

Overview of Rapid Process Improvement Workshops (RPIW) November 2018

Following the recent staff consultation, County Durham and Darlington NHS Foundation Trust (CDDFT) facilitated three mini RPIWs. RPIWs are used as a quality improvement tool to understand current state and to identify opportunities for improvement. These workshops were held on the 26th, 27th and 28th November 2018.

Aim

To build on the internal staff consultation process to seek wider involvement with partners and stakeholders. To review current pathways against best practice models of care.

Process

The RPIWs were attended by members of ward 6 including nursing and Allied Health Professionals (AHPs) representatives alongside CDDFT colleagues from acute and community, CCG and local authority staff and commissioners (appendix one). As different staff attended each day, the days followed the same process of setting the scene, showcase presentation of ward 6 and consultation feedback presentations.

Ahead of the RPIWs staff were asked to review their current and historic caseload for ward 6 and to identify patient pathway scenarios (appendix two).

Each day two patient scenarios were analysed by the team, with a view to;

- Identifying care needs
- Patient /carer expectations and process issues impacting length of stay
- What could have been done differently to improve the patient pathway
- Highlight any issues that we may need to address.
- Identifying best practice pathways using existing knowledge and building on national and local models of care, in order to deliver improved patient experience and to ensure best use of inpatient provision.

Key Themes

Following the RPIWS the key themes that emerged from the staff, partners and stakeholders, are as follows;

1. Work is required to further explore pathways with the whole system including partners such as Durham County Council, Darlington Borough Council and other out of area local authorities
2. Enhance whole system approach to ensure a more streamlined process relating to complex health and social care needs of individuals.
3. A need to review CHC arrangements to ensure timely assessment
4. To review the current Non-weight bearing (NWB) pathways of care

5. To review therapy provision
6. To review the process and capacity for enabling works/equipment requirements
7. Improved utilisation of choice policy and duty to refer

List of RPIW attendees

Base/Role	Monday, 26 th Nov 2018	Tuesday, 27 th Nov 2018	Wednesday, 28 th Nov 2018
Ward 6/Ward Manager	✓	✓	✓
IMS Matron UHND/Ward 6	✓	-	✓
Ward 6 SN	-	-	✓
Ward 16 Physiotherapist	-	-	✓
Ward 3/4	-	✓	-
IMS Matron	✓	✓	✓
HCA Ward 6	✓	-	-
Ward 6	-	✓	-
Ward 6	-	✓	-
Ward 16 OT	✓	✓	-
IC+	✓	✓	-
IMS Service Manager	✓	✓	✓
SALT	✓	-	✓
Ward 6	✓	-	-
Facilitating	✓	✓	✓
Ward 5	✓	✓	✓
DCC	✓	-	✓
CCG	✓	-	-
DCC	✓	-	-
Ward 6	-	-	✓
Ward 6	-	-	✓
CCG - ND DDES	-	-	✓
Ward 6	-	✓	-
CLS/AND	✓	✓	-
Ops Manager for support	✓	✓	✓
TAPs DD	✓	-	-
Ward 6 Sister	-	-	✓
Ward 6	-	✓	-