

A WAITLIST DILEMMA

Amber Hudec, Linda Wells, Kirby Peterson, Kara Auger

THE PROBLEM

Brooks Physiotherapy Department wait times for “non-urgent” assessment spots:



= 8- 10 weeks

Tried to solve but answers were just short term fixes. Patients, doctors and staff reported concerns.



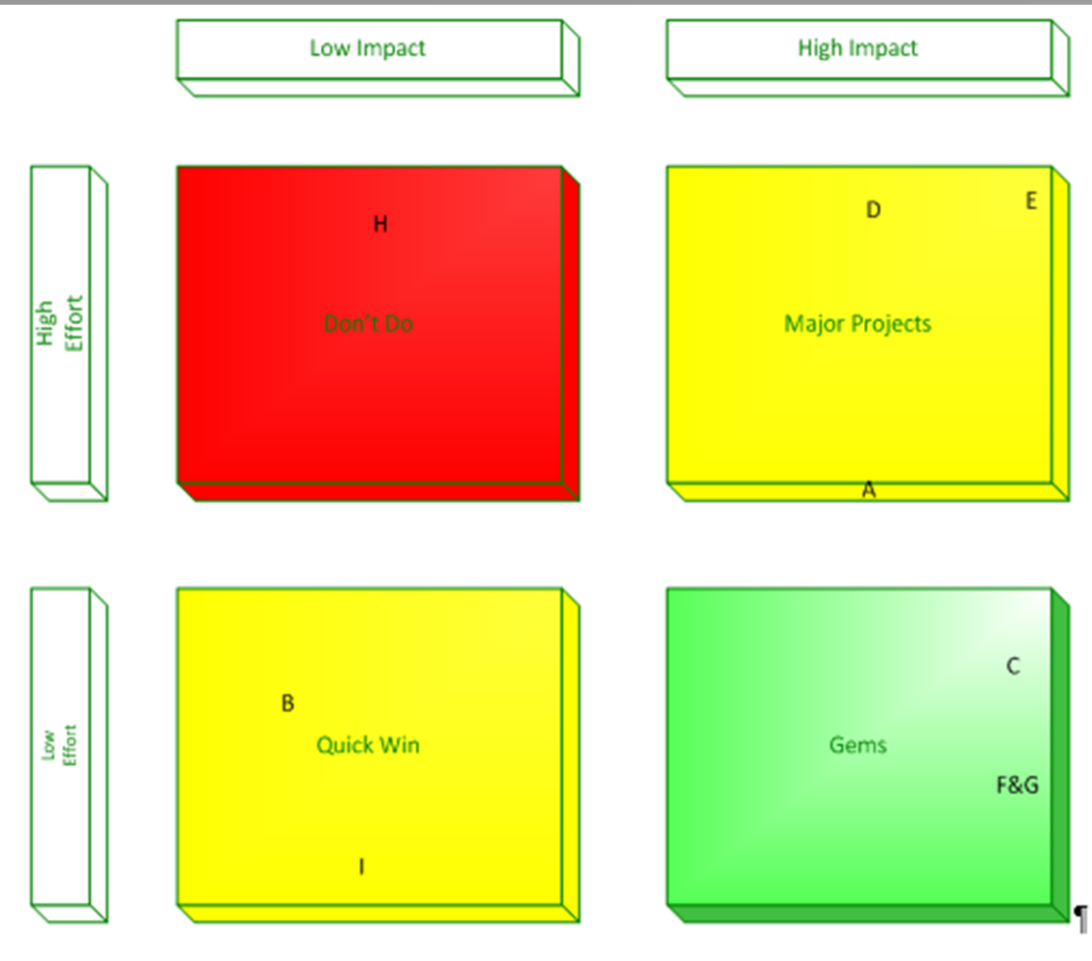
A Team was formed:

Patient Adviser
Staff
Consultants



Their steps:

1. Understand the problem
2. Analyze causes
3. Identify solutions
4. Select action Items using a Priority Matrix method.
5. Chose a high impact-high value action



THE HOW



“Walk-In” Clinic Model



ASK: Patient advisor, other therapy team staff ,and Health Centre staff
DATA: Collected over 3 month period including the number of assessment spots versus the number of referrals
PROCESS: Created a plan- do-study-act cycle, defined non-urgent patients, and chose days of week and times for the clinic
EDUCATE: Used handouts and posters; provided to referral sources, stakeholders and patients
ONGOING REVIEW: Name changed to” Morning Assessment Clinic” as suggested by the patient advisor.



PRE-Clinic

POST-Clinic

Average Wait Time

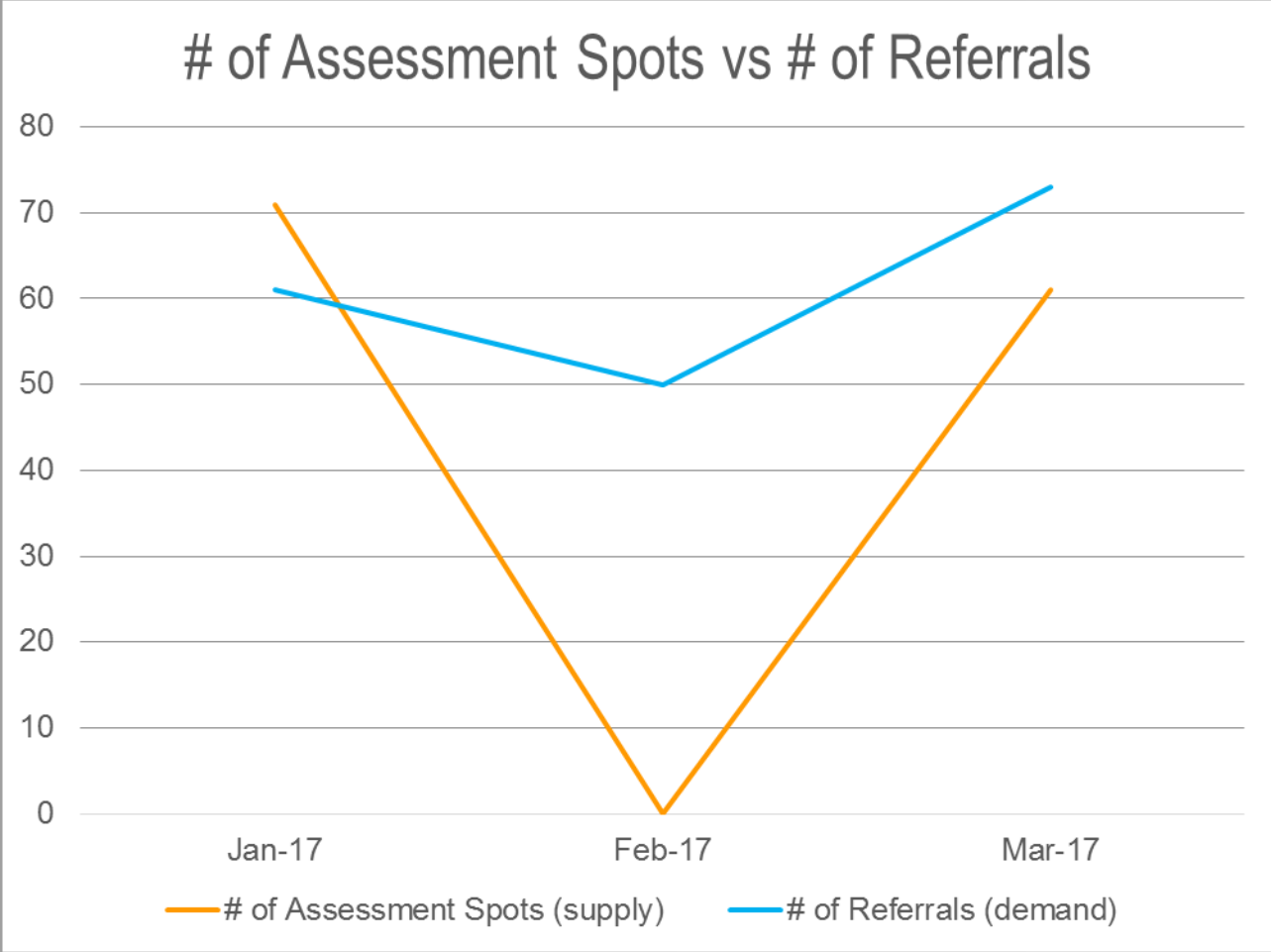
= 8 to 10 weeks



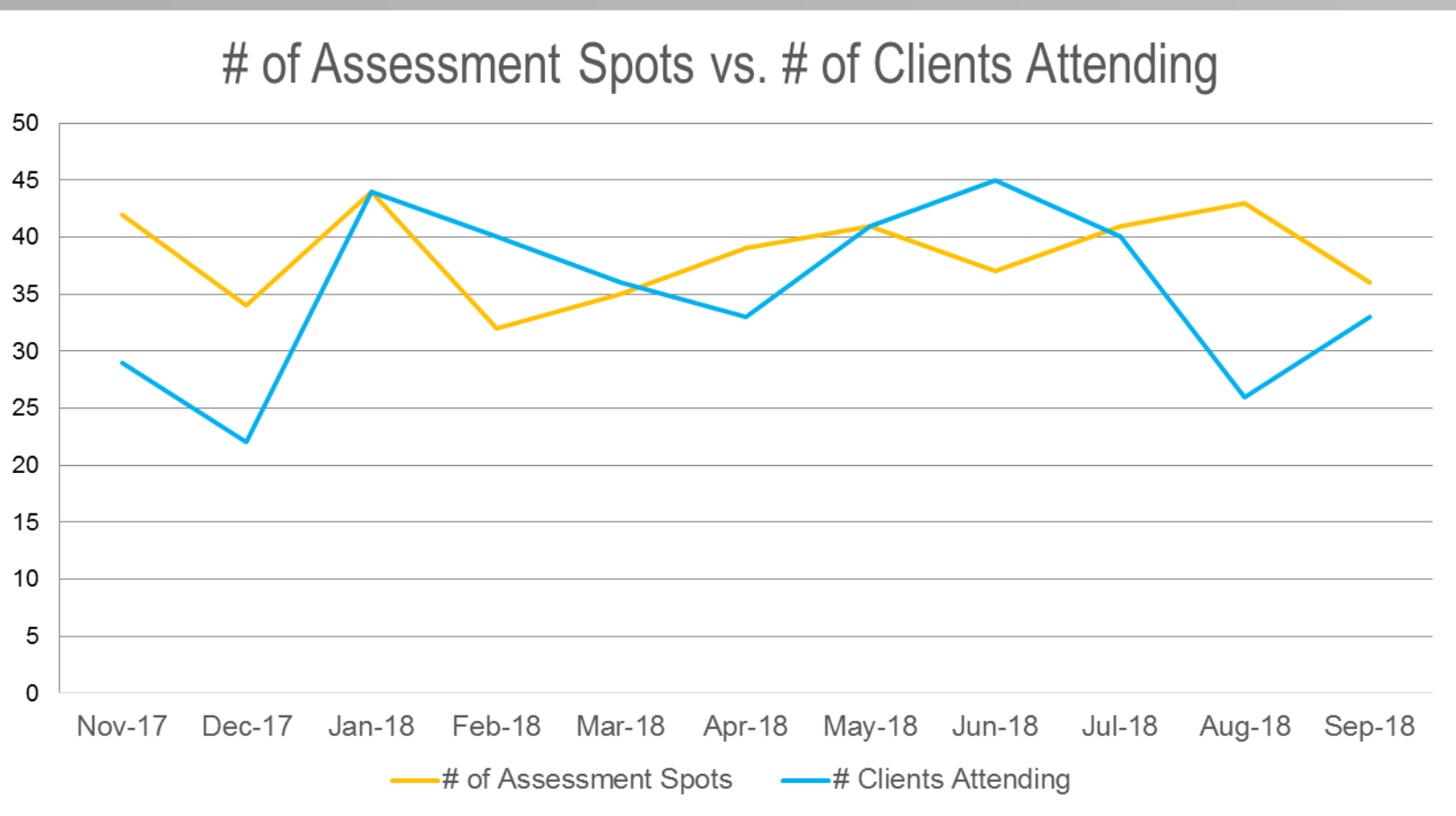
= 0 to 3 days

Supply and Demand

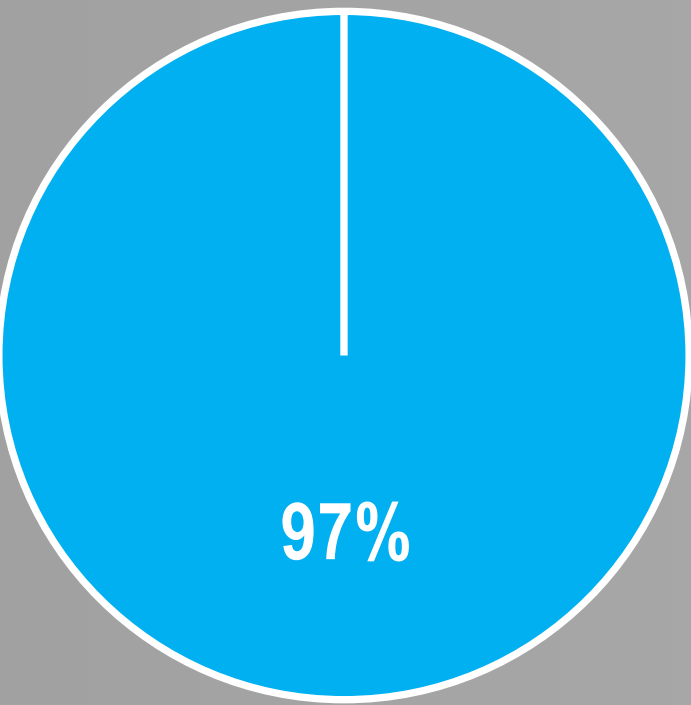
Mismatch of supply and demand



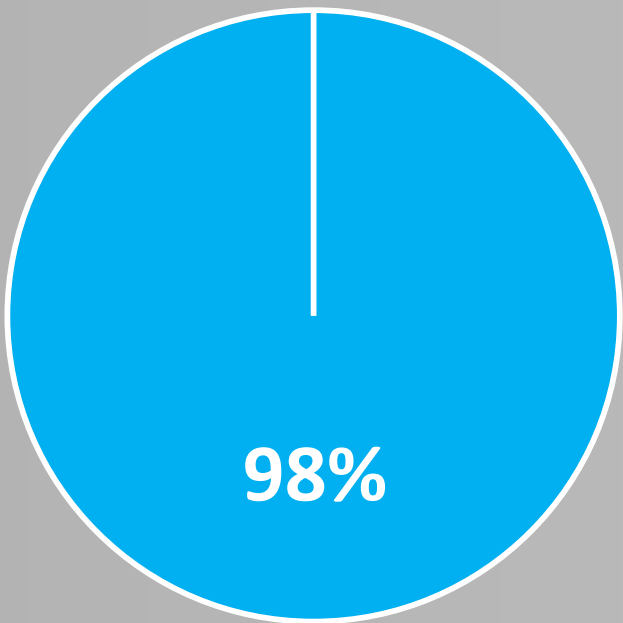
Better match of supply and demand



Client Experience

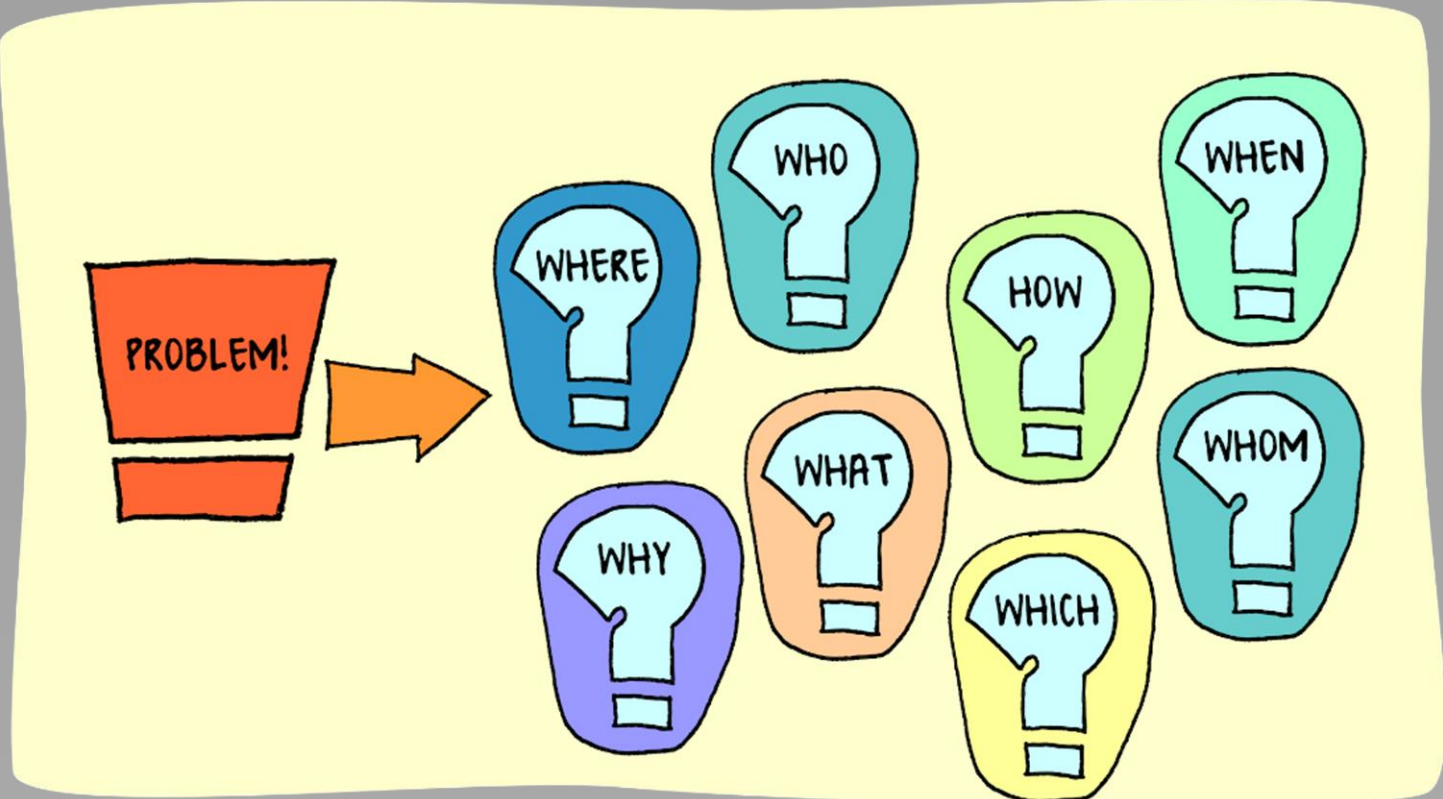


Clients continue to have a positive experience .



Learning

The team learned the value of working through a problem. Initially, several staff thought that extra staff were needed, but the problem was addressed without adding staff.



Realized the need of ongoing review and tweaking for support of clients and staff.

The team established a central person to identify and address potential issues.



Patients with unique needs require unique solutions
Patients that are turned away from their first assessment clinic need support.
How to use unfilled assessment spot times?

Sustain and Spread

A year later, the Morning Assessment Clinic is still running at the Brooks Outpatient Physiotherapy Department.
The learning has been shared with other teams in the South Zone. Other sites are starting the process.

