



'Out of sight, out of mind?'

Chasing investigations from the postnatal ward
after babies are discharged

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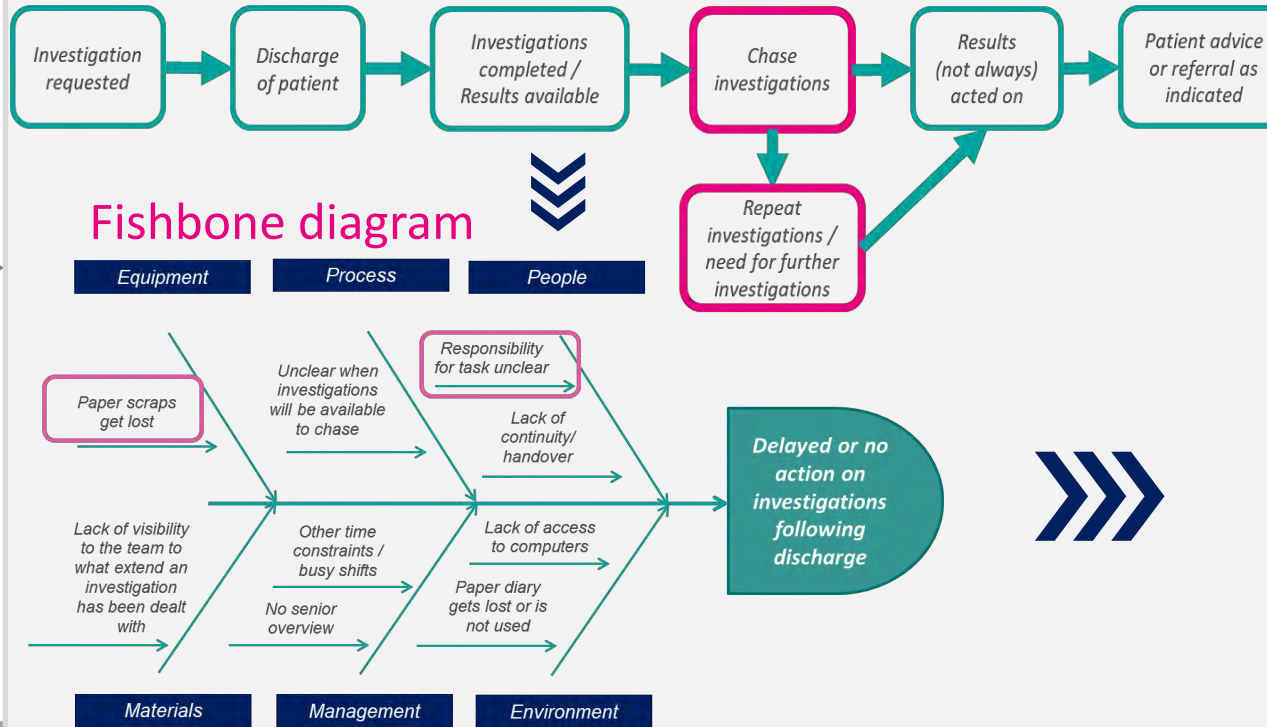
PROBLEM

Doctors use **individual private lists** to chase investigations for babies who have been discharged.

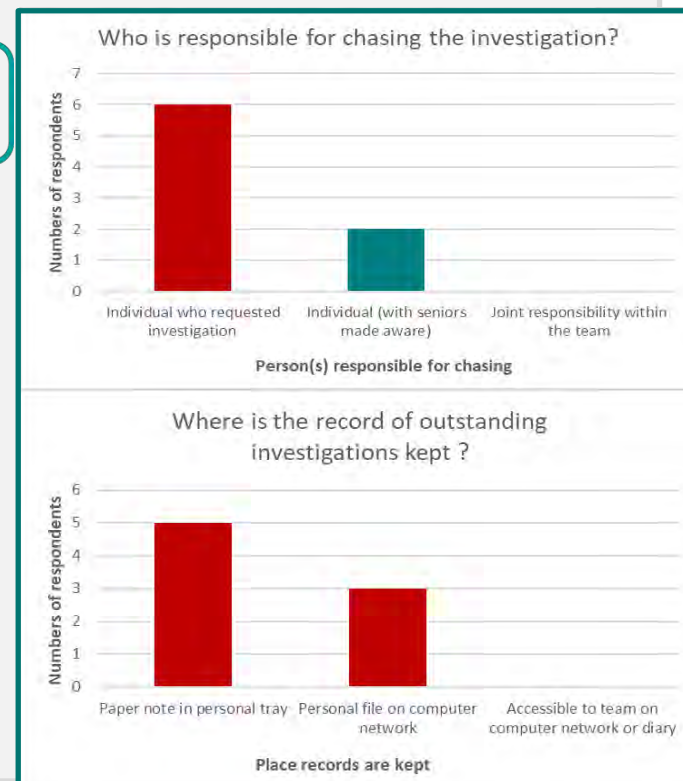
This leaves **patients vulnerable to invisible harm** and increases workload when results are not acted on.

DIAGNOSTICS

High level process map



Bar chart



AIM & MEASUREMENT DEFINITION



Aim

By July 2022 all outstanding results for babies discharged home from the postnatal ward will be chased and acted on within 48 hours of being available.



Measurement definition

Time elapsed between result being available and action taken.



Inclusions

All results that are outstanding for babies on discharge from the postnatal ward or special care baby unit in New Cross Neonatal unit.



Exclusions

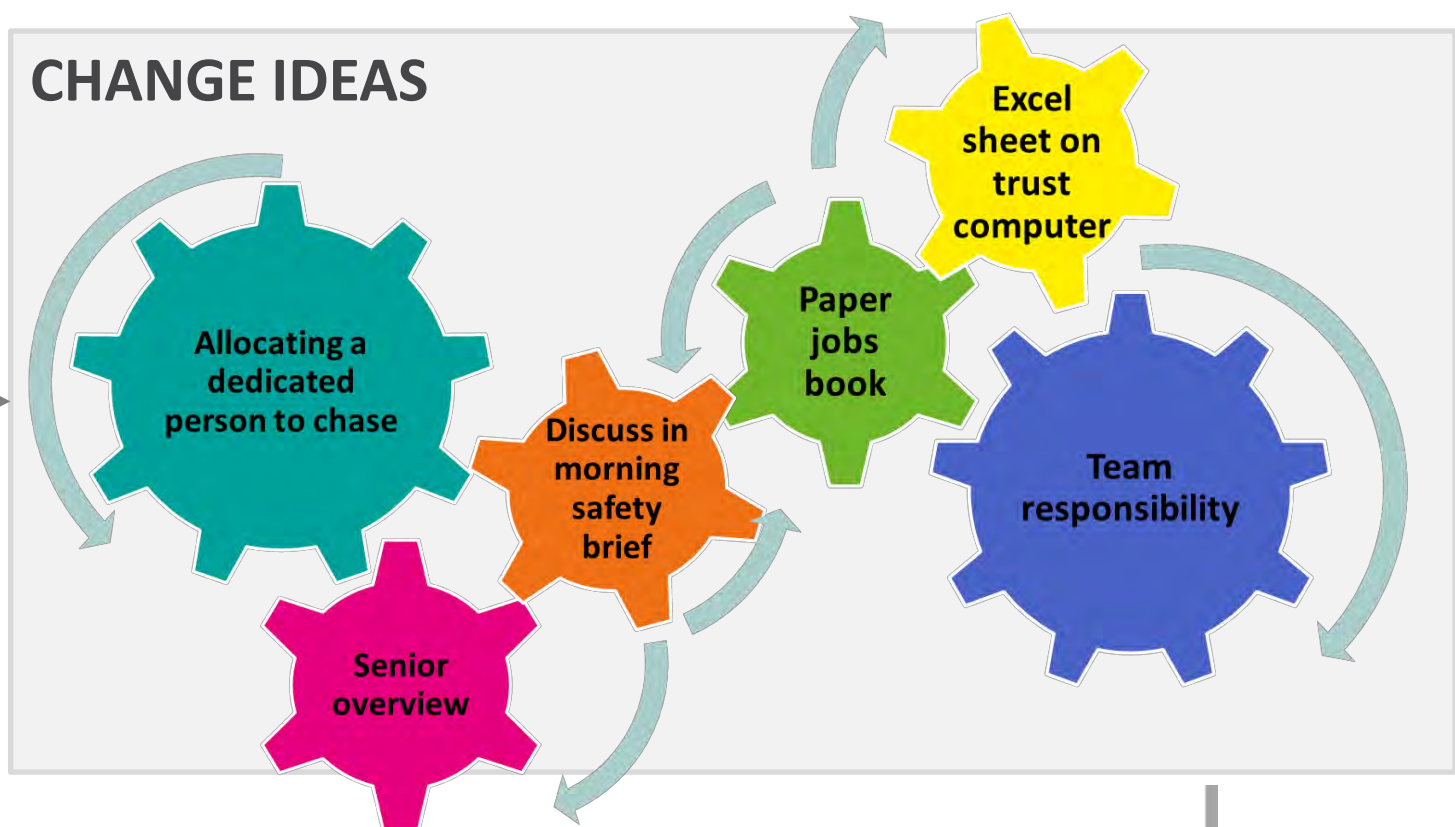
Investigations that are chased and acted on prior to discharge.



Sampling method & frequency

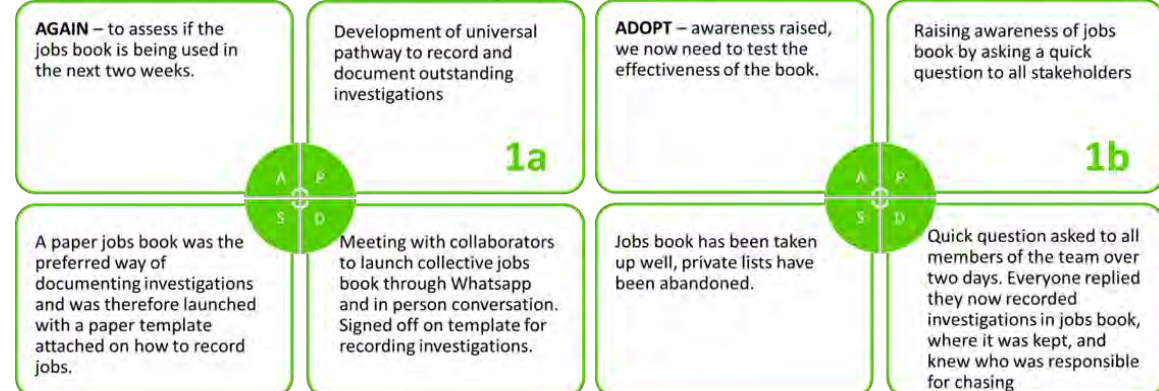
Retrospectively collect data every 2 weeks on how much time elapsed between results being available and action taken during that period.

CHANGE IDEAS

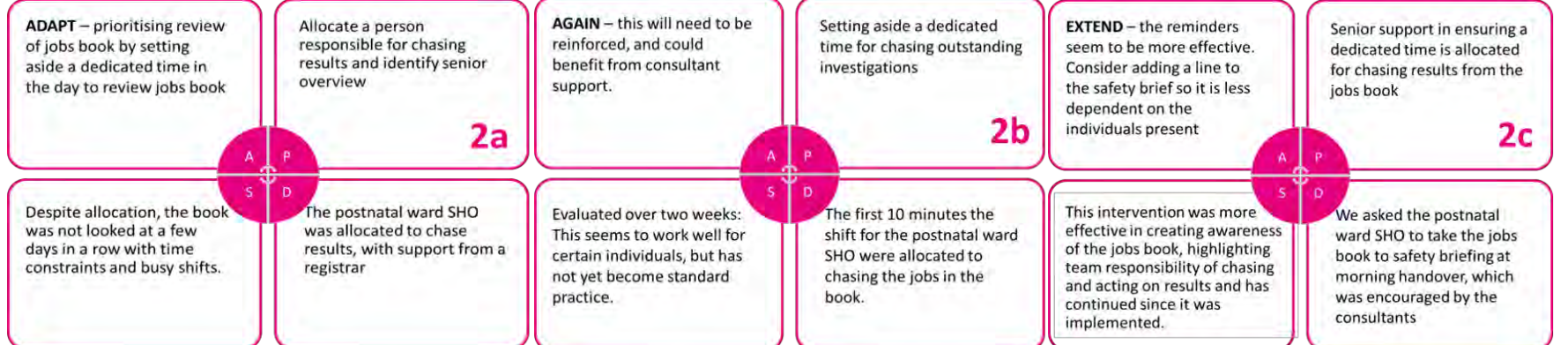


PDSA cycles

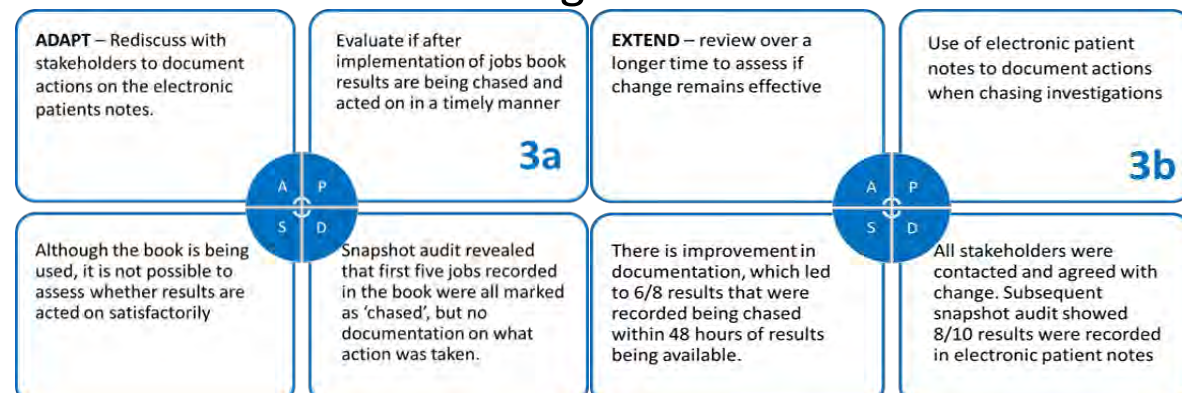
PDSA series 1: Development of universal pathway



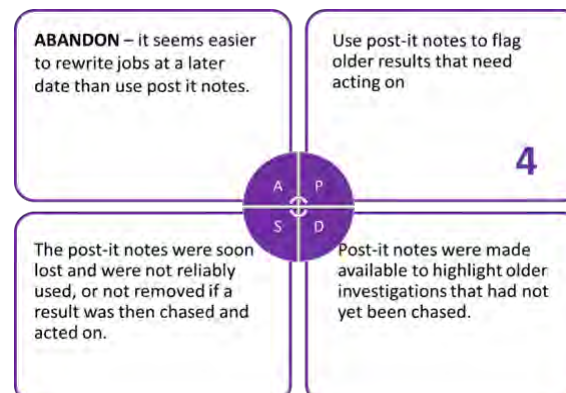
PDSA series 2: Joint responsibility



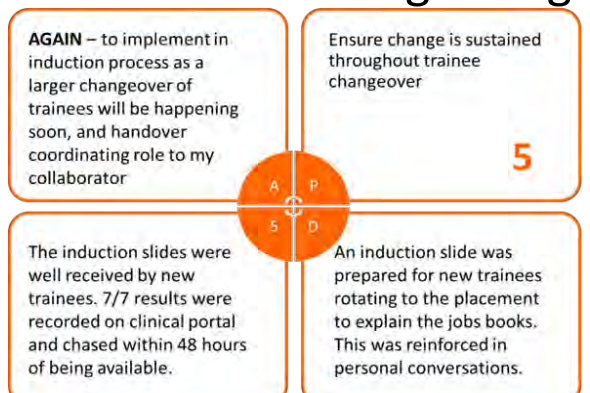
PDSA series 3: Monitoring effectiveness



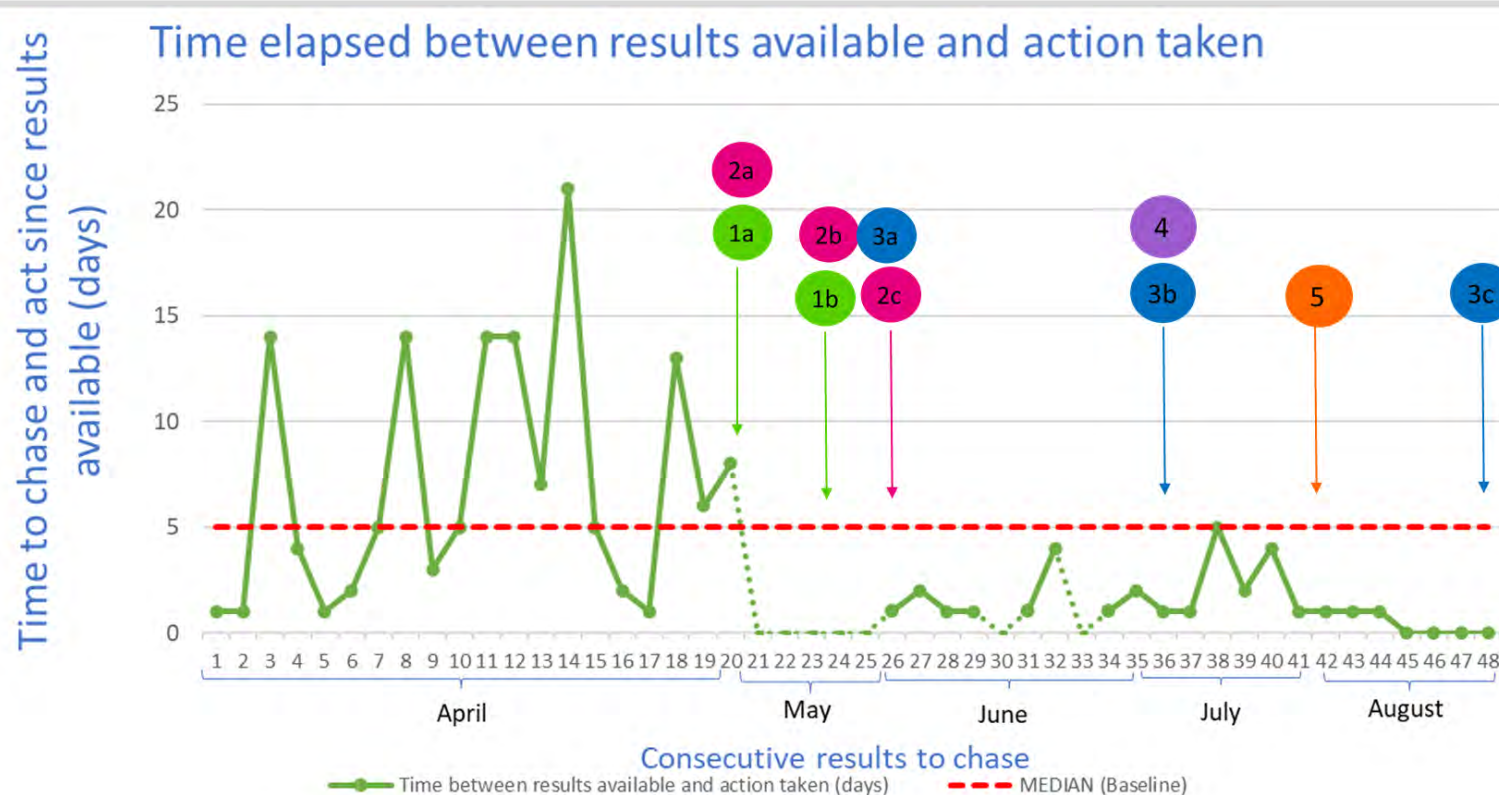
PDSA 4: Post-it notes



PDSA 5: Sustaining change



RUN CHART



** The dotted lines represent investigations recorded as 'chased' in book, but no record of when they were chased

REFLECTIONS & LEARNING

My main personal learning points of this project are to take time to assess the problem, be open to lots of different change ideas, and how short PDSA cycles can help to quickly check those ideas.

There has been a definite change, which I think has come from constantly involving all relevant stakeholders. The next step is to evaluate whether this project has led to a sustained change after changeover of new doctors where outstanding investigations are reliably chased and acted on.