Using Facilitated Simulation Modelling to evaluate Health and Social Care Services in Leicestershire
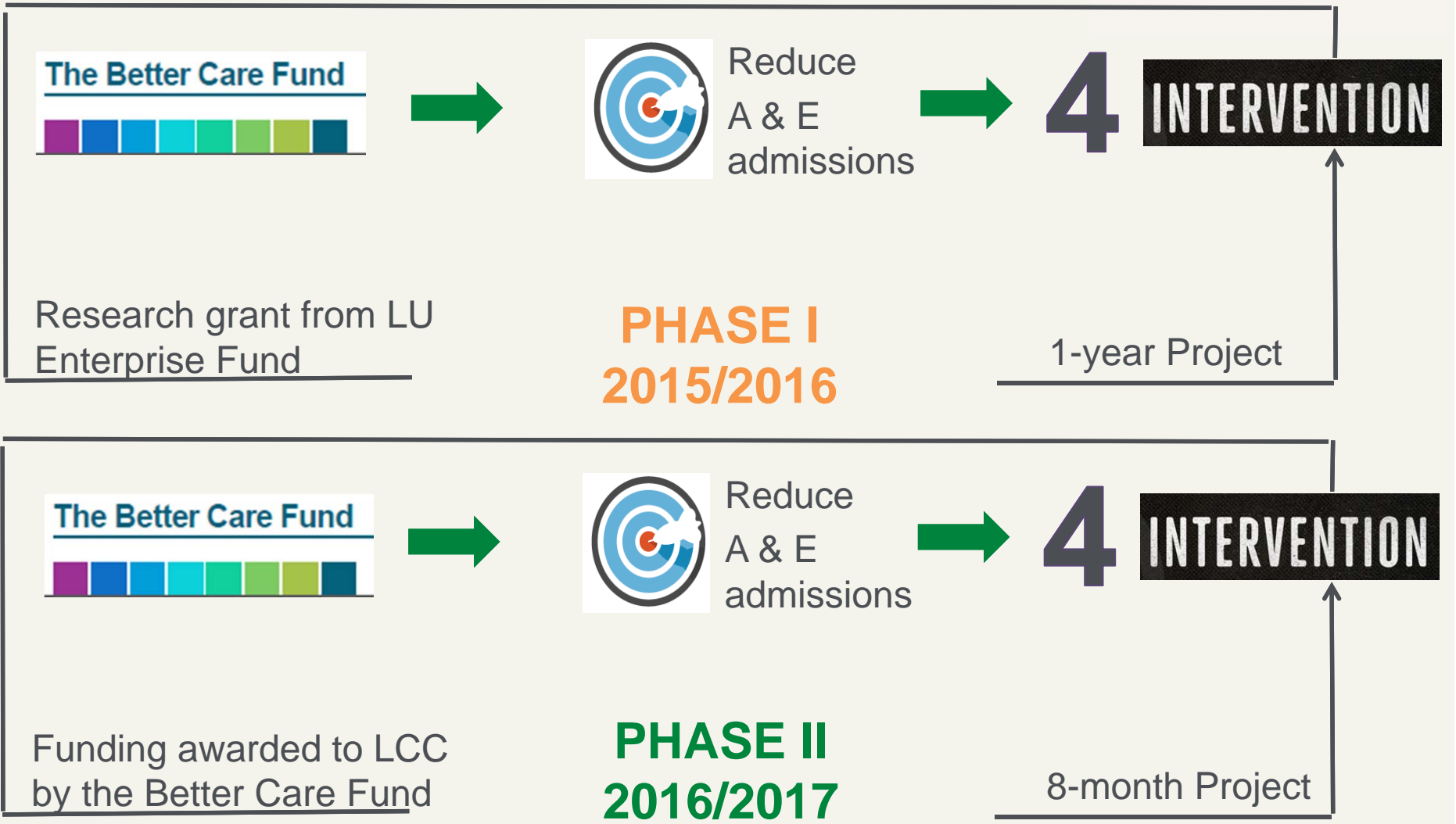
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Leicester University

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Context and Background

SIMTEGR8

PHASE I 2015/2016

The Better Care Fund → Reduce A & E admissions → 4 INTERVENTION

Research grant from LU Enterprise Fund

1-year Project

PHASE II 2016/2017

The Better Care Fund → Reduce A & E admissions → 4 INTERVENTION

Funding awarded to LCC by the Better Care Fund

8-month Project

Loughborough University   healthwatch Leicestershire   Leicestershire County Council   SIMUL8 CORPORATION

The 4 Services Evaluated in Phase 2

- **Lightbulb Programme (LB)**

- **Intensive Community Support (ICS)**

- **Help to Live at Home (HTLAH) Service**

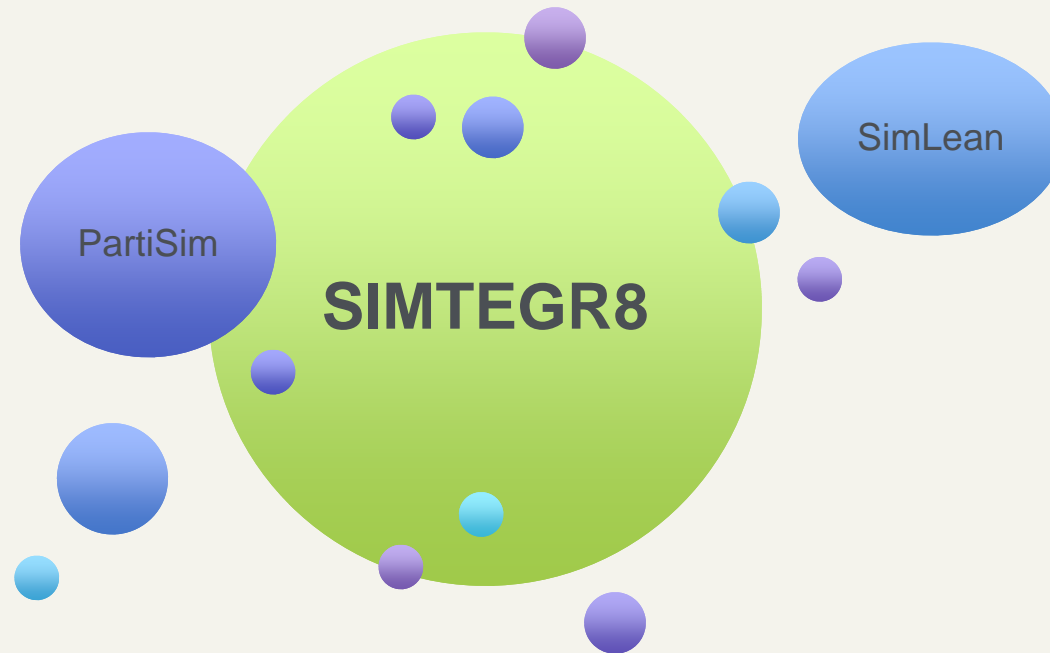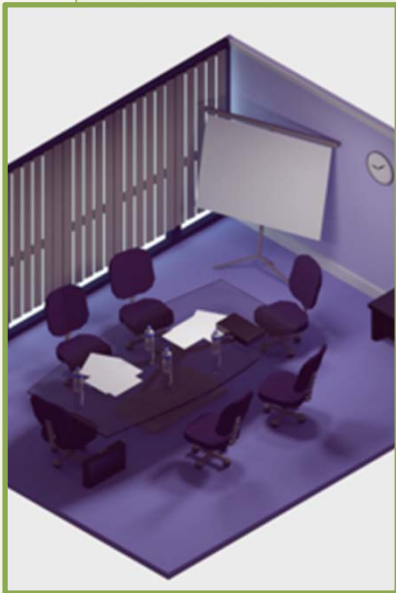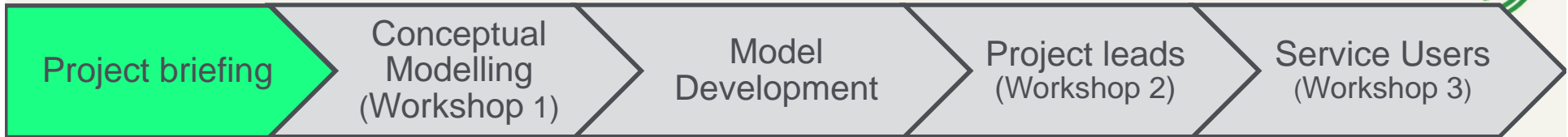- **Glenfield's Clinical Decision Unit (CDU)**

Purpose

- **Support** development of integrated care services in the community to avoid emergency admissions to hospitals

- **Help Improve** the patient journey through these services

- **To identify** how performance can be improved.

Methodology

Core to SIMTEGR8 is the use of facilitated simulation

- Methodology revised following phase 1

- Adapted from: PartiSim (Tako & Kotiadis 2015) & SimLean Facilitate (Robinson et al 2014)

| Project briefing | Conceptual Modelling (Workshop 1) | Model Development | Project leads (Workshop 2) | Service Users (Workshop 3) |

Meet with Project Leads for initial understanding of the service, process map, data needed, etc.

Key Tip
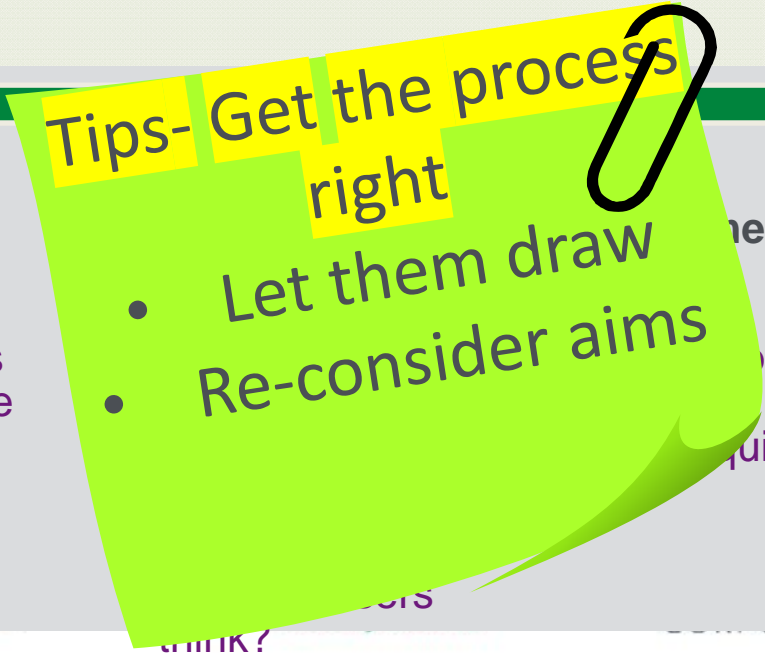
- Project Champion
- Participants

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Project briefing | Conceptual Modelling (Workshop 1) | Model Development | Project leads (Workshop 2) | Service Users (Workshop 3)

Hold a workshop to discuss planned pathway of each intervention and reflect on its efficiency.

Aims of intervention

- What aspect of the service should be evaluated?

Draw process map

- What are the main activities that take place in the real system?

Tips- Get the process right

- Let them draw
- Re-consider aims

Workshop 1 - Outcomes

✓ Lively discussion & contributions from participants

✓ Better understanding of the service achieved

✓ A commonly agreed focus of the evaluation

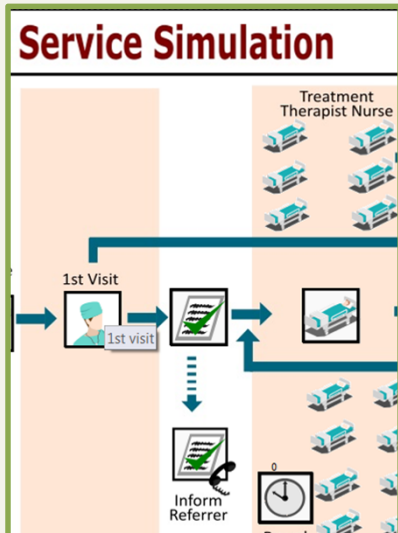| Project briefing	Conceptual Modelling (Workshop 1)	Model Development	Project leads (Workshop 2)	Service Users (Workshop 3)

Build the model → Convert the Conceptual model into a Computer Model.

Key Tips

- Involve client: Data Collection & Analysis, Model Validation
- Don't be driven by data availability
- Keep it simple but focus on the presentation

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| Project briefing | Conceptual Modelling (Workshop 1) | Model Development | Project leads (Workshop 2) | Service Users (Workshop 3) |

Service Simulation

Treatment
Therapist Nurse

1st Visit
1st visit

Inform
Referrer

Hold a workshop with Project Leads: use the model to facilitate discussion on the intervention and how it can be improved.

Model Understanding

- What do you think the model is doing?

Face Validation

- Does this represent the real system?

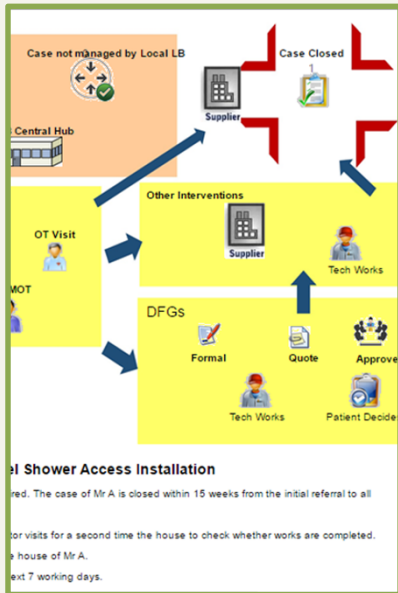**S...**

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Key Tips

- Pre-define the scenarios to test
- Go beyond the model

Workshop 2 - Findings

> " *It really brought the figures to life* "

- ✓ Positive effect of the step–up ICS service on hospital services.

- ✓ Changes in practice can provide better outcomes.

| Project briefing | Conceptual Modelling (Workshop 1) | Model Development | Project leads (Workshop 2) | Service Users (Workshop 3) |

Case not managed by Local LB

Case Closed

Supplier

Central Hub

Other Interventions

OT Visit

Supplier

Tech Works

MOT

DFGs

Formal   Quote   Approve

Tech Works   Patient Decide

el Shower Access Installation

red. The case of Mr A is closed within 15 weeks from the initial referral to all

or visits for a second time the house to check whether works are completed.

e house of Mr A.

ext 7 working days.

Hold a workshop with Service Users (Patients and Carers) using a user mode model to facilitate discussion on how the service can be im...

Key Tips

Insert text to describe patient pathway.

Let one patient enter per simulation run.

Model Understanding

- What do you think the model is doing?
  Does this represent what the service felt like for you?

Proble...

- Describe... the pathw...
  What do y... effectivene... pathways?

...erience

Workshop 3- What did they say about the workshop?

✓ A good opportunity to find out more about the LightBulb service.

✓ Meet and discuss each other's experience with the service.

✓ The model helped participants to visualise the overall patient's journey

Did we meet our aims?

✓ Facilitated simulation has been successful in evaluating the four integrated care services.

✓ Generate discussion about
- Pathway & its effectiveness
- Model
- Reality
- Metrics

✓ Identify issues
- Resolve issues

Lessons Learnt

- Engaging with service users can be challenging due to patients being elderly and frail; Use of questionnaire survey instead of workshops (plan B).

- Good communication between the SIMTEGR8 team and the project leads helps make the model useful.

- Don't under-estimate the amount of time that collecting and cleansing data takes.

- Involving the right stakeholders in the workshops is important in order to create an appropriate understanding of the service.

Thank YOU!

Visit our website to find more about:

    ✓ Models built

    ✓ Reports for each intervention

    ✓ Tips and how to use the approach

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