

'RIGHT-SIZING' THE WAITING LIST WITH CHECKLIST

MILLIONS OF POUNDS AT STAKE, SIX DIFFERENT ORGANISATIONS, AND ELEVEN DAYS TO DO IT!

This case study is an example of just what can be achieved with good project management, trusting relationships, a willingness to work outrageous hours, and the right software.

A large health economy in the West Midlands – three acute hospitals and three CCGs – was bidding for several million pounds of resilience funding. To secure this badly needed money they had to know what size all their outpatient and admitted patient waiting lists should be so as to achieve and stick to an 18 week waiting time.

They commissioned The Checklist Partnership to work with them to do this urgent and very important work.

At its heart was the Checklist RTT Planner model; this models the entire RTT pathway together with theatre and clinic capacity.

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Step 1: Project Management

A vital part of the project planning was to make sure the right people were involved and committed to the timetable.

Step 2: Data specifications

We gave the Information departments data specifications and helped them sort out all the data for the key 17 specialties.

Step 3: Data quality checking

Most of the data quality was good. There were two specialties (Medicine and Gastro) where we had to treat them as one speciality for the data to make sense. Another specialty, Cardiology, had real data problems and we had to leave it out.

Step 5: Modelling

With the data loaded into Checklist RTT Planner, we could find out what was the 'right size' for each list. We did several iterations to take account of list management issues and ran different scenarios to get this right.

Step 6: The Results

We summarised the results on a single side of A4 and agreed the final report.

Step 7: The funding

The Health Economy got all the funding it was bidding for!

A Checklist Case Study

Millions of pounds at stake

Six organisations and eleven days to do it!

What size should the waiting list be?

Health Economy commissions Checklist.

Deadline met. Funding secured.

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