

Easy Read Identity Badges

{Emma Consadine- Acute Learning disability Liaison Nurse
Emma.Consadine@nuh.nhs.uk

January 2021

Introduction

I was approached by a patient that was finding it hard to understand the roles of staff within the trust. She was unable to read the staff identity badge. We decided to see if we could make the badge more disability friendly and more inclusive. Enabling the trust to be more accessible, more approachable and improve the service we provide making it a better place to both work and to be treated. I conducted a baseline questionnaire to gain if this was an issue. When I had collated the data I found that many patients struggles to understand the role of the member of staff. This may because of uniform but mostly because they couldn't understand the identity badge.

Improvement methodology

We developed some symbols to represent each job role on the ward and took them to a local group for feed back. They made suggestions and changes to make them better. I then redid the ideas and took them back for final proof reading. I also approached key people that I had identified as change makers within trust I presented my idea and gained a shared vision. They provided money to purchase a trial of the badges on two identified wards.

Aim- On d11 and south well ward I aim to increase the patients understanding of staff roles within the ward setting by changing the layout of the identity badge I aim to increase the understanding by 20% within a month period.

The approach

What we were trying to accomplish

I needed to establish a base line so I could show the impact of the change. I then repeated the questionnaire after the trial to show improvement in understanding. I endeavored to use a systematic approach only changing one key component to show the improvement had worked. This was the badge, my aim was to improve understanding of job roles. I then collated a second set of data to show change and identify changes still needed to be made. My next step is to make the changes identified such as a larger font then repeat the questionnaire. This is part of the PDSA cycle to plan, do, study act.

What we measured to understand if our change was an improvement

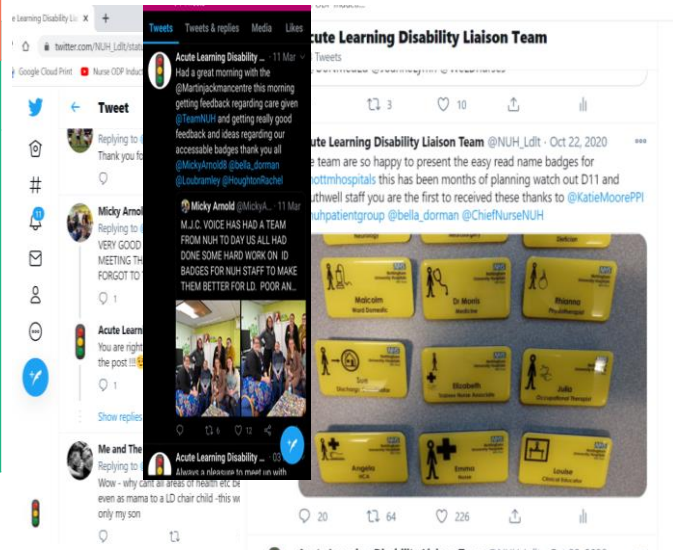
Once I had collated the data I identified that patients didn't understand the job role, and couldn't read the identity badge. I plan to repeat the questionnaire each time we release a updated badge to establish understanding of the identity badge.
-process of understanding baseline.
-outcome – that influenced next change to be made as improvement then repeat questionnaire.

What changes we made / are making

PDSA1- A sample of both patients and staff members regarding their thoughts on current Badges.
PDSA 2 – development of badges, prototype.
PDSA3- taken to feedback group regarding symbols
PDSA4- redid some symbols following feedback group.
PDSA5- Took symbols for final approval from feedback group.
PDSA6- ordered first sample of badges and released on wards.
PDSA7- A sample of both patients and staff members regarding improved badges

The impact

- The feedback so far has been positive, we had great feedback from social media and also from the second questionnaire. This had identified changes to be made for the next batch of badges but enabled me to see the impact of the change implemented.



Leadership learning

- Learning that this had provided is regarding relationships with key people. This course has enabled me to network with others to identify key people to engage with and given me the confidence to approach and given me communication skills.

Next steps

- My next step is to develop the changes identified with the badges and repeat the trial to see if this improvement is identified as positive. Once this is done and we have seen the improvement I can go back to leadership key investors and suggest a change trust wide.