An Online MAU Whiteboard
The Development and Impact of an Online System for Acute Medical Admissions and a SAM Quality Indicator Dashboard

Aims

- Co-ordinate the medical take and bed management to more easily track patient flow.
- Improve identification of patient waiting times and illness severity.
- Create a mechanism for continual audit against SAM quality indicators.

Methods

We developed an e-solution through engagement with the IT department, consisting of a database and online whiteboard (figure 1). We ran a series of live tests, initially running the paper system in parallel. We canvassed all users for feedback and made changes as needed. We collected real-time data which is collated and displayed weekly in a dashboard to continuously assess our performance (figure 2). We carried out further audit rounds to assess the impact of interventions (change in the junior doctor rota, consultant rota, move to a new hospital).

Results

- Improved data collection and user satisfaction to the point where no users wanted to return to the paper system following a 24 hour trial. Full roll-out was therefore expedited.
- Greater situational awareness for the medical team, with improved patient safety.
- Greater business intelligence and real-time performance analysis.
- Whiteboard has enabled audit of further changes to working practices.

Powerful Data

By having this near real-time data available, we have been able to identify workflow issues and streamline staffing to maximise efficiency and compliance with targets.

Figure 1: AMU whiteboard tracks patient flow
Figure 2: Weekly performance dashboard

Figure 3: User survey — “How easy is it to identify the next patient to be seen?”

Figure 4: Timeline analysis of patients waiting >14hrs to see a consultant revealed that late or slow clerkings had a knock-on effect. 41% of patients missing the 4 hour target went on to miss the 14 hour target also.

Figure 5: Revising the medical rota improved clerking times in the evenings and reduced the number of patients waiting >4hrs

Conclusion

An online whiteboard for tracking admissions is practical, efficient, and allows multiple users to work simultaneously. This has increased user satisfaction, and enables continuous audit and workload tracking.