



HealthPathways

Introducing HealthPathways

Does your system have challenges with...

- translating national evidence and guidance into local practice consistently?
- a lack of clear agreements owned by the whole system in relation to “how we do things around here”, causing confusion, delays, and inefficiencies?
- suboptimal use of clinical capacity due to siloed relationships and fragmentation across primary and secondary care?
- variations in experience and outcome for patients due to variations in practice and process across your locality?
- inefficient use of local resources within the community, leading to an over-reliance on secondary care?

What is HealthPathways and how can it help?

HealthPathways provides clinicians with access to a central repository of localised, condition-specific pathways of care. Each pathway is tailored to your health system by local doctors in collaboration with subject matter experts, to reflect local service provision. These pathways support general practitioners and hospital clinicians to make informed, supportive decisions with the patient at the point of care, within any local constraints on service availability.



LOCATION + PATIENT SYMPTOMS

+



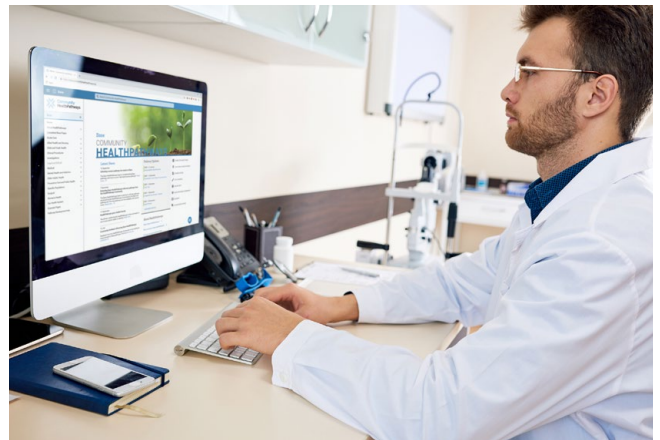
GP & SPECIALIST KNOWLEDGE

=



LOCATION SPECIFIC HEALTHPATHWAYS

- HealthPathways is an online manual used by clinicians to assess and manage patients and support informed referral decisions across the local system.
- Each pathway is developed by the local HealthPathways team as a collaboration between primary and specialist clinicians to reflect agreed local service provision and ways of working.



HealthPathways is a web-based resource that truly supports clinical decision-making by ensuring that pathways of care are based on up-to-date national guidelines, tailored to local opinion and resources. The relationship-building and understanding that develops between experienced GP clinical editors and their specialist service colleagues while writing pathways ensures mutual agreement on the best care for patients in North Cumbria.

DR JULIET RHODES

GP, North Cumbria



Community HealthPathways provides general practice teams with standardised information in relation to local agreements for the assessment and management of patients with certain medical conditions or symptoms. Although focused on providing care in the community, information is also provided on the criteria and process for requesting support from local specialist services. Written primarily for general practice teams, Community HealthPathways is also available to, and used by, health and social care professionals across the system.



Hospital HealthPathways provides secondary care clinicians with access to a similar suite of localised pathways, in this instance reflecting the agreed pathways within an acute Trust. Written primarily for junior doctors, and for senior doctors working outside their specialty, Hospital HealthPathways is used across an organisation to promote standardised ways of working, to reduce duplication, inconsistency, and confusion.

Key features

By joining the HealthPathways community, you have immediate access to over 1,000 pages developed by existing members. New HealthPathways sites have access to starter templates for a large number of conditions and presenting symptoms, which can be rapidly adapted by your local HealthPathways team to reflect agreements and service provision in your health system.

HealthPathways sites are online and available 24/7. The platform is mobile-friendly and information is presented in a consultation-friendly format.

Every pathway supports clinicians to:

- assess patients' needs in a consistent, locally-agreed way.
- manage patients according to their needs, with a focus on management by general practitioners in the community.
- request support from local specialist services, if needed.
- access "best in class" information for health professionals and patients.

ACCESS
TO OVER
1000
PATHWAYS



ACTIONS TO
ASSIST
Patients Needs



FOCUS ON
SUPPORTING
GP Care



SUPPORT FROM
LOCAL
Specialists



24/7 ACCESS TO
Relevant Information

It's about collaboration

- One of the main benefits of HealthPathways is that the process of developing content requires conversations between primary and secondary care. Every pathway represents local agreements that reflect "how we do things around here today."
- Doctors and other health professionals with experience in the pathway condition are involved in compiling and adapting content.
- Technical writers provide support by guiding information design, focusing on the user, and ensuring standardisation across the site.



Why implement HealthPathways?

PATIENTS BENEFIT

HealthPathways provides clinicians with greater clarity about the options for meeting a patient's needs, including the appropriateness and likelihood of obtaining specialist services. This means patients benefit from being provided with care in the community, if appropriate, without spending months on a waiting list for specialist services, only to find out they do not meet the criteria.

CLINICIANS BENEFIT

HealthPathways helps build relationships between primary care and hospital specialists as they localise HealthPathways together. This gives clinicians who use the pathways greater confidence in the options for managing their patients.

THE LOCAL 'HEALTH SYSTEM' BENEFITS

The local health system benefits by lowering demand on acute and residential care services for patients who are better managed in the community. This frees up resources for elective services and provides more assistance to primary care.

HealthPathways has been a real benefit to our system in South Tyneside; it has brought secondary and primary care closer together and is relied upon by health professionals as the go-to source of up-to-date information.

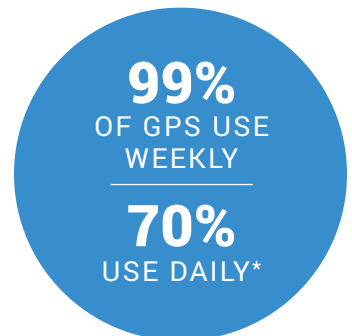
KATE HUDSON

Chief Finance Officer,
South Tyneside CCG

Who is using HealthPathways?

HealthPathways started in Canterbury, New Zealand, in 2008, where 99% of general practitioners surveyed use it weekly in their practice, 70% of whom use it daily. It is also used by practice nurses, pharmacists, physiotherapists, community nurses, and other allied health services.

Over 600 clinical pathways provide guidance on assessment, management, and referral for clinicians in 50 health systems caring for over 30 million people across New Zealand, Australia, and the UK.



Getting started

Contact us for help to self-assess your health system's readiness for HealthPathways.

HEALTHPATHWAYS, DESIGNED TO:

Assess & manage
the patient.

Support GPs and
Hospital Clinicians.



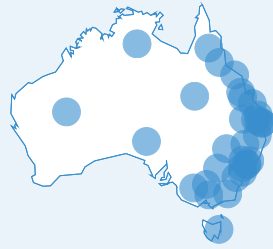
THE GLOBAL HEALTHPATHWAYS COMMUNITY

Total number of implementations



60

Australia and New Zealand regions



United Kingdom regions



Total patient numbers in regions



35M

Clinical pathways
localised

20,169

Pages currently being
localised

4,320

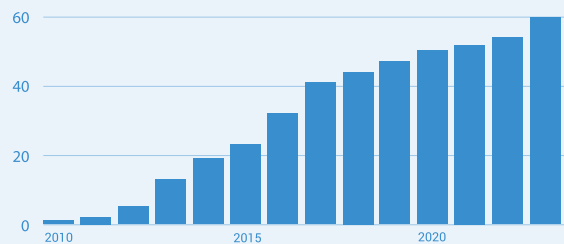
Page reviews
completed

22,126

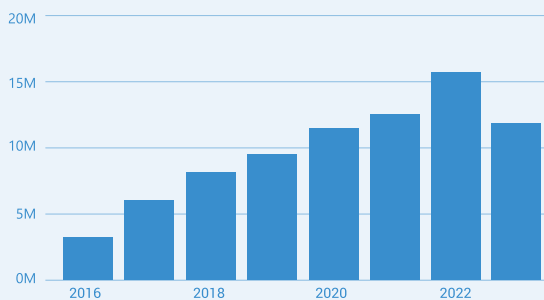
Page reviews
in progress

4,121

Cumulative number of regions over time



Total website page views



Page views in last 12 months



15,629,036

Total feedback posts



1,815,752

Services in
HealthPathways
Directory

48,305


Total people contributing feedback or to pathway development



HEALTHPATHWAYS

vs. Clinical Guidelines

HealthPathways translates evidence and best practice from clinical guidelines into action. Content reflects the local context, balancing the needs of patients, clinicians, and the health system. It tells clinicians what they are expected to do “around here”.

CLINICAL GUIDELINES		 HealthPathways
<i>Goal</i>	Generic best practice recommendations	Recommendations adapted to local reality, supporting more effective delivery of healthcare
<i>Audience</i>	Broad audience	Clinicians
<i>Use</i>	As reference only	At point of care
<i>Development</i>	Developed by national and international experts	Brings together expert input and local perspectives
<i>Evidence</i>	Based on extensive evidence review	Informed by evidence – helps get evidence into practice sooner
<i>Usability</i>	Length and varied layout can make key information hard to find	Targeted scope and logical, consistent structure make relevant points easy to find
<i>Integration</i>	Typically covers one condition in isolation	Comprehensive set covering most presentations and conditions – helps identify and address gaps in system
<i>Access</i>	Guidance in many different places	All guidance in one place via the HealthPathways website
<i>Local relevance</i>	Describes generic recommended assessment and management	Tailors recommended practice to the local situation
	May identify national support services, but does not identify local ones or access	Helps clinicians to identify and access appropriate national and local support services and resources
	Does not consider patient flow and may not consider health system resources	Considers and influences patient flow and overall use of health system resources
<i>Updates</i>	Periodic – infrequent	Rapid – drives and responds to health system change

South Tyneside HealthPathways 2023 User Survey results

97%

of respondents

use HealthPathways
at least once a week

ALMOST HALF (47%) USE IT DAILY



109
responses



85% clinical (GPs,
Nurses, Allied Health,
Pharmacists)

On average, HealthPathways saves users 1 hour per week

Time saved per day:

1-15 mins 16-30 mins 31-60 mins 60+ minutes

48%

30%

16%

5%

87%

of clinicians say that
HealthPathways makes them
more confident managing the
patient in front of them

80%

of clinicians agree that
HealthPathways helps
them to **assess the
patient** in front of them

91%

of clinicians say that
HealthPathways helps them
**understand and follow local
referral processes**

86%

of clinicians say that
HealthPathways helps
them **identify and access
services** that they would
otherwise not be aware of

WHAT PEOPLE HAVE TO SAY:

"I really like using HealthPathways. It is easy to navigate and increasingly covers many areas. I find it much more useful...for getting local advice and local referral pathways etc."

"I like the layout, the succinct practical accessible information guiding diagnosis and patient management ...I would be lost without it."

"Very useful for what tests to request, when and where to refer, also clinical considerations."

North East and North Cumbria HealthPathways 2023 User Survey results

83%

of respondents

use HealthPathways at least once a week

ALMOST HALF (46%) USE IT DAILY



98

responses



99%

 clinical (GPs,
Nurses, Allied Health,
Pharmacists)

On average, HealthPathways saves users 1 hour per week

Of those that said it saved them time (70%), time saved per day:

1-15 mins 16-30 mins 31-60 mins 60+ minutes

42%

35%

20%

3%

85%

of clinicians say that
HealthPathways makes them
more confident managing the
patient in front of them

78%

of clinicians agree that
HealthPathways helps
them to **assess the
patient** in front of them

81%

of clinicians say that
HealthPathways helps
them **understand and follow
local referral processes**

77%

of clinicians say that
HealthPathways helps
them **identify and access
services** that they would
otherwise not be aware of

WHAT PEOPLE HAVE TO SAY:

"HealthPathways is the greatest thing that has happened to general practice in my career so far... I can't imagine how I would manage without it now."

"Love the clarity...feels like I have a consultant specialist colleague sitting next to me telling me what to do for a given patient before or during the consultation."

"It is a wonderful resource that I use every day - comprehensive and clear information, locally tailored to suit our region and I often show it to patients for shared care decisions."



“ *The scale and pace of service change during the COVID-19 pandemic was at a level I have never seen before. I don't think we could have got through it as well as we did without HealthPathways. Having an authoritative, trusted resource that was already well-used by primary care, with a process behind it to agree, re-write, and publish pathways, sometimes within just a few hours, gave a speed and consistency of response that I don't think could have been bettered.* ”

DR MATTHEW WALMSLEY
GP Chair, South Tyneside CCG

“ *HealthPathways is helping us to get a range of statewide policy into practice quickly and effectively.* ”

MS JODY PAXTON
Director, Healthcare Improvement Unit, Clinical Excellence Queensland, Queensland Health

Want to know more?

Contact our team to arrange a discussion about HealthPathways implementation processes and expected outcomes.



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