

IMPROVING THE CARE OF PATIENTS WITH NEUROLOGICAL SYMPTOMS DISCHARGED FROM THE EMERGENCY DEPARTMENT

Urgent Neurology Clinic (UNC)



PURPOSE

See patients with urgent neurological issues within 1 week.

CURRENT STATE

On average, 60% of referrals to the UNC are from ED, 30% are from Primary Care.



THE PROBLEM

In 2017, 60% of referrals received by UNC did not meet the 'urgent' criteria. This increased demand has consequences.

1 in 4 patients referred to UNC were not seen within 1 week

Our Goals

GOAL

100% of patients who need an urgent neurological assessment be seen at the Urgent Neurology Clinic (UNC) within 1 week.



GOAL

Reduce number of declined referrals from the Urgent Neurology Clinic (UNC) by 75%



GOAL

To develop patient and family oriented educational materials.

To distribute the materials to 80% of patients with neurological symptoms who are discharged from the Emergency Department

Our Journey

CO-DEVELOPMENT

Developing resources for patients and families with PFCC team and patient advisors. Resources developed for patients who receive a referral, and those who don't (are supported back to medical home).



VALUE

Complete Lean Analysis of UNC workflow process, and work with team to maximize value and minimize waste.

ENGAGEMENT

Ongoing engagement with partners in PFCC, ED and PCNs to determine the best way to share resources (e.g. web-based)

Our Improvements

UPDATED UNC REFERRAL CRITERIA

Urgent Neurology Clinic (UNC) criteria updated with iterative input from stakeholders. Shared widely through internal communications and Alberta Referral Directory (ARD).



CLEAR REFERRAL PROCESS

"Where Does My Neuro Patient Go?" flowchart developed to support referring provider decision making.



ELECTRONIC REFERRAL ORDER FOR ED PHYSICIANS

Supporting our most common referrers (ED Physicians) to initiate referrals with required information in SCM/SEC.



PATIENT HANDOUT

Created a patient handout to share at point of referral with information about the clinic, and how to access the website for more information.



PATIENT WEBSITE

Website developed with key information patients told us they wanted to know about: the clinic, care team, and what to expect.

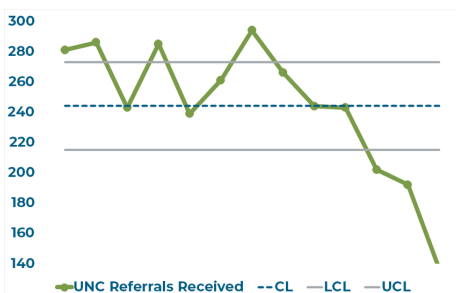


Our Results

Reduction in processing time of Referral to Appointment at UNC. Less patients seen > 7 days.

REFERRALS RECEIVED

Since UNC revised criteria go-live (Jan/20) there has been a 23% decrease in number of referrals sent to UNC.



REFERRALS DECLINED

Number of referrals declined by UNC has decreased by 30%, indicating only those referrals meeting criteria are sent to the clinic.



11% of patients surveyed at their first appointment were aware of the UNC Patient Website.

Positive feedback was received, specifically highlighting the information in the sections "Your First Appointment"