RateMyShift

Development of a simple communication tool with the aim of creating and sustaining engaged, valued, and empowered teams, using QI methodology.

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For line managers to support the NHS workforce, understand the daily issues impacting on wellbeing; and utilise scarce resources effectively, they need to identify issues impacting each individual and common themes. Colleagues need to feel heard, collaborate on solutions, and see timely action. Opportunities to do this are limited. Staff experience measures currently collate data sporadically. NHS Staff survey/Pulse check data is therefore always historic.

Objectives:

To develop a simple tool to enable colleagues to feel heard and line managers to identify issues for resolution in real-time. We aimed for the tool to:

- Provide a channel for direct and discrete feedback.
- Promote communication.
- Highlight operational issues.
- Provide an evidence base.
- Celebrate positive vibes.
- Support culture shift.
- Support wellbeing.

Measures:

- **Engagement:** Number of RateMyShift feedback forms received/questionnaire response rate.
- **Experience:** Via Survey Monkey questionnaires.
- **Outcomes**: Recording of response conversations and actions NHS staff survey data on communication with line managers.

Methods:

QI methodology was used:

- Approach was to improve communication between colleagues.
- We measured engagement, experience, and outcomes of using the tool.
- We collected data via Survey Monkey questionnaires.
- We used the data to understand whether colleagues found the tool improved communication.
- We used the information to redesign RMS as a web-based app.

RateMyShift tool prompts a response to a simple question:

Recording amber or red faces triggers action for the line managers to follow up, to capture what the reasoning was for that rating.
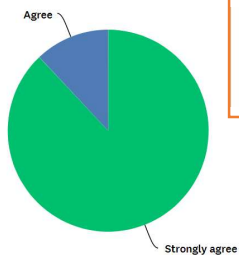
Hi Olivia, how do you feel after your shift?

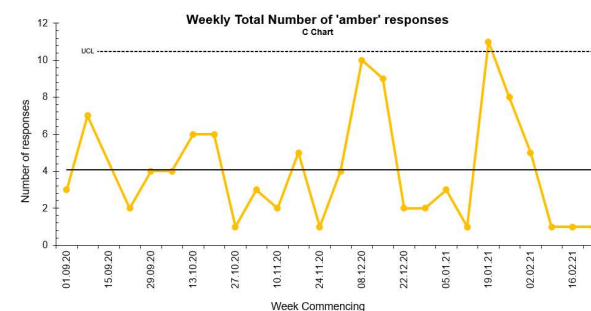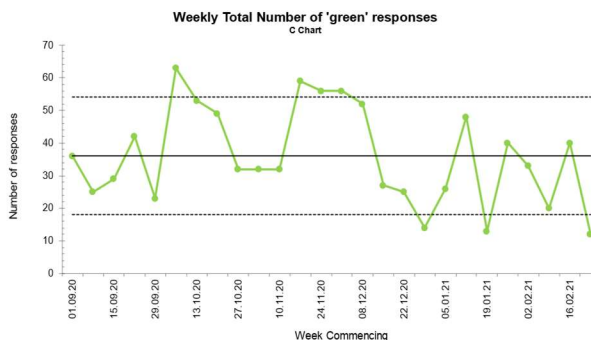Feedback

150 characters remaining
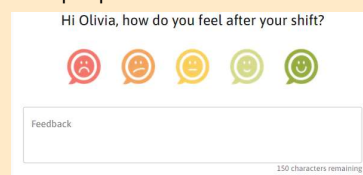
Results:
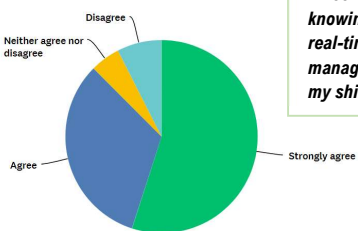
"I feel more supported knowing I can give real-time feedback to managers about how my shift was." N=45
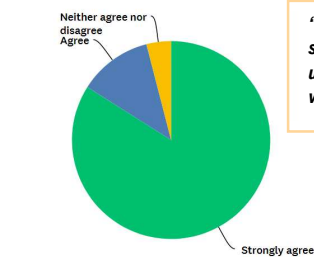
"I prefer rating my shift using the app to using the paper version." N=45

"I would recommend RateMyShift app to colleagues on other wards." N=35

Weekly Total Number of 'green' responses
C Chart

Weekly Total Number of 'amber' responses
C Chart

Statistical Process Charts. Decrease in positive sentiment 19.01.21 and increase in negative sentiment 19.01.21 of responses clearly shown during second wave of COVID 19.

Conclusion:

Small scale testing of the RMS concept both in paper and digital form has allowed us to identify benefits:

- Easy to access.
- Encourages colleague engagement.
- Inclusive as language neutral.
- Culture shift towards authentic links between front line colleagues and organisation.
- Prevent festering resentment and gossip!

Real-time data collection facilitates real-time action.

Next steps:

RMS relies on continuous engagement from line managers. Next steps are to explore how the tool can be improved to make it more efficient to use and understand the impacts of line manager responsiveness on staff e**x**perience.

September
Follow-ups initiated for amber-red rated shifts. PDSA cycles are used to develop tool, data collection and response structure.

November
Collaboration with software developer to initiate development of app.

March
Benefits mapped alongside SomersetFT quadruple aims for the the digitisation of RMS and outlining clearly 7 steps to QI.

May
Launch RMS web app. Survey conducted on the ward, 100% of 35 respondents preferred using the app to paper and would recommend the app to colleagues

June
10 departments identified to continue to trial RMS new version

August
RMS paper version created. Colleagues rate their shift.

October
Successful initiation of RMS tool. Aim to develop a web app version of RMS.

January
Continue PDSA cycles to refine user experience

April
Colleague questionnaire, 97.7% of 45 respondents favoured a digital version of RMS.

June
RMS launched in a Community setting. PDSA continued throughout.

2020-2021