

AWE Consulting UK Ltd

kinetik solutions



Agility to sustain change

Operational excellence in clinical commissioning

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www.kinetik.uk.com

bebetter@kinetik.uk.com

020 3397 0686



There are some key success criteria for commissioners in the new framework



- **Driving service design for sustainable patient outcomes**
 - A change from the PCT structures, where the focus is on performance targets and ‘tick box’ audits
 - GPs will need to define pathways for their own patients, providing a tailored approach
 - The defined pathways will need to create provisions in the most effective and efficient way possible
- **Working with a variety of partners, building collaborative and robust relationships**
 - The GP consortium will require a smart organisational design that builds relationships to support decisions
 - The consortium will then need to define ‘waste free’ pathways
 - Ensuring compliance with national guidelines and CQC standards
- **Making intelligent use of data in combination with GP tacit experience**
 - Balancing innovation, outcome requirements, process flow, patient needs and value

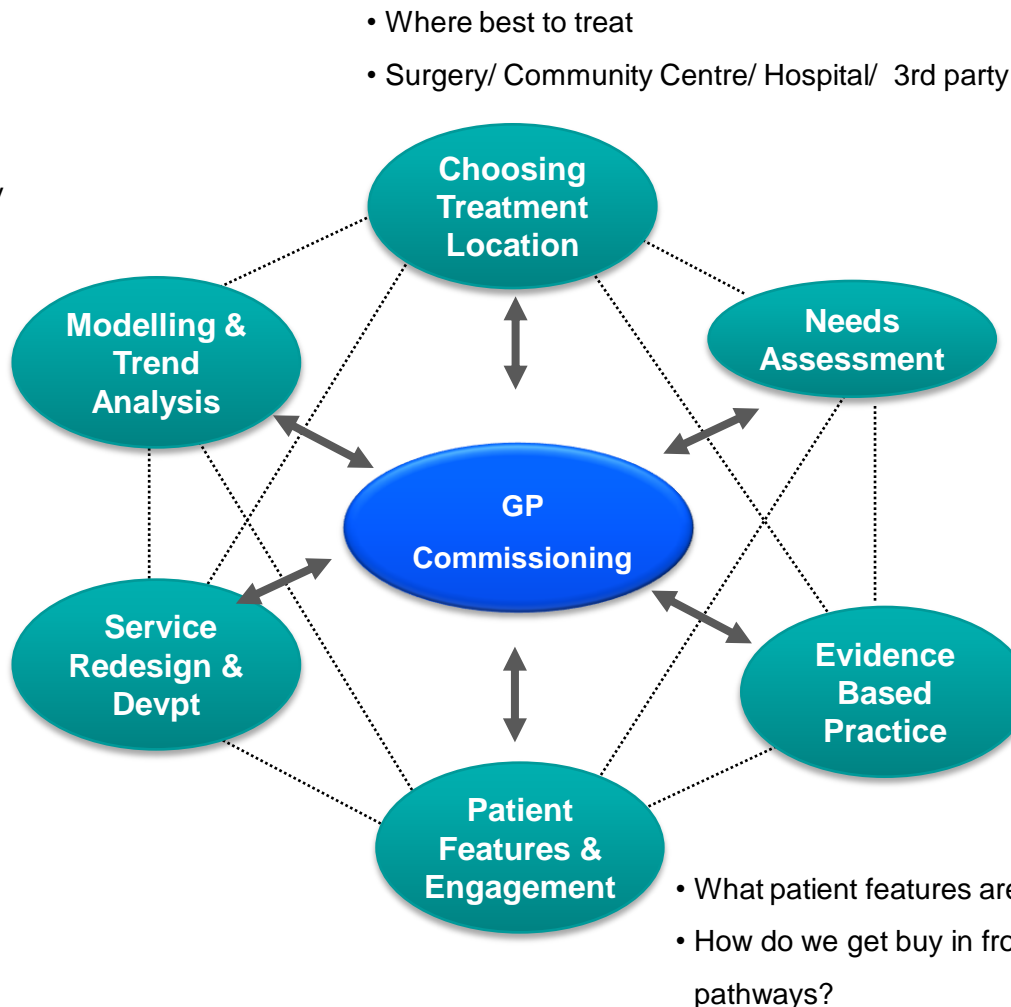
best practice needs to overcome these hurdles



A set of best practices needs to be considered for the new framework



- Scenario and trend analysis of key pathways
- Cost Modelling



- Epidemiology analysis – consider prevalence of health issues, future growth, health indicators
- Service provision analysis: Supply/demand versus need

- Needs redesign versus evidence redesign
- Identification of most cost effective point of intervention
- Design of sustainable pathways

- Knowledge management – relevant best practice service delivery
- Horizon scanning

- What patient features are truly important
- How do we get buy in from patients in future pathways?



We can help in **specific areas** as part of the overall framework for clinical commissioning

- **Governance**

- How to involve the right stakeholders, provide assurance and ensure the organisational structure is fit for purpose

- **Accountabilities and Responsibilities**

- Allocating roles and ownership

- **Health Intelligence & *Data Analytics***

- What does the existing evidence tell us?
- What other information do we need?

- ***Service Review and New Pathway Design***

- Designing the new end-to-end pathways; deciding where & how services are delivered
- Ensuring compliance with compliance requirements (CQC, National Commissioning Board etc)

- ***Evaluation, Redesign and Improvement***

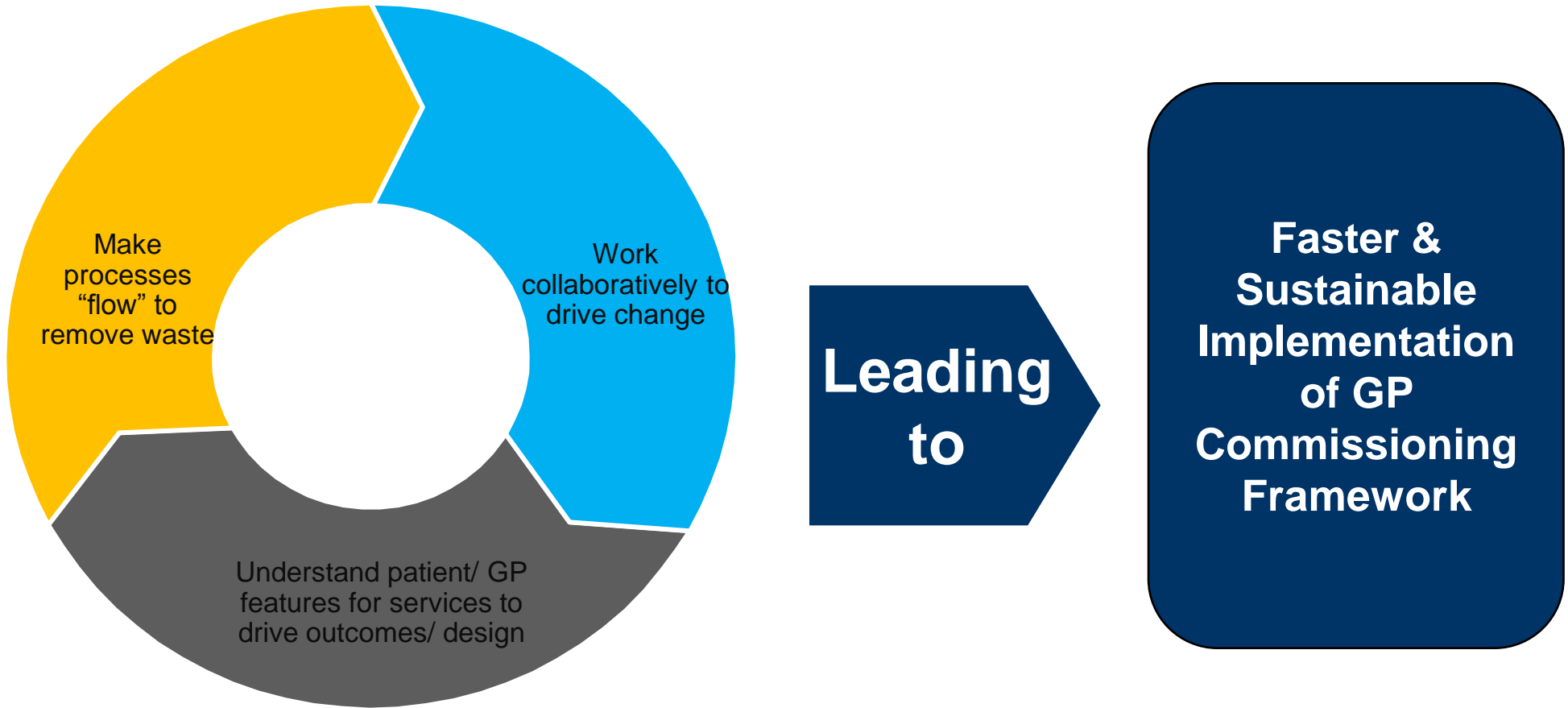
- Learning from the new commissioning models and improving them
- Building GP commissioning capability



We have a method to assist clinical commissioning groups to get the best outcome per cost for patients



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Our approach is multi-dimensional and in-depth



Some areas where we can help right now



- **Strategic vision – to create a Lean supply chain for clinical commissioning**
 - Mapping of critical areas of service including which areas to divest from existing providers, which areas to bring into a community setting and where to focus on pathway improvement
 - Alignment of resources with critical needs and areas that reduce long term dependency and prevention

- **Facilitated workshops across boundaries to drive the vision for outcome of care**
 - Workshops with key partner organisations
 - Documentation of critical elements of outcome by service line, together with an optimum pathway that drives patient/ GP-led change

- **Informed decision-making**
 - Deeper understanding of tacit knowledge to guide future pathway decisions using focused interviews
 - Study of various data to make balanced judgements on providers rather than one driven just by wait times and tariff



Our values & ways of working help with driving operational change



- We are driven by high quality and integrity in everything we do
- We engage with all levels of staff to find solutions that work for the environment
- We work in a joint client/ consultant team transferring knowledge from day one
- We have a flexible, open, challenging approach that creates trust and respect
- Our focus is on sustainability - we would prefer improvement to be driven by own staff and not on external consultants over the long term



About our organisations

AWE Consulting UK Ltd

Expertise in delivering operational excellence within the aerospace, automotive industries as well as consumer goods, food and the public sector.

We have specialist expertise in developing and delivering Lean Training throughout the world.

We believe in a 'hand on' approach with an emphasis on leaving a lean legacy via skills transfer.

kinetik solutions

We deliver transformation and change programmes for large organisations.

We have expertise in end to end process design using lean techniques, accelerated decision making using facilitated workshops and creation of high performance teams from the coal face up.

Our way of working is pragmatic and based on 'on the ground' realities, but with focus and effort in implementing strategy.