

The Implementation of Realistic Medicine into Physiotherapy

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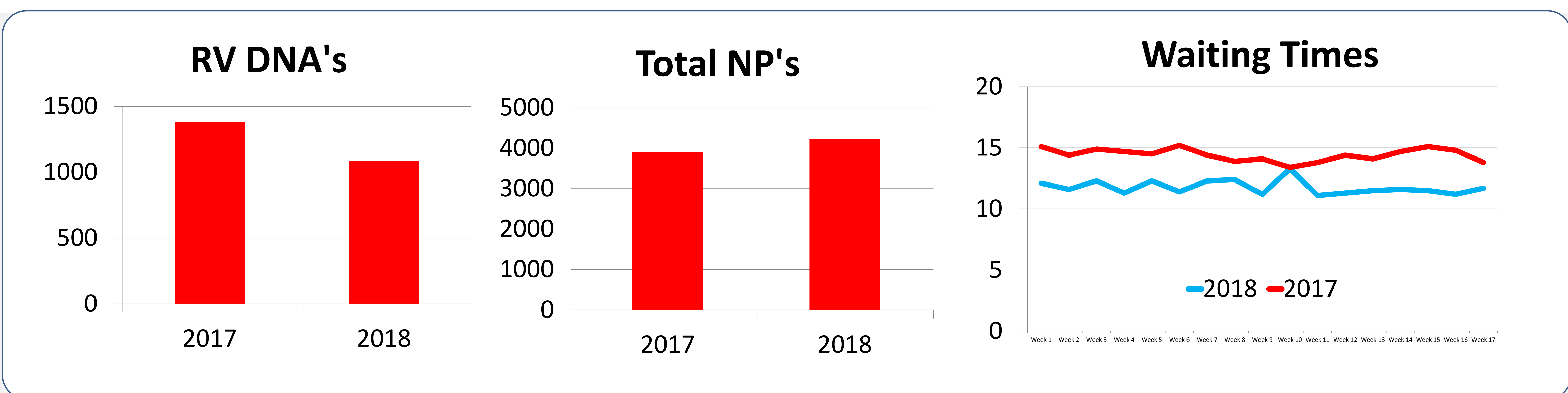
Quality issue / initial problem

Realistic Medicine puts the person receiving health and care at the centre of decision making and creates a personalised approach to their care. In the past approaches to patient care have often been directed by what the physiotherapist perceives the patient needs with less focus on shared decision making.

Specific aim

Can the implementation of Realistic Medicine Principles which put patients at the centre of their care improve capacity, reduce DNA rates and result in an overall reduction in the waiting list in musculoskeletal physiotherapy practice?

Measurement of improvement



Patient feedback: 100% of 20 NP's surveyed reported they felt their physio had a good understanding of what mattered to them, gave them options about their care, felt involved in their management and were given the option of whether or not they came back for a further appointment.

Tests of change

- Establish the patient's expectation of the consultation.
- Offer patient the choice of a further appointment

Effects of change

- Reduce DNA rate – 22% drop
- Increase NP capacity – 8% increase
- Reduce waiting list – 2.65 week reduction
- Improve patient choice

Tools

- Baseline audit
- Process Map
- Run chart

Change in staff stress levels



Lessons learned and message for others

- Importance of baseline data and recording timeframes when changes are introduced.
- Involve staff in the process to improve engagement & ensure clear communication.