

TITLE: Capturing and funding the patient journey: an organisation-wide approach

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The flow of information through a health care organisation can be a complex and fragmented process. Information is traditionally stored in silos, often inaccessible to those to whom it would be beneficial. Services within the organisation generally operate in isolation, possessive of their information, and unaware of the impact of their decisions. These are consequences of poor integration, and a general lack of understanding of how each service fits into the bigger organisational picture.

To increase organisational awareness, facilitate improved information flow and improve understanding across the diverse array of services involved in providing high quality health care, Auckland District Health Board (ADHB) introduced a new workshop to its Learning and Development suite of courses entitled “Capturing and Funding the Patient Journey”. Championed by senior management the workshop brings together subject matter experts who can provide an in-depth discussion of the role their service plays in the provision of health care and how it integrates with other services. The objective is to optimise management of revenue and expenditure through each step of the patient journey.

This paper provides an overview of the environment into which the Capturing and Funding the Patient Journey workshop was introduced, the process behind the development of the workshop and the benefits and outcomes for various services, including the Coding and Casemix Service, and the organisation as a whole.