

National Health Service Child and Adolescent Mental Health Services

Our Client

Provides community and mental health services to a population of half a million people and employ 4000 staff and, every year, we serve a fifth of the population with over 60 services delivered from over 200 locations. Mental health services support people who are experiencing difficulties in their day to day lives due to mental health problems.

Introduction

Under very challenging conditions the trust needed to achieve the 18-week target for patient pathway. Recent restructuring to achieve an integrated care model had resulted in unclear accountabilities and insufficient communication and information.

Challenge

Delays at all stages caused by high variation for different treatments compounded by a lack of systems and controls to manage capacity, demand & throughput whilst delivering the high levels of care needed.

Solution

Detailed analysis, design of the current business model allowed all staff to take part in defining a vision of what they wanted their services to look, feel and perform. This was delivered across 7 workstreams and 20 'improvement' events whilst our team coached and supported staff through the change journey whilst minimising time away from patient care.

Benefit

Executive alignment on the need to develop and install clinically effective & efficient processes for improving the patient journey from referral to discharge meant a 53% increase in clinician availability.



Our Approach

Working from NHS targets and clinical guidelines to analyse and understand patient pathways and metrics and underpinning people, processes and systems to define cohesive change plans that could be easily understood and adopted across the trust.

