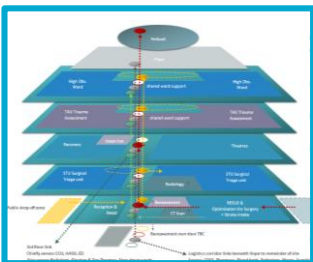


Improving flows in healthcare Models and design implications

"The straight-to-test pathway sounds like a dream come true for patients!"
 Bob Klaber (CTG)



"Being processed from one waiting area to another is dispiriting and adds to a sense of the system working for the system, not the patient"
 Bob Klaber (CTG)



"Increasingly we're seeing same day emergency care-type facilities being used to facilitate early discharge – might be worth bearing in mind in terms of layout etc..."
 Toby Hyde (CTG)

Trends



- Move information rather than patients;
- Demand management;
- Care coordination;
- Money follows the patient;
- Centralise specialist services;
- Out of hospital care; Virtual clinics;
- Self management;
- Team Care Models;
- Covid-19 impacts e.g. social distancing in waiting and in lifts.

Straight to Test

Same day specialist consultation ensures the right patient is directed straight to the right consultation and the right test for their symptoms, reducing DNAs, number of hospital visits required and releasing time for clinicians to review complex patients.



Emergency village

Senior decision making is at the forefront of the patient pathway, facilitating direct onward referral. It reduces handovers and delays in care. Vertical stacking reduces travel distances.



1-Stop Shop

Patients attend the hospital for a personalised set of appointments - 1-stop model of care - a digitally enabled coordinated visit rather than multiple visits to uncoordinated ringfenced services. The sequence may be fixed or flexible and is much more future-proof.



Team care & on-stage off-stage

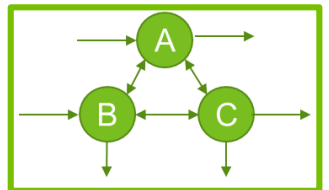
The on-stage off-stage flows derive from LEAN principles. Multidiscipline care flows around the patient, in a multi-use room, accessed via a rear door by staff. The model benefits from decentralised mobile imaging and diagnostic testing.



Separation

Separation of flows helps improve prevention and control of infection (incl. Covid-19), patient dignity and clinical safety, managing volumes of people, as well as efficiency.

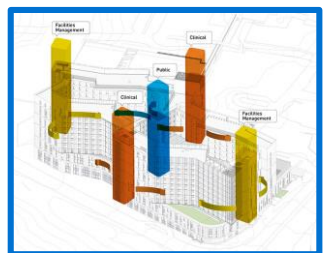
"This open shop approach feels really important for how we move forward with setting up services for patients who need to see 2 or more people and/or have 1 or more investigations."
 Deirdra Orteu (CTG)



"Anything that reduces the time patients spend in waiting areas has to be a priority"
 Bob Klaber (CTG)



The team care model requires sophisticated scheduling and pathway integration. For the patient, it improves the quality of time spent with the care team.
 (presentation)



Improved coordination, safety, throughput and patient experience