ORANGE GROUP: Improving communication and collaboration between analysts/providers/managers

Focus on collaborative work on common problems

Enhance intermediation between analysts and managers

Develop 'hybrid' managers who understand analysis

Problem owners work up a plan for joint working

Someone in OR community to take responsibility to link to commissioning ('account manager')

Look at the analysis stream on the NHS management program

Centre to set the tone for what analysis is required

National Information board should be developing capability

Academic units to look at accessing commissioning for framework agreements (Stephen L)

AI workshop participants to collaborate in advocating the development of a single national agency to develop consensus and guidelines for the use of OR/AA in health service organisation/management. e.g. a NICE for health service management

Intermediary between OR/analytical community and health service to 'sell' value. [AHSN?, NHSE?]

Develop networking between key stakeholders

Attack silo working

Reach out to work with other networks e.g. AHSA information network, East Kent Business intelligence

Post queries on internet forum – e.g. AphA.

Have some formalised way of networking between analysts from different disciplines. Bi-annual joint meeting? [responsibility of all]

Facilitate joint workshops OR, economists, statisticians, etc. (Andy H)

Commissioners hold open information events to give access to academics to understand issues.

Create requirement for universities and hospitals to declare their links with one another for OR (Marc Farr)

Networking events bringing together NHS clinicians, managers and government.

Establish multidisciplinary teams to work on problems. NHS Wales-Delivery Unit (Julie V) NHS England-OR Soc, Health Foundation, MASHnet.

Build long term relationships with customers

Form user groups with customers

Develop different models of working

Allow time to develop trust e.g. Aneurin Bevin embedding

Develop MASHnet+

Engage with operational managers e.g. Sheffield TH work with Director of Operations to understand their perspective

Build relationships with AHSNs/other relevant bodies and develop a PLAN (Ester Giles)

Build long-term relationships between OR researchers and CEOs for modelling in healthcare.

Shared posts between academia and service delivery. Who -CLAHRCs, AHSNs, EXECS, provider organisations.

NHS England establish joint fixed term appointments between in-house analytical teams and academia (Stephen L)

Enhance mutual awareness and understanding

Develop communication skills of analysts

Make the 'softer skills' a feature of competency frameworks (professional bodies) (Paul S)

Help analysts get into manager's mindset

Develop a career path for health analysts (like in finance)

Improve non-analysts understanding of analysis

Develop an "Everything you ever wanted to know about OR but were too afraid to ask" primer that is entertaining, informative and useful [MASHnet]

Develop better understanding of role of system modelling in healthcare e.g. in mental health e.g. Simon Dodds work with Christmas 'FISH' (A Komashie)

Upskill entire patient facing workforce e.g. to be better able to discuss health risks

Enhance incentives for good communication about analysis

Have a high profile national award for the best OR [MASHnet]

NHS England/DH/HF to create an annual award for excellent communication of analytical work or concepts.

N.B. AphA analysis prizes

Incentives and prizes for communications of influential analysis (Charles)

Make publications more relevant and accessible

Normalise publication of analytical work to portal [OR Soc) (Stephen L)

Develop and make available a set of case studies to promote OR [MASHnet]

What about the media?

Design and write impact cases – academics e.g.Dave Worthington

E.g. Quality observatory

Improve "marketing" of analysis

'sell' analytical insights e.g. to patient safety collaborative

NHS England to run 'what is the point of analytics?'

Ask customers what they most need

Find a different strap line to 'OR' something that sounds more practical. [OR Society]