

Pre Clinic Medical Records Preparation

Project aim

A pilot to determine what is needed to create a joined up approach to Outpatient Attendance note preparation

Timeline for delivery

From: September 2019

To: October 2019

Measures

- Improve Patient experience – all documentation available at time of outpatient appointment
- Minimise 'last minute firefighting' by reception and medical records teams to find missing notes
- Reduction of unbarcoded temporary notes
- Reduce poor tracking compliance
- Collaborative working in order to use resources more efficiently

Tests for change

1. Zero approach to unavailable medical records at the time of an outpatient appointment – unavailability report
2. Eliminate the risk of patient cancellation due to lack of medical records
3. Reduction in very short notice requests to Medical Records Department
4. Better use of resources by adopting lean methods of working across medical records and reception services.

OUTPATIENTS RECEPTION



Project team

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Project Sponsor : Lorraine Talbot

Results

Unavailability data already tells us that the rate of 'missing' notes is still relatively low (i.e. 0.02%)

It is recognised however through a previous workstream analysis, that processes split between medical records and reception could be improved.

Early on in the pilot, the team have already identified some areas that with small changes, can add efficiency and accuracy and reduce duplication.

Already there is a much greater understanding between the teams of each others roles enabling collaboration and positive contribution

Learning and next steps

Throughout the pilot, any identified straightforward duplication or inefficiency will be addressed as 'a just do it'

All of the findings and actions of the pilot will be captured and any larger more complex proposals for change will be assessed and agreed on post pilot.

Depending on the nature and size of the change, new ways of working will be expected to be in place by January 2020

