

# Productive Community Services

## Executive Guidance Poster

Version 1

### Productive Community Services

<b>Delivery</b>	<b>Patient Perspective</b> Patient experience is central to everything you do. These practical tools capture the patient experience that will be used throughout the modules.	<b>Agreeing the Care Plan with the Patient</b> Your teams create patient-led, goal-driven plans with their patients to promote, where appropriate, active planning for discharge and liaison with other care partners.	<b>Standard Care Procedures</b> Your teams create standard operating procedures to ensure consistency of approach to high volume interventions.	<b>Perfect Intervention</b> Your teams ensure they are fully prepared for timely, equipped, informed and goal-driven interventions. These are followed up robustly so that next steps are actioned promptly and interconnected care partners are informed of status.	<b>Toolkit</b> Practical service improvement tools that are used to aid implementation of all modules.
		<b>Managing Caseload and Staffing</b> Your teams identify their demand and capacity and then create high level strategies to increase capacity, smooth demand or change the configuration of care delivery.	<b>Planning Our Workload</b> Your teams plan their week, and their day, to meet the needs and demands of their patients in a way that is fair, balanced and understood by the whole team; a way that enables patients to rely on when they will be seen and is as efficient as possible.	<b>Working Better with Our Key Care Partners</b> Linked with the work contained in Managing Caseload and Staffing, your teams enter into an evidence based dialogue with their key partners (such as referring GPs) to ensure smooth flow of information and common understanding.	
		<b>Well Organised Working Environment</b> Your teams transform their working environment, using no cost/low cost techniques, so they contribute to, and do not hinder the efficient delivery of care.	<b>Knowing How We Are Doing</b> Your teams collect and use regular balanced performance data to guide improvement and operational management. This provides a framework for timely measurement to flow up the organisation to aid informed decision making.	<b>Patient Status at a Glance</b> The visual display of vital patient and team information to allow teams to accelerate their decision making, review patient status, constantly monitor team workload and reduce interruptions.	
<b>Planning</b>	<b>Team Leader's Guide</b> Practical process and leadership guidance for your Team Leader implementing the Productive Community Services - helping your Team Leader take responsibility for the programme within their team.				
	<b>Readiness, support and roll-out guides</b>	<b>Programme Leader's Guide</b> In-depth guidance for your Programme Leader on the start-up, spread, sustainability and timely benefits realisation of the Productive Community Services programme.		<b>Strategic Positioning</b> A process to help identify strategic links and objectives for Productive Community Services.	<b>Technology</b> Step by step guidance for you and your teams to improve services through the successful implementation of technology.
		<b>Executive Leader's Guide</b> Summary guidance for you as the Executive Leader on how Productive Community Services works, the involvement required from you and your leadership team, the implications and readiness of your organisation and how to prepare and support the programme.			
<b>Foundation</b>	<b>How it works:</b>				

#### How it works:

- The Productive Community Services programme is a scalable, team based application of Lean in community care based settings
- It is a field-focused, team-based programme which is suitable for implementation by different teams. This includes District Nurses through to Occupational Therapists, from traditional to rapid response and from specialist to generalist clinical teams
- Your Team Leaders will implement a structured series of self-directed learning modules with coaching from your organisation
- You and your leadership team play a pivotal role in coaching and enabling your team leaders in implementing this large scale organisational change programme
- The modules build from the Foundation up in a defined sequence. Start from the bottom and from left to right, working towards creating your Productive Community Service
- There is a heavy emphasis on planning to ensure a solid, stable foundation for improved care delivery