How to improve a clinical pathway using digital

1. Define the problem
- Create a simple problem statement
- Examples of a good one
- Examples of a bad one
  - Explain why

2. Seek Help
- Who can help you?
  - Internal
    - CCIO; Digital Team; PMO office; colleagues
  - External
    - AHSNs;
      Clinical Groups
      (e.g., Cardiac Pathway
      Improvement Programme)
      NHSX;
      NHS Digital
      Patient Groups (PPV)

3. Common misconceptions
- Be prepared for challenges
- The solution you anticipated (e.g., an 'app' might not be the right approach
- A lo-fi solution might be a better approach (e.g. text messaging for appointments)

4. Start mapping current processes
- Engage stakeholders also using the system/components
- What are their workarounds?
- What does and doesn't work?

5. Consider possible solutions
- Build Vs. Buy
- What are colleagues using that you can adopt?
- How much will it cost?
- What are the benefits/ROI?
  - Evaluate against KPIs/problem statements
    e.g. will it save time, enable patient monitoring?
    Establish measures of success

6. Development
- Co-design with clinicians
- Co-design with patients

7. Implementation
- Cultural factors
- Spread and adoption
- Evaluation