

# A Practical Guide to meeting the Quality and Productivity Challenge through developing and using Care Pathways

## Care Pathways 2010

Wednesday 23 and Thursday 24 June 2010 | Cavendish Conference Centre | London

Supported by the European Pathway Association

### Streams/focus sessions include:

- Developing and using Care Pathways to meet the Quality and Productivity Challenge
- The future of Care Pathways: moving forward
- Involving patients in the development of Care Pathways
- Care Pathways to improve the patient experience
- Evaluating the effectiveness of Care Pathways
- Care Pathways in health and social care  
Chronic conditions | Mental Health | End of Life Care
- Evidence based practice

### Workshops:

- Beginners guide: a step-by-step guide to planning, writing and implementing a Care Pathway
- Lean thinking and Care Pathways

### Chair and keynote speakers:

#### Dr Kris Vanhaecht

*Secretary General European Pathway Association (E-P-A) and Research Fellow Centre for Health Services and Nursing Research, Catholic University, Leuven, Belgium*

#### Professor Massimiliano Panella

*President European Pathway Association (E-P-A) Editor The Journal of Care Pathways and Professor of Public Health Università del Piemonte Orientale Italy*

#### Claire Whittle

*Project Manager Integrated Care Pathways Appraisal Tool West Midlands SHA Senior Lecturer University of Birmingham and Quality Manager – Portfolio and Curriculum Heart of England NHS Foundation Trust*

#### Margaret Murphy

*Steering Group Member Patients for Patient Safety Programme WHO Patient Safety*

#### Susan Went

*Senior Expert in Healthcare Quality Improvement The Health Foundation*

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A Practical Guide to meeting the Quality and Productivity Challenge through developing and using

# Care Pathways

Supported by the European Pathway Association

Care Pathways 2010 is the **ONLY** Annual international conference for all those involved in monitoring and improving patient care through Integrated Care Pathways, clinical pathways and critical pathways.

*“Since last year, care pathways, designed by clinicians to set out what the future of care should look like in each NHS region, are being actively used to determine the numbers and types of professionals we need for the future.”*

DEPARTMENT OF HEALTH, HIGH QUALITY CARE FOR ALL, OUR JOURNEY SO FAR, 30 JUNE 2009

Care Pathways are increasingly being recognised as one of the most valuable tools you can use to maintain and improve standards of care delivery and improve the patient experience and drive cost and efficiency savings.

Through a series of presentations, this annual Care Pathways conference, supported by the EPA, provides both important updates on developing effective Care Pathways and a practical guide to meeting the Quality and Productivity Challenge.

Following the chairman's welcome and introductions, **Professor Massimiliano Panella** *President European Pathway Association (E-P-A) Editor The Journal of Care Pathways and Professor of Public Health Università del Piemonte Orientale, Italy* opens the conference by looking at what have we learnt about Care Pathways: looking back and moving forward. Day 1 continues with a variety of presentations and specialty focus sessions

including: analysing the patient journey and making improvements to the Care Pathway; integrating financial and cost information into Care Pathways in order to deliver and monitor quality improvement and cost reduction and the future of Care Pathways moving forward. Day 2 focuses in more detail on improving the patient experience, evaluating the effectiveness of Care Pathways and evidence in practice with opening presentations from **Margaret Murphy** *Steering Group Member Patients for Patient Safety Programme WHO Patient Safety* and **Susan Went** *Senior Expert in Healthcare Quality Improvement The Health Foundation*.

The conference brings together the latest research in the field, both internationally and from across the UK – as well as over 25 practical case studies and interactive sessions, in which leading practitioners will share their experience of implementing successful Care Pathways in practice.

## SUPPORTED BY THE INTERNATIONAL JOURNAL OF CARE PATHWAYS

The *International Journal of Care Pathways*, under new editorship and now published quarterly, evolved from the *Journal of Integrated Care Pathways*. It provides a forum for exploring a wide range of issues relating to ICPs, including implementation, evaluation and strategic issues such as informatics, risk management and quality. The journal contains case studies of ICP programmes, original research articles, debate and commentary, book reviews and conference reports.

Take advantage of a free trial to the journal for 30 days, at [rsmjournals.com](http://rsmjournals.com)

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# Poster Displays

Poster Displays will take place in all breaks, lunches and during the evening reception throughout the conference

## Improving the Care Pathways for mentally disordered offenders born abroad

**Dr Paul Gilluley** *Consultant Forensic Psychiatrist*

## Development and implementation of a gender specific psychological treatment pathway in low secure services

**Phil Coombes** *Deputy Clinical Director*  
Raphael Healthcare

## Transforming Care Pathways and processes to improve the quality and value of care provided to children and young people

**Dr Venkat Reddy** *Consultant Paediatrician and Clinical Lead*  
NHS Institute

## Developing a liver transplant patient pathway: recognising the need for change

**Stephen Bond** *Junior Charge Nurse*  
Cambridge University Hospital NHS Foundation Trust

## The patient journey across boundaries – Aneurin Bevan Health Board's approach to pathway development using map of medicine

**Joanna Dundon**  
Aneurin Bevan Health Board

## Health promotion Care Pathways for adult patients within hospitals

**Jan Sinclair** *Lifestyles Service Coordinator*  
Stockport NHS Foundation Trust

## Putting the Mental Capacity Act 'on the map'

**Chris Sayer** *Clinical Effectiveness Manager*  
Hywel Dda Health Board

## A multidisciplinary Care Pathway for lung surgery

**Brigit Kistemaker** *Team Leader*  
Dutch Cancer Institute, Antoni van Leeuwenhoek Hospital

## ThinkGlucose

**Sandra Corry** *Lead Associate, ThinkGlucose*  
NHS Institute for Innovation and Improvement

## Care Pathways: the Haga way

**R Mesman** *Project Manager*  
HagaZiekenhuis, The Hague

## Colorectal cancer information DVD – the ultimate development in patient empowerment

**Professor P N Haray** *Consultant Colorectal Surgeon*  
North Glamorgan NHS Trust

## Mammacare A7: a cross boundary integrated oncological Care Pathway within 3 hospitals for breast cancer

**S Rijpma** *Advisor Quality Improvement*  
Comprehensive Care Centre North East (CCCNE), Netherlands

## Developing a new assessment unit with patient directed pathways for the un-well oncology patient

**Tim Chapman** *Darzi Fellow*  
The Royal Marsden NHS Foundation Trust

## Designing and implementing an integrated Care Pathway to standardize the care for hip and fracture patients

**Tina McPherson** *Trauma Coordinator*  
United Lincolnshire County Hospitals NHS Trust

## Currently available functions of electronic clinical pathways in Japan

**Dr Shunji Wakamiya**  
Kawasaki Medical School

## CAMHS Pathway project in Kent

**Alex Hassett** *Senior Consultant (CAMHS)*  
Canterbury Christchurch University

## SAFER – a model of care that underpins practical Care Pathways

**Katie Bailey** *Head of Psychology*  
Partnerships in Care North West Region

## CONFERENCE INFORMATION

### Venue

Cavendish Conference Centre, 22 Duchess Mews, London, W1G 9DT. A map of the venue will be sent with confirmation of your booking.

### Dates

Wednesday 23 and Thursday 24 June 2010.

### Confirmation of booking

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### Terms and conditions

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### Accommodation

On confirmation of your booking you will receive details of accommodation.

### Exhibition

If you are interested in exhibiting at this event, please contact Nicola Finley on 020 8541 1399 or email nicolaf@healthcare-events.co.uk

### Credits

This conference supported by the European Pathway Association (EPA), Accredited by the Royal College of Physicians and the Association of Surgeons of Great Britain and Ireland (ASGBI) and recognised by the IHM. Accredited by the Royal College of Nursing Accreditation Unit.

## JOINT OPENING SESSION

10.00 **Chairman's welcome and introduction**

### Care Pathways: update from the European Pathway Association

**Dr Kris Vanhaecht**

*Secretary General* European Pathway Association (E-P-A) and *Research Fellow* Centre for Health Services and Nursing Research, Catholic University Leuven, Belgium

- an update from the European Pathway Association
- sharing international and national EPA developments and progress

## CONFERENCE

### Stream A

#### DEVELOPING AND USING CARE PATHWAYS TO MEET THE QUALITY AND PRODUCTIVITY CHALLENGE

11.45 **Analysing the patient journey and making improvements to the Care Pathway**

**Dr Elizabeth Aitken**

*Clinical Lead Rapid Improvement Programme*  
NHS Institute for Innovation and Improvement

- 'walking the patient pathway' to identify bottlenecks and areas for improvement
- learning from national data on variation of care
- critical success factors for improving the Care Pathway
- case study: rapidly improving hip fracture pathways: the impact on length of stay and mortality

12.10 **Identifying the delivery gap in a lean Care Pathway**

**Ellen Joan van Vliet**

*Research Fellow Care Pathways/Health Services Operations Management* Rotterdam Eye Hospital The Netherlands/Catholic University Leuven, Belgium

- measuring the efficacy and efficiency of a lean Care Pathway to investigate possible delivery gaps
- comparing the lean Care Pathway to traditional care processes
- the importance for healthcare teams of complying to key interventions of the lean Care Pathway

12.35 **Integrating financial and cost information into Care Pathways in order to deliver and monitor quality improvement and cost reduction**

**Ciara Moore**

*Operations Manager in Medicine*

**with Camilla Ward**

*Patient Pathway Lead*  
Cambridge University Hospitals NHS Foundation Trust

- ensuring clinicians have the information for clinical budgets and patient level/Care Pathway costing
- incorporating this information into the Care Pathway to demonstrate the financial impact of the Care Pathway
- monitoring the impact on quality and cost
- the evolution of Care Pathways in Cambridge

13.00 Questions and answers, followed by lunch and exhibition at 13.10

**Afternoon Chair: Ruben Van Zelm** *Secretary* The European Pathway Association

14.00 **Clinical audit of Care Pathways: assessing quality throughout the Care Pathway using clinical audit'**

**Robin Burgess**

*Chief Executive*  
Healthcare Quality Improvement Partnership (HQIP)

- using Care Pathways to identify variation from established best practice
- care pathways as a real time clinical audit tool
- an update on national clinical audit and HQIP developments

14.25 **Monitoring implementation of Care Pathways using performance and outcome indicators**

**Alberto Deales**

*Quality Care Pathways and Clinical Networks Area Manager*  
Regional Healthcare Agency of Marche Region, Italy

- integrating performance and outcome indicators into the Care Pathway
- auditing and benchmarking against the indicators
- analysing the results and revising the Care Pathways accordingly
- developing, implementing and monitoring Care Pathways to improve quality of care for stroke, hip fractures and acute coronary syndrome: experiences across the Marche Region

14.50 Questions and answers

15.00 **The Winners of the Belgian Dutch Clinical Pathway Network Prize will present an overview of the winning care pathway project**

15.25 Tea and exhibition

## FINAL JOINT SESSION: THE FUTURE OF CARE PATHWAYS: MOVING FORWARD

15.45 **Whole systems Care Pathways: working across boundaries**

**Dr Steven Laitner**

*General Practitioner and Consultant in Public Health Medicine, Associate Medical Director*  
NHS East of England *Clinical Advisor to 18 Week National Implementation Team* Department of Health

- working and planning across organisational boundaries to reduce unplanned readmissions
- a Care Pathway approach for improvement and cost reduction
- using care planning and intermediate care interfaces
- tools for sustainability and innovation

## JOINT OPENING SESSION

10.25 **KEYNOTE ADDRESS**

### What is the effect of Pathways? a critical analysis of the actual knowledge

**Professor Massimiliano Panella**

*President European Pathway Association (E-P-A) Editor  
The Journal of Care Pathways and Professor of Public  
Health Università del Piemonte Orientale, Italy*

- what have we already learnt about Care Pathways: looking back
- a critical analysis of a Cochrane Review on Pathways
- challenges for the future and moving forward

11.00 Questions and answers, followed by coffee and exhibition at 11.10

## S P L I T S

### Stream B WORKSHOPS

#### **A** Beginners guide: a step-by-step guide to planning, writing and implementing a Care Pathway

11.50 **An introduction to Care Pathways**

**Facilitator:**

**Angela Hughes**

*Care Pathways Manager  
Cardiff and Vale NHS Trust*

- an introduction to Care Pathways: overview, planning and development
- using process mapping to help plan an effective Care Pathway
- practical advice and tips for planning and writing a Care Pathway in practice

12.20 **Implementing a Care Pathway in practice**

**David Thomson**

*National ICP Coordinator  
NHS Quality Improvement Scotland (NHS QIS)*

- establishing and embedding Care Pathways in practice
- aligning the implementation of Care Pathways with other national drivers/work streams such as the productive ward
- accreditation and using a Care Pathway Toolkit

12.50 Questions and answers/group discussion, followed by lunch at exhibition at 13.10

#### **B** Lean thinking and Care Pathways

14.00 **Applying lean thinking to Care Pathways**

**Representative**

The Manufacturing Institute

- an introduction to lean
- lean methodology and tools
- how lean thinking can be applied to Care Pathways
- redesigning Care Pathways using the lean approach
- a case study from an NHS Trust

15.00 Questions and answers/group discussion, followed by tea and exhibition at 15.15

## FINAL JOINT SESSION: THE FUTURE OF CARE PATHWAYS: MOVING FORWARD

16.15 **The Mini-Pathway system: advanced solutions for hospital management**

**Yoshimune Shiratori**

*Chief Information Officer  
Gifu University Hospital Japan*

- driving medical treatment and care to improve efficiency: the electronic clinical pathway system
- the advantages of the electronic system
- analysing variance
- operating the system and plans for future development

16.45 Questions and answers, followed by close

## JOINT OPENING SESSION

**Morning Chair: Claire Whittle** *Project Manager Integrated Care Pathways Appraisal Tool West Midlands SHA  
Senior Lecturer University of Birmingham and Quality Manager – Portfolio and Curriculum Heart of England NHS Foundation Trust*

10.00 **CHAIRMAN'S WELCOME**

10.10 **KEYNOTE ADDRESS Involving patients in the development and use of Care Pathways**

**Margaret Murphy**

*Steering Group Member, Patients for Patient Safety  
Programme WHO Patient Safety*

- involving patients and carers in the development and use of Care Pathways
- our journey and how patient involvement can help
- the importance of sharing information and being open

## CONFERENCE

### Stream A

#### CARE PATHWAYS TO IMPROVE THE PATIENT EXPERIENCE

11.45 **Ditch the 'patient', gain a person: mapping pathways across boundaries that have the person at the centre**

**Lucy McCulloch**

*Pathways Manager  
Care Quality Commission*

- the role of the Care Quality Commission in examining pathways
- focusing the pathway on the 'person' not the 'patient'
- mapping pathways across boundaries to focus on people's needs: the impact on the person's experience, their outcomes and value for money

12.10 **Developing a Care Pathway to assist the recovery process**

**Marie Morris**

*Enhanced Recovery Nurse  
Guy's and St Thomas' NHS Foundation Trust*

- focusing on the whole patient pathway from referral/diagnosis to discharge to optimise patient recovery
- working with the multidisciplinary/multiagency team
- involving and informing patients about their Care Pathway

12.35 **Developing a Care Pathway for assessing and managing risk to patient safety**

**Christopher Buckingham**

*Senior Lecturer in Computer Science  
Aston University*

- developing an e-pathway to support the assessment and management of risk: the Galatean Risk Screening Tool (GRIST)
- developing GRIST to enable users to speak a common risk language and communicate and act on risk information more effectively across multiple boundaries
- connecting up the pathway: further developing GRIST to link risk information to risk management plans and patient care packages

13.00 Questions and answers, followed by lunch and exhibition at 13.10

**Afternoon Chair: Professor Massimiliano Panella**

*President European Pathway Association (E-P-A)  
Editor The Journal of Care Pathways and Professor of Public Health Università del Piemonte Orientale, Italy*

#### FOCUS: EVALUATING THE EFFECTIVENESS OF CARE PATHWAYS

14.00 **Measuring the effectiveness of Care Pathways**

**Davina Allen**

*Director of Research  
Cardiff School of Nursing and Midwifery Studies  
Cardiff University*

- measuring the effectiveness of Care Pathways: reviewing the evidence
- what does the evidence suggest?
- implications for practice: recommendations for ICP developers, users and evaluators

14.30 **Applying a framework for evaluating complex interventions to the evaluation of Care Pathways for stroke**

**Professor Massimiliano Panella**

*President European Pathway Association (E-P-A)  
Editor The Journal of Care Pathways and  
Professor of Public Health Università del Piemonte  
Orientale Italy*

- using a framework to identify the effectiveness of Care Pathways for stroke
- critical factors in effectiveness

15.00 Questions and answers, followed by close

## JOINT OPENING SESSION

- 10.40 **Developing and using Care Pathways to meet the Quality and Productivity Challenge**  
**Susan Went**  
*Senior Expert in Healthcare Quality Improvement*  
 The Health Foundation
- using Care Pathways as a tool for improving quality and productivity
  - reducing costs whilst maintaining and even improving quality of care and patient experience
  - the future for Care Pathways: challenge and opportunities ahead

11.10 Questions and answers, followed by coffee and exhibition at 11.20

## SPLITS

### Stream B

#### FOCUS SESSIONS AND WORKSHOP

#### **C** Care Pathways in health and social care: specialty focus sessions

**Chair: Jonathan Hill**

*Head of Quality Care Delivery Together NHS Foundation Trust  
 and Editorial Board Member International Journal of Care Pathways*

#### 11.40 **An electronic Care Pathway for COPD management in primary care**

**Margaret Rennocks**

*Senior Service Improvement Manager*  
 National Leadership and Innovation Agency for Healthcare

- improving the management of COPD in primary care through an electronic Care Pathway
- developing the pathway against QOF requirements
- piloting the Care Pathway and the impact on patient care

12.05 Questions and answers

#### 12.10 **Developing an electronic Care Pathway in a high secure forensic mental health service**

**Ilona Kruppa**

*Clinical Director, Mental Health and National Learning  
 Disability Directorate*  
 Rampton Hospital

- developing and implementing an electronic Care Pathway across high secure services: our experience
- focusing available resources towards managing an individualized and efficient Care Pathway for each patient
- identification of variance and performance management

12.25 Questions and answers

#### 12.30 **Developing a clear Care Pathway for care in the last hours or days of life**

**Deborah Murphy**

*Directorate of Specialist Palliative Care*  
 Royal Liverpool and Broadgreen University Hospitals NHS Trust

- developing a clear Care Pathway for end of life care and ensuring services are available 24/7
- a walk through the pathway including variances documented
- improving the patient experience, promoting choice and supporting relatives and carers

12.55 Questions and answers followed by lunch and exhibition at 13.05

#### **D** Evidence based practice Identifying evidence and standards on which to base your Care Pathways

**Facilitator: Sue Hindle-Smith**

*Care Pathways and Knowledge Manager NHS West Midlands*

*Sue's role involves using Map of Medicine as a vehicle to share knowledge and to develop and implement pathways which lead to an improved patient experience through effective efficient care delivery. The West Midlands now has a number of pathways localised within the Map of Medicine and are looking at ways to review the effectiveness of this work.*

#### 14.00 **Identifying evidence and standards for incorporation into Care Pathways: linking to QIPP**

**Mark Salmon**

*Programme Director NHS Evidence, The National Institute  
 for Health and Clinical Excellence*

- identifying standards and evidence for inclusion into pathways
- how the NHS Evidence quality and productivity collection can support QIPP
- identifying efficiency savings that can be made whilst improving quality

#### 14.30 **Incorporating the evidence into the pathway and using pathways to identify variation from national standards and evidence**

**Mark Olive**

*Researcher*  
 University of the West of England

- identifying, recording, and learning from variance
- feeding the results of variance tracking back into the development of a pathways

15.00 Questions and answers, followed by close



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Wednesday 23 June 2010

Thursday 24 June 2010

Both days

**Please indicate which sessions you are most likely to attend:**

Day 1, Wednesday 23 June 2010

- Stream A: Developing and using Care Pathways to meet the Quality and Productivity Challenge  
 Stream B: WORKSHOPS  
 A: Beginners guide: a step-by-step guide to planning, writing and implementing a Care Pathway  
 B: Lean thinking and Care Pathways

Day 2, Thursday 24 June 2010

- Stream A: Care Pathways to improve the patient experience  
 Stream B: FOCUS SESSIONS AND WORKSHOP  
 C: Care Pathways in health and social care: specialty focus sessions  
 D: Evidence based practice

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