

# COVID-19 Recovery Support



CareAdvantage | *Johnson & Johnson*

FAMILY OF COMPANIES



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# Introduction

Johnson & Johnson Medical Limited (JJML) is seeking to support the Health Service to recover from the impact of COVID-19 and has identified a range of areas where our teams have expertise to help.

We understand that you are facing a significant challenge and want you to know we are here to help in the short, medium and long term, aligned to our vision to bring value to our customers.

We have set out a range of packages of work based on our tried and tested support to hospitals around the country. These aim to try and ease the overall pressure the Health Service is facing.

In the case of all packages it is the aim of JJML to provide the initial phase at no extra cost to the Health Service; our intention is to support its recovery of the Health

Service. At the initial phase we will conduct a scoping and report back of what is implementable. If at this point you wish to proceed, then we will contract over an agreed term for product commitment and services delivered.

We are flexible to your needs and understand if some packages are more relevant to you than others. On expression of interest for any of the options outlined in this document, we would work with you and your teams to see how we can best support you, tailoring a bespoke solution to suit.

If you are interested in accessing this support please get in touch with us through any of your JJML contacts, or by contacting:

[careadvantageuki@its.jnj.com](mailto:careadvantageuki@its.jnj.com)

# Waiting List Management



## Overview

### We can help to:

- Support the rapid return to elective surgery
- Optimise pathways
- Use check-lists and available guidance
- Make the best use of capacity available across healthcare system
- Support opportunities to incorporate technology

### Common Challenges

Elective procedures have been hugely impacted, in many cases stopped entirely, during the fight against Covid-19.

This support package aims to help the Health Service not only restart elective work as expeditiously as possible, but to do so in a way that helps reduce the backlog of patients that are now on waiting lists. This will be through the

provision of resources, best in class pathways, technology and using capacity in the most efficient way.

## Our Services

### Areas of support

Waiting list management; The rapid return to elective surgery, focused on clearing waiting lists negatively impacted by Covid-19.

### How can we help you

JJML are able to provide a mini-managed service focused on the elective area of your choice, this service will ensure capacity, medical devices, optimised pathways, technology and a focus on enhanced recovery protocols (ERP), this could be a 12, 18 or 24 month programme

designed to significantly reduce waiting lists and provide you with a framework in place to use moving forward.

We understand that your circumstances will be unique and therefore we will focus our resources and support in a tailored way.

As guidance evolves we will use the appropriate tools and report through the governance system you put in place.

## Overview

### We can help to:

- Capitalise on lessons learned from rapid uptake of digital technologies
- Develop and document sustainable and efficient technology enabled patient pathways
- Use expertise in patient pathway mapping to achieve the above

### Common Challenges

The Health Service has had to quickly adapt and embrace digital technologies to allow patients to be seen and monitored safely, via virtual and telephone appointments.

This rapid and reactive response has been very impressive but may have meant that many Trusts have had to quickly put in place measures without a

longer term sustainable strategy.

## Our Services

### Areas of support

Support with the consolidation and sustainability of digital technology adoption in patient pathways

### How can we help you

Given our experience with mapping and improving patient pathways we can support in creating sustainable and efficient patient pathways centered around digital technologies

We can provide you with resource to optimise patient pathways and create standardised and improved SOPs, sustainable governance structures to

increase pathway efficiency and improve patient satisfaction

### The support could offer is (*and not limited to*):

- Audit of current service with onsite diagnostic (incl. value stream map)
- Optimised patient pathway utilising Care Advantage resource to improve current SOPs and improve governance structure
- Introduction of digital tools to fill any gaps in current service to increase overall patient experience

# Process Improvement



## Overview

### We can help to:

- Review pathways to capture learning from Covid-19
- Identify process and data capture improvements in existing and new pathways
- Collate SOPs, digital tools and communication material

### Common Challenges

The Health Service has undergone a dramatic change overnight and upheaved many ways of working.

The system has had to expeditiously adapt to new ways of working with the goal of patient and healthcare professional safety.

The sole focus for many hospitals has been Covid-19 patients and emergency cases, resulting in a backlog of business as usual patients and procedures. In order to cope with the backlog and resume treating patients as per normal swiftly, efficiencies need to be realised by the system.

It will be critical for the Health Service to review both the new processes that have been put in place during the pandemic and processes that were upheaved, in order to design a new and effective way of working.

## Our Services

### Areas of support

This support package is focused on further developing a systematic and sustainable approach to variation

reduction and process improvement, with the aim of enhancing the quality of care and outcomes for patients.

### How can we help you

We are able to provide the resource and work with you in order to review your pathways, process, ideas and lessons learnt as part of this process and collate them into easy use documentation.

We will do this with the intention of identifying the process and data points collected through the pathway and introduce efficiencies in the form of SOPs, digital tools and communication material where needed.

We would like to ensure we involve your key stakeholders in a best practice sharing workshop, allowing us to prioritise the areas of focus

and adopt best practices that have been identified during the pandemic. This would then result in a documented, comprehensive 'Operational Excellence Framework' for your teams use.

# Managed Equipment Services



## Overview

### We can help to:

- Use the experience of Covid-19 of extensive equipment relocation
- Provide resources to improve equipment management processes
- Audit and manage equipment in a clear and transparent manner

## Common Challenges

Have we got the right kit?  
Is it in the Right Place?  
Is it usable?

1. Equipment has been moved in haste to free up a location and its new location is not documented
2. Equipment servicing is impossible to undertake if the item has been lost – leaving a potential risk if it is being used in the field
3. Equipment is still being

used at a remote location and additional equipment is required in order to restart work

4. Equipment has been damaged during any temporary relocation

## Our Services

### Areas of support

We will support in you in making sure that any equipment that you need is available when you need it.

During the crisis and in the recovery period there has been an increase in the number of requests for certain items. We are also aware that existing hardware may have been relocated.

To support you we will be checking the status of items and helping to ensure that they are in the correct

locations for your work to commence

### How can we help you

JJML can provide the resources and support to work with you in order to audit the equipment required by the hospital and ensure that it is available and serviceable for immediate use

We will take a sample plan of the items in the field and check against our records that they are located where they should be.

**Our teams are available for you to contact if you are aware that:**

- Something is missing
- Something is damaged
- Additional equipment is required

At the end of the loan period, or period of displacement,

JJML will retrieve the items or help to relocate them to where they are needed.

# Reconfiguration Support



## Overview

### We can help to:

- Support STPs, dedicating full range of capabilities to accelerate planned clinical transformation
- Map overall system capacity and changes enacted by Covid-19 response
- Review patient pathway improvement in light of above and support change implementation as required

### Common Challenges

Due to Covid-19 the Health Service has had to quickly adapt and embrace system wide change, moving activity across local and regional systems, increasing capacity and creating new pathways to ensure optimum safety for patients.

These system based changes have been very impressive and could support the acceleration of clinical transformation plans in the recovery period

## Our Services

### Areas of support

This support package is focused on supporting providers and commissioners in STP areas to accelerate clinical transformation of pathways, process improvements, efficiencies and reduction of variation using lessons learnt from the response to Covid-19. This area could include all aspects of the recovery packages we have outlined, as determined by you.

### How can we help you

JJML will provide resource to focus on taking a systematic

and sustainable approach to enhancing the quality of care and outcomes for patients. We want to help you cope with the backlog and resume business as usual swiftly, making efficiencies, using lessons learned to 'lock-in' benefits and sustain high quality safe care for patients.

We can help develop an system wide operational excellence framework which is critical for all stakeholders continue to share best practice, ensuring learnings are captured and areas of focus are prioritised.

JJML would help support and coordinate a project mapping overall system capacity and any changes that have been enacted in the Covid-19 response, in order to optimise the capacity.

We will take a system based approach focused

on outcomes, patient and healthcare professional safety, cost effectiveness leading to greater value healthcare deliver.

