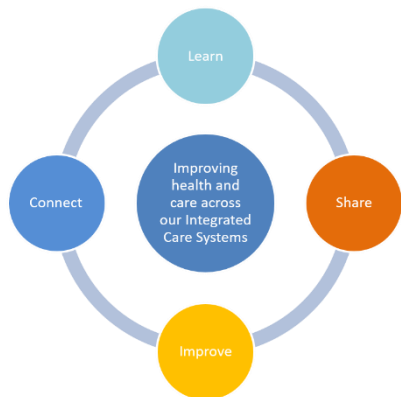


CASE STUDY - Continuous Quality Improvement

Improving 5-day delivery speed performance of Community Equipment



BACKGROUND..... WHO, WHAT, WHY?

Project led by: Jane Mackenzie **QI coach:** John Costello **Service/Team:** Staffordshire and Stoke on Trent ICS Partners

Partners from across the ICS came together to explore the data linked to performance of the 5-day delivery speed, the root cause analysis of the problem (fishbone diagram) highlighted that alongside the increase in demand there had also been a significant increase over time in more urgent delivery speed making the overall deliverability of the less urgent speed increasingly difficult to manage with 45.6% of standard stock order delivered on-time

AIM

The main aim of this project was to **Improve performance of the 5 day delivery speed to 50% delivered on time within 3 months.**
Change specific aim's included:

- Build understanding and provide a greater range of delivery speeds for prescribers
- Engagement with the 3 day delivery speed
- Shift urgent demand

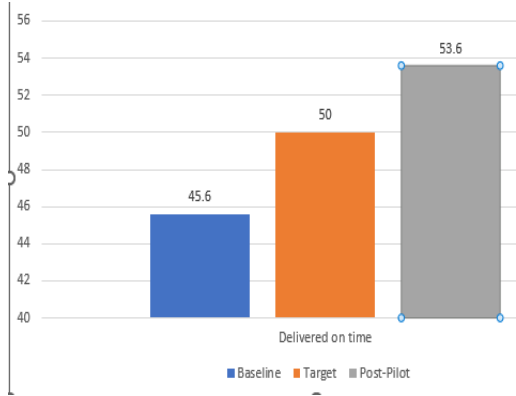
APPROACH

Using a PDSA approach we explored the problem using data and insights from staff working in the process alongside a root cause analysis to collectively agree on the main root cause. On the theme of reducing and shifting demand from urgent delivery speed we developed a set of changes to test, the main one being the re-introduction of the 3-day delivery speed. We agreed a pilot, trained the pilot team on when to use the new speed and why.

MEASURED OUTCOMES

Measurable improvements included:

- Good engagement with the change (9%) of all orders
- Positive feedback from prescribers and Medequip on the impact of changes
- Cost saving during the pilot of £687.06
- Reduction in urgent deliveries by 4% (from 51% to 47% of all orders)



CHALLENGES

The main challenge we faced was the setting of permissions to restrict the initial use of the new speed. Monitoring of the other interdependent factors that impact performance (Demand & capacity) Other challenges were time, communication and governance.

NEXT STEPS

1. Continue to monitor the data to explore the impact of the changes
2. Work with commissioners to agree the next steps for this particular change

OPPORTUNITY FOR SHARED LEARNING

The impact of this change has demonstrated improved performance, reduced cost, reduced lead time for patients and better staff satisfaction, we are in the process of using the evidence obtained from this QI project to support a potential scaling of this change across the contract. Other learning points have been documented and shared with the ICB. The discussions in this project have highlighted the need to ensure that information linked to performance and spend reaches front line team to enable them to understand and act on it.

Get in touch with your system QI ideas, to share your QI story, general QI queries or to join us at our quarterly system Quality Improvement Network events

Email us: systemCQI@mpft.nhs.uk