

WORKSHOP 7: 13:30 – 16:30, Tuesday 9 September 2025

TITLE: Outpatients – Improving Productivity and Value for Patients

FACILITATORS: Octavian Weiser - Solventum
Naveen Sharma - Solventum
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Thilo Koepfer - Solventum
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Winston Piddington – Health Classification and Funding – UAE

WHO WILL BE INTERESTED?

- Staff involved in management, pricing and funding of Outpatient activity.
- Classification of Outpatient services
- Policy makers interested in maximising the productivity of outpatients & improving patient access times.

WORKSHOP OBJECTIVES:

To create and learn from a discussion about.

- How outpatient capacity can be better managed.
- The experiences learned from the Irish sprint project to assess capacity and train hospitals in using the 'Outpatient Clinic Planning Tool.'
- Considerations to include in classifications and pricing.
- The changes needed to achieve better access times for patients.
- The learnings from Abu Dhabi at putting the patient at the centre of healthcare reform.
- The benefits of implementing a full patient-level Outpatient classification system.

WORKSHOP OVERVIEW:

The purpose of the workshop is to look at delivering and measuring outpatient/ambulatory care productivity in a modern healthcare system. The workshop will consider different aspects of this based on three projects from three separate international healthcare systems. The different methodologies have varying levels of implementation complexity and benefit. The workshop will begin by introducing the topic of outpatient or ambulatory care and the key challenges in the area.

While a national database for outpatients in Ireland is currently under development, the workshops will first discuss an Irish project on time and activity measurement, and the challenges to performance management in the outpatient area.

The workshop will next discuss the creation of a simple outpatient classification in the UAE named "ADOC – The Abu Dhabi Outpatient Classification". The workshop will describe its development and progress as well as discuss the challenges of implementing the new reimbursement system whilst ensuring we are keeping the patient at the centre of our healthcare reform.

Following this, the workshop will consider the full capture and coding of the outpatients in various health systems via a software-based system. The advantages of this level of detail for reporting and understanding the data will be outlined via a series of case studies

Overall, this workshop will consider different perspectives in the area of outpatient care by presenting the different methodologies. Additionally, some challenges to be discussed in the workshop will be looking at the future of the cohort of care, managing healthcare outcomes and social prescribing.