



Simulating new models of care: lessons learnt from PCT use of Scenario Generator

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Improvement





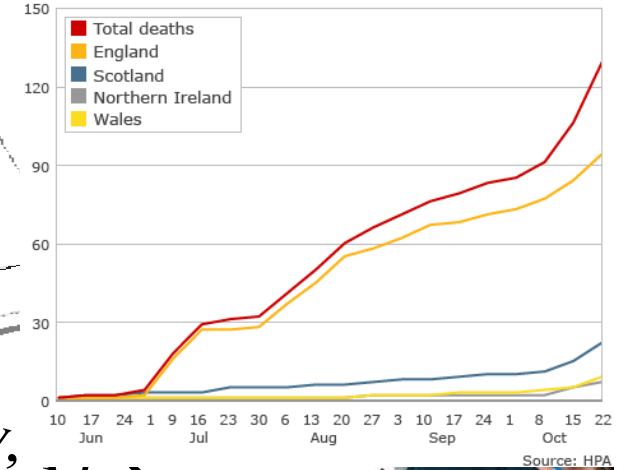
guardian.co.uk
Cut NHS costs to pay off debt, IMF warns Britain
 IMF's call for health and pension reforms fuels public spending row

Larry Elliott in Istanbul
 guardian.co.uk, Thursday 1 October 2009 20:55 BST

HM Government



Swine flu-related deaths in UK
 UK total and regional breakdown - 22 October



Thursday, 24 September 2008
 15:30 UK
NHS sees annual productivity fall

The NHS has seen a year-on-year fall in productivity despite the billions of pounds of investment.

Nicholson warns of 'unprecedented' savings
 22 May 2009

Nicholson says: "We should plan on the assumption that we will need to make unprecedented efficiency savings between 2011 and 2014."



Our health, our care, our say:
 a new direction for community services

A White Paper from the Government about health and social care





“Every system is perfectly designed
to get the results it gets”

Paul Batalden

So, just trying harder won't work:
redesign is what's needed



New models of care



Realignment of providers, new providers in processes, novel processes



Complexity of transformational change



Identifying opportunities; Creating and sharing the vision;
Building the case; Gaining commitment; Making it happen



Institute for Innovation and Improvement

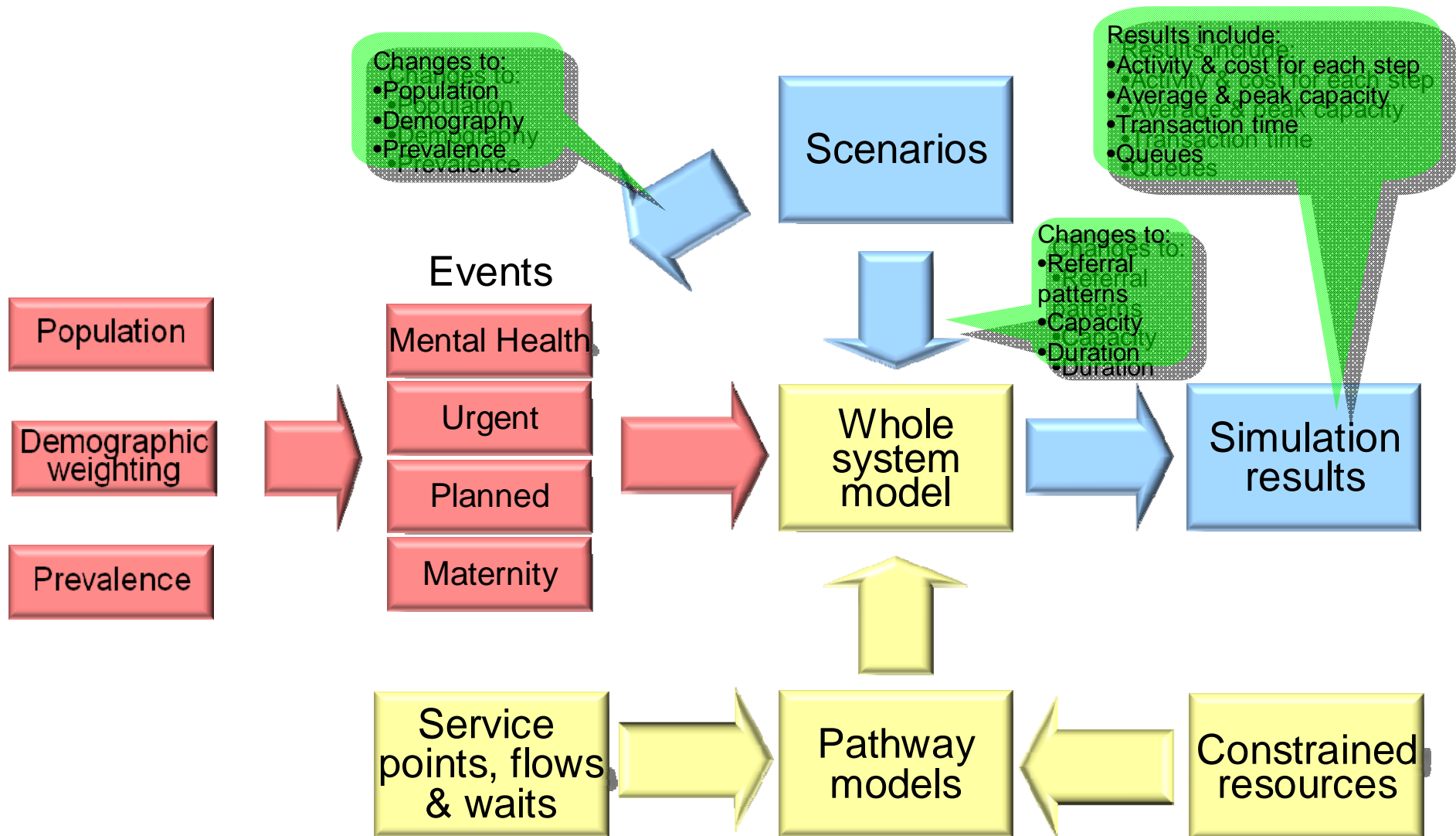
A software tool developed by the NHS Institute & SIMUL8 Corporation:

- A healthcare demand model
- A representation of a whole health and social care delivery system based on pathways of care
- A Discrete Event Simulation facility

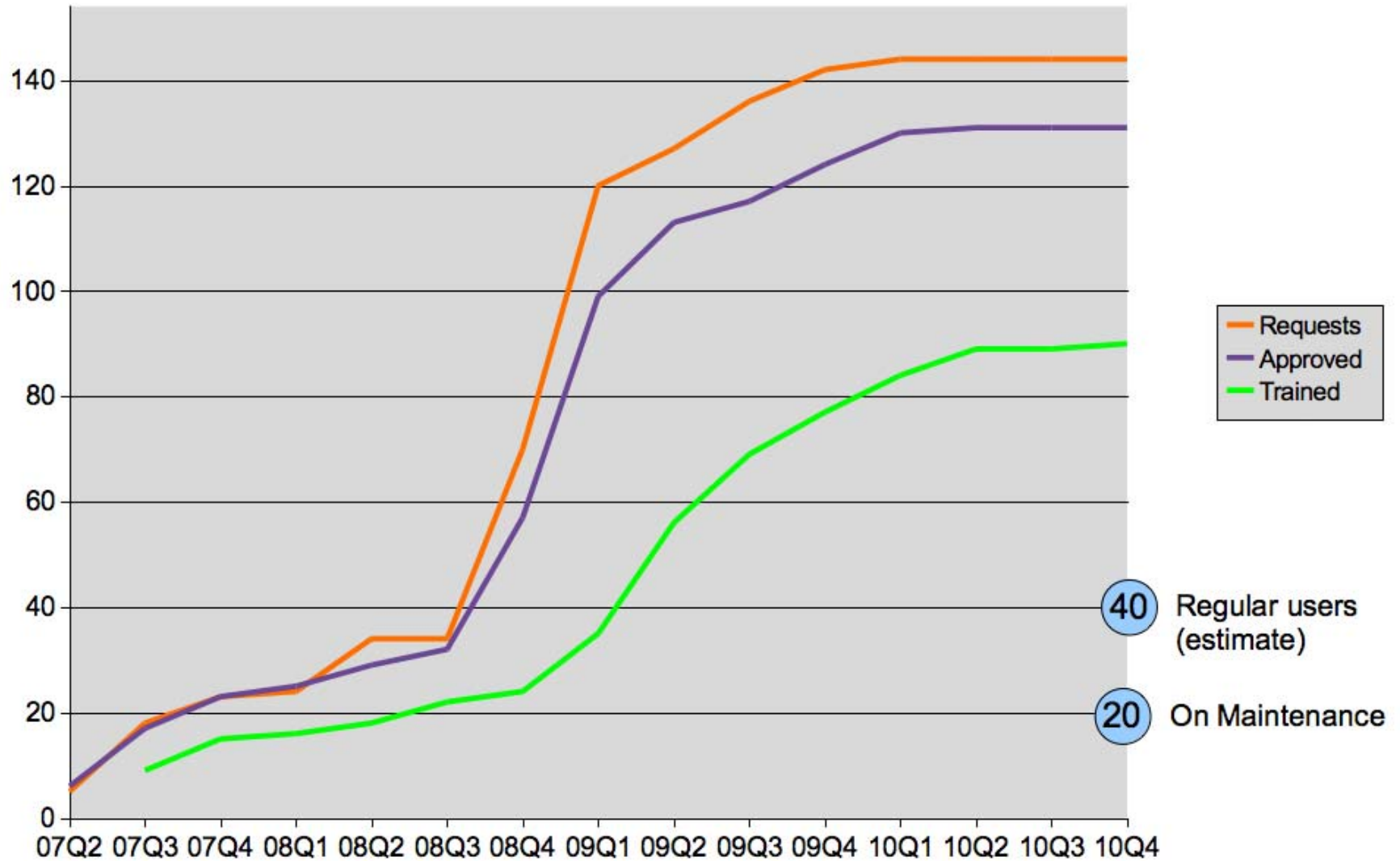




Scenario Generator Functional model



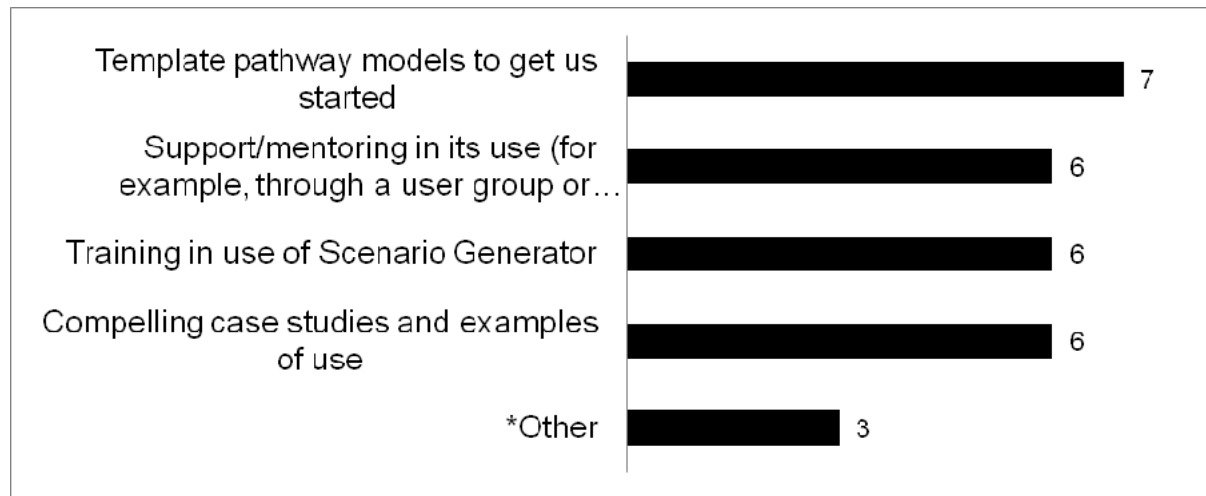
PCT uptake of Scenario Generator



Data up to 11th November 10



What would lead you to start using Scenario Generator?



"The problem is getting people in commissioning interested enough to be willing to put in the time to learn how to use it."

"Identified software owner internally to completely understand the tool"

"A number of training sessions grouped together so user becomes fully confident and competent"



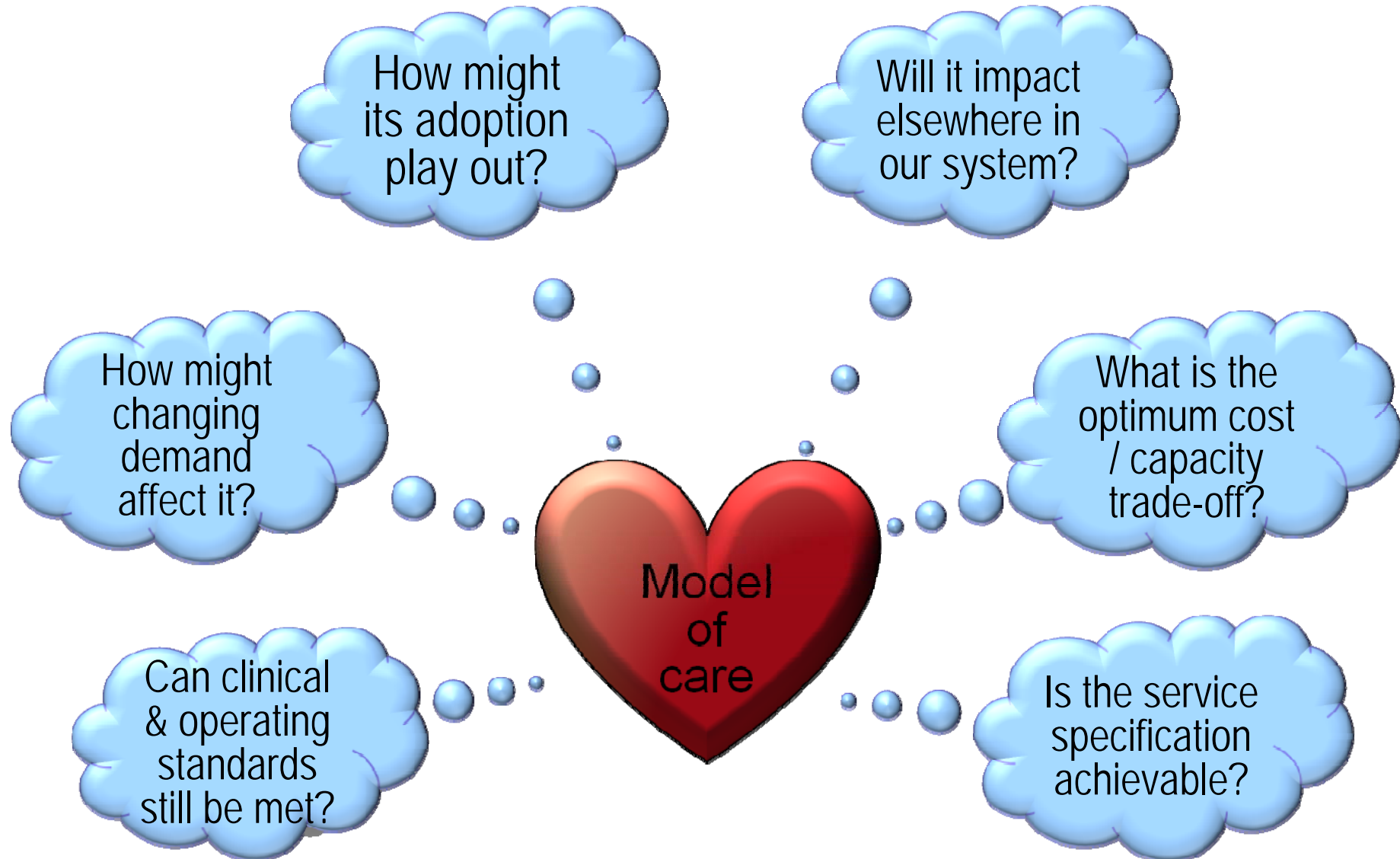
Typical applications

- Care pathway design (incl. falls, stroke, urgent care)
- Point Of Care Testing impact
- Service redesign - unscheduled care, admission avoidance
- Polyclinics, poly-systems, integrated care centres, CATS
- Population growth and new town planning
- Developing financial recovery plans





Typical questions addressed





Some observations based on

- Two independent evaluations
- On-line survey
- User Group meetings
- Direct engagement
- Other feedback



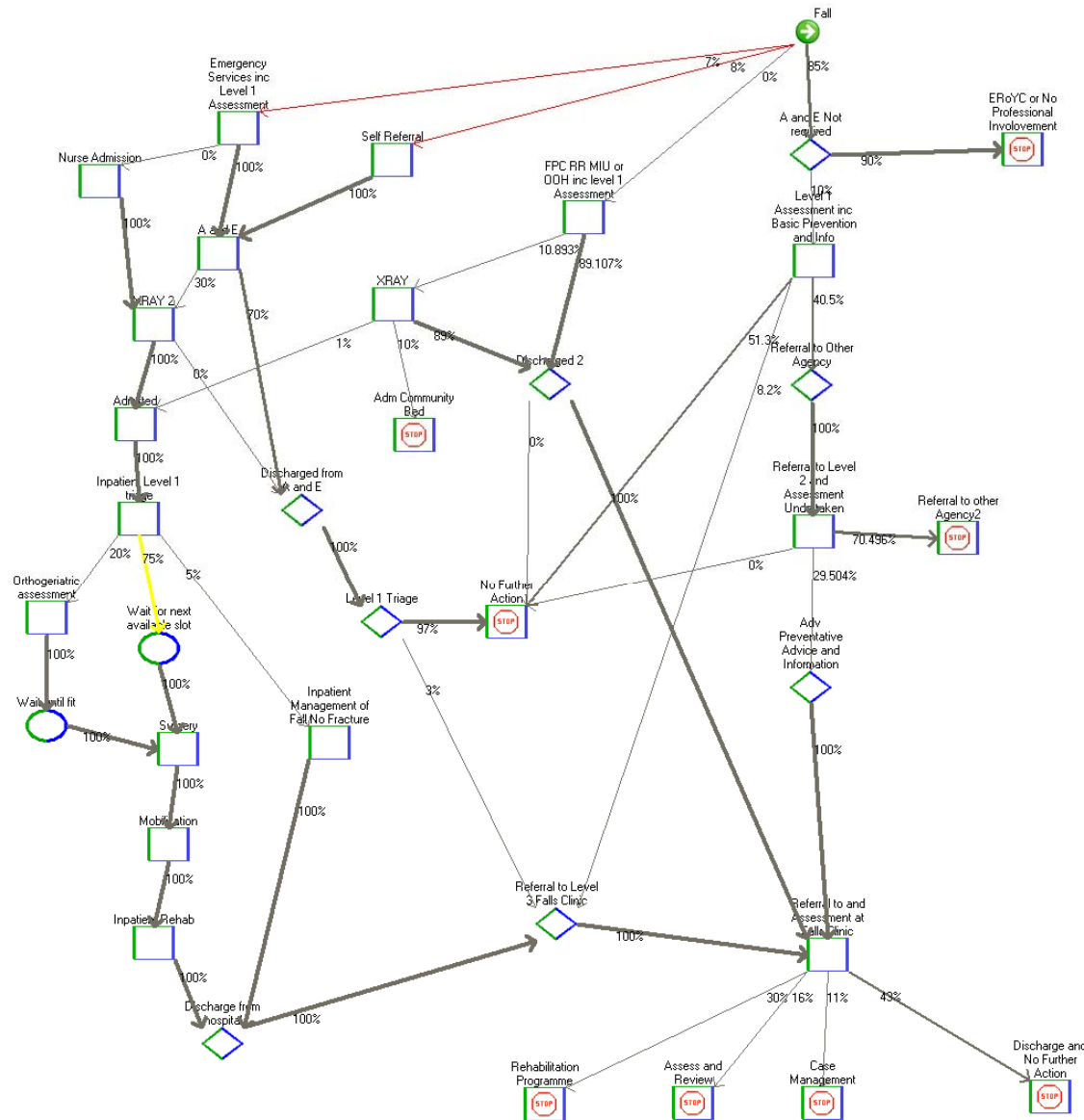


Who was influential

- 
- Analysts
 - Executives
 - Senior managers
 - Service redesigners
 - Clinicians (esp GPs)
 - Public health professionals
 - Commissioners

Strengths

- Pathway-based
- Visual model
- Whole system
- Shareable
- NHS Institute sponsored
- Supported





Barriers to adoption

- Unfamiliarity with simulation
- Lack of data
- Insufficient training and coaching
- Imperfect fit to planning processes
- Relative complexity of tool
- Return on investment unclear
 - evidence only now emerging





Sustainability

- Build capability
- Support users
- Share experience
- Refine tools
- Show benefit



Right tool, right job?





Utility



Keeping the tool simple enough to use yet able to support planning needs

Culture

Risk averse

Slow to adopt innovations

Shy of quantitative analysis

Short planning cycles and

Tight deadlines

Dependent on consultancy

Capability

Scant expertise in modelling

Even less in simulation

Few good conceptual modellers

Managers not skilled in quantitative methods

Consultancy rarely results in skills transfer

Tools

Very few healthcare specific tools

General purpose tools hard to learn

Balance between utility and power

Need to be more accessible, engaging and compelling

Techniques

Don't meet healthcare decision makers needs

Little evidence of benefit in healthcare

What is the 'right' method for a problem?

Hybrid approaches may be needed



Thank you

For further information:

www.institute.nhs.uk/scenariogenerator

www.scenario-generator.com