

Improving the Culture of Continuity

Milton Medical Practice

Ensuring Continuity is Everyone's Responsibility

We have a large number of staff in both clinical and non clinical roles . We value continuity very highly in all it's aspects. We have taken many steps in recent years to improve continuity but so many extraneous factors are involved that the number data we gather is often disappointing. We decided to focus our efforts instead on **developing a culture of continuity**. The whole practice team took part.

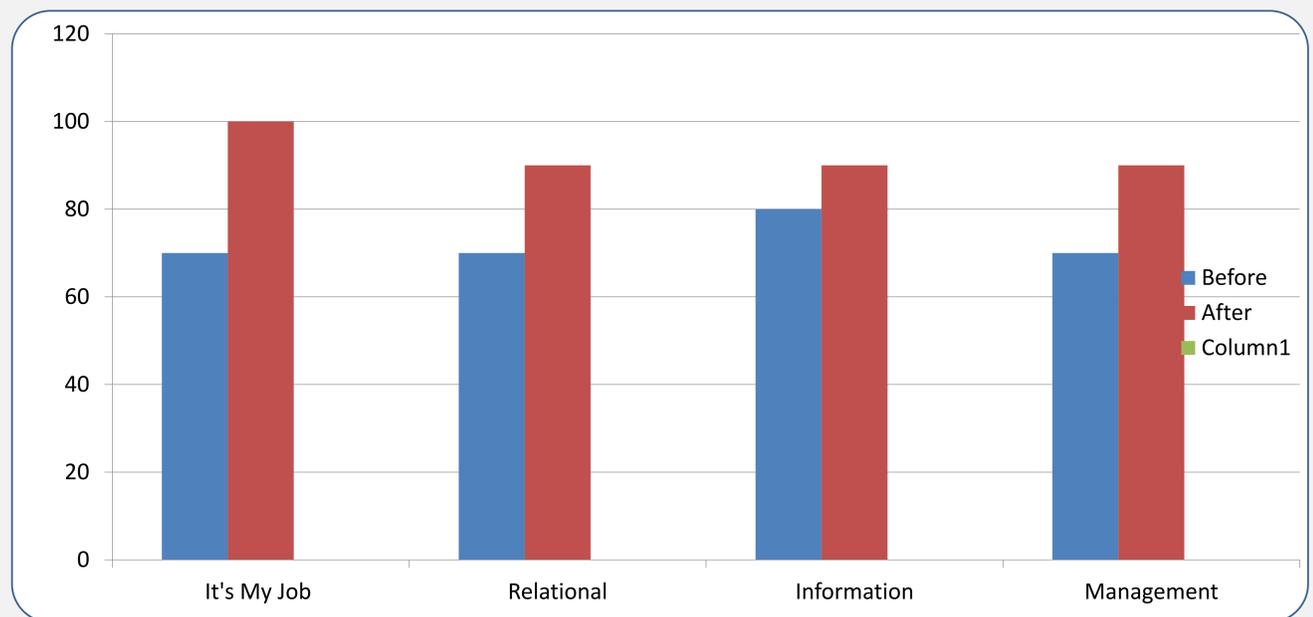
Specific aim

We set out to improve the continuity culture in the practice and to ensure that all staff feel responsible for continuity and are empowered to act to improve it. We made sure we built continuity into our new phone triage system. We involved staff in the development of telephone scripts and tried to empower staff to make ensuring continuity part of "my job every day".

Measurement of improvement and QI tools

- We used survey monkey to run a qualitative "**continuity climate**" type survey before and three months after running **education and awareness** sessions for all staff.

- We tried to "**keep continuity on the agenda**" by focussing on it in staff and doctors meetings during the year



Tests of change

- We reviewed current literature and created an accessible presentation for doctors and staff.
- We ran intensive education sessions on the theory and types of continuity and on its importance.
- We ran Survey Monkey qualitative data before the education and awareness sessions
- We looked for specific examples of changes in staff behaviour and attitude

Outcome and the future

Staff were already aware of continuity in some aspects – particularly relational or face to face continuity. We saw improvement in awareness of management continuity and improved sense of "whole team responsibility" for continuity issues. We saw the biggest improvement in the sense that "ensuring continuity is a part of **"my job every day."**

Effects of change

We've found in Milton that continuity is hard to measure in hard quantitative number terms. Our data shows that you can change the culture of continuity by some simple education and involvement sessions for all staff. We will sustain this by appointing a "continuity tsar" in the practice and by rolling out new ideas around continuity next year.

Lessons learned and messages for others

Our clinicians and our non clinical staff responded very positively to the education and awareness raising program. Buy in was very good. We plan to look at **how we can involve patients** as advocates for their own continuity in phase two of our project. Changing the continuity culture of the practice is achievable and we hope will prove valuable into the future.

Improving the Culture of Continuity

Milton Medical Practice

Ensuring Continuity is Everyone's Responsibility

Like all practices, we have a large number of staff in both clinical and non clinical roles. We value continuity very highly in all its aspects. We have taken many steps in recent years to improve continuity but so many extraneous factors are involved that the number data we gather is often disappointing. We decided to focus our efforts instead on **developing a culture of continuity**.

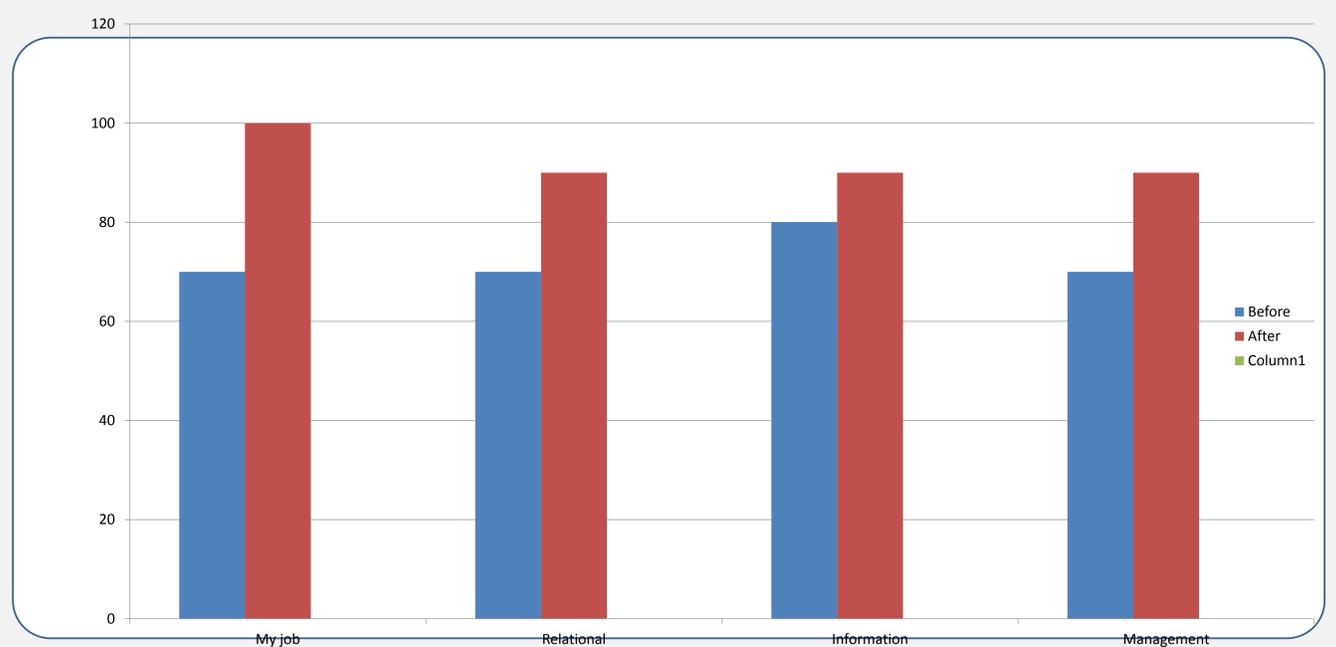
Specific aim

We set out to improve the continuity culture in the practice and to ensure that all staff feel responsible for continuity and are empowered to act to improve it.

Measurement of improvement and QI tools

- We used survey monkey to run a qualitative **“continuity climate”** type survey before and three months after running **education and awareness** sessions for all staff.

- We tried to **“keep continuity on the agenda”** by focussing on it in staff and doctors meetings during the year



Tests of change

- We ran Survey Monkey qualitative data before the education and awareness sessions
- We looked for specific examples of changes in staff behaviour and attitude

Effects of change

We've found in Milton that continuity is hard to measure in hard quantitative number terms. Our data shows that you can change the culture of continuity by some simple education and involvement sessions for all staff. We will sustain this by appointing a **“continuity tsar”** in the practice and by rolling out new ideas around continuity next year.

Outcome and the future

Staff were already aware of continuity in some aspects – particularly relational or face to face continuity. We saw improvement in awareness of management continuity and improved sense of **“whole team responsibility”** for continuity issues.

Lessons learned and message for others

We plan to look at **how we can involve patients** as advocates for their own continuity in phase two of our project. Changing the continuity culture of the practice is achievable and we hope will prove valuable into the future.