

Making Patient Led Booking a Reality

#flexiblecare



A big opportunity to personalise care

- Enable controlled patient self-management
- Reduce Trust administrative burden
- Reduce appointment DNAs and CIFU workflows



Increase slot utilisation and free capacity by tackling estimated 50%+ unnecessary follow up appointments

Reduce outpatient follow-ups by **>25%** by March '23

NHS contract for 2023

Challenge reality check

Dual tracking digital potential with hospital operational journey:

- High data integrity + EPR E Outcoming in place to inform patient appropriateness
- Guardrails to protect equal care access for non-digitally enabled patients
- Resilient workflows to account for in flux staff capacity situation
- Managing system stress with multiple innovation streams

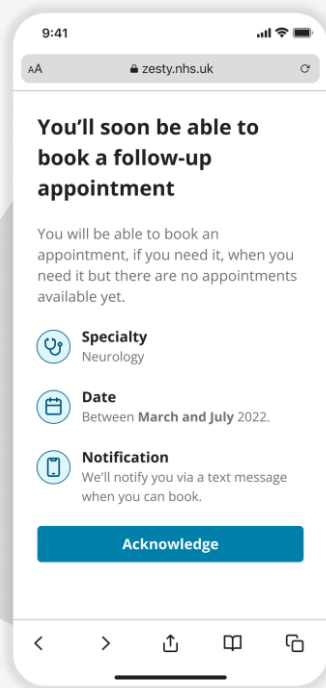
Walking before we run....

Clinical controls automation process, workflow and implementation pace

- Automated process fully configurable to determine pathway appropriateness
- Integration into EPR fundamental to enabling
- Phased approach starting with selective pathways & booking

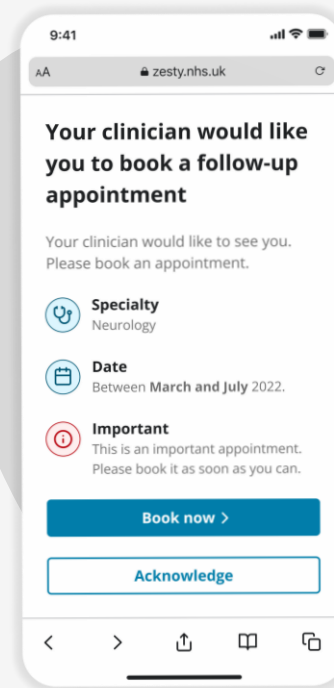
Phase one utilises existing follow up routes only

Step one simply hands administration to patient under clinician guidance



PIFU (Patient Initiated Follow Up)

A patient can choose to book within a defined period

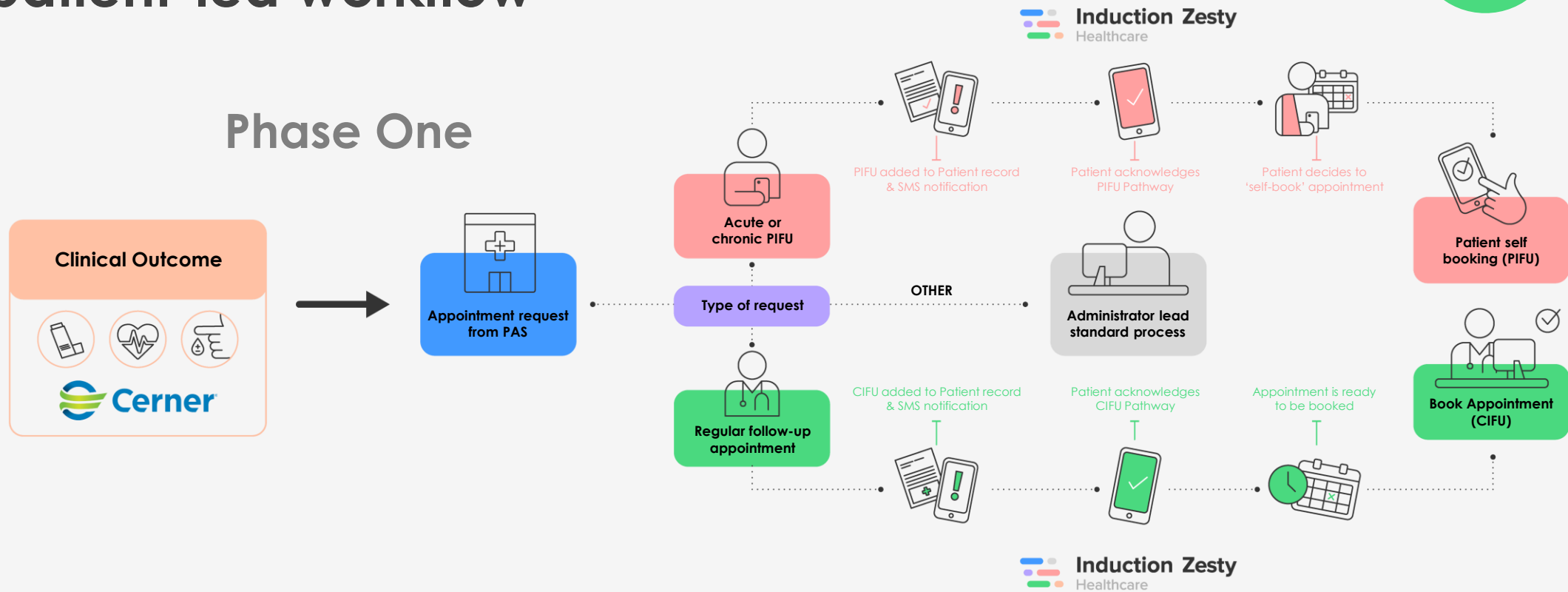


CIFU (Clinician Initiated Follow Up)

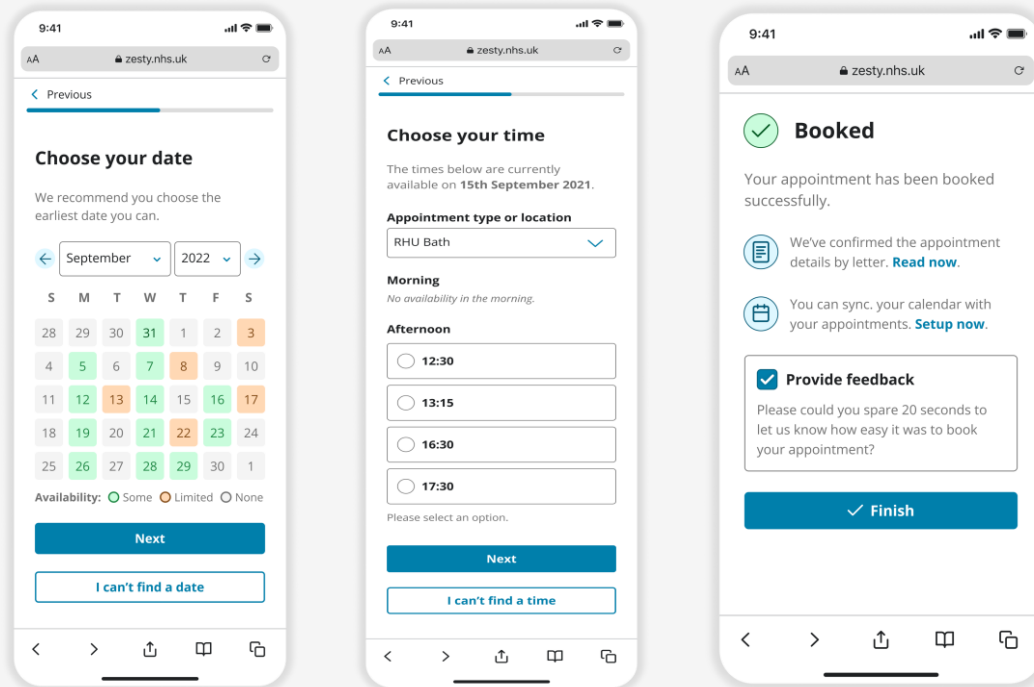
A clinician has defined the time period in which they would like the patient to see them

Clinical evaluation guides automated patient-led workflow

Phase One



Slot management controlled by fully Integrated Scheduling



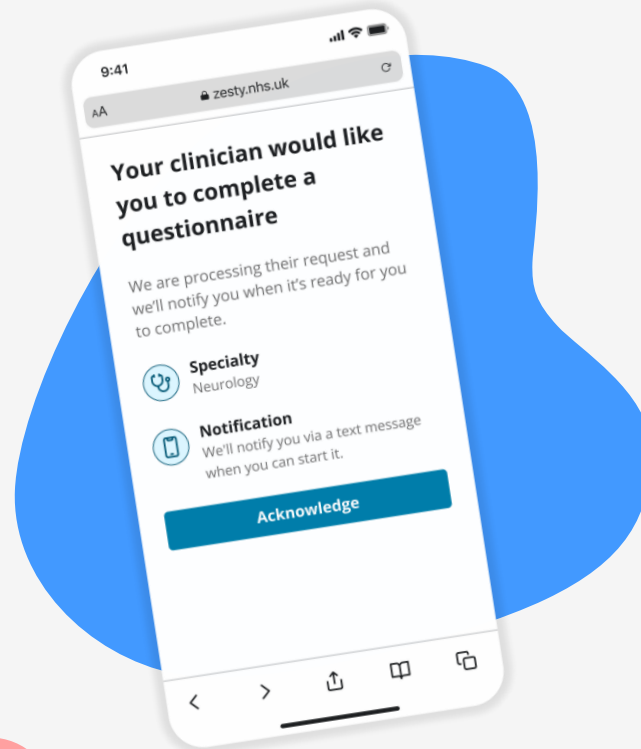
- No increased burden on admin staff
- Patients can book directly into available PAS slots
- Transactions are fully auditable

Phase two designed to manage follow up wait list

Future step two will use integrated patient data to assess and prioritise appointment requirement



integrated questionnaires
for risk stratification and
condition monitor




Cleansing patient data for
clinicians to prioritise
& inform patients on progress




The opportunity ahead

Clinical Outcome



Cerner

Follow-up wait list

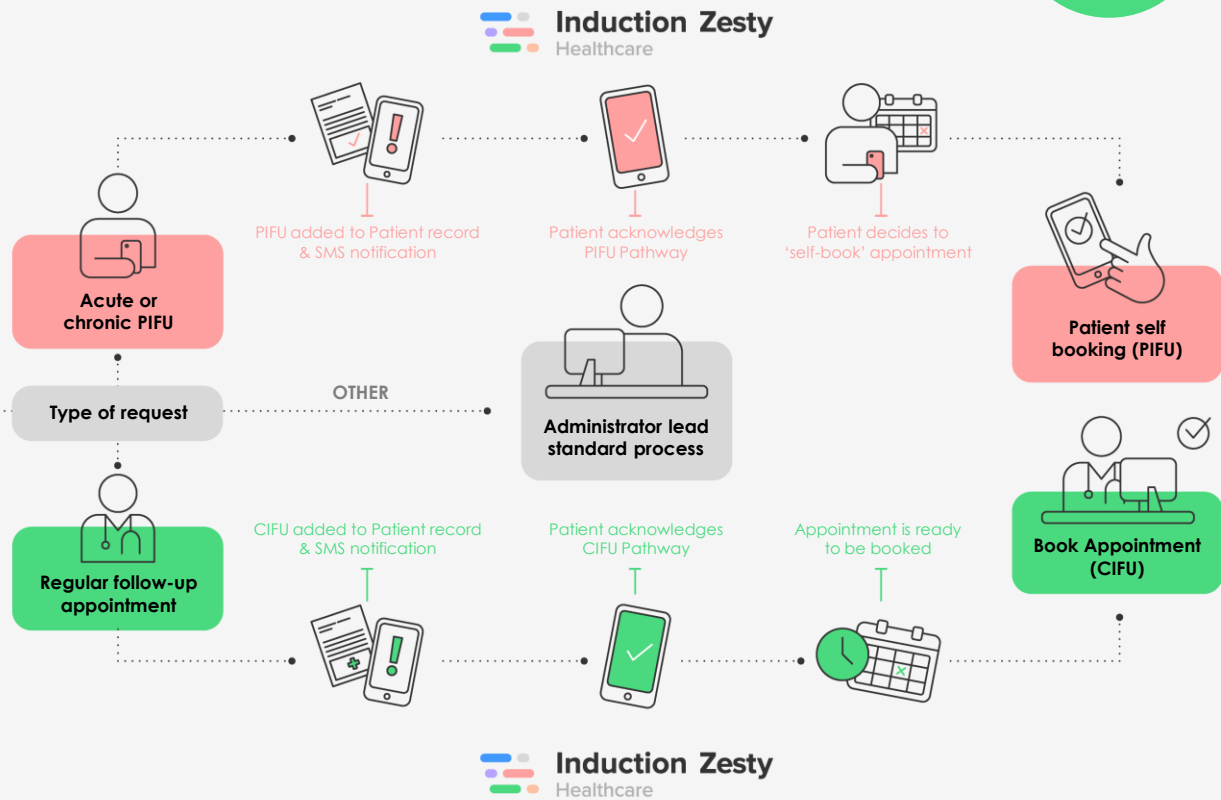


Palantir
Data cleansing

Cerner
Condition monitoring



Appointment request from PAS





Thank you

If you'd like to get in touch:

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