The Hospital Pathways project is part of The King’s Fund programme, The Point of Care, which is breaking new ground in improving the experience of hospital care for patients and their families and also the working lives of staff. We are seeking partners in this exciting new work.

There has never been a greater focus on patients’ experience as a key component of quality, nor greater acknowledgement of the value to staff of delivering excellent care. But the NHS still has some way to go before it achieves the vision of reliably providing excellent patient experience. The King’s Fund is at the forefront of work to achieve this vision, and is working to support frontline staff to achieve demonstrable improvements in care.

What is the Hospital Pathways project?

Service improvement projects often focus either on clinical-systematic processes of care or on patients’ experiences of care. The Hospital Pathways project offers a unique opportunity to use tried and tested techniques to improve both processes of care and staff–patient interactions, which together profoundly affect how patients and staff experience health care.

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Goals for participating hospitals

- To help you to understand the drivers for quality in your own hospital, and how they can be managed to improve patient experience.
- To help you to transform care that is a priority for you. It will provide you with the opportunity to take the lead in this area, and be an exemplar.
- To build capability, so that lessons from this work can be spread and used across a whole NHS hospital.
- To improve staff engagement and well-being, helping to re-focus the attention of staff on the patients’ experience, to improve staff well-being, help to re-focus the attention of staff on patients’ experience, and to give a sense of control in the quality of care.
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Why you should join

This project offers you the opportunity to:

- make a reality of policy commitments to improve patient-centred care, focusing on both care processes and patients’ and staff experiences of care.
- transform the experience of patients and the working lives of staff, working on two care pathways.
- receive ongoing support from The King’s Fund and input from our experts, and be part of a hospital improvement network.
- access best practice and expertise on how to bring about successful change, with an emphasis on sustainability and spread.
- showcase your improvement work jointly with The King’s Fund, and become a leader in the field.

How it will work

This project sets out as a proof of concept: to demonstrate the feasibility of these ideas in a UK setting, with a view to developing a programme based on the model of the Breakthrough Series Collaborative later.

The project is led by a clinician who has recently completed an Institute of Healthcare Improvement fellowship and who brings a wealth of experience in health care improvement. It will deliver a programme of support for participating trusts that will include leadership development and on-site support for your project teams. Faculty members will engage in transformative work, that secures sponsorship from your board.

- We are seeking financial partnership for this programme. As a demonstration site, you will be eligible for a subsidised rate of £15,000 for the 15-month project. This will contribute to the cost of the learning events and one-to-one support from our faculty and other experts. We at The King’s Fund will contribute expertise from The Point of Care team, input from expert advisers to develop the programme, clinical leadership, evaluation, and resources for publication and dissemination of the results of the project.
- In addition we ask you to identify a core team (senior nurse, doctor, and manager) to work on each care pathway you have chosen.

Want to know more?

If you would like to have an informal discussion about the project please call Bev Fitzsimons - Programme Manager, Hospital Pathways at The King’s Fund on 0781 859 3445 or b.fitzsimons@kingsfund.org
About The King’s Fund
The King’s Fund is a charity that seeks to understand how the health system in England can be improved. Using that insight, we help to shape policy, transform services and bring about behaviour change. Our work includes research, analysis, leadership development and service improvement. We also offer a wide range of resources to help everyone working in health to share knowledge, learning and ideas.

The Point of Care
Are you seeing the person in the patient?

Hospital Pathways project