

How to start a Pathway Team

Introductions

- Chris Sargeant – GP Lead, Pathway SF project
- Maggie Kirk - GP with a Special Interest in Homeless Medicine
- Paul Hamlin – Social Franchise Project Manager, Pathway

Spreading the Pathway Model

Spread so far has been slow: 10 teams in 10 years...

- Option 1: find someone with lots of money: a large, central funder
- Option 2: revenue generated via each team: social franchising

Finding and supporting a 'Local Champion'

They are:

- Lone champion, or sometimes a group
- Variety of backgrounds
- Understanding of the Pathway model and mission

The role:

- Stakeholder engagement
- Planning, completing and presenting the needs assessment
- Writing a business case
- Planning for team design, service spec and procurement process

Engaging Local Stakeholders

- Starts during needs assessment: service mapping
- Creating support for a team, communicating Pathway's mission
- Identifying potential funders, hospital champions, and providers

Conducting a Needs Assessment

- Pathway provide a report template, guidance and telephone support to local champion
- Assessment includes hospital admissions data, and qualitative analysis of current care & discharge practice
- Over 200 homeless attendances per year = threshold for establishing a core Pathway team

Making the business case

- Data on homeless patient admissions and A&E attendances
- Financial calculation of the total cost admissions and attendances
- A proposed Pathway team, with justification for the structure
- Projected costs of the Pathway team service
- Expected benefits to the hospital from hosting a Pathway Team
- Supporting academic evidence for Pathway model
- Making the humanitarian case also – hearts and minds

Team design & Service specification

- Core Pathway team: GP input, FTE Band 7 nurse, FTE housing advocate/care navigator
- Size and additional roles depending on needs:

Homeless patients per year	Recommended staff numbers
200	3 FTE
200 to 300	4 FTE
300 to 400	5 FTE
400+	6 FTE

Service specification

- Service Specification builds on the needs assessment and business case recommendations
- Includes an outline of standard outcome measures that indicate service quality & impact
- In future, Pathway will be providing more support to CCG's and other funders around quality and performance monitoring prior to procurement

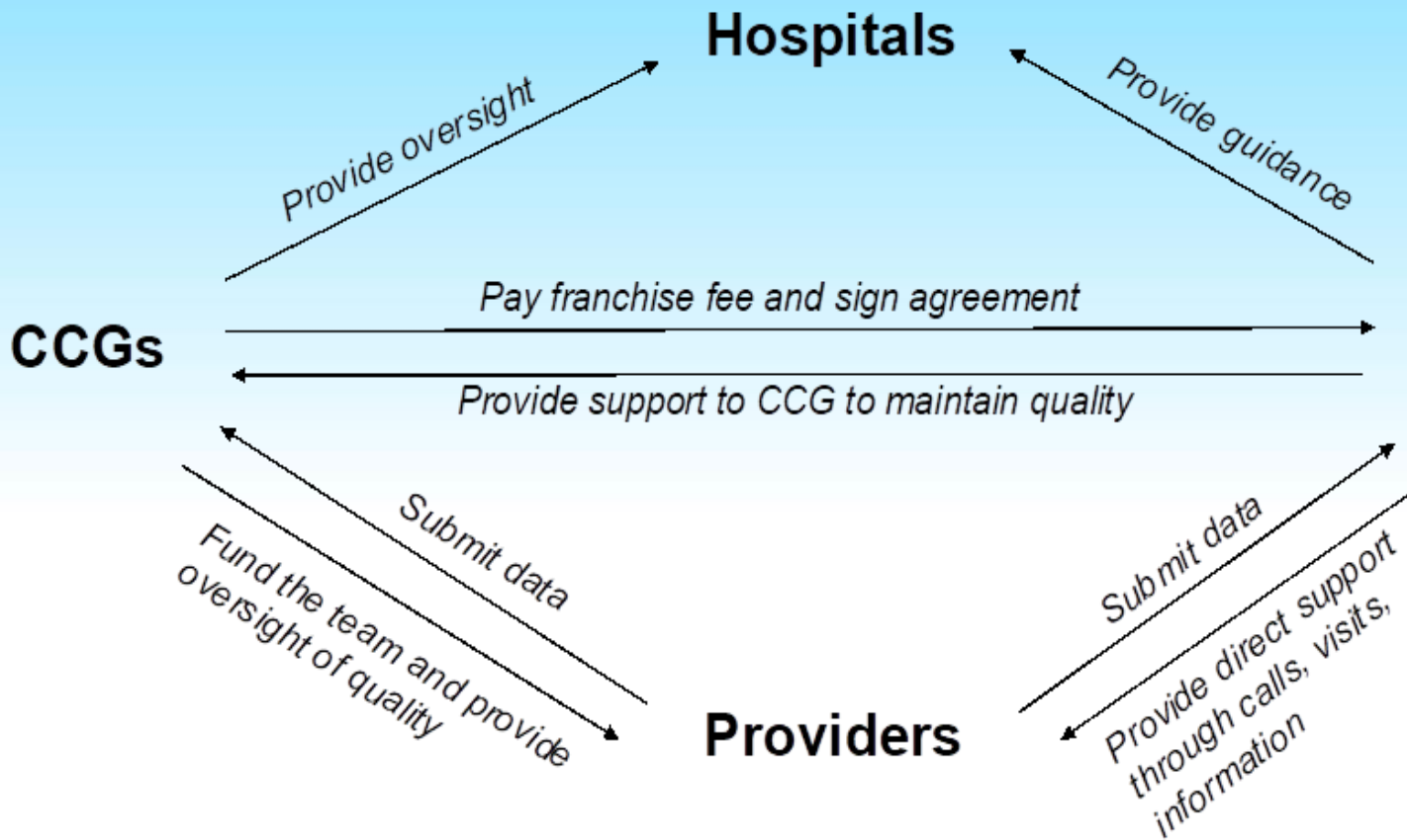
Clarifying roles: Funder, Hospital, and Provider

Funder: usually the CCG – monitor the team's progress and supports hospital and provider

Hospital: hosts the team, provides space and structure

Provider: employs and manages team, delivers service

Pathway: support and guidance to all the above



Service Start Up

Lots of work needed prior to service start date:
provider service lead must be appointed early

- Staff team recruitment
- Practical steps for team set-up
- Team training & staff induction

Ongoing Support & Relationship

- Ad hoc support
- Monthly calls
- Bi-annual visits
- Online Operations Manual
- Service Quality Standards
- Data and KPI framework
- Network events and sharing innovation
- Policy and lobbying

Future progress...

Hull, Bournemouth, plus 2-3 more this year?

Local contacts engaged in 22 further potential sites, 11 needs assessments done/in progress

Sustainability possible in 3 years? Further funding needed until then

Speak to us if your hospital needs a team!