

TCST Diagnostics Programme-Introducing the High Impact Changes Handbook

Five HIC Areas

1. Referral Management
2. Planning and managing workload
3. Appointment Scheduling, reducing DNAs and cancellations
4. Patient Preparation
5. Environment and Facilities

Draws on experience nationally and from across London trusts

Helps services maximise their existing capacity

Enables trust to prioritise areas of improvement by utilising a simple tool

Uses proven QI techniques- 4N's, process mapping, measurement, visual management

Doesn't just cover the 'test' itself but broadens scope across the pathway



Twitter addresses: @TCST London @HealthyLDN

The HIC Assessment tool

What is it?

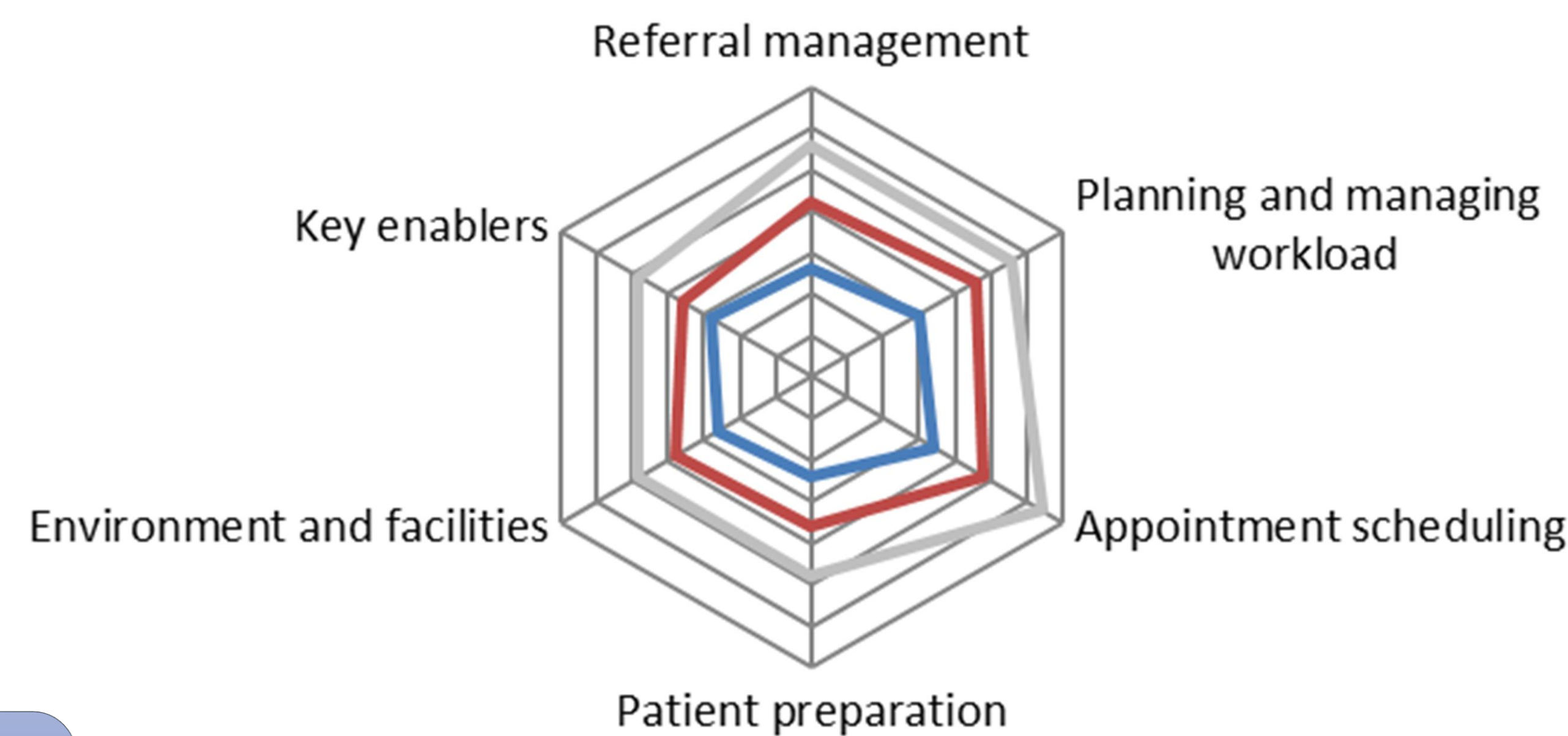
- Simple excel tool to score your service against a set of statements linked to the High Impact Actions (HIAs)
- Simple 1-4 score
- Analyses results for you and produces a visual representation in the form of a spider chart

Why would I use it?

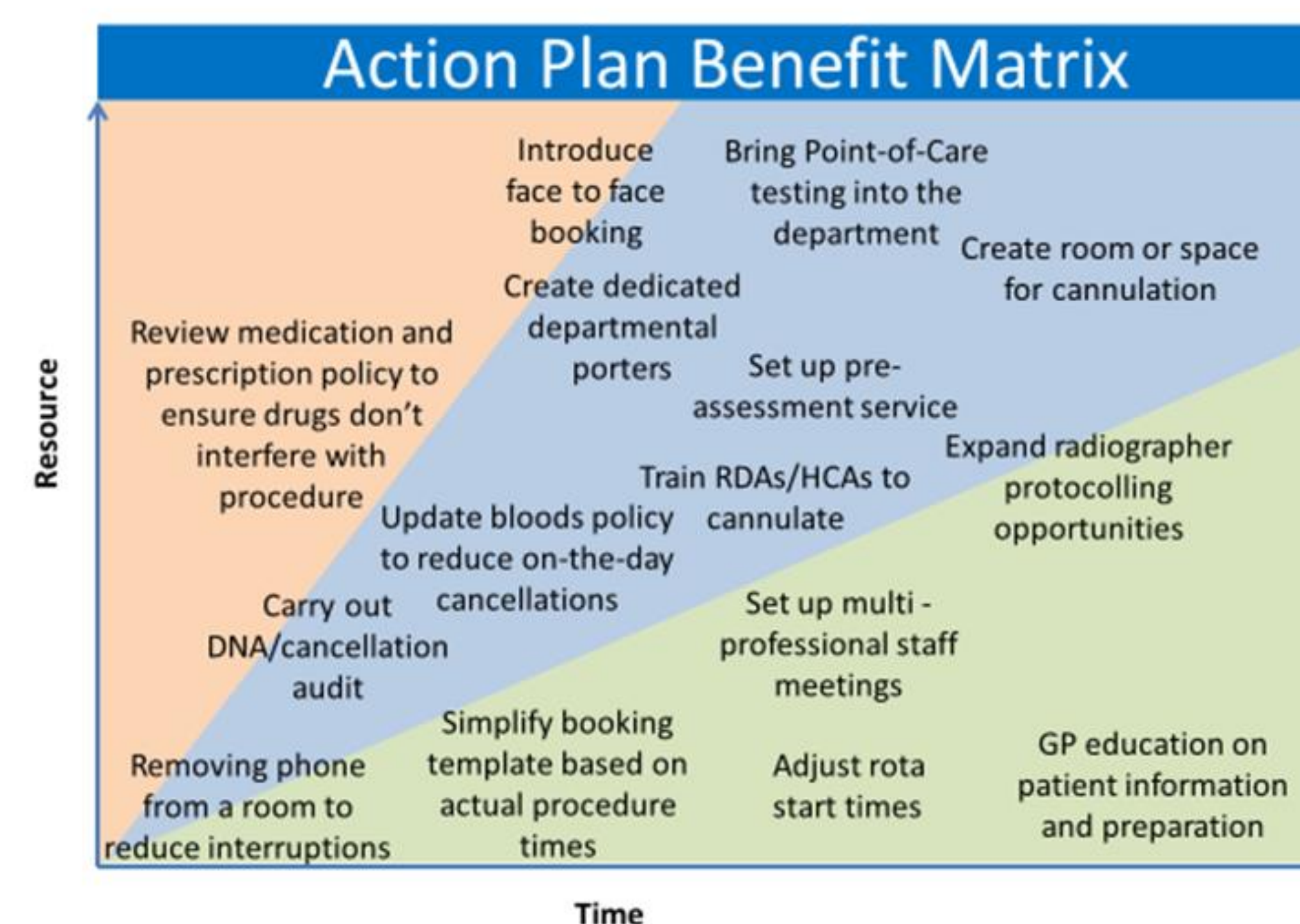
- Its easy and quick to use- does all the analysis work for you
- Can be used as a team exercise or individually

How can it help my service?

- Points you in the direction where the service is most in need of development
- Some clear high level priorities will emerge
- Highlights areas where the service is better than expected



— 1st Analysis — 2nd Analysis — Maximum Score



Supported by and delivering for:

