GETTING MORE FACE TIME WITH THE DERMATOLOGY TEAM

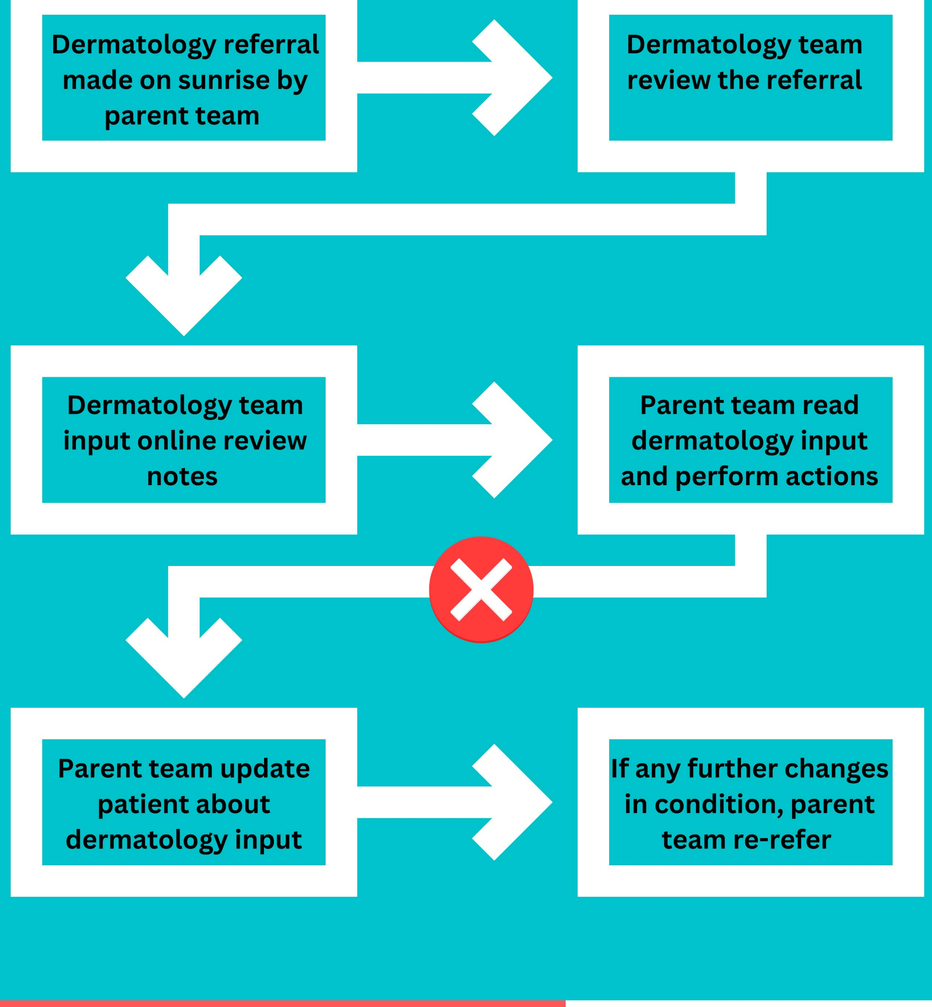
IMPROVING PATIENT SATISFACTION WITH COMMUNICATION WITHIN THE INPATIENT DERMATOLOGY SERVICE

Dr Sindoora Jayaprakash 1, Dr Farishta Khan 2, Dr Indre Verpetinske 2
1- Russells Hall Hospital 2 -Dermatology team, Corbett Hospital

WHATS THE PROBLEM?

INPATIENT DERMATOLOGICAL REVIEWS ARE PRIMARILY **REMOTE**. THEREFORE, DOCTORS INVOLVED IN THE PATIENT'S CARE (PARENT TEAM) ARE EXPECTED TO COMMUNICATE DERMATOLOGICAL INPUT TO THE PATIENT.

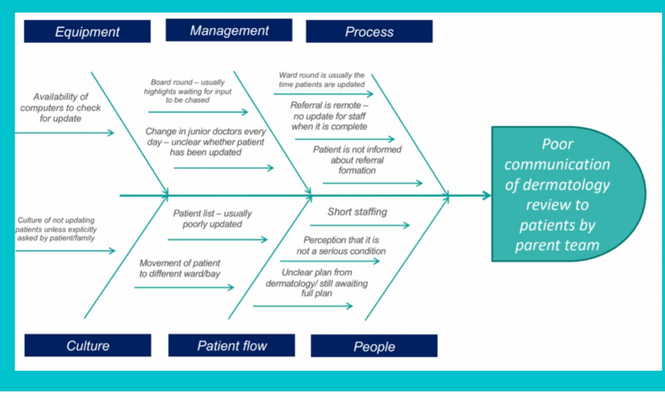
BREAKDOWN IN COMMUNICATION LEADS TO POOR SELF-MANAGEMENT AND FRUSTRATION AND DISTRUST IN CARE.



IDENTIFYING THE ISSUE

Process mapping and fishbone diagrams allowed for the identification of underlying issues:

Parent teams were not communicating dermatology input to patient



AIM STATEMENT:

By January 2023, 8 out of 10 patients will be informed about their dermatology referrals and outcomes within 24 hours of their referral.

MEASURES

Patients who have recently been referred for dermatology review as inpatients will be asked 5 questions, score out of 5 will be used to understand how much they know about their dermatology care.

1. **Informed that they have a skin/dermatological condition**
2. **Informed that they have had a dermatological referral made**
3. **Informed of the diagnosis/ informed about the diagnostic uncertainty if there is no diagnosis made yet**
4. **Informed of the dermatological medical plan**
5. **Informed if they have follow up or that they do not need follow up**

CHANGE IDEAS

Discharge summary note cards given to patient

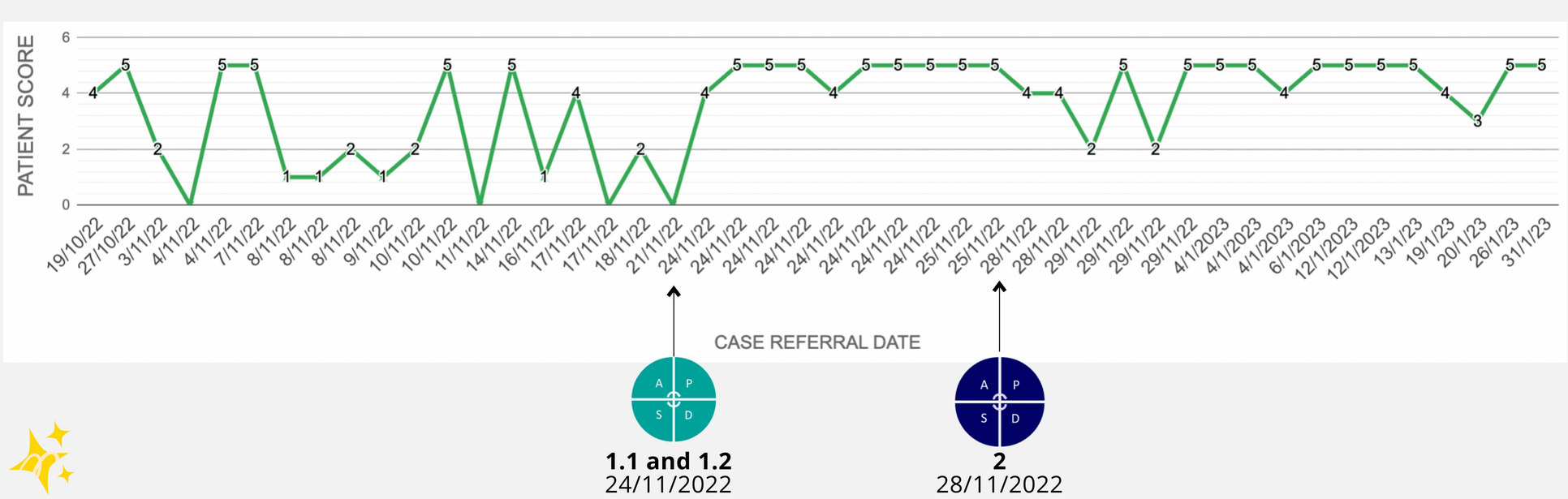
Moving from remote to face-to-face consultations

Bold statement written in dermatology review notes asking parent team to inform patient

PDSA CYCLES

	Plan	Do	Study	Act
1.1	Speak to dermatology team regarding study findings	Arrange meeting with team	Team were very receptive to change ideas	Plan another meeting with full department
1.2	On-call service moved to telephone / face-to-face consultations	Registrars to start calling and seeing patients referred using new system, collecting data	There was immediate impact on patient satisfaction scores	New method of reviews adopted by team
2	Inform AMU team that there is a change to referrals	Email to AMU sent with advice on improving referrals	Better referrals sent allowing for better triage	To send out proforma for referrals to improve referrals

RUN CHART



REFLECTIONS

It was great to see the immediate impact of this quality improvement project on patient satisfaction scores

Future PDSA cycles:

- Present data at next grand round
- Create proforma for referrals for improved triages