

Case Studies on Enabling Improvement No. 4

Stroke Pathways in Gloucestershire

Delivery Partners: The improvement team collaborated with members of the circulatory clinical programme group (CPG), including colleagues from both the GHFT and GHC.

Situation: Stroke care is complex and for optimum patient recovery, requires smooth transitions through all the services along the pathway. The team were keen to take an improvement approach to truly understand challenges in delivering stroke care, to scope out some of the longer-term transformational work and to identify any improvements which would be actioned within the next few months.

Enabling Assignment:

The improvement team conducted a series of coaching sessions to help the project team design an engagement event. Initially, this event aimed was planned to focus on process mapping. However it was evident from the planning sessions that it would be helpful for the group to spend time getting to know each other and appreciate the challenges from different perspectives to build momentum for a joint vision of improvement.

The engagement session focused on devising a shared aim and for the work and agreeing on the project's scope.

The improvement team supported the delivery of the engagement session and continued to provide regular coaching to the CPG whilst the group completed their processing mapping, helping them reach a problem formulation stage.

What Does Integration Mean to Us?



Introduce yourself to someone from another organisation

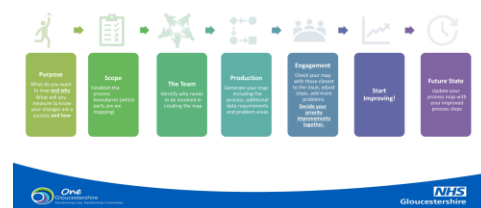
Tell them:

- 1) Your name and role
- 2) What the term integration means to you
- 3) How we would know if you were working in an effective integrated pathway

Make notes if you need to, I will call on pairs to feed back!



How to Process Map



Impact: Focussing on building a shared case for change fostered a better understanding and appreciation of the challenges from different perspectives, and the foundations of positive working relationships. Regular coaching sessions helped the team stay focused and aligned with the project's goals. Use of improvement methods has identification of bottlenecks and opportunities for development, leading to more efficient and effective stroke care pathways. The collaborative effort between the organisations supported a commitment to unified approach to patient care.