Wading through the paperwork

Making patient notes easier to navigate

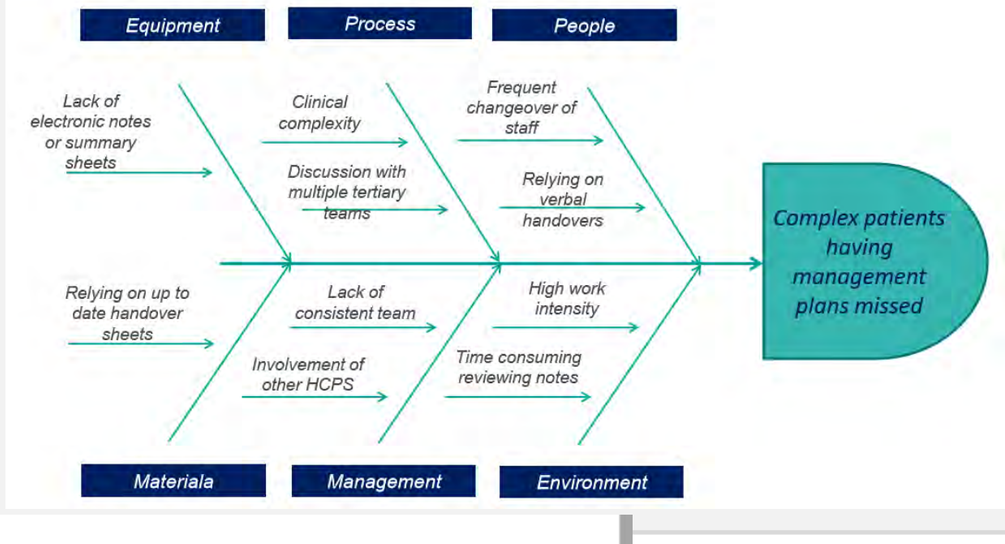
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BACKGROUND

Bulky hand-written notes and frequent staff changeovers mean we miss plans for complex or long stay patients. Muddled handovers are tiresome and things are forgotten. Wading through paper notes makes onward referral harder and slower, and mistakes more likely

DIAGNOSTICS



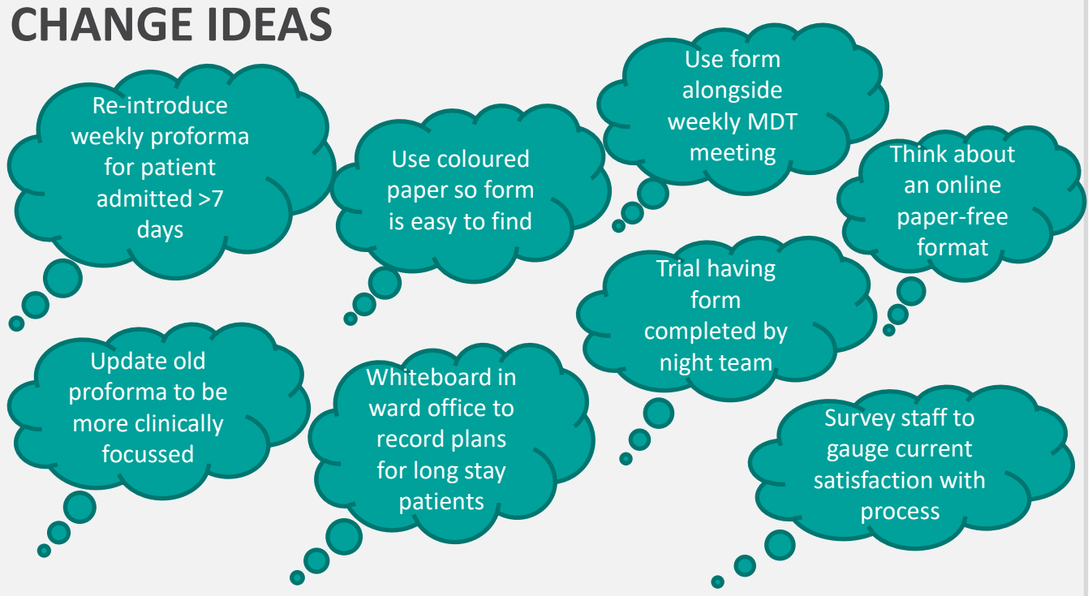
AIM

By the end of March 2021 all staff should be able to easily understand the clinical problem and execute the next step of the management plan for all patients admitted for 7 days or longer

MEASUREMENT

1) *How long staff spent reviewing patient notes before discussing them with another team*
   - *<5mins, 10mins, 15 mins, >15 mins*
2) *Staff satisfaction in reviewing and understanding patient notes when on shift*

CHANGE IDEAS



PDSA cycles

PDSA Test #	PLAN	Do	STUDY	ACT
1	Questionnaire for juniors doctors	Survey link sent to work WhatsApp group on two separate days	Supports theory that too much time is spent going through notes for referrals	Demonstrates need for changes to be made
2.1	Update old proforma used for summarising chronic patient notes	Circulate to staff asking for feedback via email	Review feedback	Make suggested changes
2.2	Retrospectively complete sheet myself using patient notes	Identify chronic patients from recent discharges, time how long it takes to complete	Several practical changes identified through using the form in real time	Update profoma with change required
2.3	Ask colleagues to practice completing the form in real time	Identify suitable patient notes for colleagues to use	Time taken to complete form. Feedback on usefulness and suitable changes	Update profoma with change required

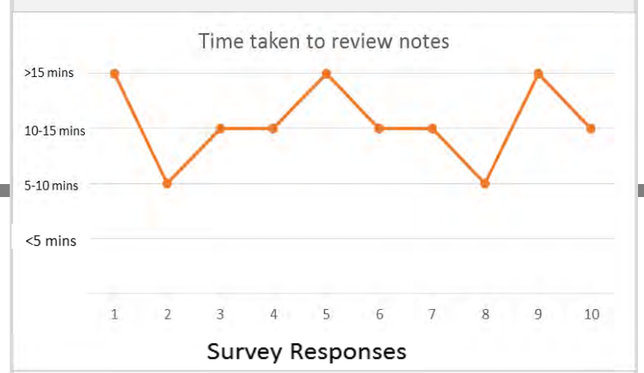
PDSA Test #	PLAN	Do	STUDY	ACT
3.	Circulate updated proforma asking for final input	Email to Paediatric team	Identify any further changes to be made	Adopt finalised version of form
4.	Begin using proforma on the wards and in preparation for ward psychosocial meeting	Proforma to be used for any patient admitted >7 days	Review use every 4 weeks	Address any concerns
5.	Raise awareness of new proforma	Teaching sessions to staff, send messages via WhatsApp	Review use every 4 weeks	Address any concerns
6.	Use proforma to make a referral	Use for a patient on the ward	Ask for feedback from staff using form for referrals	Address any concerns

Survey Results

13 responses

- 75% spent 'considerable time' going through notes before making a referral
- 76% felt it took longer than it should have to go through notes
- 69% spent >10 minutes going through notes

RUN CHART



REFLECTIONS & LEARNING

- Feedback from colleagues indicates there is a need for complex notes to be more effectively summarised
- Progress delayed due to COVID as there were no paediatric inpatients for some time
- Using practice runs to improve the proforma has gained useful feedback
- Further work is needed once the proforma is introduced