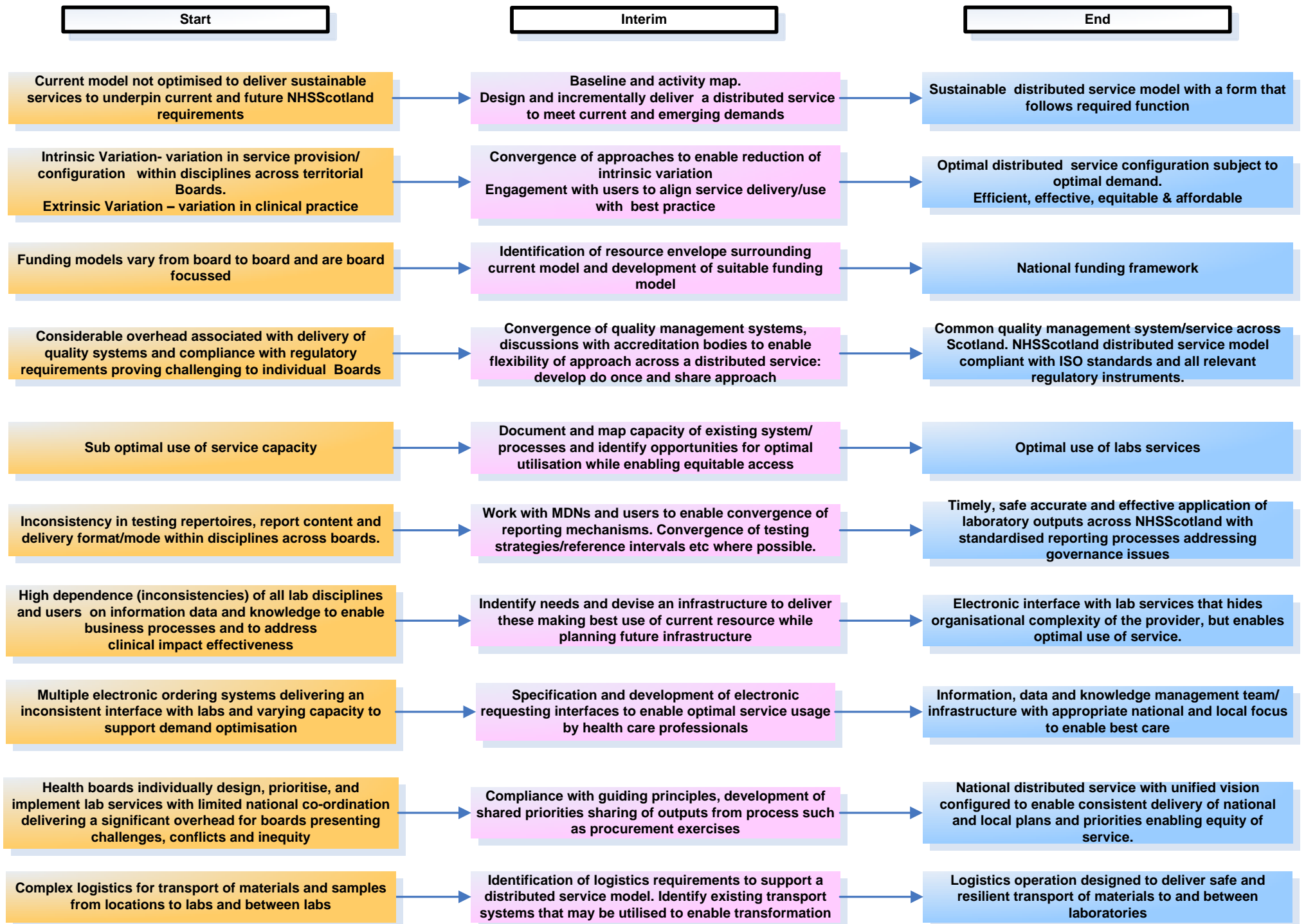


Blueprint Laboratories: Process



Blueprint Laboratories: People

Start

Interim

End

Absence of optimised workforce to deliver sustainable services to underpin current and future NHSScotland requirements

Identify future model and use six steps methodology to delivery of an optimised workforce plan

Workforce plan to support optimal workforce delivery within a form follows function service model: Delivery of a national work force for labs

Intrinsic service variation across Boards, extending also to management and governance structures, delivers complexity of workforce issues and prevents cross boarder/discipline working.

Identify future model and remove constraints to delivery of new ways of working

Staff working across traditional boundaries

Variation in application of knowledge and skill: staff not being used to full potential or capitalising upon existence of generic skills

Release knowledge & skills to enable focus on value added tasks. Release full potential of staff and deliver job enrichment and opportunities for future service and staff development

Optimal use of knowledge & skills within a form follows function service delivery model delivering a productive and motivated workforce.

Variation in interpretation of roles and job descriptions

Review of roles applications of JD's (Workforce Reference Group)

Reduction of variation in roles and remuneration delivering a level playing field to support staff mobility

Service requirement outstripping capacity of various staff groups

Identify opportunities for role extension, service redesign and role extension. Identify mechanism to expand critical workforce groupings

Sustainable and resilient workforce with staff groups working co-operatively and synergistically.

Variation in AFC bandings across boards and pay protection agreements (e.g. AFC out of hours)

Put in place a framework to enable convergence of bandings and remove impediments to mobility arising from protection.

Equality of remuneration for staff and increased mobility across geography and between grades.

Conservatism and resistance to changes in working practices and roles

Fully engage professions and support staff in design and change processes.

Delivery of a new service model with an engaged staff open to development and change.

Resources for education and training not necessarily linked to need across the he whole system

Work with NES to develop an approach that links to a national workforce plan and supports CPD

Educational and CPD investment id consistent with the workforce plan and staff development requirements of a distributed service model

New skills sets required to enable delivery of services dependent upon new technologies

Identify needs enable central developments and appropriate dissemination of education training and skills

Process in place to deal with skills gap arising from new and emerging technologies

Modern lab services have been described as information and knowledge management services. In this context there is a deficit of staff appropriately skilled in IKMT

Identify the skills and knowledge requirement to support IKMT needs and develop infrastructure.

A service that is appropriately staffed to address operational, health intelligence and business intelligence needs re IKM&T and web based interfaces with users

NHS/University interfaces lead to complexity of management of services

Identify the interdependencies of the NHS/Universities on delivery of respective and shared roles. Engage with Universities to involve them in the service re design exploring responsibilities and accountability.

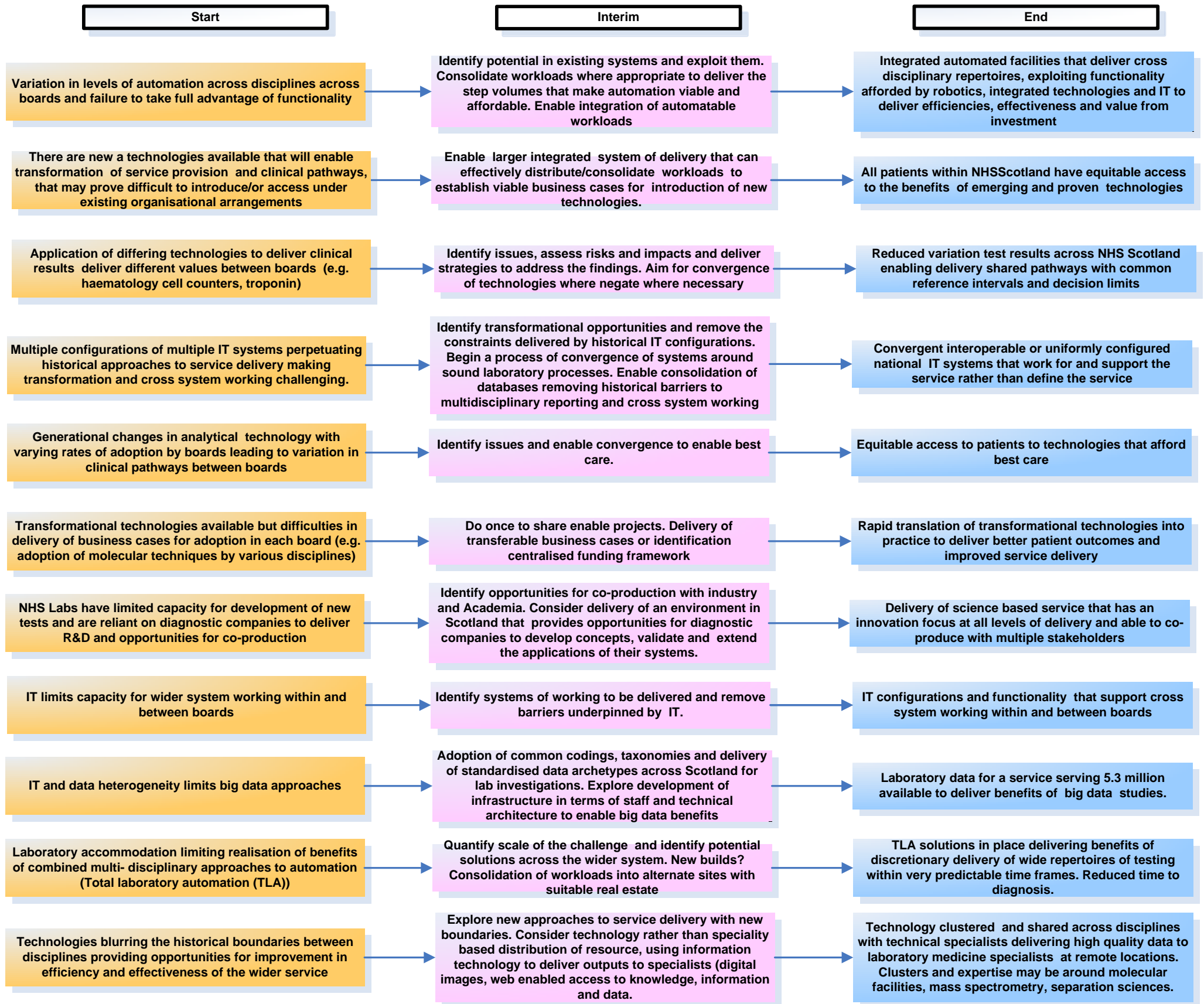
A service model that is engaged with the Academic partners that is focussed on good care with buy into shred values and goals.

Developing demand for delivery of diagnostics in the community with requests for laboratory support outstripping available resource or delivering requirements for new staff resource

Identify current and future scope with staffing requirements to support community diagnostics/POCT

Laboratory service able to deliver appropriate support delivery community diagnostic services in ways that address accreditation and governance issues

Blueprint Laboratories: Technology



Blueprint Laboratories: Information

Start

Interim

End

Current resource envelope for delivery of Laboratory Diagnostics to NHSScotland not well defined

Define required data sets, assess veracity of existing information and data sources. Survey boards to address deficiencies.

Documented understanding of existing resource allocation. Improved business intelligence

Extent of variation (i.e. variation in usage of services) poorly characterised

Identify systems and processes to enable identification and reporting of variation in service usage

Extrinsic variation characterised and monitored to enable constructive challenge of users to enable demand optimisation.

Heterogeneity across lab services in Scotland in codings, taxonomies and terminologies delivers challenges to combining data and delivery of big data approaches.

Develop requirements through data and standardisation enablers groups with a plan to develop frameworks to enable convergence across Scotland.

Usage of common, coding systems, taxonomies and terminologies to deliver standardised, and well defined, data sets available for clinical, business and research use.

Lack of comparable data set for benchmarking process

Development of benchmarking standards

Meaningful benchmarking with national with delivery systems nationally and internationally

Performance indicators focussed on efficiency and variation rather than clinical impact. Wider system value of investment therefore difficult to assess.

Develop and measure KPIs based on outcomes and whole system impacts (e.g. impact on drug bills, length of stay, patient flow and capacity). Develop an approach to enable delivery of outcome based business cases using those KPIs with a requirement for user input.

A service that can demonstrate whole system value value, which is, user focussed and able to justify existing and new investment.