveWellUK

www.improvetwell.com

3 core feedback systems



FEEDBACK SYSTEM #1

Sharing improvement ideas



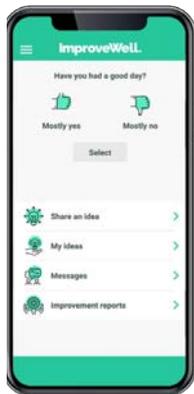
People at the sharp end of delivering care are often best placed to identify problems and suggest solutions. ImproveWell connects them to management so their ideas reach the right people at the right time.

“Improving engagement contributes to improved performance. It enables greater professional productivity with lower turnover rates. Joy in work, in turn, improves patient experience, outcomes, and safety, resulting in substantially lower costs.”¹

¹Perlo J, Balik B, Swensen S, Kabcenell A, Landsman J, Feeley D. *IHI Framework for Improving Joy in Work*. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2017. (Available at ihi.org)

FEEDBACK SYSTEM #2

Good Day Measure



Track and boost workforce morale with real-time data as staff share how their day at work is going.

The Good Day Measure allows staff to describe their day, with results presented in interactive charts via the mobile app and on the data dashboard.

“I think the advent of apps like ImproveWell provide the opportunity to have direct and meaningful conversation with those people who control the design and operation of an organization.”

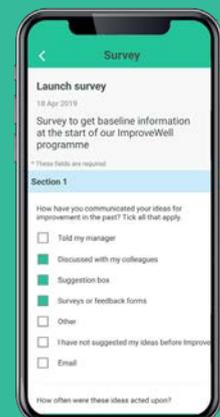
Professor Sir Bruce Keogh,
Former National Medical
Director at NHS England

FEEDBACK SYSTEM #3

Pulse surveys



Managers can create and send tailored surveys to understand what matters to staff. Focused surveys can support and inform the evolution of your organization’s Quality Improvement initiatives and improve staff engagement.



Sharing ideas.

What if you could improve staff morale, increase efficiency and find cost reductions all in one go?

South West Academic Health Science Network published an independent evaluation of the use of the ImproveWell solution at Royal Cornwall Hospitals NHS Trust.

The report showed that ImproveWell is an effective tool to empower staff to make positive changes that benefit **staff morale**, create **resource efficiencies** and improve **patient safety and patient experience**.

Boosting staff morale and engagement:

75% of staff using ImproveWell reported feeling able to improve their workplace compared to the 53% scored by the Trust as a whole.

Giving staff a stronger voice:

85% of users of ImproveWell felt it empowered them to implement ideas for change.

Helping to prioritise improvement initiatives:

Staff have reported that improvements and changes were implemented at a quicker rate than before ImproveWell. Through ImproveWell, ideas get recognized and actioned.

Positively affecting patient safety and experience, efficiencies and cost savings:

The ideas suggested by staff have improved patient safety, increased efficiency, released more time for patient care, and have made significant financial savings for the Trust.

One idea

22

hours a week

saved in staff time, by adding security tags to emergency grab boxes. Staff know that if the tag isn't broken, the box has been checked and is ready to be used, saving duplicated checks and ensuring staff are able to react as quickly as possible in emergencies. This has led to an improvement in patient safety, and financial savings of approximately

£19k
per annum

"The improvement ideas suggested by staff improved patient safety, increased efficiency and released more time for patient care. One idea alone has saved around 22 hours per week in staff time. Other ideas have contributed to savings in resources, such as the Amnesty Box, or in the case of the installation of digital clocks, indicate ImproveWell's contribution to the reduction of potential litigation costs."

Another way of listening: An evaluation of the use of ImproveWell to listen and act on staff ideas for improvement
March 2019 - www.swahsn.com/resources/publications

hello@improvewell.com

www.improvewell.com

ImproveWell.

Enjoying work.

East London NHS Foundation Trust

East London NHS Foundation Trust (ELFT) is a provider of mental health and community health services to a population of 1.5 million.

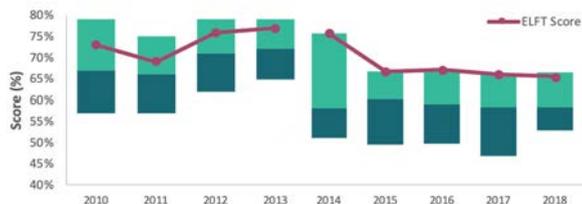
With approximately 6,000 staff working across a diverse and dispersed geography, improving staff experience is a priority. In 2014, ELFT began its journey of continuous improvement, supporting teams to use Quality Improvement to involve all in discovering solutions to its most complex quality issues.

In 2017, ELFT began using the ImproveWell platform to support teams engaged in this work to collect data on how their staff feel, and to allow team members to contribute ideas about enhancing joy in their work.

“Our strategic focus on staff experience and engagement over many years, through strong clinical leadership, partnership with our service users and patients, and flipping the power balance through the application of quality improvement has led to ELFT seeing some of the highest scores for staff engagement across all English NHS healthcare providers.”

Dr Amar Shah, Chief Quality Officer, East London NHS Foundation Trust

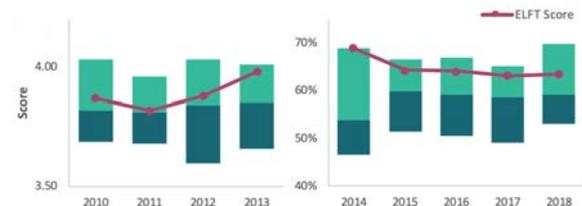
Staff able to contribute towards improvements at work



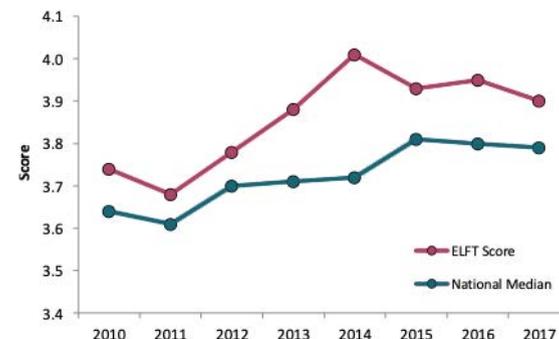
Staff are enthusiastic about their job



Staff look forward to going to work



Overall engagement score



“The ImproveWell platform gives us a way to support teams to collect data on how their staff feel in a really simple, innovative way on a regular basis.”

Dr Amar Shah, Chief Quality Officer, East London NHS Foundation Trust

What are the main benefits of using the ImproveWell platform to support Joy in Work?

The ImproveWell platform gives us a way to support teams to collect data on how their staff feel in a really **simple, innovative way** on a regular basis. The platform also enables staff to see their team’s data in real-time, and over time – both fundamental to the use of data for improvement. Being able to see variation in how the team feels on a daily or weekly basis allows the team to start generating theories about what is getting in the way of **experiencing joy**, or what might support them to experience more joy – which can then feed into the team’s improvement work.

It is an integral part of Quality Improvement that all team members feel **empowered to contribute** and be involved in generating ideas that may make a difference. Having a simple way, through a digital and mobile platform, for all team members to contribute, helps people feel **engaged and involved** in the process. This is so important for Quality Improvement.

Having a platform that can support data collection and **idea generation** at scale is an important part of the infrastructure needed when applying Quality Improvement across multiple teams all working on the same topic in a large system or organization. The ImproveWell platform is a great, user-friendly platform that provides us with an excellent way to support our efforts to **enhance joy in work**.

- East London NHS Foundation Trust

What do staff say?

“There’s a lot to be proud of in this team and we can see that by the end of this Enjoying Work project we’re going to be able to sing to the rooftops about what we do well.”

“Within the pulse survey not only did we look at the negatives but we looked at the positives as well; there were some real positive notes in there about how our team worked well together and what a friendly atmosphere it was!”

“When everyone is feeling quite stressed or tight for time it’s important to empower colleagues to understand the importance around why we’re doing what we’re doing, and remain joyous!”

ImproveWell.

13,852

Good Day Measure
submissions

82%

answered “mostly yes”
to the question “Have
you had a good day?”

84%

of users have submitted
a Good Day Measure

180

ideas submitted by
frontline staff

ELFT has seen
an improvement
in its outcome
measures across
21 teams



NHS
East London
NHS Foundation Trust

Changing culture.



ImproveWell has been empowering frontline staff in the University of Minnesota's Department of Orthopaedics.

85

ideas submitted in one year

The University of Minnesota's (UMN) Department of Orthopaedics identified the need to improve turnaround times and overall Operating Room (OR) efficiency.

Using ImproveWell has helped UMN to:

- Decrease costs
- Improve patient safety
- Increase workforce morale

Because solving the challenge of OR efficiency was complex, and involved a variety of individuals, it required a multi-disciplinary approach to solve.

UMN has utilized the ImproveWell solution to gather ideas to improve OR efficiency from those at the frontline.

Ideas have come from a variety of staff, including:

- Resident and faculty physicians
- Research staff
- Department Chair
- Clinic staff and non-clinical support staff

ImproveWell.



ideas could impact time saving



ideas could improve patient safety/experience



ideas could impact staff wellbeing



ideas could impact financial savings

Ideas from the frontline.

Many of the ideas have been implemented or are in progress, with impact starting to be realized:

Operating Room tracking

An Operating Room (OR) late start report, tracking late case starts per physician as well as reasons for the delay, helping increase transparency and accountability. In some instances, the OR sits unused after released OR blocks, though there are surgeons who would utilize that time if it were known and available to them. This idea ensures patient outcomes are optimized and costs are decreased.

Peer to peer feedback

A platform for peer to peer feedback, which benefits all staff involved in the process. The recipient benefits from feedback, both from a manager and from a peer, while the person giving the feedback can develop their leadership skills. Additionally, as staff learn from one another they will be able to further advance their skills, which ultimately leads to safer practices and better patient outcomes.

Gaining real-time insight into staff morale

The University of Minnesota (UMN) has also used the ImproveWell platform to track how their staff are feeling. They have seen first-hand how the positive changes they have implemented have led to improved staff morale. The ImproveWell Good Day Measure (GDM) asks staff “Have you had a good day?”. They confidentially answer “mostly yes” or “mostly no”, helping managers to keep a finger on the pulse of how their staff are feeling.

484

GDM submissions

88%

“mostly yes”

Good Day Measure rationale word cloud



Most common GDM rationale factors

1. Productivity
2. Colleagues/teamwork
3. Learning & development