

The Hand and Wrist Virtual Fracture Clinic

Timely treatment of hand and wrist fractures

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Fracture Clinic



What is the problem?

- Time
- Quality of treatment
- Satisfaction – clinician and patient
- Education and Learning

Hand and Wrist Fractures

- Improve the **Quality** of treatment for patients with Hand and Wrist Fractures at Imperial College NHS Trust

Traditional Model Fracture Clinic



The challenge

Time critical injuries

The right treatment from the right person at the right time

And patient and clinician education

Move the senior decision making point closer to the emergency department

Reduce admin delays

Reduce unnecessary steps in pathway

Improve early decision making

Redirect patients to most appropriate service

Decompress fracture clinics

What does success look like?

What would you measure?

Timely treatment

No complaints

The right treatment

Timely appropriate treatment reducing the need to
complain

What does success look like?

What would you measure?

- Happy clinicians?
- Positive comments / satisfaction
- Costs

- Excellent patient experience impacts on staff satisfaction – ‘Joy at Work’

Is Qualitative Data Less Important?

Quality

- Safe
- Effective
- Patient Centred
- Timely
- Efficient
- Equitable

A tailored approach – it depends
who we are talking to

Quality

Is there anything else that we should measure?

Anything else we should measure?

Complications

Missed diagnoses

Reattendances

Clinic attendance / DNA rates

THE PROCESS

Master Sheet1 Sheet2 Sheet3

Virtual Fracture Clinic - Hands & Wrist											
Data collection Spreadsheet											

Patient Demographics					Referral Information			VFC information			
Patient Name	MRN/NHS Number	D.O.B	Ethnicity	Postcode	Date of Injury	Referral Date (A&E Presentation)	Referral Suggested Date	Virtual Clinic Review Date	Coded Diagnosis	Diagnosis	Hand The
Patient A	1234567	25076				42822	42829	42823		Undisplaced fracture proximal phalanx ring finger	
FUDC	FUDC	FUDC	Cerner	Cerner	???	FUDC	FUDC	FUDC	Manual	FUDC	Manual
Sharika	Sharika	Sharika			Sharika	Sharika	Sharika	Sharika	???	Sharika	Sharika

		Face 2 Face Information			Treatment Information						
Discharged	F2F Appointment Date	Actual FCF Date	Outcome (Of F2F)	Final Outcome / Destination (Definitive treatment)	1st Surgery date	First Hand Therapy Date	Number of T&O appointments prior to discharge	Number of Hand therapy appointments prior to discharge	DNA for F2F Fracture clinic	Date of Discharge from T&O	Date of Discharge from hand therapy
	42829										
Manual	Manual	Cerner	Manual	Manual	Cerner	Cerner	Cerner	Cerner	Cerner	Cerner	Cerner
Sharika	Sharika		???	???							

Treatment Information						Complications		Patient Experience	
First Hand Therapy Date	Number of T&O appointments prior to discharge	Number of Hand therapy appointments prior to discharge	DNA for F2F Fracture clinic	Date of Discharge from T&O	Date of Discharge from hand therapy	Any avoidable Complications	Any Corrective T&O surgery	Hand Therapist satisfaction score	Patient Experience Comments (call made at 6 weeks)
Cerner	Cerner	Cerner	Cerner	Cerner	Cerner	Manual ???	Manual / Cerner	Manual ???	Manual ???

What tools should we use?

- Databases for timelines and process data
- Clinical records for clinical information
- Efficiency? Number of appts? Direct discharges?
- How do you measure or value patient and clinician education?

'Softer' measures of success

- Surveys and fora
- Who should we ask?
- What should we ask ?

A tailored approach – it depends
who we are talking to

- Safe
- Effective
- Patient centred
- Timely
- Efficient
- Equitable

Which of these is most important?

Challenges to demonstrating improvement

Mixed data types

True measure of what success looks like

Finance/ demonstrating value

Migrant population

Safety and governance

A superior service?

Where we are now?

Your thoughts and ideas for next
steps

Thank you

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