

Quality issue / initial problem

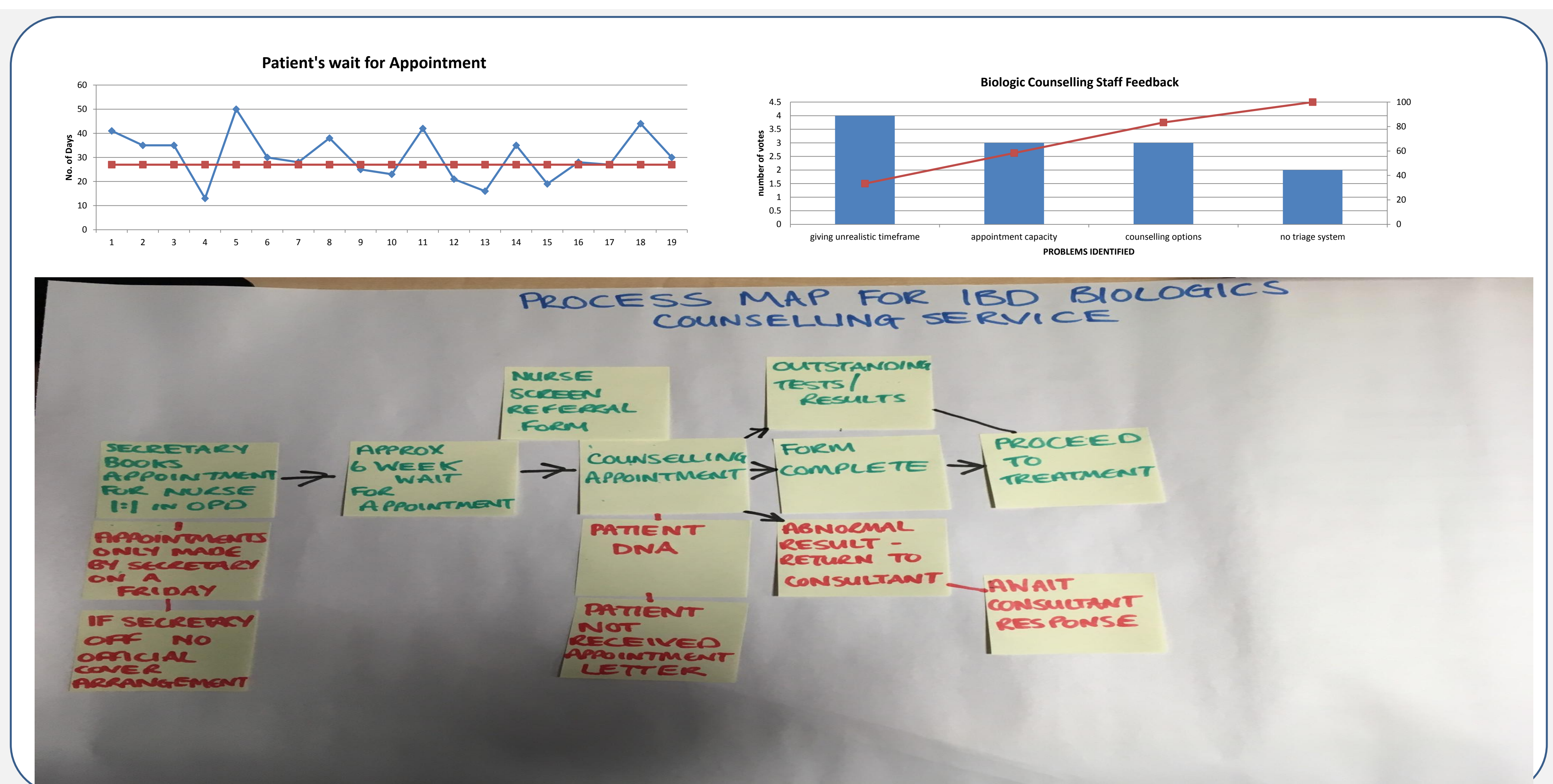
Patients have unnecessary delays starting Biologic Therapy for Inflammatory Bowel Disease (IBD). From the Consultant's decision to start treatment to patients receiving their first dose, there are several stages where delays can occur. By improving this process patients will be able to commence treatment quicker. For the purpose of this QI project we aim to review the way in which Drug Education sessions are delivered and reduce waiting times for this.

Specific aim

To reduce waiting times for Drug Education for IBD patients starting Biologic Therapy by December 2018

Measurement of improvement

Baseline data.



Tests of change

- Test 1 Telephone switch counselling
- Test 2 Group counselling
- Test 3 DVD

Tools

- Process map
- Fish Bone, Pareto Chart, Run Chart.
- Patient Questionnaire

Effects of change

Reduce the wait for counselling to an average of 14 days by December 2018

Lessons learned and message for others

Don't assume you know what your patients want
Really important to get baseline data
How to apply QI tools in a QI project