**Aim Statement:**
To reduce waiting times for patients triaged with dental pain on 3b waiting list from 7 months to 1 month by January 2019

**Background to problem worth solving**
- The recommended maximum waiting time for patients on 3b waiting list is supposed to be one month as stipulated by the POHP policy.
- In October 2017, it was observed that there was a spike in the number of patients waiting on the 3b waiting list resulting in the increase of waiting times to 7 months instead of the recommended 1 month. This was attributed to the reduced funds for the financial year 2017/2018 as well as introduction of the new oral health electronic files system.

**Driver Diagram**

**Primary Drivers**
- Reduction in longest wait for 3b at TSH
- Reduction in waiting time for 3b patients at Hurstville Community Dental Clinic from 8 months to 2 months (the delay is due to patients waiting for interpreter appointments)

**Secondary Drivers**
- Process measures
  - Process improvements
  - Change in appointment booking process

**Change concept 1 - PDSA Cycle**
- Testing a Change Idea via a PDSA Cycle:
  - Testing the change of introducing an electronic appointment booking system on 3b patients.

**Change concept 2 - PDSA Cycle**
- Testing a Change Idea via a PDSA Cycle:
  - Testing the change of using an appointment book set up as per each clinic needs instead of one size fits all.

**Change concept 3 - PDSA Cycle**
- Testing a Change Idea via a PDSA Cycle:
  - Testing the change of using an appointment book set up as per each clinic needs instead of one size fits all.

**Results continued**

**Primary Drivers**
- Reduction in longest wait for 3b at TSH
- Reduction in waiting time for 3b patients at Hurstville Community Dental Clinic from 8 months to 2 months (the delay is due to patients waiting for interpreter appointments)

**Secondary Drivers**
- Process measures
  - Process improvements
  - Change in appointment booking process

**Total Adult patients on 3b Assessment waitlist**

**Overall Outcome of Project**
- Reduction of waiting times for 3b patients from 8 months to 1 month except for patients waiting on interpreter appointment 2 months.
- Reduction in patients waiting with pain on 3b waiting list from 1624 to 103.
- Reduction in unclaimed vouchers giving the service more control over the budget planning and spending.

**Cost Savings**
- Utilizing the whole dental team following the assessments, with the dental officers managing the more complex procedures and the Oral Health Therapist and Hygienists managing the less complex cases.
- Clinical assessments allow to limit voucher claims to resolving pain issue only and minimize the possibility to extend voucher limit.

**Plans to sustain changes and hold the gains**
- Changing appointment books across all clinics to reflect the new model of service.
- All patients receiving vouchers off the 3b waiting list are to receive a 10 minutes appointment for clinical assessment.
- A system is in place to regularly collect and audit the waiting list.
- Continuous monitoring of resources versus demands and modify the model of service delivery accordingly.
- Continue to seek staff feedback, and share the results of any quality improvement activity with them.
- Continue to educate patients and private providers on the new adopted change.

**Plans to spread /share change**
- Mid point project presentation to SESLHD Oral Health team.
- Mid point project presentation to State Oral Health Executive Committee as requested by Chief dentist NSW.
- Presenting to ISLHD Oral Health Services on their staff development day.
- Enters a Bright Spot Poster SESLHD DEC 2018.
- Plan to present to the next Public Oral Health Conference.
- Plan to enter into local SESLHD quality award.
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