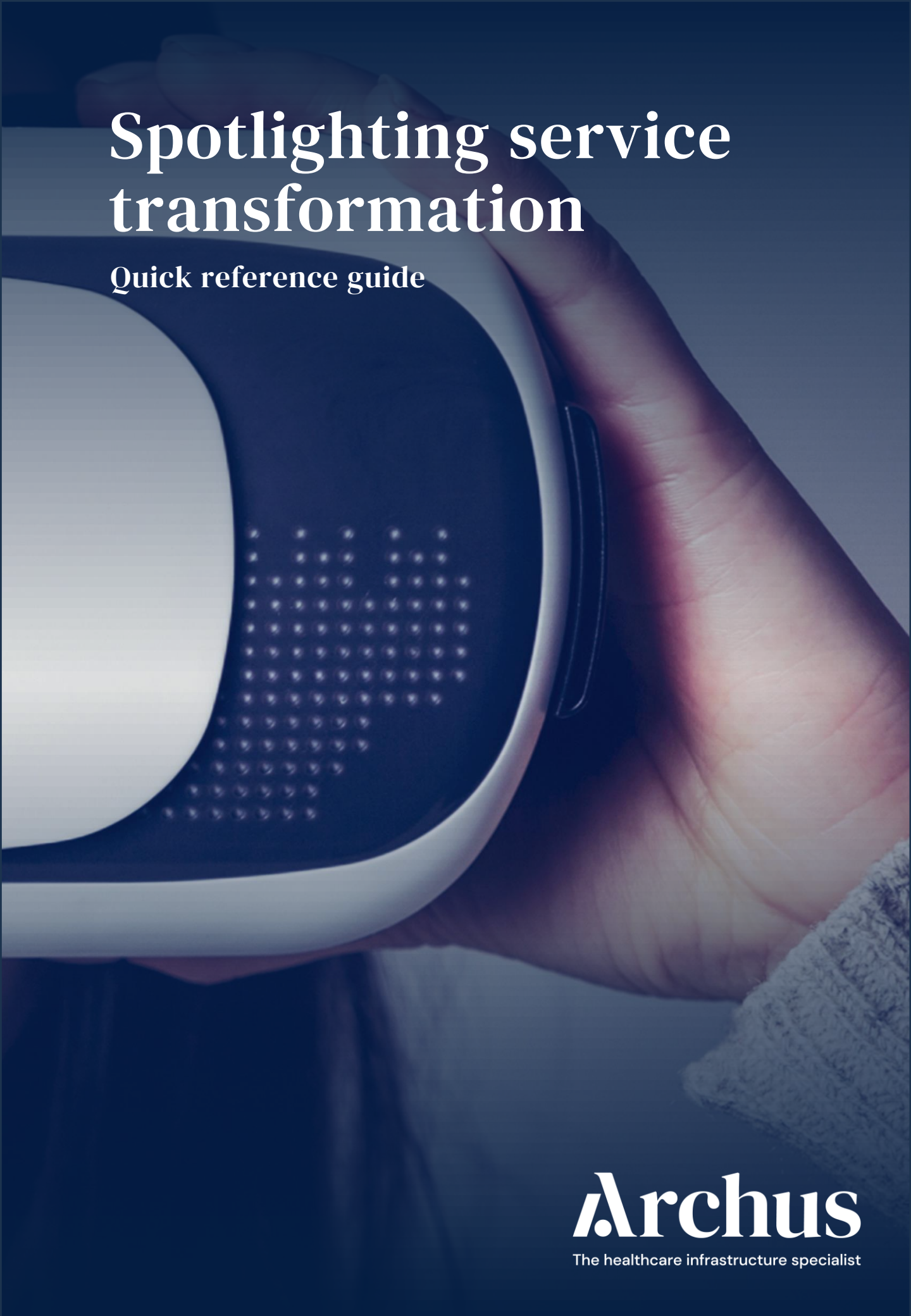




Spotlighting service transformation

Quick reference guide

Archus

The healthcare infrastructure specialist

Spotlighting service transformation

In this quick reference guide, we have summarised some of our own work in identifying and implementing evidence-based interventions for health systems and providers, alongside a range of other case studies where a focus on change, not capacity, has delivered significant value to the health economy in terms of performance, experience and outcomes.

These examples have been selected from a continuously growing library of more than 120 global case studies which our team have created to demonstrate and learn from the broad range of opportunities in this space.

Targeted demand management at the new Leighton Hospital

North west, UK

A data-driven and risk-stratified approach to healthcare planning

Intervention: Archus have developed a sophisticated demand and capacity modelling system which is able to quantify the real-term impact of a range of interventions identified to help reduce pressure on acute services, including the standardisation of same day emergency care pathways, reducing variation in provision of acute frailty services and the use of virtual ward services, alongside many others,. The effect of each intervention is applied at patient level within the data – e.g. by applying to a cohort of patients with a certain diagnosis or those who have undergone a certain procedure. This can then assist with the prioritisation of various interventions within the locality and supports a roadmap for change within the hospital itself and the wider health system.

Impact: This sophisticated approach to healthcare planning, supports more efficient, in-depth engagement and decision making as part of a process of co-developing new clinical service models for both the provider and system partners. For the new Leighton Hospital, it has identified up to 30% of conventional non-elective and outpatient spaces for reduction or movement within the hospital and across the system, while empowering leaders and partners in creating a system-wide transformation roadmap with identification of critical success factors and tracking measures to enable ongoing course correction and improvement over time.



Rapid Access Service

London UK

Moving more care towards delivery in the community

Intervention: A London provider provides short term intensive support to patients in urgent medical crisis for up to 10 days including Nurses, Occupational therapists, physiotherapists, pharmacists, healthcare assistants and 24/7 referrals

Impact: 80% of referrals have resulted in admission avoidance. This has also led to more patients receiving care closer to homes or in familiar environments.

Clinical Model Development

South east UK

Bespoke pathways which drive efficiencies

Intervention: Royal Berkshire NHS Foundation Trust needed a Clinical Model to help deliver their Clinical Strategy, including co-producing patient pathways with clinicians to increase efficiencies within the Trust. We developed five bespoke pathways for heart failure, falls, lower GI cancer, MSK and T&O and breathlessness, following the form of a decision tree.

Impact: The exemplar pathways present a template for reviewing and enhancing other high volume, high impact services to make a tangible and measurable improvement to the delivery of care.

Remote Monitoring

Midlands UK

Maximising the benefits of eHealth

Intervention: Three hospitals implemented a new monitoring platform which allows patients to self-monitor their conditions and general wellbeing. The system shares data with healthcare professionals for remote clinical monitoring of changes or deterioration in the patients' medical condition.

Impact: 1000 patients with chronic diseases were supported across 4 pathways in 2021. Over 288 hospital beds were saved in a 3-month period and 218 Covid-19 patients were discharged home with remote monitoring, with a 50% reduction in re-admissions.



Target Operating Models and Building Blocks

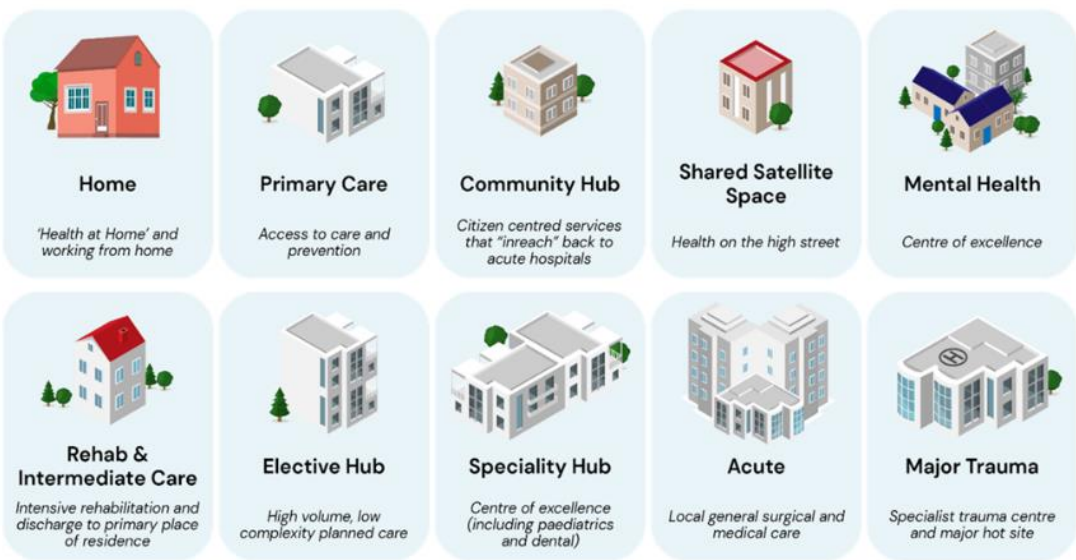
Glasgow, Scotland

Moving more care towards delivery in the community

Intervention: Target operating models (TOMs) of a facility or system outline at a high level, how services will operate; ensuring care is delivered within the right setting. Our work with NHS Greater Glasgow and Clyde developed TOMs for key clinical streams across the entire health board including planned care, unplanned care and primary care amongst others.

Impact: By understanding and breaking down how services will be delivered in the future through the development of TOMs, the various activities described can be assigned a ‘building block’ (see figure below) to identify the optimal setting in which they should take place. For example, all day case surgical and medical procedures within an elective hub. This, in turn aids option development within estates planning, allowing providers to consider scenarios and maximising the use of space, both existing and new, aligned to the building blocks.

Figure 1: Building blocks



Cancer Triage Assessment Unit

Midlands UK

Providing person centred care at the right time in the right place

Intervention: Oncology patients who require rapid advice can call the unit, these patients are then triaged and managed appropriately

Impact: This has led to improved admission avoidance & has also led to saving 624 bed days annually.

Same Day Emergency Care

North west, UK

Reducing unrequired medical admissions

Intervention: West Cumberland opened an SDEC March 2020. SDECs allow rapid assessment, diagnosis and treatment in ED without admission to a ward. SDECs are open 12 hrs a day 7 days a week.

Impact: This has reduced the number of people who need to be admitted to hospital by 30% since March 2020. There is a lower risk of infection and de conditioning for patients.

Mercy Virtual

Missouri, USA

The World's first dedicated Telehealth centre

Intervention: 330 Clinical Professionals, 24/7 operations, robotic surgery, telehealth consultations, diagnostics & reporting.

Impact: Described as a hospital without beds, the Virtual Care Centre is home to a large medical team, but no patients. Using highly sensitive two-way camera, online-enabled instruments and real-time vital signs, clinicians 'see' patients virtually.



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Archus are healthcare specialists

Archus is a team of experts who advise on and deliver infrastructure and transformation projects which help shape the future of healthcare. We work globally, tackling big picture strategy as well as detailed delivery.

As healthcare experts, we've been involved in every kind of health infrastructure project – from hospital to helipad, field hospital to future design guidance, service strategy to clinical planning.

Our leading-edge team of professional advisors bring a mixture of clinical, private and public sector experience along with a deep understanding the complexities of healthcare and wider global health and social infrastructure systems and processes.

Together, we are shaping the future of healthcare.

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