

## Aim

To reduce Outpatient Wait times with the use of virtual technology

## Context

In recent years, significant challenges have been highlighted surrounding fair and equitable access to our Health Services.

Studies have also reported <sup>1</sup>population health at the national level presents a picture of decreasing mortality rates and a rise in life expectancy over the past ten years.

As part of the Strategy for Integrated Services 2016-2016<sup>2</sup> Virtual clinics have been identified as a way to greatly enhance prevention and chronic disease management services

A combination of the above factors contribute to the increasing demand and high expectations in relation to healthcare in the outpatient setting.

## What are we trying to accomplish?

To deliver care aligned to the goals and objectives of the HSE Outpatient Services Performance Outpatient Programme 2016-2020

To promote the use of virtual clinics through proof of concept within the RCSI HG group

Improve efficiency within an OPD setting and provide Patient-Centred Care

Fostering an increased efficient use of MDT time

**Mid June** - Engage key stakeholders and gather and collate data on the success of existing virtual clinics in order to help narrow down our focus to a specific speciality

**Mid October** - Attend an existing OPD Trauma Orthopaedic Virtual Service to identify and understand the barriers/challenges we need to overcome to reach implementation stage

**Mid November** - Focus changed to a virtual Neurology MS clinic – To develop a new pathway and pilot clinic by December 2018 in Beaumont Hospital

## What We Did

### Plan:

- Identify and engage key stakeholder to ensure buy in
- Decide what relevant data we require
- Consult with existing Virtual Fracture clinic in Midland Regional Hospital Tullamore
- Alternative option to Fracture clinic identified and proceeded with

### Do:

- Gathered data of existing, successful Virtual clinics – Glasgow Royal Infirmary<sup>3</sup>
- Mapped patient pathway for Virtual fracture clinic
- Developed, in conjunction with the MS team, a checklist to capture the outcome of each virtual clinic appointment.

**MULTIPLE SCLEROSIS VIRTUAL CLINIC**  
A NEW ALTERNATIVE TO PATIENTS ATTENDING OPD CLINIC

Patient Name				
Patient DOB				
Current Issues				
Plan				
Medications				
Change to Medication	Yes	No		
Follow-up - please circle one	Next OPD Clinic	OPD Follow-up: 3 Months OPD Follow-up: 6 Months OPD Follow-up: 9 Months OPD Follow-up: Other Specify: _____	Discharge to GP	MRI required? Yes No

MS Nurse Numbers 087 8261567

**Study:** Analysed data gathered of existing, successful virtual clinics to identify appropriate specialties that can undertake a Virtual Clinic initiative

Reviewed HSE documents to ensure policies and procedures were adhered too;

- Strategy for design of integrated OP services 2016-2020
- NTPF Waiting List Management Protocol 2017

**Act:** Pilot Virtual MS Clinic commencing in Beaumont December 2018 with review in January 2019

## References

<sup>1</sup>Department of Health Key trends 2017

<sup>2</sup>Strategy for design of integrated OP services 2016-2020

<sup>3</sup>[www.fractureclinicredesign.org/the-virtual-clinic/](http://www.fractureclinicredesign.org/the-virtual-clinic/)

## Acknowledgements

Dr Margaret O'Brien

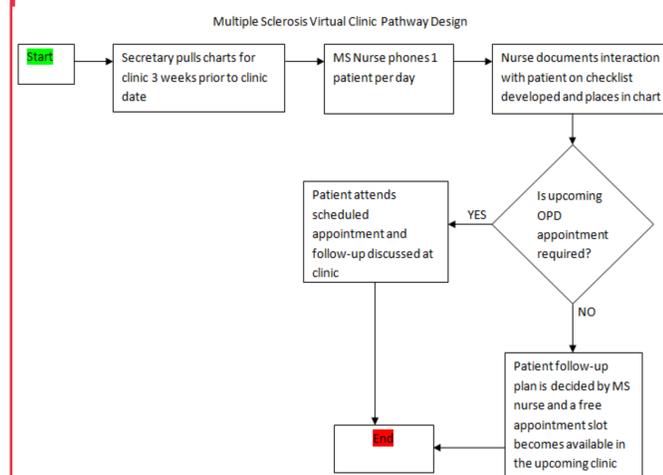
Professor Orla Hardiman

Neurology MS team in Beaumont Hospital

## What We Achieved

Obtained stakeholder approval to proceed with implementation of Virtual MS Clinic

Through interdisciplinary collaboration we designed a new patient pathway and checklist document for use in the MS virtual clinic



Established a start date to begin pilot virtual MS Clinic in Beaumont Hospital December 2018

### Key Recommendations:

Audit clinic statistics over a three month period to review and analyse findings

Handover to the Beaumont Neurology MS Team

Develop a questionnaire to establish patient satisfaction for the virtual MS clinic

Identify other areas where a virtual clinic can be adapted, help reduce wait times and strive towards improved patient-centred care

## Key Learning

- Obtaining Clinical Stakeholder engagement was essential to the success of the project

- Some outpatients clinics require restructuring to accommodate virtual clinics

- Project direction may change over time

- Time Constraints to narrow focus

## Team

Carol McEnroe, Asst Staff Officer, Payroll, Cavan General Hospital

Ciaran Spencer, Insourcing Co-Ordinator, Beaumont Hospital

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Donna O'Connor, Appt Scheduling/Waiting List Team Leader, Rotunda Hospital

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