QI Reducing Community Physiotherapy Waiting Times

• QI- identify project - improve patient outcomes
• Increased urgent waiting lists
• Average 109 referrals per month; 43 of those = Urgent
• Defined aim and measurement

QI tools-
Fishbone
diagram/priority
Matrix/Project
planner

Stakeholder analysis

How long did you wait?

0% 10% 20% 30% 40% 50% 60%
6 weeks 8 weeks 10 weeks

25% 50% 25% 0%

QI- new style triage put to the test

Results and learning

How does your current waiting list make you feel?

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
1 2 3 4 5 6 7 8 9 10

Scored level of stress low to high (0 - 10)

• Ring all patients initially considered urgent.
• Ask a set of standard questions
• Review decision

• Staff wellness questionnaire
• Patient expectations and opinion on long waits
• Team QI presentation and engagement with project. Ideas.

Urgent waiting list reduced from 13 weeks to 3 weeks 3 days
• Whole team QI education and empowered to contribute to solution
• The majority of patients felt they could wait 2 weeks for an urgent visit
• 1 small change can be effective
• Positive change improved team morale