Improving outcomes for service users - digital storytelling as a vehicle for collaborative practice

Dr Trish Hafford-Letchfield

Service Development and Quality Improvement module

- IPL module accessed by a range of professionals within public and community services as part of their continuing professional development.
- Focuses on acquiring skills and knowledge in quality enhancement, quality improvement and performance management seen as essential to shaping and changing public services.
- Emphasis throughout on the co-productive nature of service improvement and particularly on enhancing skills in using information technology and different media to promote and improve the quality of information and resources about service developments.
- Assessed through submission of students own digital story which enhances a written analysis of a current issue and a plan for a service improvement.

Challenge

- Give attention to waysin which IPL occurs (or fails to occurr), in every day work

- Generation of learning opportunities where colleagues from different professions own the same problems and work together to effect improvement

What are we trying to achieve?

- Understanding of the **knowledge** that will drive improvement in our daily work
- Skills in the **application** of that knowledge
- Professional **ethics** that supports integrated work
- **Competency** for interprofessional work aimed at meeting the needs of individuals and the community and making services more cost effective

Digital storytelling

- Roots in the community theatre movement, offers the potential for people to be able to capture an issue or topic in a more powerful way than in a traditional assignment.
- Cost virtually nothing to make using fairly standards software tools such as Windows Moviemaker or i-movie on a Mac.
- Strong emphasis on developing a first-person narrative. Students engaged in making digital stories bring pictures and music with them to the ITC lab which act as a trigger for more creative writing or storyboarding.
- Offers opportunities for collaboration and sharing perspectives when working on storyboards resulting in a unique piece of work.

Incremental learning

- Throughout students work through a range of online activities which encourage research into the nature of digital storytelling, to critique its different uses, to develop an idea through a storyboard which they then turn into a 5 minute digital story.

- These activities are supported by discussion boards, group activities in the classroom and lab based activities in using multimedia.

- A more complete understanding of the rights of people using care services involves an awareness of concepts and views associated with other disciplines, including politics, economics, social policy, education, sociology and anthropology.

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Middlesex University
UniHub

Build | Teach | **Student View** | **IPL4200 Service Development and Quality Improvement**

Course Tools
- Course Content
- Announcements
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- Mail
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- Who's Online

My Tools
- My Grades
- My Progress

Your location: **Home Page**

Online activity no 1- Introduce yourself to the class Week 1
-Introduction to digital storytelling.
-Student instructions for using online discussions boards.
-Introductory stories discussion board.
-Download and install Photo Story 3 software onto your home computer, otherwise have use a computer in Room 411 Furnival Building, Archway Campus
-Photo Story 3 – Discussion Board

Online activity no 2 - A digital story search - Week 2
-Carry out an online search to find a digital story.
-Select one story that you found interesting and write a brief outline
-Read the outlines produced by at least three of your colleagues and comment on their posts.

Online activity no 3 - Promoting service development using digital stories - Week 3
-plan how you will develop a multimedia resource which contributes to service development and quality improvements

Online activity no 4 - Week 4
- Watch the instruction videos on creating digital stories.
- Create your story board
- Attend the lab to find out using your storyboard with the software

Online Activity no 5 - Week 5
-Post a message on this discussion board attaching your storyboard.
- View the storyboards produced by at least 2 other colleagues and provide critical feedback that may help them to improve their stories.

Online activity no 6 - Week 6
-Watch the Photo Story 3 guide that takes you through the process of producing a digital story.
-Use Photo Story 3 to create your digital story
- Attend the lab session to practice using the software with guidance available

Online activity no 7 - Week 7
-Create your digital story and upload this to the discussion board to share with your peers for feedback

Online activity no 8 - Week 8
-If you haven't already posted a message on this discussion board attaching your digital story as a wmv file - then make sure you do so
-View digital stories of at least 3 other colleagues and give feedback

Attend the lab session to work on your digital story further with support available.
Furnival Building Room 411 - 11 - 12.15.

Online activity no 9 - Week 9
-Read the feedback provided by your colleagues
-Post a message on the "Digital story evaluation" discussion board evaluating your story and describe ways in which you could improve your digital story
- Complete the online survey about your learning experiences with Digital Story telling.

Online activity no 10 - Week 10
-Improve your digital story in the manner identified by your evaluation

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In line with the theme of this module, please introduce yourself to the rest of the class by posting a short story on this discussion board giving details of your personal / professional background.

Please feedback to and ask questions of at least 3 colleagues (making sure that everyone receives at least 3 comments).

Read your module leaders' introductory stories to get ideas on constructing your own story!

(You may want to use photos and point to websites)

Introductory stories   (43 Messages / 21 New)

A digital story I found in my online searches
Carry out an online search to find a digital story. If you don't manage to find a story have a look at some of the links provided below.

1. Select one story that you found interesting and write a brief outline describing :
   - your reason for selecting this story
   - photos, narration the storyteller used, (how effective were they?)
   - give a web links to the story.
2. Once you have posted your outline, read the outlines produced by at least three of your colleagues and comment on their posts.

The examples :

Dana Atchley Productions (http://www.nextexit.com/dap/dapframeset.html)

• Stories for executives: PriceWaterHouseCoopers- What is value to you?)

• Location based storytelling: The World of Coca Cola, Las Vegas

• New technology stories: Pinnacle Systems

Centre for digital story telling:
http://www.storycenter.org/index1.html

Endangerhealth:
http://www.engenderhealth.org/our-work/maternal/digital-stories-uganda-fistula.php

The Patient Voices digital stories
http://www.patientvoices.org.uk/stories.htm

1000 Lives Plus to deliver safer care - every time, for every patient in Wales
http://www.wales.nhs.uk/sites3/home.cfm?orgid=781

Storyworks
http://www.storyworksglam.co.uk/testimonials.html

Digital Storytelling in Healthcare
http://www.storycenter.org/healthcare.html

A digital story I found in my online searches   (12 Messages / 12 New)

Photo Story 3 - Discussion Board
Report success or problems encountered during installation of the software or any other issues you encounter in it's use.

Photo Story 3 - Discussion Board   (3 Messages)

How are you getting on with the module so far?   (7 Messages / 7 New)
We are a small group but remind people here who you are and how quality is important in your practice environment and how you are getting on with the module so far? don't be shy!!

The development of a multimedia resource which contributes to service development and quality improvements
Use this discussion area to plan how you will develop a multimedia resource which contributes to service development and quality improvements

Using digital storytelling to promote and improve the quality of information and resources about service developments   (5 Messages / 5 New)

Story Board Discussions

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Week 2 - Activities - Tuesday 25th -31st January

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• New ...more

[Digital Stories - Examples](#)

Storyboard for digital story

Description of slide and number

Slide no. 26
Image of midwives with mother in High Dependency Unit.

Key theme and outline of content

In the high risk environment the midwife, newly qualified midwife and mother all look happy. This demonstrates that even in the high pressure environment where women are receiving high risk care that client satisfaction, as well as professional satisfaction, can be achieved.

Visuals

Narration/ Audio/ textual components

Audio: Music continues

Evaluation

- Data from the content of students discussion boards (content analysis)

- Student self evaluation (n=62, 16 social workers; 18 midwives; 7 community nurses; 5 OTs; 2 dietitians; 9 general nurses; 4 mental health nurses)

Themes

- Learning new skill created a level playing field

- Value in being able to develop 'resource' in relation to team working

- Potential for curiosity and comparison increased

- Digital stories tended to be more patient/ service user oriented

Excerpts from discussion boards

Midwife to social worker

"Thanks for sharing your professional profile as a story, it was really interesting reading. It must be very challenging as a manager having to work 80% management and 20% clinical."

Paediatric nurse to all

"I found it so insightful to read what we all do for a living. This is a great method for summarising what we all do and it amazes me how much experience we have together, well done all!"

Discussion board excerpt

Social worker

"I hope our discussion in the workshop the other day helped to process some of your frustrations – we have to keep trying to make a difference. There is a view out there that we involve service users when there is clearly a long way to go, inch by inch! Keep up the challenge and we need to be passionate about it"

Discussion board excerpt

District nurse

" Now that the course has come to an end, I personally feel that in an age of multi-media, it was resourceful and a good means to impact on service delivery and quality along with my colleagues"

Promoting IPE in learning and practice

- Exploiting work-based learning better so that IPE can be developed in organisations and universities, separately and together. What are the expectations and how do these reflect practice?.

- Lack of opportunity and time to reflect and innovate in teaching and learning around IPE and waning of commitment when the going gets tough

- keep in touch with the issues facing people in practice and provide opportunities to share and reflect

- Practicing professionals need to be educated to be more responsive to consumer expectation and to changes in the organization and delivery of services (Barr, 2005)
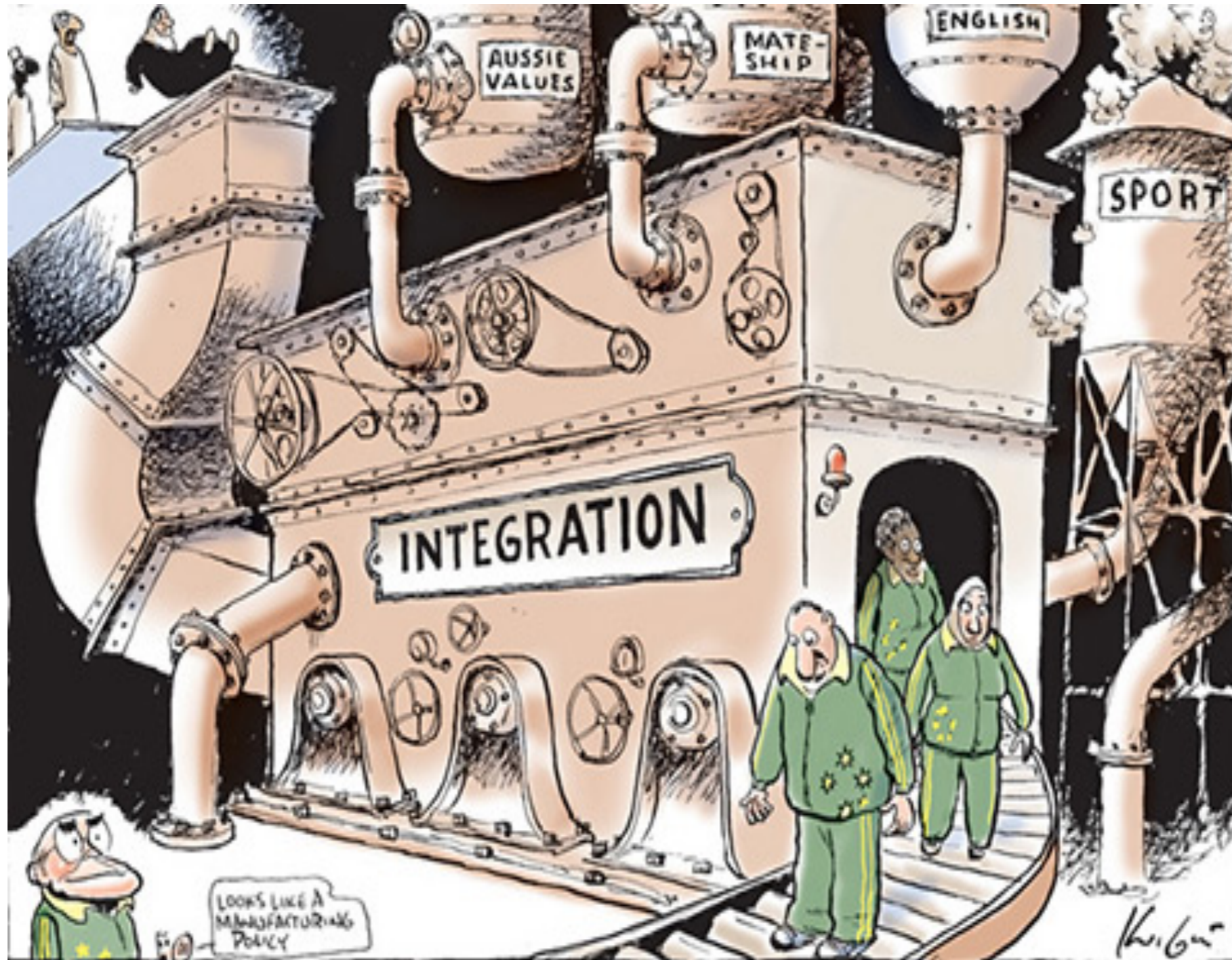
of practice and learning in continuous improvement as part of the daily work of delivery of care and professional education (Kip et al, 2007)
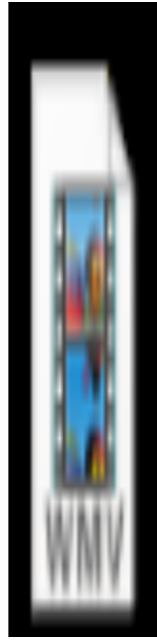
PhotoStory District Nurse Digital Story Zoe Macdiarmid M00159685.wmv

References

- Kip et al (2007) Universities prepare health professionals for the 21st century: can something new come out of the traditional establishment. Journal of Inter-professional Care, 21(6) 633-644