

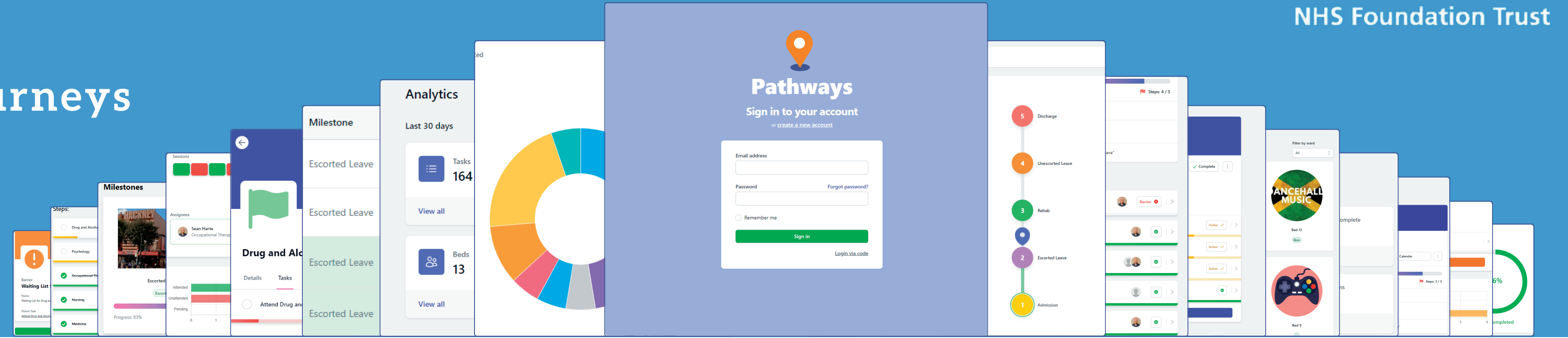
Pathways



East London
NHS Foundation Trust

A new, co-produced app for collaborative care journeys

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BACKGROUND

The Pathways App began in April 2022 as a QI project at the John Howard Centre. Since then, it has grown into a large collaboratively produced tool, designed by staff and patients to aid in the planning and monitoring of recovery goals following a patient's admission to forensic mental health services. The project has secured three phases of funding in April 2022, March and December 2023.

INTRODUCTION

The Pathways App has been designed collaboratively, involving the MDT and patients to make it easy to use during ward rounds, CPA's and 1:1's with patients. Integrated analytics support the team's ability to monitor progress in real time so admin-users can review service-wide barriers that are being logged repeatedly across wards. Preliminary feedback from the pilot indicates positive outcomes from staff and patient users and these are being tracked on QI Life using a detailed Measurement plan. The app is now being used for all new admissions as of March 24.

PROJECT AIMS

Patients reported their hospital pathways were abstract, overwhelming or confusing, Pathways enables collaborative and individualised care planning between MDT and patients. Increasing transparency, Pathways ensures that staff and patients can set targets together, track progress, address barriers in real-time and celebrate achievements. Everything within the app is printable; instantly empowering patients with information about their care.

The app was designed to streamline communication and coordination amongst team members, reducing redundancies and ensuring that all team members are informed of patient progress and changes to care plans. The app champions a data-driven approach to care, with integrated analytics offering insights into treatment effectiveness, patient engagement, and areas for improvement.

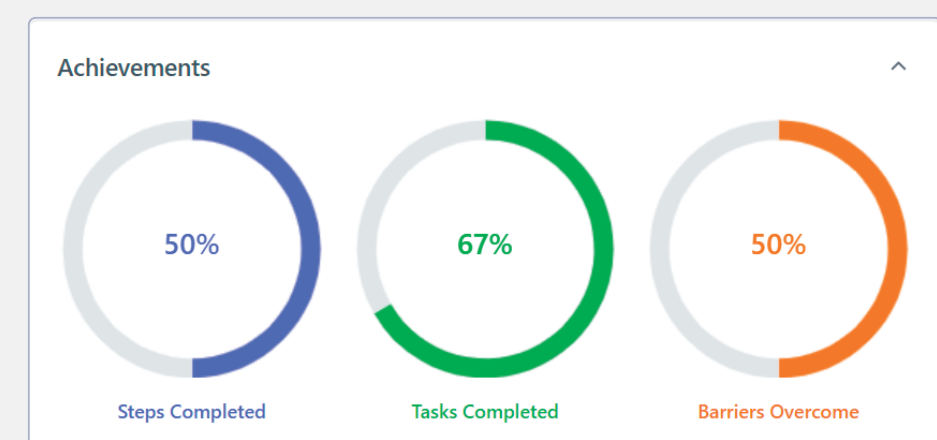
The project aims to improve patient outcomes by offering a more structured, interactive, and patient-centred approach to recovery in forensic mental health settings.

VISUAL PATHWAY

The app enables the team to work collaboratively with the patient to identify their recovery pathway through hospital and provides a clear and concise overview of the planned journey towards discharge

ACHIEVEMENTS

The app highlights patient's achievements. Patients can see the percentage increase with steps and tasks completed as well as barriers overcome.



ACCESSIBILITY

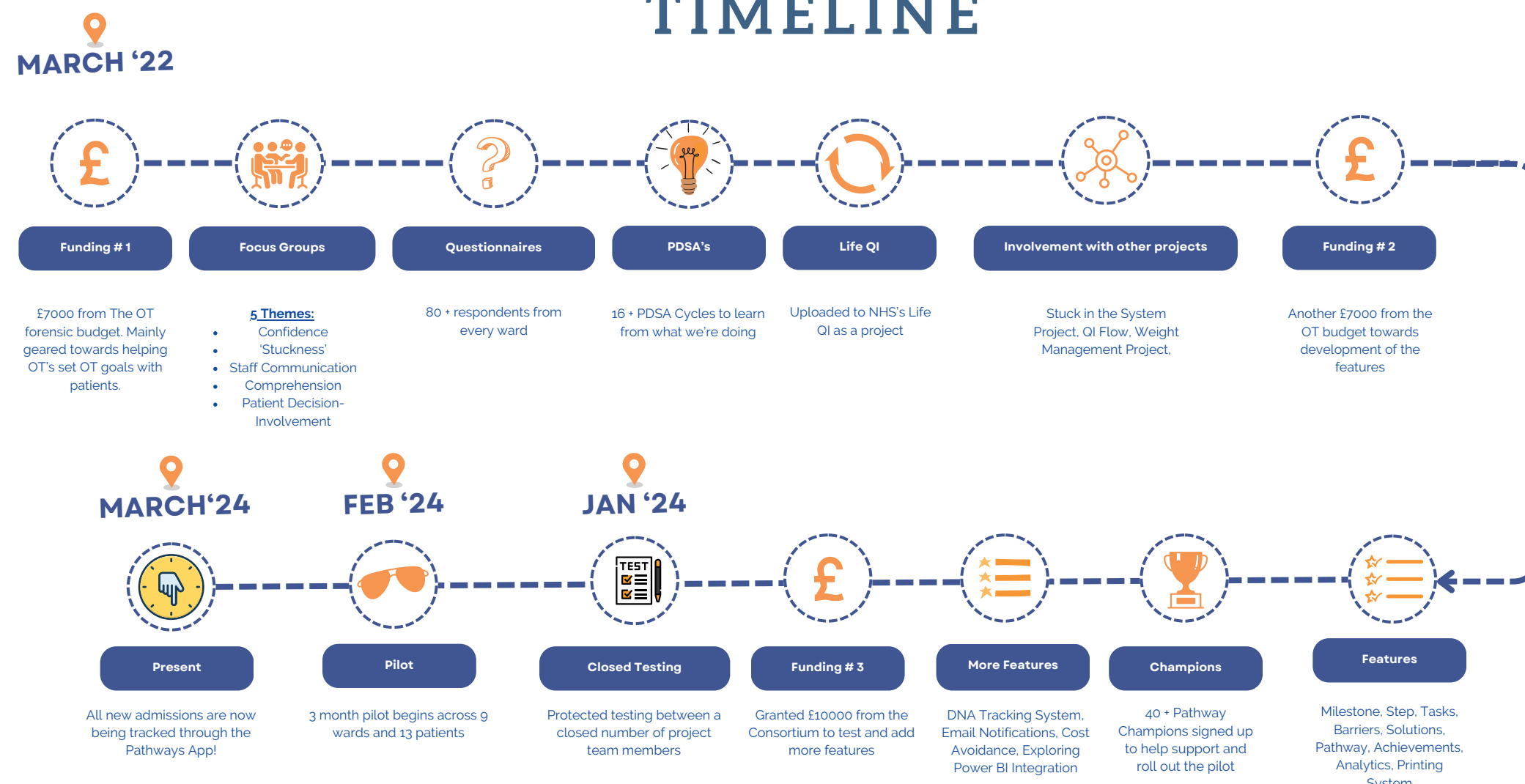
We know the importance of enhancing accessibility through devices like iPads and laptops, with the ability to print for patients. Pathways uses accessible language and display tailored to patients needs i.e. use of toggle button for selected information. Everything is printable.



Contact

Website info.pathwaysapp.co.uk
Email ot.pathways.info@gmail.com

TIMELINE



CO-PRODUCTION

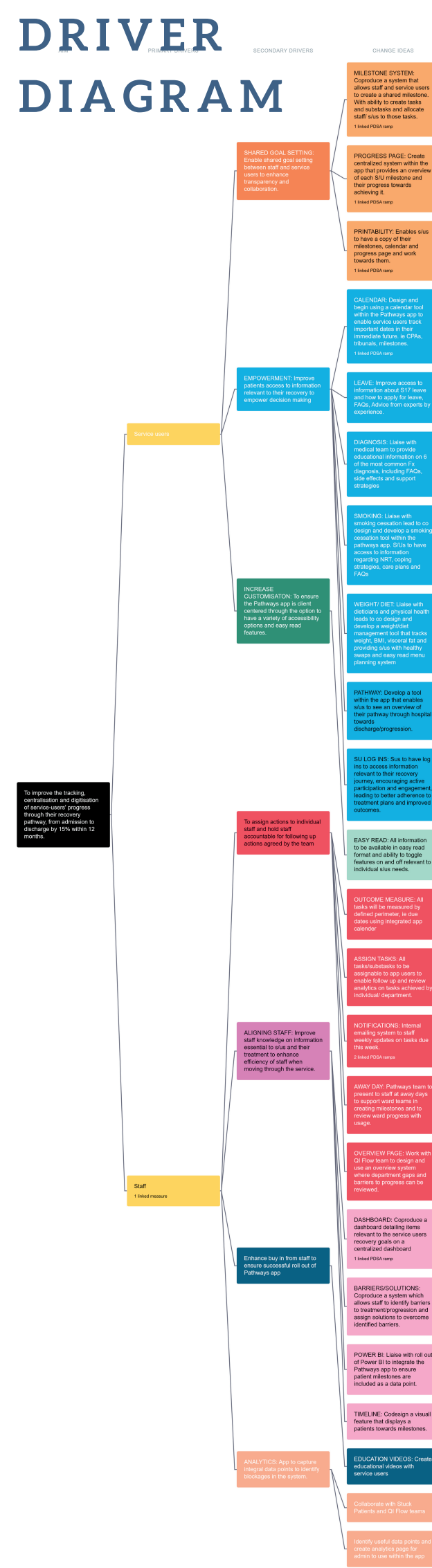
Co-production has played a vital role. Inpatients and ex-patients have been actively involved, contributing through designing the prototypes, attending focus groups and giving feedback to create a clearer vision on their pathway from admission to discharge.



A video made by staff and SU's for the Pathways project 2023

QUALITY IMPROVEMENT METHODOLOGY

DRIVER DIAGRAM

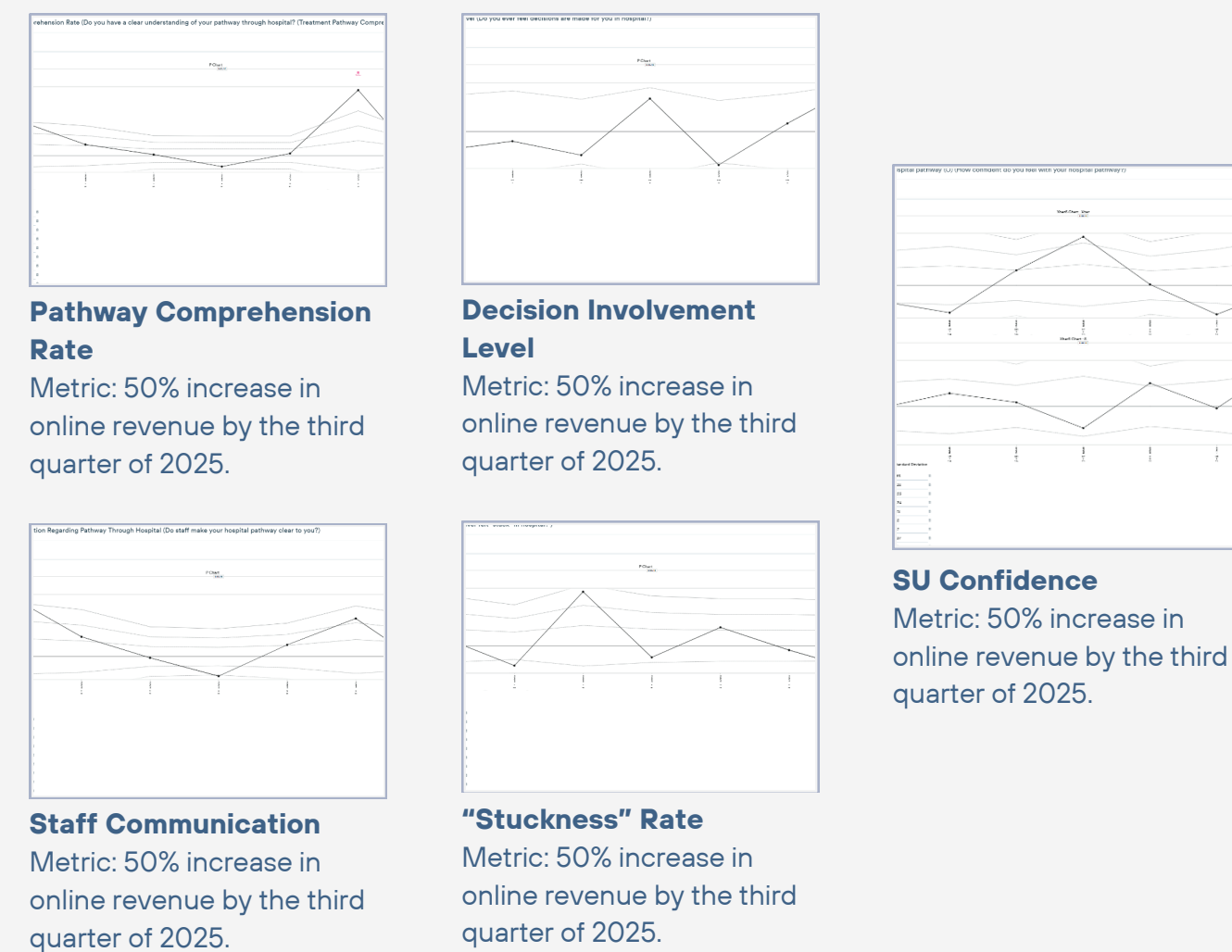


METHODS

Initially, data was gathered through focus groups and questionnaires, which illustrated a high % of patients did not understand their pathway, did not feel involved in decisions and felt stuck in hospital, patient reps attended design meetings and consulted on the app's features and usability. Questionnaires have been completed weekly with the patients engaging in the pilot to track changes in their understanding of the key areas.

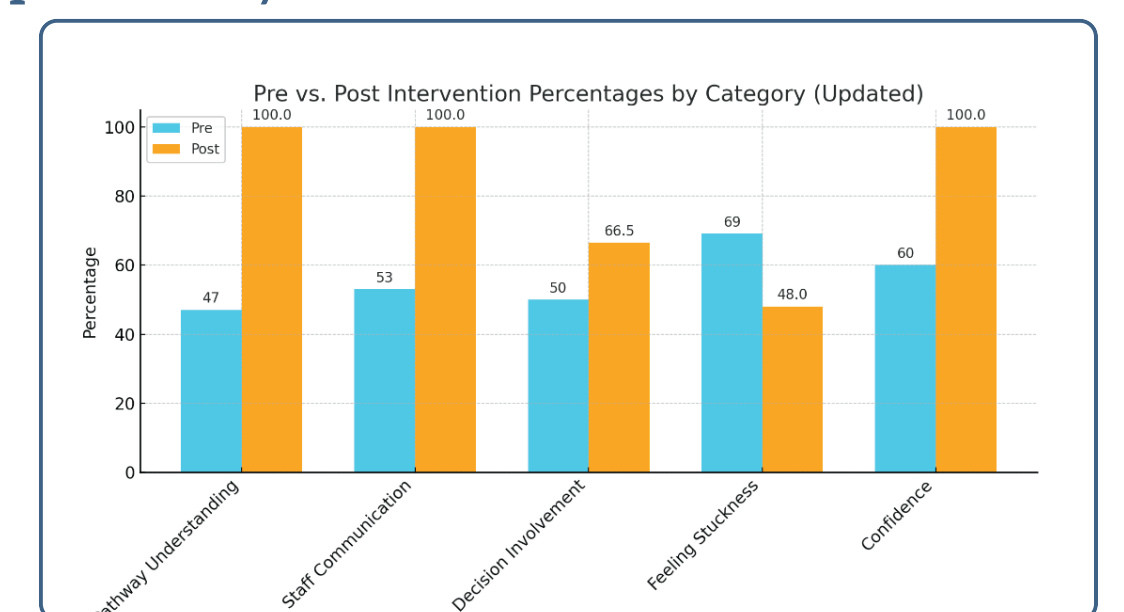
MEASUREMENT PLANS

The project has 17 outcomes measures, many of which are automatically tracked through the app's analytics function. Each function is measured to ensure effectiveness and value.



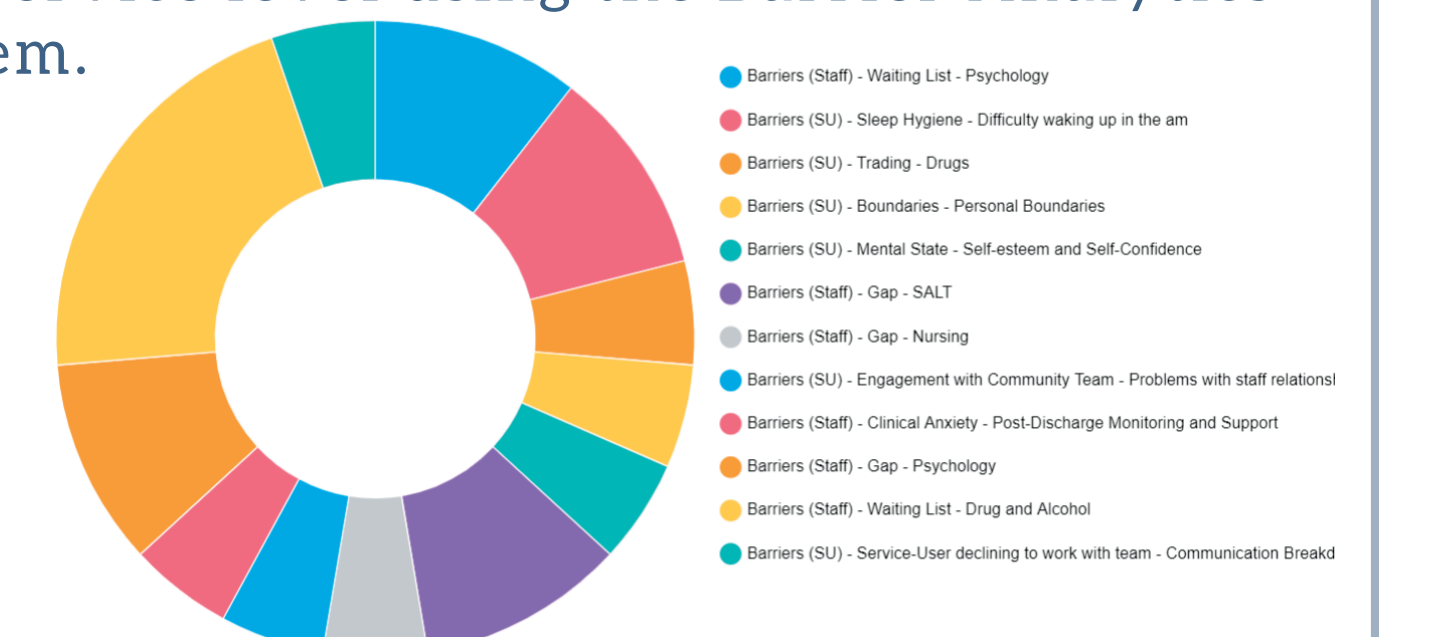
PRELIMINARY RESULTS

Following closed-testing, the pilot is currently underway with 10 patients indicating positive trends. Initial findings indicate: 21% fewer patients feel 'stuck' in hospital and 16.5% more feel involved in decisions. There has also been significant increases in understanding and confidence in their pathway.



COST AVOIDANCE

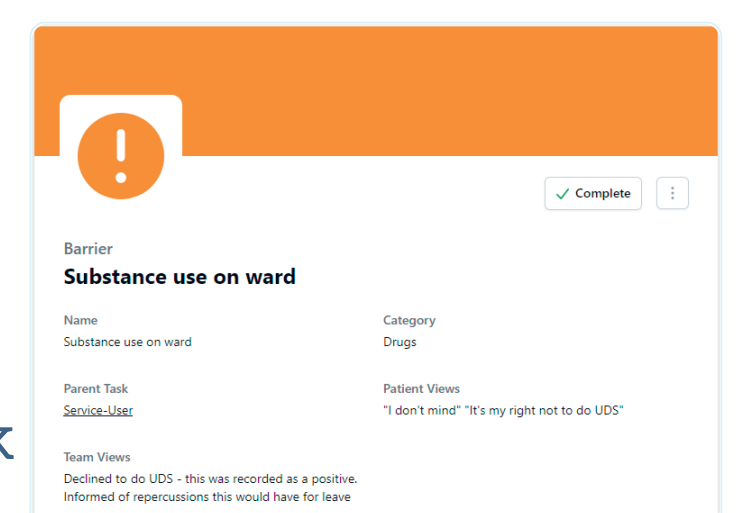
The Pathways Team are working closely with the Trust Viability, Finance and Cost Avoidance teams in using the app to monitor Length of Stay (LOS) and individual bed costing. Patient barriers are being monitored at a service level using the Barrier Analytics System.



APP FEATURES

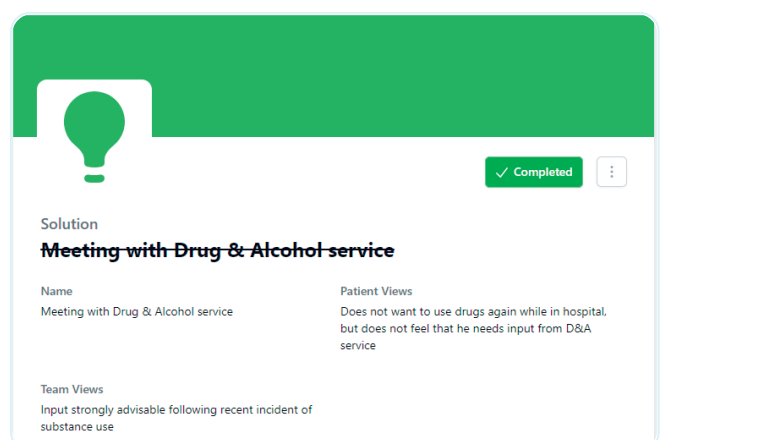
BARRIERS

If tasks don't go ahead for any reason, the team can add this as a barrier, allowing the team and patient to focus on an area to work on together.



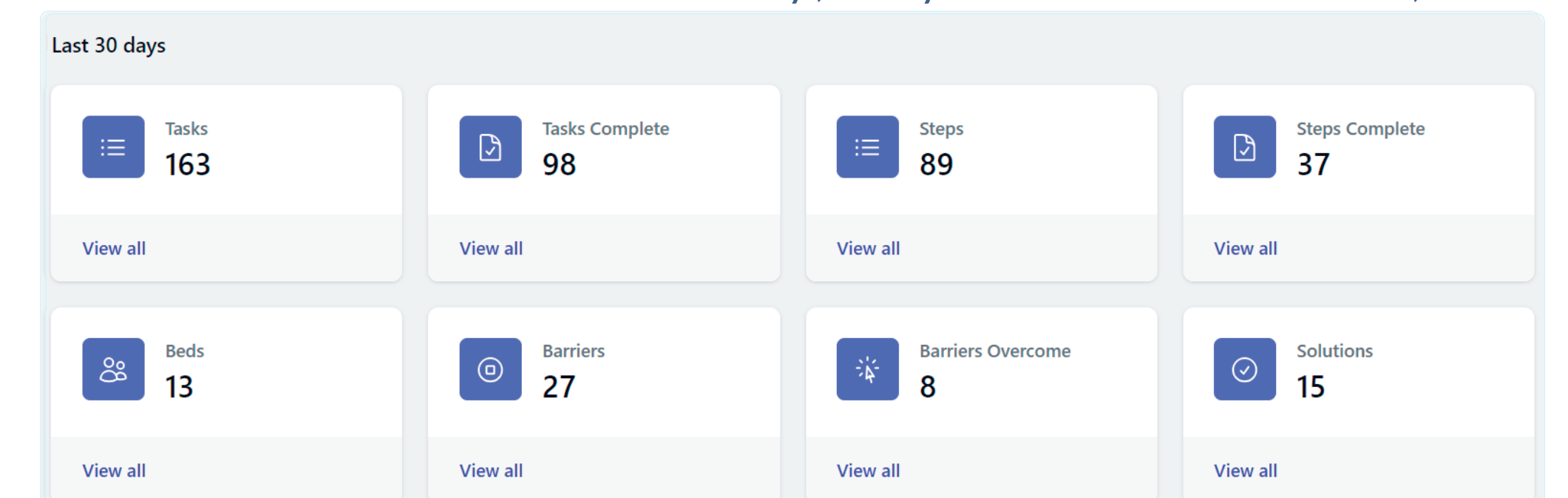
SOLUTIONS

A solution is a shared response from the team to action and solve the barrier. Each solution can be assigned to an individual team member, with a due or review date.



ANALYTICS

Pathways gathers insights from user interactions, allowing continuous improvements and informed decision-making. Users can sort by MDT, ward or by individual patient to get a detailed overview of barriers to recovery, why sessions are DNA'd, etc.



ACCOUNTABILITY

Tasks can be assigned to staff from any discipline, to improve coordination and accountability in patient care. Tasks can also be assigned to patients to promote responsibility and autonomy.

