

Quality Issue

All Stroke/TIA patients seen at SJH are entitled to follow-up from the CHSS Stroke Nurse for advice and support on how to manage their condition. Currently the number of Stroke/TIA patients discharged from SJH is greater than the number referred to the Stroke Nurse Service.

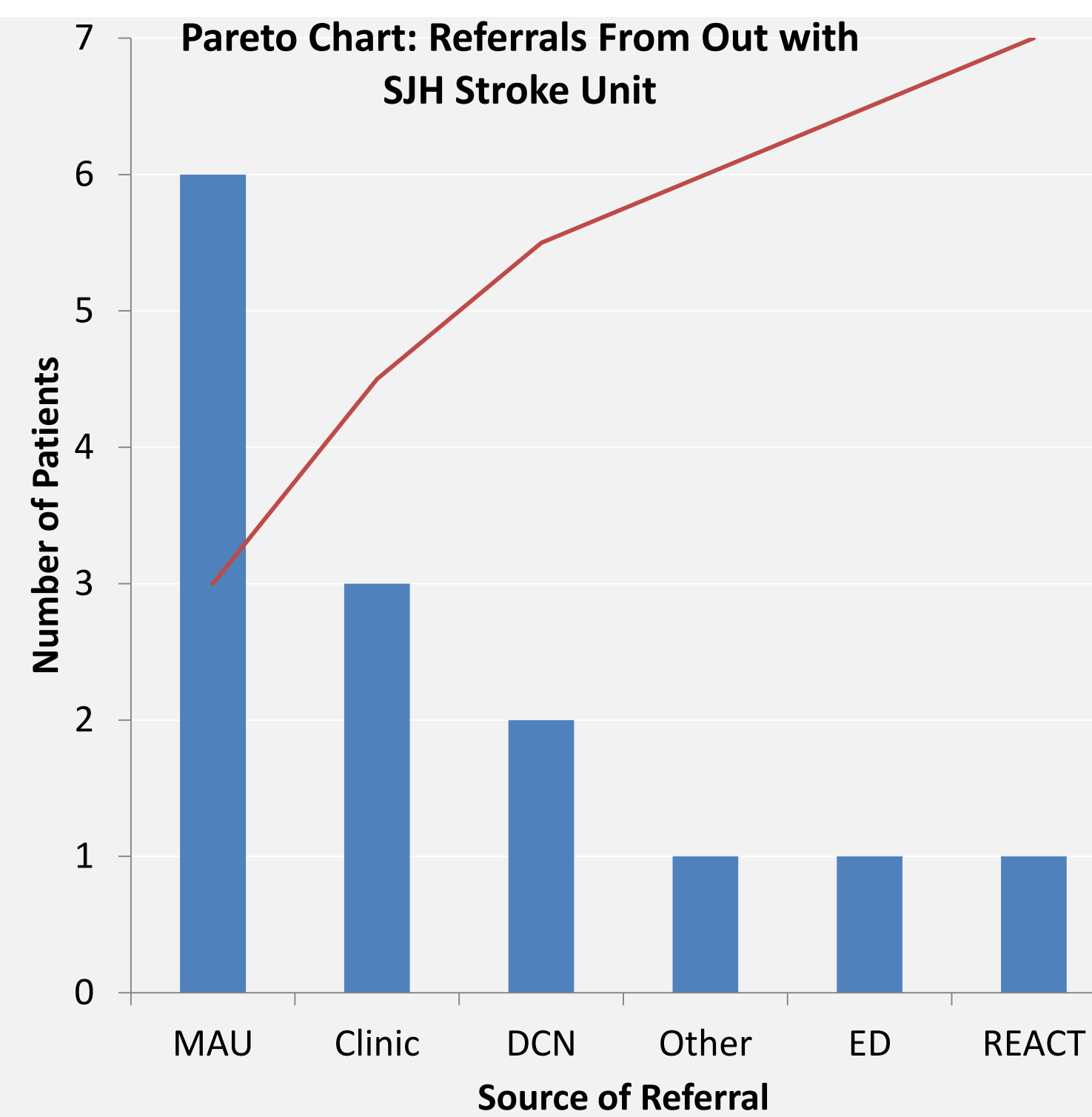


Figure 1: Pareto Chart illustrating the number of referrals to SJH CHSS Stroke Nurse from each source

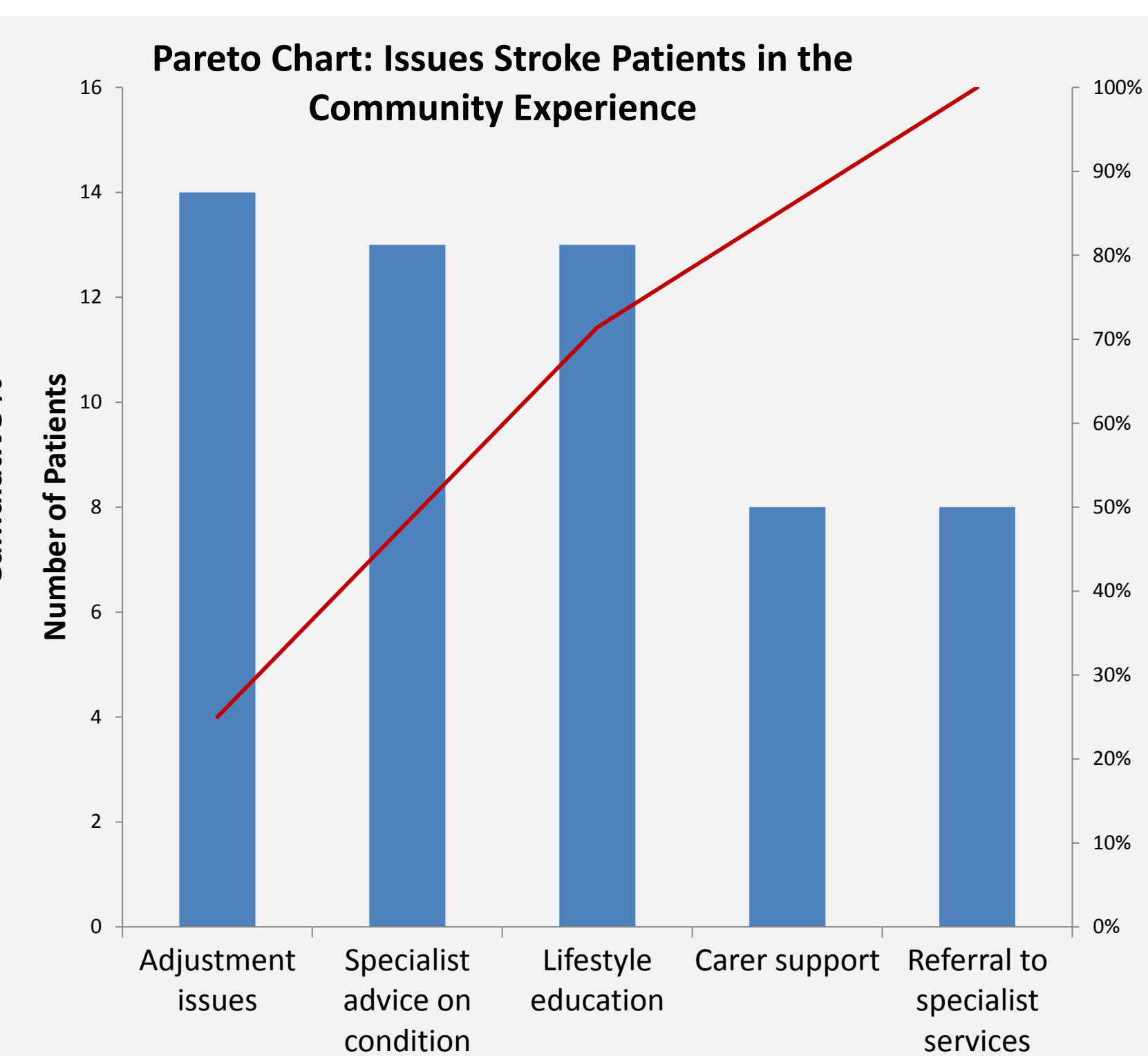


Figure 2: Pareto Chart illustrating the service delivered to patients in the community

Specific aim

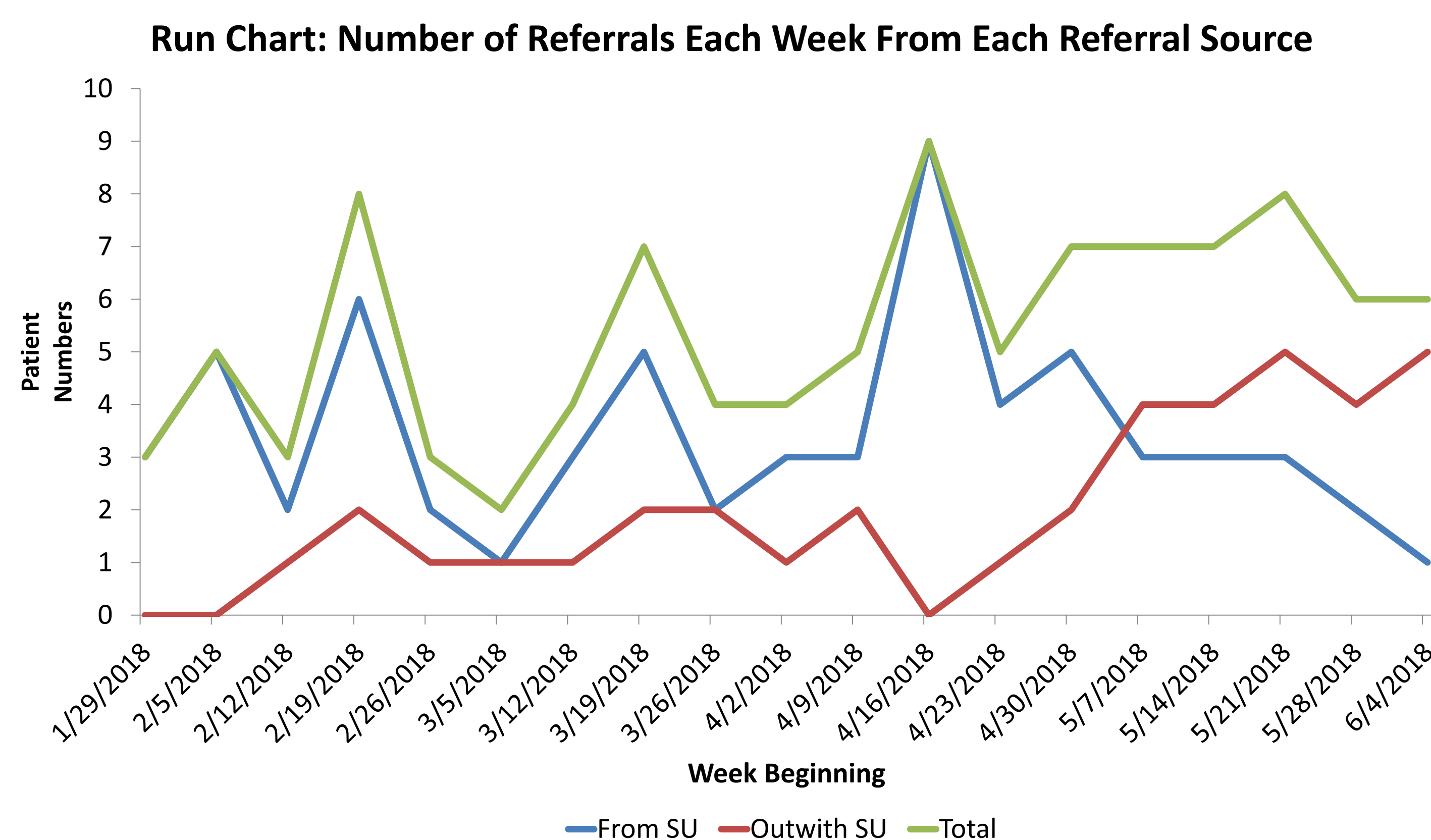
All patients presenting at SJH with Stroke/TIA are reliably referred to the CHSS Stroke Nurse for community follow-up

Measurement of improvement

Process: 100% of Stroke/TIA patients in MAU referred to CHSS service.

Balancing: Number of weekly referrals

Outcome: Patients questionnaire



'Greatly appreciated and very reassuring'
Patient

Figure 3: Patient Experience Feedback

Figure 4 Run Chart illustrating balancing measure

Tests of change

- ICD Coding in MAU
- Weekly MAU and ED reports to CHSS nurse identifying stroke patients

Tools

- Process map
- Fishbone Diagram
- Patient Survey (Likert Scale)
- Pareto Chart
- Run Chart



Figure 5: Applying the Fishbone tool with the team

Effects of change

Increased numbers of referrals for patients who didn't access the Integrated Stroke Unit (ISU)

Lessons learned and message for others

Ongoing work is needed to develop a more robust pathway for patients who don't access the Stroke Units across Lothian.