



## BACKGROUND

On any day there are 20 – 40 children on the chase list.

It lists important jobs that need to be done for children who have been discharged, such as chasing results, organising scans, and discussing their care with specialists.

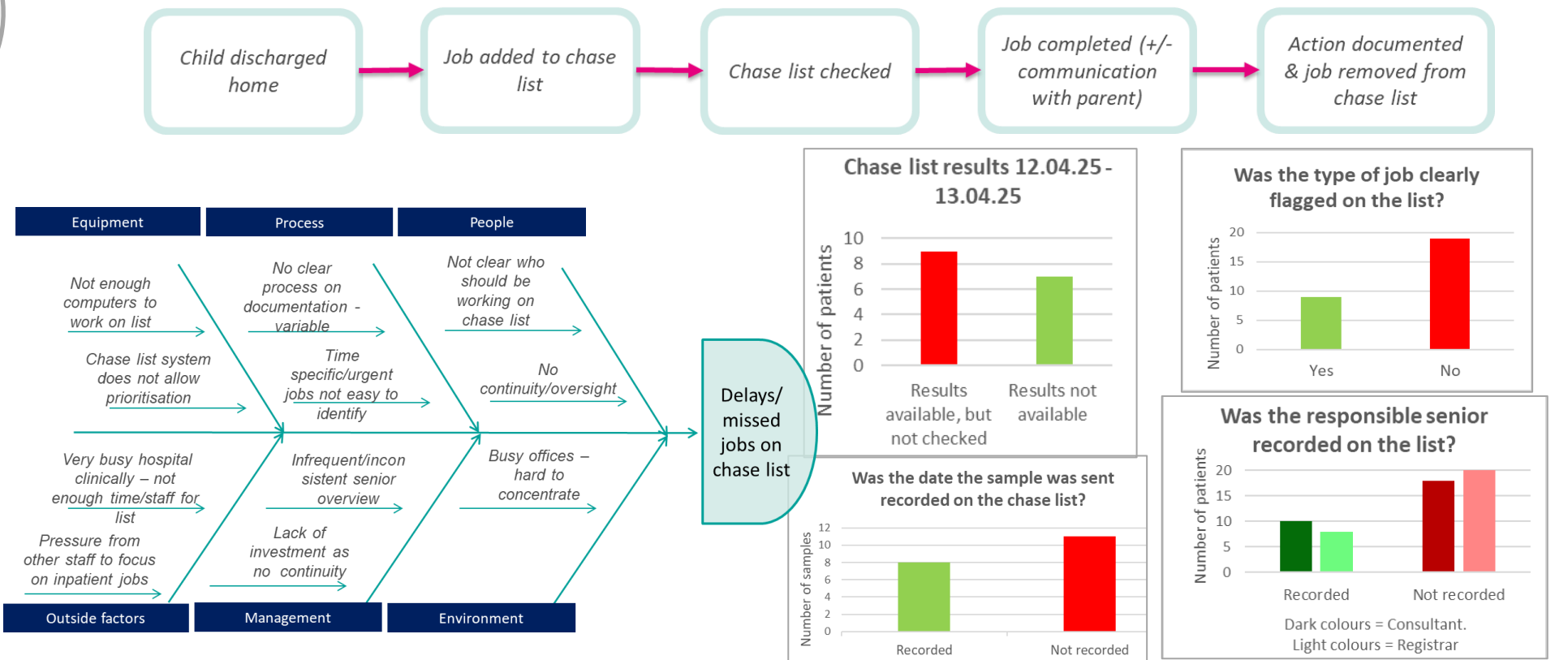
However, the children are not physically in the hospital building and therefore, are often forgotten.

### PROBLEM

The chase list is disorganised, unclear and not prioritised. This causes harm if important results are missed or jobs are delayed, and causes stress for patients, families and staff.



## DIAGNOSTICS



## AIM & MEASUREMENT DEFINITION

**Aim**  
By August 31st 2025, on reading the daily list of jobs for patients who have been discharged, doctors will know at first glance the status and actions required for at least 8 out of 10 jobs

**Measure**  
A mark out of 5 for presence of each of 5 criteria:

- 1) Clear title - indicate what type of job it is (e.g. Chase, arrange imaging, phone review, seek advice)
- 2) Clear explanation - so the task(s) can be easily ascertained on 1st read
- 3) Indication of timeframe (date job needs to be done, day sample sent)
- 4) Name of registrar looking after the patient in hospital or who added the job to the list
- 5) Name of consultant with overall responsibility for patient's care

**Inclusions** - jobs for patients who have already been discharged from hospital e.g. chasing results, ordering scans

**Exclusions** - if patient is still an inpatient.  
- Jobs which were assessed on previous day's measurement (so as not to duplicate results)

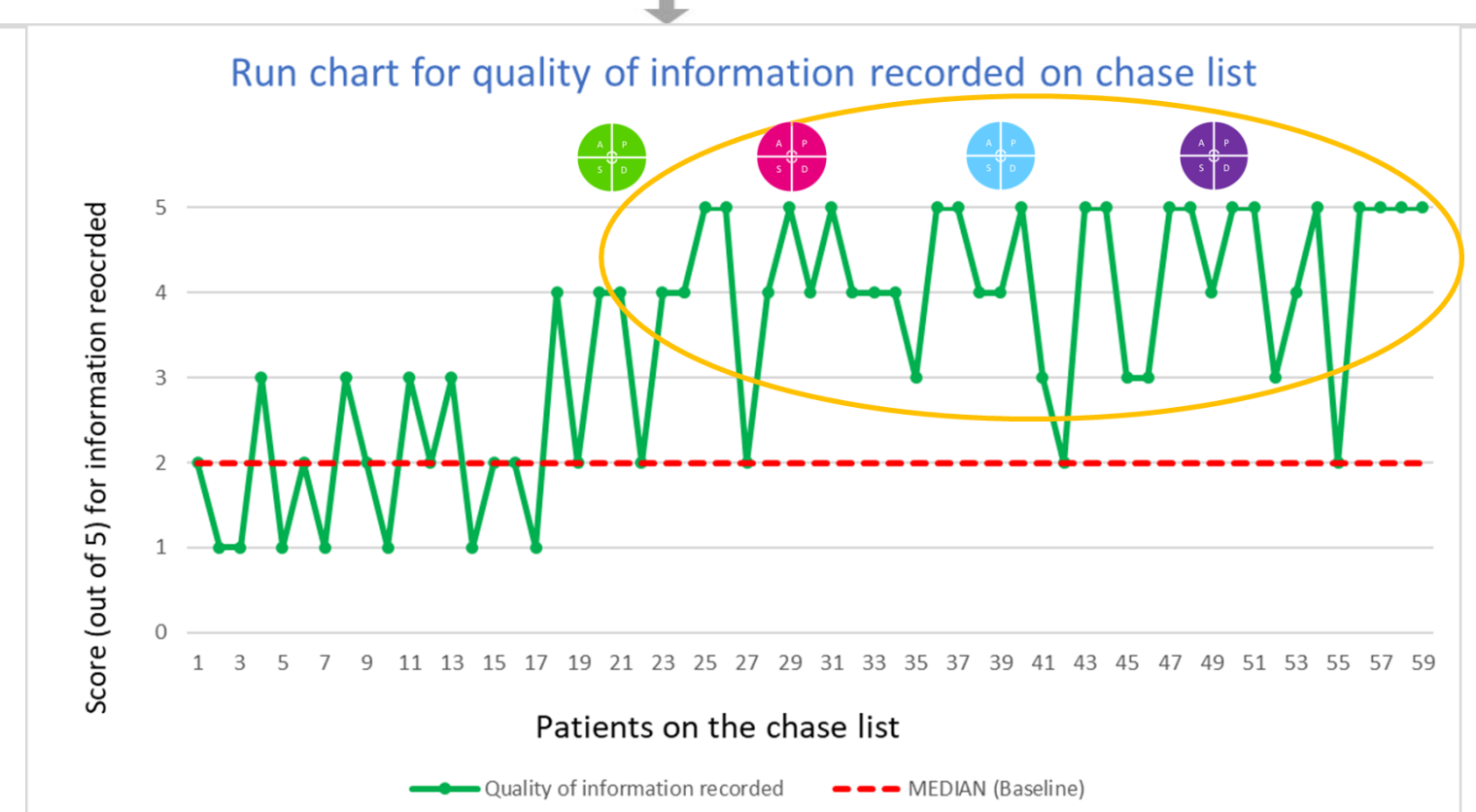
**Sampling method and frequency**  
Save a copy of the chase list each morning & collect data, starting at top of list, until 20 different jobs have been assessed. (The list is in alphabetical order).

## CHANGE IDEAS

- Send email re criteria for chase list entries
- Posters
- WhatsApp reminders
- Reminders in handover
- Add 'Model' entry to chase list
- Reminders in huddles
- Free coffee for best entries
- Assign one person to chase list

| PDSA Test # | PLAN                                                                                                                | Do                                                           | STUDY                                                                    | ACT                                                   | PDSA Test # | PLAN                                                                                                | Do                                                                                                            | STUDY                                                                                                                                          | ACT                                   |
|-------------|---------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------------------|-------------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| 1.1         | Email drafted to send to consultants, registrars and SHOs with criteria for chase list entries                      | Email sent to 3x colleagues (different levels), for feedback | Suggestions given to make it clearer & more succinct                     | ADAPT                                                 | 3.          | Daily announcements in paediatric handover to explain & remind re chase list documentation criteria | Daily announcements given                                                                                     | Improvement sustained                                                                                                                          | EXTEND – discuss in handovers, weekly |
| 1.2         | 'Model' Chase list entry drafted – to be used as a reference                                                        | Draft showed to 3x colleagues for feedback                   | Suggestions made to make it clearer                                      | ADAPT                                                 | 4.1         | Designated a specific doctor to work on the chase list each day                                     | Named doctor working on the chase list                                                                        | Even if one Dr checks chase list, different doctors adding to it. Cannot predict if Emergency department or Paediatric Assessment Unit busier. | ABANDON                               |
| 1.3         | Final email written to all colleagues who use the chase list, including directions to and screenshot of model entry | Email sent out to consultants, registrars and SHOs           | Positive verbal feedback from colleagues & improvement seen on run chart | ADOPT & EXTEND – send out again when new staff start. | 4.2         | Foster responsibility for chase list, in a more flexible way                                        | PAU registrar to assign one of the PAU or ED doctors to work on chase list each day (in area of least acuity) | Improvement sustained & likely easier to continue, going into winter months                                                                    | ADOPT                                 |
| 2.1         | Reminder written for 'Paediatric Doctors' whatsapp group                                                            | Whatsapp sent out on a Monday                                | Improvement maintained on run chart                                      | EXTEND                                                |             |                                                                                                     |                                                                                                               |                                                                                                                                                |                                       |
| 2.2         | Plan to send the reminder on 'Paediatric Doctors' whatsapp group again                                              | Whatsapp reminder sent out every other day for a week        | Improvement maintained on run chart                                      | ADOPT                                                 |             |                                                                                                     |                                                                                                               |                                                                                                                                                |                                       |

## PDSA CYCLES



## CONCLUSIONS

- Proportion of chase list jobs with 4 or 5 of the necessary 5 criteria: Baseline = 1 in 10 → After PDSA improvements = 8 in 10.
- My aim was met.
- There was a shift in the process after PDSAs were introduced, with 35 consecutive data points above the median line.
- This is a statistically significant shift.

## REFLECTIONS & LEARNING

- Small scale tests of change allow for early adaptations to PDSAs
- Breaking the project into smaller chunks makes it more manageable
- Building on previous PDSAs can lead to more sustained change

