

## LEARNING HANDBOOK

Guidance and tools to support systematic learning before, during and after project activity in health and care

### Case studies

A case study is an in-depth and descriptive explanation of an event / project / initiative which aims to give the reader information on how they can replicate the success of what has happened and / or avoid and prevent outcomes that are undesirable.

#### When?

Case studies are best when you want to apply theory or concepts to real life situations. For example, if your aim is to explain how using a learning activity has been beneficial to the success of a project, it is often easier for learners to understand this when they can see the context of it actually happening.

Learners can then discuss the case study and begin to apply what they have learned to their own situation.

You should aim to access existing case studies before your project starts as part of learning before. Once your project has ended, you can then create a case study to capture learning after.

#### Who?

All those that were part of a project should have an input into the case study. This can include internal and external stakeholders.

The input of multiple people can help to put the greatest amount of information collected during the project into context.

#### How?

Firstly, you need to develop a structure for your case study to ensure your conversations with those involved are focused. We have provided a basic case study structure on the attached worksheet which you can use as a basis.

Talk to people! The best way to get detailed descriptive data from those involved is to talk to them. This is normally done using interview techniques – however if you are remote workers, it may be easier to ask participants to fill out the attached worksheet and return it to you. If you have particularly creative colleagues, you may also have the option of asking them to develop a storyboard, or short film.

Once you have all of the data from the team, you need to spend time analysing it. It's a good idea to look out for key similarities and differences between each of the stories.

Using the stories everyone has shared with you, your task then is to write the case study to bring all of the key points together.

Once drafted we recommend that you check your facts and have the document proof read. Sharing the draft with those that contributed a story is a good way to ensure they agree and are

comfortable with the case study, e.g. checking that direct quotes can be used for example. Sharing the draft for comments will ensure your case study is reliable.

### Things you need:

- Laptop / computer
- Internet (if working with remote colleagues)
- Audio recording equipment (if taking verbal accounts)

### Further reading:

- Colorado State University – [Case studies guide](#)
- Global Travel and Tourism Partnership – [How to write a good case study](#)
- Storyboard That – [Digital storytelling](#)
- Educase – [7 things you should know about digital storytelling](#)



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## Case studies worksheet

<b>Aim of the project:</b>	<i>Give a very brief summary of the aim of the improvement project.</i>
<b>Context:</b>	<i>Give a summary of the context surrounding the project. This can include both internal and external political, financial and environmental aspects.</i>
<b>Key players:</b>	<i>It can be useful here to give a brief outline of the main people and partners involved in implementing the project.</i>
<b>How was the project implemented:</b>	<i>Give a summary of the project plan and the activities that were involved in the implementation of the project. These should be factual events and should not have elements of analysis – this will come later.</i>
<b>Things that went well:</b>	<i>Were there any parts of the project that went particularly well – for example, did team members use communication methods in an innovative way that was better than previous methods used?</i>  <i>What were the outcomes of these adverse events?</i>
<b>Things that went not so well:</b>	<i>Were there any parts of the project that didn't go so well – for example, did you forget to link with a particular stakeholder, or did you leave partnering with another part of the organisation until it was too late?</i>  <i>What were the outcomes of these adverse events?</i>
<b>Lessons learned:</b>	<i>What lessons did you learn throughout the project? What might you do if you were to do it again? What recommendations would you have for others?</i>
<b>Next steps;</b>	<i>Where will you go from here? What has this project informed? Is another run of the project needed?</i>

