



# Why patients' time is the most important currency in healthcare

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# *Time*

is the most important currency in health care

So how do we maximise time, minimise wasted time and prioritise patients' time?





19,001

38,672



How many of your last 1000  
days would you choose to  
spend in hospital?



There are only two days that have fewer than 24 hours in each lifetime, sitting like bookmarks astride our lives: one is celebrated every year, yet it is the other that makes us see living as precious

*Kathryn Mannix*





# Time is the Currency of Healthcare



- Access targets are about time
- Waiting lists are measured in time
- Beds are not capacity
- Harm is frequently caused by time ill spent



# We Waste Time Everyday



- Looking for equipment
- Waiting for people to call back
- Being involved in pointless meetings
- + Staff salaries are about buying time

- When you are working time flies by....
- When you are lying in a hospital bed it crawls by...
- Time is relative – we have to make it all count...







**Simon Weldon**

@simonweldonkgh

Following



Feedback from the relative of a patient that talks to the importance of time:

'When you have a life limiting illness each moment becomes precious, waiting a minute feels like 10, waiting 10 minutes feel like half an hour. And waiting half an hour feels like an eternity'

4:24 am - 10 Sep 2018

29 Retweets 52 Likes



1



29



52





Patients want

to feel valued,  
that they matter,



that they are involved



# *Valuing patients' time*

why care will always  
be more important than  
cure



# HOW?

1



**Hearts**

We connect with stories – it's the why

2



**Heads**

Strategy is context and plans – the what and how

3



**Hands**

'OK, I want to be part of this' – the who

# Reframing Our Thinking

## Old Framing

Falls Prevention

Cleaners

Reducing LOS

Days in hospital

History taking

## New Framing

Safer mobility

Patient safety associates

Giving patients back time

Days away from home

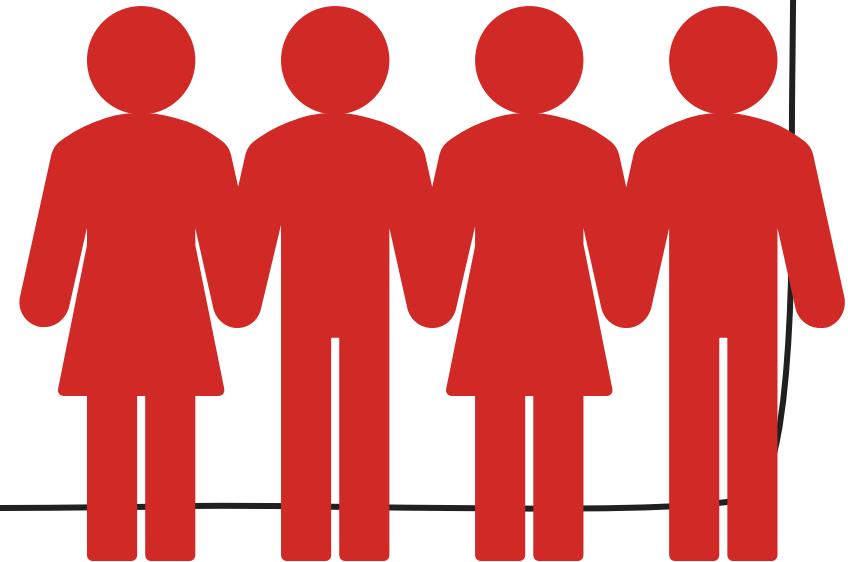
Story telling



# *The Social Millionaires*



Each day we undertake a million acts of kindness to

- Value patient time
- Offer dignity, autonomy and humanity
- Remind us why we came into healthcare





Why the last 1000 days matters



Far away, in the future, the thousand lives we could have lived are waiting for us to show up.

But once we get there, it's only going to be one of them.

*John Steinbeck.*







*Thank you*

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