

South West Strategic Clinical Network (SW SCN)

Mental Health Emergency Care Process Mapping in the SW

An update on progress – Keith Pople

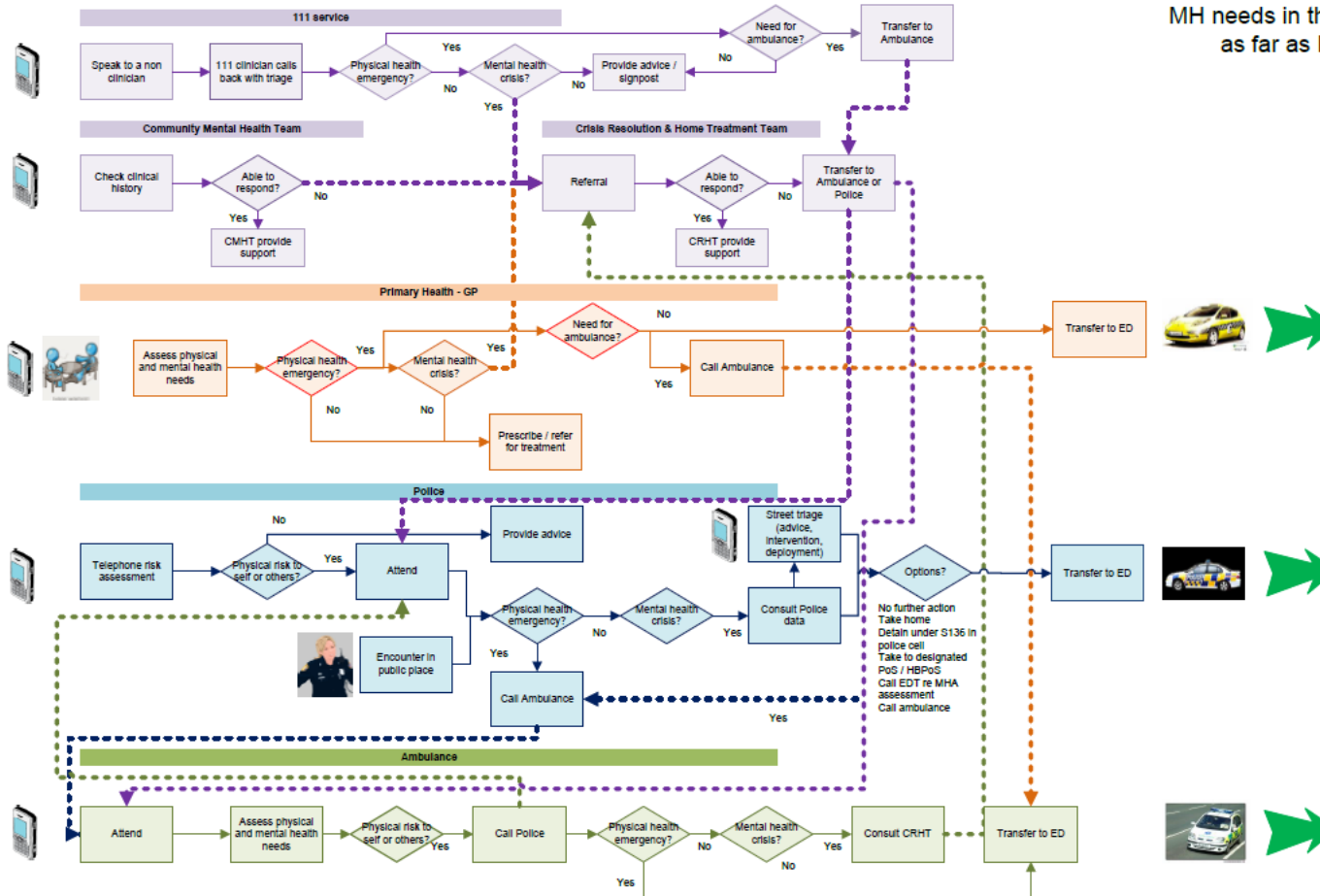
Taunton Racecourse

Thursday 18th June 10.10 am

Purpose today

- To give you an update on progress in using VSM techniques to improve patient experience of MH in the emergency care pathway.
- To suggest where next.
- To answer questions.

Where we were we before Monday – ‘As Is’

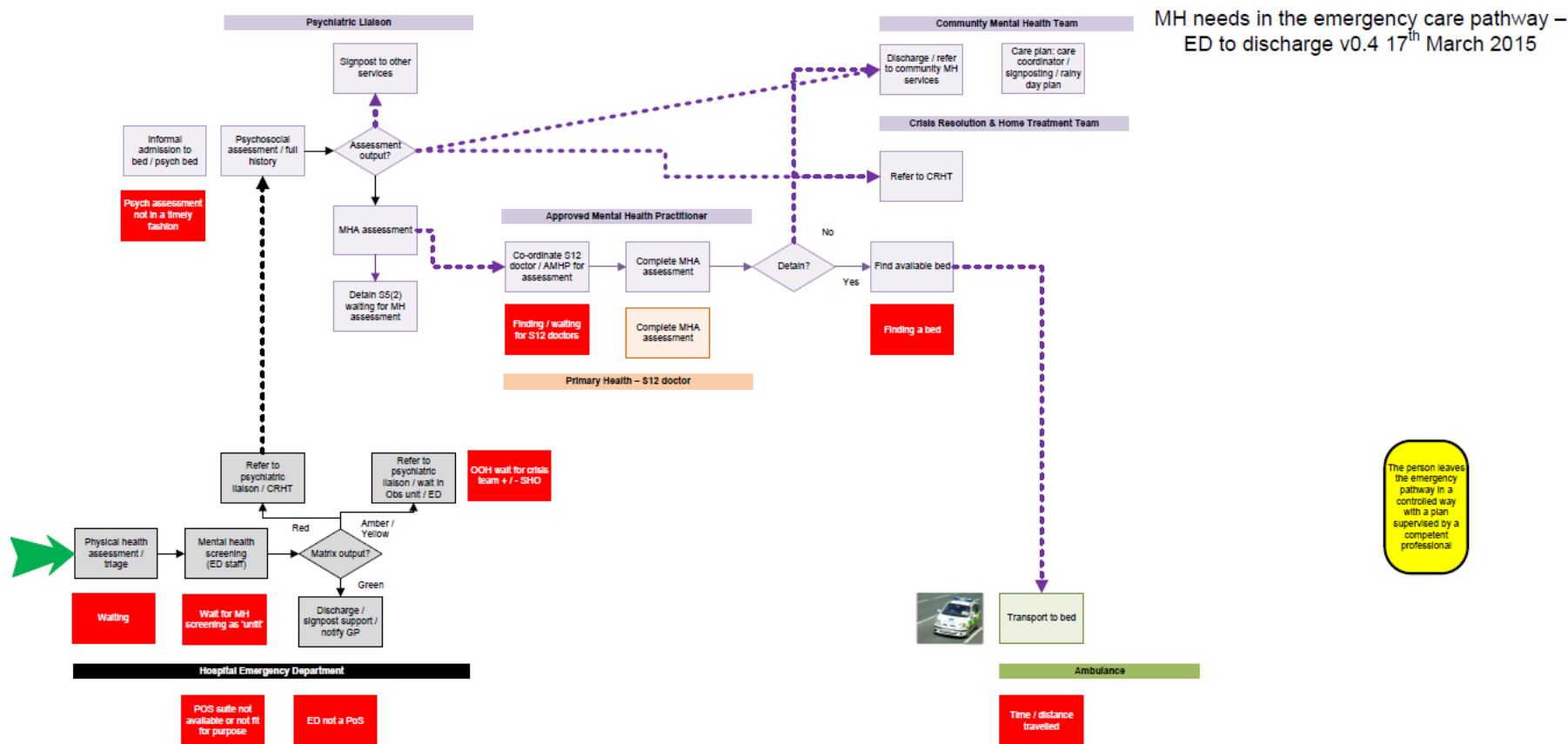


MH needs in the emergency care pathway – as far as ED v0.4 17th March 2015

- Data requirements:**
- Volume and flow of demand;
 - Value Added time in each interaction / phase;
 - Waiting time / delay in each interaction / phase;
 - Average cycle time (total time taken) in each interaction / phase;
 - Quality / effectiveness in each interaction / phase;

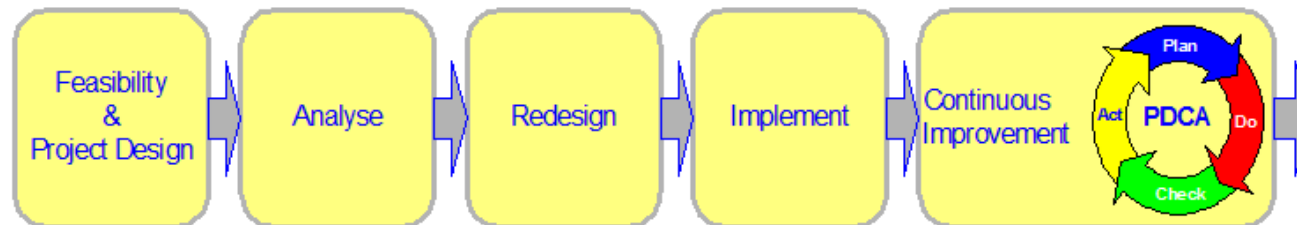


Where we were we before Monday - 'As Is'

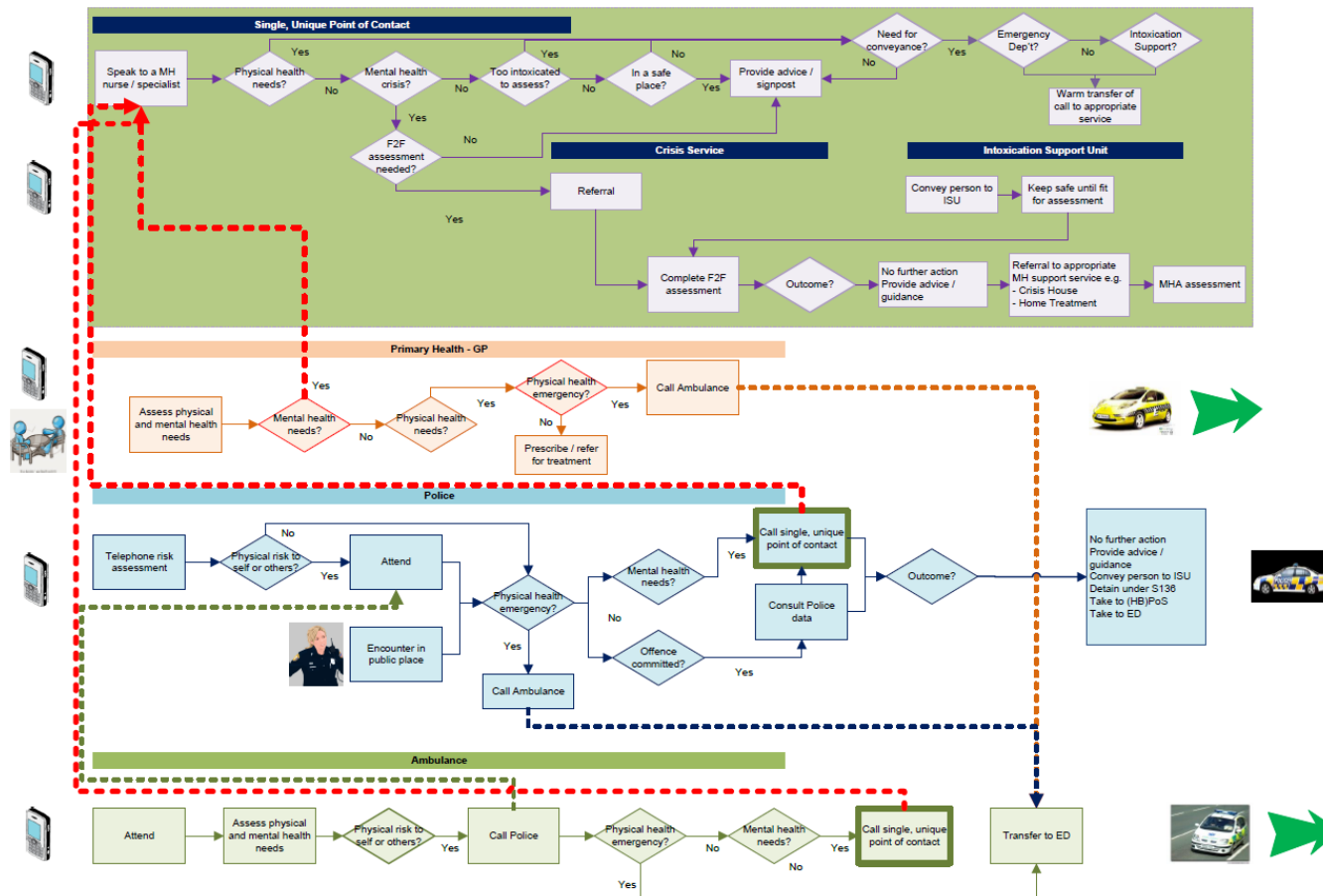


What did we set out to do and how?

- **What:** A target VSM that commissioners across the SW can use to inform their local commissioning priorities and plans.
- **How:** Lean techniques including:
 - Value
 - Flow
 - Waste
 - Examine good ideas very carefully



How far did we get?



MH needs in the emergency care pathway – target pathway as far as ED v0.1 15th June 2015

- Value for People:**
- Single, unique point of access
 - Listening, understanding, compassion, skill / knowledge
 - Advanced Care Planning
- Value for Commissioners:**
- Financially sustainable
 - Efficient use of resources
 - Effective service
 - Shared management of risk
- Value for Clinicians:**
- Shared access to information
 - No hand-offs
 - Ability to balance clinical responsibilities with home life
 - Reduced commercial disincentive
 - Access to advice / support 24/7
 - Evidence-based pathway
 - Risk decisions – defensible, useful to people, shared responsibility



Where next?

- Further develop the target VSM – issue the challenge to commissioners.
- Get to grips with the detail of the Single POC.
- Sort out MH conveyancing on a regional basis.
- Grasp the intoxication nettle: what does ‘value’ tell us about structure?
- Restore the meaning of crisis
- Wrap primary care into the VSM.
- Look for synergy and avoid (structural) point solutions until you know they will deliver special value.



Questions?

