Pathways for Improvement in Health Delivery

3rd May 2018 SW206   Time: 3-7pm

Chaired by Dominic Finn and Gillian Anderson

3pm	Introduction:	**David Hillier, Dean of Strathclyde Business School**

3:10	**Opening Keynote: Creating the Conditions for Success**
	Alan Hunter, NHS Scotland Director of Performance and Delivery

3:30	**Strathclyde speakers**	
	Discrete Event Simulation in NHS Scotland	Gillian Anderson
	Pharmacy automation: incremental change or 'pressing the reset button'?	Jo McQuarrie
	Digital Health and Real World Evidence	Roma McGuire
	Personalised Predictive Medicine in Pancreatic Cancer Management	Alison Bradley

4:20-5	**Panel Discussion**: Moderated by Dominic Finn
	Opening Question: **What are the challenges to transformational change in NHSS?**
	Panel: Alan Hunter, John Connaghan, Paul Jenkins,
	Robert van der Meer, Roma McGuire, Claire Fernie,

5pm	Networking Break, refreshments and buffet

5:30	**Keynote: Challenges in the Irish Health System**
	John Connaghan CBE: Deputy Director General and Chief Operating Officer, Health Services executive Ireland

5:50	**Strathclyde speakers**	
	Agent-based modelling for healthcare: a quick what? and why?	Itamar Megiddo
6:05	Experiences with expert judgement in public health planning	Abigail Colson
6:10	The implementation of patient safety interventions in community pharmacies	Natalie Weir

6:15	**Engage with Strathclyde: funding mechanisms**	Robert van der Meer
6:20	Final round up and summary	

6:30	Networking and drinks reception

7pm	CLOSE

Abstracts

1. **Opening Keynote : Alan Hunter,** NHS Scotland Director of Performance and Delivery

   Creating the conditions for success

2. Discrete Event Simulation in NHS Scotland   Gillian Anderson

   Discrete Event Simulation allows you to produce a computer generated model of any part of your NHS service provision. It can for example be used for scheduling, bed management and accurate planning which includes variation rather than just averages. It is currently being used by a number of health boards across Scotland to assess and manage patient flow in theatres and in surgical and medical wards.

3. Pharmacy automation: incremental change or 'pressing the reset button'?   Jo McQuarrie

   Automated technologies are being introduced into hospital and community pharmacy settings to release pharmacist' time to improve clinical care. The research presented today looks at different approaches to pharmacy automation, organisation and work in pursuit of this aim and reflects on outcomes for patient care, employees and efficiency as well as the mechanisms by which they can be maximised. It draws on data from the largest hospital robotic installation in Europe as well as the ongoing Scottish Government Evaluation of Automated Technologies in Community Pharmacy

4. Digital Health and Real World Evidence   Roma McGuire

   In her talk Professor Roma Maguire will present current research being conducted by the Digital Health and Wellness Team at the University of Strathclyde focusing on the electronic capture of patient reported outcomes in community settings and implications for practice and organisation of care

5. Personalised Predictive Medicine in Pancreatic Cancer Management   Alison Bradley

6. **Keynote John Connaghan CBE**, Deputy Director General and Chief Operating Officer, Health Services executive Ireland

   Challenges in the Irish Health System

7. Agent-based modelling for healthcare: a quick what? And why?   Itamar Megiddo

   Agent-based modelling has gained traction across a range of disciplines as computing power has increased in the past decade. In his talk, Dr Itamar Megiddo will discuss agent-based modelling and why it can be an extremely powerful tool for evaluating healthcare delivery interventions and policy changes.

8. Experiences with expert judgement in public health planning   Abigail Colson

   Data to guide public health planning decisions is often incomplete or imperfect, but experts can be a valuable source of information. This talk gives highlights from recent work using structured expert judgement methods to better understand uncertainty relevant for public health planning.

9. The implementation of patient safety interventions in community pharmacies   Natalie Weir

Patient safety remains a key focus of the Scottish national healthcare strategy. Medicines are associated with avoidable harm, either due to prescribing and dispensing errors within primary care or preventable adverse drug reactions. This presentation outlines two key interventions within Scottish community pharmacies which are designed to improve patient safety: a safety climate survey, and a high-risk medicine care bundle.

Panel Discussion: Moderated by Dominic Finn

Opening Question: **What are the challenges to transformational change in NHSS?**

Some definitions of transformational change:

> 'A shift in the culture of an organization resulting from a change in the underlying strategy and processes that the organization has used in the past'.

> 'Transformational change is designed to be organization-**wide** and is enacted over a period of time.'

> They should improve performance, build capabilities, and strengthen positive behaviour over time.

Introducing the Panel:

Alan Hunter, NHS Scotland Director of Performance and Delivery

John Connaghan CBE, Deputy Director General and Chief Operating Officer, Health Services executive Ireland

Paul Jenkins, Lead Consultant, Orthopaedics, Glasgow Royal Infirmary

Robert van der Meer, Department of Management Science, Strathclyde University

Roma McGuire, Professor of Digital Health and Care, Strathclyde University

Claire Fernie, Patient representative

Further Questions will be directed based on participant's response to opening question and questions from the audience.

1. *What are the major barriers to transformational change?*

2. *Is it possible to overcome any of these?*

References

NHS Education for Scotland, Leading Transformational Change for Health and Social Care, 2016, 29th June, online, http://www.nes.scot.nhs.uk/newsroom/features-and-articles/leading-transformational-change-for-health-and-social-care.aspx

Health Foundation: Inspiring Improvement, Transformational Change in NHS Providers: Supplement, Feb, 2015

Scottish Government, Chief Medical Officer's Annual Report 2014-2015, 2016