



VR Champions: Beyond the headset

How VR is helping us tackle de-escalation and race inequality training

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Where we started



Rico 360 Camera (2 lens)



Cardboard headsets with phone inserts

How we got here



Eating Disorders



Burdette Project - Reducing restrictive practices (RRP)



Lawful and conscientious seclusion



De-escalation



Mind and Body / Wellbeing



Suicide Prevention





Insta 360 Pro
2



360 Video platform
& software



Pico Neo Pro with eye tracking

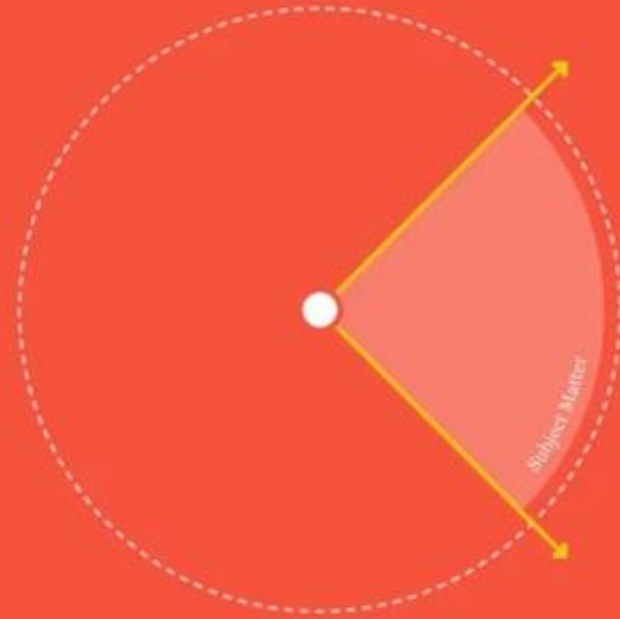


fig. 1
Traditional Camera

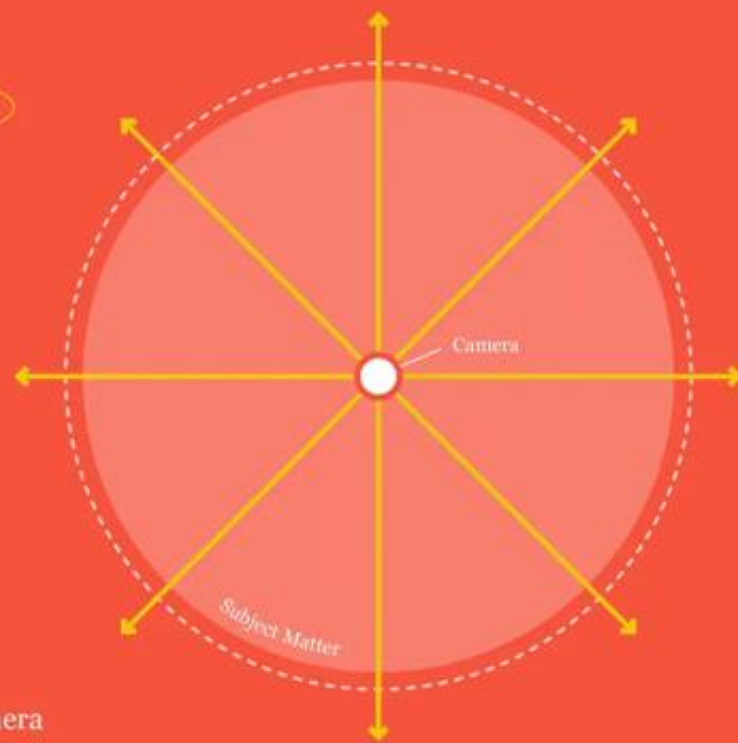
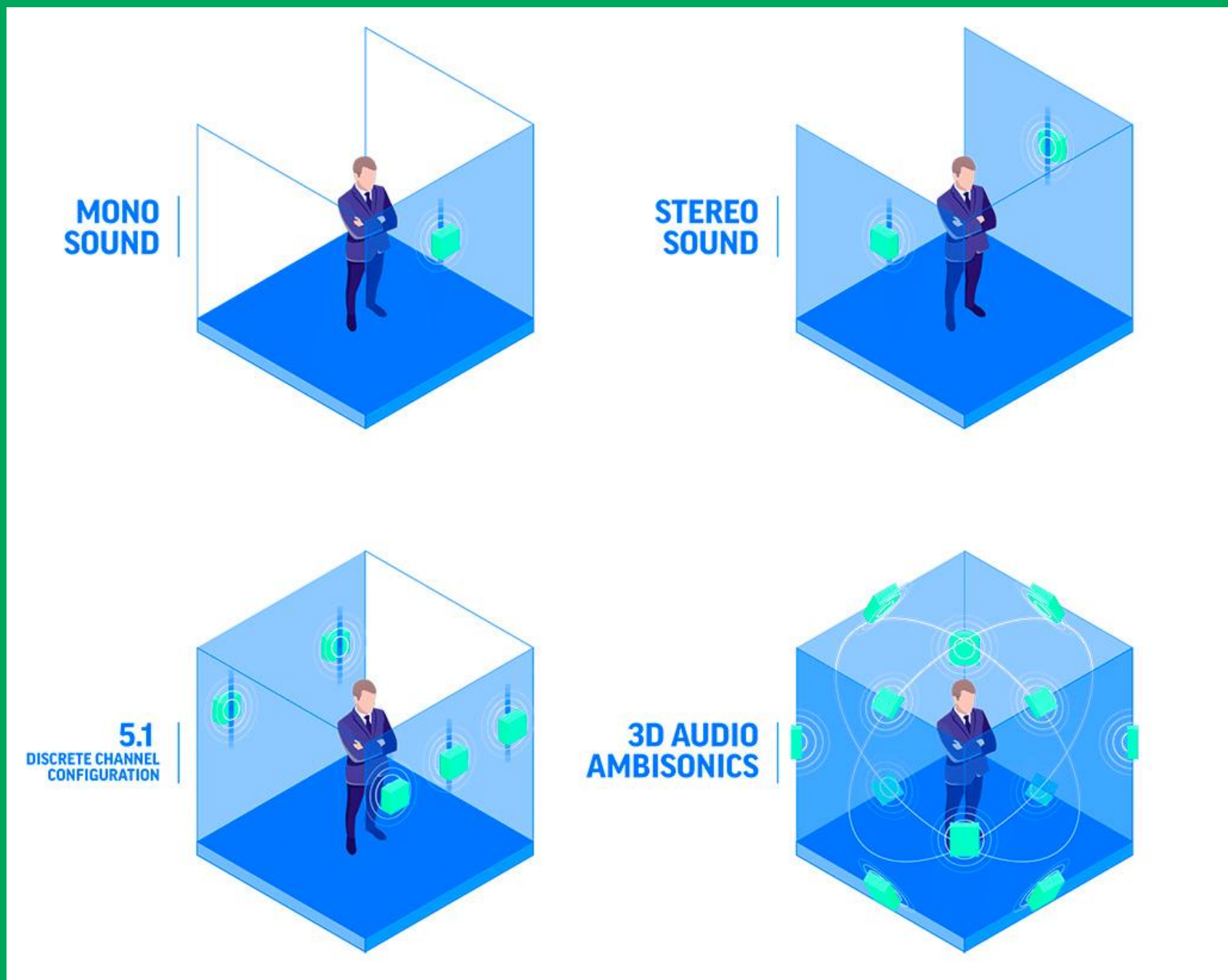


fig. 2
360 Camera

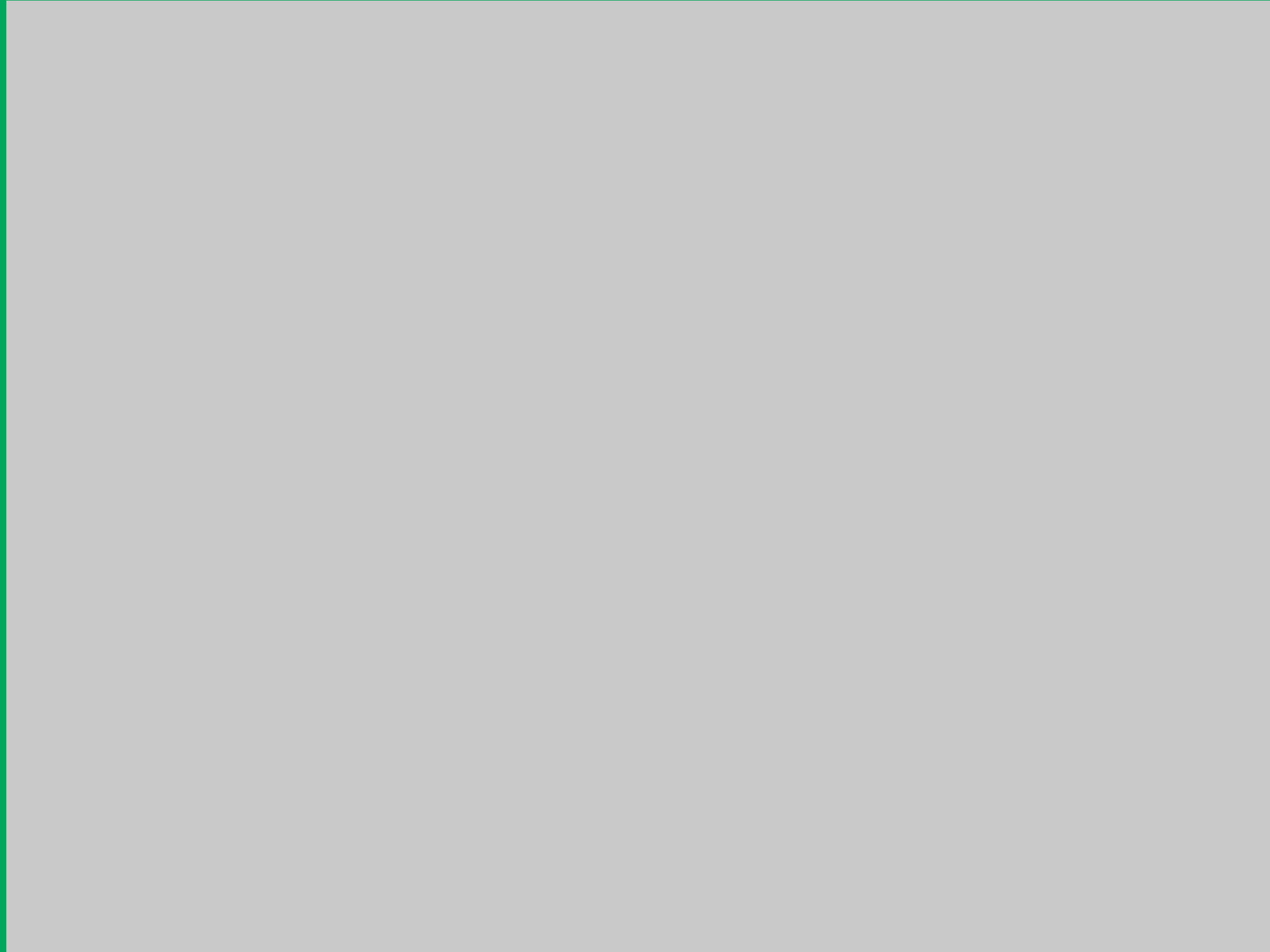
- Traditional videos force all viewers to receive only the information provided at the same time. It is the same experience every time
 - There is nowhere to hide with 360 video
- 360° videos allow for an immersive viewing experience with high levels of fidelity, accessible via a range of devices
- Often utilise a camera as a character of its own or through 1st person narrative
 - Placement of the camera during filming can drastically alter engagement and immersion for learners



Rode NT SF1



Zoom H3 VR



Phase 1 (Race inequality) - Maudsley Learning's VR Debrief Champion Programme

Select SLAM wards &
Community teams to
have access to VR
headsets

VR champions
selected from their
base to deliver
training

VR Champions receive
debrief & technical
training from expert
faculty

VR Champions
deliver training to
their teams



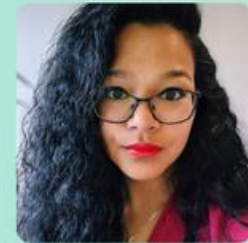
About the Tides

Videos



 @tides_study

 tidesstudy.com



- Investigates discrimination experienced by both patients and healthcare practitioners generating and perpetuating inequalities in health and health service use
- Phase 2 “walking in their shoes” project looked to turn the real life experiences of ethnic minority staff into 360 degree virtual reality videos.
 - These videos were created from interviews with ethnic minority staff before and during the Covid-19 pandemic
 - The data at the focus of this presentation came from “Tunde’s Story” - a look at night staff’s unequal access to PPE compared to day staff

Talk Debrief Model

The target step is highlighted as a description phase for this project and champions have been taught to use this step to gain a clear understanding of what learners saw and to highlight what they may have missed



T

Step 1: Target

What shall we discuss to improve patient care?
Share your perspective.

A

Step 2: Analysis

Explore your agreed target. If appropriate consider:

1. What helped or hindered...
communication / decision making / situational awareness
2. How can we repeat successful performances or improve?

L

Step 3: Learning Points

What can the team learn from the experience?

K

Step 4: Key Actions

What can we do to improve and maintain patient safety?
Who will take responsibility for those actions? Who will follow them?

+ Add Question

0:13
Alicia's Story



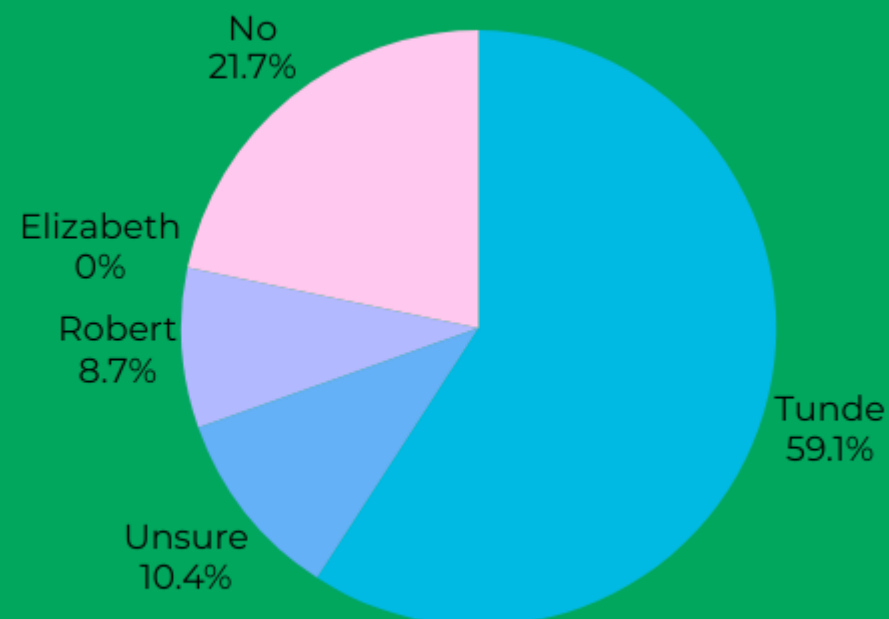




95% of users did not witness female staff member hitting wall



3 in 8 users, unprompted, highlighted the black male in the video's behaviour as being 'aggressive'

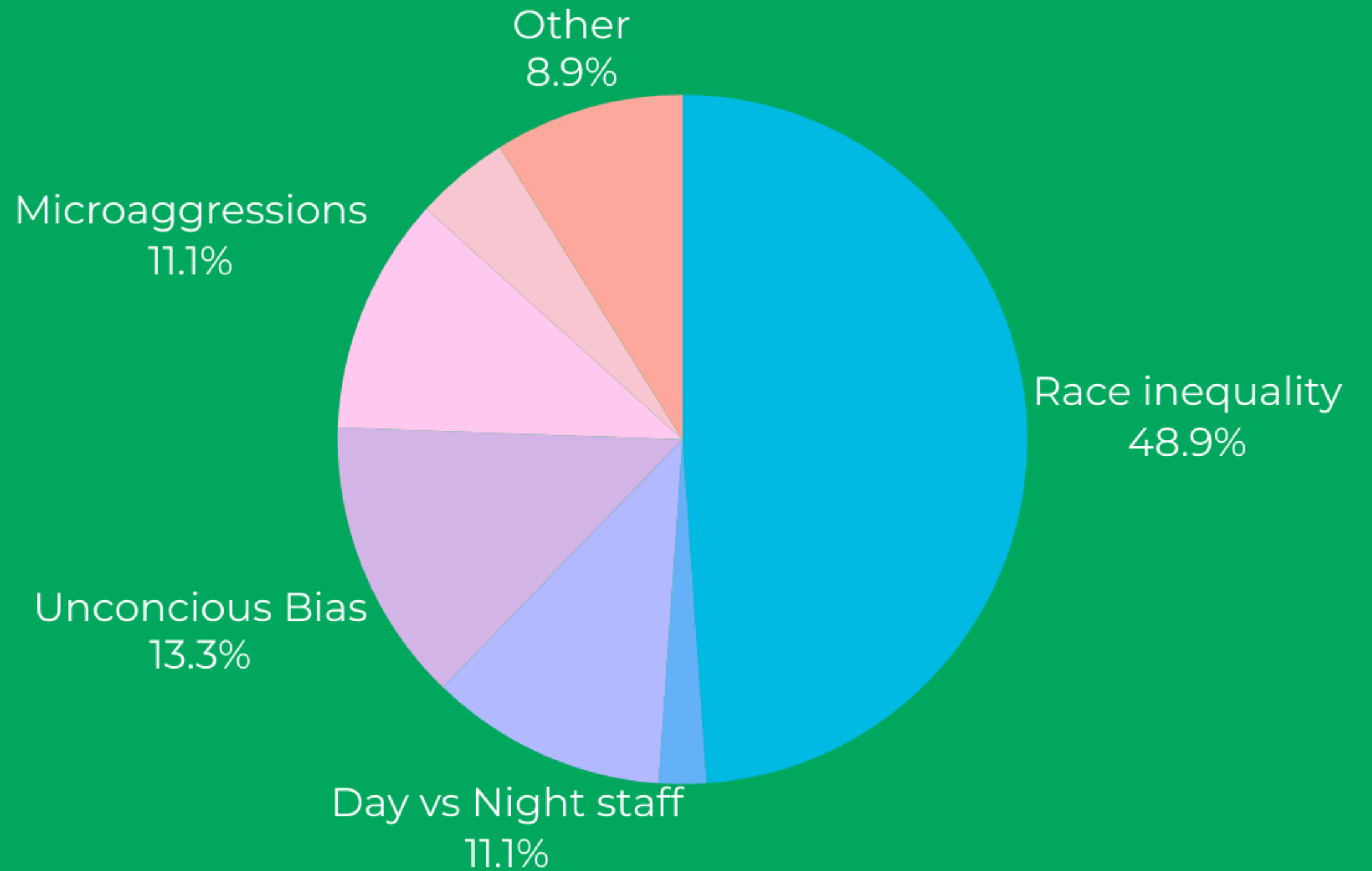


Pre debrief - When asked "is there anyone you'd consider to be at fault?" over 59% answered Tunde

100% of users witnessed the wall slap on second viewing

100% of users noted that the white male's tone was the most confrontational, while the white female's actions were the most 'aggressive', both after second viewing

Most common themes discussed in debriefs



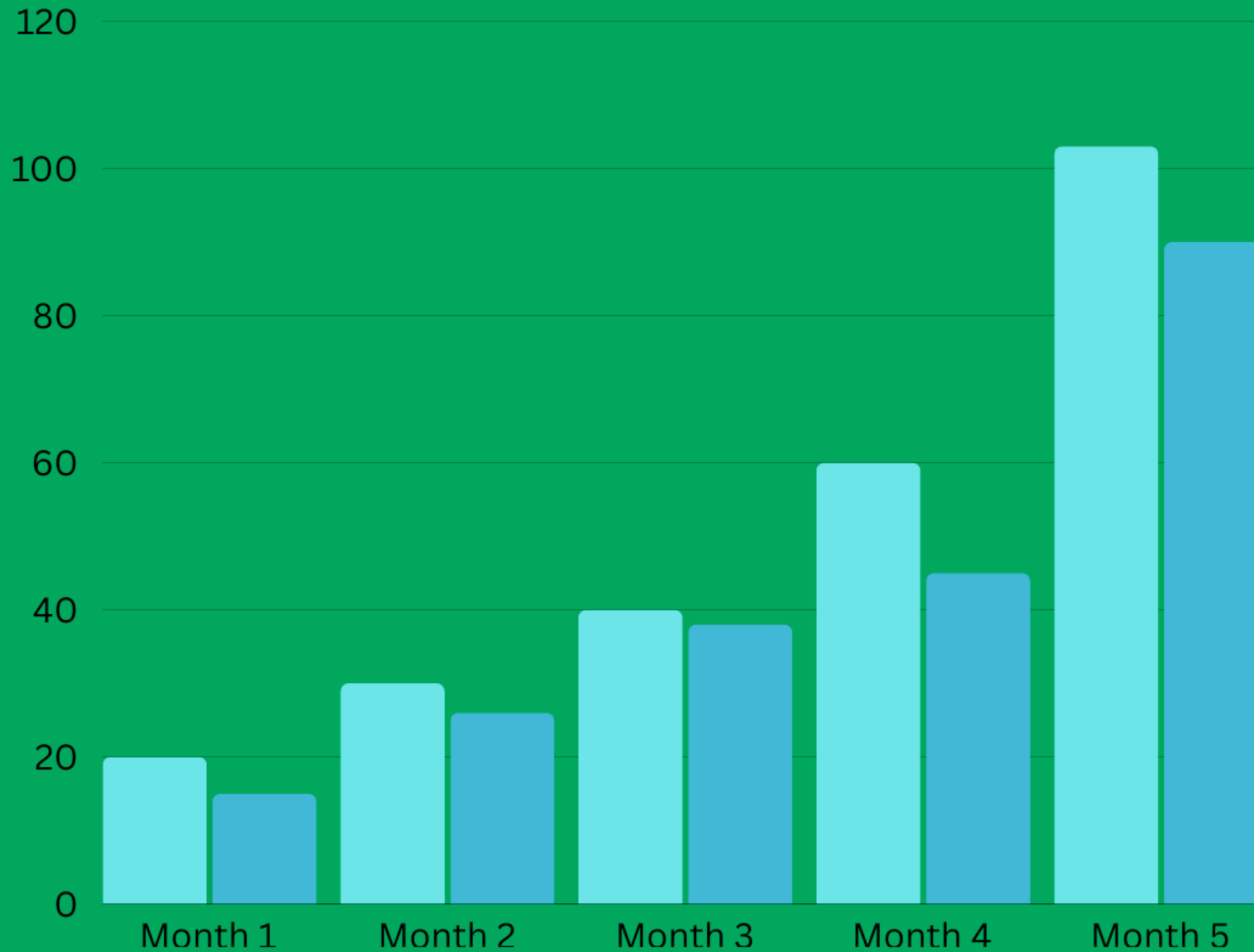
What our Learners said...

"It's made me reflect a lot more on my unconscious bias"

"Being able to go back into the scenario and look again changed my perspective entirely. I was shocked I'd been so blind"

"I felt helpless in the scenario, I couldn't take a step back so I had to face the 'uncomfortable truth' face on. A real eye opener"

"Tunde's story could have been mine. I wasn't surprised by what my group said but it's the first time I've had an open conversation at work about this (racism) before"



- **415% user increase across 5 months**
 - Average repeated use rate was **85.6%**
- Repeated use rate never dropped below 75% in 5 months
- 100% of champions achieved their training target, with 5 of 6 exceeding it
- 100% of champions worked with their direct teams to further embrace training by implementing changes or adding support as a direct result of this training

- Single view by an individual
- Repeat view by an individual in same month

Phase 2 (De-escalation) - Maudsley Learning's VR Debrief Champion Programme



Select global Acute & Mental Health NHS wards & Community teams to have access to VR headsets

VR champions selected from their base to deliver training

VR Champions receive debrief & technical training from expert faculty

VR Champions deliver training to their teams



VR Debrief Champions Programme: Phase 2

- Content around Reducing Restrict Practice and De-escalation
- Training via 1 day Live course & supplementary E-learning
- Each champion aims to show content and provide training for 20 people by March 2024
- Feedback on suitability for staff / team
- Feedback on potential improvements for your staff / team
- Recommendation's adjustments around Local policy's etc
- Feedback on ease of use

VR Debrief Champions Programme: Phase 2

- 8 Videos
- 3 patients interconnecting journeys through hospital from A&E admission to a ward
- Multiple staff involvement including clinical and non clinical
- Similar to the Tides Content much that may be missed on first viewing and multiple themes that can be looked at in each video.



Influence from phase 1

Add e learning & course recording

Champions expressed desire for further learning and ongoing reflection through e learning and replaying course recording

Increased sound design

Adding better microphones and combining with ambisonic sound for more immersive experience

EDI

Continue to develop scenarios influenced from EBE's and staff. that highlight inequality, challenge bias and stereotypes.

Creating Psychologically safe space

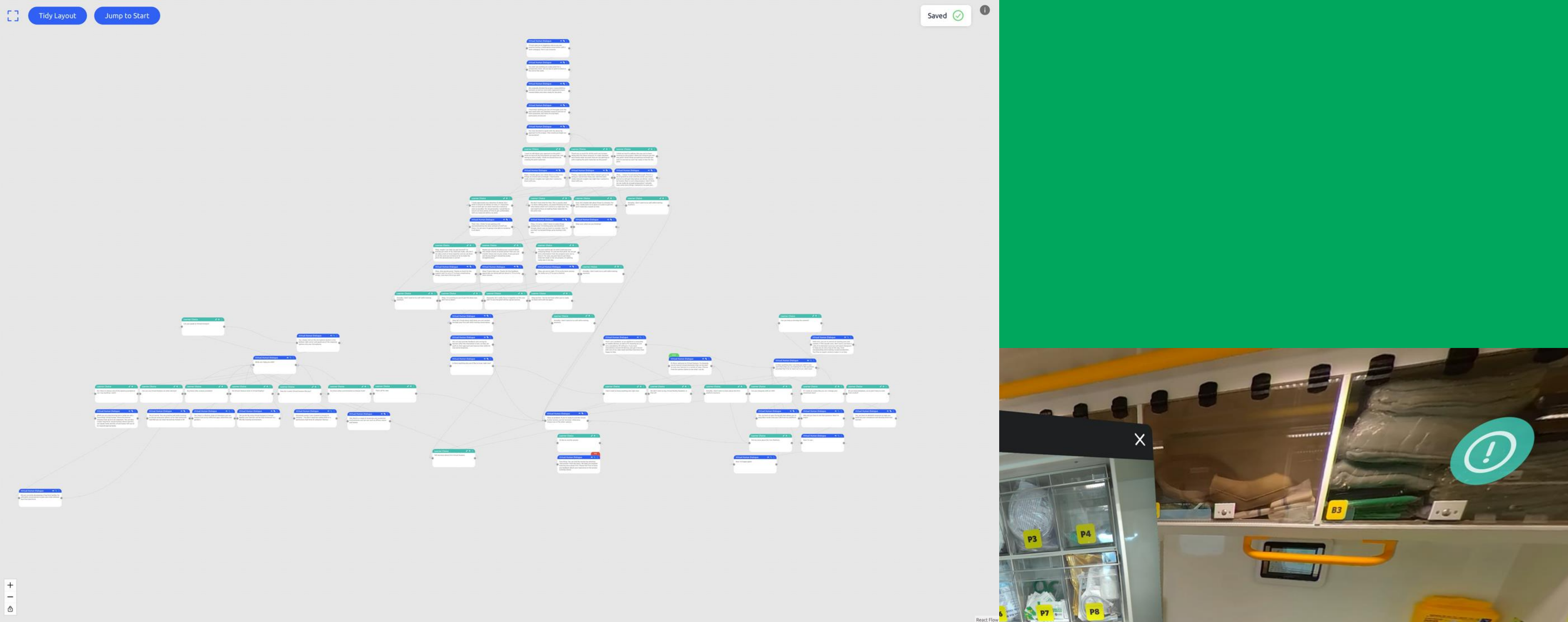
Further enhance training for champions to foster safe environment and signposting for support

Phase 3

and beyond



- International Case study
- Roll out for University students - Nurses - Bolton University
- Based on results of phase 2 continue to make improvements and increase champions size
 - Create further content around lived experience
- Continue work with Tides team in race inequality and training improvements
- Potential to further breakdown data to further inform debriefs
 - gender / job roles / age etc
 - Branch style scenarios





Any questions?



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