

Dr. Aaron Rizzardo BSc PT, MD, FRCPC, Ruth Ringland NP(F)

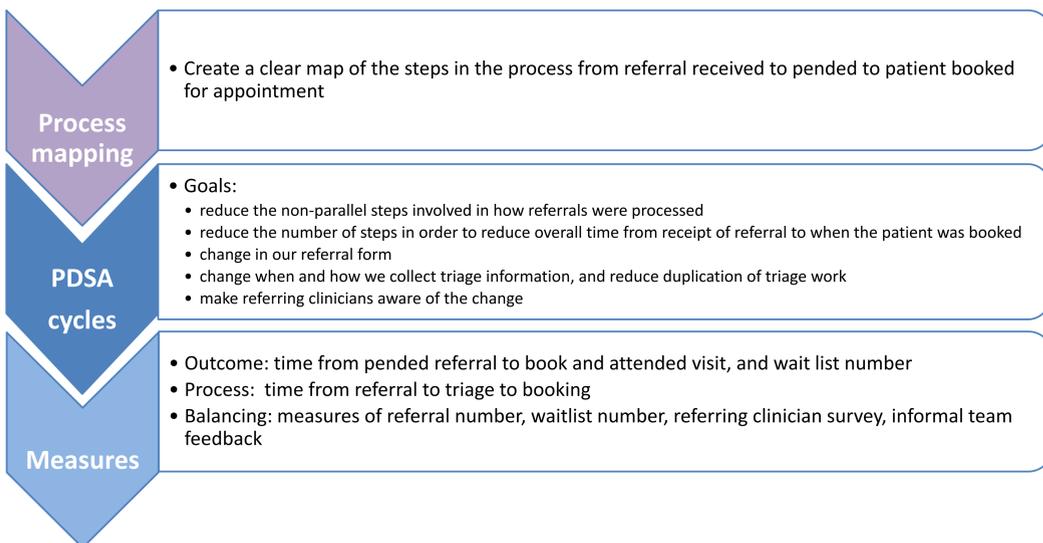


Reduce time from receipt of referral to first booked appointment (from 10 weeks to 2 weeks – 85%) for new pain patients referred to the routine stream at the Surrey JPOCSC Pain Clinic by May 2019

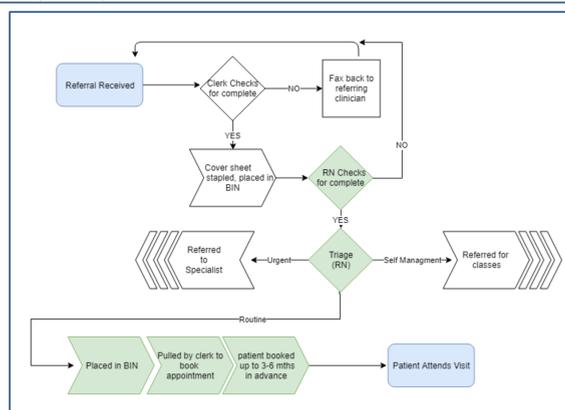
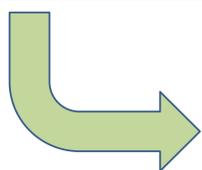
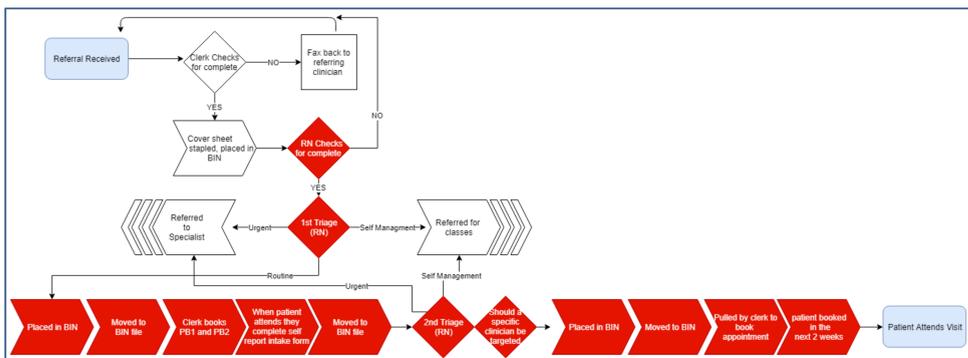
## Background

Chronic non-cancer pain is a complex debilitating experience that affects 30% of the population. One in ten persons living with chronic pain are significantly impacted and require a complex care provided by a multidisciplinary pain clinic. There is one multidisciplinary chronic pain clinic serving the Fraser Health Authority population. Despite the 15-member team managing 500 visits per week, the waitlist steadily grows, and there can be long wait times for services. The challenge of this project was to examine ways for the service model and resources to match the need.

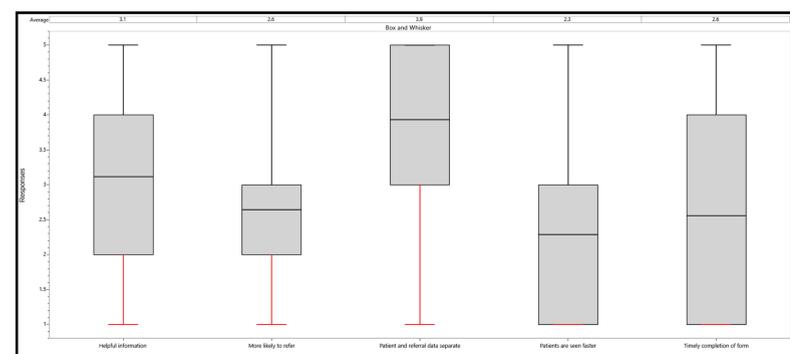
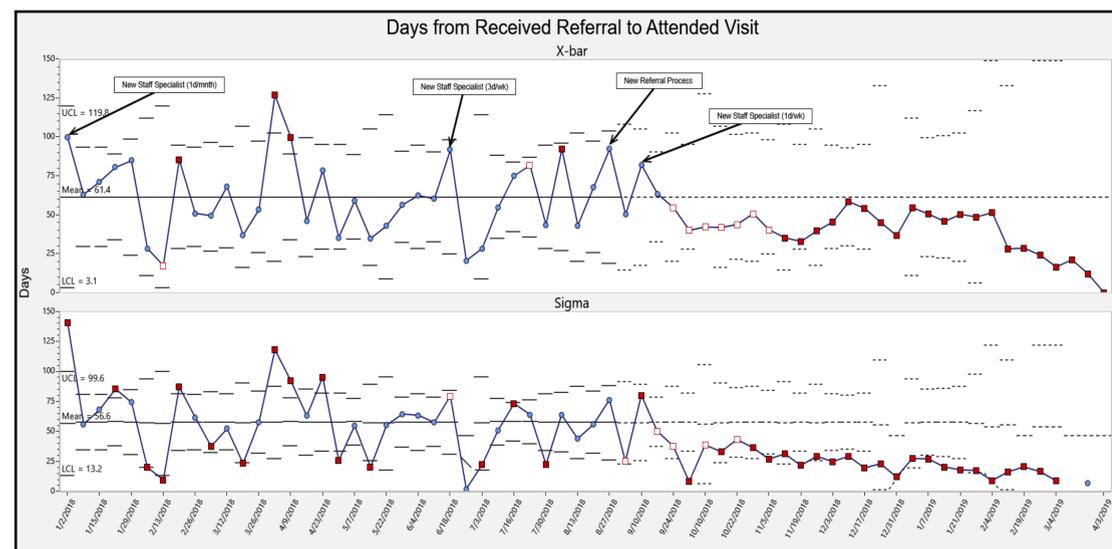
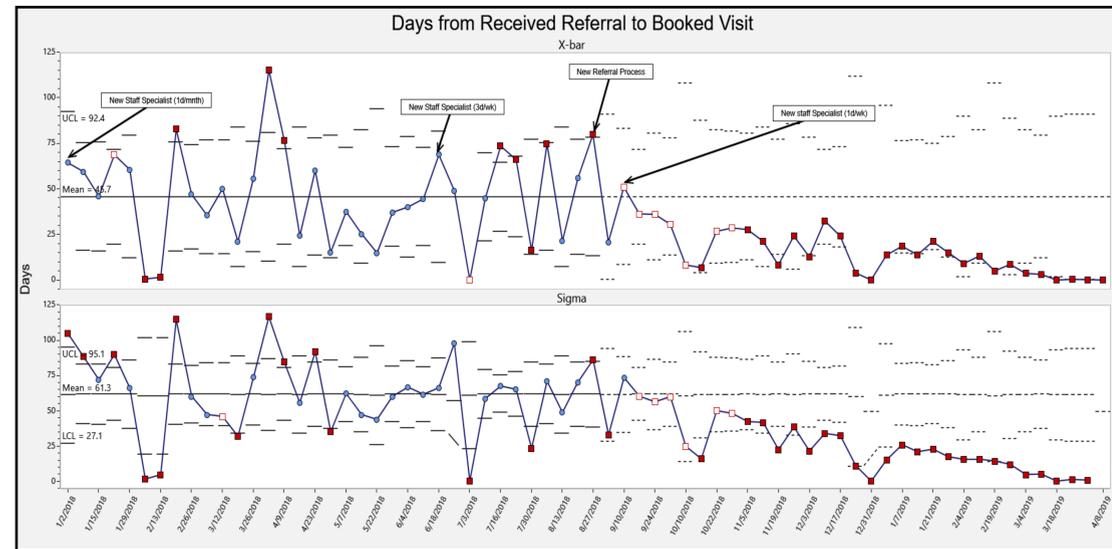
## Project Design & Strategy



## Changes Made



## Results

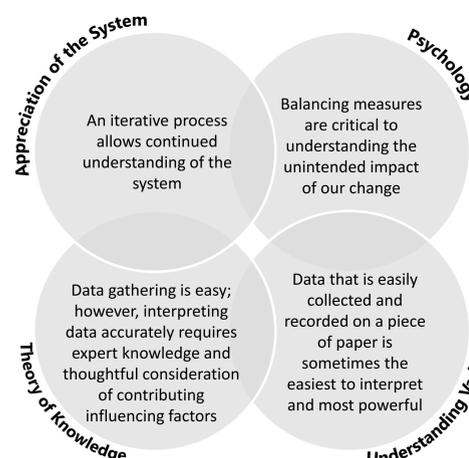


Above: Shewart chart X-bar S demonstrating the time in days from when a referral is received (complete) by fax and the time to when the first visit is booked (top chart) and when the first visit is subsequently attended (bottom chart)

Left: Survey results from referring clinicians post process change

## Lessons Learned

Deming's Systems of Profound Knowledge applied to the Pain Clinic Project



## Next Steps

- Baton:** Recruit pain team member or incoming fellows to carry on project in Cohort 5
- PDSA:** Review how the process change is holding up, do we have a sustained change?
- PDSA:** Analyze survey results to review the current referral process and how it has impacted referring clinicians. Are there other improvements we can make?
- PDSA:** Start sampling delays due to incomplete referrals. Can we increase the complete charts on first fax?

## Team

Physician Lead: Dr Aaron Rizzardo  
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MOA Lead: Sherry Lukes  
Volunteer Partner: Dave Borrel  
PQI Coach: NP Ruth Ringland  
PQI Team: Tracey Giles, Janice Eng, Bev Saumer  
Sponsors: Dr. Aaron MacInnes – Division Head, Pain Medicine & Leane Sutton – Director, Surgical Services