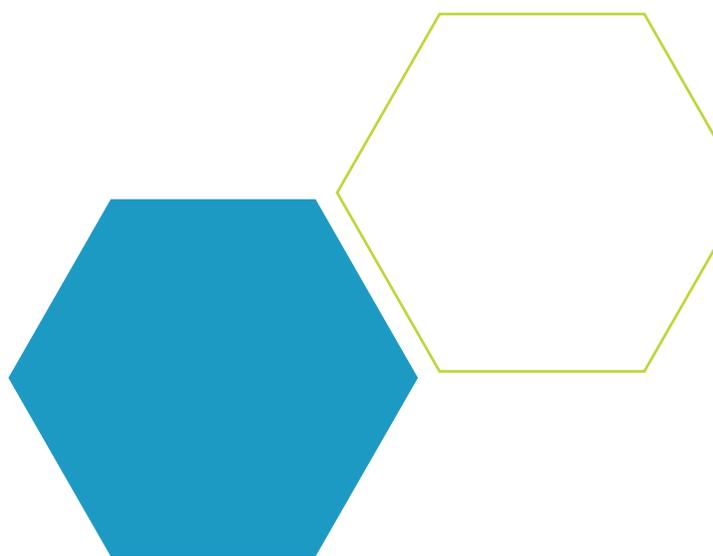
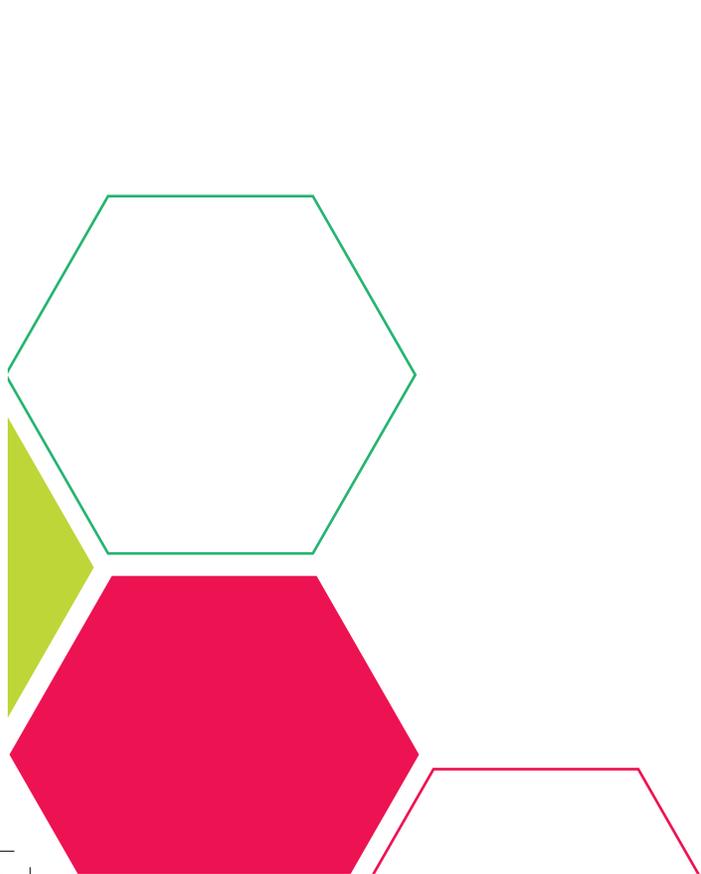




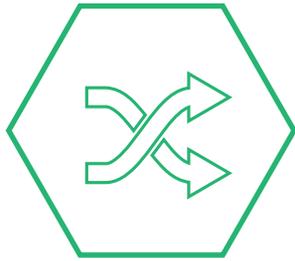
YORKSHIRE & HUMBER
ACADEMIC HEALTH SCIENCE NETWORK

Yorkshire & Humber Academic
Health Science Network

Case Studies



 Improvement
Academy



Patient Flow programme; improving access time and cost reduction

Background

The NHS is experiencing significant growth in the number of people accessing urgent and emergency care services, leading to pressure in primary and community services, emergency departments, hospital beds, delayed discharges and social care. Many systems were under immense pressure over the winter of 2014/15 with Emergency Departments (ED) missing the 4 hour target, ambulances stacking outside ED's and planned care being cancelled because of emergency care pressure on elective beds. Our patient flow programme is making significant improvements to patient experience, outcomes and cost reduction for NHS hospitals.

The Problem

- The King's Fund reported that Emergency Department attendances reached **14.2 million** in 2013-2014, a **12% increase** from 2003-2004.^{1,2}
- Emergency admissions have **increased by 47%** over the past 15 years.³
- The **four hour wait target is 95%**, but departments struggle to meet this. The number of patients **waiting beyond four hours** reached its highest level of **9%** in the final quarter of 2013/2014.²

Our Intervention

Using a variety of operational management tools and gaming methods we have used a whole systems approach to clearly articulate and define an organisations patient flow problems. Real data and patient pathways are used to show where system blockages and gaps apply and the solutions that exist.

Tools and techniques we use;



1 Department of Health (2011) Total time spent in accident and emergency (pre-2011/12 Q2) (online)

2 NHS England (2014) A&E waiting times and activity (online)

3 Emergency admissions to hospital: managing the demand. London: NAO, 2013



The results

Working with Calderdale and Huddersfield we were able to demonstrate a 30% reduction in the hospital on medical wards.

Work is now being spread to Scarborough, York and Hull.

5th January 2015, Scarborough

- Hexagon icon Black alert
- Hexagon icon Closed to all admissions
- Hexagon icon Less than 60% A&E target achievement

5th January 2016, Scarborough

- Hexagon icon Hospital fully open
- Hexagon icon Achieved 92% A&E target
- Hexagon icon The operational lead has now been seconded to York to assist with their A&E department

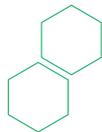


Spreading across the region

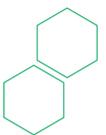
Demand for this programme continues to grow, in November 2015, we conducted a 24 hour Hackathon event in Hull, the event invigorated the team with over 100 clinicians in attendance and had a large impact on social media, gaining international attention;



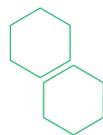
Over 1.8 million
twitter impressions for the #PFHACK



1,100 tweets
sent regarding the event



24,000 page views
on the dedicated Google hangout page



We are scheduled to extend the programme to Sheffield and Barnsley and we are in discussions with the AHSN network to spread the programme across the country.



Testimonial

“ The Hull Patient Flow Hack was a really positive event that enthused stakeholders from many teams within the Trust and from partner organisations across the patch. It deployed innovative techniques that brought our patient flow challenge to life and produced some new initiatives to tackle it. ”

- Chris Long, CEO of Hull and East Yorkshire Hospitals NHS Trust



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If you are interested in any of our work programmes or would like more information, please get in touch.

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