

A QIP to improve the chase list on the neonatal unit

Thakshayene Mahenthiran
The Hillingdon Hospitals NHS Foundation Trust

Lack of a good neonatal chase list, causes important clinical results to be missed, affecting patient care

BACKGROUND

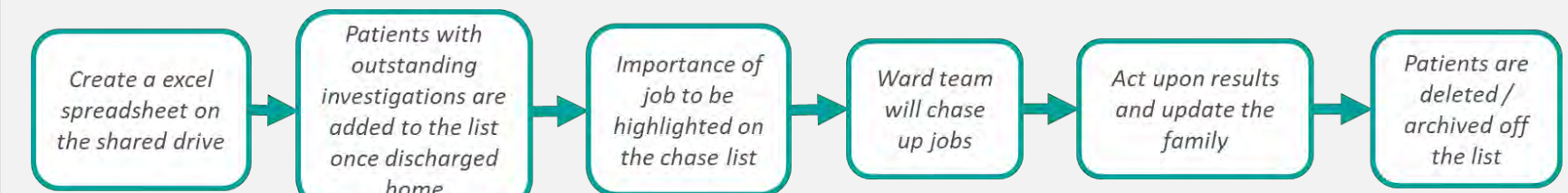
The chase list is where pending jobs for patients are added, after they have been discharged home. For example: Low platelets during stay, repeat on Friday in Outpatient– but it is the neonatal (NICU) team's job to chase results.

Sometimes the chasing of these results can be missed, and this can cause a serious harm to the child – especially when an abnormal result has not been acted upon.

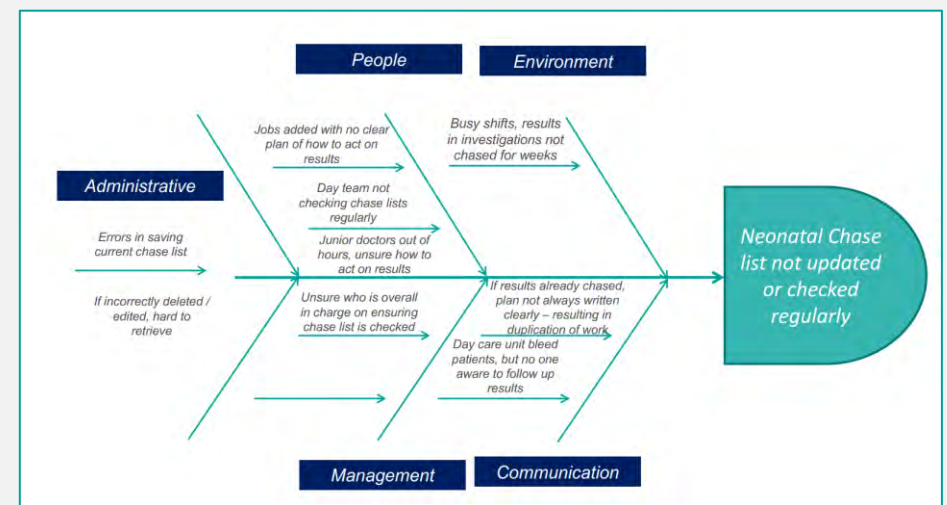
The jobs on the chase list are very simple to act on, but it gets ignored and forgotten about.



DIAGNOSTICS



Neonatal chase list checked (Frequency per month 2022)



AIM & MEASUREMENT DEFINITION

To create a new, improved & effective neonatal jobs chase list by August 2022

Chosen measure:

How many times a week is the neonatal chase list checked?

Inclusions:

Every saved version of the current list

Exclusions:

Copies of the current list that have been saved on the same day

Sampling method and frequency:

After collecting your baseline measure (retrospectively if possible) continue to collect small amounts of data on a regular basis throughout your tests of change
Checking the Shared drive to check how often the chase list is being checked, every week

CHANGE IDEAS

List all the ideas you could test...

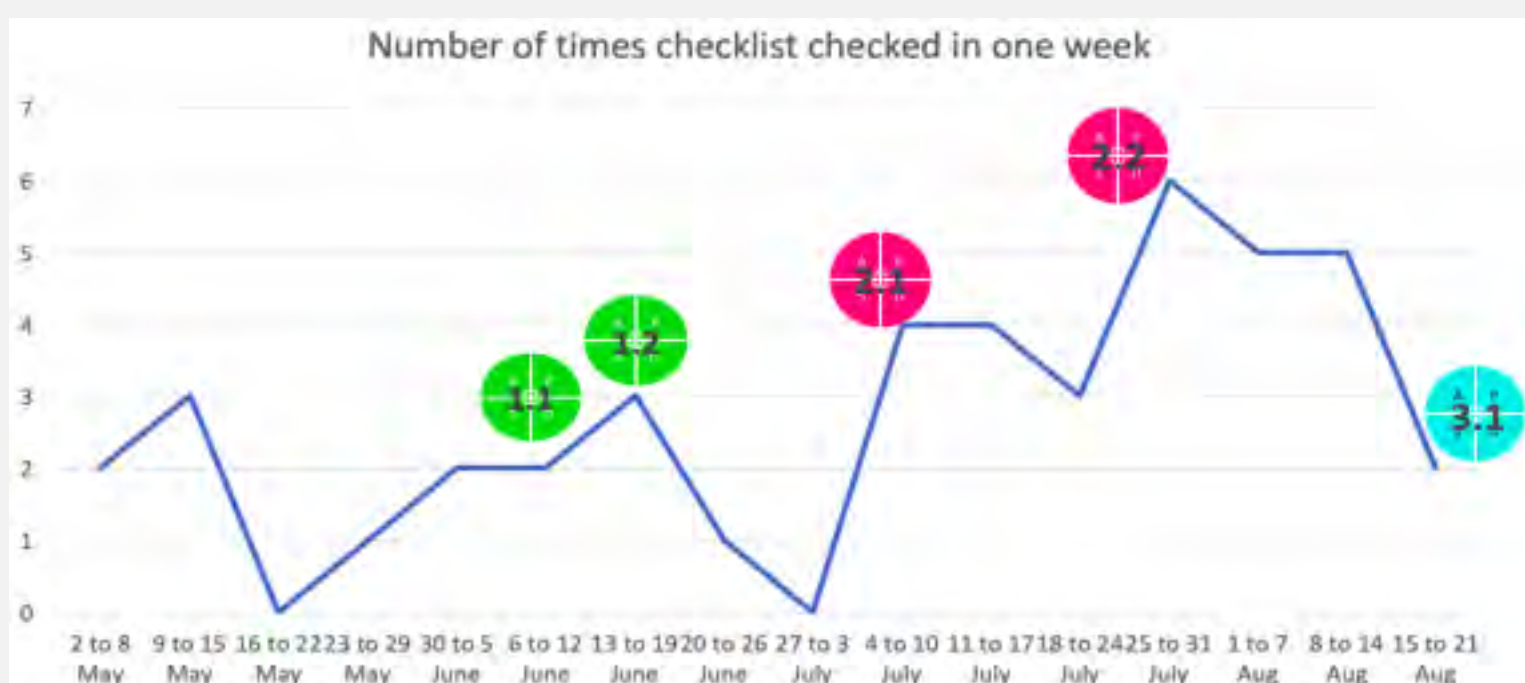
- Discuss ideas with the team to get their perspective
- Allocate a person to be in charge of checking the chase list e.g.: night SHO
- Creating a more useable spreadsheet with exact plans and who to contact if unsure
- Colour systems or dates included to show when the list has been checked
- Consultant of the week, goes through the chase list during handover on a certain day every week
- Writing the importance of checking the chase list in the WhatsApp group & email to everyone

PDSA cycles

Change Idea	ONE Thing to Test
Gather a meeting with the neonatal team and ask whether they want to change to the neonatal chase list. Ask about their ideas for changing the neonatal chase list and upgrading it to make it better.	Quick interest at the start, asking who wants to change to the neonatal chase list
What to do	Set up a meeting after handover
When to do it	Now
Where to do it	Handover seminar room
Who to do it	All members of the neonatal team
Predict outcome	People will want an improvement
Data to collect	Ideas and interest for change

PDSA Test	PLAN	Do	STUDY	ACT
1.1	Asked feedback from juniors in handover about the current chasing of results / sheet	Poll was sent to 16 people. 10 people replied. 50% did not know it needed to be checked daily. 80% wanted a better chase list, with pre filled columns	There is poor understanding of how to check the chase list and act on the results, if different from expected.	Suggestions for improving layout need to be explored. Ways of enhancing understanding of expectations needed.
1.2	Contacted seniors to ask for their advice & input for improving the chase list	Asked seniors and analysed the difficulties expressed from the poll	Busy shifts can result in chase list being forgotten about. Chase list is not a job that is remembered later on the day.	Daily reminders during handover to check the chase list, and when it was last checked
2.1	Improved chase list with named consultant, date to be chased, parents contact number, and expectation of what to do once result is back.	Excel spread sheet designed according to feedback & re-designed after further feedback from juniors.	Improvement in filling in information of the sheet.	Updated juniors on the shift about the new chase list and how to use it.
2.2	Repeat emphasis of checking of the neonatal chase list.		Run Chart	
3.1	Allocate role of checking chase list to a junior on shift – night SHO	Allocation of role	Run chart	

RUN CHART



REFLECTIONS & LEARNING

Project learning & conclusions:

- A better, improved chase list was made for the neonatal unit
- The improved outline of the chase list does not seem to affect the rate of the chase list being checked
- Regular reminders is needed to improve the checking of the list

Self learning:

- Small, quick reminders are essential for any change process
- It is important to engage seniors / colleagues / 'champions' to remind juniors on shift, especially when you are away
- It is important to always think about how this chase list will also impact on the patients, and the patient care provided.
- Involve everyone to make it a more engaging & fun experience!
- Analysing the problem at a small scale always helps to improve the bigger picture