****

 **Are you ready for experience-based co-design (EBCD)?**

If you are thinking about EBCD as an approach for your critical transitions work, the first place to start is the Point of Care Foundation’s EBCD toolkit. To help you make that decision, the following resources are provided for your review and education.

Is EBCD for you?

<https://www.pointofcarefoundation.org.uk/resource/experience-based-co-design-ebcd-toolkit/step-by-step-guide/2-experience-based-co-design/>

Making the case for EBCD

<https://www.pointofcarefoundation.org.uk/resource/experience-based-co-design-ebcd-toolkit/step-by-step-guide/3-making-case-project/>

View the short videos from VON EBCD projects from 2019 <https://www.youtube.com/embed/IWGxwM-aPPU?rel=0>

Experience-based co-design: from redesigning the system around the patient to co-design services with the patient – Paul Bate & Glen Robert

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2565809/pdf/307.pdf>

Glenn Robert videos 1,2

Video 1 – introduction and background

[**Patients and staff as co-designers of healthcare services**](https://emea01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fplay.ju.se%2Fmedia%2FPatients%2Band%2Bstaff%2Bas%2Bco-designers%2Bof%2Bhealthcare%2Bservices%2B%25281%2529%2F0_56b0gd16&data=01%7C01%7Cglenn.robert%40kcl.ac.uk%7Ca1f1a64ccf5244a0608608d67a1b68c5%7C8370cf1416f34c16b83c724071654356%7C0&sdata=%2Bzg%2FXORzV0vLRcs%2FPh3UGqutbjyQFIlYIJHJ4obkIKM%3D&reserved=0) [https://play.ju.se/media/Patients+and+staff+as+co-designers+of+healthcare+services+%281%29/0\_56b0gd16](https://emea01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fplay.ju.se%2Fmedia%2FPatients%2Band%2Bstaff%2Bas%2Bco-designers%2Bof%2Bhealthcare%2Bservices%2B%25281%2529%2F0_56b0gd16&data=01%7C01%7Cglenn.robert%40kcl.ac.uk%7Ca1f1a64ccf5244a0608608d67a1b68c5%7C8370cf1416f34c16b83c724071654356%7C0&sdata=%2Bzg%2FXORzV0vLRcs%2FPh3UGqutbjyQFIlYIJHJ4obkIKM%3D&reserved=0)

Video 2

[**What is Experience-based Co-Design (EBCD)?**](https://emea01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fplay.ju.se%2Fmedia%2FWhat%2Bis%2BExperience-based%2BCo-Design%2B%2528EBCD%2529F%2B%25282%2529%2F0_5n7cc0h7&data=01%7C01%7Cglenn.robert%40kcl.ac.uk%7Ca1f1a64ccf5244a0608608d67a1b68c5%7C8370cf1416f34c16b83c724071654356%7C0&sdata=qQEW01331fRaqMWjva7wSVGySjC3ZF%2BGiP3LIrI5QEg%3D&reserved=0)

[https://play.ju.se/media/What+is+Experience-based+Co-Design+%28EBCD%29F+%282%29/0\_5n7cc0h7](https://emea01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fplay.ju.se%2Fmedia%2FWhat%2Bis%2BExperience-based%2BCo-Design%2B%2528EBCD%2529F%2B%25282%2529%2F0_5n7cc0h7&data=01%7C01%7Cglenn.robert%40kcl.ac.uk%7Ca1f1a64ccf5244a0608608d67a1b68c5%7C8370cf1416f34c16b83c724071654356%7C0&sdata=qQEW01331fRaqMWjva7wSVGySjC3ZF%2BGiP3LIrI5QEg%3D&reserved=0)

Then consider the following questions to help you assess your readiness for EBCD:

|  |  |  |  |
| --- | --- | --- | --- |
| **Readiness assessment**  | **Yes – we are ready** | **Not quite – We still have some** **work to do*****Examples:*** | **No – these things are not yet in place** |
| 1. Is sponsorship / leadership of the project in place? Important because resources are needed to support video interviews, 3 events involving families and staff, and staff time to do EBCD.

This means there are allies for the approach in the organisation and in the unit. EBCD requires organizational and NICU commitment to investment in time and resources and strong partnership with families and staff |  | *Do you have their commitment to support doing EBCD? We need to identify a project sponsor such as NICU Manager or Nursing Director or Senior Administrative leader and a clinical lead who will support the EBCD team.*  |  |
| 1. Does the culture of the unit lend itself to working collaboratively with families as partners?
 |  | *If there isn’t much history of engaging families as partners, it may be worth working with clinical colleagues first, to understand and overcome worries about families as partners in care and quality improvement.* *Sometimes, getting a sympathetic family in to speak informally to the staff group about what partnering with staff in care meant to them can be a good starting point. Start slowly and let people build confidence.*  |  |
| 1. Does the culture of the unit lend itself to listening and responding to the concerns of staff, about the quality of care?
 |  | *Publicising the positive staff experiences of being part of EBCD can help build confidence. Use the short films and blogs. Don’t forget the unit managers -sometimes they can be anxious that the units might be subject to criticism – someone to one reassurance might help.* |  |
| 1. Is the local management supportive of improvement activities?
 |  | *Consult the unit managers early on. Listen carefully to any concerns about the impact of EBCD on the work of the unit and work with your sponsor to try and address these. Offer regular review with unit managers to work through any problems.*  |  |
| 1. Are the organisational requirements for such a project clear?

This means that an EBCD project can connect into existing structures and systems in the unit – for example, in how it reports and is accountable.This is also the place to consider whether the route to securing all the relevant permissions/IRB issues is clear.  |  | *If not, take a little more time in the preparatory period to clear up reporting lines, how, when and by whom IRB permissions will be obtained etc. Do set up a steering group to help you and be sure to schedule regular meetings, no matter how brief.*  |  |
| 1. Are there resources in place to do this work? (People, money and time)
 |  | *Discuss this early on with your sponsor. Explore resources elsewhere in the hospital that might be able to help. For example, communications teams sometimes help with filming. There may be expert facilitators willing to help from the patient experience team. Hospital Foundations and volunteers can often help with refreshments and venues.*  |  |
| 1. Is there a sense of who the team will be, who will be involved in this work?
 |  | *Consider some sort of launch event – show examples of EBCD projects. Ongoing discussion and encouragement from unit leadership can also help with recruiting. You will recruit willing volunteers when they see how much people have gotten out of being involved with EBCD. Reassure people that everyone can play a part – whether it is simply telling their story or attending an event, there is a place for everyone.*  |  |
| 1. Are the team members committed to trying the EBCD methodology?
 |  | *It’s not unusual for there to be degree of scepticism at the start. EBCD is radical – and not for everyone. If people are unconvinced of the science – share some of the references. Ask colleagues to simply give it a try and trust in the process.* *If there are individuals who really aren’t bought in to the approach – respect that – there will be others who are happy to take part.*  |  |
| 1. Are team members confident they can develop the skills to carry out EBCD?
 |  | *If not, be sure to share the resources from the toolkits and the POCF website. There is help and support available from the early adopter teams, and the VON EBCD faculty.* |  |