Patient CV: Increasing Productivity of On-Call Junior Doctors and Site Managers in a High Secure Forensic Hospital through the process of Task Automation

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BACKGROUND

Any NHS Electronic Patient Record software system has an enormous capacity of recording huge amounts of data. However, when it comes to extracting the relevant bits and pieces of information in emergency situations, the complexity of these systems hampers productivity. This is evident from the multiple tabs, time taken to load information and other numerous avoidable issues that come with storing big data.

Same was the case at Broadmoor Hospital, one of the three high secure Forensic Hospitals of the United Kingdom, where it was a common daily struggle for on-call doctors and site managers to extract the relevant data from the system, particularly, during out-of-hours shifts. There was a gap and need for use of the concept of task automation for multiplying the time of professionals for productivity problem. So, we explored solving this complex problem through application of a modern but simple concept – ‘task automation’ by creating ‘one-page long CV’ for all patients.

AIMS

The aims of this Quality Improvement Project were:
- To decrease the time spend in searching for clinically relevant information in patient notes at least by 40%
- To make it subjectively easier to access information at least by 40%

Thus, the two main domains of healthcare quality delivered to our forensic patients that we were focusing on were timeliness and efficiency.

METHODS

We used the Model for Improvement, by Associates in Process Movement, to make an improvement in the Quality of Care delivered. In the first part of the model, which began in May 2020, we set our aims, established measures (pre and post-project surveys) and explored ideas from those who have worked in system for long. We then tested out the changes using PDSA cycles. We finally implemented the changes on two wards from those who have worked in system for long. We then tested out the changes using PDSA cycles. We finally implemented the changes on two wards.

RESULTS

To our surprise, we found that on an average, time taken to access the relevant information decreased by 87.43% and a subjective feeling of ease of accessing information increased by 50.04% after implementing the change. Updating this CV on a monthly basis in the team meetings takes less than 5 minutes, and this is how we are making this project sustainable and lifelong.

REFERENCES
