



HFMA NHS Operating Games
Learning through the power of collaboration



NHS Operating Games

A set of unique and valuable training tools for NHS staff and suppliers



Welcome to the NHS Operating Games

HFMA develops interactive board games that aim to illustrate in a very practical way the link between operational, financial and clinical decisions in healthcare. This leads to a better understanding of a complex system and a more integrated approach to finding solutions.

The NHS Operating Games have been designed to motivate participants, maximise enjoyment and engagement through capturing their interest and inspiring them to rethink the way things can be done in health and social care.

The games are used as an educational tool and to date have been delivered to over 2,000 individuals ranging from ward managers, consultants, operational managers, healthcare professionals, GPs, Non-Executives and finance staff. It works from ward to board.

Organisations that have used the game include all types of NHS Providers and Commissioners, arm's length bodies, medical schools and suppliers.



"The training has helped to identify how decisions made by commissioners impact on the day to day running of our hospital. It has strengthened our commissioner and provider relationships and improved communication in this area"

Deputy director of finance, North Staffordshire Combined Healthcare NHS Trust

Get in touch:



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hfma.to/opgame



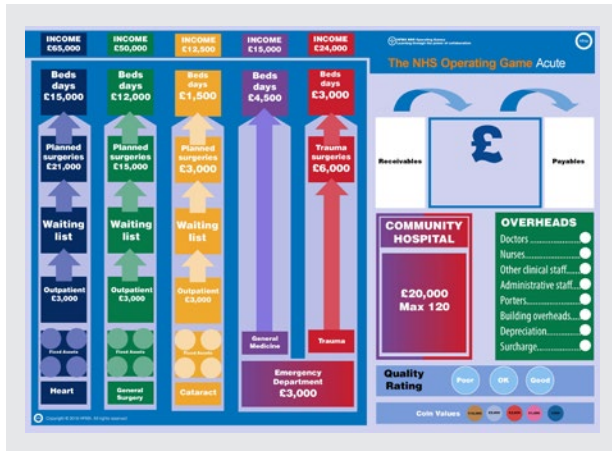
@HFMATraining

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The NHS Operating Game

Acute with Community



Overview

This game allows participants to understand how an acute provider earns its income and where it spends its money. It illustrates in a very practical way that operational decisions have an effect on the financial position of the organisation as well as its quality rating. It also demonstrates that decisions made to meet a financial target impact on the running of the organisation as well as the quality of care that it provides to its patients.

Each participant takes on a different job in the acute trust – bed manager, theatre manager, contracts manager, treasury accountant, quality assurance manager and management accountant. The teams make decisions about waiting lists, resource allocation,

staffing levels and see what the effect of those decisions are. Participants are introduced to the way that money flows around the NHS and the wider public sector and basic financial terminology.

Each team is responsible for running their trust and making collective decisions. We aim to play four rounds and each round represents a month of the financial year (April, May, June, and July).

The game is flexible and can take into account particular issues facing the host. For example, if agency staffing levels are a problem then the game can be adapted to reflect that issue and allow participants to consider how it might be resolved.

Game specification



Suitable for any health and social care organisation as well as NHS suppliers



24 players maximum



Full day

Delivery options

Training day facilitated by HFMA; or

Annual licence with unlimited use which includes a two day 'train the trainer' session and a board game kit

Learning objectives

for NHS

- Higher clinical engagement in financial matters
- Remove barriers to communication between departments
- Learning how clinical, financial and operation issues interact
- Understand finance terminology and how finance works in the NHS
- Understand how operational and financial decisions make an impact on service quality
- Understand the challenges presented with follow on providers and services. E.g. community and social care

for NHS Suppliers

- Strengthen engagement between your staff and NHS
- Remove barriers to communication by using common language
- Enhance your team's understanding of the healthcare business
- Understand finance terminology and how the money flows in the NHS
- Learning how clinical, financial and operation issues interact
- Understanding how and why certain decisions are made by NHS

The NHS Operating Game

Acute



Overview

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for NHS

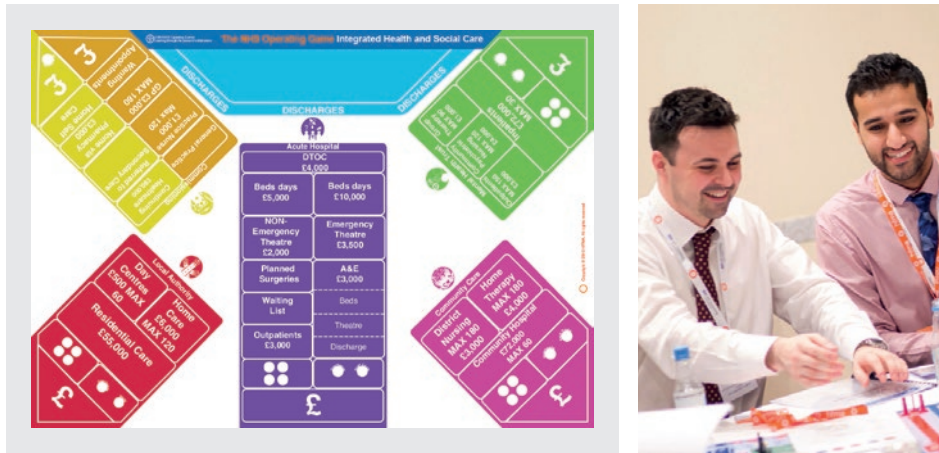
- Higher clinical engagement in financial matters
- Remove barriers to communication between departments
- Learning how clinical, financial and operation issues interact
- Understand finance terminology and how finance works in the NHS
- Understand how operational and financial decisions make an impact on service quality

for NHS Suppliers

- Strengthen engagement between your staff and NHS
- Remove barriers to communication by using common language
- Enhance your team's understanding of the healthcare business
- Understand finance terminology and how the money flows in the NHS
- Learning how clinical, financial and operation issues interact
- Understanding how and why certain decisions are made by NHS

The NHS Operating Game

Integrated health and social care



Overview

The public sector is facing unprecedented challenges in times of increasing demand for health and social care services. NHS bodies are being asked to work together with local authorities in Sustainability and Transformation Partnerships (STPs) to improve the patient experience and provide services more efficiently and effectively whilst saving money.

After years of working as independent organisations working to meet their own objectives, one of the main challenges faced by STPs is understanding the impact decisions made by one organisation is having on the whole health and social care system.

This game allows participants to understand the role of different organisations in the system,

both as individual organisations and as a whole health economy. Unlike real life, this game provides the opportunity for participants to see what happens if different decisions are made.

Participants are introduced to the way that money flows around the NHS and the wider public sector. It also looks at how operational decisions can affect the financial position of an organisation as well as its quality rating.

Each team will have 4 players who will each represent a body in the healthcare economy, a Primary Care Network (PCN), acute trust, mental health trust, community trust and a local authority. The Clinical Commissioning Group (CCG) will be represented by the facilitators.

Game specification



Suitable for any health and social care organisation as well as NHS suppliers



20 players maximum



Full day

Delivery options

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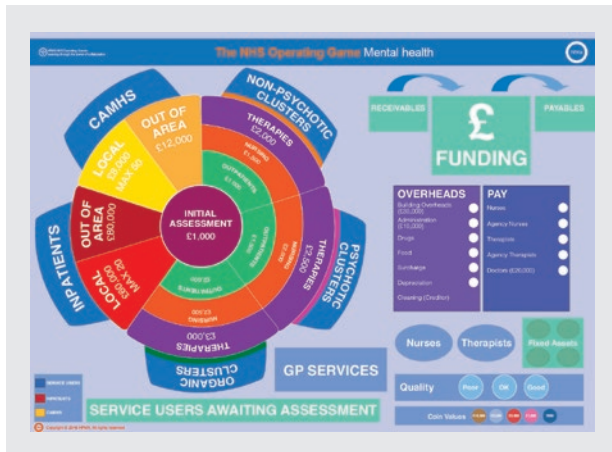
Learning objectives

for NHS and NHS Suppliers

- Understanding the different bodies in the health economy and the relationship between them
- Understanding the different roles that different bodies have as well as their differing objectives
- How patients move through the healthcare system
- How health and social care services are paid for
- How financial and clinical decisions are made
- How financial and clinical decisions impact on the performance of the NHS provider body both in terms of finance and quality of care
- The effect financial and clinical decisions have on other bodies in the health economy
- The impact decisions made on a system wide basis can have on the whole health economy

The NHS Operating Game

Mental health



Overview

This game focuses on a mental health provider, allowing participants to understand how money flows in and out of these organisations. It is a very hands on and practical way of showing how operational, financial and quality decisions interact and can have unexpected outcomes.

Teams make decisions about the services they provide, when to provide them and staffing levels – they then see what the effect on the financial position of the provider is as well as its quality rating.

Participants are introduced to the way that money flows around the NHS and financial concepts such as accruals, depreciation and cash reconciliation.

The game is flexible and can take into account particular issues facing the host NHS body. For example, if out of area placements are a problem then the game can be adapted to reflect that issue and allow participants to consider it might be resolved.

Game specification



Suitable for Mental Health Trusts



20 players maximum



Full day

Delivery options

Training day facilitated by HFMA; or

Annual licence with unlimited use which includes a two day 'train the trainer' session and a board game kit

Learning objectives

for NHS

- Remove barriers to communication between departments
- Learning how clinical, financial and operation issues interact
- Understand finance terminology and how finance works in the NHS
- Understand how operational and financial decisions make an impact on service quality
- Encourage the direction of thinking and financial awareness your organisation has set out to achieve
- Understand the challenges of other roles and departments in the organisation

for NHS Suppliers

- Strengthen engagement between your staff and NHS
- Remove barriers to communication by using common language
- Enhance your team's understanding of the healthcare business
- Understand finance terminology and how the money flows in the NHS
- Learning how clinical, financial and operation issues interact
- Understanding how and why certain decisions are made by NHS
- Market insight might help you enhance your value proposition and reposition your services

The NHS Wales Operating Game



Overview

As the NHS in Wales works towards greater integration it is important that staff understand how the NHS Wales systems works in terms of patient and financial flows. This game allows participants to understand how money flows into and out of a local health board and the relationship between primary and secondary healthcare and social services. It illustrates in a very practical way that operational and financial decisions result in different financial results, quality scores and patient flows.

Participants work together to make decisions about admissions, waiting lists, staffing levels and can then see costs are incurred are at each stage and where income is generated. The game also provides a clear, practical illustration of financial terminology and concepts.

The game is flexible and can take into account particular issues facing the host NHS body. For example, if agency staffing levels are a problem then the game can be adapted to reflect that issue and allow participants to consider it might be resolved.

Game specification



Suitable for NHS Wales



20 players maximum



Full day

Delivery options

Training day facilitated by HFMA; or

Annual licence with unlimited use which includes a two day 'train the trainer' session and a board game kit

Learning objectives

for NHS

- Remove barriers to communication between departments
- Learning how clinical, financial and operation issues interact
- Understand finance terminology and how finance works in the NHS
- Understand how operational and financial decisions make an impact on service quality
- Encourage the direction of thinking and financial awareness your organisation has set out to achieve
- Understand the challenges of other roles and departments in the organisation

for NHS Suppliers

- Strengthen engagement between your staff and NHS
- Remove barriers to communication by using common language
- Enhance your team's understanding of the healthcare business
- Understand finance terminology and how the money flows in the NHS
- Learning how clinical, financial and operation issues interact
- Understanding how and why certain decisions are made by NHS
- Market insight might help you enhance your value proposition and reposition your services

Facilitators

The NHS operating game training sessions are delivered by our team of highly skilled facilitators, all of whom have decades of experience delivering high quality healthcare training and development.

Our team of expert facilitators have years of practical experience within the NHS and wider healthcare community, many of those at board level. Their wealth of knowledge is transferred to participants during the day, bringing the training 'to life' and ensuring desired learning outcomes are achieved.

In one day our facilitators are able to de-mystify many of the misconceptions and misunderstandings that exist and deliver valuable insight to participants.

Our facilitators aim is to assist players to look outside of their silo and understand the challenges and constraints that all professionals and organisations within the NHS face. The facilitators help assist participants to gain a better understanding of the structure of the health system, as well as discovering integrated approaches to solutions.

... In their own words



Very educational, enhanced my knowledge on finances"

Ward Manager, Acute Ward



Helped me understand the operational view point"

Head of Contracting



Really enjoyed it, very good for team building and building confidence. I think this could be extended to many staff, clinicians and patients would find this beneficial"

Head of Primary Care



I enjoyed the day, it made me look at the role of finance in much more detail"

Head of Nursing



The game is useful and very good at conveying the complexity of NHS decision making"

Business Development Manager



The day just flew by, I would like to get our trust to run for our budget holders"

General Manager



Excellent concept, really challenging even to finance staff. It covers some complicated learning and transfers knowledge in a fun way"

Assistant Director of Finance



How to order

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