

Overall Aim	Primary Drivers	Secondary Drivers	Change Ideas
Increase the timeliness, quality and productivity of urgent and emergency care resources by improving patient outcomes, flow and reducing variation and waste	Right Care (in the Right Place) Ensure patients are cared for in the most appropriate setting for their needs	Ambulance Navigation	Navigate patient to the right place the first time
		Single Point of Access	Patients referred to the right place the first time
		Urgent Community Response	Urgent Community Response - Framework
		Streaming and Direct Access	Established models for streaming and initial assessment
		Criteria to Admit	Criteria to admit decision support tool
	Right pathway: Ensuring attendance and admission alternatives are available so only those patients requiring admission are admitted	Urgent Treatment Centres	Urgent Treatment Centre – Framework
		Same Day Emergency Care	Same Day Emergency Care – right sizing
		Virtual Wards	Avoid unnecessary admissions
		Acute Patient Flow	Inter-specialty working across acute care
	Right process: For our patients receiving inpatient care ensuring timely, effective care to optimise time spent in hospital	Ward Processes	Standardise care processes / Inter Professional standards
		Care Planning	Care plans acting upon every day, by everyone
		Discharge Planning	Planning discharge from point of admission

All underpinned by 'Right people'

Securing greatest value from our people by effective workforce planning and transformation, workforce deployment and effective governance and measurement.

What: clinical workforce productivity