

“Agent 59: Improving patient experience through technology.”

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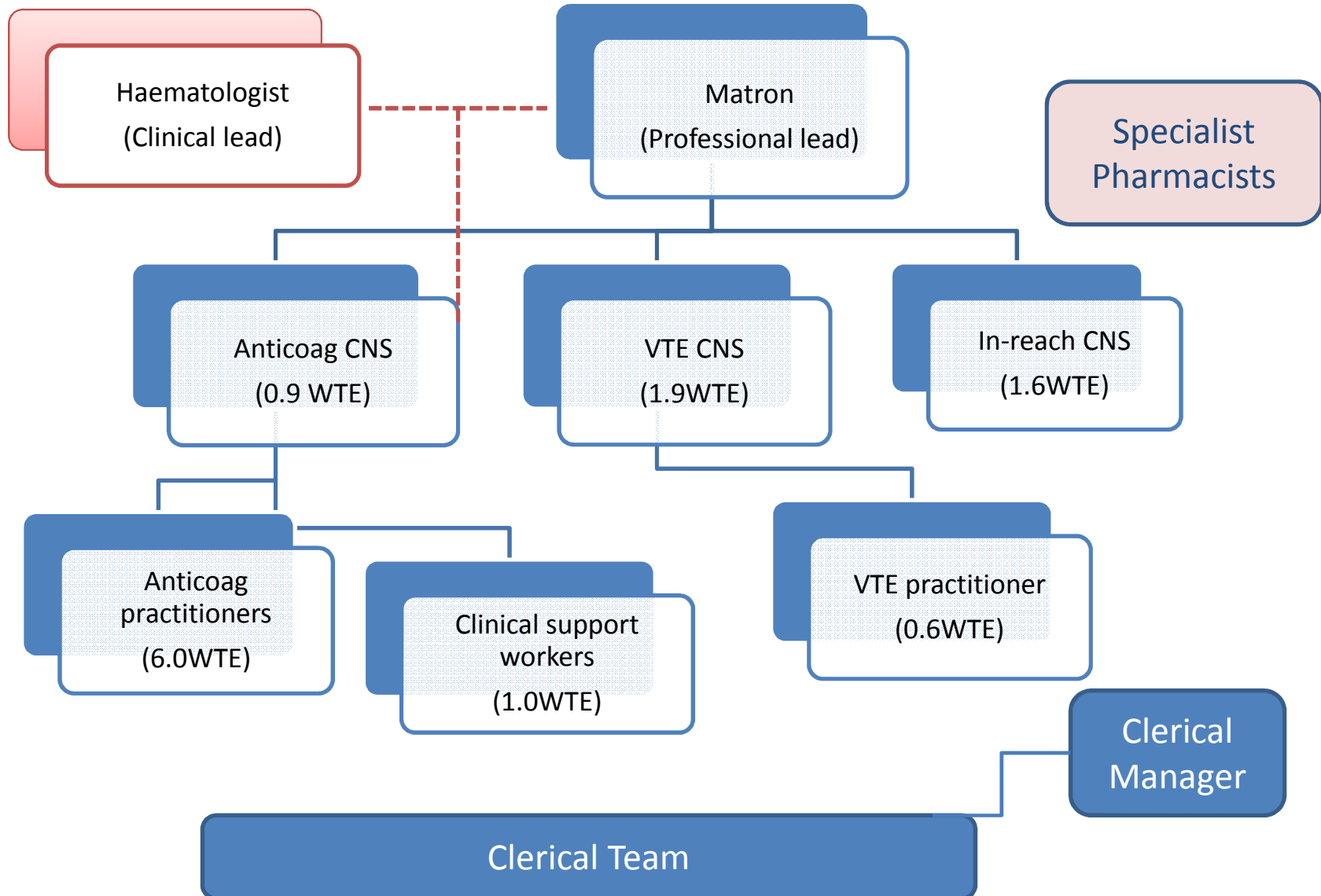


# Sheffield Teaching Hospitals Anticoagulation Service

- Nurse led service delivered from an outpatient clinic in the Royal Hallamshire Hospital, Sheffield.
- Anticoagulation and VTE team; plus In-Reach service at Northern General.
- As at September 2016:
  - in excess of **2,900 active patients**
  - managing around **38,021 'attendances'/year** (678 new ACC; 1350 new VTE; 35,993 f/up)
  - between **250 and 300 patients dosed each day**
  - an average of **70 referrals received each week**
- Mixture of clinics – Post & dose; finger prick; new starter counselling; bridging; VTE Specialist nurses see all newly diagnosed VTE's.
- Helpline Service – average of 90 incoming calls per day.

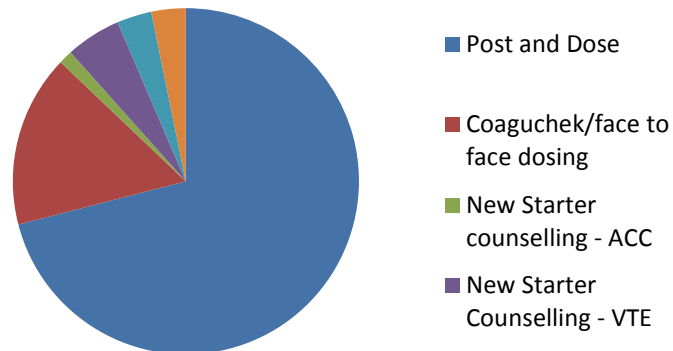


# Department Structure

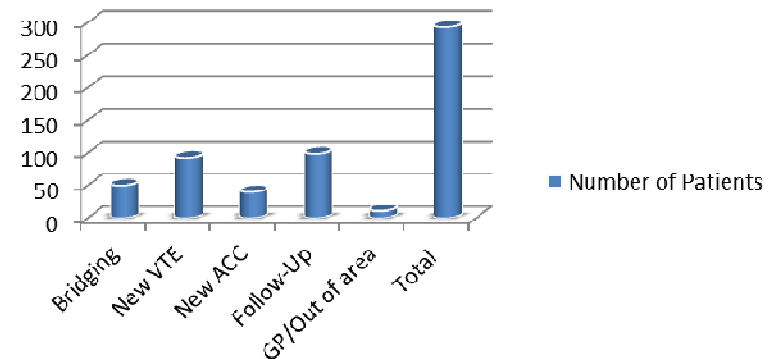


# Clinic activity

**Dosing/New patients (August 2016, daily figures)**



**Referrals to Anticoagulation Clinic - August 2016**



# Microsystems Analysis

## *Theme 2: Service User Queries & Advice*

### 'Global Aim' Statement 1

**We aim to identify and ensure the best use of existing resource in the Anticoagulation Clinic, B Floor, Royal Hallamshire Hospital**

The process begins with a service user wanting to speak to the Anticoagulation Clinic.

The process ends with the service user's query being dealt with efficiently and effectively.

By working on the process we expect to reduce the need for telephone calls, consequently reducing the associated workload; improve timescales for responding to enquiries; improve efficiency in the way we work; be more accessible for those needing to contact us.

It is important to work on this now because patients have fed back that they are often unable to contact specialist anticoagulation staff and the level of existing resource means that staff within the Clinic are working in an extremely pressured and stressful environment



# Main Issues

- Answerphone system in place for patient queries
- Patient complaints

When I ring up to speak to someone it's always an answer machine.

When we need to ask anti-coagulation questions, there is no specialist here to help.

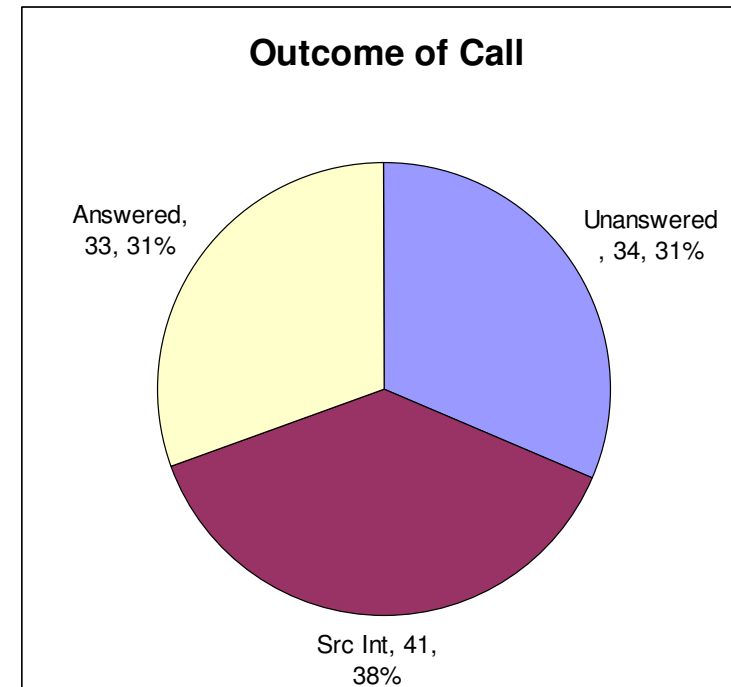
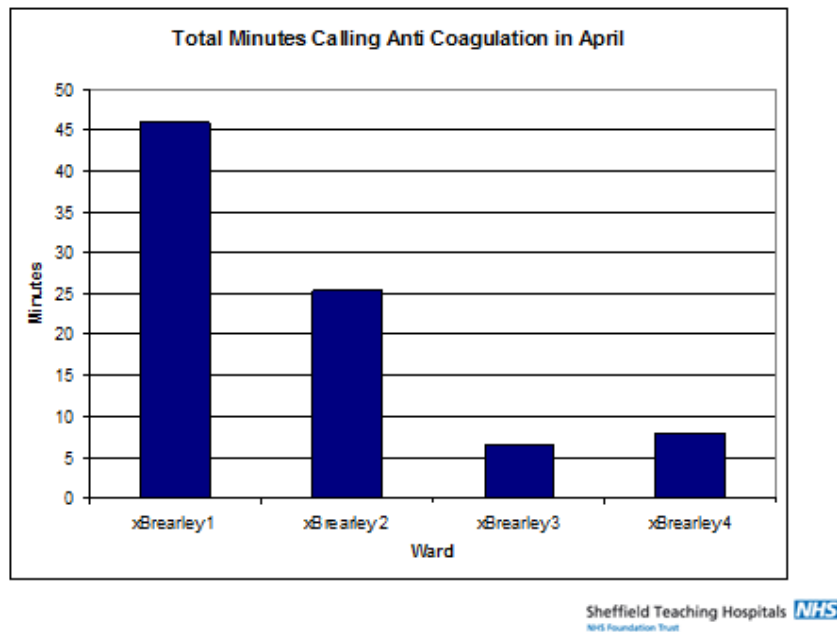
- Poor message quality and “missed” messages.

No-one answers the phone at the Hallamshire. The answerphone is straight on and no-one rings back.



# Phone calls from Respiratory Wards April 2013

- Ward dissatisfaction.



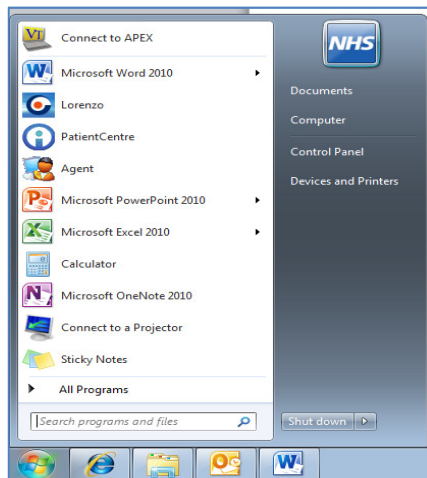
# Solution

- ❖ Agent 59 – Integrated phone system used in conjunction with DAWN
- ❖ Went live January 2014
- ❖ Aims:
  - to improve the number of calls dealt with and by appropriate member of staff.
  - to decrease the number of unanswered ‘in hours’ calls to the “clinical line”.
  - to decrease the number of unanswered ‘in hours’ calls to the “patient line”.
  - to decrease the number of patients phoning the clinic out-of-hours to 0% (e.g. for advice on bleeding).

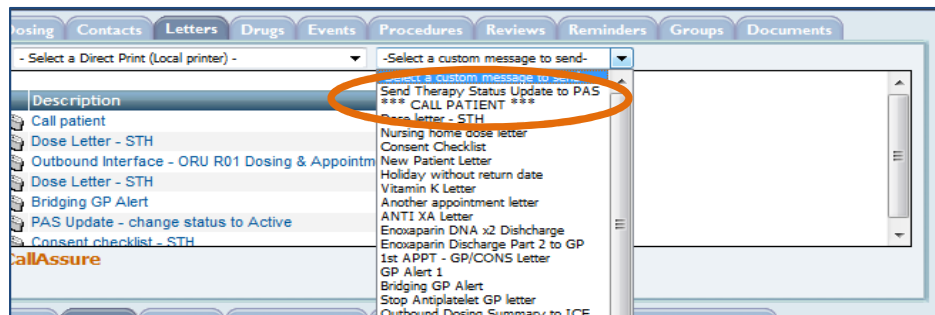
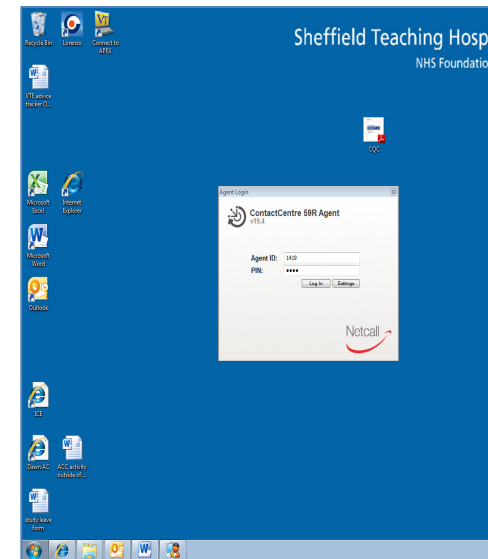


# Implementation

- Installed by IT and Telecoms Department.



Log in's  
provided to  
all staff.



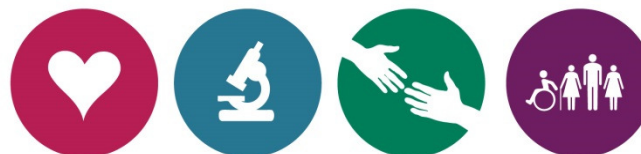
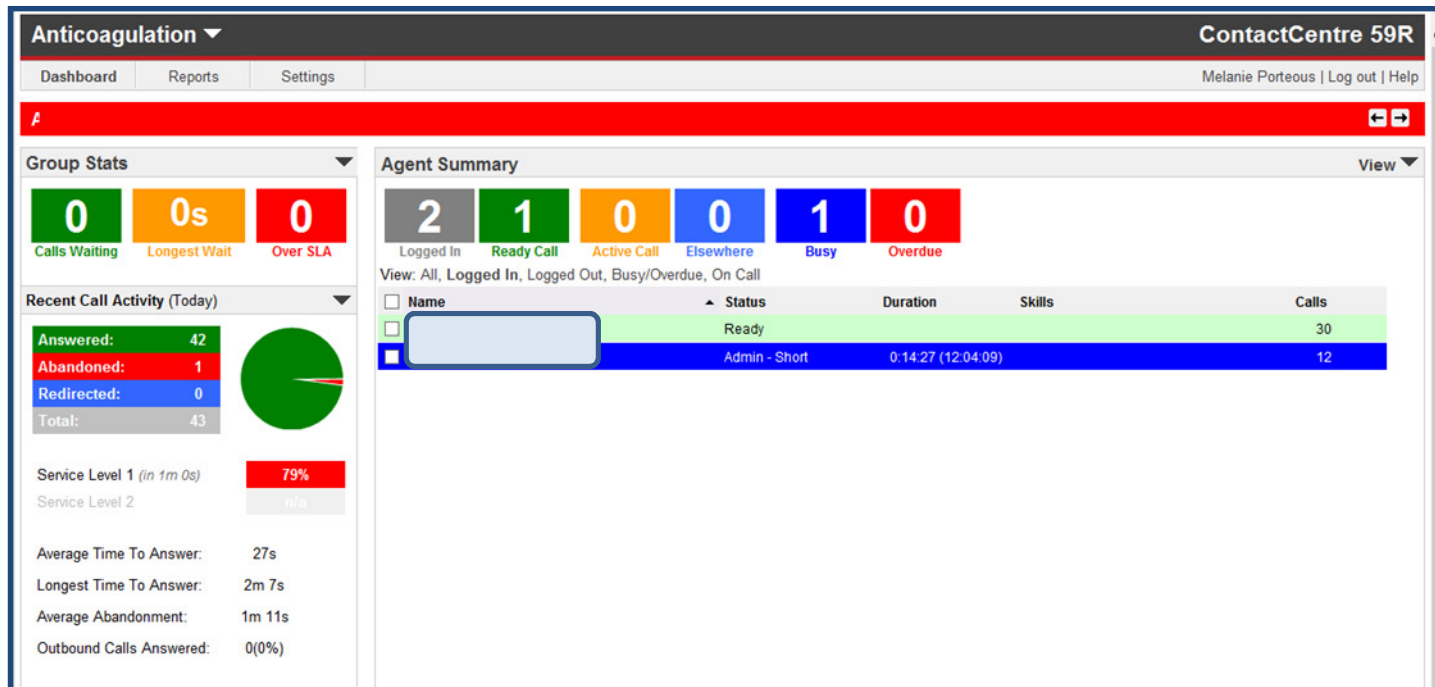
## Theme 2: Service User Queries & Advice

**Associated Specific Aim 4:** We aim to decrease the number of patients phoning the Clinic out-of-hours (eg for advice on bleeding) to 0% by 30 April 2013

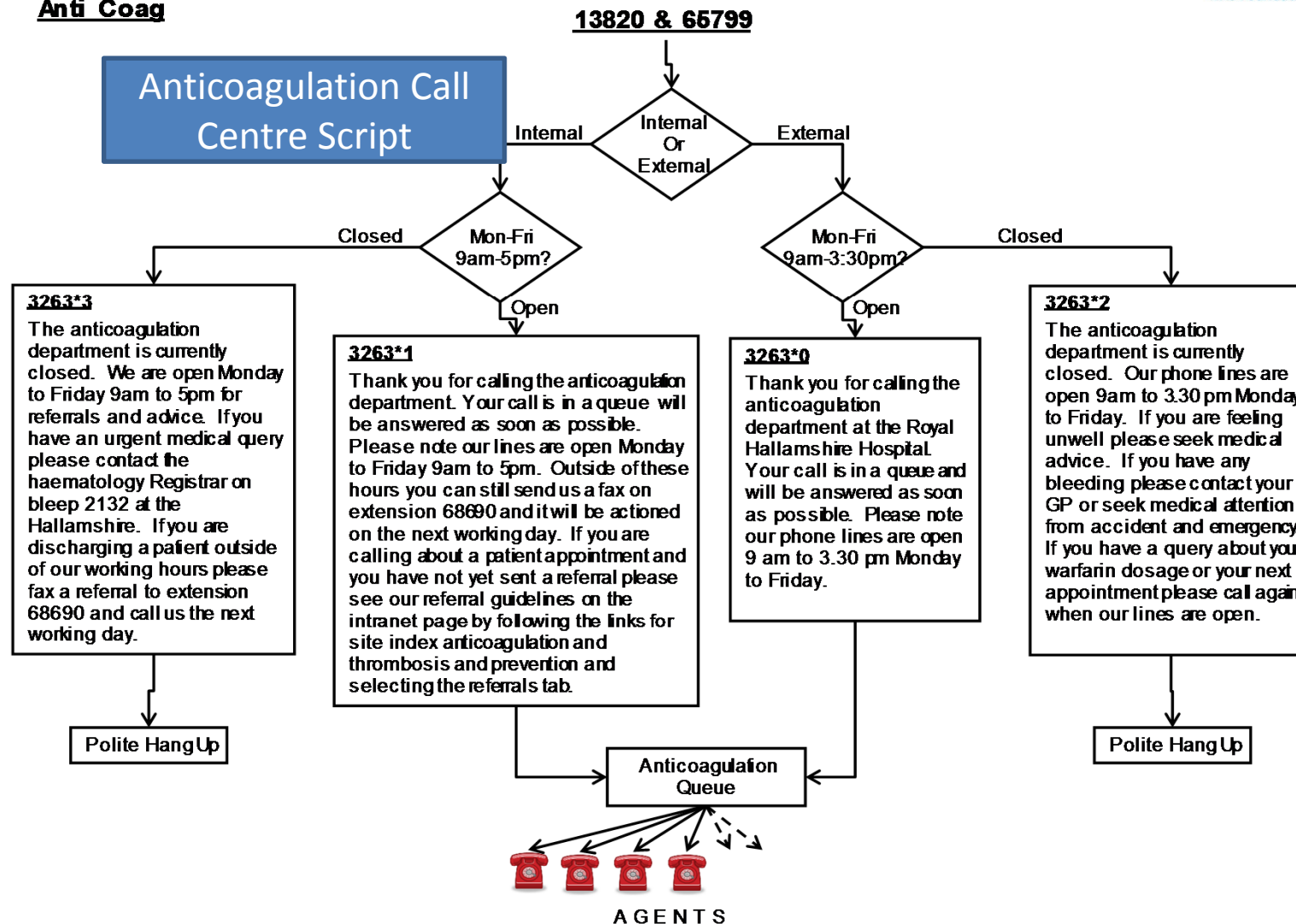
- Answerphone service removed
- Message with clear instructions for care added for when calls come in out of hours
- Call centre evidences huge decrease in patient numbers calling out-of-hours
- Patients now provided with the information they need at the time



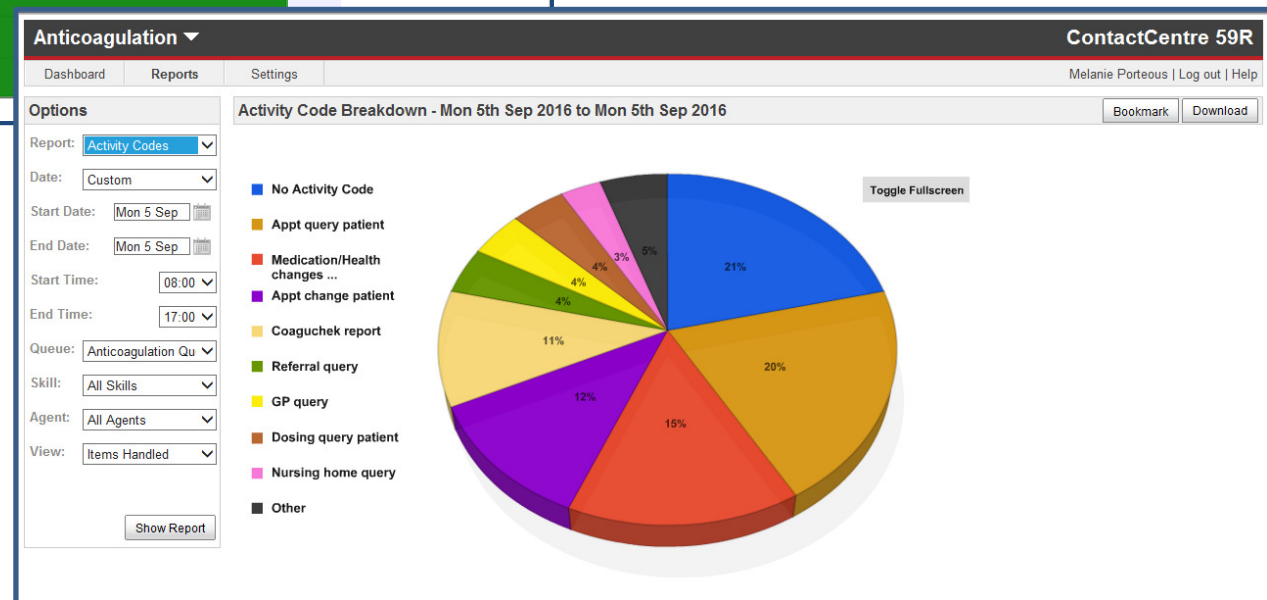
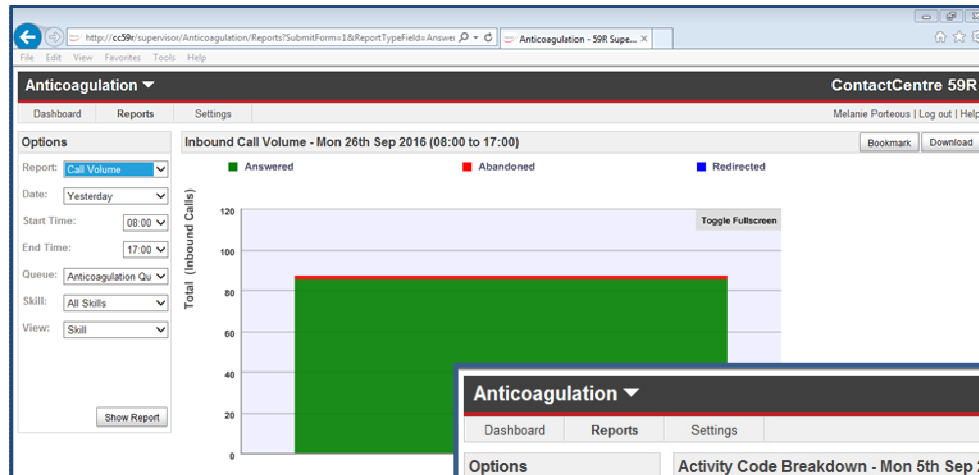
# Agent 59 – Live data capture



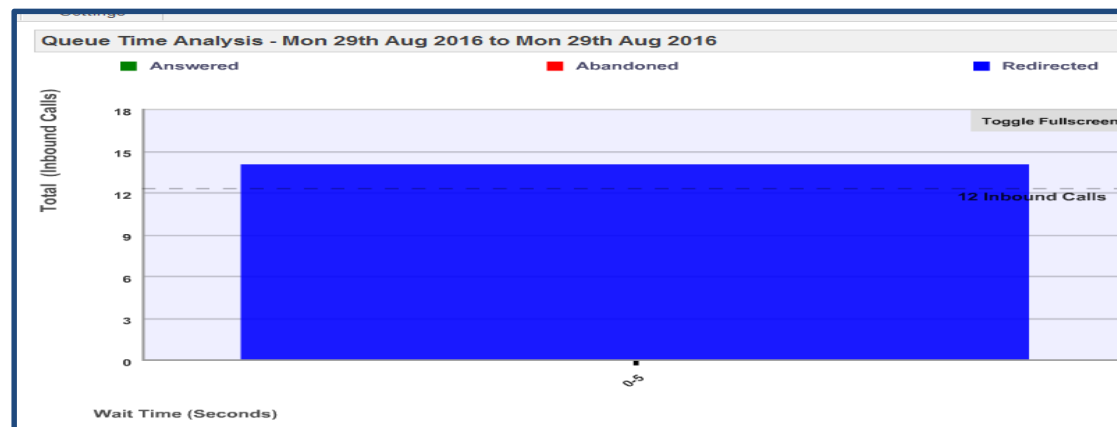
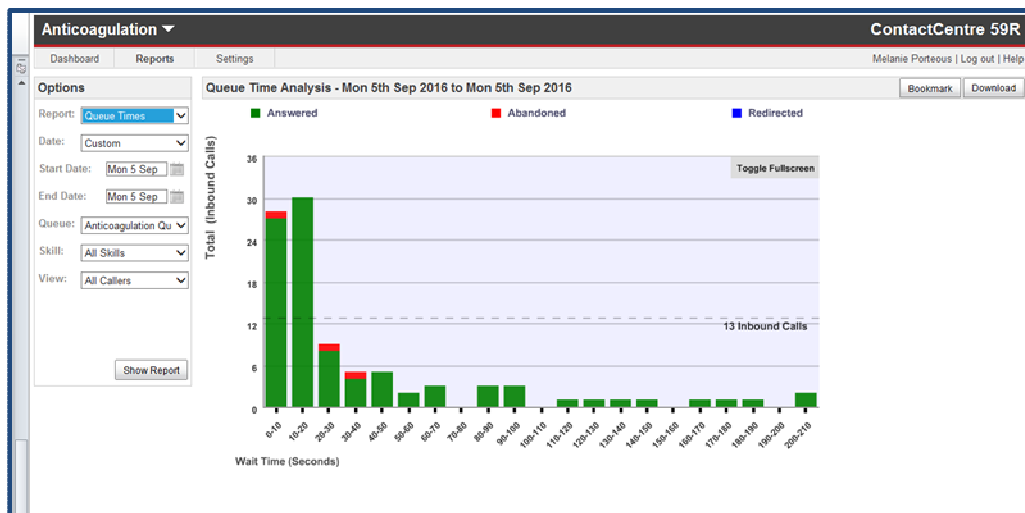
## Anti Coag



# Audit data from Agent 59



# Audit data (continued)



# Feedback

- Patients
  - Avoids engaged tone
  - Know a nurse will ring them back.
  - Speak to the right person at right time.
  - Important for introduction of Coaguchek self test patients.
- Staff
  - Easier to manage, less frantic than answerphone.
  - Able to see what type of calls dealt with and review message if we forget a name.
  - Not infallible
- November 2015– inpatient ward staff survey poor feedback re contact centre – Further service improvement.



**Reports**

60 Calls received on this day

Report: **Call Analysis**  
 Start date: 08/08/2016  
 End date: 08/08/2016  
[Show report](#)  
[Download as XML](#)  
[Download as Text](#)  
 Email address:  [Send](#)

Name	MRN	Date Sent	Message	Action	New Status	User Name	Time	Details
		2016 09:47	Call patient	Called_Successful	Called_Success		08/08/2016 09:51	Recorded 08/08/2016 09:47 Notes Patient phoned own Coaguchek result through, please phone back with dose and next appointment. INR is 3.2
		2016 12:43	Call patient	Called_Successful	Called_Success		08/08/2016 14:07	Recorded 08/08/2016 12:43 Notes Ilyods on duke street called - please re fax dosing instructions
		2016 12:08	Call patient	Called_Successful	Called_Success		08/08/2016 12:32	Recorded 08/08/2016 12:08 Notes For info - patient called to say he did not know of his apt on 5/8 as he did not receive a letter from 15/7 - will attend on 12/8
		2016 12:27	Call patient	Called_Successful	Called_Success		08/08/2016 12:33	Recorded 08/08/2016 12:27 Notes for info - patient changed apt from 11/8 to 10/8
		2016 12:48	Call patient	Called_Successful	Called_Success		08/08/2016 14:08	Recorded 08/08/2016 12:48 Notes For info - Gillian called from ngh will fax over referral for patient - as he is going offsite and GP will not take him back
		2016 13:54	Call patient	Called_Successful	Called_Success		08/08/2016 15:28	Recorded 08/08/2016 13:54 Notes son 01709210521 PLEASE CALL BACK PATIENT WANTS TO MAKE AN APPOINTMENT FOR A MICHINE CHECK - FRI 19/08/2016 IF POSSIBLE
		2016 10:11	Call patient	Called_Successful	Called_Success		08/08/2016 10:36	Recorded 08/08/2016 10:11 Notes Handsworth m/c called asked for transfer request form as they havent received one - please fax to 2697122 FAO Keeley
		2016 10:45	Call patient	Called_Successful	Called_Success		08/08/2016 11:05	Recorded 08/08/2016 10:45 Notes Patient phoned own Coaguchek result through, please phone back with dose and next appointment. INR is 3.2
		2016 15:05	Call patient	Called_Successful	Called_Success		08/08/2016 15:58	Recorded 08/08/2016 15:05 Notes patients wife called to find out dosing instructions
		2016 13:09	Call patient	Called_Successful	Called_Success		08/08/2016 14:11	Recorded 08/08/2016 13:09 Notes .1.8 - please call on mobile
		2016 11:55	Call patient	Called_Successful	Called_Success		08/08/2016 12:31	Recorded 08/08/2016 11:55 Notes Patient has commenced new medication - please telephone them
		2016 14:53	Call patient	Called_Successful	Called_Success		08/08/2016 15:36	Recorded 08/08/2016 14:53 Notes patients wife called - going away from 11/8 - 28/8 - please call wife on 07713307719 to rearrange apt
		2016 15:03	Call patient	Called_Successful	Called_Success		08/08/2016 17:01	Recorded 08/08/2016 15:03 Notes please call patient shes confused about her dosing instructions - also thinks she has an apt here on 9/8 - I've let her know it is 16/8
		2016 09:13	Call patient	Called_Successful	Called_Success		08/08/2016 09:38	Recorded 08/08/2016 09:13 Notes Patient would like to know dose and next appointment, please phone them back on
		2016 11:57	Call patient	Called_Successful	Called_Success		08/08/2016 12:25	Recorded 08/08/2016 11:57 Notes for info - patient has changed apt from 10/8 to 9/8
		2016 14:13	Call patient	Called_Successful	Called_Success		08/08/2016 15:31	Recorded 08/08/2016 14:13 Notes son For info - patients daughter rang to check the dose and I confirmed no change
		2016 15:13	Call patient	Called_Successful	Called_Success		08/08/2016 15:52	Recorded 08/08/2016 15:13 Notes for info - patient is going away on 4/9 - 11/9
		2016 11:58	Call patient	Called_Successful	Called_Success		08/08/2016 12:28	Recorded 08/08/2016 11:58 Notes Patient has commenced new medication - please telephone them

Print

Patient Name and Hospital Number

Nurse Practitioner

Clerical staff member taking call

Brief Summary in quick notes.

# DAWN Communication Tools

- Contacts tab
- Fax header prints off reminders on dosing.

The screenshot displays the DAWN Clinical Software interface within an Internet Explorer browser window. The title bar reads "45 Dawn Clinical Software & Internet Applications. - Internet Explorer". The interface includes a navigation bar with tabs: "Close all Tabs", "System Menu", "Patient Search", "Help", and "Anticoagulation". Below this is a "List view" button and a "Patient" search field.

The main content area is titled "Test 6, Lulu - ACCT6 - Testing station, Anticoag clinic, STHT". It features several sections:

- Risk class:** High (dropdown menu)
- Pref. clinic:** Northern General (SHEFTC) (dropdown menu)
- Phone:** - mobile (dropdown menu)
- Age:** (input field)
- Diagnosis:** Atrial Fibrillation
- Target Range:** 2.0 - 3.0 (2.5 Target)
- Start date:** 08/06/2015 - Indefinite
- Anticoagulant:** Warfarin 1 and 3mg Whole Tablets
- Treatment Plan:** Weekly Manual/Bridging
- Risks:** (tabbed section)

On the right, the **Team members** tab is active, showing a table of contacts:

Organisation	Name	Type	Phone	Mobile	Email	Fax	Keep Informed
CARE FOR YOU	MANAGER THE	Care Manager	2930385			2037866	All messages
CARER/RELATIVE	RELATIVE/CARER THE	Care Manager					All messages
NEEDS LARGE PRINT DOSING SHEET ...		Care Manager					All messages

At the bottom, the **Dosing** tab is active, showing a table of dosing instructions:

Date	INR	Dose	Dosing Instructions	Time	DNA	In range	Comment						
Tue 27/09/2016	0.0	0.00 w			1								
Fri 16/09/2016	2.5	35.00 w	Warfarin Pills (1 mg - Brown)	Mon	Tue	Wed	Thu	Fri	Sat	Sun	7 d	1	
			Pills (3 mg - Blue)										
			Total mg	5	5	5	5	5	5	5			

A yellow box on the left contains the text: "NEEDS BIG FONT DOSING SHEET CONTACT DAUGHTER JANE WITH ALL DOSE CHANGES CARE FOR YOU PROMPT WITH MEDICATION". The bottom status bar shows "Sheffield Teaching Hospitals - Durkan 20/09/2016 12:09" and "Patient telephoned to change appointment from".

- Link with PAS system – admissions/discharges/updating addresses.



# Future plans

- Email communications – small trial with intermediate care agencies – nhs net email.
- System for self test patients to email in their results and populate DAWN automatically.
- Text message reminders of appointment date.
- Automatic link to “call patient” button?



10 All at the INR clinic,

Just to say, as always a Big Thankyou  
for your support, care and knowledge!  
You all enable not just my self, but  
many people to get on with a 'normal,  
stress free' life. in the knowledge  
that you are only at the end of a telephone  
to deal with any problems that may  
crop up.

With love

