The CReW Programme:
How to Enable Multidisciplinary Teams to Design Integrated Care

Providing the right care, at the right time, with the right workforce

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The CReW Programme

Clinical Redesign
A) Care Pathways
B) Clinical Practice Improvements

Workload Measurement
A) Defining Demand
B) Capacity Planning
Clinical Redesign
Care Pathway Development & Practice Improvements

**Six-Step Approach**

1. Align service
2. Reality Mapping
3. Flow Analysis
4. Establish Pathway
5. Implement pathway
6. Evaluate

**Clinical Practice Improvements**

- Streamline practice
- Standardise practice
- Support pathway implementation
- Facilitate better communication
- Optimise efficiency - LEAN principles
Workload Measurement

Clinical Redesign
A) Care Pathways
B) Clinical Practice Improvements

Workload Measurement
A) Defining Demand
B) Capacity Planning
Workload Measurement

Defining Demand

- **Understanding Demand Per Pathway**
- **Defining Demand Per Service**

- Recommend treatment input based on need
- Cohort patient types and categories
- Analyse pathways

- Define service demand
- Define demand per clinical area
- Define demand per pathway

Cohort patient types and categories
Workload Measurement
Capacity Planning

Capacity Planning Model

- Core Allocation of Resources
- Cross Cover System
- Prioritisation System
Results

Earlier Access to Services

Patients Discharged Prior to Commencement of OT Intervention

Alignment of Stroke MDT Response Times

- Nursing – Immediate
- Medics – 2 hours
- OT – Day of Admission
- PT – Day of Admission
- Nutrition – 24 hours
- SLT – 24 hours
- MSW – 48 hours

Clinical Redesign Project
Results

Sound Workforce Planning

Stroke Service Activity

| Wk 1 | Wk 2 | Wk 3 | Wk 4 | Wk 5 | Wk 6 | Wk 7 | Wk 8 | Wk 9 | Wk 10 | Wk 11 | Wk 12 | Wk 13 | Wk 14 | Wk 15 | Wk 16 | Wk 17 | Wk 18 | Wk 19 | Wk 20 | Wk 21 | Wk 22 | Wk 23 | Wk 24 | Wk 25 | Wk 26 | Wk 27 | Wk 28 | Wk 29 |
|------|------|------|------|------|------|------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
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“Since commencing CReW, I now ask myself what am I doing in practice, why am I doing it this way and how can I improve my practice to make it client-centred and more efficient...

I think CREW is an extremely worthwhile tool when used in conjunction with the correct support and training to help identify and improve clinical services for the patient.” (Dietician)

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“CReW has been a fantastic opportunity to systematically reflect on and constructively analyse my clinical practice. It provides the tools and support necessary to design and plan a high quality and evidence-based service and ensures that as a team, we are working together to provide care that is both streamlined and person-centred.” (SLT)

“The involvement of the whole MDT working together has given us an opportunity to look at all of our roles and see how we can improve both our working practices and quality of care.

CReW has inspired me and my nursing team to adapt our practice and strive to provide a safer and more effective experience for our patients.” (Nurse)
CReW Success Factors

- Client-centred focus to care
- Goal-focused intervention
- Standardisation of services
- Streamlining of processes
- Aids clinical reasoning
- Sound measurement of demand
- More than numbers of patients!
- Owned by ALL team members
- Promotes leadership development
- Suitable across disciplines & care settings
“You must be the change you wish to see”

Gandhi