



# Patient pathway administration and waiting list management

**Efficient, well managed patient pathways and waiting lists are essential to the delivery of safe, high quality healthcare services.**

We are experts in patient pathway and waiting list management. Our unique and proven approach has enabled acute trusts to regain control of waiting lists, improved patient administration efficiency and ensured data used for reporting is accurate and reliable. We use our sophisticated analytics tools, highly experienced consultancy team, and our database of 'zero interpretation' operating procedures to ensure your patient administration functions are at the forefront of your clinical service delivery.

## Referral to Treatment (RTT) and Waiting List Programme



Managing patient waiting lists and meeting RTT targets is a top priority for all trusts but one that continues to challenge us through inconsistent operational processes, constrained systems and complex reporting solutions. These challenges have significant clinical, efficiency and financial implications. Our unique RTT approach takes the very best of Cymbio expertise and technology to create

an accurate and up-to-date view of your RTT performance and waiting list position. Once we have identified errors and data quality issues, our NHS-experienced team will work with you to develop new processes, train staff and implement sustainable improvements.

## Waiting List Validation

The challenges of meeting reporting targets and managing patient pathways safely are compounded by poor data quality yet trusts often lack capacity to correct the data. To manage these challenges we have developed a systematic validation process that is auditable, efficient and satisfies clinicians' need for quality assurance.

Our validation team offers both on-site and offsite resource to check and validate data, reducing risk and returning trusts to the reporting levels required within very short timescales. Having a clear view of operational process performance is critical for every NHS organisation. Without this it is difficult to know whether operational problems that impact patients are down to data quality or process integrity – and more importantly, where the problems lie.

We can identify inconsistencies in operational processes to help you get straight to the root of the problem and fix it.

## Process Analytics Dashboard (PAD)

Our Process Analytics Dashboard monitors key performance indicators at multiple points along the patient pathway to highlight under-performance, inefficiency, data quality issues and bottlenecks in the process. This will enable you to:

- Monitor and benchmark your processes along the patient pathway
- Identify where operational processes are leading to data quality issues
- Identify missing data

Equipped with this information you can target your improvement activity to fix the right problems and create more efficient, patient-centric processes.

## PAS/EPR deployment support

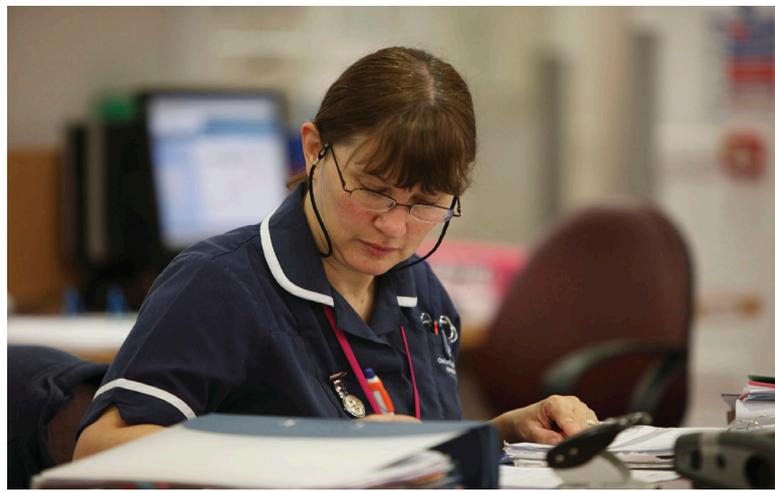
Deployment of new PAS/EPR systems frequently destabilise operations when data and information process gaps are exposed. This can often result in loss of control of waiting lists and the risk of patients 'falling out' of the pathway. Returning to business as usual after the event is a costly and disruptive exercise. We will help you minimise these risks by preparing for a new system launch – or get you back on track following a PAS/EPR implementation.

Our NHS process experts will work with you to:

- Define standardised, 'right first time' quality procedures to ensure staff maintain high quality PAS and EPR records
- Reinforce the correct patient administration procedures to sustain the improvement
- Use process analytics at granular level to identify and correct errors at user level
- Manage waiting lists safely and efficiently in a new EPR environment

## About Cymbio

Cymbio is part of Capita Healthcare Decisions. Our 300 strong Cymbio team has over 12 years' experience of improving patient administration processes and waiting list management. During our recent work with 35 trusts we have developed 1,696 quality procedures and completed 15 enterprise wide process definition programmes. In the last 12 months alone, we have delivered 20,000 days of pathway validation.



"The Cymbio team took a supportive and constructive approach, recognising that improvement relied on the successful adoption of the new operating procedures. Cymbio was instrumental in making sure staff felt listened to and could play a part in changing our systems and processes. The challenge will continue to be staff engagement, but having Cymbio's insight and input has undoubtedly helped."

**Liz Fellows**, *Assistant Director of Operations*,  
East Sussex Healthcare NHS Trust



**Find out more**

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