

Name of pathway \_\_\_\_\_

Review requested by: \_\_\_\_\_ Date: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

If you need more space to complete this section please feel free to attach another page.

**Why is a review required for this pathway?**

*What problems are noted by staff and patients?*

*Are there quality or service improvement projects already underway that would benefit from a review?*

*How would this work align with WCDHB's strategic direction?*

**What would be the objectives for a review of this pathway?**

*What do you want to achieve?*

*If the pathway was functioning well what would it be like? What is the ideal situation?*

*What would the impact be for patients, staff, etc?*

**How would a review of this pathway impact on other services?**

*Does this pathway form part of a wider patient journey?*

*Is the service covered by external providers, e.g. contracts with private health professionals or services?*

*How broad is the interface between primary / secondary / tertiary services?*

Name of pathway \_\_\_\_\_

## Current Pathway

To give an indication of the potential scope of a patient journey improvement exercise please provide information on the current pathway as detailed below. If you do not have access to the information requested please state this so that we can assist you to complete these sections if required.

### Patient groups

*Provide details of the types of patients treated through the pathway, e.g. age, sex, health status.*

### Departments / key staff / providers involved

*Consider primary, community, secondary, and tertiary providers as well as WCDHB departments.*

### Setting

*Hospital based, community based, etc.*

### Entry points

*Where and how the patient enters the pathway, e.g. GP referral, A&E presentation, internal hospital referral.*

### Transition of care

*At what points of care would the patient be transferred between departments or providers?*

### Exit points

*Where and how the patient leaves the pathway.*

**Name of pathway** \_\_\_\_\_

To help us evaluate potential areas of improvement for this journey please provide ratings and information on any issues relating to the following aspects of the pathway. If you do not have access to the information requested please state this so that we can assist you to complete these sections if required.

**Efficiency**

<p><b>Process, Information Technology, Documentation</b>  <i>Are there process flow charts, procedure documents, referral guidelines? Are the protocols complicated and confusing? Is all required information detailed in the notes, are forms circulated to the appropriate people?</i></p>					
0	1	2	3	4	5
Consistent / No issues		Adequate / Variable		Disordered / Absent	
<p><b>Waiting Time</b>  <i>Acute Services - Is there an extended wait in ED, are there problems with access? Is the problem assessment or treatment, or both?</i>  <i>Elective Services – Is the service ESPI compliant, are there access thresholds in place?</i></p>					
<i>Acute Services</i>					
0	1	2	3	4	5
Minimal waiting time				Extended waiting time	
<i>Elective Services</i>					
0	1	2	3	4	5
All patients treated < 6 mths				Most patients waiting > 6 mths	
<p><b>Collaboration and Service Structure</b>  <i>Do internal staff and departments communicate well about patient care and service needs? Is collaboration between primary, community and hospital providers strong? Is the pathway part of a visiting service?</i></p>					
0	1	2	3	4	5
Strong communication and interface		Some collaboration		No communication, staff working in silos	

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<p><b>Admissions and Length of Stay</b>  <i>Is there a high demand for admissions and can the service meet that demand? Are beds used efficiently? Are discharge planning and management processes in place? What is the average LOS?</i></p> <p>0                      1                      2                      3                      4                      5</p> <p>Low admissions, no capacity issues                      High admissions / limited capacity / extended LOS</p>	
<p><b>FTE / Staffing</b>  <i>Is the pathway adequately resourced? Are staff fully utilised? Are there recruitment issues? Is there enough training and education available for staff if needed?</i></p> <p>0                      1                      2                      3                      4                      5</p> <p>No staffing issues                      Unstable workforce/staffing levels</p>	
<p><b>Equipment and Facilities</b>  <i>Does the pathway have the appropriate equipment and facilities to operate or are significant upgrades required?</i></p> <p>0                      1                      2                      3                      4                      5</p> <p>No issues                      Extremely poor</p>	

### Clinical Risk / Patient Safety

<p><b>Incidents and Complaints</b>  <i>Are you aware of any incidents recorded for this pathway or a high number of patient complaints? Do you know the nature of the incidents or complaints?</i></p> <p>0                      2                      4                      6                      8                      10</p> <p>No incidents / complaints                      High number of incidents / complaints</p>	
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<b>Consumables</b> <i>Does the service use high cost equipment and supplies?</i>						
0	2	4	6	8	10	
Low cost				Extremely high cost		

### Inequalities

<b>Maori Health</b> <i>Are there particular issues for Maori relating to this pathway, is there a need for more dedication of resource to address Maori health needs?</i>						
0	1	2	3	4	5	
No issues / service provides well for Maori			Significant issues for Maori / minimal service provision			
<b>Equity</b> <i>High disparities in health status for patient group, service requires particular attention to certain groups, does the pathway target those with poor health or highest need?</i>						
0	1	2	3	4	5	
No issues / service covers all groups effectively			Significant issues / some groups disadvantaged			

**When complete please submit this form to the Patient Journey Steering Group**

Attention: Alison McDougall  
 Patient Journey Improvement Co-ordinator  
 Medical Administration  
 Grey Hospital

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