

Service and Pathways Design

in a Hospice Setting



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Background

Continuous quality improvement requires a commitment to constantly improve operations, processes, and activities¹. Clinical pathways allow us to reduce variation, improve quality of care, and maximise patient outcomes². They are visual representations of the service users' journeys that allow us to see the full picture of a process in order to improve quality, efficacy and experience. As an organisation, we believe in continuous improvement, and recognise that one of the biggest barriers to delivering even better care and support is the overall design of our frontline services and the processes that deliver those services.



Aims of the service and pathways design

- Enhance inclusive user experience
- Involve users in service selection
- Improve resource use, streamline pathways and eliminate duplication

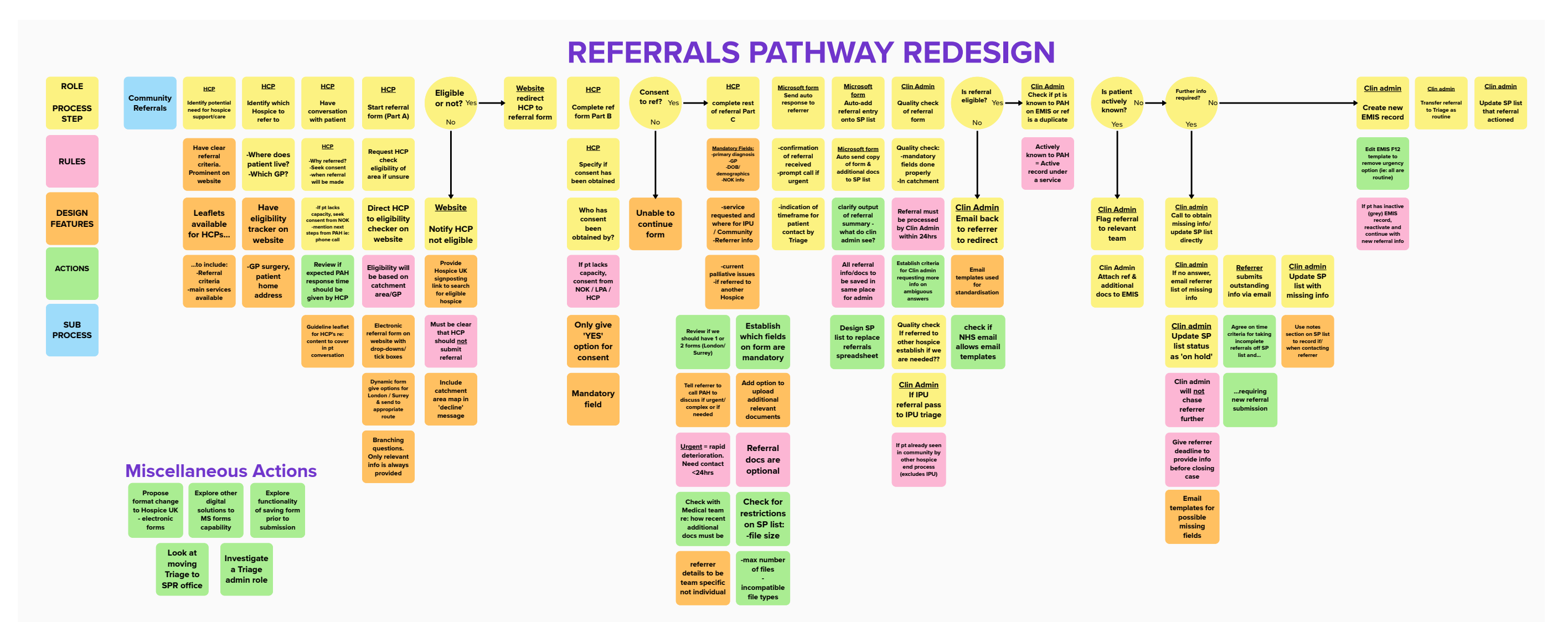
Methods

With support from an external specialist organisation and input from our service users:

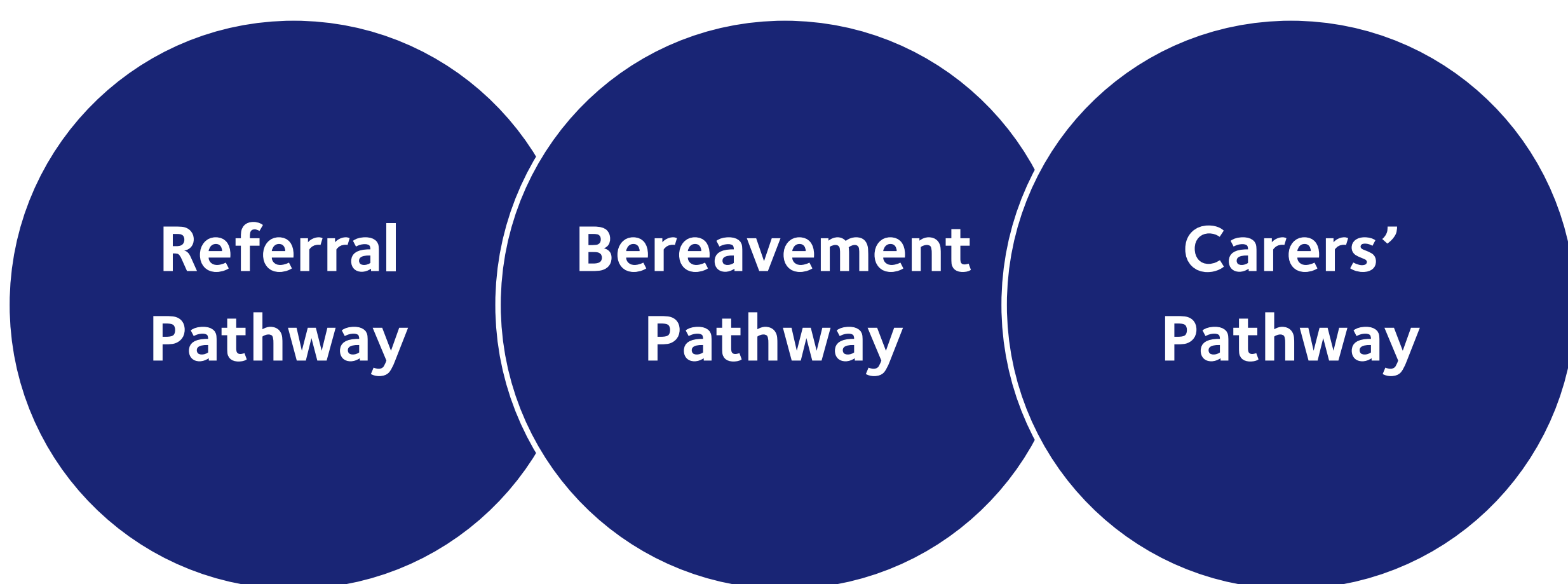


Results

- Development of an organisational service design.
- In-house team skilled in Lean principles and tools, service and pathway design.
- Development of a team that feels empowered to make changes.



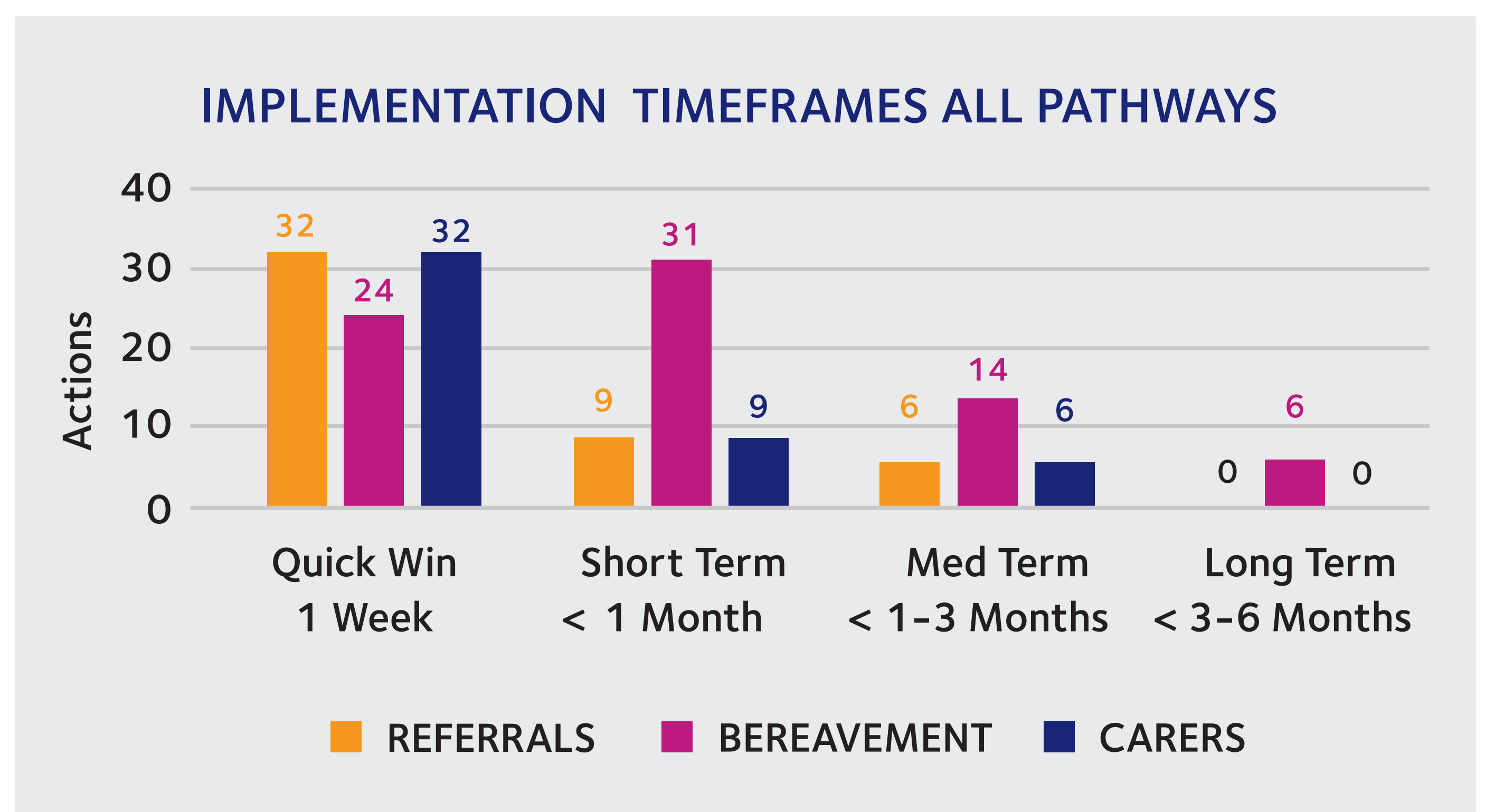
Three clinical pathways were redesigned:



Each pathway will be evaluated according to a predefined set of measures.

Conclusions

Pathways are crucial to our ongoing pursuit for optimal care, seamless navigation and person-centred experience. By linking evidence to practice³, our approach allowed us to develop the skills and a structured way to continuously review and improve our services.



¹ Varkey P, Reller MK, Resar RK. Basics of quality improvement in health care. Mayo Clin Proc. 2007;82(6):735-9.
² Lawal, A.K., Rotter, T., Kinsman, L. et al. What is a clinical pathway? Refinement of an operational definition to identify clinical pathway studies for a Cochrane systematic review. BMC Med 14, 35 (2016).
³ Rotter T, Kinsman L, James E, Machotta A, Gothe H, Willis J, Snow P, Kugler J. Clinical pathways: effects on professional practice, patient outcomes, length of stay and hospital costs. Cochrane Database Syst Rev. 2010 Mar 17;(3)

