

Aim

“Improve engagement to evidence-based therapy in the Chronic Fatigue service with the aim to reduce DNA and Cancellation rates and increase positive contact rate in the Chronic Fatigue service”.

- To reduce DNA rate to 7% for all appointments by 31.12.2015.
- To reduce Cancellation rate to 13% for all appointments by 31.12.2015.
- To increase percentage positive contacts to above 75% for all appointments by 31.12.2015.

What are we testing?

- Offer tele-therapy as routine.
- Engagement & Disengagement policy update and frequent reminders.
- New patient MDT assessment booking system.
- MDT therapies shared waitlist.
- Text reminders from outlook for all appointments.
- Clinician to call patient if patient DNA's.

Why is this important to service users and carers?

Access to evidence-based care MDT therapy is important for patient care and satisfaction. By streamlining the MDT therapy pathway to allow patients to choose MDT therapy assessment appointment; updating the engagement and discharge policy; offering telephone appointments as routine; sending text message appointment reminders to facilitate patient's access to evidence based MDT therapy should enhance patient engagement and satisfaction and reduce appointment DNA's and Cancellations.

Outcome measures

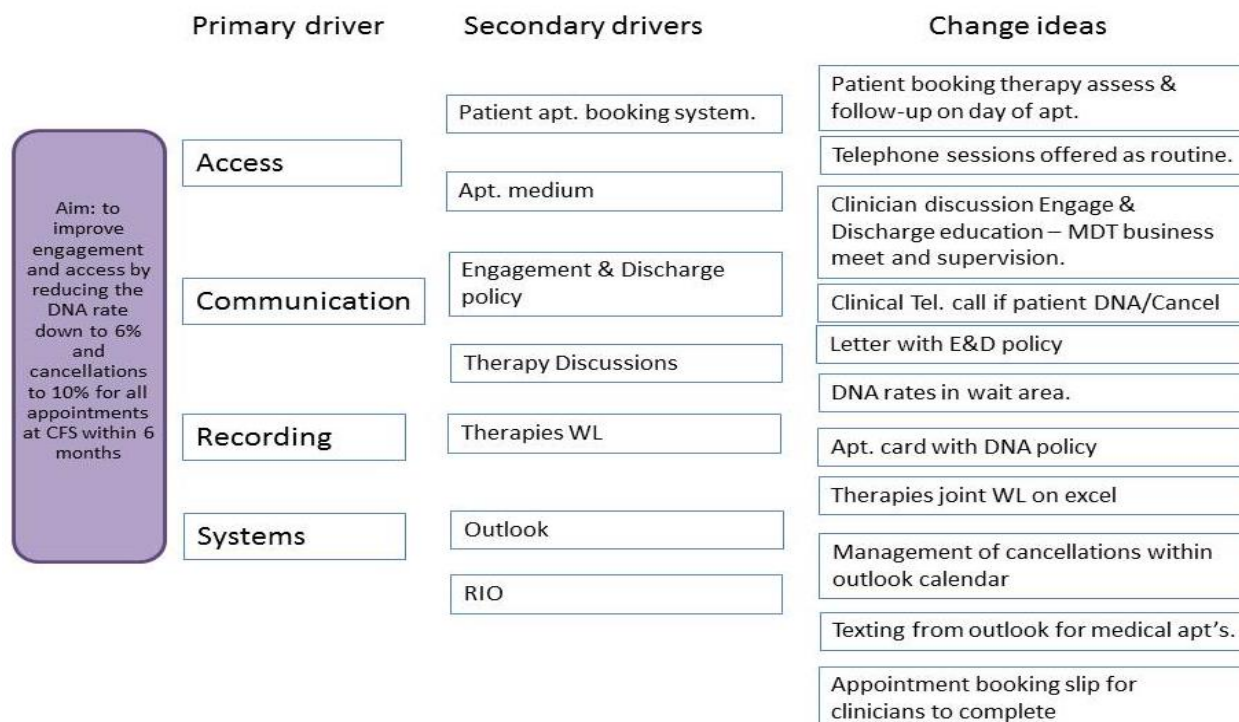
Measures

- DNA % .
- Patient cancelled appointments %.
- Positive contacts as % of total contacts.
- Measures collected monthly via KPI live reporting.

Why did you choose those measures?

- To measure change in DNA rate, patient cancellation rate and % of positive contact rate.

Driver diagram



Learning

- % DNA rate have been below 7% for the past 5 months
- Positive contacts have been above 75% for the past 8 months
- % of patient cancellation have been 13% or below for the past 10 months

Impact

Offering patient choice on appointment booking with new appointment booking system alongside clear engagement discharge policy has had sustained increase in percentage of positive contacts for all appointments. Introducing text message reminders has been popular with patients and reduced DNA's to below 7%.

Challenges

Motivating team and barriers to change within the team.