To bleep or not to bleep

A project to reduce number of non-urgent bleeps for on-call doctors

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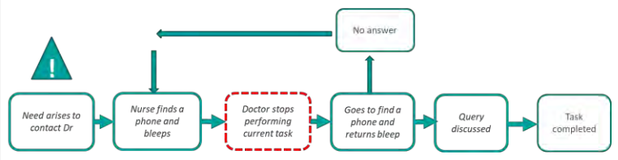
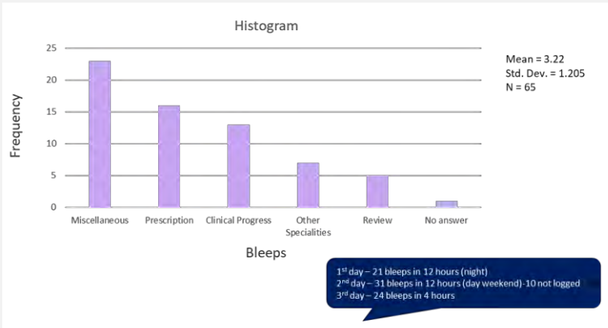
BACKGROUND

Frequent bleeps for non-urgent queries exhaust and distract us. Delays, mistakes and oversights happen. Meanwhile we don't get to hear the important updates, like admissions, which DO need our attention.

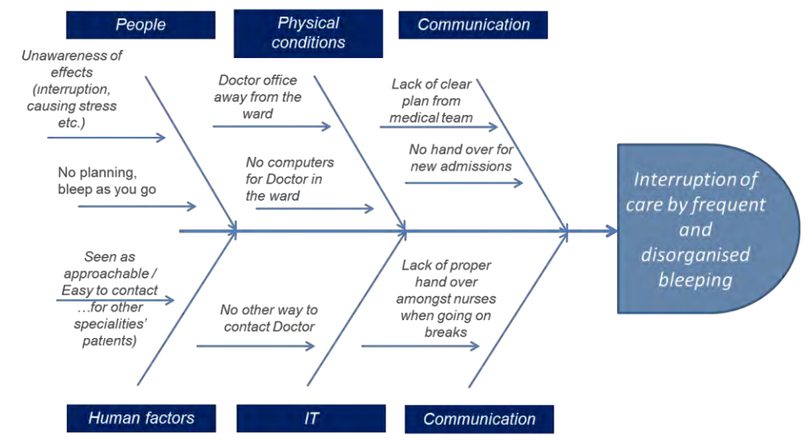
DIAGNOSTICS

High level Process map

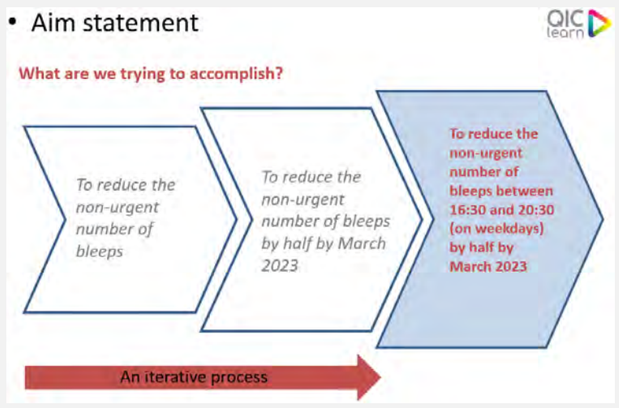




Fishbone diagram



AIM & MEASUREMENT DEFINITION



Aim

To reduce the non-urgent number of bleeps between 16:30 and 20:30 (week days) by half by March 2023

Chosen measure

Collect the total number of bleeps between 16:30-20:30 on week days, record reasons for bleeps

Inclusions

All bleeps received by SHO

Exclusions

Bleeps received by spR

Sampling method and frequency

Collect baseline data (at least 14 data points)

After initiation of changes; once a week collection during shift by SHO (by myself or another colleague)

CHANGE IDEAS

Aim: Reduce the non-urgent bleeps in the afternoon (16:30-20:30) on weekdays by half by March 2023

1. Create a "jobs book" in the wards for SHO to collect after hand over
2. Speak to nurses to understand their point of view
3. Bleeps to go through NIC first
4. Doctors to make sure all fluids and prescriptions complete during ward round (create a checklist)
5. Use apps (like Pando) to communicate about prescription and non-urgent requests
6. Use EPIC system

PDSA cycles

PDSA 1

Plan	Do
Await until NIC sends an email to all nursing staff and try again. Find a suitable diary to be used in the ward. Inform remaining SHOs about the plan.	Create jobs book in the ward to collect after hand over. Start with just 1 ward.
Study	**Act**
Book not been used.	Discussed with NIC and nurses on shift. Informed long day SHOs and consultant of the week.

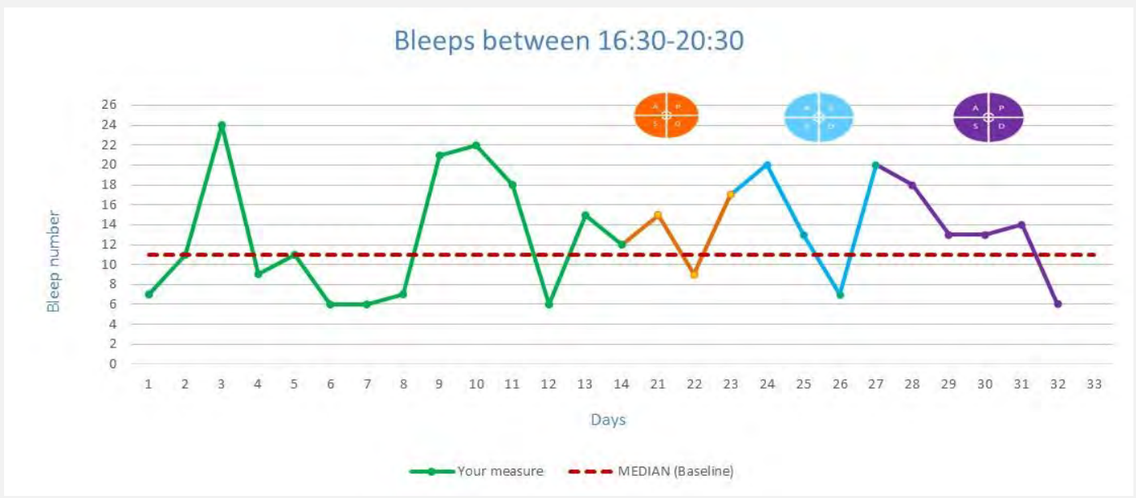
PDSA 2

Plan	Do
Abandon. Try to reduce bleeps by leaving less jobs out of hours, discuss with other SHOs.	Create jobs book in the ward to collect after hand over. Involve 2nd ward.
Study	**Act**
There were a few jobs on the book but mostly blank.	Discussed with every single nurse on shift, everyone agreed with the plan.

PDSA 3

Plan	Do
Create a checklist to formalise and increase involvement of the project during ward round.	Drs to make sure all fluids and prescriptions complete during ward round, with an aim to reduce bleeps out of hours.
Study	**Act**
Reduced bleeps.	Discussion with all doctors on shift, agreed on plan

RUN CHART



REFLECTIONS & LEARNING

To make a change, choose only ONE THING first.

Spending time to define your aim and measures well is going to help you throughout your project.

It is extremely important to convince the rest of the team if you want to be able to make even the smallest change.

Accept failure and know when to abandon an idea.