

Ask Engine how to...

Improve your understanding of people's experiences.

Design and redesign better services through insight.

Engage service users and staff in service design and co-production.

Develop your service culture and capacity to listen, collaborate and create together.

EBD Health Check

How good is your organisation at using the experiences of users to inspire and inform service design?

The higher your overall score, the more likely it is that you will be able to successfully adopt **experience-based design** approaches. Also, the more likely it is that you are already in a good position to respond to the needs and expectations of patients.

Score from 1 to 5 to describe how true each statement is for your organisation (5 is high).

Improve your organisation's understanding of people's experiences.	1-5
The Chief Executive and senior managers have a good understanding of the top five complaints and compliments made to front line staff about current service design and delivery.	
The reasons for patient errors, no shows, complaints and incidents of conflict are known and obvious.	
Senior managers are aware of common mistakes made by patients and their families in using the services you provide.	
There is an experience measurement framework of some kind in place.	
There is a shared understanding of the terms 'customer satisfaction' and 'patient experience'.	
SUB TOTAL (out of 25)	
Design and redesign better services through insight from service users.	
Generally, staff and managers have an accurate perception of the real needs of patients.	
Staff and managers use information about patients' experiences and levels of overall satisfaction in service planning.	
The ways in which services are delivered and communicated, including the physical environment, online and printed communications, staff roles and processes are adjusted routinely in response to improvement opportunities.	
Staff and managers own and resolve problems that are perpetuating poor experiences for patients.	
Staff cite examples of where services and the experience has been improved as a direct result of working with patients.	
SUB TOTAL (out of 25)	
Engage service users and staff in service design and co-production.	
Frontline staff are seen as having a vital part to play in service design.	
Staff are involved in the planning of major service improvements.	
There are regular attempts to run improvement projects involving frontline staff, patients and clinicians.	
The skills and resources are available to facilitate insight and improvement projects involving frontline staff, patients and clinicians.	
Working across departmental and professional boundaries is easy.	
SUB TOTAL (out of 25)	
Develop a service culture and capacity to listen, collaborate and create together.	
There is a vision or high-level patient experience strategy that describes how patients, families and staff should experience your organisation.	
Staff and management teams routinely reflect on the ways patients are experiencing services.	
There is a recognised service design process of some form in place.	
Frontline staff and managers reference a set of service design principles in service planning.	
Managers routinely discuss and benchmark the way services work in other areas of health and in other industries.	
SUB TOTAL (out of 25)	
TOTAL (out of 100)	