Delivering High Quality Care

We aim to support members to deliver high quality care, which is safe, effective, efficient, timely, patient centred and equitable. We will do this through collaborative improvement programmes, workshops and learning sets.

Building Capability for Improvement

Delivering high levels of performance across all domains of quality is dependent on organisational design, leadership and culture, measurement systems, and capability of the workforce.

Delivering Person Centred Care

Putting people at the heart of transformational change can achieve benefits, not only for the individuals but for the entire health and care system.

Supporting System Transformation

With the recent development of Sustainability and Transformation Partnerships (STPs), vanguards and accountable care systems, we will support all those involved in system change by developing the appropriate skills and learning from other systems.

Whole System Flow Programme 2016/17

Much has been done to tackle in-hospital flow, yet serious problems persist. We need to reframe the challenge by deepening our understanding of flow and broadening the scope of whole system working.

In 2016, supported by a grant from the Health Foundation, AQuA undertook a 90-day rapid review into whole system flow across care systems. This created a huge amount of energy and interest from our members and so a 12 month discovery programme was developed. Through this work we identified four key themes to be considered when improving whole system flow.

As part of the whole system flow work, we piloted a programme with two localities to test the hypothesis ‘co-designing and commissioning services which are person centred will improve whole system flow, quality and cost’.

We developed improvement plan outlines with each locality that were both cognisant of local context, and also challenged the teams to consider a strategic ambition for testing coproduction and person centred approaches and improving whole system flow. We will describe the work undertaken with one of these localities on their frailty pathway.

Methodology

Following a recruitment and assessment process, AQuA worked closely with the site to understand the quality improvement support requirements and to co-design a tailored programme of support.

This support included a half day, system-wide event to understand the current pathway from a person centered perspective and to understand where improvements could be made.

The event centered around the story of Joy and described her journey through the eyes of her daughter and main carer. Joy’s story was used to both challenge the current pathway and to identify opportunities for improvements that add value to the person. Personalising the process in this way enabled the people working in the system to understand their pathway in a completely different way.

Conclusion

The tailored support provided by AQuA, and co-designed with the locality, initiated a system wide programme of work to improve the care of frail patients. This work has further developed to include neighbouring localities.

As a direct result of this work, the Acute Trust has set up a dedicated Frailty Unit to improve the care of this vulnerable population. This is realised in reduced emergency readmissions and a reduction in length of stay for this group of people.

Most importantly, telling the powerful story of Joy and her daughter has ensured that the whole system working on the frailty pathway, now put the stories and experiences of real people and carers at the heart of any improvements to the pathways.

We need to reframe the challenge by deepening our understanding of flow and broadening the scope of whole system working.

References

- Improving Patient Flow, The Health Foundation, April 2013

Get in touch

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