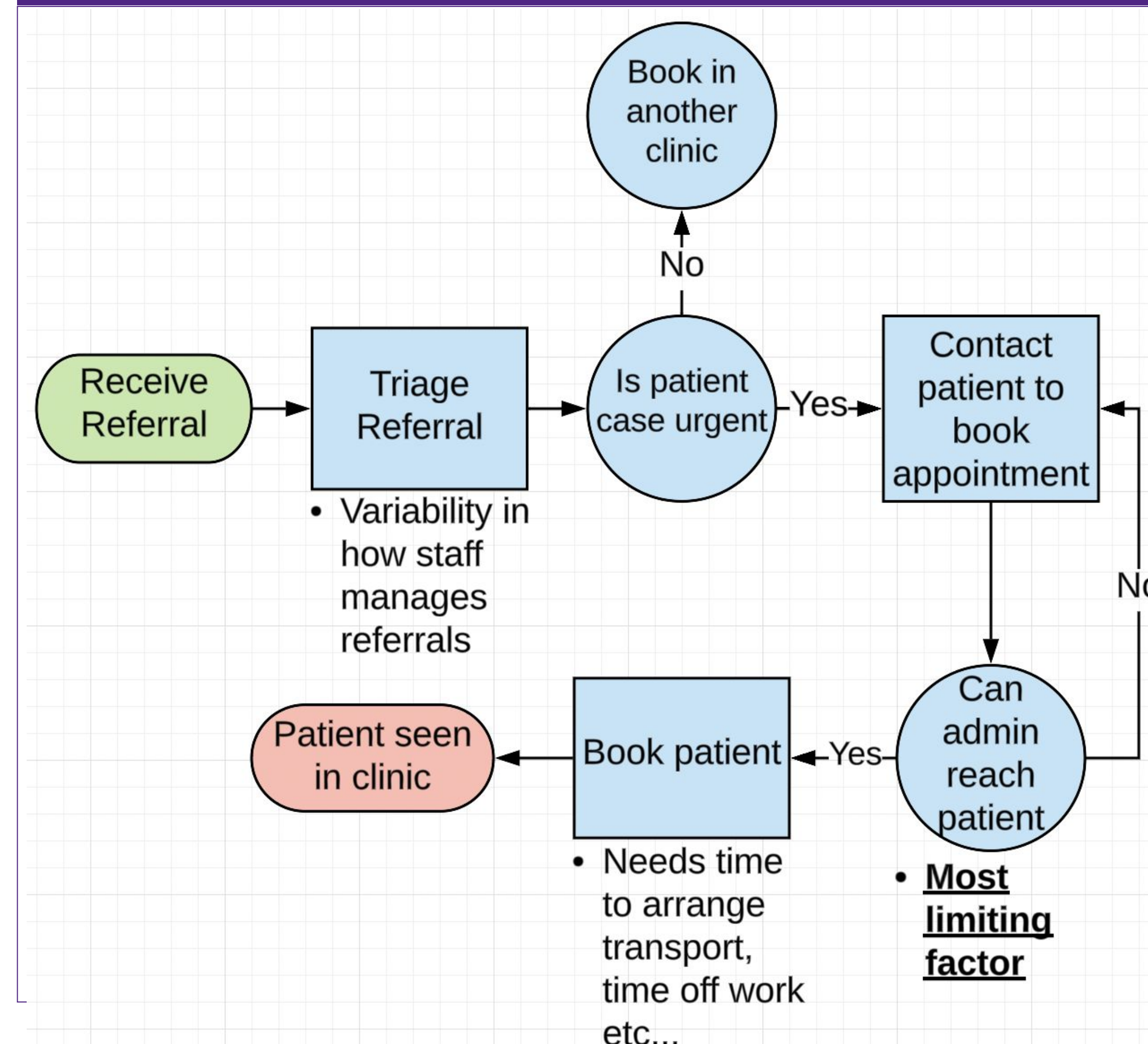


AIM Statement: By April 2025, increase successful patient booking and decrease administrative burden involved in clinic booking for the Endocrinology urgent clinic.

PROBLEM DEFINITION

There is a sense that urgent referrals are not being booked within the desired 2 week timeframe, and that there is excessive administrative burden involved in trying to meet this timeframe.

ROOT CAUSE ANALYSIS



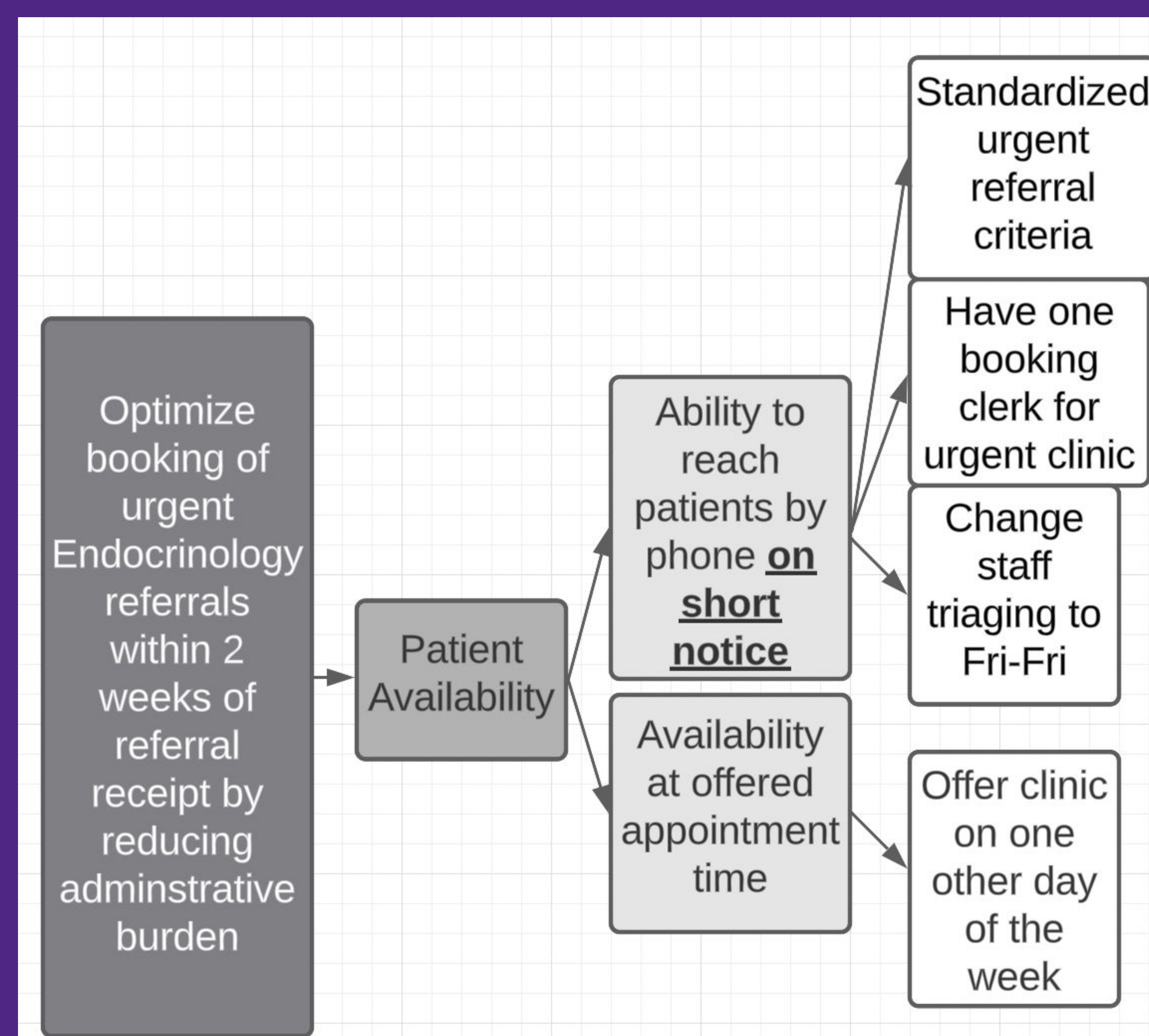
Stakeholders: Endocrine staff, Endocrine admin, clinic staff

Top root causes following stakeholder interviews:

1. Difficulty getting hold of patients in a short timeframe
2. Patients unable to come at offered appointment time

The short timeframe to book patients into urgent clinic was one of the main barriers to successful patient booking.

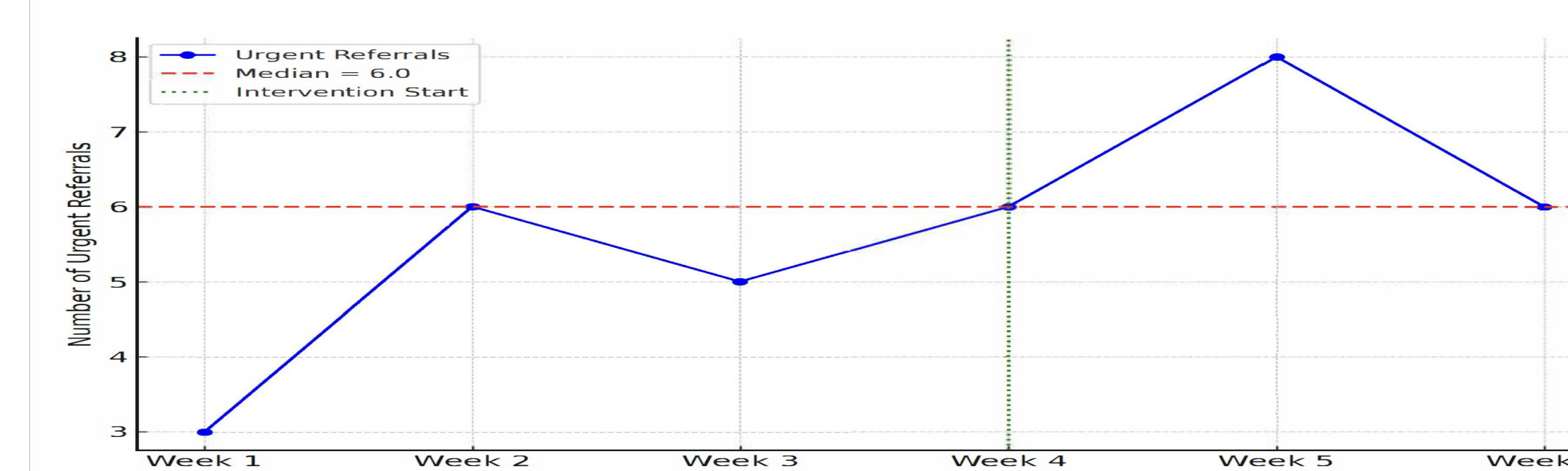
As the consultant formally takes over triaging on Wednesday and books into their urgent clinic on Friday, this potentially leaves only 2 days for admin to book patients.



IMPLEMENTATION

Test of change - change handover of urgent referral triaging to every Friday
Plan - track admin feedback via baseline and post-intervention surveys and interviews & track number of referrals handed off each week

MEASUREMENT & RESULTS



- Pre-intervention: 70% clinic spots filled
- Intervention: 88% clinic spots filled
- Admin satisfaction improved from 67% dissatisfied pre-change to 100% satisfied post-intervention

SUSTAINABILITY/FUTURE STEPS

1. **Process Owner:** A faculty lead will oversee Friday-to-Friday triaging
2. **Documentation of New Standard:** New workflow templates standardize Friday-to-Friday triaging, continuing for extra few months
3. **Monitoring Plan:** Track referrals, 2-week bookings, staff/admin feedback; plan shift to centralized triaging