Feedback and Recommendations Report

‘Integrating for Better Outcomes’ Remote Participation Event, August 28th

Background Context:

In conjunction with the Remote and Rural Healthcare Educational Alliance (RRHEAL), the Scottish Social Services Council (SSSC), NHS Education for Scotland (NES), the ALLIANCE, the Joint Improvement Team (JIT) hosted a Remote Participation Event on August 28th 2014 to follow up the Integrating for Better Outcomes conference held on June 12th in Edinburgh.

Over 100 delegates at 11 remote sites across Scotland were connected by video conference to share the best content and material from the original integration event. This report attempts to review feedback from the event and provide timely recommendations (see Page 8) for improving the Remote Participation Conferencing model as the Technology Enabled Care (TEC) Programme for 2014-16 is launched.

Importantly, a clear focus point for the new TEC programme is “Expanding the use of video conferencing through using the experience of the NHS video conferencing systems to enable partner organisations across all health and social care sectors to participate and benefit, as well as growing its use for clinical consultations.”

- TEC Programme Guidance Notes (2014-2016)

Objectives for the Remote Participation Event:

- To test a new model of remote participation for a diverse group of practitioners.
- To focus on the delivery of the National Outcomes for Health & Wellbeing, through the integration of health and social care.
- To support the sharing of practice across Scotland.
- To generate peer review and support.

Technical Key:

VC: Video Conference

Host Venue: The venue responsible for Chairing the event on the day, hosting presenters and broadcasting PowerPoint and multimedia presentations to other Remote Sites.

Remote Site: A venue with VC facilities installed which is connected up to the Host Venue and other Remote Site’s by the national Bridge to enable audio and visual communication.

Bridge: Provided by the NHS Scotland Video Conferencing Service, the Bridge connects multiple VC sites together. Bridge bookings are made by email by completing this form.

Lecture Mode: Centrally controlled by the Bridge, Lecture Mode allows a venue to broadcast content full-screen. This maximises the audience’s view of the presentation.

Site Host: Each of the Remote Site’s involved will have an administrative contact that will make the VC room bookings and depending on the arrangement, coordinate local catering.

Technical Lead: Each Remote Site should have an IT expert. They will work with the Site Host to ensure that the VC room is prepared, the unit tested and ready for use on the day.

Delegate Lead: As the Site Host or Technical Lead won’t be present at the Remote Site, a delegate lead is nominated as a point of contact for urgent enquiries on the day of the event.
Summary of Remote Participation Event feedback:

Participants surveyed provided a largely positive level of feedback, with 74% of participants selecting the two highest satisfaction ratings for the event (4 or 5, out of 5). Participants welcomed the opportunity to engage with the integration agenda in this novel way and connecting with local contacts. Feedback delivery partners and participants shows broad cross-sector support for developing this event model for future events.

“We should increase the regularity with which Remote Participation events are offered to make this routine rather than the exception, helping delegates with information flow and those facilitating (who are less familiar with VC for example) to become more familiar with such modes of delivery”.

– Fiona Fraser, Project Lead (RRHEAL)

While a small handful of technical glitches were identified with multimedia playback, these teething problems can be overcome and participants are enthusiastic about the prospect which video conferencing presents as a method for facilitating local discussion.

Feedback from discussions with delivery partners and delegates are presented here in themes along with actionable recommendations that will help to develop the Remote Participation Event into a robust model for future events.

1.0 The NHS Scotland National Video Conferencing Service

One month prior to the event, the JIT made contact with the NHS Scotland National Video Conferencing Service and struck a positive relationship with the Senior Video Conferencing Officer who provided support with multisite bridge bookings and VC training.

1.1 Bridging of Remote Sites:

Successfully connecting 11 VC sites together via the NHS Bridge was a remarkable achievement and credit is owed to the NHS Scotland National Video Conferencing Service for ensuring that the correct VC units were connected up on the day.

A lot of preparation was put in by the event organisers, specifically the Remote Sites who participated in a “Test Run” one week prior to the event. Two dry runs were coordinated by the JIT via a Doodle Poll and a separate Bridge booking was made for each of the two tests. These tests were overseen by the Bridge and the JIT.

While the majority of Remote Sites involved in the event were very accommodating, some sites were less engaged in preparatory work. It could be beneficial to develop a more collaborative approach to event delivery in the future that ensures Remote Participation Conferences run as smoothly as they can. In support of this, the contract should involve local VC tests being conducted by appropriate and properly briefed members of staff.

Recommendation 1: Ensure that the Technical Lead or Site Lead are present at their VC test to enable effective testing of both the camera and microphone by event organisers.
1.2 Lecture Mode:

In order to present PowerPoint displays in full-screen mode, the NHS Bridge assigned Lecture Mode to the host venue at Ninewells Hospital in Dundee. At present, Lecture Mode can only be controlled by the National Video Conferencing Service in Edinburgh.

While Lecture Mode worked well, the demands placed on the Bridge to switch in and out of Lecture Mode (10-15 times on the day) are unsustainable and a precise schedule had to be stuck to by the Host Venue. When the Host Venue ran three minutes ahead of schedule, a key presentation had to be stopped midway as Lecture Mode had not yet been assigned.

**Recommendation 2:** Lecture Mode is an essential feature for any Remote VC event of this scale. The issue of requiring a member of the Bridge to supervise the event and switch into Lecture Mode is unpractical and could be negated if the Host Site was enabled to control the Lecture Mode setting independently. Remote Site control of Lecture Mode would also allow for a greater degree of flexibility with timings and schedule. This may require a policy amendment for the NHS Scotland video conferencing service.

**Recommendation 3:** Invest in the development and or procurement of software that allows a Host Venue to facilitate the smooth running of a Remote Event and reduce the onerous demands placed on the Bridge service on the day. The option of assigning Lecture Mode to other sites, as WebEx allows with its “Ball” feature, would also be useful, as would a split screen function that allows dual display of presentations and video feed.

2.0 Broadcasting of Multimedia Content

In the run up to the event, a package of multimedia material was prepared for the Remote Event and circulated to all of the Remote Site facilitators. This was done as a precaution to allow facilitators the option of running the event independently in the event of VC failure.

Content was uploaded to the JIT Website with links to Vimeo videos due to be streamed on the day. This method of circulating media content to allow Remote Site facilitators was effective, however broadcasting multimedia content from the Host Venue was more difficult.

2.1 Video Playback:

Streaming pre-recorded video material via Vimeo and broadcasting from Ninewells was one of the most technically challenging aspects of the day, but this needn't be the case.

While many sites appreciated the video content and valued the stories communicated by each one, the Host Venue faced recurring issues with each video, with local internet security blocking the video 1.5 minutes into playback. This caused some disturbance to participants attending the Host Venue at Ninewells Improvement Academy. While the Technical Lead their had tested the videos in the room beforehand, the videos had not been tested for their duration.
Recommendation 4: Partners should consider the feasibility of broadcasting video content from an offsite VC unit instead. Alternatively, Remote Sites could be asked to play video content locally. Full playback of all video materials should be tested beforehand.

Recommendation 5: An alternative measure for ensuring playback of multimedia content is to provide Site Hosts with .MP4 video files and PowerPoint presentations via FTP or CD for transfer onto a security approved USB stick prior to the event. These files should then be tested and loaded onto the designated PC or laptop held at the facility before the event.

Recommendation 6: An additional cautionary measure is for the event organiser to visit the Host Venue one week prior to the event to familiarise themselves with the VC unit, the remote control and the PC/Laptop set-up that’s going to be used to broadcast content.

2.2 PowerPoint Presentations:

An amalgamated PowerPoint incorporating all of the presentations scheduled for the event was prepared and circulated ahead of the event to each facilitator. On the day it became apparent to the Host Venue and Remote Sites that some slides weren’t visible to participants. This was due to the ‘busy’ nature of specific slides, with too much information on them. Complex, graphic heavy slides should therefore be avoided in the future.

On an audio front, microphones installed in the ceiling of Ninewells Improvement Academy struggled to pick up the presenters voice. Feedback was received from two Remote Sites which confirmed that delegates sometimes found it difficult to hear the presenter’s voice.

Recommendation 7: Provide guidance to presenters with a list of Do’s and Don’ts for preparing PowerPoint slides for VC broadcasts. This could be a PowerPoint template which gives examples of appropriately simple and easy to read slides.

Recommendation 8: Advise Host Venues to install wireless clip-on microphones that link in with the VC unit’s AV system, ensuring presenters can be properly heard across all venues.

Recommendation 9: Provide specific training to facilitators responsible for broadcasting PowerPoint presentations, including guidance on how to switch the View Mode on their VC unit. This will ensure that participants at the Host Venue can see the PowerPoint full-screen.

3.0 Remote Site Workshops and Discussions

3.1 Facilitated sessions at local venues:

There was significant merit to having a skilled facilitator present at the majority of Remote Sites. This was a big attraction for local participants taking part in the event. However according to feedback, more local context and background on the 9 Outcomes for Integration to support this workshop would have been useful. Similarly, some participants would have preferred more time for discussions locally, over involving other health boards.

Recommendation 10: Maximise opportunity for local discussions and workshops, including discussions specific to local issues. Whilst this can be determined by the event programme
in theory, a degree of flexibility is also required on the day to achieve this. The current process for assigning Lecture Mode prevents this (see 1.2 Lecture Mode).

**Recommendation 11**: Invite local partnerships and organisations to submit background information and documents about local initiatives and Examples of Practice relating to integration (or subject relevant to event).

**Recommendation 12**: Ensure that Facilitator Packs (including the Facilitator Brief and a screenshot of the VC room booked) are sent to facilitators at least one week prior to the event to allow plenty of opportunity to print.

### 3.2 Collaboration with local Health Boards:

Beyond logistical and technical input, little provision was made by JIT and delivery partners for engaging with local partnerships during the planning stages of the event.

NHS Grampian and NHS Shetland contacted the JIT one week prior to the event stating that it would have been useful in retrospect to involve them in event planning allow them to contribute to the agenda and ensure that key staff were present. This would also enable local partnerships to signpost participants to information and resources on local integration.

Reflected in correspondence with partnerships and participant feedback from the event there is a desire for greater provision of local context. NHS Ayrshire & Arran proactively contacted the JIT two weeks before the event to supply local facilitators for their Remote Site with an information pack on integration initiatives being progressed locally. These were incorporated into the Resource Zone that was clicked through and explored on the day by VC.

Event facilitators have also suggested that they would benefit from a short training workshop (delivered on site or remotely) around operating their VC unit, displaying video content and broadcasting presentations across the Bridge.

**Recommendation 13**: A delivery contract which sets out the expectations of each Remote Site should be created and used for future events, coupled with an invitation to take part in VC training.

**Recommendation 14**: Video conference training should be provided to facilitators and supported by a brief guide to hosting Remote VC events. Training could form part of a wider outreach programme that encourages cross-sector usage of VC units throughout Scotland.

### 4.0 Social Dimensions of Video Conferencing:

Many participants valued the ability to share and listen to personal stories around integration through event workshops. When asked what people would take away from the event, one participant said “It’s important to remember to continue being human and to see others as having needs and priorities different to mine”.

A key benefit of hosting a Remote Participation Event is the ability to create small clusters of experience specific to individual localities and partnerships. This results in a more intimate
environment for participants, conducive to personal discussion and exchange. This would have been difficult to achieve at a larger conference venue with +150 people. One participant reflected:

“I think that this is the way to go! Small groups feeding into others to get a bigger picture and understanding.”

- Participant feedback from Remote VC Event on Integration (August 28, 2014)

Beyond time, money and CO2 savings made, giving participants the confidence to open up and build local friendships, without losing sight of the bigger picture, feels like an important step. Event organisers were also successful in securing an appropriate level of cross-sector representation and attendance at each site.

5.0 Logistical Arrangements for Remote Sites:

Much of the logistical coordination for each site was arranged by the JIT through local Site Hosts and Technical Leads. While shortcomings occurred at some venues with regards to provision of refreshments like Tea and Coffee, these can be avoided in the future through a more collaborative arrangement to event management and delivery with local partners.

5.1 Local catering arrangements

At some Remote Sites (e.g. Dumfries) hot drinks weren’t allowed inside the VC room itself. This had practical implications on the flow of workshop sessions as delegates moved in and out of the room. One solution is to host workshops in breakaway areas outside of the VC room itself, although this does require additional room bookings to be made ahead of time.

The JIT found organising local catering (tea, coffee, cake) to be fairly challenging, with a number of procurement hoops having to be jumped through in order to make progress. A more collaborative approach is advised for future Remote Events which puts Remote Sites in control of organising standard catering.

**Recommendation 15:** In addition to the VC room, a breakaway room with tables and chairs should be booked where possible to allow for workshops to take place in areas where tea and coffee can be consumed.

**Recommendation 16:** An informal contract or agreement with each Remote Site should be drawn up for providing logistical support and catering. This can be signed off by each lead organisation, allowing smoother organisation of Remote Events in the future. This would reduce the burden on the JIT team to make catering and other logistical arrangements in regions where they are unfamiliar with the local procurement process.
5.2 Maps of venue, car parking and accessing information on VC rooms:

Because 90% of the Remote Sites were located in the grounds of busy hospitals (where the majority of Scotland’s high speed VC facilities are located), a small handful of participants and facilitators had trouble finding the venue and found it difficult to locate car parking space.

On arrival some facilitators were surprised by the size and/or layout of the room allocated. A simple screenshot acquired during initial VC tests, emailed to each facilitator beforehand, may help facilitators to plan their workshops better.

**Recommendation 17:** A printable site map for each venue, highlighting the exact location of the VC site and nearby visitor car parks should be prepared by the remote venue or event organiser and circulated to all delegates ahead of time.

**Recommendation 18:** Specific info about VC rooms could also form part of a national database of VC facilities (via Google Map Maker) to help encourage organisations to organise their own VC conferences. Site specific information should include VC dial-in numbers, room capacity and contact details for the local technician and admin team.
## 6.0 Summary of Recommendations

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