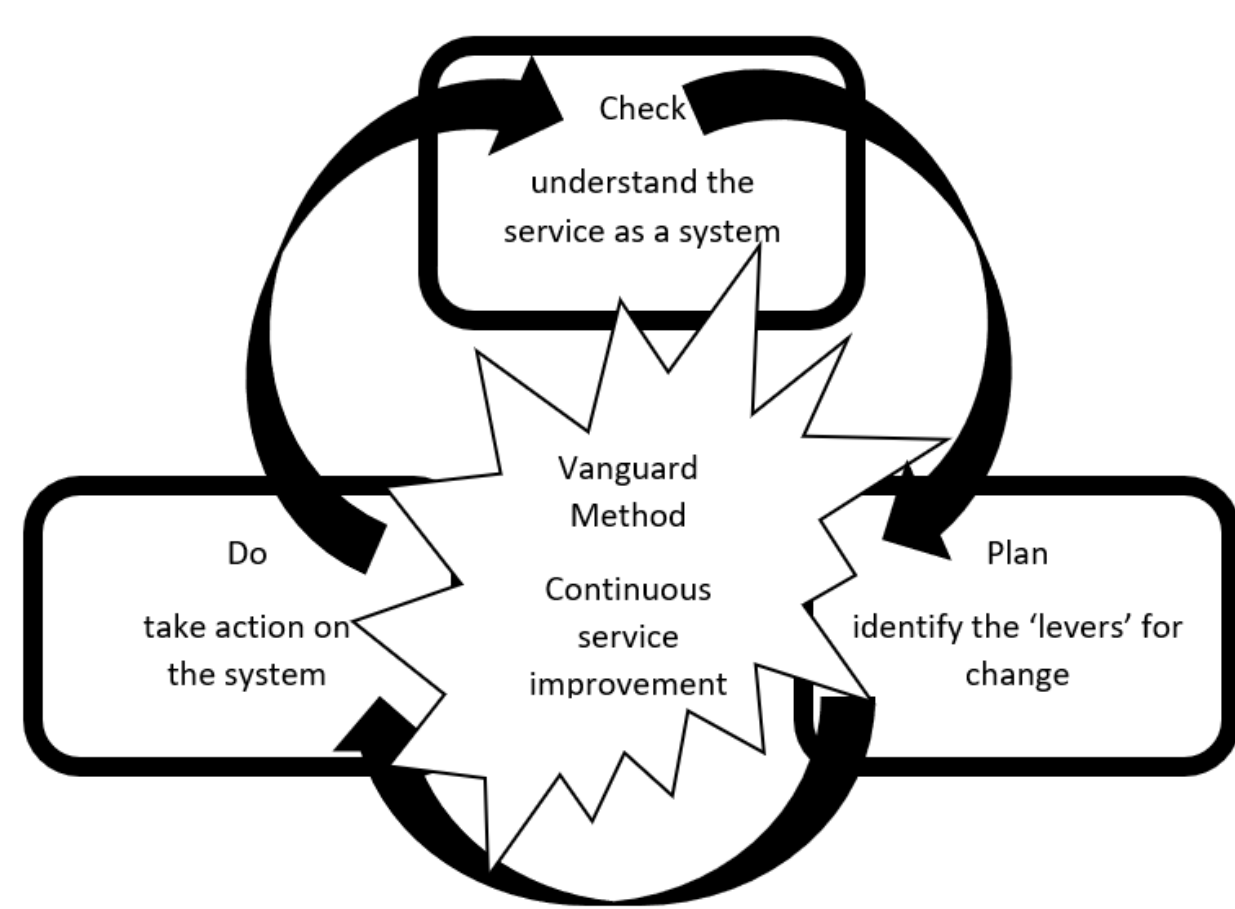


Effective Service Improvement Is Agile By Approach



‘Outcomes from implementing the Vanguard Method, a service improvement framework, in Health or Social Care Services in the UK’

A Scoping Literature Review

Summary Of Findings From Scoping Review

- ▶ No empirical research is identified implementing the Vanguard Method in Health or Social Care in the UK. One research study was found on post implementation of the Vanguard Method, with a focus on double loop learning.
- ▶ The relevant literature identified is limited: 4 x chapters in books, 1x research study, 1x consultancy report.
- ▶ Two themes are identified regarding outcomes of services redesigned applying the Vanguard Method:
 - i) People centred service delivery, where the focus of the word people is both, service users and front line staff. Services are designed to meet the needs of the service users to deliver a service that they want. The front line staff must be satisfied with the way the service is delivered, and given autonomy of the delivery, to meet this demand.
 - ii) Efficiencies in service delivery were due to reduction in wasteful activities and service resilience. Due to this cost savings follow.

Conclusions

- ▶ There is potential that by using the Vanguard Method, service improvement framework, the service is able to manage the variety and types of demands that come in from service users, and reducing wasteful activities in the service delivery, i.e. agile working.
- ▶ Need for more empirical research in these settings to explore the robustness and credibility of the claims made by the Vanguard Method.