



# Development and evaluation of a Community of Practice to reduce waiting time for community outpatient services

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**Specific & Timely Appointments for Triage** (the STAT model) was found to reduce wait times in ambulatory care by 34% in a large trial conducted by our team

**Translation of research into practice** requires more than just dissemination of information. A **community of practice** is an active strategy that can be used to facilitate the uptake of evidence into practice.

*"Groups of people who share a concern, a set of problems or a passion about a topic and who deepen their knowledge and expertise in this area by interacting on an ongoing basis..... Over time, they develop a unique perspective on their topic as well as a body of common knowledge, practices and approaches....They become a community of practice."*

**Wenger et al, Cultivating Communities of Practice, 2002**

For more information: [www.easternhealth.org.au/statmodel](http://www.easternhealth.org.au/statmodel)  
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## A Shared Goal:

Participants felt overwhelmed by the problem of waitlists & wanted find solutions for their patients

## Elements of a Community of Practice



## Interaction & engagement:

Workshops and forums  
 Facebook and Twitter  
 Email updates & conversations  
 Facilitating connections

## Common resources:

Published academic paper  
 Handbook & Video  
 Access to the STAT researchers for consultation and facilitation

## What Worked?

- ✓ Plain language handbook
- ✓ Email updates
- ✓ Connecting people
- ✓ Multi-service workshops
- ✓ Facilitation of shared enthusiasm & purpose
- ✗ Facebook did not work & was deactivated