

CASE STUDY

CMHT Medical Workforce

Improvement Programme

Delivered during COVID-19

Background

This Trust is one of five trusts in Northern Ireland. It is responsible for the delivery of health and social care services to a population of 470,000. The CMHT Medical Workforce refers to the Consultants and Specialty Doctors (16 WTEs) assigned to any one of the Mental Health services that the Trust provides.

Goals

The overall goals of the project were as follows:

- Develop targets and a standardised way of working
- Undertake skills mapping & review the allocation process

Project

Meridian worked with the CMHT Medical Workforce management team through a series of virtual and face to face workshops to understand current challenges and develop solutions in a collaborative and sustainable way.

This was with a focus on the Allocation Process whilst increasing the visibility of performance and management information to enable better, data based decision making.

The Allocation process, although a straightforward series of steps, was in need of updating.

The process was documented in a flow diagram by Meridian, who in partnership with the Consultants and Specialty Doctors, critiqued the process. Meridian then actively worked with the team to develop new ways of working.

Results

The main results of the programme were:

- An improved, robust work allocation process

- An agreement on what measures to be used for monthly Consultant/Specialty Doctor reviews
- An agreement on what was required for accurate and timely reports
- Redesign of the data capture and reporting metrics for the CMHT Medical Workforce when the ePEX replacement is introduced in 2021

Contact Us

For more information on Meridian's work in healthcare, please contact:

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Meridian Productivity was established 1996, and has been extensively involved in the Healthcare industry across the United Kingdom, Republic of Ireland, Holland, Belgium, Spain and the Czech Republic. Meridian assists clients across the Healthcare environment (private and public) in achieving improved operating efficiencies and performance, through the development of bespoke management and behavioural processes. These processes are all designed and implemented to ensure that our client organisation can be assured of returning the best performance on the resources applied.

We work with about 20 to 25 organisations a year, both in the public and private sectors, helping them to reduce their operating costs, improve their productivity and provide value for money.

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