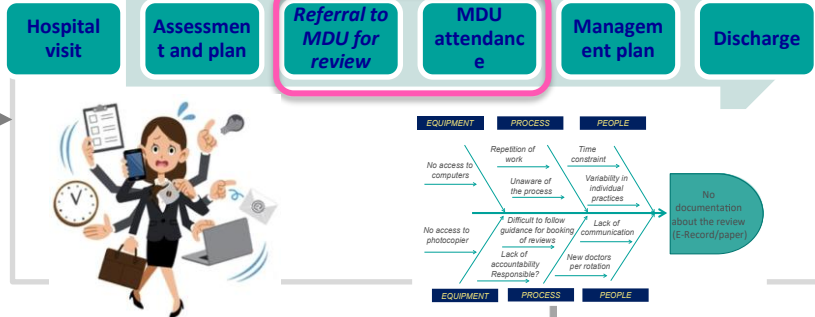




What's the problem?

When patient notes are not available, their reviews are delayed. This reduces patient trust, increases waiting time and causes frustration among health care professionals.

DIAGNOSTICS



MY IMPROVEMENT AIM

AIM
Improve efficiency of the Medical Day Unit MDU Registrars reviews referred from Emergency Department and Ward

Measurement definition

Proportion of patients seen without the referral notes either paper or electronic

Inclusions

All patients reviewed by registrars in MDU

Exclusions

All patients attending MDU for investigations, infusions/transfusions and consultant reviews

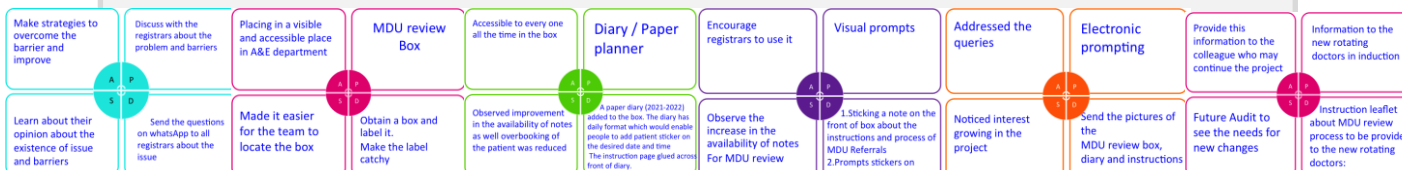
Sampling strategy

Retrospective and prospective data (some weeks after the changes) analysis between May to August 2021

MY CHANGE IDEAS

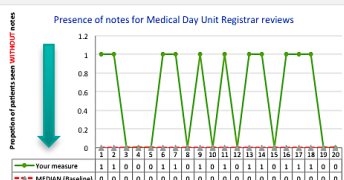
- Discussion about the problems with the registrars and involving them by asking their opinion and ideas
- Placing and labelling a box in A&E department and placing it in visible place
- Adding a diary (2021-2022) for booking the patients
- Sticking a note on the front of diary and box about the instructions and process of MDU Referrals
- Small Prompt stickers on computers
- On-going discussion about this issue to keep it visible
- Electronic prompting to staff

PDSA cycles

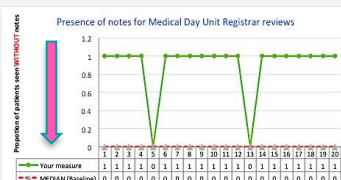


RUN CHARTS

Baseline



After PDSA's



REFLECTIONS & LEARNING:

- Medical notes are vital for the provision of better health care and ensure the continuity of care.
- Lack of notes not only effect the patient care but also effect the efficiency of medical staff.

What did I learn?

- Importance of communication and open discussions with the team.
- How to approach the problem in a systematic way starting with identifying the problems and barriers.
- How to use PDSA cycles to break down the bigger problem in to smaller scale. Smaller tasks are easy to achieve.