

Quality Improvement Project Charter

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QI project team members: (please provide full names)	Naomi Williams, Laura McLean, Morven Pitcairn, Jo Globan, Susan Ede, Kate O'Malley, Mairead Vaughan, Sinaed Moloney.		
Project Title:	Prevention of early re-referral to Msk out-patient physiotherapy at Leith CTC		
Clinical team(s) involved:	Msk Physiotherapy departments at Leith CTC and Mountcastle Health Centre.		
Number of teams involved:	2		
How are you getting Service Users/Carers involved?	Not involved		
Directorate/Service: (please delete as appropriate)	Physiotherapy Msk out-patients (ECPS)		
How does your project align with the six aims for improvement? (please tick which aim(s) your project aligns with – you may choose more than one)			
<i>Safe</i>	<input type="checkbox"/>	<i>Person-centred</i>	<input checked="" type="checkbox"/>
<i>Effective</i>	<input checked="" type="checkbox"/>	<i>Timely</i>	<input type="checkbox"/>
<i>Efficient</i>	<input checked="" type="checkbox"/>	<i>Equitable</i>	<input type="checkbox"/>

1. What are you trying to accomplish?

Topic or issue you would like to improve (1-2 sentences):

The prevention of early (<1year) re-referral to msk physiotherapy out-patient department at Leith CTC by looking at exit routes and onward referral of patients.

Aim statement (How good do you want to be by when?) (1 sentence):

To prevent early re-referral back to msk physiotherapy (focussing on exit routes and onward referral) by October 2019.

Why is this an important issue to tackle? Why does it matter to your service users/staff/directorate/ organisation? (4-5 sentences):

To decrease the numbers of new patients and increase the efficiency of the msk out-patient physiotherapy department. To provide more patient centred exit routes from physiotherapy. To promote self management and encourage less reliance on health professionals. Also to promote increased physical activity among the population of Leith. By decreasing re-referral numbers it should impact on decreasing waiting lists.

Scope project - what specific processes will need to change to achieve your aim/goals? Types and numbers of patients/clients whose outcome will be affected:

Increased knowledge of exit routes and different services available to enable more effective self management. Continued training on realistic medicine discussing aims and best ways to manage pain and disability independently.

Could this have an impact on cost and what could be measured to help us understand that?

Identify the numbers of new patients re-referred for the same problem within a year and then provide staff with the information/training (costs). Then follow up assessment of re-referred patient numbers at the end of rotation.

Do you have data that can tell you the current performance of the process and outcome?

Data available on the number of new patients re-referred to Leith CTC msk physiotherapy department for the same body area. Information on where patients are being referred on to on discharge and other options available.

2. **How will you know that a change is an improvement?**

Measures

How will you monitor your progress toward your goal(s)? List the process and outcome measures you plan to track.

- **Outcome** - *how you will track the progress of your improvement aim*
- **Process** - *how you will know how the parts of the system you need to change (to get you to your improvement aim) are performing and the impact of your changes on these.*
- **Balancing** - *do you need to keep watch in case your action has a unintended impact on other parts of the system or to see if something unrelated to your project is influencing project success?*

The numbers of re-referrals to Leith msk physiotherapy within 1 year for the same area of the body. Re assess the numbers re-referred in 1 year's time. Process – Measuring staff awareness of services to refer on to and their use of these services. Balancing – should not have an impact on our service but need to be aware of waiting lists for other services, may create barriers to continuing exercise.

3. **What changes can you make that will lead to improvement?**

What change ideas would you like to test (the more the better)? What evidence is out there about what works?

Education sessions for staff on the exit routes available. Important to maintain up to date knowledge of the options and services available.

4. **What initial activities do you have planned?**

These are the tasks associated with your project (not to be confused with change ideas) e.g. setting up an improvement team, gathering baseline data, conducting exercises and applying improvement tools to help you understand how the system is working and generate change ideas

Gather baseline data on the numbers of patients re-referred to msk physiotherapy at Leith CTC within a year long period for the same body area. Gather information on the exit routes currently being used by

staff and the ones they are aware of. Also any other services available.

5. List any barriers that you can identify to getting this project going?

Staff engagement. Limitations of trak to present the information required on re-referrals. Time to complete the project.

Unable to say why patients have re-referred (some may not have attended the following the original referral or may have dropped out of physiotherapy initially).

6. What ring-fenced time have you agreed for your team to meet?

(Should be weekly or fortnightly, for 30-60 minutes, with all improvement team members present)

One in-service training session of 1 hour.

7. Name of line manager who has approved this project (if applicable):

Claire Henderson/Morven Pitcairn/Wendy Johnson

8. Date charter submitted:

19/12/18