

DRAFT DRIVER DIAGRAM ON APPLYING QI TO SUSTAINABLE DELIVERY OF WAITING TIMES

By Spring 2021 affordable supply will match demand whilst maintaining or improving the quality of care

Build will and infrastructures to use QI methods to decrease waiting times

Effectively deploy quality improvement methods to:

- Understand and shape demand
- Understand and optimise supply
- Redesign pathways to ensure individuals get the right care at the right time by the right individual (including identifying and removing bottlenecks)

Ensure data for improving access is available at clinical/care teams, management and leadership levels

Infrastructures which support deployment of QI expertise to improve access

Organisational QI Approach

Capture and share case studies with data to evidence impact

Implement changes which sustainably reduce demand including:

- Shared Decision Making
- Patient Initiated Review

Ensure effective scheduling processes and systems

Quantify capacity and activity and support implementation of actions which optimise activity at critical parts of the pathway

Effective use of technology to enable more effective and efficient delivery of clinical services

Manage and reduce the queue safely

Information on patient needs and experiences informs improvement work

Staff experience data informs improvement work

Monitor quality of care including clinical outcomes

Key access improvement measures being routinely collected, reported and used

Data is used to highlight unwarranted variation