

REDUCING REPORT WAITING TIME

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Using process mapping and PDSA to improve waiting time for appointment outcome letters

Aim

The time taken for reports to be sent out after appointments will be measured with an aim to send 50% within 2 weeks and 100% within 2 months by 1 March 2019 and 90% within 2 weeks and 100% within 1 month by 1 June 2019.

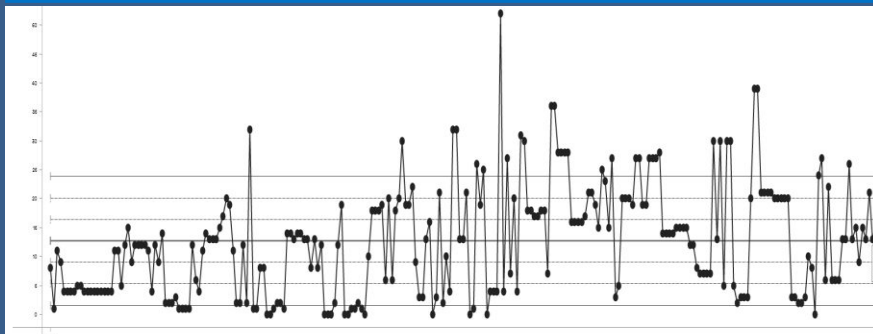
How did you involve service users and carers in this work?

Initial priority around internal pathway.
Planning to involve families in the redesign of reports

Tests of Change

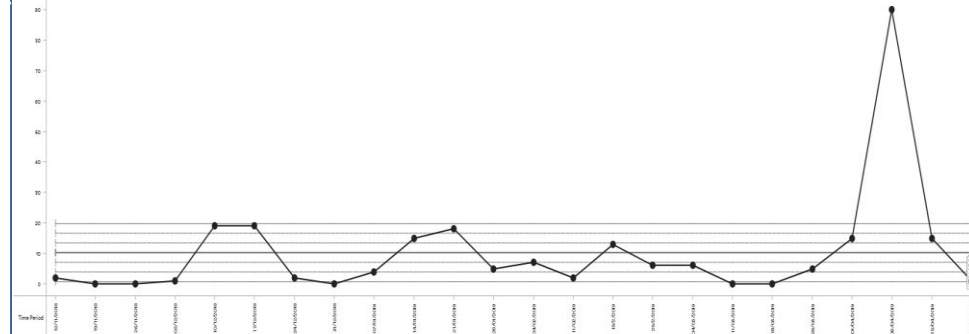
- “__completed” added to file name to remove steps in the pathway
- Reports prioritised by oldest clinic date
- Redesign of report template
- Streamlined referral admin process
- Use of Bighand dictation software

Outcome Measure



Outcome measure: Time between appointment and report (I chart)

Process Measure



Process measure: Count of reports sent out per week (I Chart)

Learning and what next?

We have understood the process and where the backlogs are. We were able to address some of the problems that were identified with change ideas and PDSA cycles. Initial indications are that impact was observed in process measures but outcome measure still appears a bit unstable.



Tell us your story in a nutshell

The team used QI Tools to better understand their pathway. They then tried to reduce bottlenecks and queues to reduce the amount of variation.

Although improvements seen were modest, the team decided to close the project as the project lead was leaving her role, and no one else was able to take over the leadership.

Any additional team or project photos?



Paste them into a slide and we will share them with your project story!

Please return your completed poster to elft.qi@nhs.net