

Give an hour, get a lot more back.



Hexitime

★★★★★★
7 INNOVATION AWARDS

Objectives

Knowledge of how to improve quality is a precious commodity that is needed across all healthcare organisations but is seldom taught to the staff who could most apply it in practice. This contributes to variation in the quality of care, professional frustration, and burn-out.

The quality improvement (QI) team wanted a mechanism to improve the flow of knowledge to where it was needed when it was needed. Ideally, this had to be cost-free to the users and accessible to all.



Methods

In 2019 with a Health Foundation grant, we built an online skills-exchange digital platform in which health and care professionals could post offers or requests for help to improve care. Individuals who could service that request or benefit from the offer could connect on the platform and arrange to meet.

This works as a kindness bank in which 1 hour is rewarded with 1 credit and in which everyone's time is valued equally. Members are gifted 2 credits when they register. To earn more credits they need to support one another by offering time to help with a request/ project.

Learning

Typical Hexitime exchanges include shadowing, coaching and teaching - cultivating a culture of mutual support and continuous improvement.

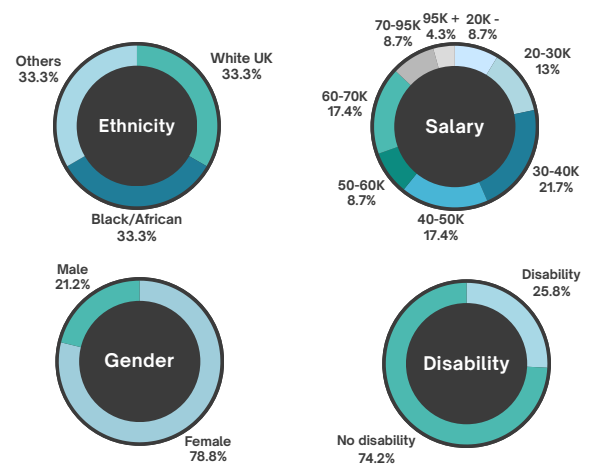
By taking money off the table, it allows individuals to work across professional and organisational boundaries. This is well suited to Integrated Care Systems and two ICS are currently hosting the staff networks on the platform.

Warwick Business School have developed the model to connect their students, faculty and alumni and thereby catalysing innovation - A rare example of an NHS workforce innovation crossing into the education sector.

Hexitime remains free to join. We anticipate that with further investment it could be utilised by more staff networks and organisations, with even greater impact.

Results

Since its founding, Hexitime has grown in membership to nearly **4000 health and care professionals** from across the UK who have exchanged over 1000 hours of improvement skills at an increasing rate.

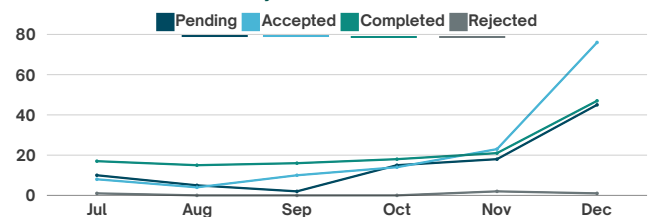


Membership has grown fastest amongst those from minority ethnic groups, women and those from lower socio-economic groups. We believe this is because **Hexitime advantages those who are institutionally disadvantaged** and lack an educational budget or access to support.

We have also been able map the connections of those completing exchanges in the [social network map](#), demonstrating the effective flow of knowledge.

Exchanges

July - December 2022



[Listen to full testimonial](#)

Hexitime also offers the chance to donate time to projects devised by QI leaders within trusts. This means individuals can support strategically important improvement programmes that they may otherwise not have awareness of or access to.

Dr Willow Fox
Paediatric SHO

Join the **Hexitime** community to share knowledge and skills with healthcare professionals, and access valuable resources for improving patient care. Develop your skills, share your expertise and connect with others in your field. Sign up now and make a difference in healthcare!



Consultant Paediatrician and Head of Integrated Quality Improvement at Oxford University Hospitals NHS Trust, United Kingdom.

Dr Hesham Abdalla