

Health Roundtable

Reduction of the community physiotherapy waiting list

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**HRT 1914 – Allied Health Improvement Group
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healthroundtable.org

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Key Problem

- The community physiotherapy (PT) service was not meeting the Ministry of Health (MOH) timeframes for service provision
- The volume of community physiotherapy referrals had remained steady for three (3) years prior
- The total number of patients waiting for community physiotherapy had increased
- The length of time patients were waiting had increased
- A number of challenges (vacancies/long term sickness) were impacting service delivery and creating service delivery inefficiencies.

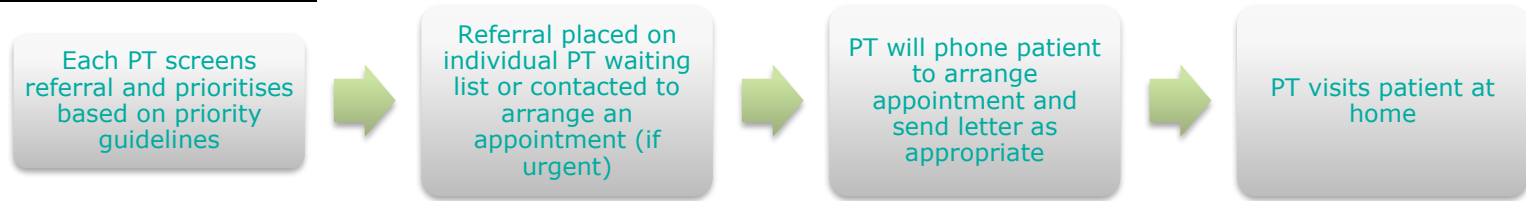
Aim of this Innovation

The aim of this project was to introduce a new model of care for community physiotherapy. The improvements sought were:

 <p>Reduce wait times for accessing community physiotherapy</p>	<p>Improve staff experience</p> 
 <p>Increase the volume of first visits</p>	<p>Reduce inequity of access due to wait times across the Waitematā DHB region</p> 

Baseline Data / Current Situation

Baseline Process



Baseline data

Actual First Contacts in 12 months prior to project	Number of patients waiting	Longest wait time in days
1381	324 patients	300 days

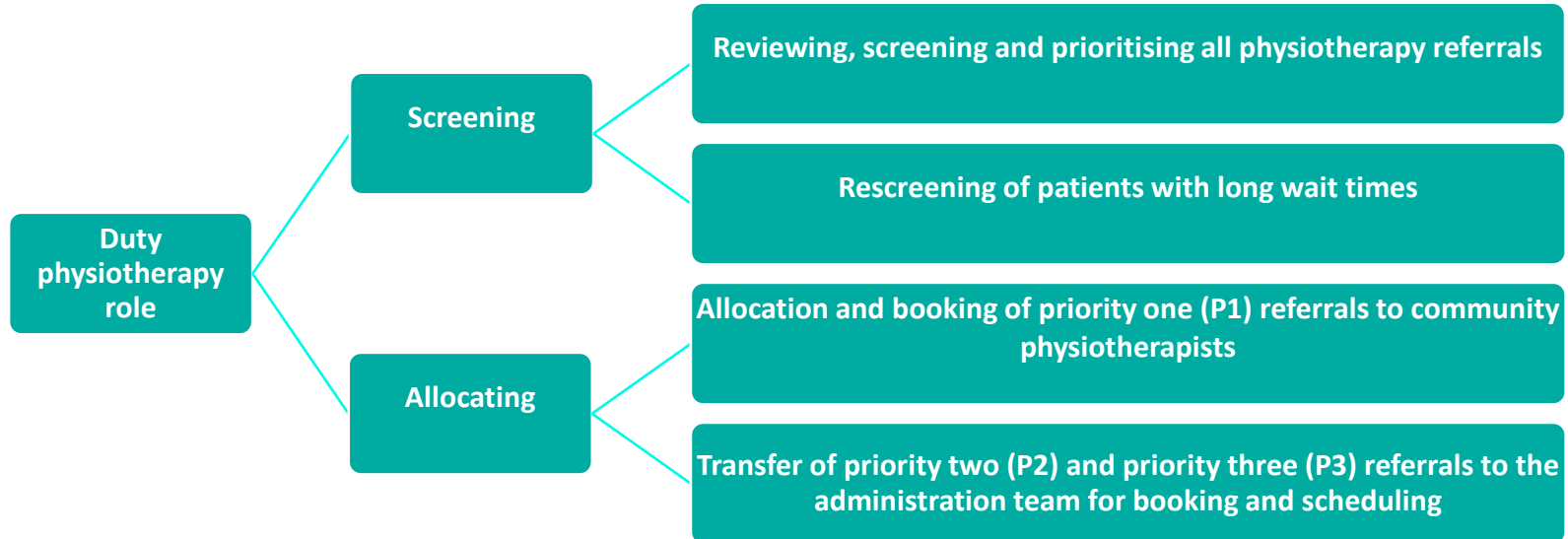
Baseline issues

- Individual clinician variances of screening, prioritising and managing waiting lists
- Appointments were booked manually using a variety of methods

Key Changes Implemented

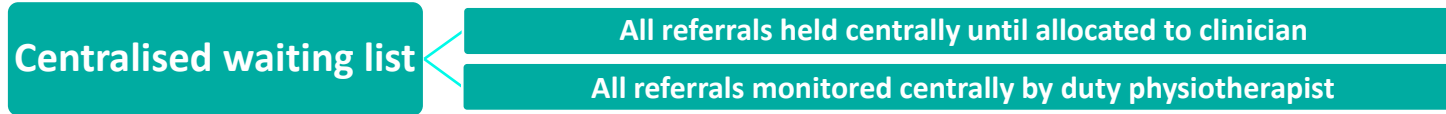
Three key changes were introduced:

1. Introduction of a duty physiotherapy role from existing clinical FTE

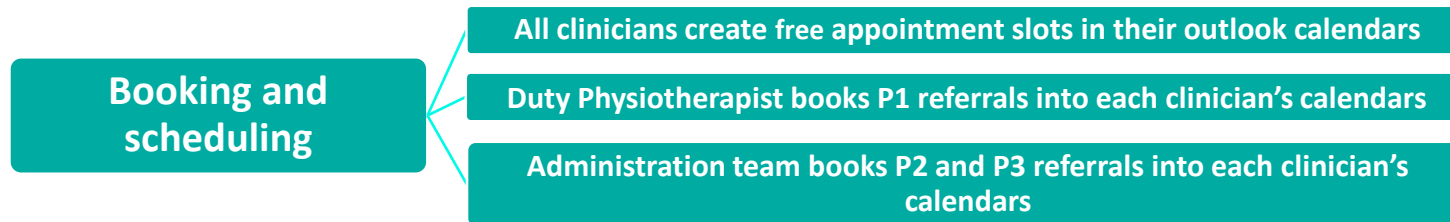


Key Changes Implemented

2. Centralisation of the waiting list



3. A robust booking and scheduling system



Outcomes so far

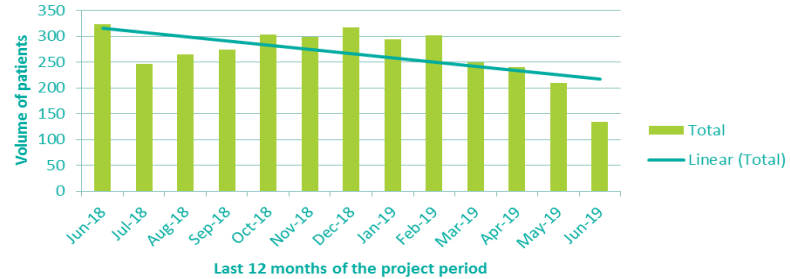
First visits
increased by
13%



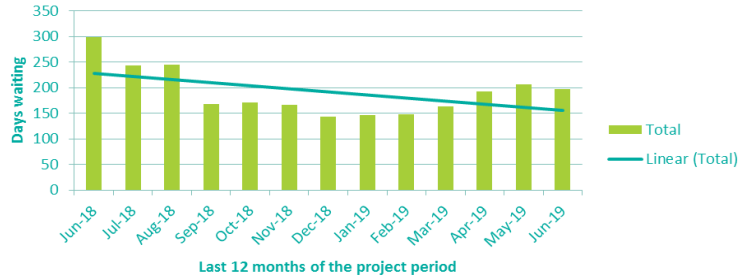
Improved
staff
Experience



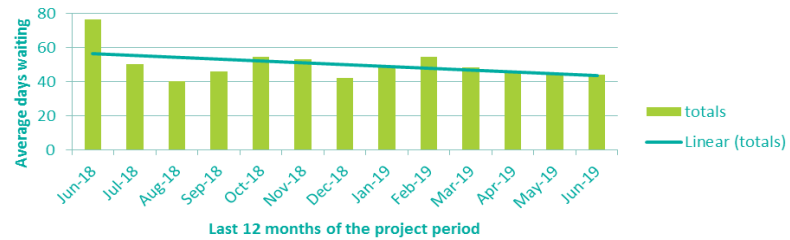
Number of patients waiting



Longest wait (days)



Average days waiting for community physiotherapy



Outcomes so far

Benefits		
Benefits of the Duty PT role	Benefits of centralising the waitlist	Benefits of booking and scheduling of first visits
<ul style="list-style-type: none"> • Established processes for screening and prioritisation of referrals • Increased consistency of referral screening and prioritisation • Timely referrals of patients to other services where appropriate • Active management of the waiting list • Removing waiting list phone calls and emails away from individual clinicians. 	<ul style="list-style-type: none"> • Reduction in waiting list related phone calls for clinicians • Increased consistency with prioritisation of referrals • Time saved from triaging patients and from discharging patients who do not need the service • Reduced stress for clinicians concerned about the waitlist • Increased time to focus on seeing new clients and other tasks • Increased equity for patients accessing the service. 	<ul style="list-style-type: none"> • Reduction in numbers of patients waiting • Reduction of days patients are waiting • An increase in first visits

Lessons Learnt

- There is 'high value care' in centralising practices and processes to reduce 're-work'
- Robust transparent models of care increase patient and staff experience
- All models of care are dependent on having the right people✓ with the right skills✓ at the right time✓

Innovation Summary Slide

Title:Reduction of the community physiotherapy waiting list

Health Service:Waitematā District Health Board

Problem:The total number of patients waiting and the length of time patient waited for community physiotherapy had increased

Solution: To introduce a new model of care for community physiotherapy including a centralised waiting list, a duty physiotherapy role and a booking and scheduling system

Results:

First visits increased by 13%

Number of patients waiting



Month	Total
Jun-18	320
Jul-18	240
Aug-18	260
Sep-18	270
Oct-18	280
Nov-18	280
Dec-18	290
Jan-19	280
Feb-19	270
Mar-19	240
Apr-19	220
May-19	200
Jun-19	140

Average days waiting for community physiotherapy



Month	totals
Jun-18	75
Jul-18	55
Aug-18	45
Sep-18	48
Oct-18	55
Nov-18	55
Dec-18	45
Jan-19	45
Feb-19	55
Mar-19	50
Apr-19	48
May-19	45
Jun-19	45

Improved staff Experience

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