



BACKGROUND

When we send children who've had fever home from our Emergency Department we don't tell parents what to do next. If unsure - delays can lead to harm. If anxious they return unnecessarily.

This was evidenced by local audit data.

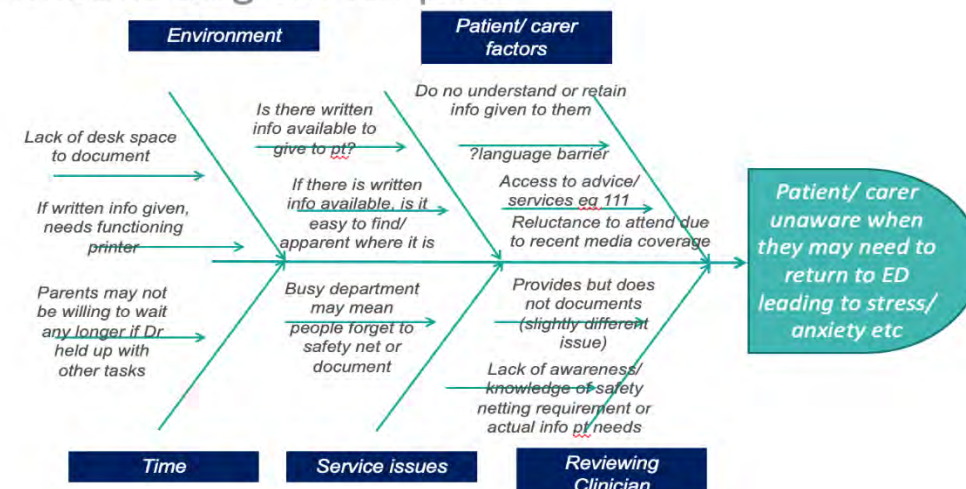
I had initially set out to investigate 'senior doctors reviewing children with fever'. However, up to date audit data suggested this was no longer an issue



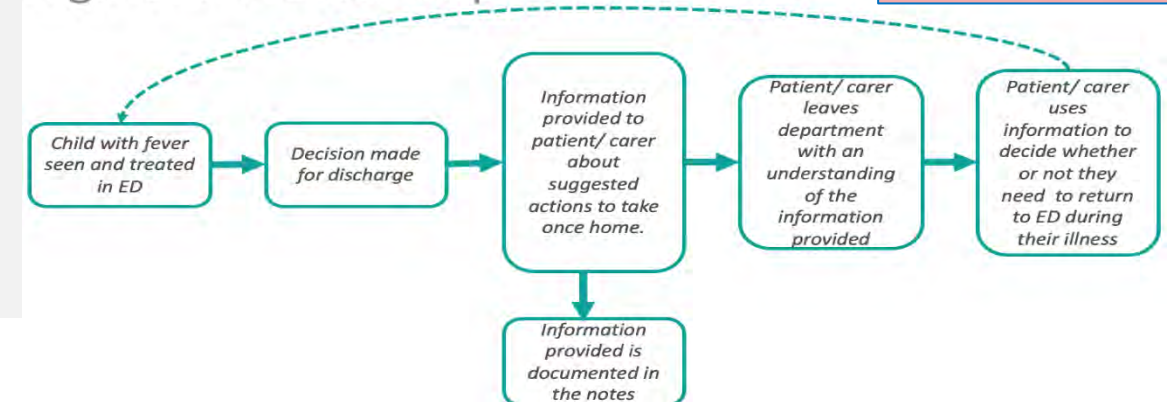
DIAGNOSTICS

Process mapping and a fishbone diagram help to understand the problem

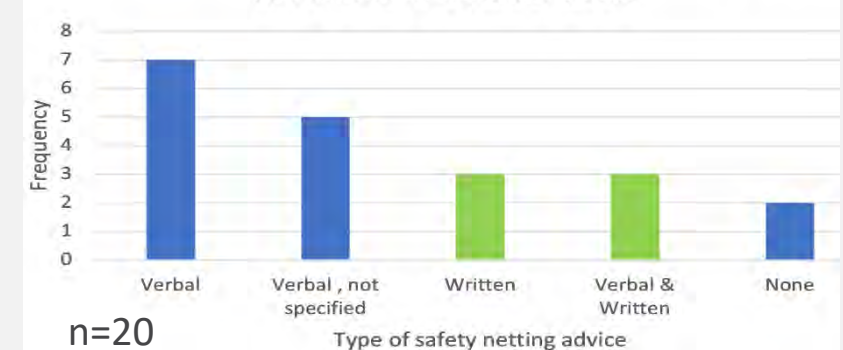
Fishbone diagram template



High level Process map

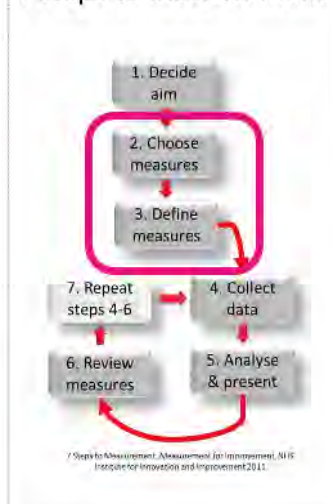


Frequency of Type of Safety Netting Advice given to Parents in October 2022



AIM & MEASUREMENT DEFINITION

7 steps to measurement



Aim

By February 2023 100% of parents/ carers of children under 5 who attend ED with fever, are discharged knowing what actions they should take when they get home.

Chosen measure

A scoring method based on what has been documented in the notes;
0- nothing documented about safety netting advice or 'safety net advice given written on box ticked on electronic note system
1- verbal advice given and outlined in notes what was said
2- verbal and written advice given (eg patient information leaflet) and documented what was said

Inclusions

Children under 5 who present with fever and are subsequently discharged home from ED

Exclusions

Children admitted, left before clinical assessment, seen in Urgent Care Centre attached to emergency department.
Children over 6, or those who do not present with fever.

Sampling method and frequency

5 patients per week chosen at random. Or all patients if <5

REFLECTIONS & LEARNING

Talking to colleagues & patients can help you come up with change ideas to test.

Looking forward, there are further change ideas I could test. The QR poster also contained QR codes for other advice leaflets, which could have improved safety netting for patients with other conditions.

The change implemented to affect staff behaviour was introducing the poster (PDSA cycle 3). There was a deterioration in performance prior to this, but performance improved after. There were less scores of 0 and the run chart shows a run on/above the median after the change was implemented.



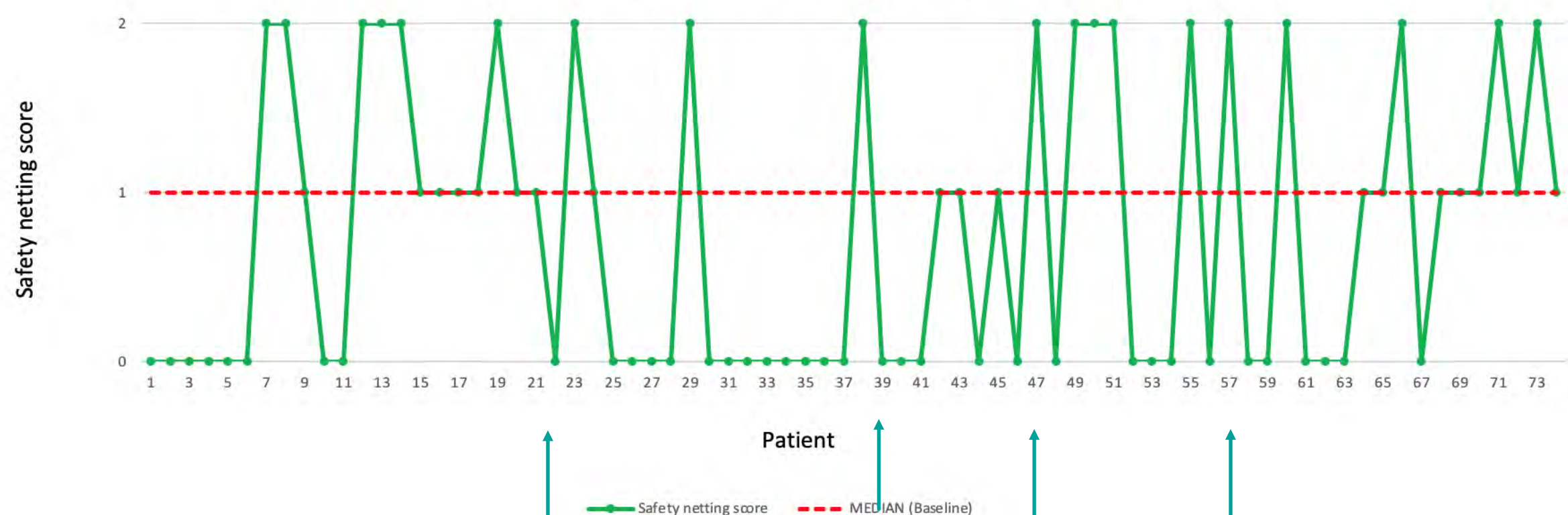
Try and involve relevant stakeholders early on to avoid slowing down your PDSA cycles.

PDSA Cycles

PDSA Test #	PLAN	Do	STUDY	ACT
1.1	Talk to parents/ carers about the utility of written information and what format they like this in.	I had conversations with parents about written information and whether that had previously been given any and if this had been useful at home.	Many told stories of having leaflets at home or remembering specific information that they had been given on previous attendances which informed their decision to reattend.	Written info appears to be very helpful for parents. Many seemed keen on having information available on their phone
1.2	Talk to audit team and clinicians/ nurses about utility of QR PIL poster	Conversations with clinicians while on shift.	Team supportive of idea. Poster could contain PIL for multiple common conditions	Develop QR PIL poster
2.1	Develop QR poster	With input from Audit team, paed ED team, trust comms team developed a poster	Sort feedback from from clinicians, nurses, parents about usability of poster	Develop poster for implementation with input from team
3.1	Implement poster	Place poster up in cubicles and other places in department	Use measure to create run chart	Assess improvement
3.2	Inform team of poster use	WhatsApp to department group to remind team of need for safety netting and use of posters.	Run chart	Assess improvement and be open to feedback
4.	Feedback from Clinicians	Ask colleagues for feedback after posters in use for a couple of weeks	Listen to ideas. May concern was poor internet/ Wifi coverage in paed ED	Discussed ways to overcome this and remind that paper leaflets also still available

RUN CHART

A Run chart to show the safety netting score for children under 5 who presented with fever and were discharged from the Emergency Department



PDSA 1

PDSA 2

PDSA 3

PDSA 4

