Decreasing waiting time for Paediatric Developmental Program

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Aim Statement:
To decrease the average waiting time from completed referral to admission to 17 weeks by January 2017.

Patient / consumer involvement:
Survey Monkey completed by parents and carers

Sponsor:
Katherine Burchfield

Project team members:
Danielle Lloyd, Clinical Services Manager
Darya McCann, Health Solutions Manager
Louise Wormell, Social Worker
Janet Hope, Intake Officer
Jessica McGrath, Speech Pathologist

Literature review
The Paediatric Developmental Program (PDP) at Royal Far West provides multi-discipline assessment and intervention to children and their families from rural and remote NSW. Early intervention is the most cost effective way to service paediatric issues. It is therefore important for children to receive timely diagnoses and intervention.


Driver Diagram: Phase 2

The Problem:
Over the past 12 months the demand for RFW services has increased. This has resulted in an increase in waiting time to access our PDP service.

SMART Aim:
To decrease the average waiting time from completed referral to offered admission to 12 weeks by January 2018.

Outcome Measure:
- How much: Reduce wait time to 12 weeks
- By when: Jan/2018

Outcome Measure:
- How much: Increase client satisfaction by 25%
- By when: March 2019

Team Members:
- Danielle Lloyd
- Darya McCann
- Louise Wormell
- Janet Hope
- Jessica McGrath

Solution 1 - PDSA Cycle
Enforce current eligibility criteria including area and access to appropriate local service

Solution 2 - PDSA Cycle
Implement criteria based internal referral to disability program

Solution 3 - PDSA Cycle
Improve intake system by starting an eligibility committee

Results continued
Process measures continued

Results: Outcome measures

Process measures

Discussion
Solutions implemented successfully decreased the waiting time from referral to decision. Unfortunately due to time and financial constraints, solutions to decrease waiting time from decision to admission have not been implemented.

Overall Outcome of Project

The stretch goal was not met. The waiting time in January was 24 weeks from referral to admission.

Plans to sustain change

Results continued

Process measures continued

Balancing measures

Discussion

Plans to spread /share change

Done: Submitted to the ACI Innovation Exchange

Planned:
Present progress at Royal Far West in service
Present at a Conference: Plan to submit abstract to National Rural Health Alliance conference, 2018