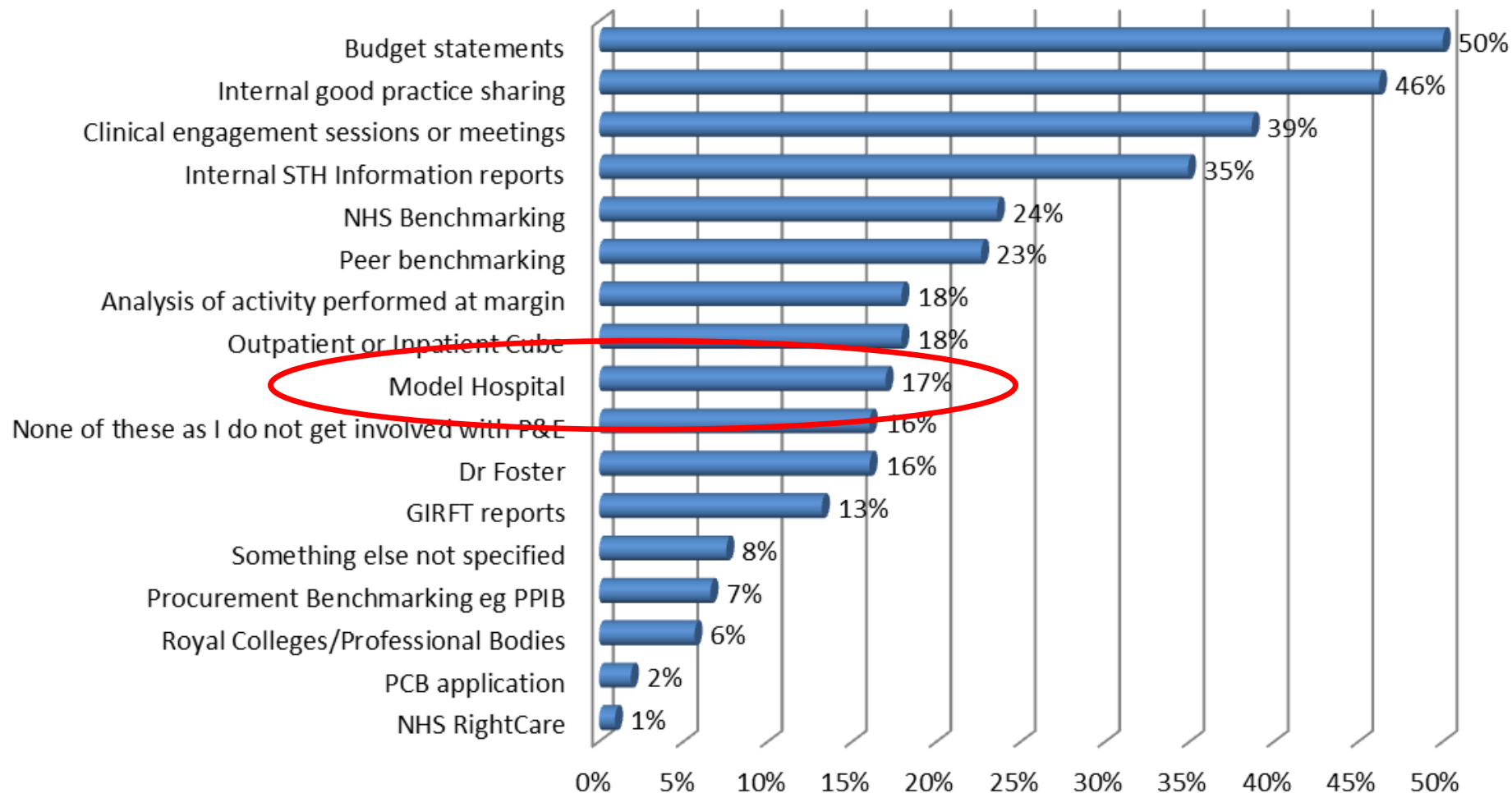


# % of respondents using each type of Information Source for P&E identification



**PROUD TO MAKE A DIFFERENCE**

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# What is the Model Hospital?

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# Government policies have focussed on targets and competition to motivate improvement, we need something new

Pre 1990s NHS founding ethos was 'Leave it to the **professionals** and they will provide the best care'

Universal **targets** to achieve minimum standards emphasised from late 1990s

From the 1990s Government promotes **competition** as a way to improve public services – GP Fundholding and then the NHS Internal Market

For NHS Managers and Clinicians **peer pressure** and **reputation** can be a stronger motivator for change and improvement



Trusts need help to **identify opportunities** for improvement then to plan, execute and review



**Model Hospital**

**The Model Hospital promotes peer comparison and improvement cycles**

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# Model Hospital specialty packs

## Full specialty downloads

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The background of the image is a stage with heavy, golden-yellow curtains. The curtains have a scalloped top edge and are drawn back to reveal a red rectangular sign in the center. The sign has a thin gold border and contains white text. The text consists of a large pound symbol (£) on the left, followed by the words 'THE', 'PRICE', and 'IS RIGHT' stacked vertically on the right.

£ THE  
PRICE  
IS RIGHT



# HDU bed



£756

£1,299



# HDU bed



**£756**

**£1,299**

\*Subject to number of organs supported



# Staff Engagement

**PROUD  
TO MAKE A  
DIFFERENCE**

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# Tools to guide you through the process

1. What does the information tell us? (Data and Model Hospital packs)
2. What are we going to focus on in these sessions? (Multi-voting)
3. What are the issues that relate to the opportunities our information identified? (Brainstorming)
4. What are the main causes of those issues? (Fishbone)
5. Are they the root causes? (Five Whys)
6. What is the impact of those causes (So What?)
7. What can we influence? (Control and Impact)
8. Who needs to be involved? How should we involve them? (Stakeholder Map)
9. Do we need to know more? (Process Mapping, Data collection)
10. What are we going to work up first? (Transition to Planning Phase)

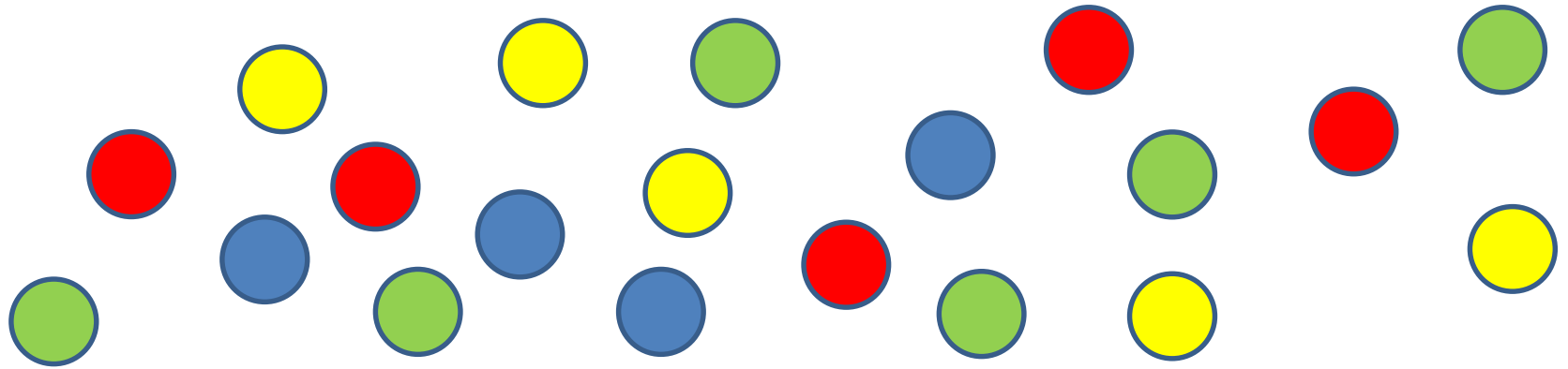
# Your Top 5 MH Opportunities

1	
2	
3	
4	
5	

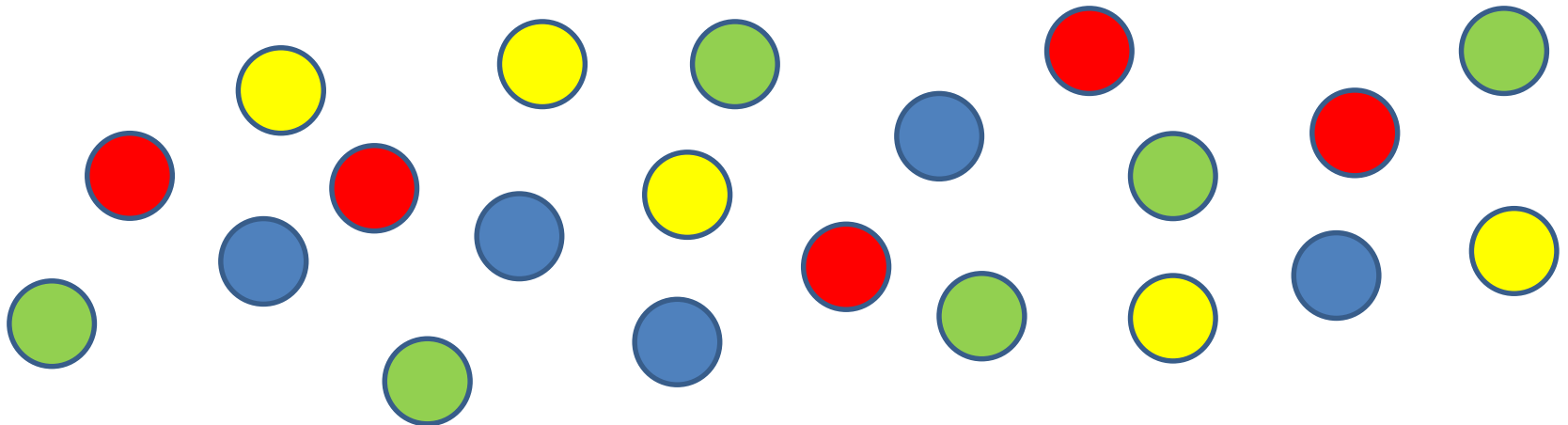
## Considerations

- Are you identified as an outlier in anything?
- Does it ring true?
- Can you explain it? (warranted variation)

So... Does it need exploring further?

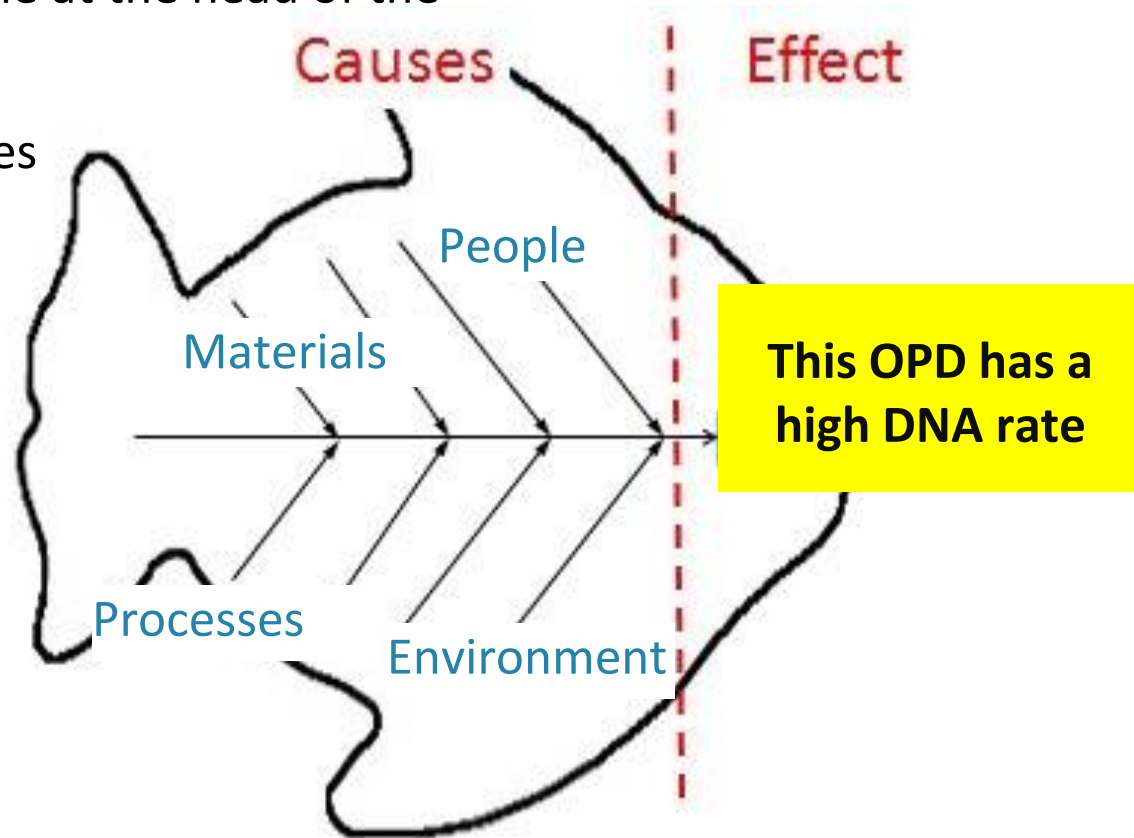


# **MULTI-VOTING to CHOOSE WHAT TO WORK ON**



# How to create a fishbone diagram

1. Write your opportunity or theme at the head of the fishbone
2. Determine the major categories of causation
3. Identify the causes within these large categories
4. Refine the fishbone
5. Share with others





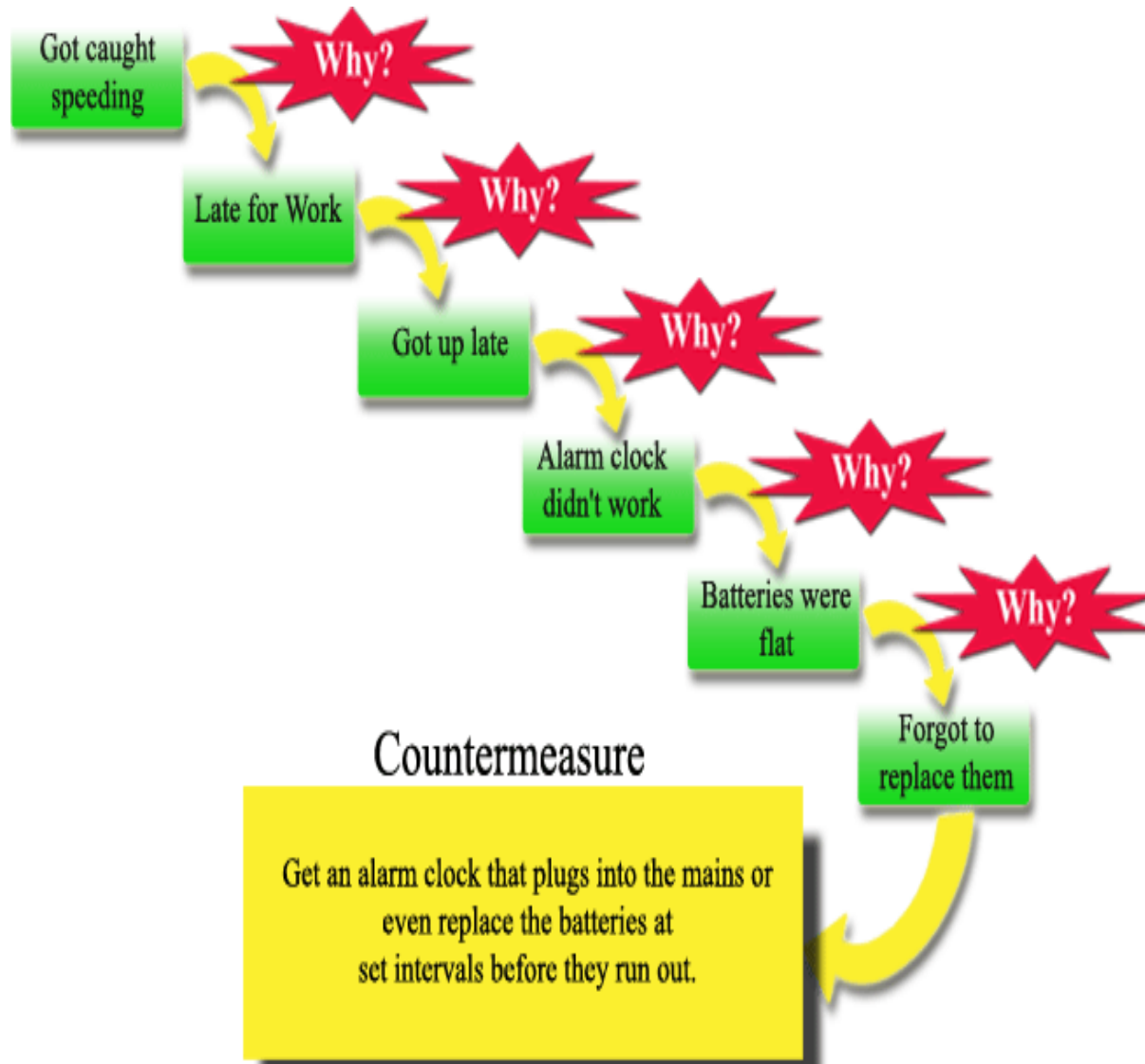
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# Digging a bit deeper

How confident are you that your  
causes are the root causes?

Why?



...but is 5 enough...?



# Understanding the impact of your causes

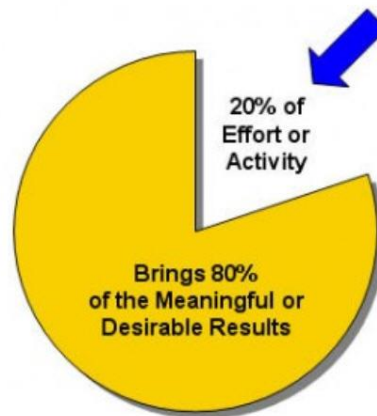




# Control and Impact

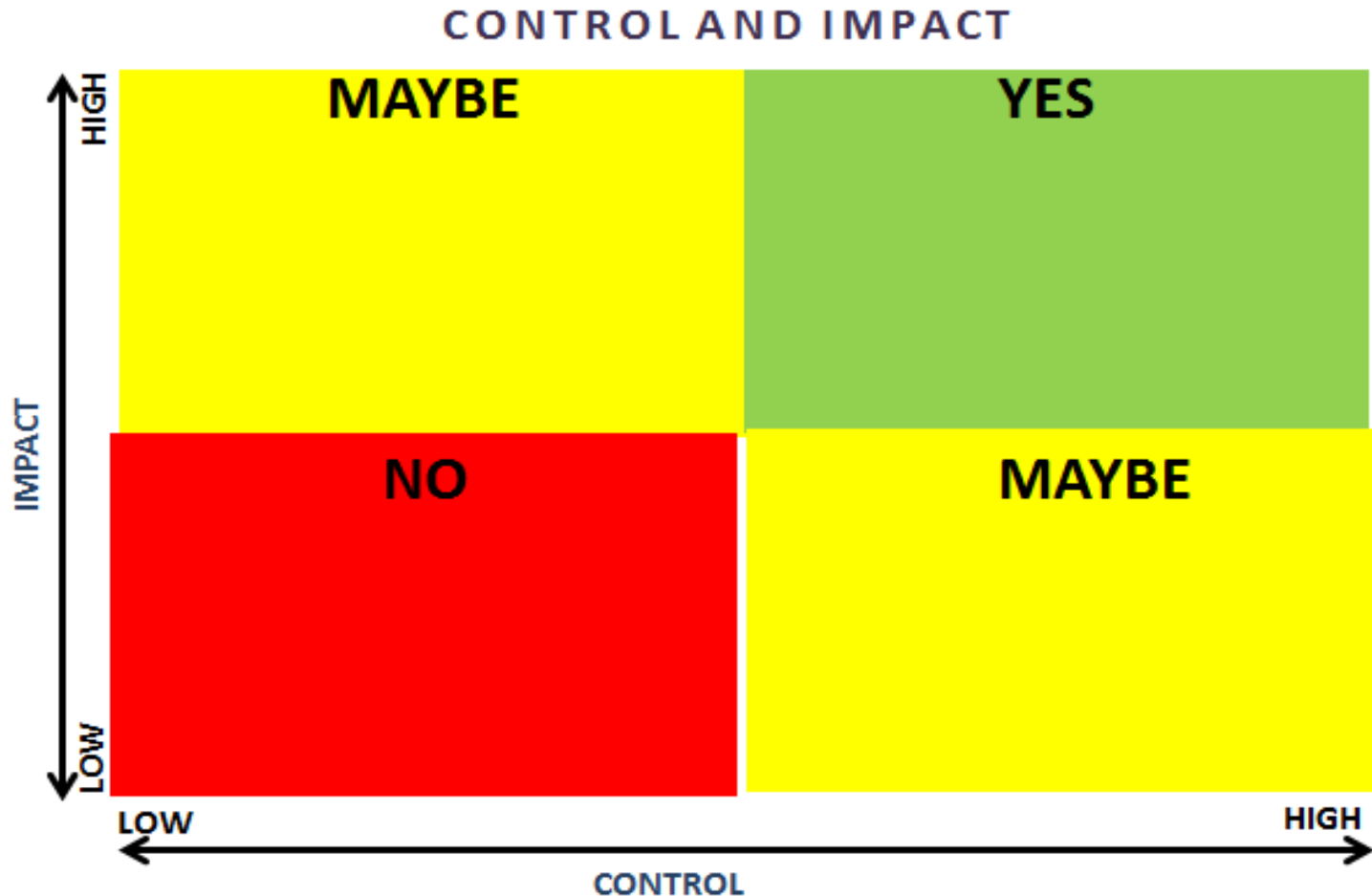
What are the things we should focus on today?

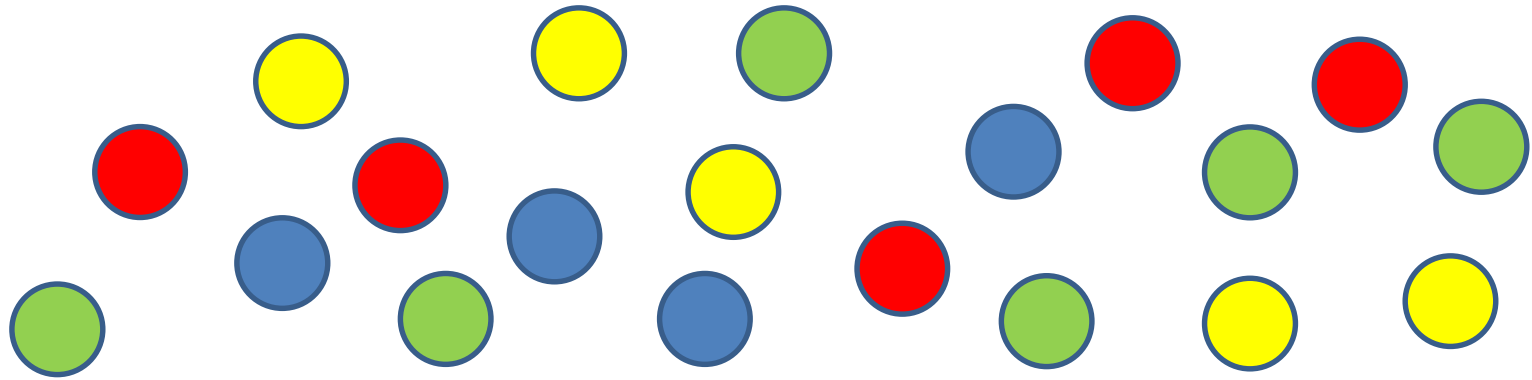
1. What will have the greatest impact on our P&E position?
2. What do we have the most influence over?



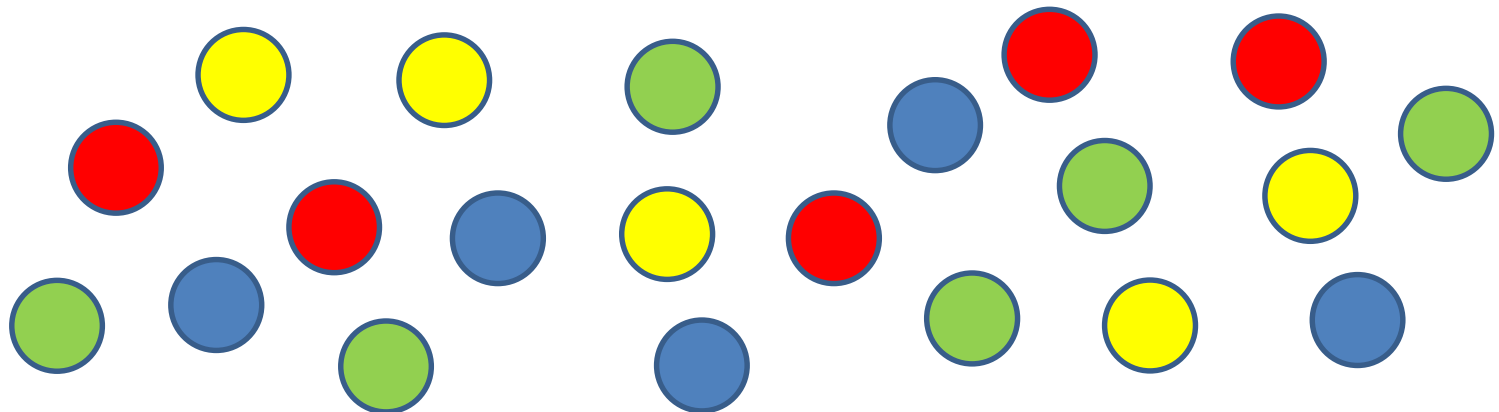


# Control and Impact

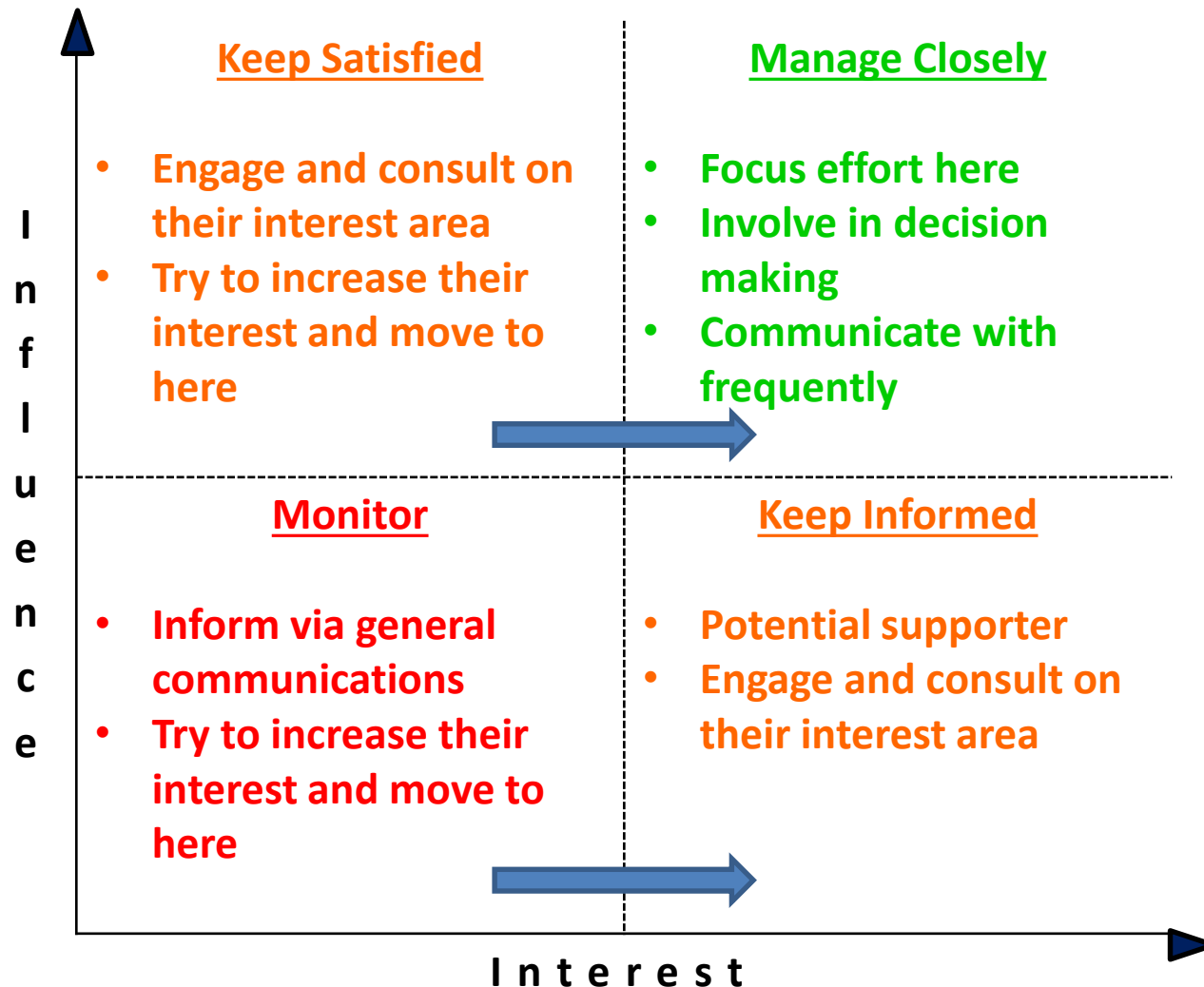




# **MULTI-VOTING to CHOOSE WHAT TO WORK ON**



# Stakeholder Map



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# Do you know enough to move forward?

1. Are there still gaps in your knowledge about this issue?
2. Do you need to involve or ask anyone else?
3. Is there more information that you need?



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# **Process mapping- helping you to understand where you are**

<https://www.youtube.com/watch?v=rbmhye2jFtc>



## **Analysing your map**

1. Is your process running the way it should do?
2. Are people following the process as it appears on your map?
3. Does everyone agree on the process?
4. Is there anything that you don't need to do?
5. Is there anything missing?

# Turning the problem into a wish...



**What does success look like for you?  
What is your 'super statement'?**



**Use the tension between where you are now and where you want to be to help you plan how you will get there...**



# Ideas to improve

- Has anyone else solved your problem successfully?
- Does the literature tell you anything?
- Think about the people you identified as being involved. How might each of them (or a couple of them) solve the problem from their own perspective?
- Thinking out of the box...