

Collaborative methodology

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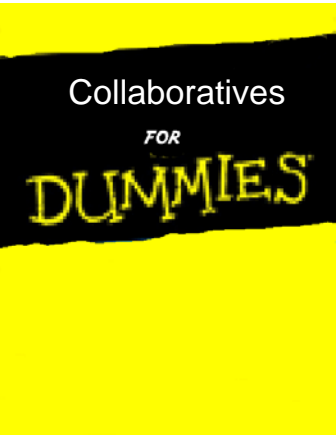
David Pickersgill

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A Victorian
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Approach and philosophy

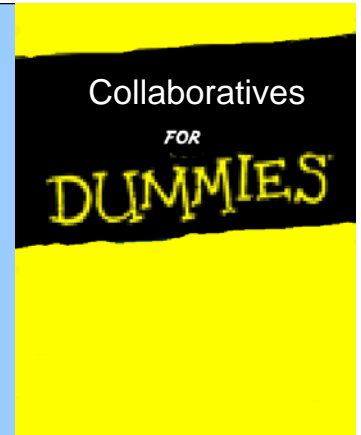
- Innovative ideas at a health service level need to be spread and sustained.
- Not all change is improvement, but all improvement is change.
- Real improvement comes from changing systems, not pressuring existing systems to “try harder”.



Collaborative methodology

- Achieves rapid and sustainable improvements in outcomes for patients.
- Relies on spread and adaptation of existing knowledge to multiple sites in order to accomplish project aims.
- Engages multi-disciplinary teams and creates partnerships between managers and clinicians.

Collaborative methodology



It is not:

A research project for new knowledge

A set of conferences

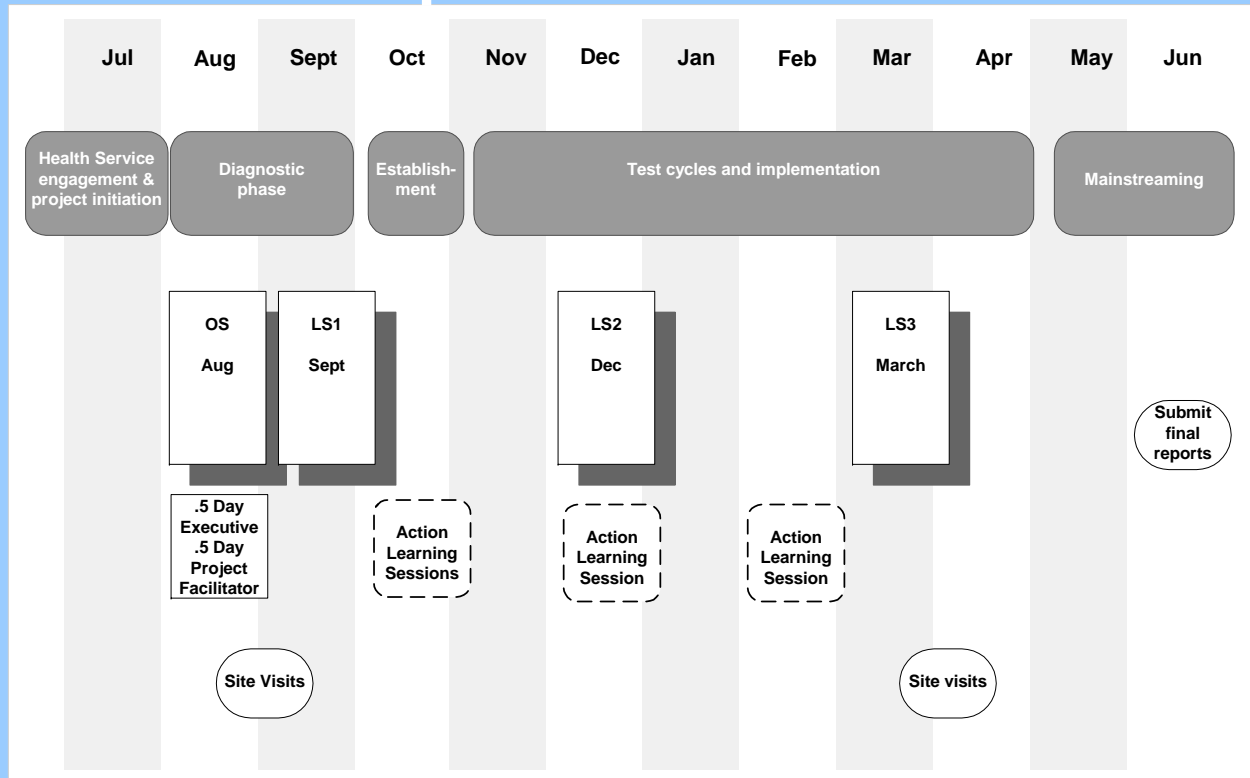
A passive exercise

Project aims

Aims

- Identify key outpatient constraints that impact the inward and outward flow of patients and access to services.
- Prioritise improvement activities in order to impact on area of greatest need.
- Promote a standardised and efficient data set and collection systems.
- Undertake improvement activities that will increase the flow of patients through outpatients, resulting in better patient outcomes through more timely service delivery across the service system and the best available standard of care.
- Increase staff satisfaction by reducing conflicts and promoting team based approaches.
- Embed service improvement skills across healthcare organisations.
- Communicate project results to inform future policy, planning and funding activities for outpatients and relevant community based services.

Roll out plan



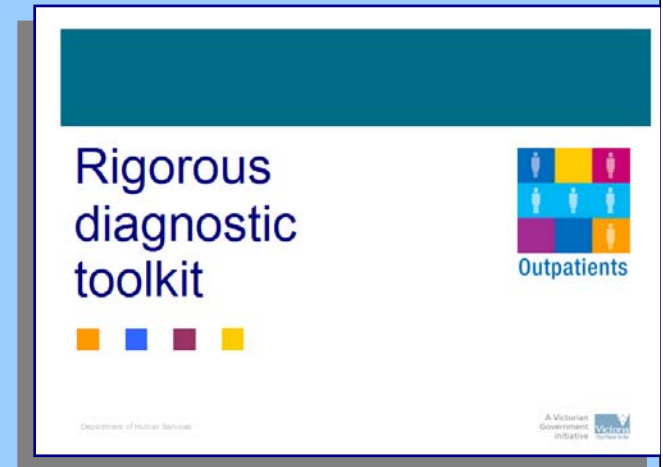
Key
 OS Orientation Session
 LS Learning Session

Aims of the rigorous diagnostic phase

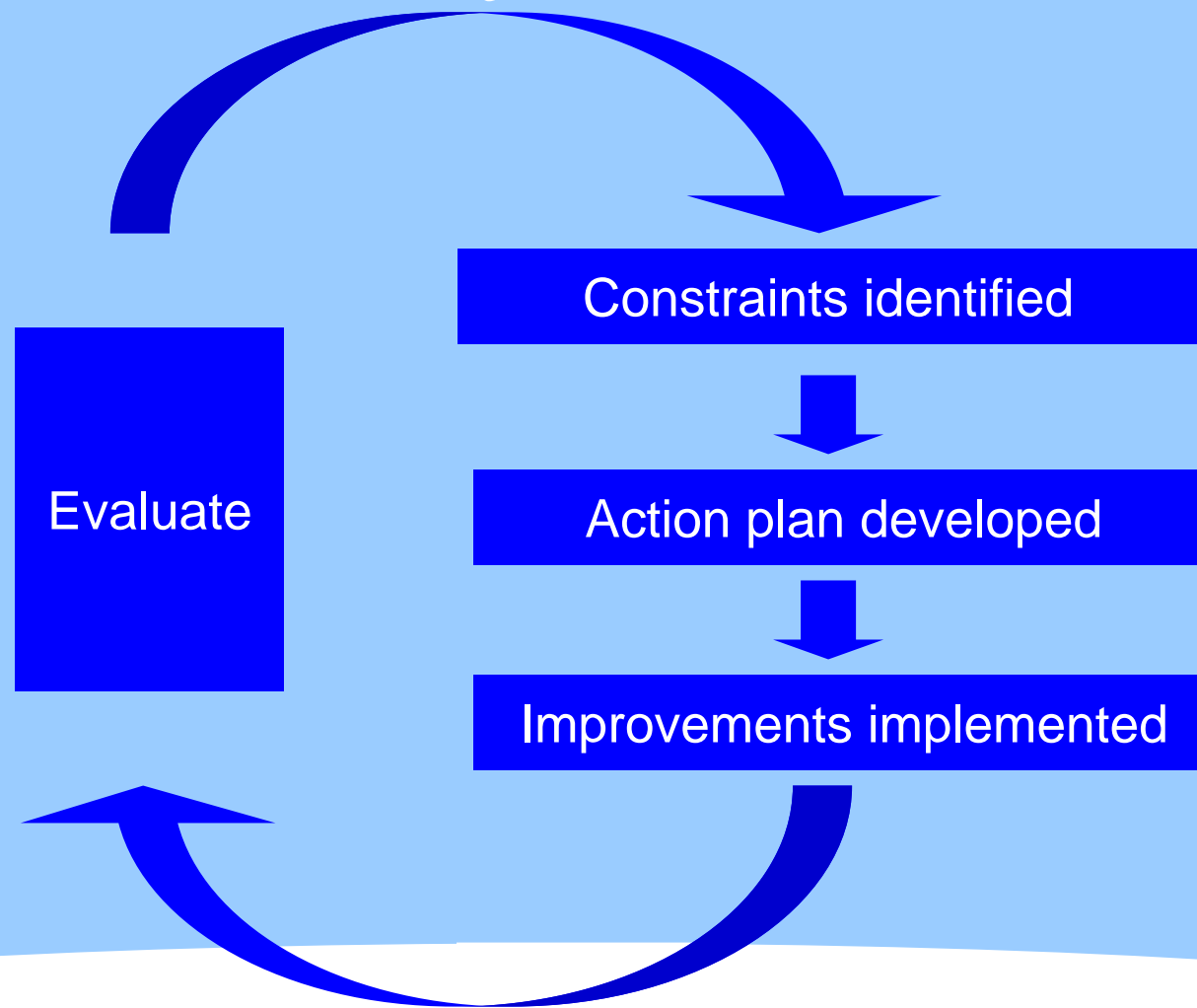
- Identify constraints across the patient journey
- Engage key staff in the process ready to implement change
- Test the myths!

Elements of the diagnostic phase

- Health service data
- Brainstorming
- Process mapping
- Sampling tool
- Involving patients and carers



Improvement cycle



Questions?

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