

# ESSOMENIC™

## An Agile Patient-Centered Approach to Health Service Transformation

### NEW MODELS OF CARE REQUIRE SERVICES TO TRANSFORM

New and emerging integrated care programs aim to meet increased demand and complexity. To achieve these goals, healthcare must be planned and delivered differently. Healthcare professionals across the care continuum need to be able to collaborate and coordinate care around the persons involved in all aspects of the new models of care.

Essomenic™ is a workflow optimisation approach which allows health care services to visualise how things currently happen and what the opportunities for an improved future state can be.

### THE IMPROVEMENT CHALLENGE

Transforming services to provide coordinated, collaborative, evidence based and multi-disciplinary care is a considerable challenge. Key considerations include:

- How can a common understanding, and eventual consensus, be achieved across a diverse range of healthcare professionals?
- How can we understand the consumer experience as part of this care, if it spans multiple providers and services?
- What are the varying clinical workflows, supporting systems and guidelines that underpin the consumer journey?

“The Essomenic™ workflow optimisation approach is in my experience, unique and immensely powerful in assisting clinical service planning. Our project with Dr Joanne Curry was intended to guide planning of a new consolidated cancer centre, including design of a purpose-built building. Dr Curry was able to engage all stakeholders and remarkably, to achieve consensus on the redesigned multi-discipline service. A post implementation assessment showed that the centre was not only working efficiently and according to the model, but also that it remains patient centred and with high levels of staff satisfaction. I highly recommend the Essomenic™ methodology.”

**Dr Tony Proietto**  
Director, Cancer Services  
Hunter New England Local Health District



## Patient Centred Service Transformation

### ESSOMENIC™ WORKFLOW OPTIMISATION

Lean Thinking and Six Sigma are popular methodologies for healthcare service redesign. While these approaches are certainly valuable, due to their manufacturing origins they fail to capture the human element – that is the patient experience.

The Essomenic™ Workflow Optimisation methodology is different. Essomenic™ is designed specifically for the health sector to articulate and visually represent the patient journey and experience. The Essomenic™ tool explores and captures dimensions critical to assessing

service transformation; for example, patient needs, evidence-based clinical guidelines, complex multiple-path process flows, discontinuities of care and care handovers, along with comprehensive metrics.

By graphically displaying interactions between patients and providers, Essomenic™ models provide a detailed view of the patient experience. This involves investigating the overall processes required and tracking and describing patient movements and interactions with healthcare staff. Quantitative results, such as process

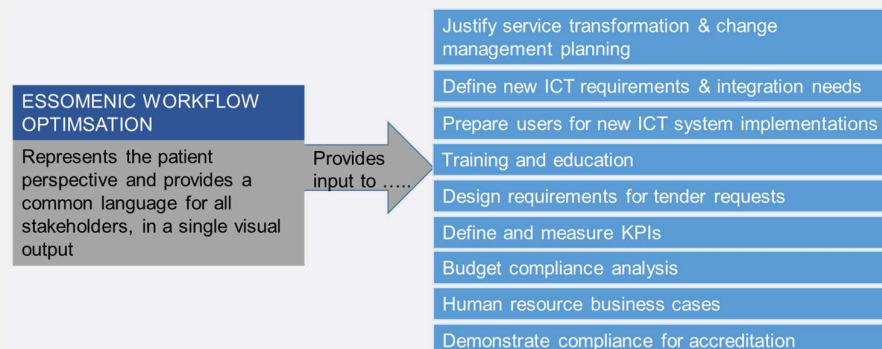
or elapsed time, human and physical resource costs are attributed to interactions and become powerful evidence in the rationale and justification for change.

The outputs are graphical models that allow ready identification of opportunities for improvement, including the meaningful use of technology. Using Essomenic™ as a healthcare transformation tool promotes a more thorough understanding of the system of care and helps healthcare stakeholders to engage in service improvement.

### Proven Value and Multiple Applications

The Essomenic™ methodology enables health service transformation by taking a holistic view of the overall 'system of care'. Use of the methodology has demonstrated improvements in critical success factors such as stakeholder buy-in, ownership for change, inter-disciplinary communication, clinician and patient engagement.

In addition, Essomenic™ workflow models can be used to provide evidence and input to multiple business deliverables.



### Benefits

- visual models that are easily understood by all stakeholders
- fosters interdisciplinary communication
- improves understanding of complete system of care and the impact of changes
- increases stakeholder buy-in and ownership: clinical, executive, administration
- end-to-end view of the workflow from the patient perspective
- empowers staff to take an active role in ongoing improvement activities.

# Essomenic™ is the only workflow optimisation tool designed specifically for Healthcare from the ground-up

## AN EASY TO UNDERSTAND VISUAL MODEL

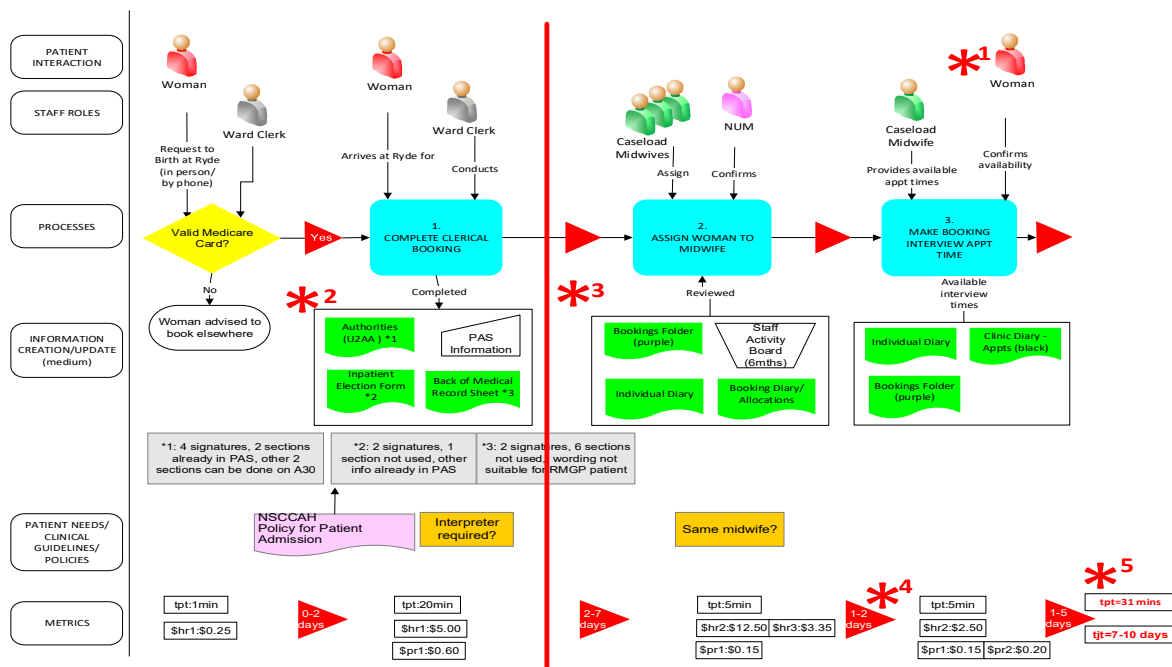
### Midwifery example

Models are developed through facilitated modeling sessions attended by subject matter experts representing all aspects of the patient journey. Typical participants are nurses, doctors, administrators, IT staff and patients. The highly graphical and colour coded models enable diverse stakeholder groups to achieve a collective understanding of the entire patient journey – well beyond the segment with which they are directly involved.

In the midwifery example below, Essomenic™ modelling of the current state journey revealed the negative impact on patients from a long and convoluted process and, the unsustainably high cost resulting from excessive paperwork and a delayed risk assessment.

Armed with this understanding, the maternity patient journey was redesigned to minimize paper work for patients and staff alike, and critically, to conduct the risk assessment early in the process.

This reduced the patient journey time by half and total patient time by 37%. Where previously the cost exceeded the reimbursement amount, the new journey is now completed for considerably less than the reimbursement limit and in a manner satisfying to both the woman (patient) and staff.



#### \* Opportunities for Improvement:

- 1: Patient (woman) required to attend service multiple times before maternal risk assessed
- 2: Excessive paperwork completed and data entry duplication
- 3: Discontinuity of care between providers
- 4: Multiple delays in patient journey
- 5: Total patient time vs Total Process Time

Metric	Pre (baseline)	Post	Improvement
Total elapsed journey time	16 days	8 days	50%
Total patient time	115 minutes	72 minutes	37.4%
Human resource costs	\$65.60	\$30.34	53.75%
Physical resource costs	\$43.10	\$29.16	32.3%

## USED SUCCESSFULLY IN A WIDE RANGE OF CLINICAL SETTINGS

### Recent Essomenic Patient Journey Modelling projects

The Essomenic™ Workflow Optimisation approach has been utilised across a wide range of clinical streams including mental health, oncology, integrated care programs, maternity services (metropolitan and remote indigenous), cardiology, diabetes, COPD, chronic kidney disease, outpatients, ED, dementia, osteoarthritis, bariatric and community health.

### Project: Western Sydney Integrated Care Program (WSICP)

**Objective:** Design a new best practice integrated patient journey for patients with diabetes, COPD and/or cardiac diagnoses, to reduce unnecessary hospital admissions.

The new integrated pathway for specific patients has been approved by all three clinical streams across two different public hospital sites and has commenced implementation. stakeholder feedback was heard, acknowledged and included in the process. This resulted in personal buy-in and a vested interest from all stakeholder groups.

### Project: Quality audit – Ryde midwifery group practice Ryde Hospital

**Objective:** Engage with clinical, administrative and managerial teams to transform the maternity treatment and patient administration workflows. This project resulted in significant redesign of existing processes with savings in time, staff and costs as well as increased patient safety and satisfaction levels. The total registration journey was reduced by 50% of actual days, specifically with patients receiving a 38% improvement of their time spent on this journey. Human and physical resources costs were reduced by 50% and 30% respectively, per patient admission process.

### Project: Patient Journey modelling for Request for Proposal, Ontario Shores Mental Health Facility, Canada

**Objective:** To analyse and confirm the patient journey processes, workflows and information requirements and supporting software system for 12 inpatient departments. The results informed the request for Proposal (RFP) to procure a new system and enabled an extremely rigorous selection process to ensure the selected software met organisational needs and was well accepted by the user community.

### Project: Using a business transformation approach to optimise the Patient Journey for the North West Regional Cancer Centre Tamworth, NSW

**Objective:** Design the system of care for a new multidisciplinary cancer centre located in Tamworth. The project involved facilitating workshops with 45 clinical and management staff and development of 'bluesky' patient journey scenario models to assist with resource forecasting. The project consolidated four disparate clinical services into one integrated patient journey for the new cancer centre.

## AGILE HEALTH AND ESSOMENIC™

Essomenic™ is an Agile Health offering that aims to support healthcare providers to develop new care processes to realise new and emerging models of care.

The Essomenic™ methodology and tools were developed by Dr Joanne Curry after extensive constructive and participative-action research into healthcare modelling. Essomenic™ is the only patient journey modelling improvement tool designed specifically for healthcare from the ground-up.

For more information contact

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