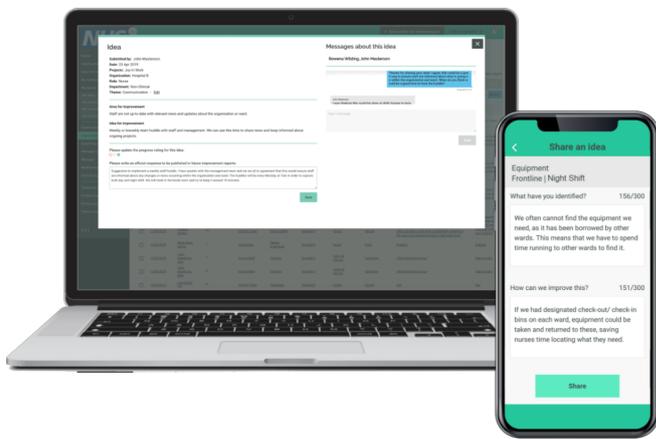


ImproveWell.

User guide for programme leads

3 core feedback systems

Making it easy for you to capture real-time data from frontline colleagues to improve your workplace and service delivery.



Feedback system #1 Sharing theme-based ideas

Placing the ability to suggest improvements and drive change in the palms of the frontline.

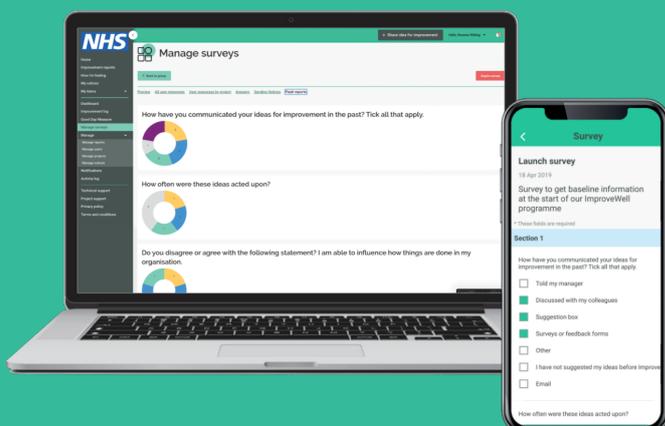
Feedback system #2 The Good Day Measure

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



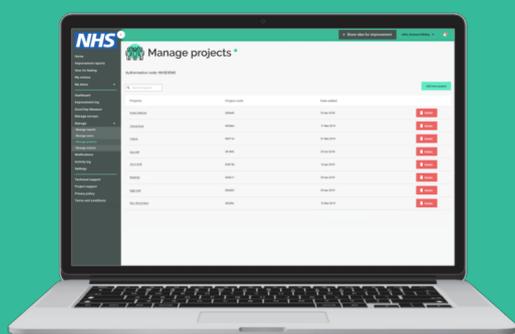
Feedback system #3 Pulse surveys

Enabling programme leads to create and send tailored surveys to understand what matters to staff.



GETTING STARTED

- You will receive an invitation to join the platform
- Set your password, then login at app.improvement.com
- Set your user profile
- Create your first project group

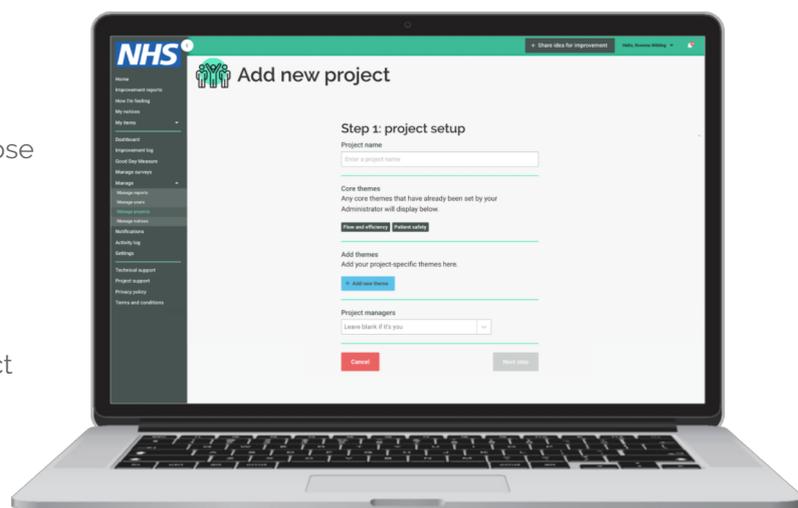


SETTING UP A PROJECT GROUP

ImproveWell "project groups" help you to capture theme-based improvement ideas and Good Day Measure submissions for a particular group of users. This guide tells you all you need to know about setting up new project groups in the ImproveWell platform.

NAME YOUR PROJECT GROUP

- Make sure that this clearly reflects the project purpose and audience. Project groups can be department, speciality or initiative-based, e.g. "Acute Medicine", "Maternity", "Joy in Work".
- Make it intuitive; users can be part of multiple project groups, e.g. "Cardiology Department" as well as "Patient Safety".



CHOOSE IMPROVEMENT THEMES

- Improvement themes help users understand what ideas you are looking for within a project group.
- If you have more than 7 themes, consider setting up another project group to maintain focus.
- Consider scalability e.g. for large/multi-disciplinary project groups, multiple group leads can get involved to respond to and progress improvement ideas - perhaps you have people who can "own" specific themes within your project group.

Examples of improvement themes:

Equipment
Flow & efficiency
Going paperless
Handover
Improving our working environment
Induction
Learning from incidents

Managing correspondence
Mobile working
Carer and family experience
Patient dignity
Patient safety
Procedure checklists
Professional confidence

Out of hospital care
Reducing infection
Staff wellbeing
The hospital at night
Training
Use of technology
Working more effectively

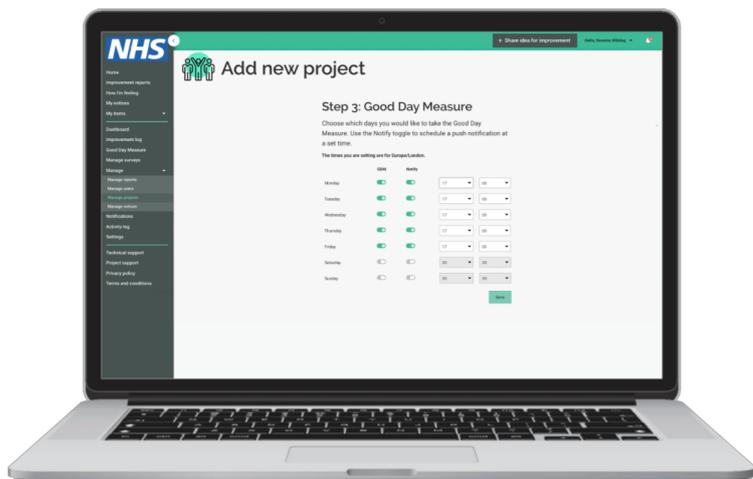
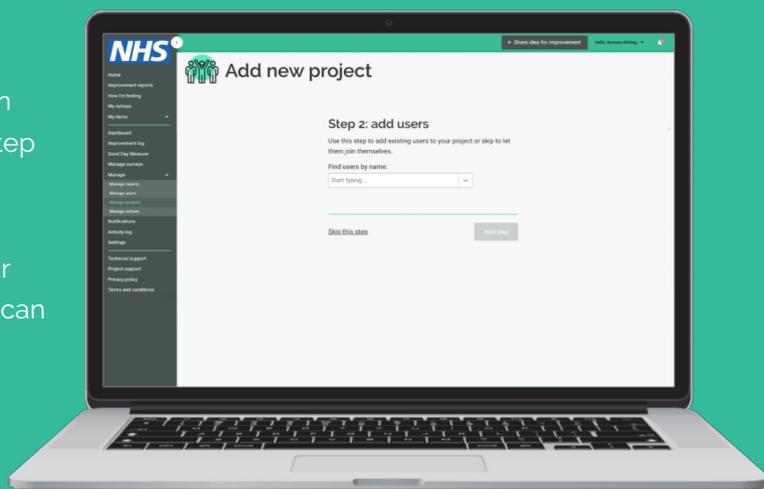


ADD YOUR PROJECT GROUP LEADS

- You will automatically be designated as a project group manager whenever you set up your project group, unless you specify someone else instead.
- You can have multiple leaders for each project group if you would like to specify, e.g. yourself and a colleague.

ADD YOUR USERS

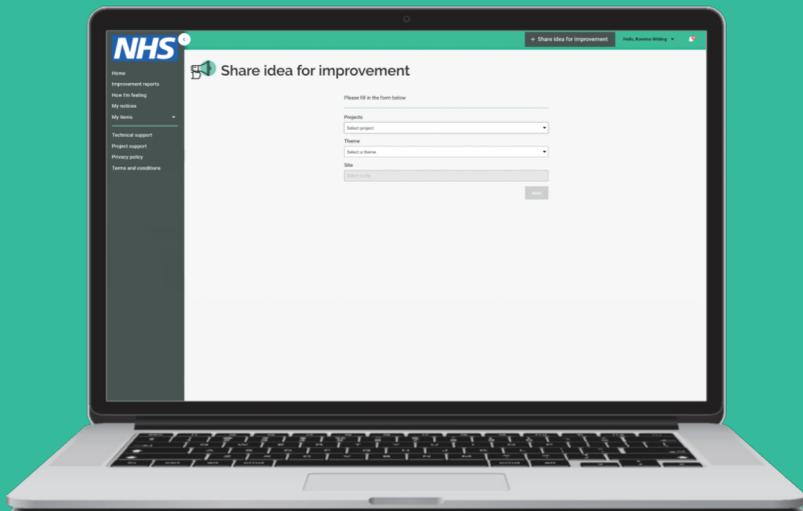
- If you already know who your users are and they are on the platform already, you may invite them directly in Step 2. Otherwise you may skip this step.
- Your colleagues can always become a member of your project group via your unique project code, which you can find under "Manage projects".
- Useful ways to disseminate this project code include flyers, emails and team meetings.



GOOD DAY MEASURE SCHEDULE

- Choose the days that you would like the Good Day Measure to appear for your project group. For example, you may only like for this to appear on weekdays.
- You may also choose to schedule a push notification reminder for your colleagues to encourage them to share their feedback, e.g. at the end of a working day.
- You may schedule notifications for the frequency most appropriate for you and your colleagues.

Feedback System #1: Theme-based improvement ideas

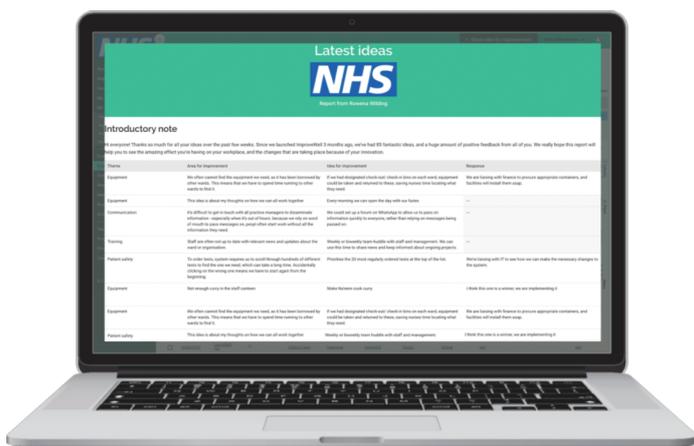
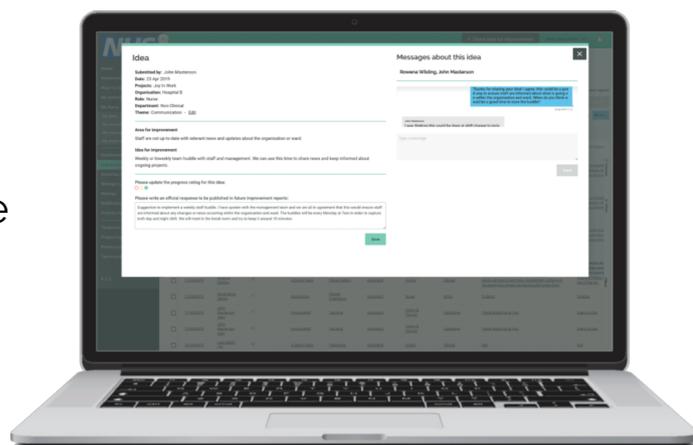


Capture ideas centrally and confidentially review and shape ideas with users, prioritise initiatives, then publish reports to the whole project group to complete the feedback loop.



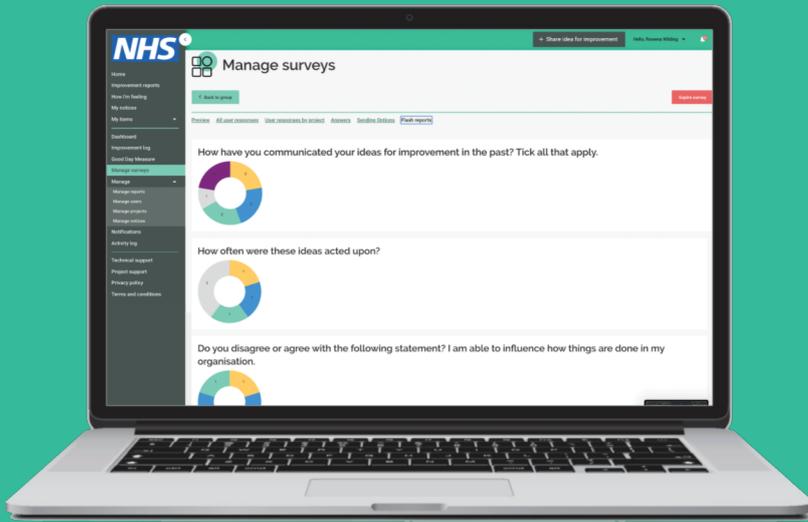
Our intelligent data dashboard gives you real-time, easy to read analytics of the ideas that are coming in from users in your project groups.

Use the messaging functionality to shape ideas with users, and update the progress of an idea by clicking on the traffic lights.

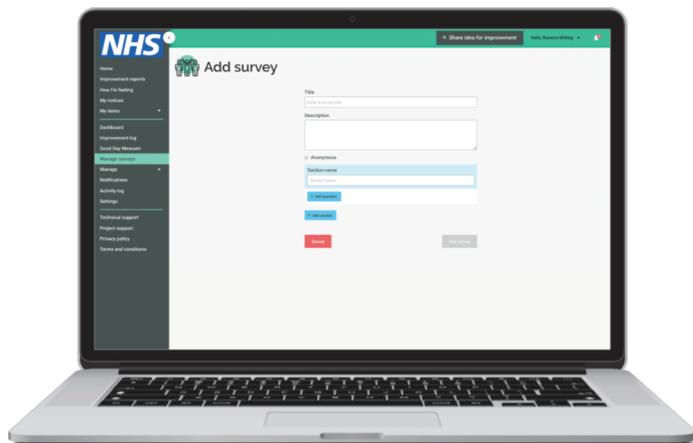


Filter and export data from the improvement log, and publish reports back to your teams, giving them an overview of the ideas that are being suggested and implemented.

Feedback System #3: Pulse Surveys

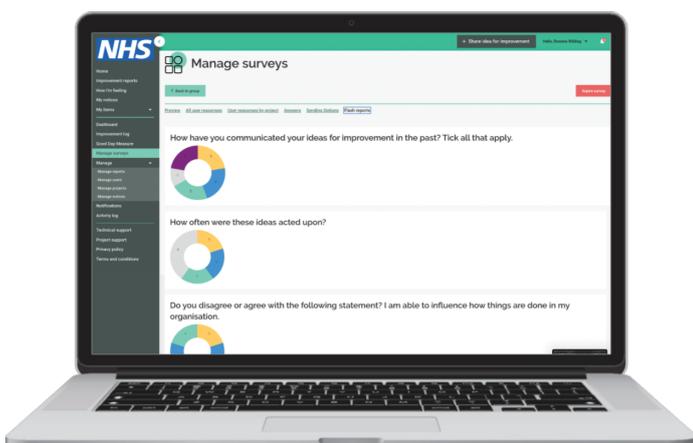
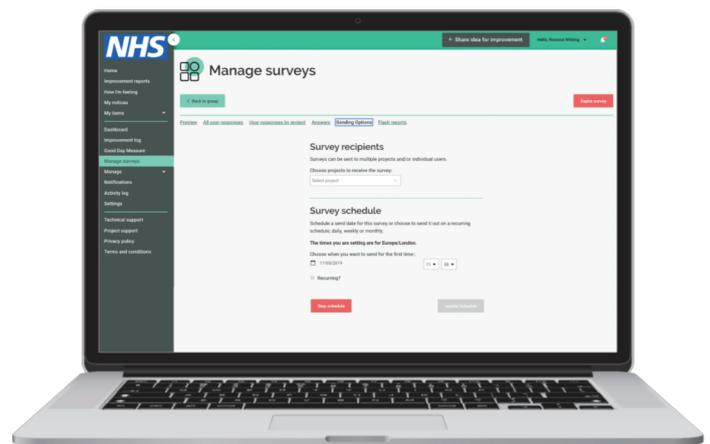


Send bespoke surveys to your project group users which can be scheduled daily, weekly, monthly or just sent as a one off. Send notifications to users and view answer breakdowns in platform.



Build unlimited custom surveys to send to project groups, with flexible question types, and option to make anonymous.

Send surveys immediately or build them in advance and schedule them. Make surveys recurring, with daily, weekly or monthly options.



View flash reports on the dashboard, or use the answers tab to view answers in more detail. Right click on the answers table to export.

RESOURCES

Top tips for programme leads: A helpful guide to building staff engagement around ImproveWell, and optimising use of the platform in your teams.

Top tips for frontline users: An introduction to the three feedback systems, and how to use on the smartphone app.



ImproveWell.
Top tips for Project Managers

ABOUT IMPROVEWELL
ImproveWell is a digital solution focused on Quality Improvement which empowers frontline staff to drive change. The platform has three core feedback systems:
1) Sharing theme-based improvement ideas
2) Sharing staff sentiment via the Good Day Measure
3) Completing tailored surveys

PLATFORM ENGAGEMENT
ImproveWell makes it easy for you to capture real-time data from your frontline colleagues to improve your workplace and service delivery. You can optimise your ImproveWell programme by considering these key areas for successful programme engagement

1. COMMUNICATION
Getting your colleagues onto the ImproveWell platform begins with ensuring they are aware that it is available. Consider making ImproveWell part of the conversation in team meetings and catch-ups. Once you have launched your programme, discussion points could include, for example, next steps on ideas, implemented ideas, upcoming surveys, and shifts or trends in your data.

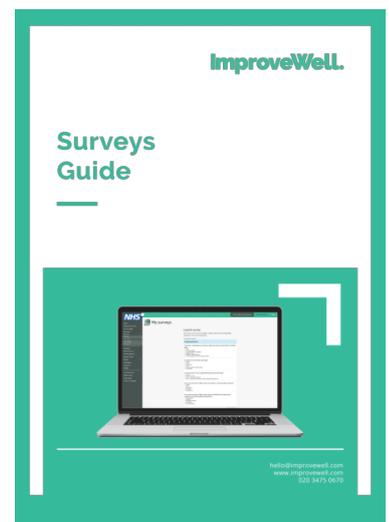
2. ACCESS & VISIBILITY
Reach your colleagues in the way that is most appropriate for you. You might consider email, newsletters and visual aids in the staff room or heavily trafficked areas to spread the word initially. Once you have gathered some momentum, regular reporting through the platform, discussions in team meetings or using visual reminders can work very well.

3. RECOGNITION
Try to ensure that the colleagues participating in your ImproveWell project have a clear understanding of what you are hoping to achieve. Recognition is important - you may like to add a personal touch, or use certificates for participation which colleagues can add to their portfolios. For example, publishing improvement reports through the platform, sharing case studies and celebrating successes encourages everyone to get involved.



Run chart guide - helping you to analyse data collected from the Good Day Measure.

Surveys guide - helping you to build the most useful surveys to take the temperature of your project groups.



Videos:

Platform demo for programme leads: vimeo.com/improvetwell/demo

Sharing theme-based ideas: vimeo.com/improvetwell/ideas

Submitting Good Day Measure: vimeo.com/improvetwell/gdm

Editing Good Day Measure: vimeo.com/improvetwell/editgdm

Completing pulse surveys: vimeo.com/improvetwell/surveys