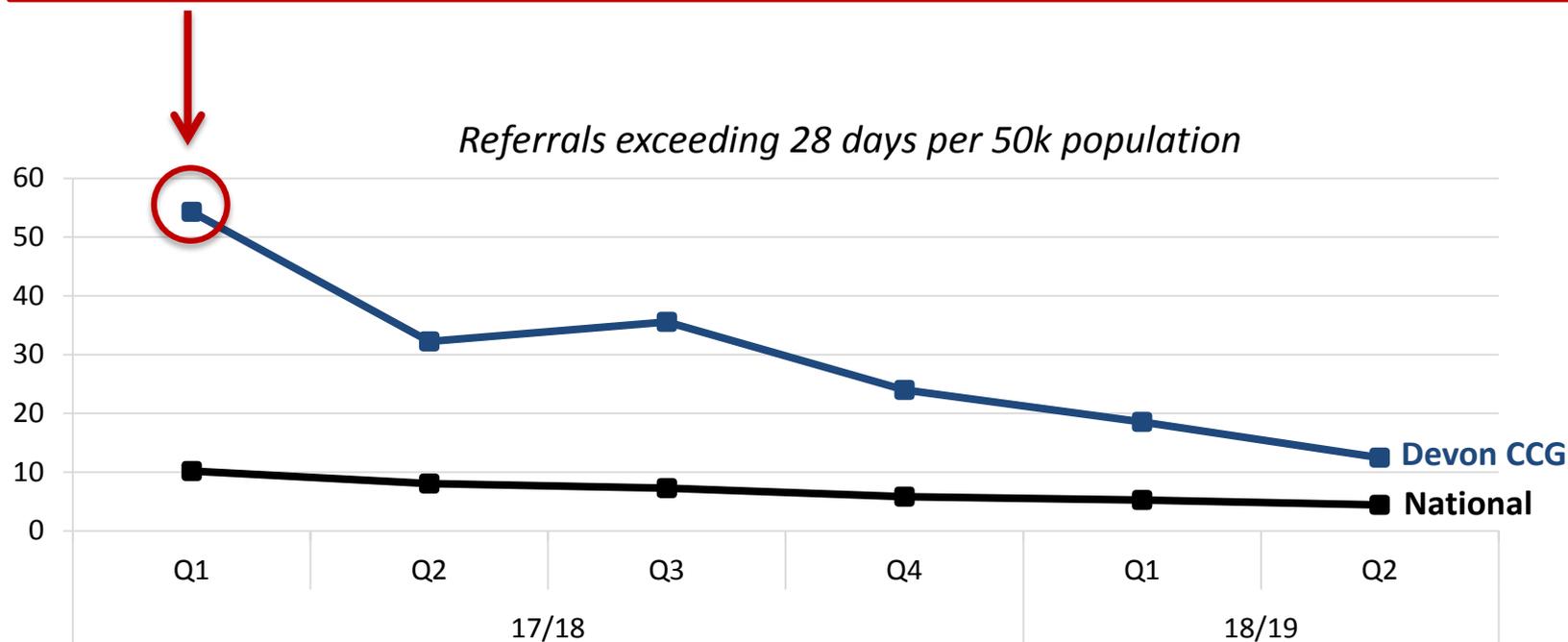


# Testing interventions to reduce the Continuing Healthcare assessment waiting list using System Dynamics

December 2018

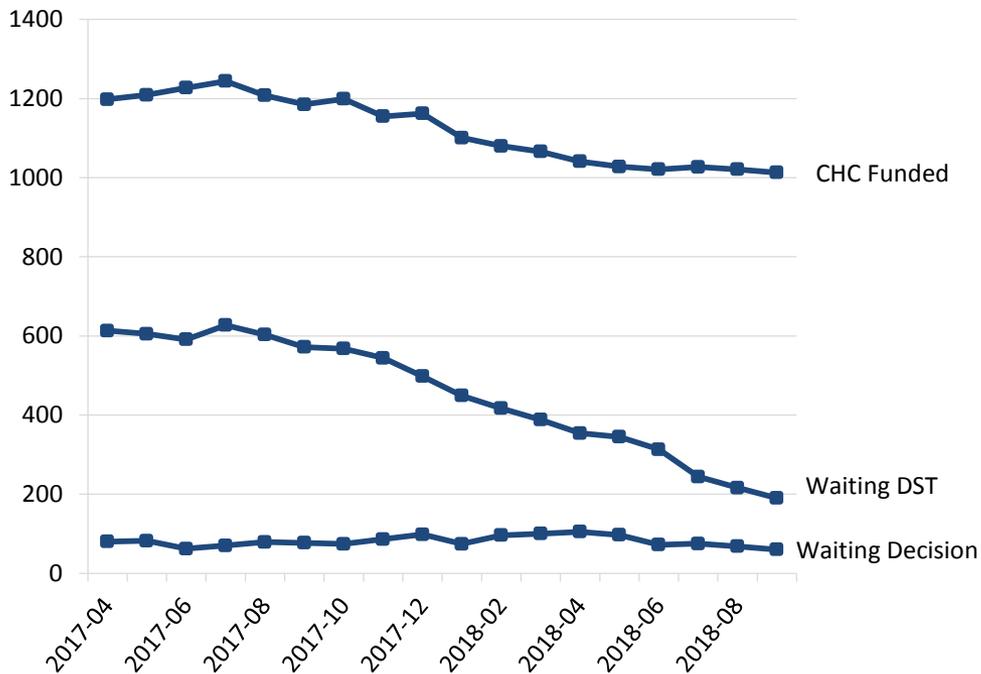
# Continuing Healthcare

*CQC Feedback – In quarter one of 17/18 the number of people waiting longer than 28 days for their assessment was 54.3 per 50,000 compared to the national average of 10.2 per 50,000.*



# Currently

- Interventions to reduce scale of CHC waiting list.
- Reductions in number of people waiting for a DST.



## Queues in assessment process:

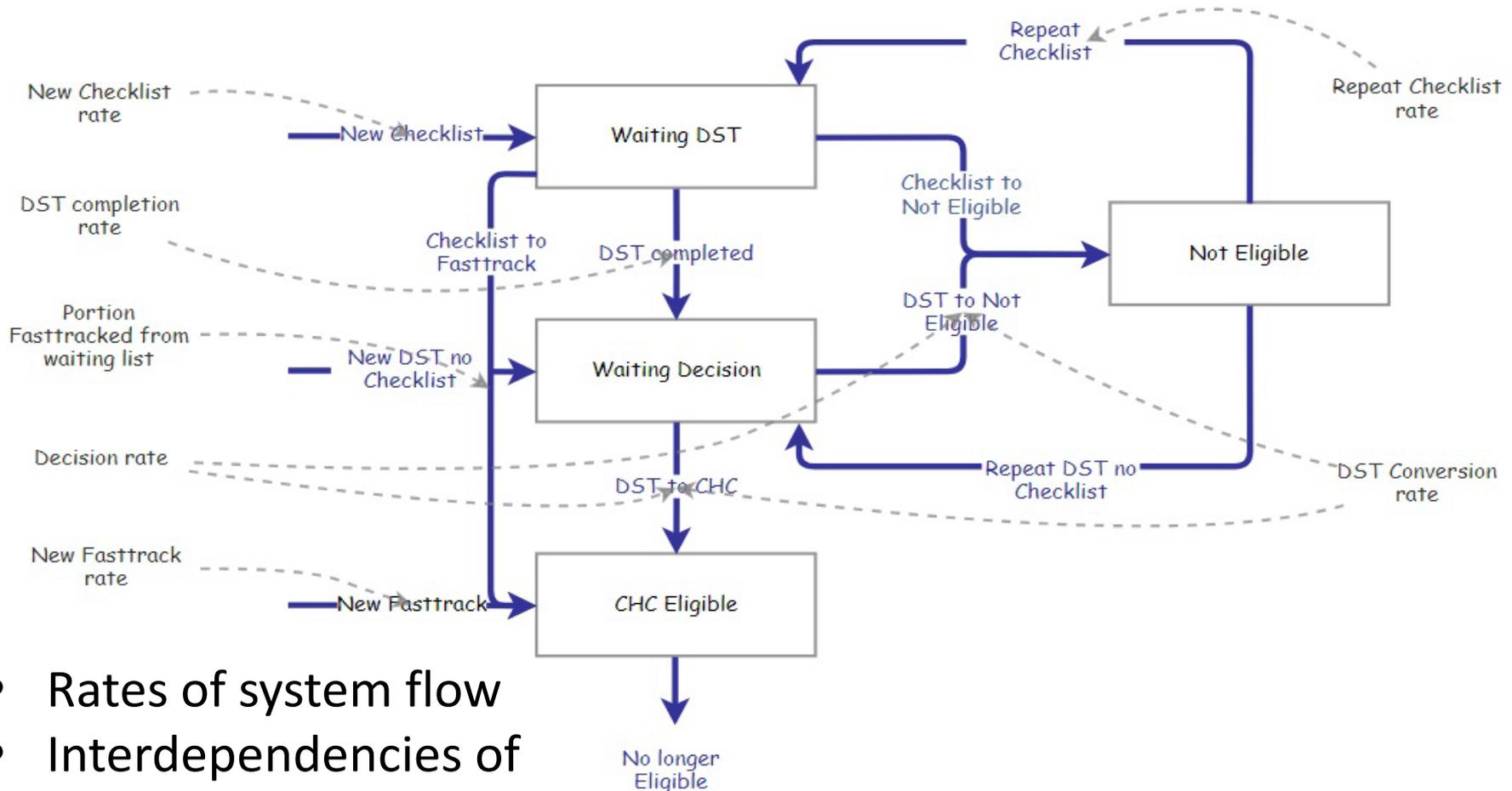
### Waiting DST –

Has received a positive Checklist and is waiting for a DST

### Waiting Decision –

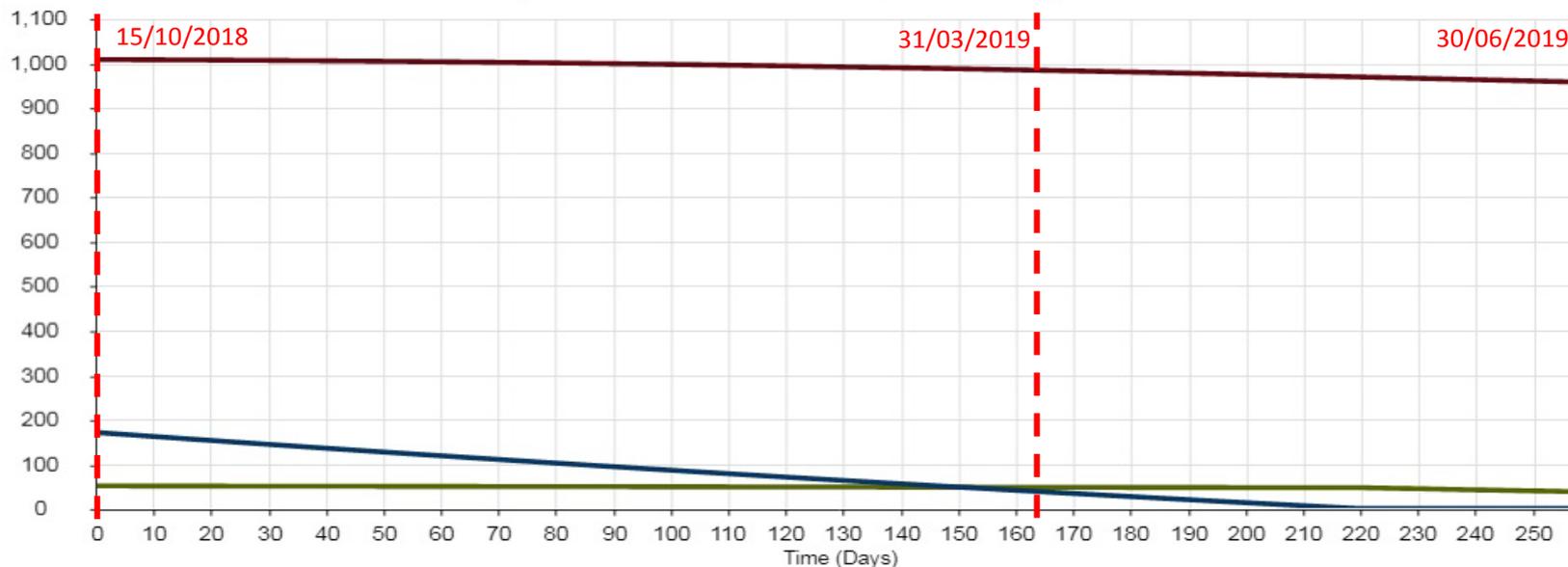
Has received a DST assessment and is waiting for a final Decision.

# System Dynamics



- Rates of system flow
- Interdependencies of components

# Base case



- Currently 171 waiting for DST, 51 waiting for Decision and 1009 CHC Eligible.
- Numbers waiting for DST reach controlled levels during Quarter 1 of 19/20.
- Reduction in numbers waiting Decision only following complete reduction in those waiting DST.

# Testing the model

		15/10/2018	31/03/2019	30/06/2019
Base case	Waiting – DST	171	39	
	Waiting – Decision	51	48	38
	CHC Funded	1009	984	958
Increased rate of Decisions made (9.6%)	Waiting – DST	171	39	
	Waiting – Decision	51		
	CHC Funded	1009	995	974
Increased rate of completed DSTs (8%)	Waiting – DST	171		
	Waiting – Decision	51	96	73
	CHC Funded	1009	979	950
Increased rate of new checklists (17%)	Waiting – DST	171	111	82
	Waiting – Decision	51	48	46
	CHC Funded	1009	993	977
Increased rate of new checklists (33%)	Waiting – DST	171	184	189
	Waiting – Decision	51	48	46
	CHC Funded	1009	1004	1002
Reduced rate of new checklists (-17%)	Waiting – DST	171		
	Waiting – Decision	51	26	
	CHC Funded	1009	977	948
Reduced rate of repeat Checklists (-50%)	Waiting – DST	171	6	
	Waiting – Decision	51		6
	CHC Funded	1009	978	951

# On going use

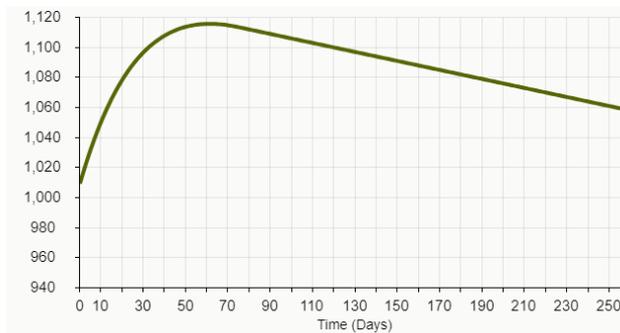
**Susan Benjamin**

Programme Manager –  
CHC and EOL

*“The model provides a visual understanding of our waiting list and supports CCG infrastructure and resource planning for future levels of demand. It supports commissioning decision making and helps to focus the team in specific areas within the system.”*

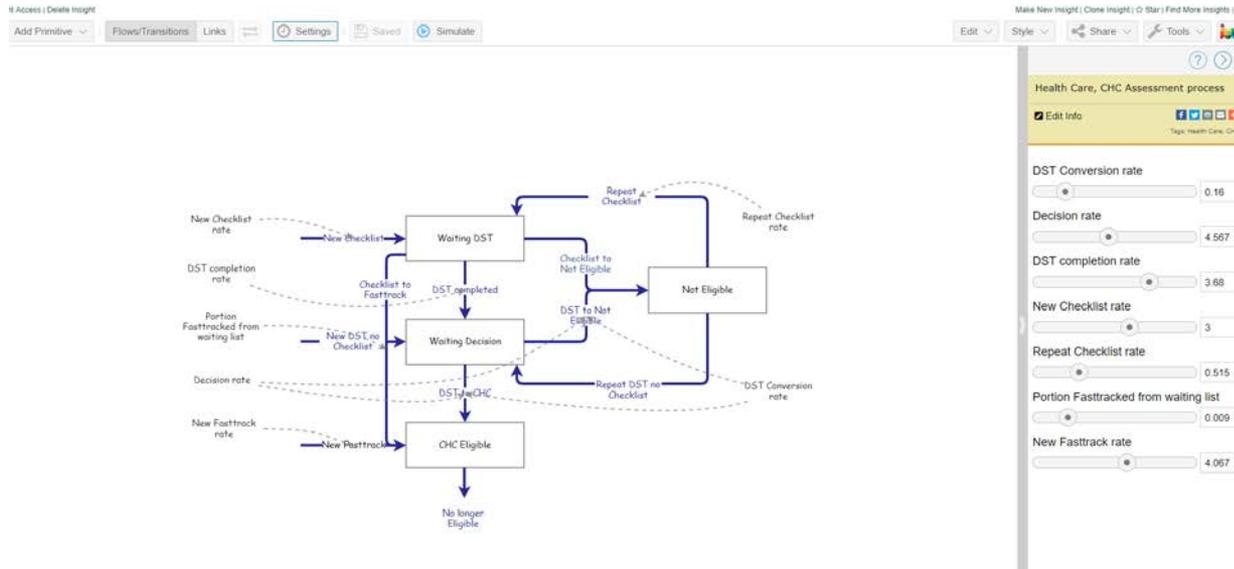
**Testing**

**Updating data**



Scenario –Fast tracked from waiting list = 1%

# Web tool



<https://insightmaker.com/insight/147798/CHC-Model-v1-Ryan-Worth>

[ryan.worth@nhs.net](mailto:ryan.worth@nhs.net)

