Teams Together
Working with integrated teams to transform practice using behavioural science

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Introduction

- Five Year Forward View New Care Models vanguards¹
- HEE NW Workforce Transformation
- Cultural challenges associated with integrating health and care teams
- Applying behavioural principles to working differently in healthcare (Univ of Manchester)
- Characteristics of the future workforce (HEE Framework 15)²
Characteristics of the future workforce

Developing a workforce that...

- Supports individuals and their carers to **prevent ill health and manage their own care** where appropriate
- Makes decisions and plans care in **partnership** with patients
- Maintains a degree of generalism, adaptability and generic skills to deliver the right care at the time it is needed
- Works in **multi-disciplinary, multi agency teams** and has skills that span traditional professional/organisational boundaries
- Delivers care **across a range of settings** where it is most needed
- Works flexibly across different times of the day/week
- Is able to understand and use the latest research, informatics and genetics to **innovate and continuously improve care**
- Provides compassionate care reflecting the values in the **NHS Constitution**

Vanguard teams are at the forefront of these changes
Vanguard teams

This might mean teams need to implement many changes in what they do. e.g.

- Making decisions to develop or change care pathways
- Liaising with new or different individuals to deliver care closer to home
- Following new processes and procedures to reduce admissions
- Talking with patients differently to promote self-care
- Using new or different technology systems to avoid duplication and repetition

And many more....
To implement any practice change, individuals in a team need:

- We often train our teams to help their **capability**
- We must also understand **motivational factors**, eg, what is normal/habitual, people’s view of costs vs. benefits of change
- ....and if they think there is the time, resources and other **opportunity** factors to make changes to their practice in real life
The Capability Opportunity Motivation - Behaviour (COM-B) model

- The COM-B model is the core part of a wider approach for developing interventions called the Behaviour Change Wheel\(^3\)

- An international expert consensus group developed the wheel through synthesising 19 existing behaviour change frameworks in the research literature
The COM-B model can be used by health psychologists to:

1. Understand what is getting in the way of making changes to practice for the team
2. Develop tailored interventions with individuals and teams to help

This use of behavioural science theory, methods and evidence has been shown to be effective in many areas of healthcare e.g.:

- Management of Sepsis
- Paediatric emergencies
- Audiology
- Diabetes prevention
- Promoting healthy environmental behaviours
- Implementing cardiac rehabilitation guidelines
- Delivering health checks
Vanguard teams

This approach could support your teams to implement necessary changes.....

- Making decisions to develop or change care pathways
- Liaising with new or different individuals to deliver care closer to home
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- Following new processes and procedures to reduce admissions
- Talking with patients differently to promote self-care
- And many more....
The Teams Together programme: What does it look like?

**Identifying phase**
Workforce lead and teams identifying 1-2 teams to work with, who are struggling to make changes to their practice.

**Exploring phase**
Time needed: flexible according to team availability
Meeting the team to identify priorities & explore using behavioural principles (methods could include observations, discussion with individuals, questionnaires or focus groups, based on availability of team members).

**Deciding phase**
Time needed: 1-2 hours
Feeding back our findings to the team & making plans on recommendations and interventions, ideally in an existing team meeting.

**Implementing phase**
Time needed: To be decided
Putting in place tailored behavioural interventions to help with identified issues. This could include training, or changes to systems and processes to make practice changes easier or more motivating.

**Evaluating phase**
Time needed: Up to half a day
Using the same methods to explore whether the interventions have helped.

Up to 6 months in total.
Key References


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Thank you: we look forward to working with you

Please feel free to get in touch:

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