

Change is coming

FOR YOU!

The aim of this newsletter is to provide information on the Single Shared Assessment Lean project.

Background

Shetland Community Health & Care Partnership signed up to a number of key objectives for the year 2009/10.

- To maintain the position of zero hospital discharged delayed over 6 weeks.
- To increase the number of people with long term care needs who are supported to live at home.
- To decrease the number of people waiting for an Occupational Therapy assessment; and
- To reduce the number of older people (65+) admitted to hospital as an emergency.

Therefore to meet these objectives and to address failing in the previous process, a redesign was made top priority for Shetland Islands Council & NHS Shetland in the year 2009/10.

Community Health and Care Partnership decided that the best way to progress with the redesign was to use LEAN methodology.

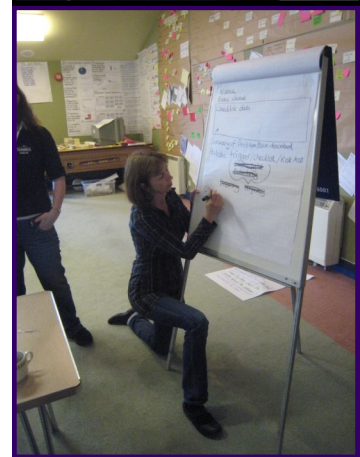
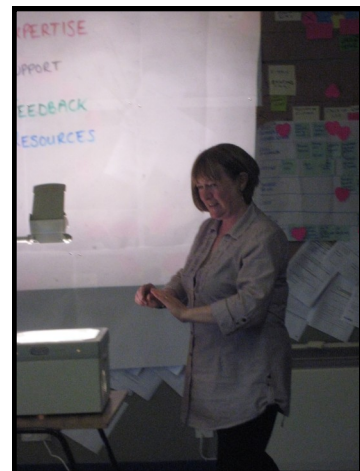
Why Change?

Customer feedback identified a need to review the previous assessment process. Historically up to 30 individual assessments existed between different agencies in Shetland. This proved to be complex, repetitive and often led to:

- Unclear boundaries and roles
- Delays in service provision with creations of bottlenecks in service delivery
- A lack of positive outcomes for customers
- A crisis response service rather than planned service,
- Duplication of information
- Service driven, inflexible approach to solutions to a range of flexible alternatives.

Our main challenge for the foreseeable future comes from the population projections that shows an aging population with increasing levels in dementia in old age and increasing levels of disability among children and younger adults.

'SO MORE OR THE SAME WON'T DO'



Single Shared Assessment Lean Project

The Vision

The goals of the team were to implement a new process in which:

The first customer contact is the start of the assessment;

90% of services are provided within 21 days of first contact;

Offers 100% of Carers' an individual needs assessment;

Is co-ordinated by the most appropriate person for the customer;

Puts an end to the inappropriate placements, through access to a range of flexible solutions, and

Improve customer satisfaction.

What we will achieve

The focus will be on the Customer;

Partner agents will engage with the customer and continue to engage with the customer throughout the process;

Partner agents will be accountable to the customer, to other partners and to their agency;

Quality will be intrinsic to the process, from the start and throughout.

The customer experience will be **right first time every time.**

Positive behaviour will be the norm, promoting trust between the customer and partners.

Partners will provide flexible, effective solutions that meet the unique goals of every customer.



Lean Methodology

What is LEAN?

Lean was developed by Toyota 50 years ago for the motor industry; however it is now being widely used through various industries and public services.

Key Principles of Lean

- All efforts are focused around the customer
- Removes waste
- Quality everywhere
- Standardised process
- Everything flows in one direction
- Encourages flexibility
- Solutions are innovative

Key Lean Measures

- Lead time— total time spent processing start to finish.
- Process time—working, hands on. time spent.
- All outcome focused— for the customer.
- Aim at reducing time wasted and improving capacity in the system/team to deliver what the customer wants.

Benefits of Lean

- Improve Service Quality
- Improve Customer Outcomes
- Improve Service Productivity and efficiency
- Reduce Costs
- Reduce Delays
- Reduce Lead Times
- Empower staff and improve morale, and
- Improved use of resources

“To listen to our customers, identify their goals and to begin to provide support to achieve them within 21 days”

Where Are We Now

The implementation phase has been split into these 6 strands:

1. **Practice Development & Champions — Sue Peaker and Ruby Jamieson**
Champions have been identified by managers to support the new process.
2. **Customer Access — Rod Keay, Mylene Watt and Keri Ratter**
Defining requirements for improving customer contact.
3. **Process Design & Guidance — Laura Saunders and Rosemary Blain**
Documentation and guidance notes are near completion to support the new process.
4. **Communications — Isobel Wishart & Elaine Thomson**
Monthly newsletters; Publicity Campaign; Dates to be arranged for Presentations with each Partner Agency.
5. **Information Technology — Jane Cluness —** Reviewing Software options to support the new documentation and sharing of information between Partner Agencies.
6. **Quality Assurance and Management Reporting — Jane Cluness and Laura Saunders**

TEAM CONTACT DETAILS

Any questions, comment or queries that you may have please do not hesitate to get in touch at the addresses listed below

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Special points of interest:

January 2010

Presentations are to take place and we will be coming to a place near you!

LAUNCH DATE

5TH April 2010

Thank you for your continuing Support

