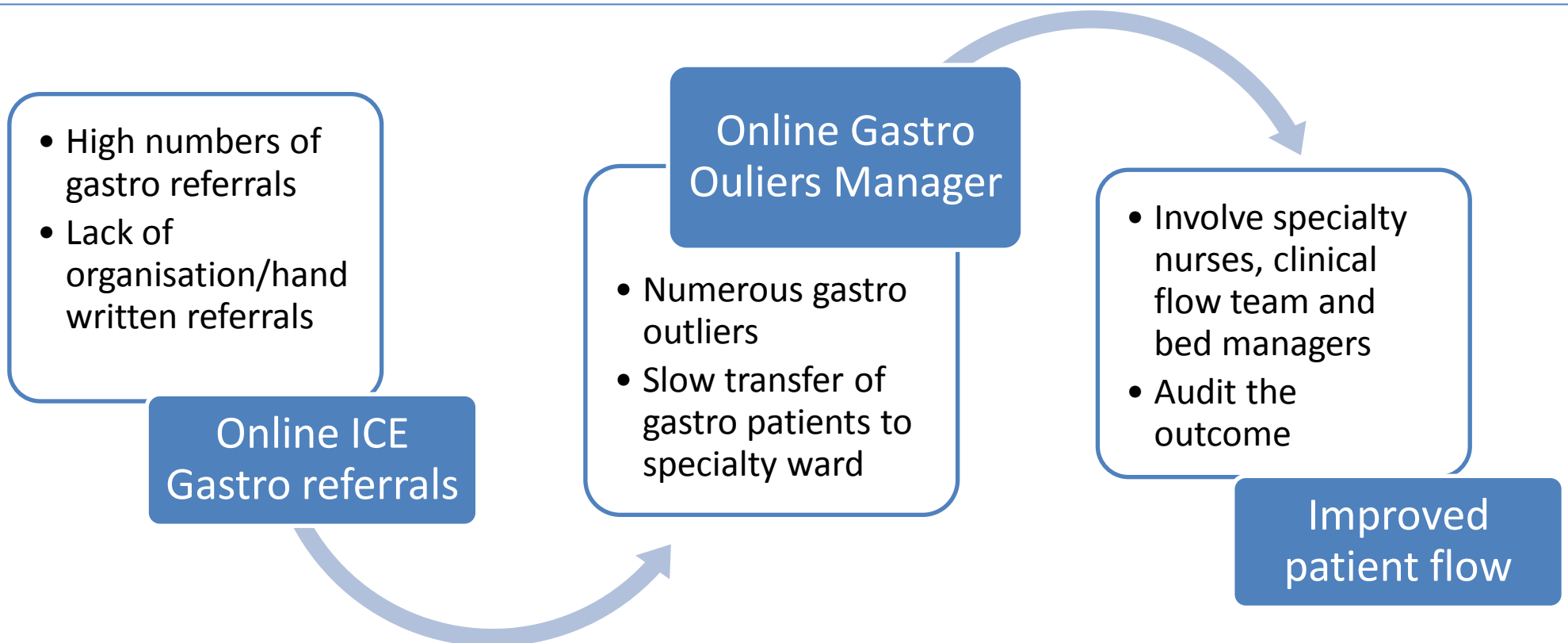


Modernising the Management of the Gastroenterology Referrals and Improving the Patient Flow

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SMART Aim

Organisation of the gastroenterology referrals and outlier patients in order to achieve a more efficient movement of patients using a new online tool.



PDSA

In order to deal with the numerous gastroenterology referrals and the gastroenterology outliers we developed an **'online referral system'** in November 2016 that was combined with an **'online outlier manager'** in December 2016.

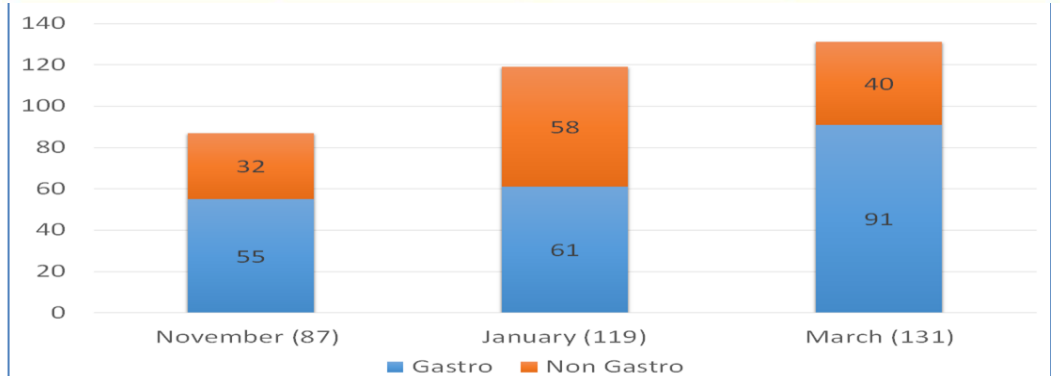
The gastroenterology team and the advanced nurse practitioners populate the manager with outlier patients who need transfer to our specialty ward. The clinical flow team and the bed managers, who also have access to the list, expedite the transfers.

This system is also used as a tracker and as a handover tool for the patients that require frequent specialty review from our team before their transfer to our ward.

Audit of 337 patients admitted in the Gastro Ward

| Day(s) to Gastro Ward – Patients from Acute Care | | | |
|--|---------------------------|--------------------------|------------------------|
| | November (44 patients) | January (50 patients) | March (84 patients) |
| Average | 1.6 | 1.5 | 1.3 |
| Range | 0 – 6 | 0 – 10 | 0 – 5 |
| Median | 1 | 1 | 1 |

| Day(s) to Gastro Ward – Gastro Outliers from non acute ward | | | |
|---|---------------------------|--------------------------|-----------------------|
| | November (11 patients) | January (11 patients) | March (7 patients) |
| Average | 5.3 | 4.2 | 3.9 |
| Range | 2 – 12 | 1 – 23 | 1 – 7 |
| Median | 4 | 2 | 4 |



Benefits

Easier to locate the gastro patients and expedite faster transfers to the specialty wards C2 and C4

The above has caused higher **percentage of Gastro patients in the Gastro Wards with consequent increased flow and higher numbers of admissions**

Sustainability

- Audited results in 3 cycles
- Continuous monitoring for pitfalls and misses
- Educating the new consultants and SpRs arriving in our trust

