

Enhancing integration of new staff into King's College Hospital's Liaison Psychiatry Department through improving the accessibility of key information

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Introduction	Background	Aim
<ul style="list-style-type: none"> Doctors often spend around two-thirds of their time on non-clinical activities such as documentation, discharge summaries and liaising with other healthcare workers. This administrative load is often highlighted as a reason behind doctors often working into their personal time (Sinsky et al., 2016). Furthermore, these non-clinical tasks are particularly time-consuming for new staff members. Sub-optimal efficiency at completing non-clinical duties has shown to increase stress. This contributes to burnout and may impact the doctor's own mental health (Jeung, Kim & Chang, 2018). 	<ul style="list-style-type: none"> KCH's Liaison Psychiatry team regularly receives new doctors through South London and Maudsley NHS Foundation Trust's (SLAM) training programme. In particular, a new duty doctor is allocated to the department each Wednesday to cover the resident core-trainee's full day of teaching. Anecdotal evidence suggests the duty doctor spends an excessive amount of time searching for referral phone numbers, location of wards and login details. This seemed to be exacerbated a board of information that was inaccurate and displayed information poorly. 	<ul style="list-style-type: none"> To improve integration of new staff into KCH Liaison Psychiatry Team. We hypothesized that by displaying essential information clearly and logically, new staff will not only complete tasks faster but experience less frustration when doing so.

Method	Diagram
<ul style="list-style-type: none"> A two-part questionnaire was developed to collect baseline data from eight new staff members. Part one required new staff to locate key information (deemed essential by stake holders) in the office under timed conditions. Part two subjectively assessed the new staff member's frustration and feeling of integration using a 1-10 scale. All information currently displayed in the office was noted and checked for accuracy. After discussion with stakeholders, the relevant information was selected and reorganised into a user-friendly format utilising using color-coding and categories. The original questionnaire was then repeated on nine new doctors. 	

Results	Run Chart
<p>Subjective frustration and integration scores before and after intervention</p> <ul style="list-style-type: none"> The baseline group averaged 6 minutes and 30 seconds Post-intervention group averaged 2 minutes and 54 seconds. Average self-reported levels of frustration reduced from 4.38 to 1.33 <p>Time taken to find key information before and after the intervention.</p> <p><i>p=0.0197</i></p>	<p>A run chart displaying participants time trial result before and after the intervention.</p>

Conclusion
 Through improving the visibility of essential information, new staff members were able to find information quicker and more accurately. This correlated with lower frustration of new staff members and improved the feeling of integration.

References

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- Jeung, D. Y., Kim, C., & Chang, S. J. (2018). Emotional labor and burnout: A review of the literature. *Yonsei medical journal*, 59(2), 187-193. <https://doi.org/10.3349/ymj.2018.59.2.18>