EBD: CURRENT AND FUTURE ACTION

Concepts/Tactics Already Incorporated

1. Describe the EBD methods and tools that you are already using in your improvement work for Health Links.

Future Action

2. In what new way(s) will you incorporate patients/caregivers into your improvement work? (i.e. the diagnostic phase to understand the issues from a patient perspective, the solution generation phase to help identify change ideas, the testing and implementation phase to achieve improvements)

3. Which of the following Capture tools will be useful to capture the patient experience for your Health Links work, how many patients will you include, and how might you recruit/engage them?

Tools for Capturing the Experience	Number of Clients/Sites	Method for Engagement
Observation		
Experience Questionnaires (Breadth)		

Tools for Capturing the Experience	Number of Clients/Sites	Method for Engagement
Interviews with/without film (Depth)		
Diaries (Depth)		
Story Boards		
Focus Groups (Breadth)		

4. What materials and expertise will you require and who will provide it?   For example:
   - If you need a camera, video camera, or space to interview, do you already have these, or will you need to make arrangements to get these?

   - If you plan to film, do you have in-house editing expertise, or will you need to make arrangements to access this expertise?

   - Do you need to work with communications internally or externally to create posters or pamphlets?

   - Do you have appropriate space for interviewing individuals or holding focus groups?

5. How will you know that change is an improvement? What qualitative measures will you use, how will you display the information, and how frequently will you collect data?