

Quality issue / initial problem

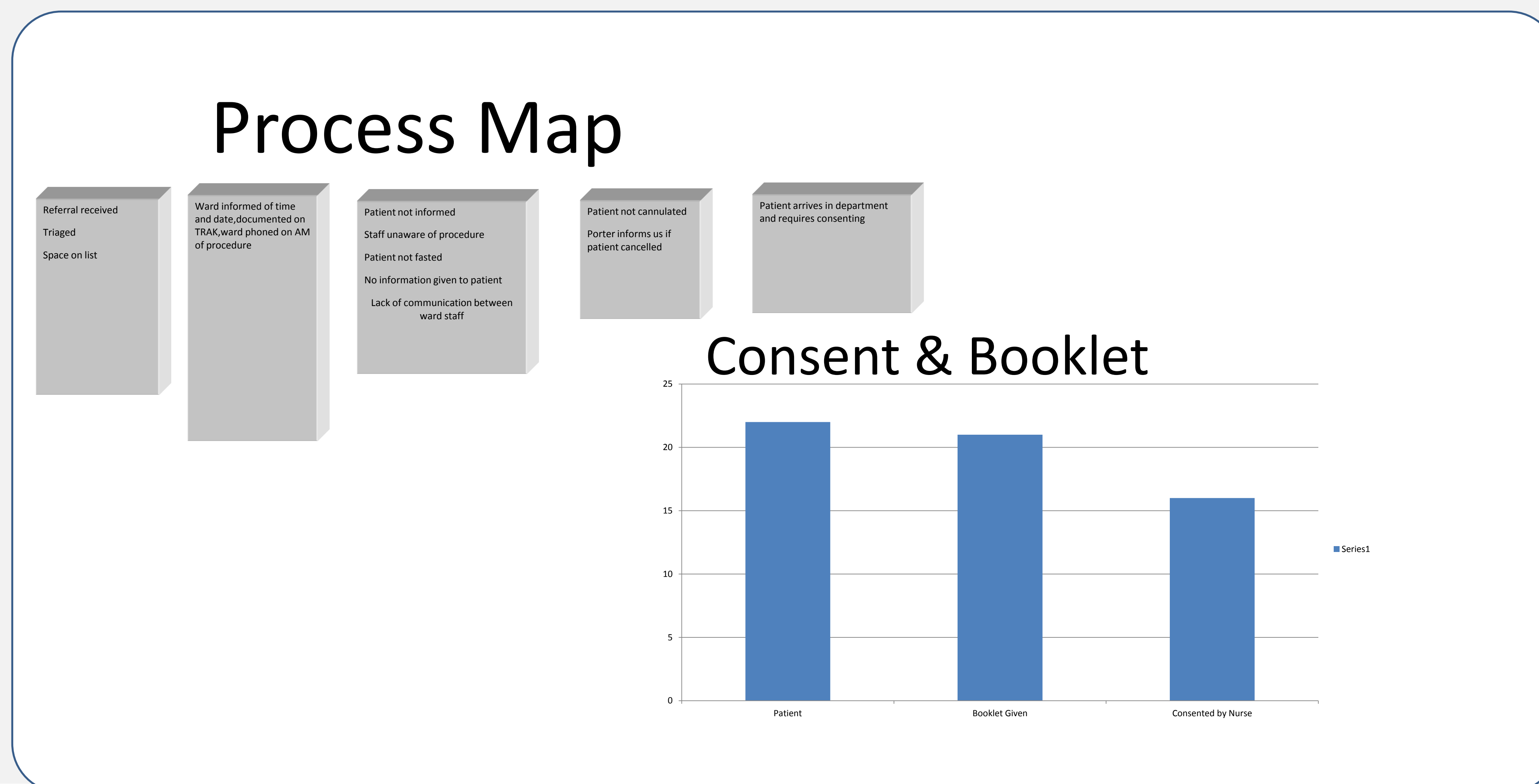
RIE Endoscopy Unit carries out approx 13,000 endoscopic procedures a year, 40% off the procedures are inpatients. All outpatients receive an procedure information booklet and are consented by nursing staff, inpatients do not receive any pre-procedural information and are consented by the endoscopist which can cause delays to the running of the lists.

Specific aim

To provide procedural information to inpatients enabling endoscopy nursing staff to consent patients and reduce delays to lists.

Measurement of improvement

- Number of backfilled slots
- Number of patients receiving the booklet
- Number consented by a nurse



Tests of change

- Redesign outpatient information booklet
- Parent ward issue information booklet

Tools

- Process map
- Bar Graph

Effects of change

Patients will have received procedural information enabling them to give informed consent and anticipated reduction to list turnaround time. Will be gradually introduced into each ward area. 3 Slots backfilled over 3 weeks.

Lessons learned and message for others

Involve staff from all area's concerned

Communicate clearly the aim of the project to all team members

More time consuming than originally expected