

**Te Whatu Ora**

Health New Zealand

Waitematā

**Decreasing Waiting Times for Community**

**Physiotherapy to Prevent Harm 2023**

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# Why?

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- 13 patients were admitted to hospital with a potentially preventable condition
  - 77% had been on the waiting list for **25 days or more**
  - 149 hospital bed days, (potentially **1788 bed days** per year)
  - 46% were discharged to their home
  - 3 patients died in hospital



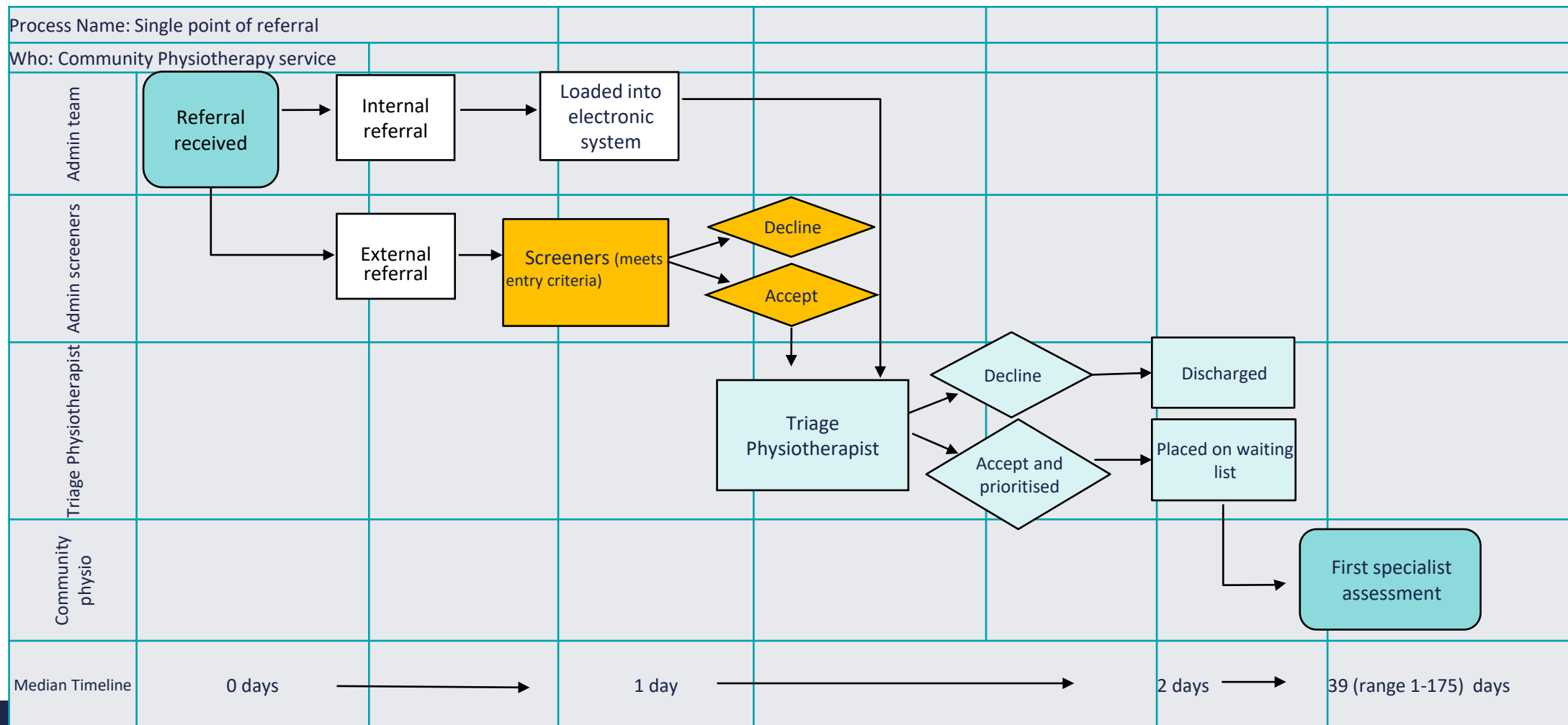
# How can we mitigate risk of falls?



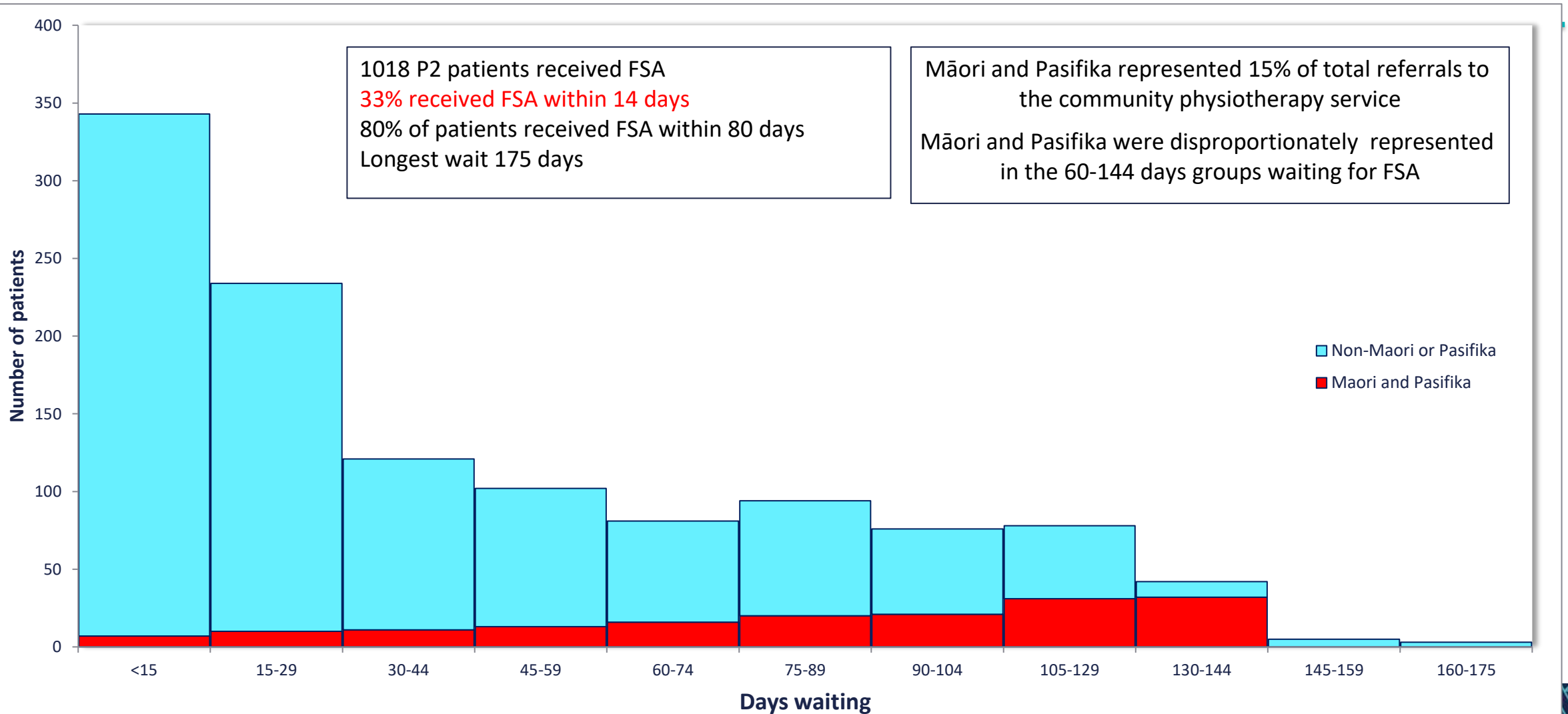
Community physiotherapists can provide interventions that **immediately mitigate risk of harm** from a decline in mobility or falls whilst waiting for rehabilitation to have an impact



# Diagnosing the problem: current process map – from referral to first specialist assessment (FSA)



# Days waiting for community physiotherapy first specialist assessment (FSA) 2022



# Consumer and Whānau stories prior to change

‘the physio did a good job when they got here, I had a fall whilst waiting but didn’t injure myself so I was OK’  
Bryan (waiting 26 days)

‘Well, the GP told me there was a long wait for the assessment for a walker. I mean you just expect to wait don’t you’  
Colleen (waiting 52 days)

When my GP referred me for a walker I was expecting to wait like you do for all hospital appointments these days, I was so suprised and delighted to have my walker set up within just 2 weeks Susan (waiting 9 days)

‘it (waiting) is so frustrating and inhibiting to my rehab and recovery to personal freedom and restored mobility. I feel defeated. I long to get out and about on my own’  
JS (153 days waiting)

“The physio was delightful easy and very pleasant to have around, she was comprehensive and supportive. The referral was made whilst we were overseas and kicked in very quickly on our return’  
Wife of Ron (waiting 54 days)

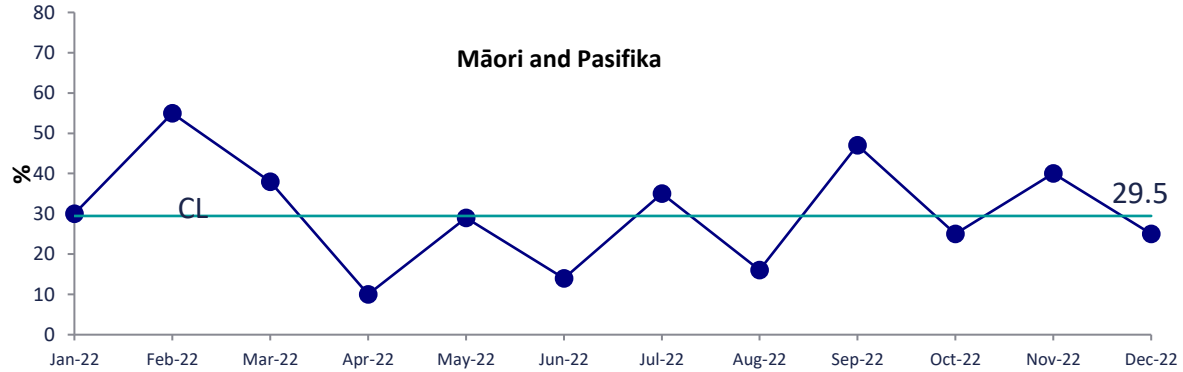
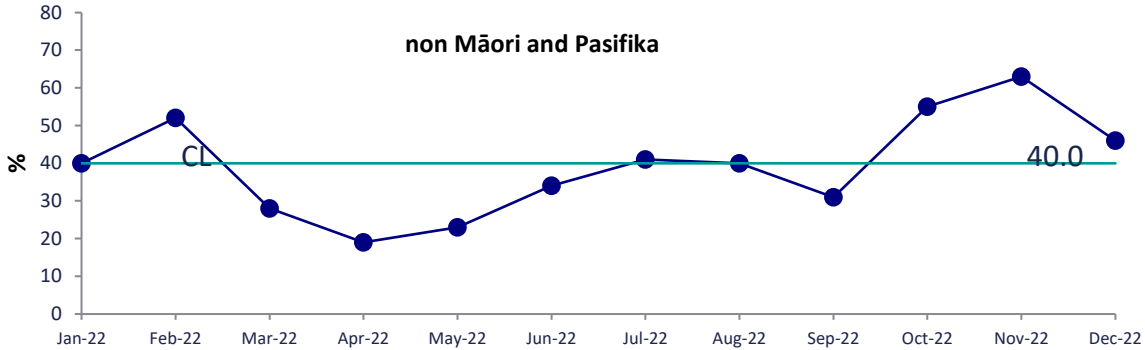
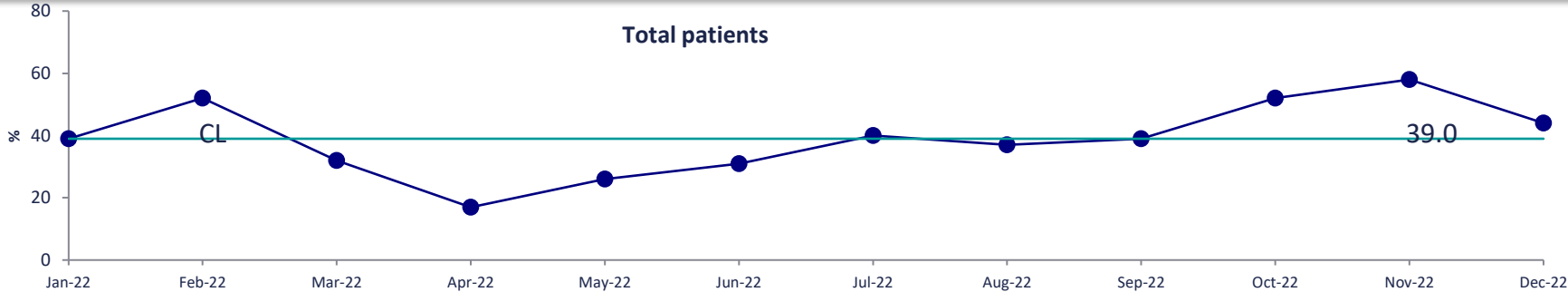
# Problem statement

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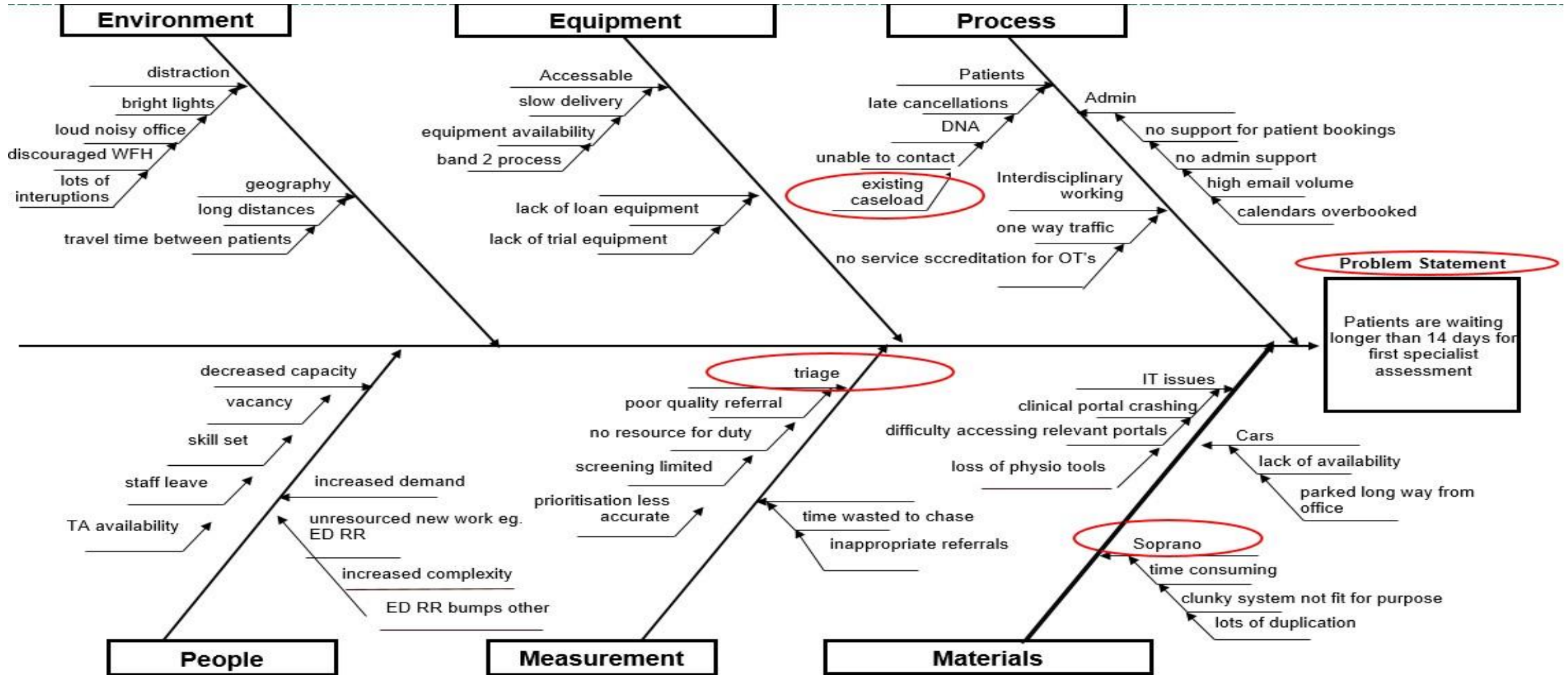
- Patients referred to the community physiotherapy service for issues relating to their mobility and movement are experiencing potentially, preventable falls or decline in mobility, that result in harm, injury, hospital admissions and premature death, whilst waiting for intervention due to the extended waiting times for community physiotherapy FSA



# Baseline measures: Run charts for percentage of P2 patients receiving FSA <14 days by ethnicity 2022



# Ishikawa diagram for Community Physiotherapy

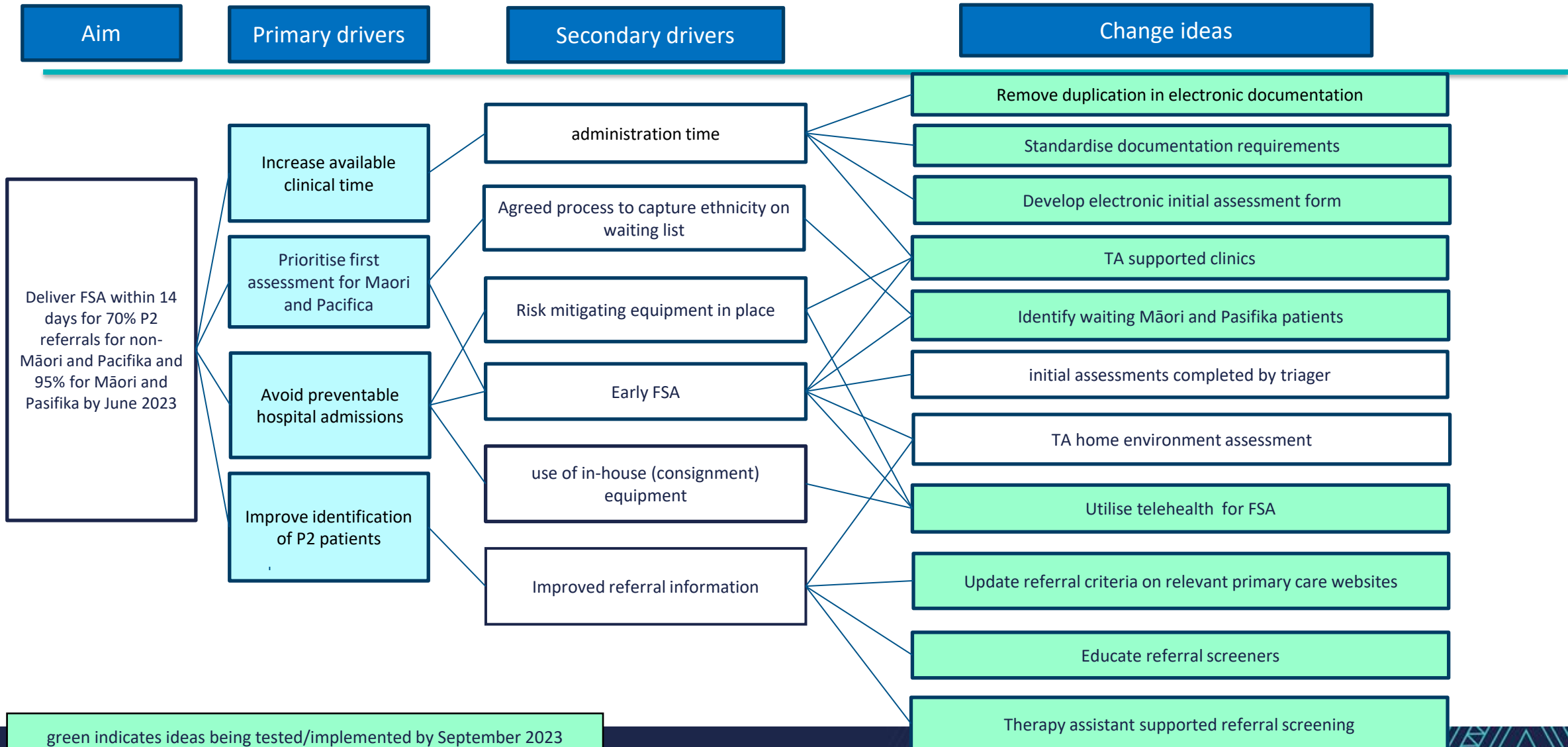


# Aim statement

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- Te Whatu Ora Waitematā community physiotherapy service will provide FSA to 70% non-Māori and Pasifika and 95% of Māori and Pasifika patients within 14 days of referral to the service, by July 2023

# Driver Diagram

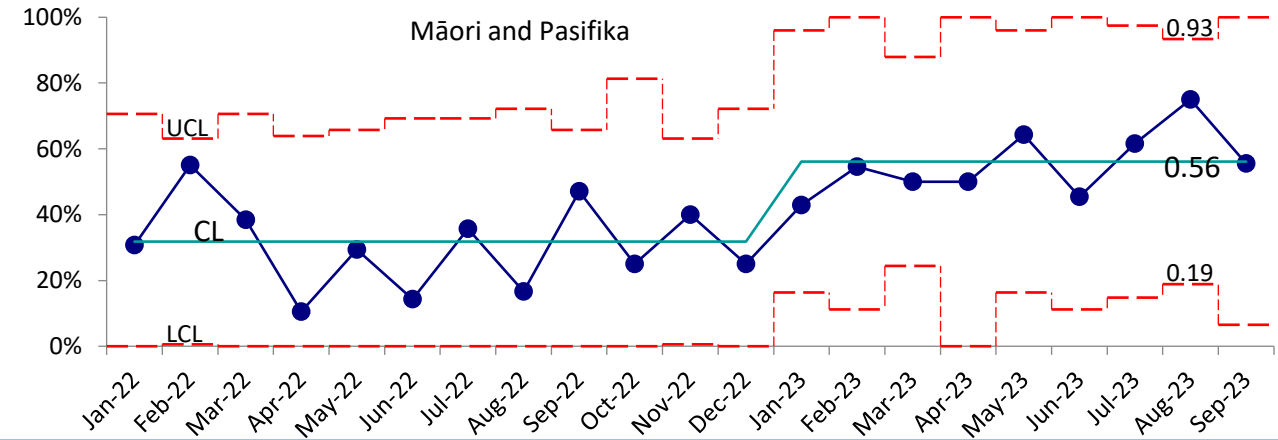
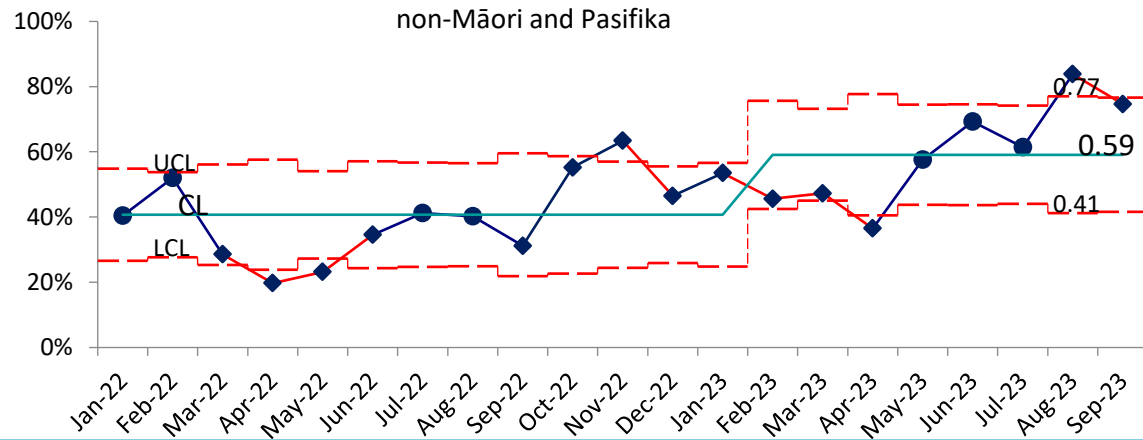
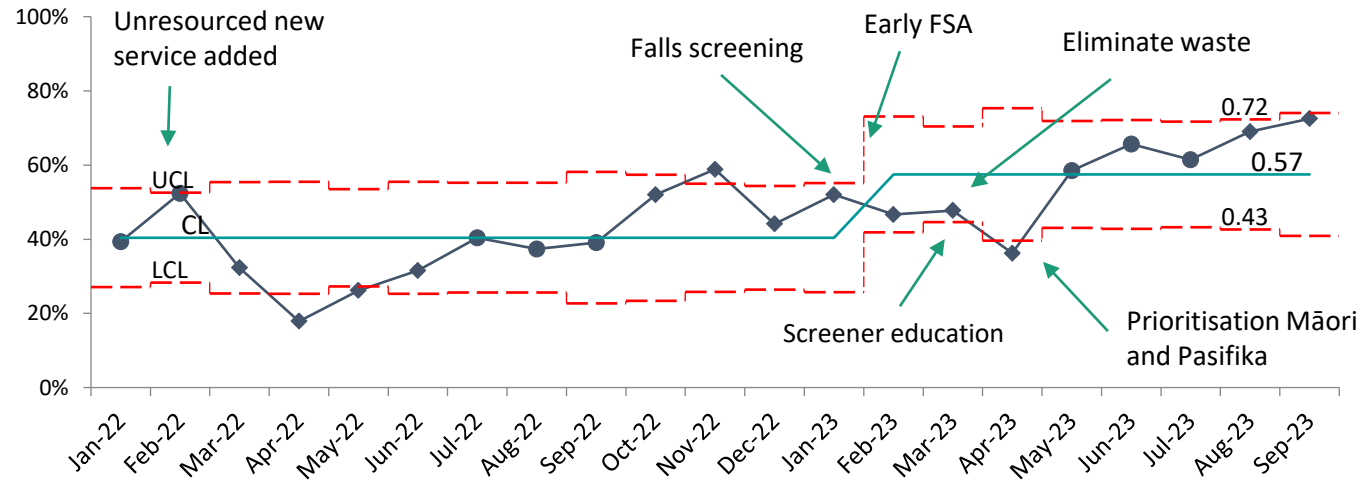


# PDSA's - summary

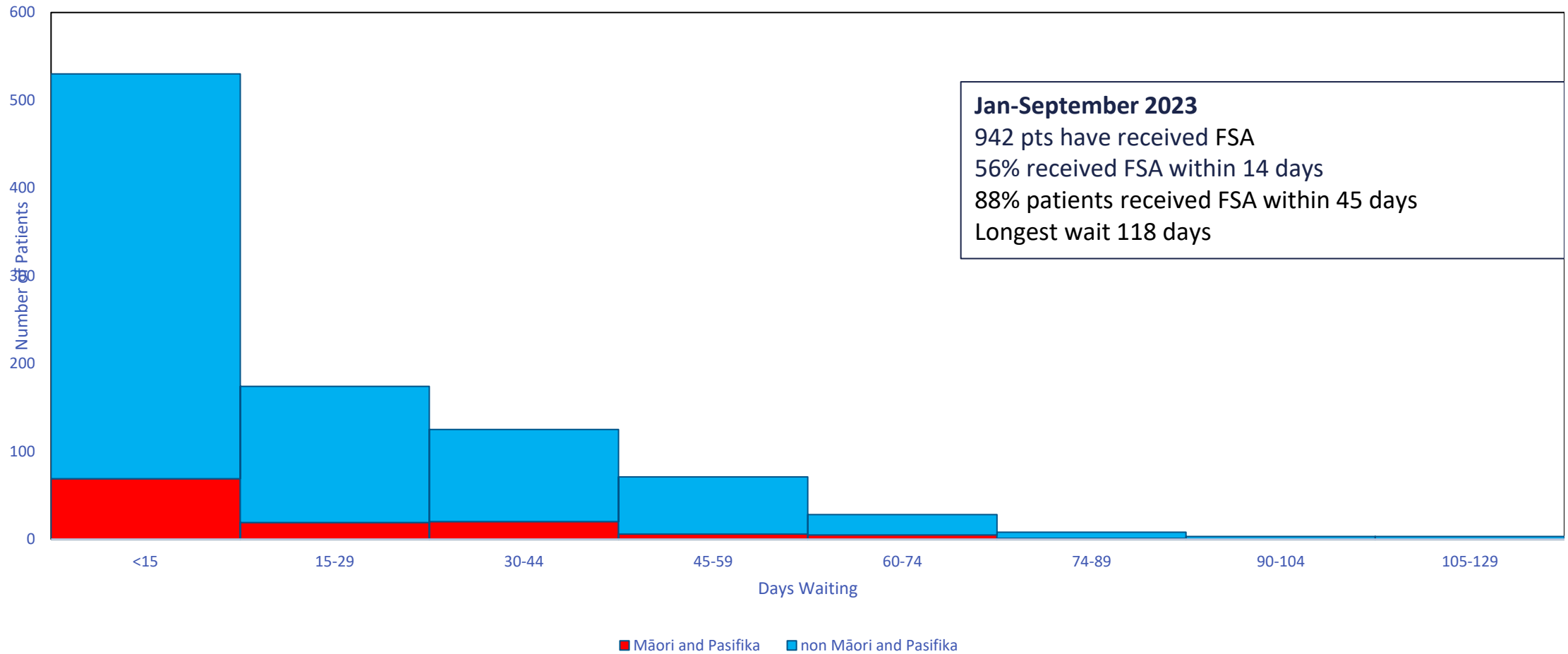
| Change idea                                      | PDSA   | Aim (of PDSA)   | Measure   | Decision                 |
|--|--|---|---|--------------------------|
| 1) Improve referral information                  | Less is not always more  | Improve referral information to identify patients at greater risk of falls  | Percentage of patients with change in priority based on additional information          | Adopt                    |
| 2) Telehealth for early FSA                      | Safety first – early telehealth <14 days for FSA                     | To utilise telehealth to deliver FSA 14 days or earlier to provide risk mitigating strategies whilst waiting for further rehabilitation | Percentage of patients where risk mitigating strategies can be provided 14 days or less | Adopt                    |
| 3) Improve screener knowledge                    | Referral screener education  | Improve the referral information received by Triage   | Baseline knowledge and post education knowledge   | Adopt as regular updates |
| 4) Reduce non value add electronic documentation | Identify and stop all aspects of documentation that do not add value | Reduce time spent on administrative tasks to increase available clinical time   | Time spent to complete documentation before and after change                            | Adopt                    |
| 5) Reduce inequity                               | Māori and Pasifika prioritisation                                    | Māori or Pasifika patients to be prioritised to the top of the clinical priority group  | Percentage of Māori and Pasifika waiting <14 days for FSA                               | Adopt                    |
| 6) Therapy assistant supported satellite clinics | Optimise therapy assistant input                                     | Therapy assistant to complete tasks previously undertaken by the physiotherapist  | Decrease physiotherapy time required per patient FSA                                    | Adapt                    |
| <b>Future</b>                                    |  |   |   |                          |
| FSA completed by triager at time of triage       | FSA on referral  | To utilise telehealth to deliver FSA on referral to provide risk mitigating strategies whilst waiting for further rehabilitation        | Percentage of patients where FSA completed provided 14 days or less                     |                          |

# P chart: Percentage of patients receiving FSA within 14 days

Total patients



# Current state 2023



# Consumer & whānau stories after changes

I was delighted to get the walker, I was so frightened of falling again but not so much anymore

It was fantastic service, I was so worried about my Dad falling but feel he's much safer now

I thought my GP referred me for a walker but the physio was able to see many other areas I needed help I am managing so much better now thank you

What a great service, I was referred by my GP and expected to wait for ages as I really felt I needed their guidance on what I needed to help me manage at home, the following week I had an assessment and the advice was so reassuring I have some equipment due to be set up any day now

The physio was really nice and thorough but I just feel someone needs to see me in my home to understand the difficulties I am having

I was so surprised to receive my equipment within a few days after the physiotherapist called me

It was great to get a walker and OTF so quickly now I just need to get stronger so I don't need them

The physio lady that spoke to me was very kind, she seemed to know exactly what to ask about how I was managing at home. I have a walker now to help me and I am starting my exercises – I would like to get off the walker if I can





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