DIGITAL INNOVATION IN HOUSING ADAPTATIONS



IDENTIFYING A SOLUTION

- Process mapping & time study
- 30+ potential options identified
- Shortlisting & testing
- Real clinical scenario evaluation
- Assessed against time, usability & quality

OT Draw selected

IMPLEMENTATION

- Online training by the app designer for 80+ staff
- Additional in-house training
- Project-based video tutorials
- Monthly audit of engagement & quality
- Local champions

OT DRAW

RESULTS & IMPACT

- Patients: greater understanding
  faster adaptations
- Staff: improved accuracy & quality
  fewer queries & rework
  reduced admin time
  more clinical time
- System: improved workflow
  clearer communication
  less errors

FEWER QUERIES

75%+ REDUCTION IN TIME TO PRODUCE PLANS

BETTER PATIENT UNDERSTANDING

~80% REDUCED ADMIN BURDEN

80%+ ADOPTION ACROSS WORKFORCE

~90% REPORT IMPROVED QUALITY

THE AIM

Introduce a digital solution to:

- Improve accuracy & consistency
- Reduce the admin burden
- Increase clinical capacity
- Improve the patient journey

KEY LEARNING

- Clinician-led change drives adoption
- Staff involvement is essential
- Real-world testing ensures success
- Digital tools increase capacity
- Ongoing support is key to embedding

THE CHALLENGE

HAND-DRAWN PLANS

- Time consuming
- Variable quality & clarity
- Contractor queries & rework
- Delays in progressing adaptations
- Reduced time for patient care
- Increased costs

THE FUTURE

- Ensure digital design is business as usual
- Evidence Return on Investment to secure future funding
- Consider technologies that enhance the OT Draw experience
- Provide ongoing training and support
- Expand the use across the service

Cambridgeshire County Council

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