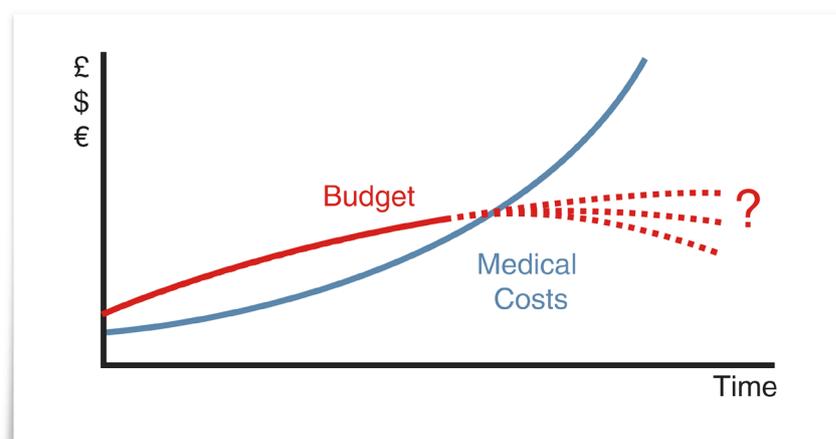


Flourishing in increasingly difficult times

How to achieve an unprecedented breakthrough in productivity in our health and social care systems

Over the last two years we have seen a financial crisis in one country transform into a global economic crisis. However, the true scale of the impact on the funding of health and social care in this country over the coming years remains to be seen. What is true is that an unprecedented breakthrough in productivity is required if our health and social care systems are to flourish in these increasingly difficult times.

Since 2000, the health care budget has grown from £48.3 billion to £119 billion; approximately 10.3% per year. Whatever promises are made to ring fence or protect the health care budget, even a stabilization of expenditure after a period of unprecedented growth will be experienced as a reduction. This is compounded by the fact that as medical science continues to advance, medical costs have been rising faster than budgets.



The cost of medical treatment is increasing rapidly compared to the available budget

The pressure now is to find a breakthrough in productivity of our health and social care systems. The initial, traditional response will be to try to cut costs. However, when only a small percentage of costs are truly variable and a high percentage of the remaining costs are associated with staff who deliver throughput, it will not be long before this traditional response will put at risk the hard earned gains of the last ten years, jeopardising the quality of patient care, access targets and financial stability.

A robust, innovative response

The QFI-Jonah approach has been proven to achieve an unprecedented breakthrough in productivity where:

- a health and social care system can deliver high quality care for more patients, with fewer resources; and
- unnecessary delays in care are identified and eliminated through a process of focused ongoing improvement; and
- access times are improved beyond current targets without any significant investment, while unnecessary operating expenses are eliminated; and
- management and clinical staff are fully aligned in both the necessary strategy and tactics to achieve the required breakthrough; and
- significant results happen in a matter of weeks, rather than months, and continue to do so over many years.

A proven track record

In large, complex health and social care environments dominated by high levels of uncertainty, there are only a few areas that have the power to affect the performance of the whole system. Identifying and addressing these areas using a proven, robust and common-sense approach will deliver a breakthrough in productivity and ongoing improvement.

- Community hospital reduces length of stay by 50%
- Acute foundation trust reduces length of stay by a further 22.5%
- Acute hospital treats more patients with unprecedented levels of access, dramatically improves its quality rating and transforms its finances from a loss to a surplus in 2 years
- Large acute trust reduces medical outliers from 100 to less than 10 in 6 weeks
- 98% of all outpatients seen in 2 weeks while throughput increases by 15%, without any extra resources

A few testimonials

“QFI can help you quickly analyse your health and social care system. Their proven approach will deliver the breakthroughs you need. I know this because I’ve used them and they work. QFI will stick with you through the tough times.”

Jeffrey Worrall

Chief Executive Lead
Towards Excellence Programme
East Midlands SHA

“When we started to apply Jonah we felt that suddenly we had a tool that we had not had the likes of before, a way of actually achieving what we had aspired to do for a long time. It is wonderfully simple but it is quite revolutionary. Not only has it changed the process and the outcome in terms of reducing lengths of stay and increasing the throughput, but it is also helping the culture.”

Tim Broadley

Associate Director of Service Delivery
Derbyshire Community Hospitals

“We had a two-day meeting with Alex Knight and at some point in the second day I realised that this must be the solution. It was quite a different view of how to manage an outpatient clinic. It was a paradigm shift because it is a completely different way of working.”

Frank van den Hoogen

Lead Consultant Rheumatology
St Maartenskliniek, Nijmegen, The Netherlands

“We have been able to move from one of the worst performing Trusts in England to one of the top performing.

By applying the Theory of Constraints to our discharge process we have been able to reduce our length of stay by 27% and we know we can improve on this.

I have seen many methodologies, but putting it simply, the combination of the Theory of Constraints and QFI Consulting delivers results much faster than anything else around.”

Averil Dongworth

Chief Executive
Barnet & Chase Farm Hospitals NHS Trust

“I don’t think anybody could have anticipated the difference it actually made to our length of stay. It’s been profound. Within two months we had halved our average length of stay. It has been a really positive initiative and I wouldn’t like to let go of it now.”

Lesley Dobson

Senior Sister
Derbyshire Community Hospitals

“I believe QFI Consulting is leading the way in the development and delivery of TOC-based performance improvement for health and social care environments.

The successes they have achieved are a strong demonstration of the applicability of TOC in this environment. I am proud of their achievements and look forward to continuing to support them as they develop further.”

Dr Eli Goldratt

Inventor of the Theory of Constraints