

## Elective Care Essentials 'Elective' Programme outline

### **What is the programme?**

The Elective Care Essentials Programme has been designed to support managers to improve the breadth and depth of their knowledge and expertise regarding the key components of elective care infrastructure that underpin and support sustainable delivery of referral to treatment (RTT), cancer and diagnostic waiting times.

### **Who is the programme aimed at?**

The programme is aimed at secondary care operational managers who have day-to-day responsibility for the management of elective services and for the delivery of operational standards for their services. This may be a specific specialty or set of specialties, or an administrative department or function.

### **How is the programme delivered?**

Elective Care Essentials offers a standardised, practical, accessible and coherent programme of applied learning which covers the essentials of elective care management. It focuses on the effective application of learning in the workplace to support applicants to do their job better and draws on a range of learning styles and techniques to support development of participants' knowledge base and the practical application of that knowledge.

The programme facilitates discussion of issues and shared problem solving among participants. Line manager and senior manager/executive level sponsorship are a pre-requisite for applicants, along with completion of the national RTT or cancer e-learning tool. The programme is delivered by the national Elective Improvement Support Team (IST) who are experts in the delivery of elective care.

### **How long will the programme take?**

The programme comprises five face-to-face days and approximately two hours of remote learning each week, including preparatory reading and coursework associated with the content. The coursework draws on live issues and challenges relevant to the participants.

## When is the next programme taking place?

Details of cohorts for 2020/21 can be found on the Essentials website here:

<https://improvement.nhs.uk/resources/elective-care-essentials-programme/>

## What are the entry criteria?

Applicants MUST:

- have day to day operational responsibility for elective care or cancer services
- be able to attend all five face-to-face days and should not apply if unable to commit to this
- have approval from their line manager and sponsorship from an executive lead.

## Are there any costs involved?

The programme is free. However, travel or other costs associated with the participant attending the programme will need to be covered by the participant's organisation. In the event that the participant is unable to complete the programme for anything other than extenuating circumstances, additional costs will be incurred.

## What topics does the programme cover?

- Leadership, accountability and governance structures for elective care

The importance of good governance in managing elective care, including what a good structure looks like and how to engage clinical teams in elective care delivery

- Access policies and associated standard operating procedures

The importance of access policies in supporting good patient care, with supporting standard operating procedures for specific departments or processes

- Elective care training and expertise

Why elective care training is important, and who needs to undertake the training. Understanding the rules and guidance that underpin elective care

- Pathway design

Methods and approaches to pathway analysis and pathway redesign to optimise the patient experience, drawing on clinical expertise and making use of information in support of this

- Operational management of elective care services

Best practice guidance on how to manage patient tracking lists (PTLs), how to escalate concerns in relation to PTL management, and how to ensure optimal booking practice for services

- Breach and root cause analysis

How to undertake breach analysis, the importance of clinical involvement in breach analysis and how to use outputs of the analysis to drive improvement

- Demand and capacity planning

An understanding of when to undertake demand and capacity planning, how to undertake demand and capacity modelling, and utilising model outputs to inform sustainable service solutions

- Reporting, information and data quality

How to identify the reports and key performance information required to manage services effectively, including an understanding of the factors driving the completeness and quality of the reporting content

- Electronic patient record (EPR) and patient administration (PAS) systems

Why it is important to understand basic data flows from front-end EPR and PAS systems to reports, including an appreciation of how to enhance these flows, both to support pathway improvements but also to develop reporting capabilities

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