Development of a Web-application to Train Staff on ReSPECT - A New Process for Emergency Care and Treatment Planning

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Background
The ReSPECT (Recommended Summary Plan for Emergency Care and Treatment) process is a new care planning platform that facilitates anticipatory discussions and shared decision making between clinicians and patients and the documentation of recommendations for treatment and care in an emergency situation, including recommendations related to CPR, when a person cannot make or express choices. The recommendations are recorded on the ReSPECT form.

Conversations about emergency care and treatment planning can be challenging and complex. Health and care staff in all settings need training and support to develop confidence and skills for these conversations and to complete the ReSPECT process effectively. An innovative web-application was developed to serve this need.

Aims
• To develop an educational web-application to train health and care staff working in all settings to use the ReSPECT process
• To collect feedback on the use of the web-app from ReSPECT implementer sites

Methodology – App development
A multi-phase and iterative approach to web-app development:
• Discovery phase interviews with health and social care staff across the UK: experiences of different sites shared their experience of emergency care planning and engagement with online learning which informed the key features and design process for the app
• The development was overseen by a steering group of key representatives of relevant organisations including UCLPartners, the Resuscitation Council (UK) and the national ReSPECT Expert Working Group
• Beta-version underwent usability testing with health and social care staff and members of the steering group to reach a final version

Web-app features
• Web-based format chosen as it can be accessed via a range of mobile devices
• During registration users are able to choose their role, work setting and patient groups in order to create a tailored learning pathway (Fig 1a,b)
• The app includes five modules covering: ‘What is ReSPECT?’, ‘Who is ReSPECT for?’, ‘Having a conversation about ReSPECT’, ‘Completing the form (The practical stuff)’, ‘How to care for someone with a ReSPECT form’ (Fig 1c)
• Animations, text, interactive scenarios, podcasts and downloadable worksheets were developed to cater for a range of learning styles (Fig 2a)
• Multiple interactive case profiles and case scenarios cover the key learning objectives (Fig 2b)
• Users can prepare for and de-brief following difficult conversations to facilitate reflective learning (Fig 2c)
• The app is freely available from www.respectprocess.org.uk/learning

Areas for improvement:
• Web-app launched 12th September 2017 at NHS Health and Care Innovation EXPO
• User base has steadily increased since the launch (Fig 3a,b)
• Key user statistics about the web-app can be accessed via Google Analytics (Fig 4)

Methodology – Web-app evaluation
App usage feedback was gathered through submissions via the in-app contact form and through questionnaires and follow-up calls with a sample of key individuals from sites who are currently planning for or have implemented ReSPECT.

We approached fifteen people from different ReSPECT implementation sites across England and Scotland. Eleven individuals responded and their data are included in this project.

Results
Positive feedback:
• Very popular across staff groups and particularly with nursing staff
• User friendly – simple and intuitive to use
• Good mix of useful case examples, example forms and scenarios
• Interesting and challenging multiple choice questions in quiz
• Helpful frequently asked questions (FAQs)
• Allows self-directed learning
• Helpful reflection tools
• Animations/videos

Areas for improvement:
• Lack of certificate option (this has now been developed)
• Inability to monitor usage or compliance
• App being web-based and not downloadable from app store
• Difficulty accessing app from some browsers
• Too much material, particularly text
• Need for more thought-provoking content for certain professional groups
• Need for more information on rationale for ReSPECT process

Conclusion
The findings of the evaluation will be used by the National ReSPECT Education Subgroup to identify areas of development of the ReSPECT web-app to improve the usability and usefulness of the app for implementer sites.