

Musculoskeletal Pathway of Care (MPC)

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MPC

- Case Management Model
- Advanced Physiotherapist – completes thorough Ax
- Comprehensive Care Plan sent to GP
- Implementation with Key Stakeholders i.e. community, primary care - CDMP, some secondary care services
- Patients are given options to manage their condition

Key Issues

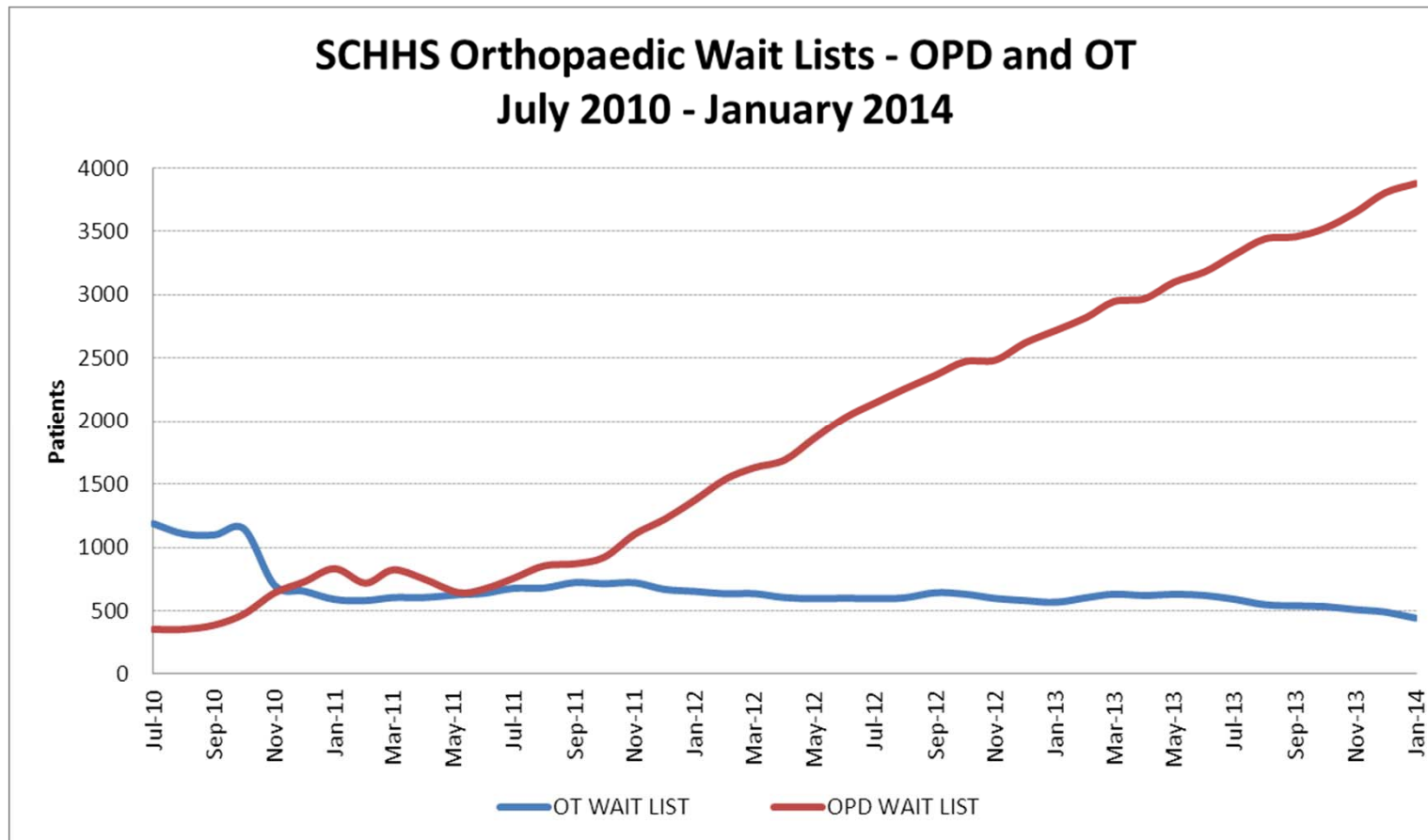


Figure 1: SCHHS Orthopaedic Wait Lists

Key Issues

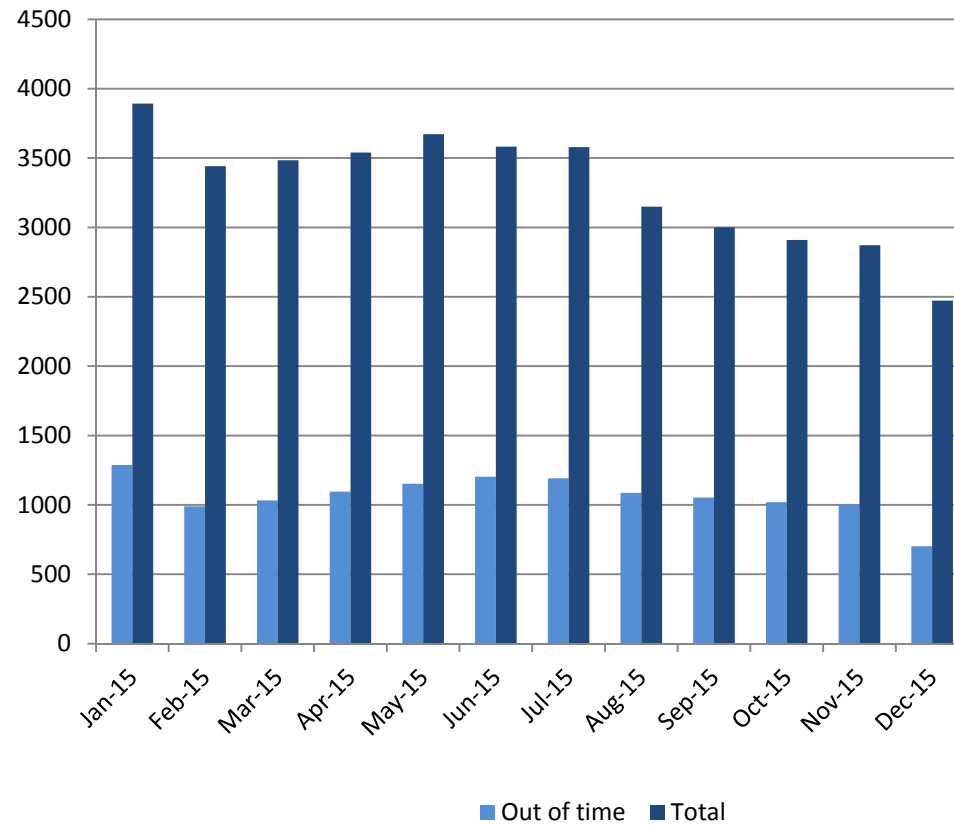
- January 2014: 3878 outstanding referrals to orthopaedic consultants
- The Orthopaedic conversion to surgery rate was 16%
- Category 2 patients were waiting on average 606 days to secure an appointment
- Category 3 patients were seldom offered appointments

Aims

- Provide an accurate system of triage that increases access to surgical intervention or non operative management
- To reduce waiting times for assessment in orthopaedic outpatient services
- To improve surgical conversion rate
- To decrease the numbers of patients on SCHHS ortho wait list

Outcome – Ortho Waitlist

Nambour Hospital Orthopaedic Waitlist Data
Jan 15 to Dec 15



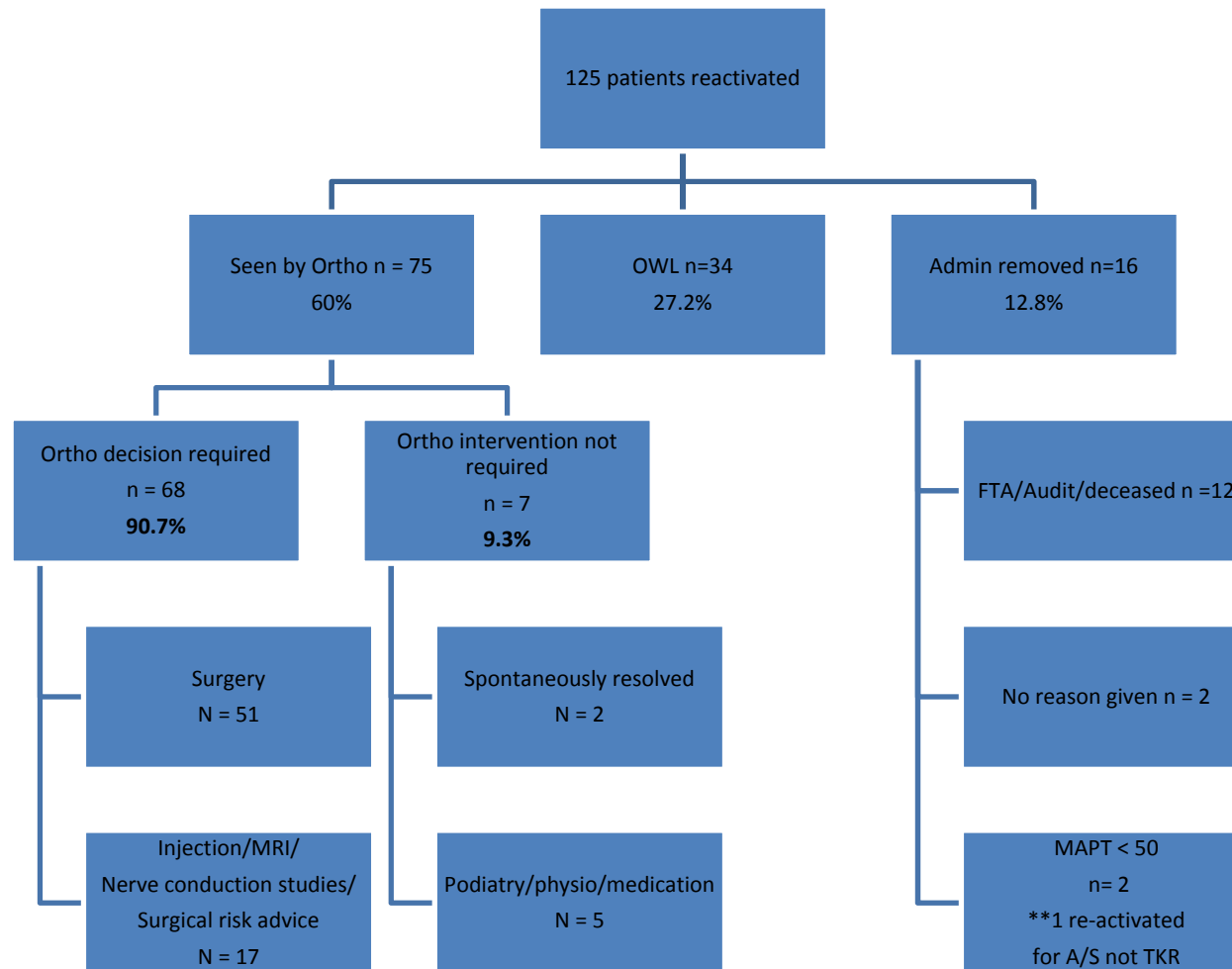
Outcome – Out of time

		Nambour Orthopaedics waitlist data													
		Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	
	In time	9	9	6	3	6	13	4	6	4	3	10	7	12	
Cat 1	Out of time	3	1	0	0	0	3	2	1	2	4	2	2	1	
	Total	12	10	6	3	6	16	6	7	6	7	12	9	13	
	In time	302	285	281	289	299	381	463	323	267	206	180	211	228	
Cat 2	Out of time	81	107	133	103	69	70	101	149	90	52	44	25	6	
	Total	383	392	414	392	368	451	564	472	357	258	224	236	234	
	In time	2295	2158	2165	2152	2215	1985	1920	1734	1677	1681	1679	1552	1606	
Cat 3	Out of time	1203	882	899	993	1083	1130	1089	936	961	963	957	675	651	
	Total	3498	3040	3064	3145	3298	3115	3009	2670	2638	2644	2636	2227	2257	
	In time	2606	2452	2452	2444	2520	2379	2387	2063	1948	1890	1869	1770	1846	
Total	Out of time	1287	990	1032	1096	1152	1203	1192	1086	1053	1019	1003	702	658	
	Total	3893	3442	3484	3540	3672	3582	3579	3149	3001	2909	2872	2472	2504	

Outcome – Raw Data

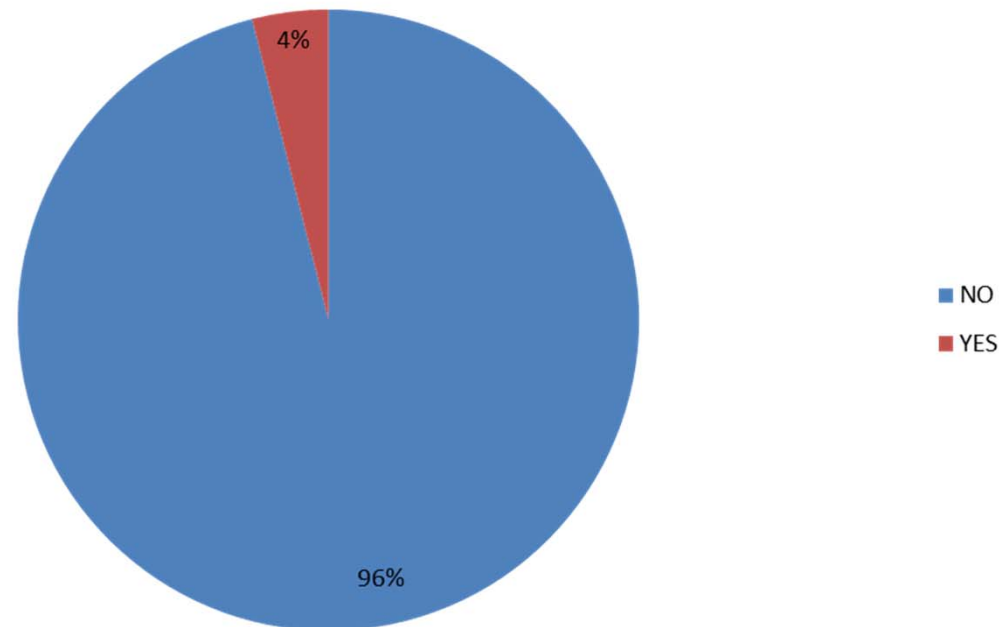
Activity	Total	
	Sep 2015 / Feb 2016	
Number of Patients Triaged from category 2 & 3 waitlists	4168	5231
Referrals triaged to operative waitlist	1671 (40%)	1932 (37%)
Referrals triaged to MPC non-operative pathway	2497 (60%)	3299 (63%)
Total number of Patients seen	1259	1907
Removed from Orthopaedic Waitlist (OWL) as no management required	234	394
Patients referred back to Ortho wait list for surgical opinion following Physio Ax	169	246
Patients referred back to Ortho wait list for surgical opinion due to patient or GP request	49	49
Fail to Attend (FTA's)	246 (13%)	328 (15%)
Referred to GP with management plan	1090	1539
Patient satisfaction survey results	1221	1800

Outcome - Reactivation from MPC



Outcomes

Patients Returned to Ortho Wait list by the GP -
post MPC Management



Outcome - Patient Satisfaction

Question (1800 surveys completed)	Satisfaction Level
Physio explanation of service Physio explanation of condition, assessment and recommended management plan Patient needs met on the day and clear about direction post assessment	98%
Understanding why they were being assessed Easily able to access appointment	96%
Patients who felt their management plan was achievable	94%
Patients who expected to see a surgeon	13% 2015 / 12% 2016
Patients who would have preferred to see a doctor	8%
Patients who felt that surgery is required to manage their problem	4%

Outcome: GP- Experience Survey

Question (93 surveys completed - end 2014)	Satisfaction Level
Time taken for an appointment (i.e. satisfied or very satisfied)	57%
Information provided explaining nature of MPC service/clinic	71%
Information provided re: outcome of MPC patient Assessment	86%
Overall management provided by MPC Physiotherapist	74%
Range of Multidisciplinary options recommended by MPC	68%
Overall outcome of patients condition	63%
Satisfaction with MPC as a component of the Orthopaedic service	70%

Outcome: Consultant - Experience Survey

Question (9 surveys completed – 100% return rate)	Satisfied / Very Satisfied	Satisfied nor dissatisfied
The model of the MPC that has been established in the SCHHSD	66% /	22% / 10% did not complete
Performance of the MPC HP5 physiotherapists: <ul style="list-style-type: none"> •Quality of the patient assessment undertaken. •Quality of the diagnoses made. •Accurate identification of the patient's readiness for operative intervention. 	100%	0%
Quality of communication with Consultants regarding patient presentations	90%	10%
The overall management of patients through the MPC	100%	0%
The overall patient outcomes when managed through the MPC	100%	0%
The MPC as a component of the Orthopaedic service overall	100%	0%
Value of the contribution the MPC could make in the future to providing timely access to multi-disciplinary non-operative management for patients who do not require surgery as the first option of management	90%	10%

Benefits / Positives

- Assist in the stabilisation and reduction of the current orthopaedic wait list and reduction in long waits
- Potential to increase conversion to surgery rates
- Ability to improve utilisations of orthopaedic surgeon resources
- More timely care for patients whether they require specialist consult or non operative plan - access to a health practitioner is escalated due to the way in which they are streamed
- Ability to provide care plans and advice for patients, their GP's and community services

Benefits / Positives

- Links with community services to look at re-aligning existing resources to meet need for non-operative pathways
- Medium to long-term cost savings for SCHHS could be significant with this model
- Career Pathway for Allied Health practitioners – advanced practitioners
- Research potential is significant
- Meets several objectives / targets of SCHHS strategic plan / operational plans

Questions?

