

OUT-PATIENT REFORM

Dr Shirley Bowen, Executive Sponsor

Infectious Diseases Physician, Ambulatory Care.

Dr Peter Dewar, Project Director

Physiotherapist

“Technology Acceptance in Tertiary Health Care Facilities”

OUT-PATIENT REFORM

Scale

- 5 Tertiary Sites.
- 700,000 visits per annum. (1.3m)
- Approx 130,000 referrals per annum.

OUT-PATIENT REFORM

Scope:

- Initiation of Referral to Discharge from Out-Patients
- Links to Elective Waitlist Projects

Objectives:

“Streamline and standardize administrative processes in out-patients”

- Facilitate informed clinical decision making
- Expedite patient journey through system

OUT-PATIENT REFORM

ISSUES:

DNA Rate 16% (\$11 million)

Follow ups: 85% of capacity.

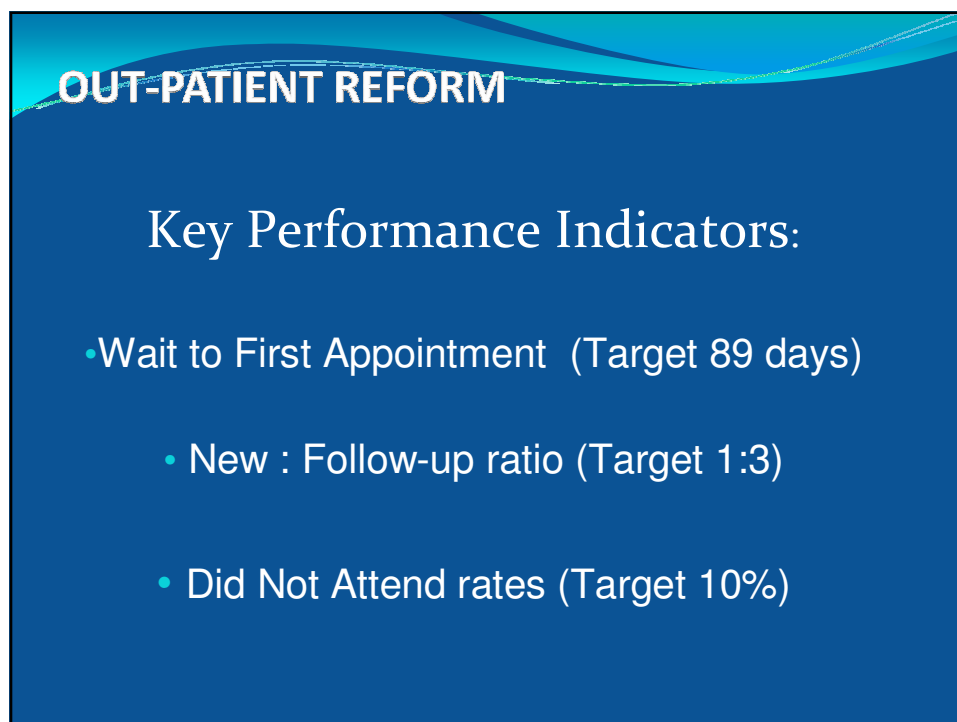
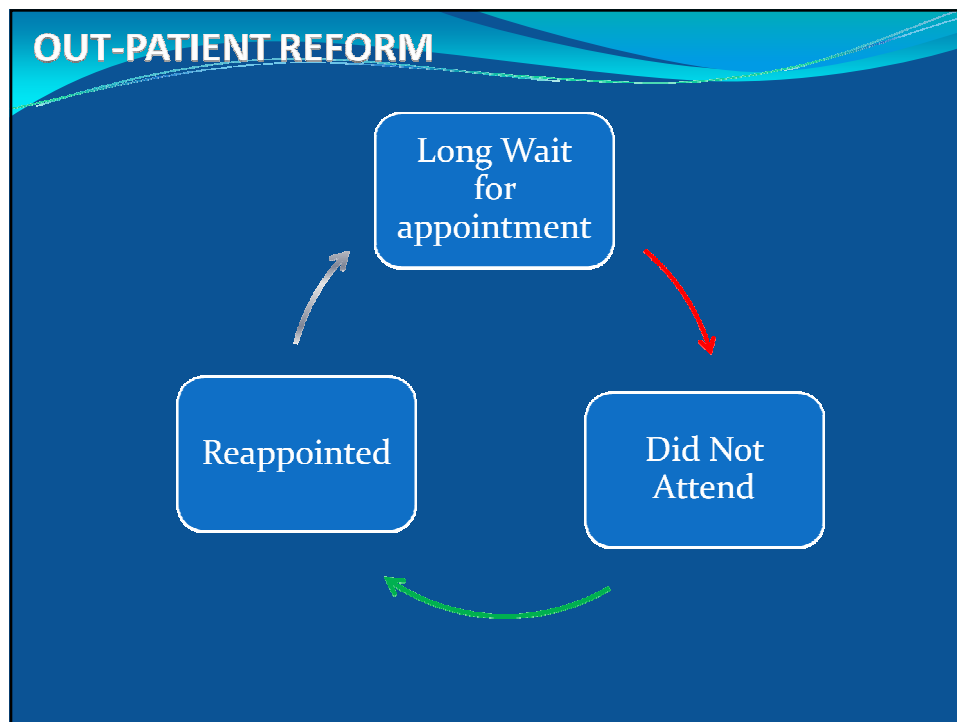
Wait to first Appt > 1 yr.

Administrative Chaos:

49 entry points for referrals

“File in drawer” management

900+ Visit types



OUT-PATIENT REFORM

Initiatives:

DNA policy
Centralized referral Processing
Auditing of referrals

Public Relations campaigns:

Posters
Papers

OUT-PATIENT REFORM

Progress to date:

- Wait times reduced to 87 days 🍷
- New Follow-up Ratio 1:2.8 🍷
- 50% of all referrals taken off during audits 🍷
- DNA Rate: essentially unchanged

OUT-PATIENT REFORM

DNA RATES: 16% : \$11,200,000.00
25% of New appts.

Public Relations campaigns:

- Posters
- Adverts in Community Papers
- Surveys: Direct calls

OUT-PATIENT REFORM

SMS reminders:

Literature/Research

- 50% Simply forgot
- All reminders work
- Expectation of reminder
- Mobile Phone ownership >83%

OUT-PATIENT REFORM

SMS reminder trial @ Princess Margaret
Hospital for Children

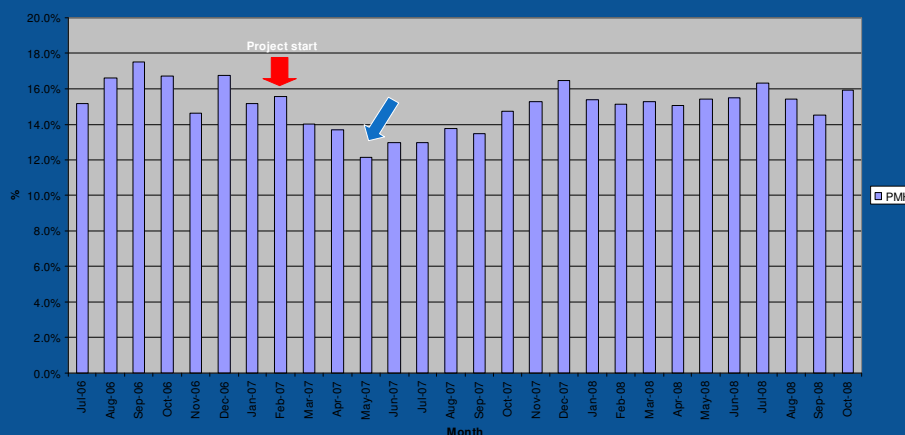
Issues:

13% Mobile capture in Patient administration
system

Conservative discharge policy

OUT-PATIENT REFORM

PMH DNA RATES



OUT-PATIENT REFORM

SMS reminder trial @ Princess Margaret Hospital for
Children

Immediate Effect

Increasing monthly

Rebound: Staff circumventing system

Probably reduction in TRUE DNA rate but reported DNA
rate rebounded.

OUT-PATIENT REFORM

Trial at Adult Tertiary site:

3 months

4 High volume specialties

High DNA rates

(Gastro, Ortho, ENT, Neuro)

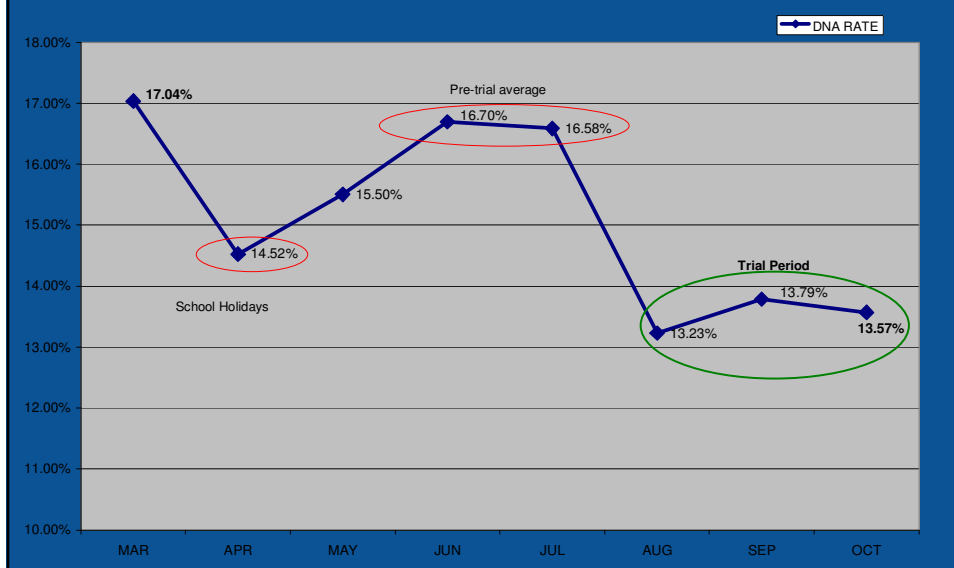
OUT-PATIENT REFORM

8522 attendances
3734 SMS reminders (43%)

DNA reduction of 3.5% (range 1% -7%)
Immediate and stable 3 months

Downstream Impact 1% increase at Call centre.

OUT-PATIENT REFORM



OUT-PATIENT REFORM

- System wide: Reduction in Wait-times
 - Cost : \$50,000.00
 - \$3.6 million....."not wasted"

OUT-PATIENT REFORM

ISSUES:

Data Capture: Clinic/Central receipting Clerks

System Management: Requires monitoring....

Non-Attendance: Patients will DNA...get used to it.

OUT-PATIENT REFORM

- What do these issues have in common?

PEOPLE

Technology MAY present a solution to your problem

But PEOPLE make it work

OUT-PATIENT REFORM

INPUT: Consult ACTUAL users. CE's do not work in out-patient clinics.

OUTPUT: Contingency planning for Client behavior

OUT-PATIENT REFORM

Next Steps:

- Patient Initiated Bookings
- On-line provider Bookings