

Creating an enabling environment to support urgent care services



Reorienting the health workforce

Some thoughts about workforce:

- Every system is perfectly designed to get the result it achieves.
- For every complex problem there is a simple solution
 - And it's wrong.
- 50% of all the jobs we do in clinical care are not optimised
 - We don't know which 50%
- Everything that everybody says is true
 - No matter how contradictory

Implications for enablement:

Issues

- Who should do what
 - Enabling skilling and de-skilling
 - Sensitivity and Specificity of urgent care systems
- Use of urgent care algorithms
- IT support / replacement workforce

Re-orientation of workforce to:

- ↑ use of IT and data
- ↑ effective teamwork
- ↑ manage referral pathways
- ↑ “Specialisation”
- ↑ Patient empowerment

Protected and paid time for re-orientation