The Patient Journey and Clinician Engagement

Michael Carney
Physiotherapist
HFMA
What we will look at

• The complex patient journey

• Working towards good Clinician Engagement
The Patient Journey

A definition:

• “A formal term for the sequence of care events which a patient follows from the point of entry into the system triggered by illness until the patient is discharged from hospital to his or her home, care home, hospice or due to death.”
The patient journey through hospital systems

The patient experience is a direct result of how the different hospital systems interact and the way staff work within these systems to provide patient care.

Please note: The purpose of this diagram is to demonstrate the large number of systems that a patient could pass through on their healthcare journey.
The Patient Journey – Joint activity

• Share as a Group - What areas are you involved with?

In small groups
• What does your agency do/ have in place to assist you to understand the business?

• What opportunities does this provide?

• Efficiencies, costs, potential revenue?
The Patient Journey

• Expectation from CEO/CFO

• What is currently happening...

• Only way to understand it is to spend time in it

• Challenges of providing value based care – where is the best value coming from. What are we doing that is low in value to the patient?
The Patient Journey

• Savings – efficiencies

• Revenue
  • Multiple admission points
  • Multiple pathways
  • Private, Workcover, TAC

• Patient Liaison Officers capture some, but not all

• Need to also have engagement of the clinicians
The Clinician

• Who are we talking about:
  • Specialists
  • Doctors
  • Nurses
  • Managers
  • Allied Health

• All different
The Clinician

• When do we engage with clinicians?

• What do you currently do?
The Clinician

What impacts a clinicians decisions?

• Patient condition – assessment, evidence based
• Chronic Disease
• Patient expectations – Dr Google
• Family Expectations

• Ageing population
• Time
• Shrinking workforce

Money???? Budgets???
Importance of Clinical Engagement

There is evidence that where clinicians are measurably engaged, there is lower staff turnover and absenteeism, decreased infection rates, increased patient satisfaction and lower patient mortality.

Without clinician engagement, change does not happen or are not sustained.  
*West M, Dawson J. Employee engagement and NHS performance. The King’s Fund 2012:123*

Clinician engagement is about the methods, extent and effectiveness of clinician involvement in the design, planning, decision making and evaluation of activities that impact the healthcare system.

*Safer Care Victoria; Clinician Engagement Scoping Paper March 2017*
Benefits of Clinical Engagement

• Labour over 70% of costs
• Improved safety and quality
• Coping with the increased costs of health
  • Australians are living longer
  • Higher proportion of older age people, who are more regular health service users
  • Increased rates of chronic and preventable diseases
  • Expectation of increasing service quality
  • Funding of new expensive technologies and treatments
What do Clinicians impact?

• Costs
  • Rostering
  • Leave management
  • Investigations
  • Medications
  • Length of stay
  • Stock
  • Stationary
  • Meals

• Revenue
  • Documentation
  • Diagnosis
  • Admission information
    • Private
    • Workcover
    • Etc.
Strategies for Clinical Engagement

• Clear, accurate data
  • You can’t manage what you can’t measure – Peter Drucker
• Education
• Communication
• Involvement in decisions (e.g. budgeting) before they are set
  • Early engagement
  • Accountability
Conclusion

• Patient journey can be large and complex
• No two experiences will be the same
• Clinical engagement vital
• Understand perspectives of clinician and patient
• We are in this together