

# How to use this Inpatient (Staff) Experience Based Design Tool

## Guidelines for Health Care Professionals

- This questionnaire can be completed by any grade of staff working with frail older people.
- The domains in the tool have been selected by frail older people as 'what matters to them' during a hospital stay
- To complete the form, first select an emoji to indicate how you felt in the relevant domain. Then select an emotion to explain how you felt.
- Finally, the comments box can be used to capture a comment explaining what made you feel that way.

Please read the following statement before you start responding to the questionnaire:

*"Responses to this questionnaire are completely confidential. You do not need to enter your name, role, workplace address or any other personal information. Please answer all of the questions honestly, this will ensure we gather the best possible information to help improve staff experiences. **There are no right or wrong answers.**"*



Name of Hospital:

Date:

Job Role:

**Reflecting on your service, and thinking about the patients that you have been involved with, cared for or treated in the last few days, what feelings, thoughts or emotions are provoked or triggered at each of the following touch points. Please circle an emoji face at each touchpoint.**

Being Admitted	Patients First Assessment	Patients Comfort	Communications	Delivering Treatment	Providing Hygiene	Dignity & Respect	Planning Patients Discharge
							

**If an unhappy face is selected here, what could we do to improve your experience? Please share your ideas below**

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**Please provide any other thoughts or feedback on your experience at this touchpoint**

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Using the list of emotions below, what best describes your experience, at each touchpoint?

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List of Emotions

Achievement	Motivated	Content	Unhappy	OK	Confused	Misunderstood
Positive	Satisfied	Relieved	Upset for Patients	Safe	Annoyed	Uncomfortable
Proud	Successful				Frightened	Good
Confident	Reassured	Delighted	Supported	Worried	Comfortable	Downtrodden
Frustrated	Unknowing	Sad	Stressed	Pressure	Ashamed	Apologetic
Anxious	Agitated	Angry	Awkward	Unable	Happy	Disappointed

Please add other thoughts, feedback or comments on your experience(s).