

Always Events[®]

Tips for a successful implementation

This infographic provides tips for helping with the successful implementation of Always Events[®]. It is based on findings from an evaluation carried out by Picker which drew on information collected from regular update calls with sites, interviews with staff and analysis of data collected from service users.

A copy of the evaluation report is available to download from the Picker website.

Engaging Frontline Staff

- Ask a pilot ward/area to **volunteer** if they are interested in Always Events.
- Ensure frontline staff from the pilot ward/area are **involved from the start**.
- Gather **feedback from staff** during testing and then act on this to address any concerns.
- Staff need to **see the benefits** of implementing the Always Events for service users.
- Always Events should **not over-burden staff** but should be easily embedded in day-to-day practice.

Co-Design with Service Users & Staff

- Ensure the area of focus for your Always Event is **identified by service users**.
- Engage with service users to suggest ways to improve care and **co-design** your Always Event **with them**.
- Build on **existing patient groups/panels** and use any **service user representatives** in the trust to help with recruitment.
- Think creatively about how to recruit and engage patients/service users, such as using **social media**.

Always Events[®]

Always Events[®] are aspects of the patient experience that are so important to patients and family members that health care providers must aim to perform them consistently for every individual, every time.

Importance of Measurement

- Measure the Always Event activities during testing and **make changes** to the process to ensure success and sustainability.
- Show how your Always Event is being **implemented reliably** for every service user.
- Important to consider how the **impact** of your Always Event can be measured **at the start** of the project.
- Identify if there is any **dedicated staff resources/expertise** to help with measuring and evaluating outcomes.

Maintaining Momentum

- Have a **team** of people involved in co-designing your Always Event, including service users.
- Ensure there is **senior staff support** to provide accountability and commitment to the work.
- Your Always Event should form part of your trust's overall **quality improvement strategy**.
- Leaders should **communicate the impact** of the initiative and how it can help achieve the broader goals of improving patient experience.