



15 Steps Challenge

Understanding Quality from a patients perspective

The 15 Step Challenge idea was born...

First impressions count – they should inspire confidence and trust in your care.

- Thinking about the first 15 steps from a patient perspective brings the patient's and carer's views into the process
- We wanted to create a resource that would help us to look from a patient perspective and bring the patient and carer's voice into improving care

BUT we need to see through “fresh eyes”

- Important to challenge our tunnel vision -We see what we expect to see
- Staff and patients sometimes see different things -We look at things from a particular perspective
- What do patients and carers think? And want to improve?
- The Challenge tool seeks to “look” through fresh eyes

The 15 Steps Challenge is simply.....

- A short toolkit that is easy to use
- A structured ward walkaround with a patient representative to give us fresh eyes
- A clear framework to help with observations of quality care across four categories
- Has strategic linkages to Board level
- Focus is on feedback and continuous improvement

We focus on four areas of care:

1. Is it welcoming?
2. Is it safe?
3. Is it caring and involving?
4. Is it calm and well organised?

What it is.....

- A way of understanding patients first impressions more clearly
- Developing ways to build confidence in care from the outset
- A tool to hear the patient's voice
- A useful method to identify what works well and what could be improved –supports sharing good practice and concentrating on some patient experience improvements

What it isn't....

- Performance management
- An audit (clinical, quality, safety or otherwise)

How did we develop the 15 Steps Challenge?

- Consultation and Focus groups held to understand what “good” looks like
- Review of evidence and literature
- Underpinned by Care Quality Commission Standards
- Worked with staff, patients, carers and Board members
- Co-designed an approach and challenge tool
- Consultation and field testing with 30 organisations