



Bradford Metropolitan District Council Occupational Therapy

Why was the review conducted?

The Occupational Therapy department consists of a large diverse team covering many disciplines. On average, the 65 strong department has to deal with some 150 adult referrals a week - around 6,000 annually - the majority by direct contact from an individual service user, supplemented by others from hospitals, GPs, physiotherapists, carers, social workers and users' families. The Bradford Metropolitan District Council chose to work with the Lean Healthcare Academy to streamline working practices and improve across-the-board service delivery.

Findings

An OT Lean team representing a cross-section of departmental roles was established to shine the spotlight on all areas of the operation in close consultation with the Lean Healthcare Academy. Using Lean tools the team mapped out the entire self-referral process in a bid to identify and eliminate wasteful practices.

It was found that there were 72 steps within the self-referral process that were taking four to six weeks to complete. It was also found that there were a large number of inappropriate home visit referrals that were having a negative impact on the waiting list.

Outcome

After streamlining the processes within the Occupational Therapy department and removing the non-value adding steps, the initial 72 process that were taking four to six weeks to action, were slashed to less than half and the waiting time reduce to just 48 hours. Users are now assed at point of contact over the phone via a standard set of questions which funnels the user to the correct service and eliminates wasteful and inappropriate home visits from Occupational Therapy team.

Service users' needs are now addressed more quickly with improved access to appropriate services. Finally, standardised operating procedures have been put in place to ensure that the level of treatment and care is kept high and consistent.



Bradford Occupational Therapy Team

To find out more about this case study contact:

Lean Healthcare Academy

Wendy Gauntley

Academy Manager

wendy.gauntley@leanhealthcareacademy.co.uk

t: 01943 885084

Abdul Ghani

Senior Lean Facilitator

Abdul.ghani@leanhealthcareacademy.co.uk

t: 01943 885084

Bradford Metropolitan District Council

Kathryn Lamb

Workforce Development Manager

Kathryn.Lamb@bradford.gov.uk

t: 01274 437457

Lean Healthcare Academy, Virtual College Ltd

Marsel House, Stephenson's Way, Ilkley,

West Yorkshire, LS29 8DD

t: 01943 885084 – f: 01943 605552

info@leanhealthcareacademy.co.uk

www.leanhealthcareacademy.co.uk

Value Added

- Response time reduced from 4 – 6 week to 48 hours
- Fewer referrals onto waiting list for home assessment
- Increased user satisfaction