

Improved patient care at LTMP

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Quality issue / initial problem

The Low Threshold Medication Programme (LTMP) has a mix of daily and weekly patients . The weekly patients are often not seen by their key workers as they only attend on a Wednesday drop in session which is run on a staff rota basis. Quite often they need more time to discuss their care and treatment.

Specific aim

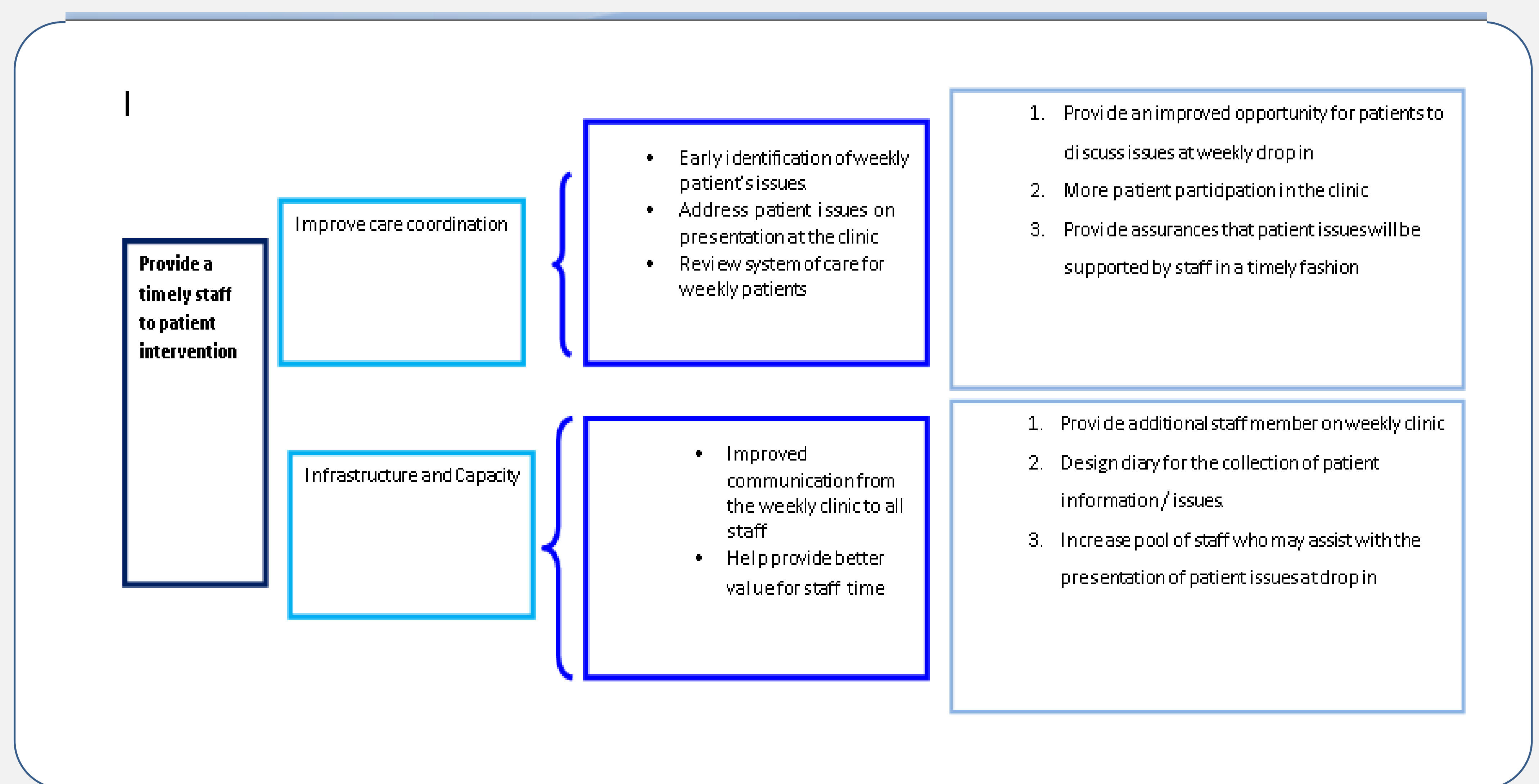
Provide a timely and effective staff to patient intervention when required.

Measurement of improvement

Use diagnostic tools to identify what the outcome and process measures will be (e.g. Driver Diagram)

Measures

- Number of interventions actioned or allocated
- Debriefing session utilised
- Staff experience



Tests of change

- Additional duty worker in clinic
- Improved staff communication
- Timely interventions offered

Tools

- Fish bone chart
- Pareto chart
- Driver diagram

Effects of change

The additional duty worker will provide more time for patient issues. Improved staff communication will support timely and efficient interventions.

Lessons learned and message for others

For me the main lessons learnt is the ability not to jump in with solutions but to explore change ideas and to think through process. There may be balance issues with the project but this will be mitigated by improved patient care.