IMPROVING EFFICIENCY OF REFERRAL TRIAGE FOR AMBULATORY PAIN MANAGEMENT SERVICE FOR IMPROVED PATIENT ACCESS AND FLOW

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Background

Global impacts of persistent pain and waiting for access to treatment

Current state issues in Australia

Eastern Health Ambulatory Pain Management Service

Our challenges

Ambulatory Pain Management Service:
Mean Waiting Times (days)

<table>
<thead>
<tr>
<th>Year</th>
<th>Mean Waiting Time (days)</th>
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<tbody>
<tr>
<td>2014-2015</td>
<td>27</td>
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<tr>
<td>2015-2016</td>
<td>25</td>
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<td>2016-2017</td>
<td>31</td>
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<td>2017-2018</td>
<td>38</td>
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Our Improvement Journey

1. Stakeholder engagement:
   Staff and consumer consultation, brainstorming:
   development of risk screening/triage tool

2. Process mapping, Waste determination

3. Process Redesign

4. Workflows alignment with STAT principles

5. Continuous improvement: performance boards
Results

- Run chart data from July 2017 to Jan 2019

- Primary outcome: Mean waiting times
  - **Referral to acceptance** reduced by 28 days (95% CI 23.8 to 32.2) ↓74%
  - **Referral to first face to face** reduced by 33 days (95% CI 10.5 to 55.5) ↓28%

- Secondary outcomes: Referral processing time down 32.5%
  - High staff satisfaction

“Even as a new clinician, I felt confident in being able to follow the process for triaging a Pain referral”

“Pain referrals are not such a pain anymore!”

“Having the referral screening tool means that we can be confident in our assessment of client risks and triage efficiently”