

Background

Delta Hospital (DH) is a community hospital, and a Level V trauma centre owned and operated by the Fraser Health Authority in the city of Delta, British Columbia, Canada.

After consulting with a patient, the Psychiatrist dictates a report containing the clinical information, diagnosis and proposed treatment plan. Once this dictation has been transcribed and signed off, this report is distributed to the referring primary care practitioner and the adjacent treatment team. Primary investigation of the workflows identified that the time required from the physician's dictation to transcription can take up to two months. This impacts negatively on the patient's care, their care plan and the timely communication between mental health team members and the referring practitioners.

By reducing the transcription time, service will be improved for patients and the referring practitioners by the DMH team.

Changes Made

From 3 April 2018 to 20 April 2018 a transcriptionist was given the opportunity to work without any interruptions, ie as a dedicated transcriptionist to test our change idea.

Results

The number of days to complete a transcription report, from the date of dictation, were randomly selected for the months of February 2018 to April 2018. This is presented on a chart to detect any trends.

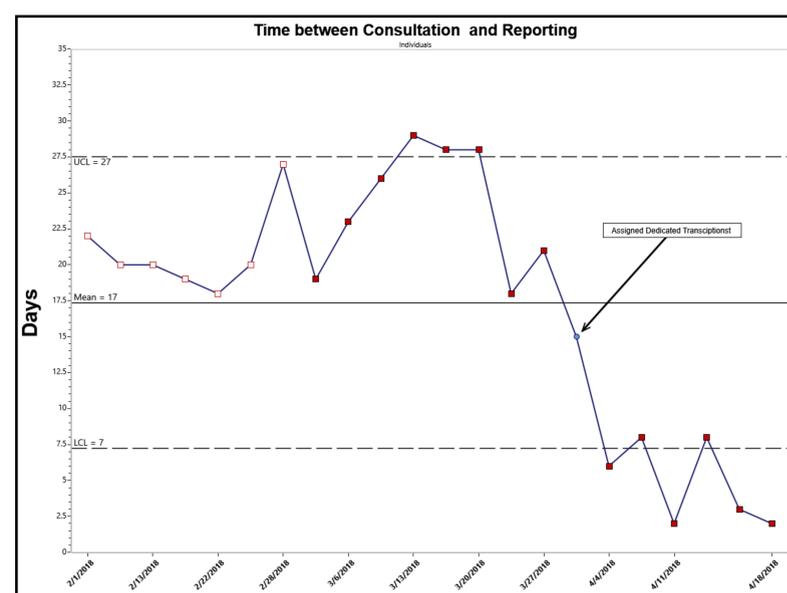


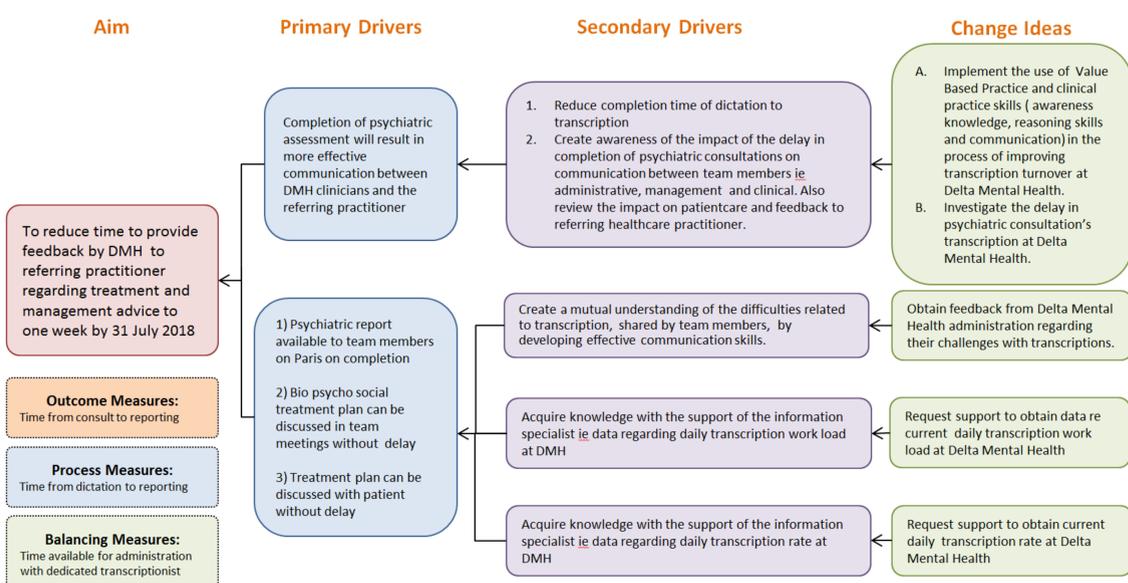
Figure 1. Reduction in the number of days required to complete patient consultation reporting

Aim

Reduce Time between consultation to consultation reporting of all eligible patients at Delta Mental Health and Substance Use Services (DMHSUS) by 80% by 31st July, 2018.

Project Design & Strategy

Value-based and clinical practice skills (Awareness, Knowledge, Reasoning Skills and Communication) were used to investigate transcriptions at DMH. It was found that the transcriptionist was continuously interrupted and required to fulfill routine office duties while transcribing reports. Data of the transcription turnover at DMH was obtained. The data was then compared to the number of days to complete randomly selected dictations by a dedicated transcriptionist at DMH as a pilot and first planned test. The diagram below illustrates how the project's strategy was developed from the initial aim.



Lessons Learned and Next steps

- Transcription time was reduced from two months to less than one week with one dedicated transcriptionist.
- We aim to continue promoting this model can greatly influence our patients' outcome and improve communications with the medical team.

Our Team

