

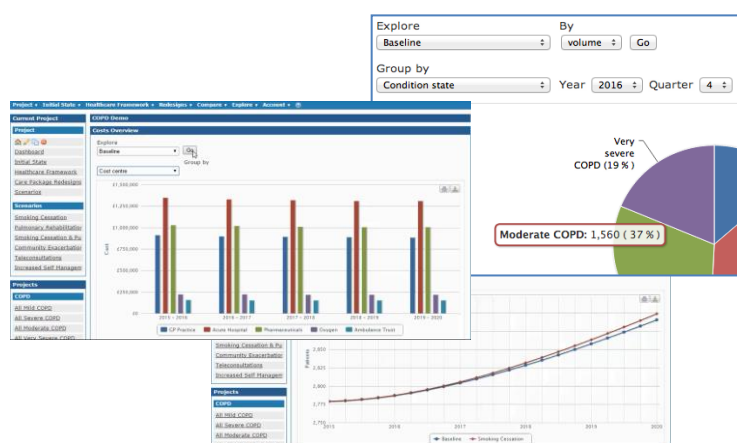
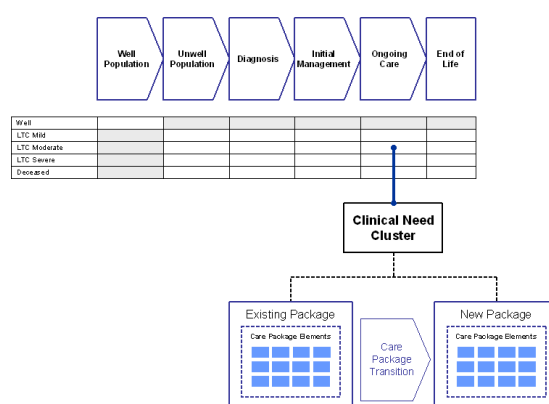
## A Collaborative Change Platform for Transforming Long Term Condition Services

As the NHS wrestles with increasing patient demand and funding pressures, a faster way to redesign healthcare services is vital. One that rapidly delivers a framework for joined-up improvements and optimised outcomes versus costs. This is particularly important for populations with complex Long Term Conditions such as Diabetes, Chronic Heart Disease and COPD.

A new approach has been pioneered that captures local service information, quickly models alternative service designs and helps stakeholders (clinicians, commissioners, service providers suppliers, patient groups etc) to agree which is the best. All this supported by a graphical, cloud-based application. The service implementation is then much faster, with greater chance of success.

The power of the app is that it unlocks the knowledge and ideas of the participants, combining their knowledge and projecting the results of the system over time in terms of patient outcomes, costs and resources. This is not normally possible in real-time.

This baseline is the starting point for clinical service redesign. With a common view of the current healthcare system, new designs are discussed, such as the rollout of cardio rehab for a cohort with chronic heart disease or a community-based exacerbation service for COPD patients. Once details of the proposed care packages have been agreed and entered online, users can immediately see the impact; costs and benefits versus patient outcomes, all profiled over time. They are refined and re-run, often within a workshop setting. Once the best option has been identified, there is already a service blueprint, the data for a business case and much of the stakeholder alignment has already been achieved.



Some early pilots have been run, initially funded by an NHS innovation pot. They paid back in planning terms alone but the bigger benefit is that they identified ongoing savings of 15-39% in specific budgets, worth millions of pounds per year. The apps bring the impact of service redesign into the heart of the community.

There are benefits for a range of stakeholders from Health & Wellbeing Boards to CCGs, Change Agents and Health/Social care Providers. The

architecture is designed to extend to all Long-Term Conditions and other disease groups as required. The current drive for integrated care, better outcomes, higher efficiency, more community care and faster technology adoption requires the kind of joined-up planning that this approach offers.

The collaborative process and supporting applications are available through Touchpoint Change Consulting. Please contact us for more information.