



24/10/2017

EQUIP gets to write all the fun emails. For real. Today I feel all warm and fuzzy for a project that Island Health has been working on with its coach, the awesome Obi.

So. Feeling overwhelmed by the amount of non-clinical work in any GP “duty” session? I think we’re all in that boat. Island Health decided to do something about it, and tackle this as its first win. But let them tell the story:

Island Health (QI Life ID: 104162)

For quite some time at Island Health, our duty doctors have been overwhelmed by the administrative tasks they have to deal with, in addition to clinical work.

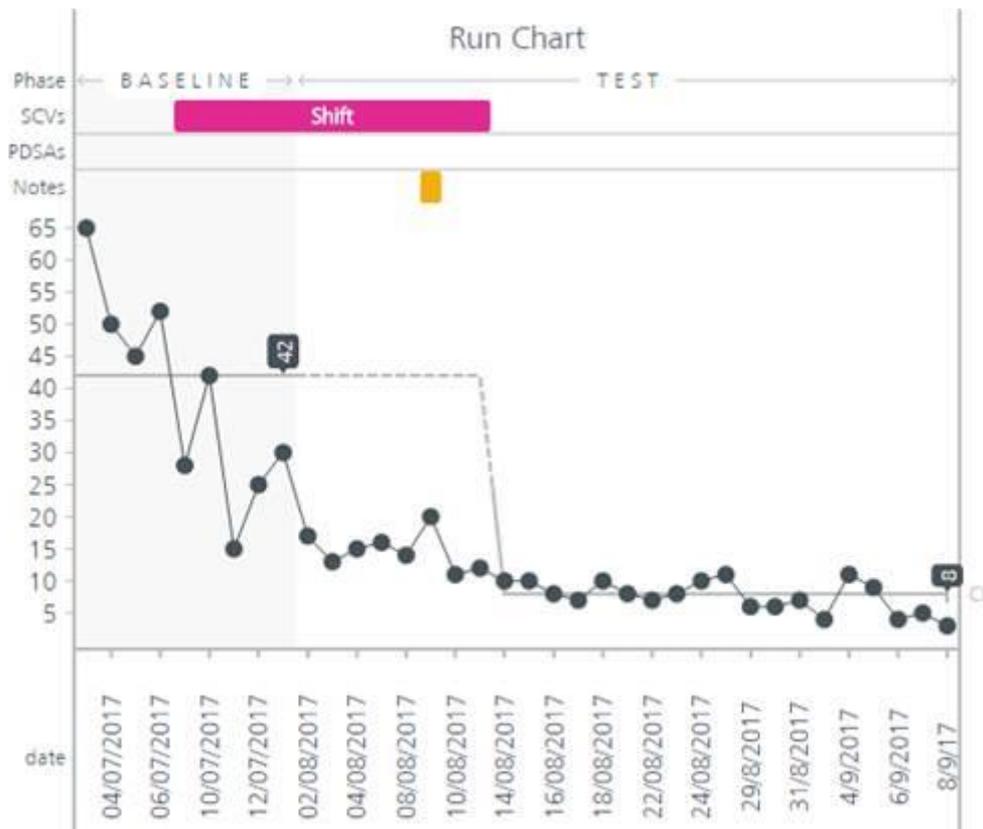
Following our data wall session, we invited all staff to help us prioritise and decide on our first QI project. With the help of the nominal group technique, an overwhelming majority agreed that we needed to tackle our Duty Doctor’s paperwork.

With the help of our QI Coach and knowledge gained from our ISIA training, our QI team worked on engaging staff to help us. We ran surveys for admin and clinical staff, created a QI notice and ideas generation board for all staff, worked on process maps, created our driver diagram and set to work. Our aim was to reduce all paperwork going to duty doctors by 50% by end of October 2017. We worked on gathering baseline data to help us measure the impact of our change ideas. We counted all mail that came into our practice, and tallied those that were allocated to duty doctors and partners. We found that our partners’ volume of paperwork/week was increased by over 30% on the weeks they stepped in as duty doctors!

Some of our change ideas included revamping how we deal with all mail that comes into the practice. We introduced scanning relevant documents straight to patients’ notes, before distribution as an alternative to handing hardcopy documents to GPs. We started sharing all mail that came in equitably amongst all doctors on site, thus reducing pressure on duty doctors. We even factored in GPs that work half-day by ensuring mail was allocated in a way that was proportional to hours on site.

According to one of our partners, the new process has saved her 2 hours work in one day, reducing her paperwork by as much as 80% and allowing her more time to focus on her clinician duties.

So, what’s helped drive our success? Regular meetings with our QI Coach, support from our partners and all staff, ISIA training - which means we have been able to facilitate meetings, source ideas, focus on measures etc., even outside our sessions with our coach. We are proud of how far we’ve come in a short period of time. More to come, as we kick off our next project!



It's a real treat to start a week with anything so upbeat and sparkling with hope. What we need to think about now, and with some urgency, is how the heck do we scale all this success, and quickly, to every practice. These are benefits we should all be enjoying. So. For more on this topic, and to start to make the magic happen more rapidly, **please be sure to come along to the GP Summit this Thursday** – if you don't know what this is, write me an email and put something like "super mega extra urgent" in the title, as something has gone terribly wrong if even the bricks are talking about this now. ;-) See you all on Thursday, where we can hopefully learn more about how to shave two hours of work off a duty session. And more.

Happy week, folks. And viva Island Health!!