Care Experience Improvement Model (CEIM) Cohort 2 Learning Session 1

Perth Theatre, Tuesday 27th August 2019

Event Outline
CEIM Cohort 2 - Learning Session 1

The Person Centred Health and Care Programme hosted the first of 3 Care Experience Improvement Model (CEIM) Learning Sessions at Perth Theatre in August. These learning sessions are intended to provide health and social care teams with the knowledge and tools to enable them to implement and embed the CEIM approach.

Eighteen care teams from across Scotland joined us at this first session and will be working over a 6 month period to apply this model to their own setting.

To support their progress, enable sustainability and further spread, these teams are also being offered local coaching support and regular project surgery calls.

Care teams will feedback on their progress at Learning session 2 in November 19.

Care Experience Improvement Model (CEIM)

This model enables health and social care teams to create the process, environment and culture to effectively identify and make meaningful improvements directly related to feedback from the people who use their services in a reliable and person-centred way.

This model guides care teams to take a conversational approach to gathering narrative (or qualitative) experience feedback from people at the point of care, to adopt a routine reflective team review of this feedback, and to take an improvement approach to testing and implementing improvements identified directly from feedback.

Our 18 care team organisations...

- NHS Fife
- NHS Forth Valley
- NHS Grampian
- NHS Highland
- NHS Tayside

hcis.personcentredscot@nhs.net
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#CEIM2
Memories and feedback from Learning Session 1:

- Fast paced. Lots of information to have on board. Exciting, challenging, interactive. Lots to think about.
- I found the day enjoyable and informative.
- Great learning experience.
- Fantastic day, great opportunity. Good table facilitation. Looking forward to taking this work forward.
- Really enjoyable & informative day. Lots of good support both at the table and throughout the room. Good practice support.
- Very motivational and person centred.

CEIM spread (2018 – 2020)

CEIM Cohort 1: 17 Teams
Golden Jubilee National Hospital
Western Isle Council
NHS Ayrshire and Arran
NHS Borders
NHS Fife
NHS Forth Valley
NHS Grampian
NHS Greater Glasgow and Clyde
NHS Lanarkshire
NHS Lothian
NHS Tayside

CEIM Cohort 2: 18 Teams
Aberdeenshire Council
Aberdeenshire Health and Social Care Partnership
Alcohol and Drugs Action
Angus Health and Social Care Partnership
Children’s Hospice Association Scotland (CHAS)
Dundee Health and Social Care Partnership
NHS Fife
NHS Forth Valley
NHS Grampian
NHS Greater Glasgow and Clyde
NHS Highland
NHS Lanarkshire

Future Learning Sessions:

- Session 2: Wednesday, 27th November. Perth Theatre
- Session 3: Wednesday, 18th March. Perth Theatre

Further Information

Contact us at: hcis.personcentredscot@nhs.net

Contact the team

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For further information and resources, go to: http://www.knowledge.scot.nhs.uk/personcentred/events/care-experience-improvement-model-ceim.aspx