# Rehab Focus On

**Connecting staff across our rehabilitation services**

## Community Multi-agency Virtual MDT

**Winter 2020**

### The Issue:

A number of clients/patients were identified as having very complex needs without a defined treatment pathway able to meet these needs, resulting in referrals bouncing between services and delays in their treatment

### The Aim:

Develop a community multi-agency virtual MDT process for patients with complex needs requiring a community multi-agency approach to their treatment

### Outcome:

Process in place supported by process flowchart, referral form and outcome.

KPIs in place to monitor impact

### QI Methodology:

PDSA approach used to refine process through 4 multi-agency tests of change

KPIs/measures were developed to monitor the impact of the process

ESHT Improvement Hub

### Meet the Project Group:

Claire Wild, Megan Burch, Alex Wengraf-Hewitt, Katherine Howells, Stef Sinden, Julie-Ann Neuss, Lyn Leppard, Michelle Crouch, Shannon Guglietti

**Quality Improvement Project Initiation Document (PID)**

**COMM > REHAB TRANSFORMATION > COMMUNITY MULTI-AGENCY VIRTUAL MDT**

| Programme/WS Name | Rehab Transformation | Project Name | Community Multi-Agency virtual MDT (vMDT) |
|---|---|---|---|
| Programme/WS Exec | Abi Turner | Project Lead(s) | Claire Wild |
| Programme Sponsor | Karen Poole | Service Lead | Megan Burch |

**Summary/Rationale/Scope**

There are a number of clients/patients identified as having very complex needs and their treatment pathway is not clearly defined or would not be able to meet their needs and a community multi-agency approach is required. This means that referrals for such patients often bounce between services incorporating delays into the treatment pathway.
It is anticipated that the development of a community multi-agency virtual MDT process will support more timely decision-making in treatment plans for these patients and reduce referrals being bounced between services.
Scope: patients with highly specialist complex needs who require a community multi-agency input

**Aim(s)/Objective(s)**

Design, test and implement a community multi-agency virtual MDT process for patients with complex needs requiring a community multi-agency approach to their treatment.

| Project Overview | | Project Leads | |
|---|---|---|---|
| Development of process & required documentation | | CW | |
| Testing and refinement of process (PDSA approach) | | Various members of project group | |

**Key Benefits / Deliverables**

Patient - delays in the pathway for these patients with specialist complex needs will be reduced
Clinical - these patients receive the appropriate clinical intervention at the right time
Organisational - more efficient pathway for these patients reducing inappropriate and/or duplication of referrals

**Link to Organisational Strategy**

Recovery and Restoration
Integrated Community Care
Patient Flow
Quality Improvement Strategy

**Interdependencies**

External partners, eg Adult Social Care, Wheelchair Service, Hospices
GDPR requirements
Digital systems

| KPIs / Measures | | | |
|---|---|---|---|
| Description | Target | Data Source | Workstream Projects |
| E-mail referrals are recorded onto tracker within 3 working days (process) | 100% | Tracker | vMDT |
| Referral form is completed for each vMDT (process) | 100% | Relevant system, eg E-Searcher | vMDT |
| vMDT is convened within 21working days of receipt of referral form (process) | 100% | Tracker | vMDT |
| Summary of agreed actions documented (process) | 100% | Relevant system | vMDT |
| Technology functions effectively and reliably (process) | 100% | Feedback survey | vMDT |
| Evidence that the process and its recommendations were useful and acceptable to patients (outcome) | 100% | Feedback survey | vMDT |
| Evidence that the vMDT members found the process acceptable, useful and non stressful (balancing) | 100% | Feedback survey | vMDT |

### Get involved

RR&R Forums are held on **2nd Wednesday** of each month via Teams.
Contact **trish.richardson2@nhs.net** to be added to the circulation list.

### For further information:

Contact: esht.communityvirtualmdt@nhs.net

**NHS**
**East Sussex Healthcare**
**NHS Trust**