

Why Improve Access To Chest Heart Stroke Scotland?

All Stroke and TIA patients seen in St John’s Hospital are entitled to follow-up from CHSS Stroke Nurse for advice and support on how to manage and embrace life after stroke or a Transient Ischaemic Attack (TIA) . CHSS provides support to both the individual and their close network in the community after such an event to help them to adapt everyday scenarios and encourage activities that are important to the individual.

Our Aim

All patients presenting at SJH with Stroke/TIA are reliably referred to the CHSS Stroke Nurse for community follow-up



Figure 1: Using the Fishbone tool with the team

Our Approach

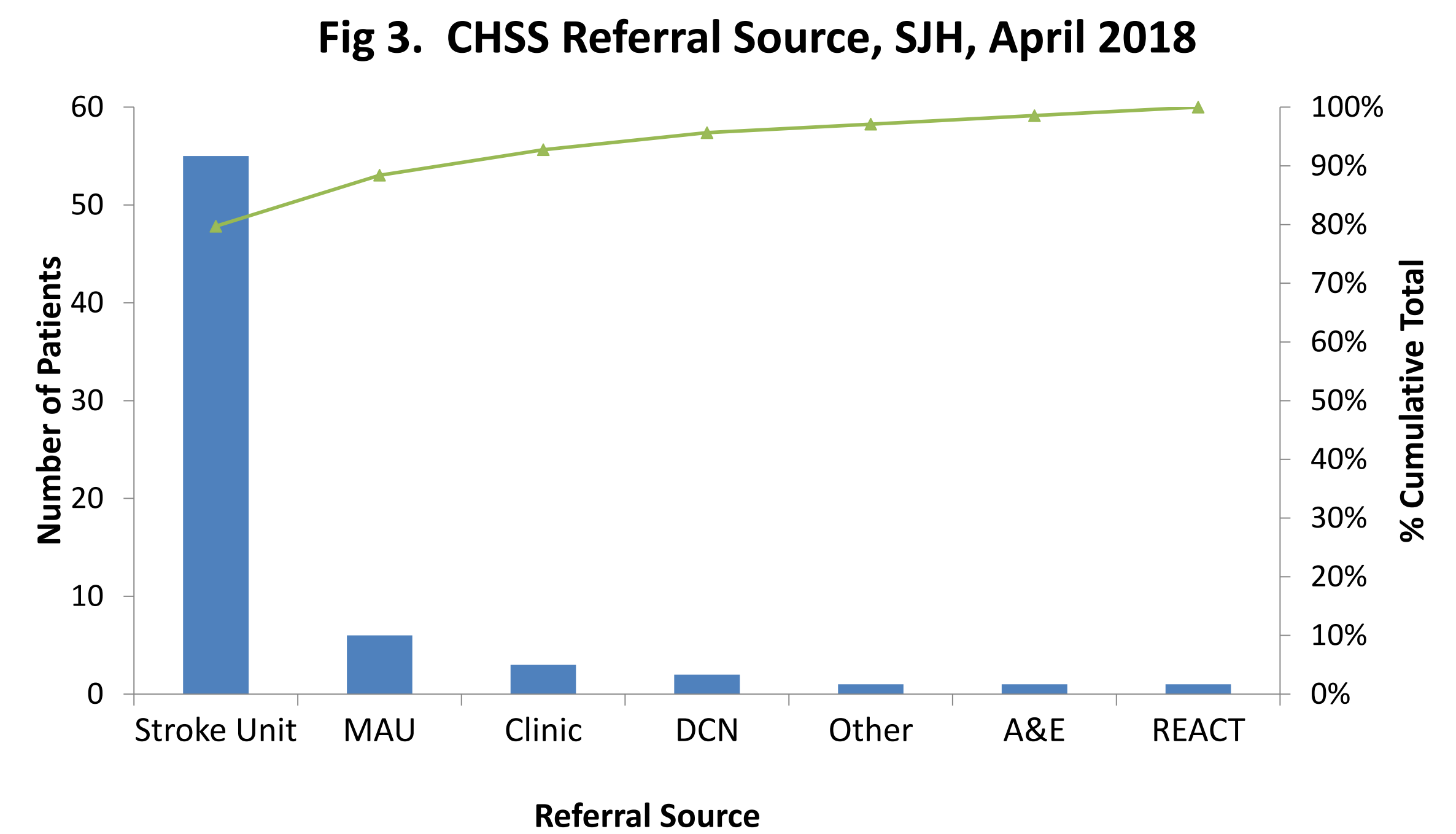
- A quality improvement approach was applied throughout.
- Process map and fishbone diagram (Fig 1) of existing referral process helped the team to identify opportunities for improvement
- Individual and family feedback was collated through focus groups, utilising open questionnaires and patient stories (Fig 2)
- PDSA testing of referral process
- Pareto Charts – used to identify referral sources both before (Fig 3) and after project (Fig 4)
- Sharing learning and celebrating success

Test of Change

- ICD (International Classification of Diseases) Coding in MAU being carried out reliably by assessing clinician and entered into TRAK.
- Weekly MAU and ED reports from TRAK to CHSS nurse identifying stroke patients who have attended but not been admitted

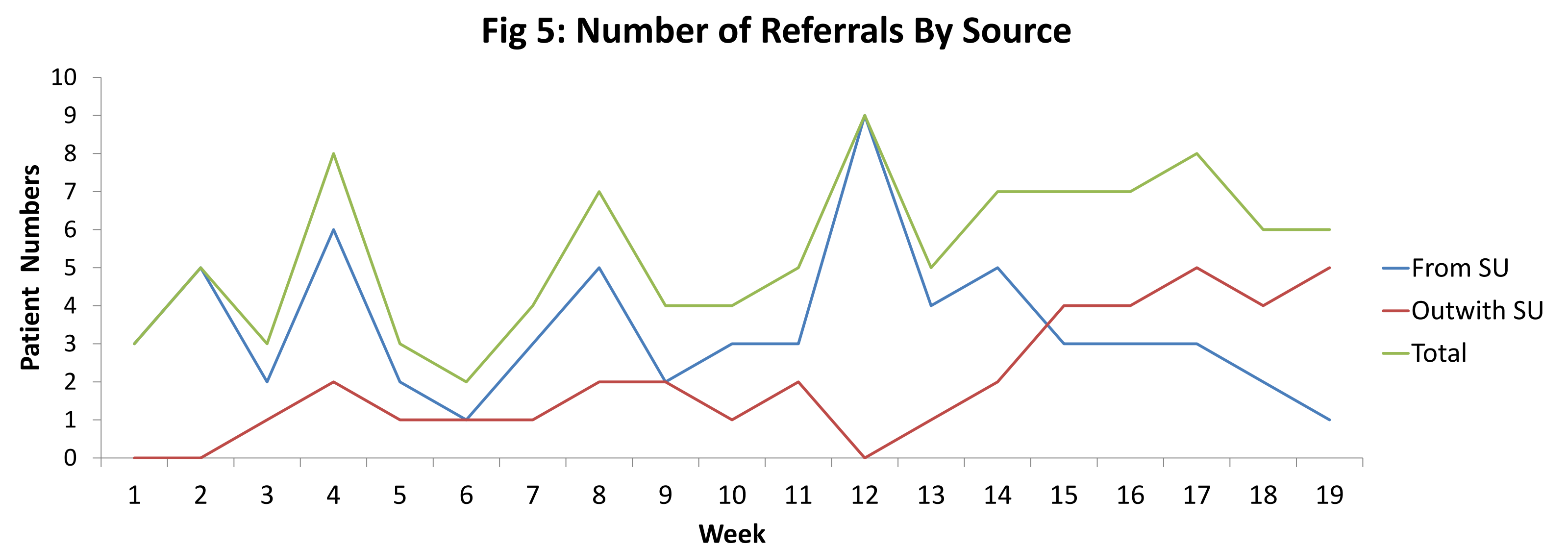
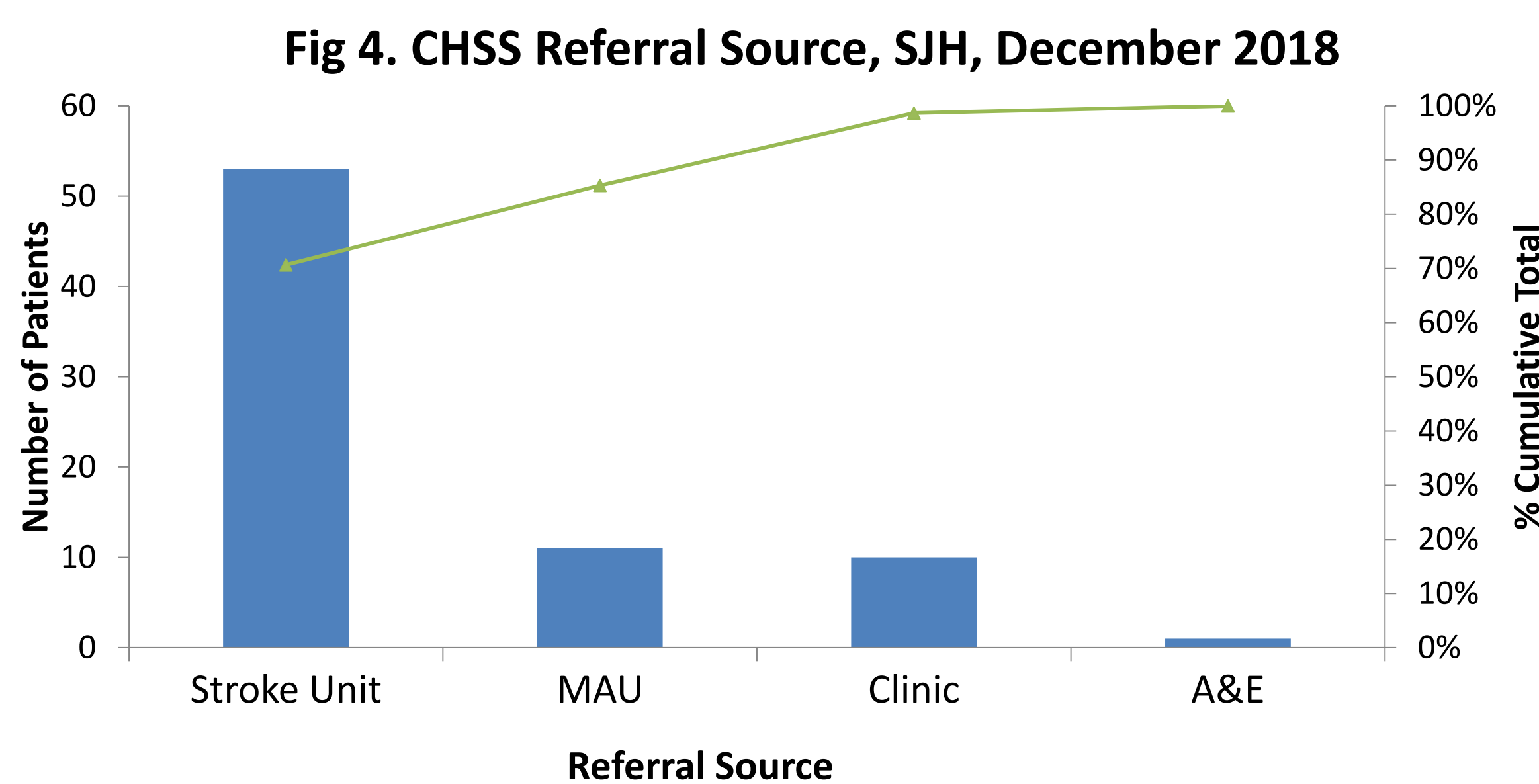


Figure 2: Patient feedback



Outcome

Increased numbers of referrals to CHSS nurse for both patients who were admitted to the Integrated Stroke Unit (ISU) as well as those who were not (Fig 5)



Conclusions

Prior to the project the number Stroke/TIA patients discharged from SJH was greater than the number referred to the CHSS Stroke Nurse Service. From the reports it has been identified that the missing cohort of patients were those who did not require admission to hospital and so were not being referred on to the CHSS nurse.

Lessons Learnt

As a result of this project, the whole of the Lothian CHSS stroke nurse team is now receiving these weekly reports. This helps us greatly particularly if a member of the team is off work for any time. It’s also useful to track our workload and ensure that it is distributed equally. We are more confident that fewer patients are slipping through the net. However the next step should be to address the ones who are never admitted to hospital (Emergency Department and Neuro Vascular Clinic).