

Outpatient Departments when all seems impossible




Gay Hughes CN

Ophthalmology Case Manager

Royal Brisbane & Women's Hospital

The background of the slide is a solid blue color. In the lower right quadrant, there are several decorative elements consisting of concentric circles, resembling ripples in water. These circles are rendered in a lighter shade of blue and are positioned in the bottom right corner of the slide.

Overview

- Changes to appointment bookings
 - New clinics
 - Improved patient flow through clinic
 - Development of advanced ophthalmic nursing skills
 - New auditing and reporting processes
 - Changes to referral process
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Ophthalmology Department

Primary care for general ophthalmology conditions
Tertiary referral centre

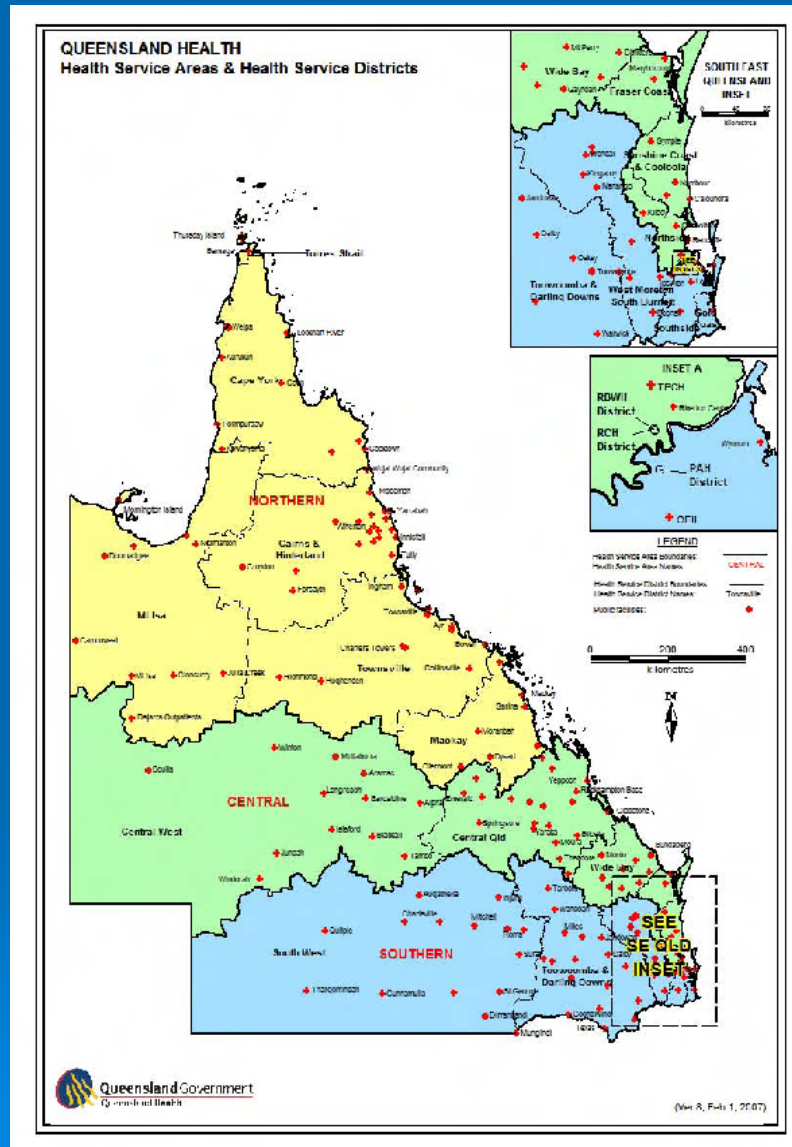
5 sub specialities

- Retinal Vitreal
- Ocular plastics
- Neuro-ophthalmology
- Anterior Segment
- Corneal

Other services;

- Eye casualty Monday – Friday
- Optometry
- Orthoptist

Catchment Area



Outpatient appointments

Improved use of the OSIM programme

- Changes to appointment template
- Changes to appointment booking process
- Improved reporting and auditing processes
- Improved new case referral process

New OPD Template (Excel sample)

AM CLINIC	DR L LEE <i>MON / THUR</i>	DR KERT <i>MONDAY</i>	DR G LEE <i>TUES</i>	DR VANDELEUR <i>WEDNSDAY</i>	DR HARRISON <i>WEDNESDAY</i>	DR SULLIVAN <i>FRIDAY</i>
8.30AM	NEW CASE	NEW CASE	NEW CASE	NEW CASE	NEW CASE	NEW CASE
	POST OP	NEW CASE	POST OP	POST OP	NEW CASE	NEW CASE
	POST OP	POST OP	POST OP	POST OP	POST OP	POST OP
	POST OP	POST OP	POST OP	POST OP	POST OP	POST OP
	REVIEW	REVIEW	REVIEW	REVIEW	REVIEW	REVIEW
	REVIEW	REVIEW	REVIEW	PRE OP	REVIEW	REVIEW
	REVIEW	REVIEW			REVIEW	REVIEW
9.00AM	NEW CASE	NEW CASE	NEW CASE	NEW CASE	NEW CASE	NEW CASE
	POST OP	NEW CASE	POST OP	POST OP	NEW CASE	NEW CASE
	URGENT REVIEW	POST OP	POST OP	POST OP	POST OP	POST OP
	URGENT REVIEW	POST OP	REVIEW	REVIEW	POST OP	POST OP
	REVIEW	REVIEW	REVIEW	REVIEW	REVIEW	REVIEW
	REVIEW	REVIEW	PREOP	PRE OP	REVIEW	REVIEW
9.30AM	REVIEW	REVIEW	REVIEW	REVIEW	NEW CASE	NEW CASE
	REVIEW	REVIEW	URGENT REVIEW	URGENT REVIEW	REVIEW	NEW CASE
	URGENT REVIEW	URGENT REVIEW	URGENT REVIEW	URGENT REVIEW	URGENT REVIEW	REVIEW
	URGENT REVIEW	URGENT REVIEW	ES LONG WAIT	ES LONG WAIT	URGENT REVIEW	URGENT REVIEW
	ES LONG WAIT	ES LONG WAIT	PREOP	REVIEW	ES LONG WAIT	URGENT REVIEW
	URGENT NEW	URGENT NEW		PREOP	URGENT	ES LONG WAIT
10.00AM	REVIEW	REVIEW	REVIEW	REVIEW	REVIEW	REVIEW
	REVIEW	REVIEW	URGENT REVIEW	URGENT REVIEW	REVIEW	REVIEW
	REVIEW	REVIEW	URGENT REVIEW	URGENT NEW	URGENT REVIEW	URGENT REVIEW
	REVIEW	URGENT REVIEW	URGENT NEW	URGENT NEW	URGENT REVIEW	URGENT REVIEW
	URGENT NEW	URGENT REVIEW	URGENT NEW	PRE OP	URGENT	URGENT NEW
	URGENT NEW	URGENT NEW			URGENT	URGENT NEW

Original OPD Appointment Form

<u>EYE CLINIC - DR SULLIVAN</u>	
V.A.
TENSION
BJERRUM
PERIMETRY
PHOTOGRAPH
DILATE
SCHIRMERS
SYRINGE
APPOINTMENT	
O.P.D.:
OPTOM:
MEANS TEST:

New Appointment Form

OPHTHALMOLOGY APPOINTMENT SLIP

Clinic name:

Patient label:

Refer to another OPD Eye Consultant? YES / NO Consultant: _____

NEXT REVIEW APPOINTMENT:

Weeks: ____/52 or Months: ____/12

SURGICAL INTERVENTION

DISCHARGE FROM CLINIC

Refer to appointment sheet – is clinic overbooked on this day? YES / NO

Overbook Clinic if necessary: YES / NO If no, please choose another clinic date:

Extra Clinic appointments required: LASER (Nursing to book) PHOTO (FFA) (Nursing to book)

CP (Visual Fields, Hess, Prism, Muscle Balance) OPTOM / REFRACTION CONTACT LENS


DIABETIC PHOTO SCREENING

Patient diagnosis:

CATARACTS CORNEA DIABETIC EYE GLAUCOMA RETINAL DISEASE

UVEITIS OCULO PLASTICS OTHER:

New Clinics

- Diabetic Photo
 - Primary Care
 - Nurse Chart only
 - Chart Review
 - Cataract Assessment Clinic - *'Super Clinic'*
- 

Nurse Chart Clinic

EYE NURSE CHART CLINIC

Clinic Stamp

Patient Label

Chart reviewed by Dr _____ _ / _ / ____

Next appointment offer: weeks ___ / 52 months ___ / 12

Overbook clinic: Yes / No

Appointment made

Wait Listed

Comments: _____

Signed _____

Chart Review Clinic

OPHTHALMOLOGY REGISTRAR REVIEW CLINIC

Patient label:

Patient last seen:

Needed to be reviewed in:

3 months 4 months 6 months
9 months 12 months 24 months

Dear Doctor

This patient is unable to be review within the timeframe specified as indicated at their last appointment. Please review the patient record and indicate what action is to be taken.

Discharge patient from clinic

Discharge patient to referring source

Book patient into next available appointment (see below)

Clinic: _____

Overbooking approved

Letter sent to patient & referring source (Administrative staff to action)

Health Assessment Form

RBH Eye Patient Information Sheet

Please fill out this sheet and return before your RBH Eye appointment.
If you have any questions please contact the RBH Eye Clinic.

Name of patient Date of Birth:.....

Doctor Name: Optometrist :.....

Occupation

Eye History (tick if appropriate)

- Cataract
- Glaucoma
- Macular degeneration
- Lazy Eye
- Turned Eye

- Eye Injury
- Eye surgery
- Eye laser
- Glasses/Contact lenses
- Family Eye History
- Other

Medications (including eye drops or attach list)

Past Medical History

- Hypertension
- Diabetes
- Heart Disease
- Stroke
- Asthma
- Other.....

Allergies

Does your vision interfere with you daily activities? YES NO

Do you want eye surgery to help your vision? YES NO

Is there someone who can stay with you on the first night after surgery? YES NO

Signature of patient Date

See your doctor or optometrist before coming to RBH clinic to fill out this section

Current Visual Acuity (with glasses if needed) R 6/..... L 6/.....

Current Glasses Prescription R L
Or Current Glasses (< 1 year old) – bring to RBH clinic on the day of appointment.

Signature of doctor or optometrist Date

Name Address

Cataract Assessment Sheet

RWBH Eye Assessment Sheet

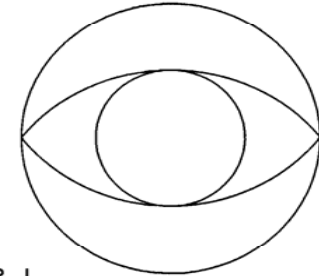
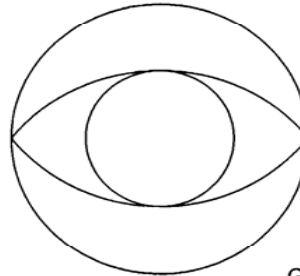
Patient ID

Date:

Tonometry: R..... L.....

RAPD: None R L

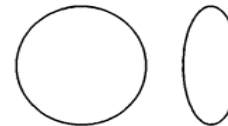
VA R
L



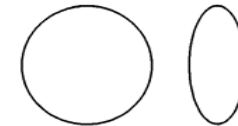
PH R
L

With Glasses

Y N



Gutatta: R L



REFR: Y / N

NS (1-4+)

PXF Y N

AC depth Deep Shallow

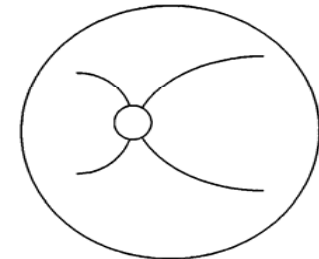
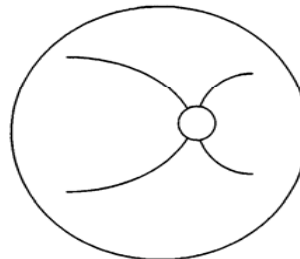
Other

NS (1-4+)

PXF Y N

AC depth Deep Shallow

Other



Plan: 1 Book: R L B Phaco/PCIOL Needs: A Scan Consent

2 Is this a consultant only case? Y N

3 Does patient need to stop anticoagulants? Y N

4 No cataract surgery indicated, refer back to community

5 Needs follow up in outpatient clinic:

Signed:.....

Reports, Auditing & Referral Processes

- OPD waiting lists
- New cases
- Review appointments
- New Case Referrals

Referral Triage

OPHTHALMOLOGY NEW CASE REFERRALS

Referral from District Service Available: Yes No (Please circle) Accepted: Yes No (Please circle) Out of District: Yes No (Please circle) Redirected to HBCIS checked: OSIM checked: Previously seen by When 2 nd referral 1 st referral attached	Patient label/ Patient UR: Name: Address: Phone Number: Doctor's Signature: _____ Date: _____
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Cat 1 (Urgent appointment within 30 days)
 Cat 2 (Semi urgent appointment desirable within 90 days)
 Cat 3 (Routine appointment not required within 90 days)

Please select one of the following Clinics:


Primary Care Clinic	Optometrist / Refraction	Orthoptist / CP
Diabetic Screening (optom photo)	Eye Casualty	Vitreo-Retinal N/C
Diabetic N/C	Anterior Segment N/C	Neuro-Ophthal. N/C
Ocular Plastics N/C	General N/C	

Please select from one of the following Diagnosis:

Cataracts	Retinal Problems
Diabetic Eye Disease	Glaucoma
Oculo Plastics	Cornea
Other (Please state) -	

D:\userdata\SchmackR\temp\NEWCAS-3.DOC

Additional Information Fax



Queensland Government
Queensland Health

FAX MESSAGE
 Royal Brisbane & Women's Hospital & Health Service District
 Ophthalmology Department
 Level 8 Ned Hanlon Building

TO: Fax: Attention: Organisation: Date:	FROM: Fax: (07) 3636 5433 Phone: (07) 3636 7823 Name: Gay Hughes Position: Ophthalmology New Cases Coordinator and Case Manager
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URGENT CONFIDENTIAL COMMUNICATION

SUBJECT: Referral for Ophthalmology Department – RBWH	
Patient Name:	DOB:

Pages _____ (Inclusive)

Dear Doctor

Thank you for your referral (attached). To enable our specialists to correctly categorise your patient's condition, please use the guidelines below or attached to provide the appropriate clinical information. As soon as our specialist receives this information, we will be able to advise you either an appointment date for your patient or if they have been placed on a waiting list for an appointment.

Patients: Name Date of Birth Address Telephone Numbers
 Please supply the patient's Visual Acuity
 Please arrange for your Patient to see their Optometrist for attached tests
 Please provide current medical history
 Please provide a complete list of your patients current medications
 Relevant Social History e.g. Still driving/ primary carer
 Patients Optometrist name, contact details

For your convenience and future reference, a generic referral form template is available from <http://www.bndgp.com.au/>. This form can be printed or downloaded and saved into Medical Director, to facilitate a comprehensive referral.

The RBWH Service Directory is available from the above website. It will inform you of the referral process for each of our outpatient services, and the recommended investigations to be completed prior to an appointment.

Please forward by fax the investigation results +/- amended referral to:-

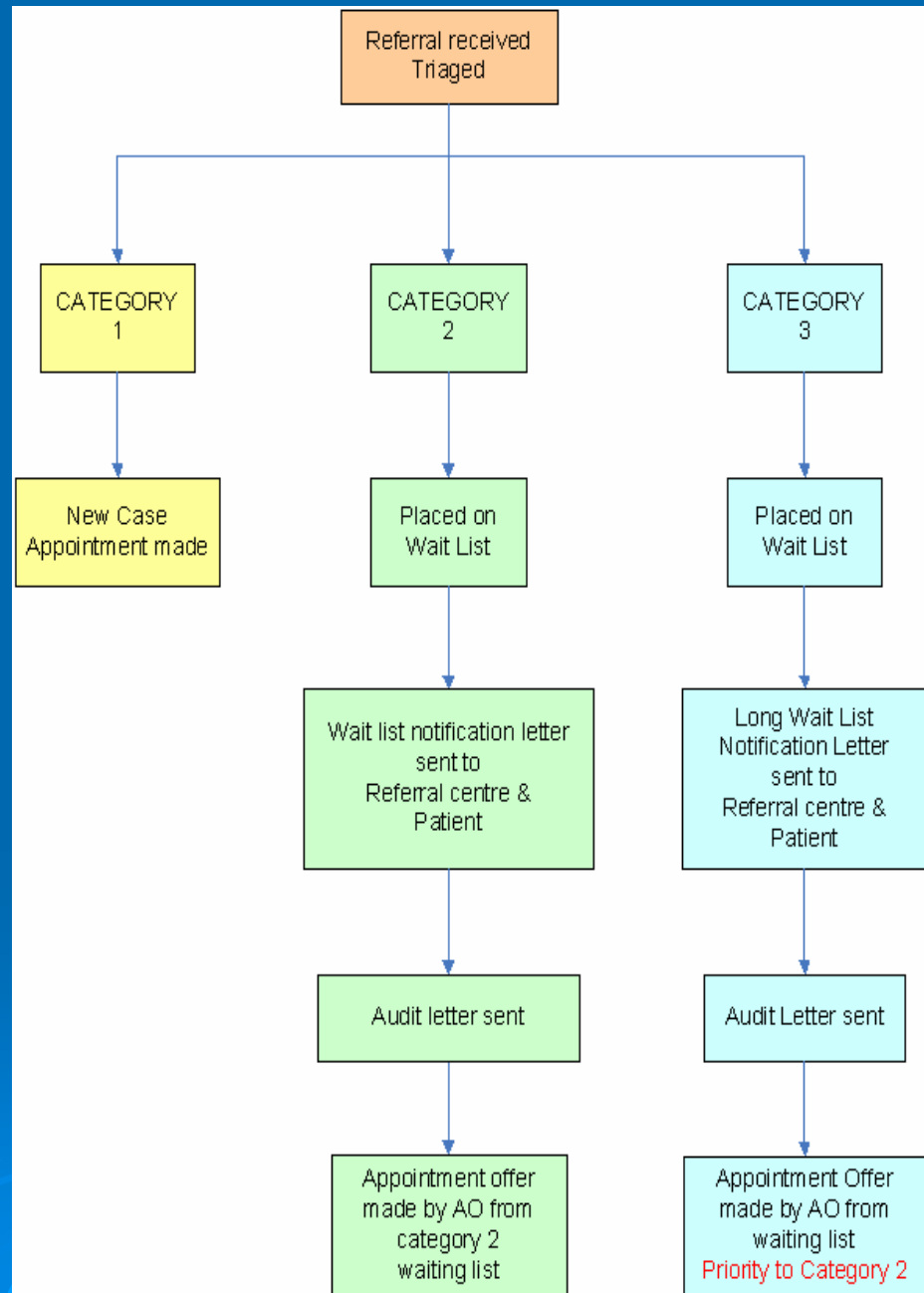
Ophthalmology Department
 Level 8 Ned Hanlon Building
 Royal Brisbane and Women's Hospital
 Herston
 Fax No: 3636 5433

With thanks

Ophthalmology Department New Cases Coordinator and Case Manager

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Referral flow chart



Improved patient flow through Eye Clinic

- Check in time
- Allocated nursing responsibilities
 - ▶ Session management and patient flow
 - ▶ Eye Casualty
- Patients ready in consultant room

Development of Advanced Ophthalmic Nursing Skills

- Intra Ocular Pressure measure (IOP)
- RAPD (pupil response)
- Visual Field Testing
- A Scan (lens measurement for cataract surgery)
- Ishihara (colour blindness)
- Lensometry (spectacle lens measurement)
- OCT (Optical Coherence Tomography)

RAPD




Intra Ocular
Pressure



Computerised
Perimetry
(visual field test)



What have we achieved?

- Improvements to patient flow
 - 50 % Reduction in DNA (Did Not Attend)
 - 86 % Reduction in Nursing overtime
 - Improved staff moral
 - Happier patients
- 

Where To Now

- Clinical pathways
- Care partnerships with GP / Optometrist
- Outpatients clinics where patients are seen on time and in time.
- Where nothing seems impossible only possible.

