

# IMPROVE EXPERIENCE OF CONTINENCE SERVICE

Selina Fifield, Kelly Gale, Ameer Smart, Valerie Manning, Kim Mallinder, Sabria Harve  
 QI Coach: Caroline Dowsett, QI Sponsor: Eirlys Evans

**Why:** Patients were unhappy that they were waiting an average of 8 weeks from the point of referral to receiving their products.

**Aim:** For all (100%) of housebound patients to receive their products within 4 weeks of referral by March 2016

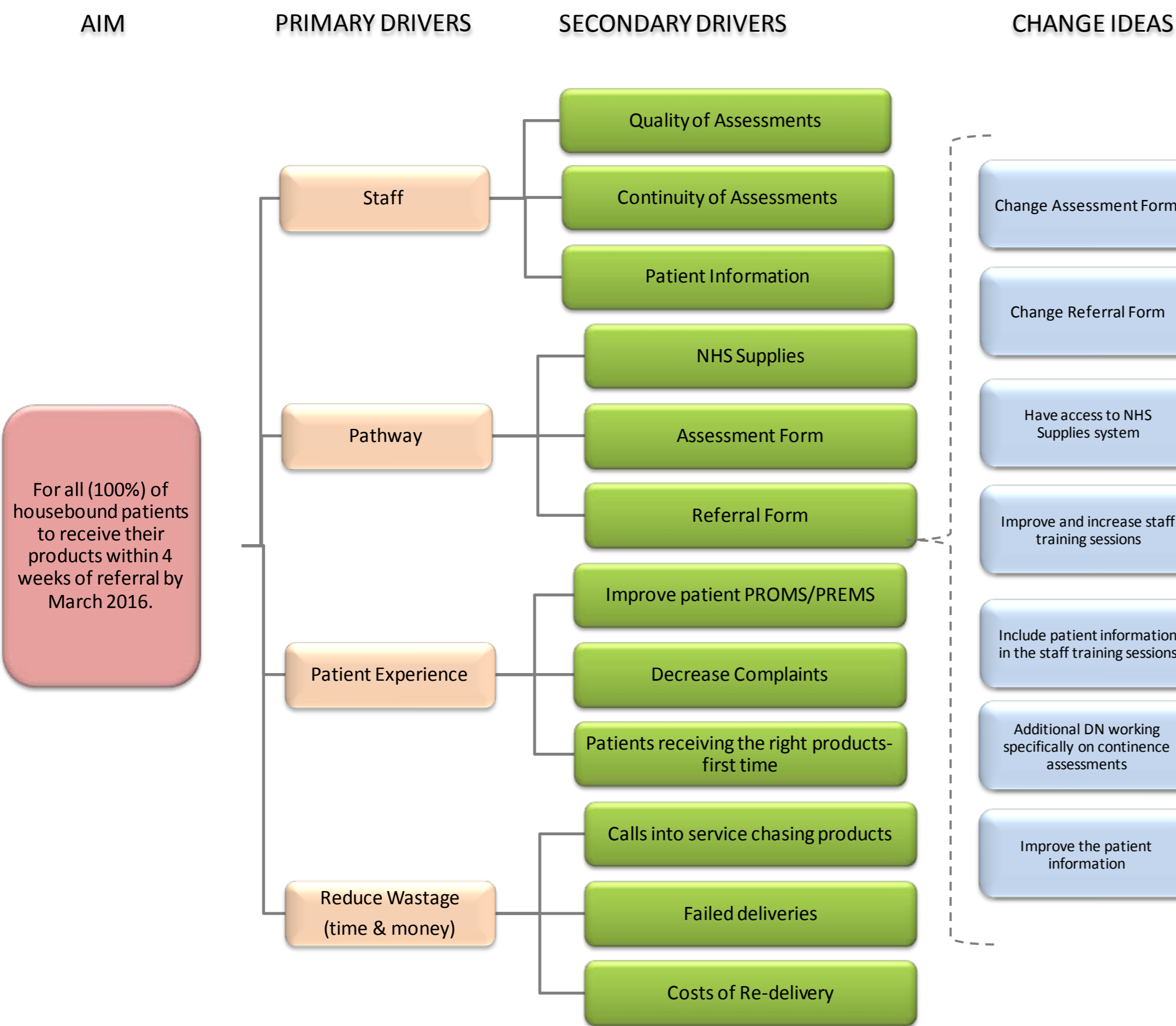
**Measures:**

**Outcome Measure:**

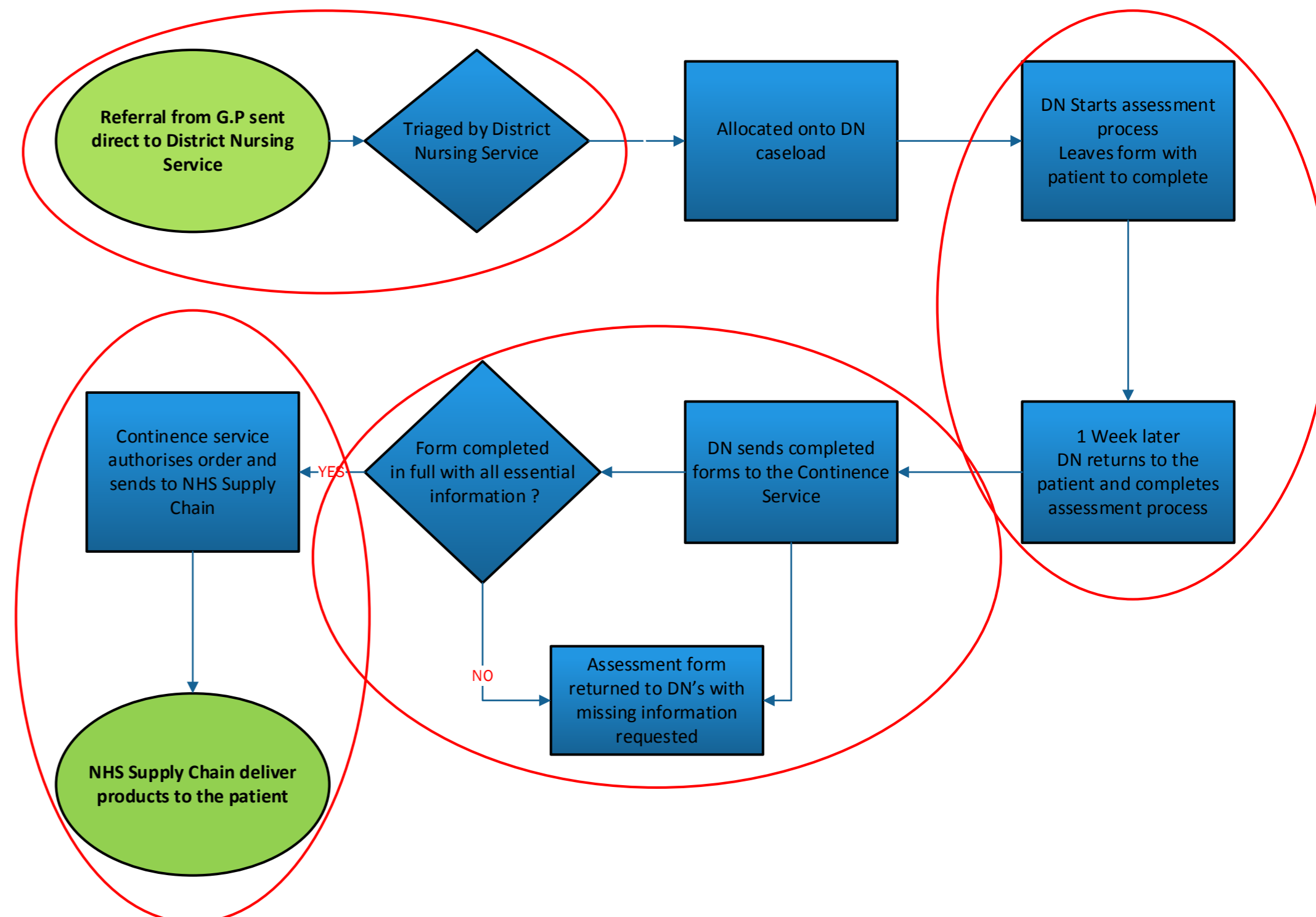
Length of time from initial referral to delivery of products (Whole pathway)

**Process Measures:**

Length of time from referral to assessment completed  
 Length of time from Assessment to sign off  
 Length of time from sign off to delivery



## Simple Flowchart for the Pathway



## PDSA cycles of testing

### Re-Design the Assessment form:



Cycle 1: Test new form with 1 DN and 1 patient  
 Cycle 2: Test new form with 1 DN and 5 patients  
 Cycle 3: Test new form with 2 DN and 5 patients each

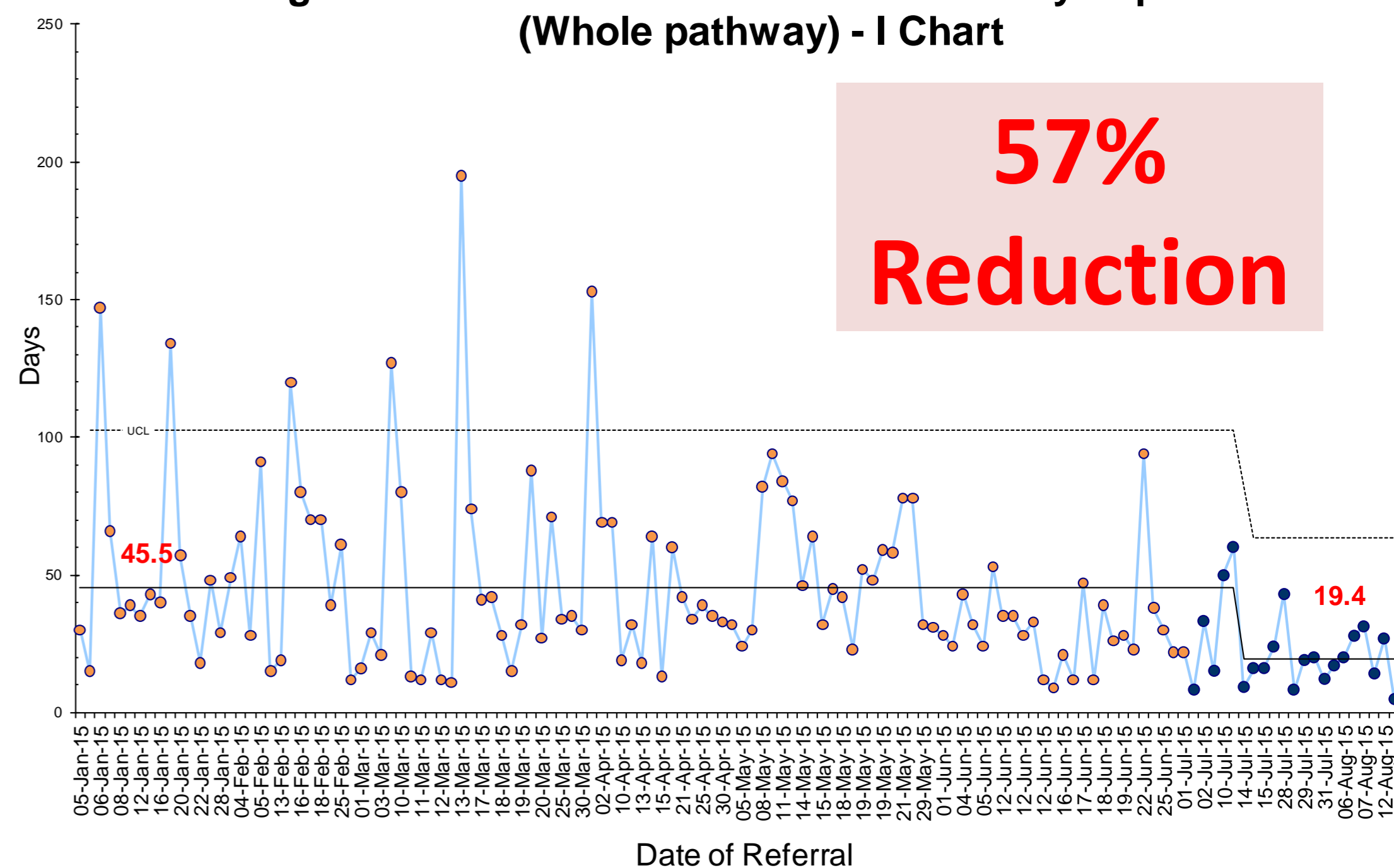


Cycle 1: Try new champion with 1 patient in one team  
 Cycle 2: Try new champion with 5 patients in one team  
 Cycle 3: Try new champion with 10 patients in one team



Cycle 1: Test new referral process with 1 G.P surgery  
 Cycle 2: Test new referral process with 3 G.P surgeries

Length of time from initial referral to delivery of products (Whole pathway) - I Chart



**Lessons Learnt:**

Data is key - enables you to see what's going on.  
 Mapping everything out gives you clear ideas on what to focus on and when.  
 Keep revisiting your driver diagram and aim. It's easy to lose focus on the aim when you start to make changes, similarly, as you make changes the aim can change and become more defined.  
 Don't try to change everything all at once