

REVIEW:	Multi-organisation patient pathways (focusing on elderly patients having unscheduled medical emergencies)	
Committee:	Health Scrutiny Committee	Chair: Councillor Kay Swinburne
Lead support officer:	Sara Siloko	

SCOPING

Terms of Reference

- To review the progress of a cohort of elderly patients who have suffered a fall through the healthcare and social care system.
- To assess how these patients progress through the various stages of involvement with the health and social care system to determine any bottlenecks in the clinical and care pathway.
- To investigate how improvements in communication between organisations might improve the patient experience, and whether there is a role for greater community based treatment following a non-fracture diagnosis.
- To assess the financial impact of any delay in patient care.
- To investigate whether there are alternative more efficient and cost effective models of care which also improve the patient experience and outcomes.

Desired outcomes

- For members to have gained an understanding of the roles of the various healthcare and social care providers and to have assessed their limitations.
- To gain an understanding of the financial implications any unwanted delays in treatment and diagnosis may cause.
- To begin the process of assessing the possibilities of closer integration between healthcare and social care provision, with greater use of shared community based facilities.
- To share learning from review with stakeholders, and achieve agreement and implementation plan on actions needed to address any issues identified.

Key questions

- Are there any obvious bottlenecks in the system?
- Which organisations need more capacity?
- Do patients feel their treatment pathway was optimal for them?
- Could community support/intervention workers prevent any hospital admissions?
- Do cross-organisation communication channels work effectively?
- Is there an effective 'step-up' and 'step-down' care package available to clinicians?
- How might the patient pathway work more effectively both for patient satisfaction (best clinical outcome) and financially?

Links to the Community Strategy

The Review Group will identify how the outcome of this review contributes to the objectives contained in the Herefordshire Community Strategy, including the Council's Corporate Plan and other key plans or strategies.

Timetable	
<i>Activity</i>	<i>Timescale</i>
Agree approach, programme of consultation/research/provisional witnesses/dates	Finalise at 20 September HSC meeting
Collect current available data	By mid-October
Collect outstanding data	“
Analysis of data	“
Final confirmation of interviews of witnesses	“
Carry out programme of interviews	By mid-November
Agree programme of site visits	“
Undertake site visits as appropriate	“
Update to Strategic Monitoring Committee	
Final analysis of data and witness evidence	At December HSC meeting
Prepare options/recommendations	“
Present Final report to Strategic Monitoring Committee	
Present options/recommendations to Cabinet	
Cabinet response	
Implementation of agreed recommendations	Early 2008
Members	Support Officers
Councillors: All members of HSC	Sara Siloko

Patient pathway – Elderly falls

