Demand Driven Implementation Management

Renke Peeters (renke.peeters@uza.be)
Nurse specialist pediatric oncology
University hospital, Antwerp

Versie 1.0 20/04/2022

Organisational problem: Patient record optimalisation

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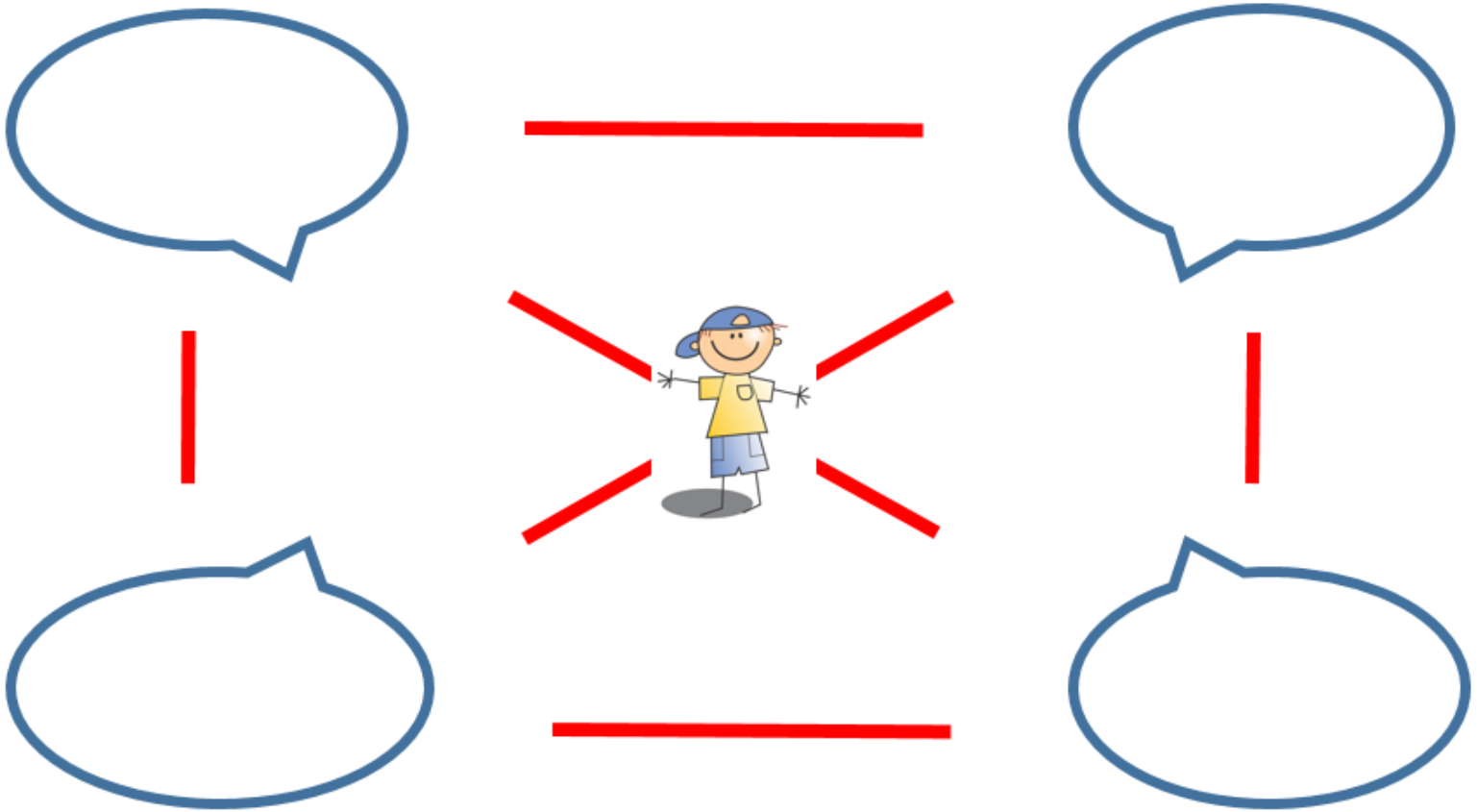
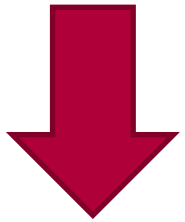
At first a limited number of patients…



…relatively easy to communicate

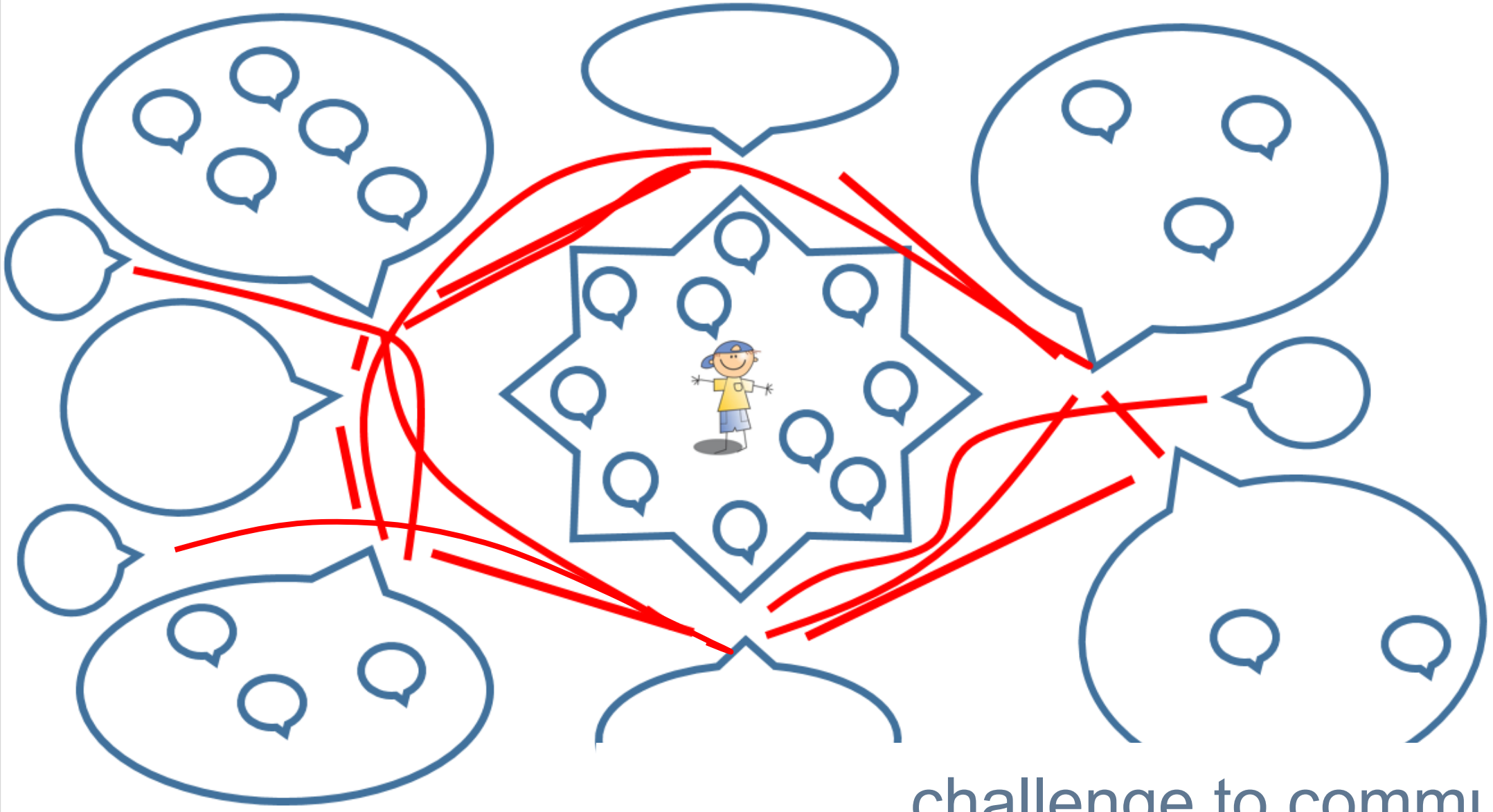
But the number of patients increased rapidly

Increasing number of patients



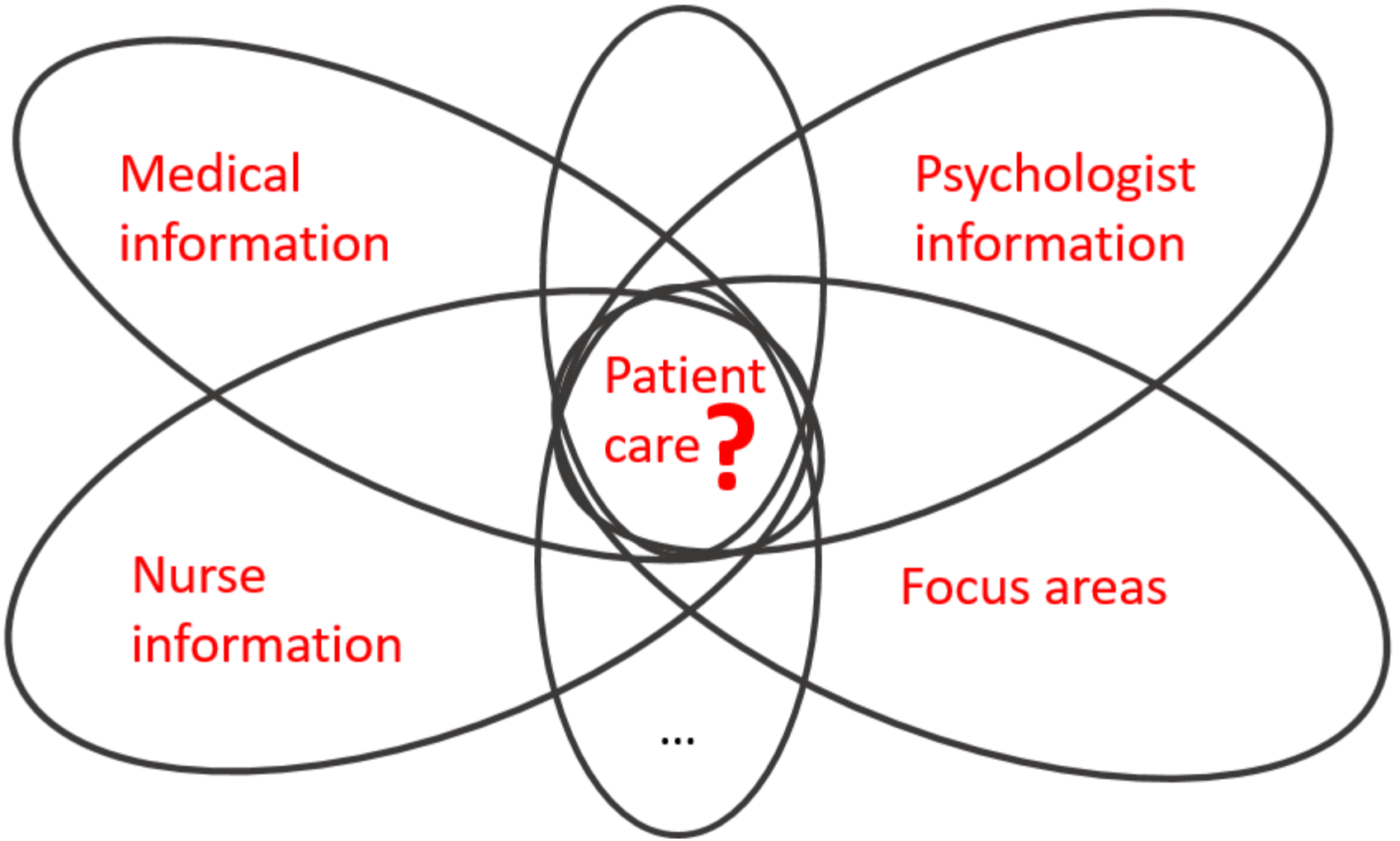
Increasing medical staff, nursing staff, psychologists staff, pharmacist staff,…

Followed by a huge communication challenge

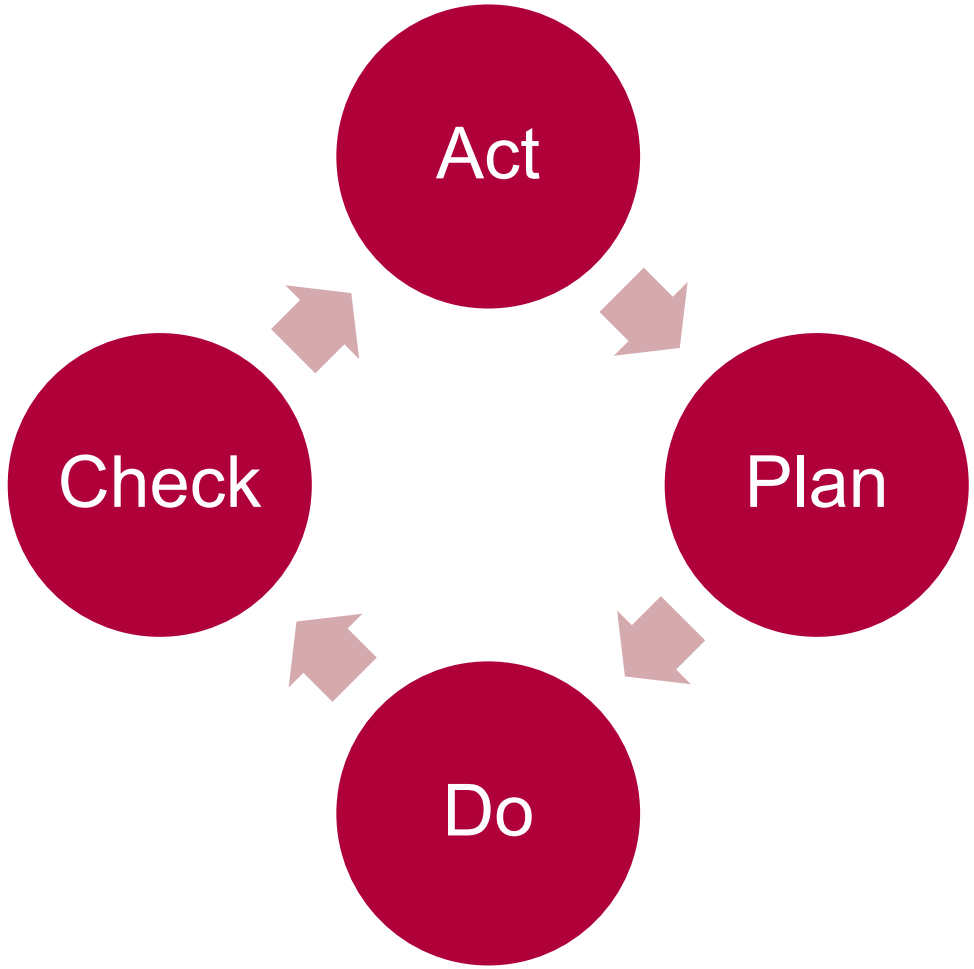


…challenge to communicate

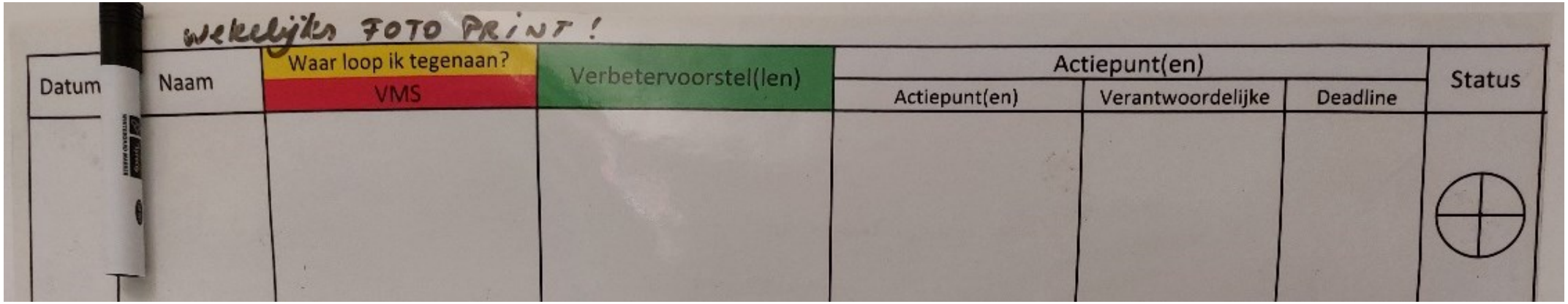
On top of it…


Medical information
Psychologist information
Patient care ?
Nurse information
Focus areas
...

Process: PDCA cycle of Deming

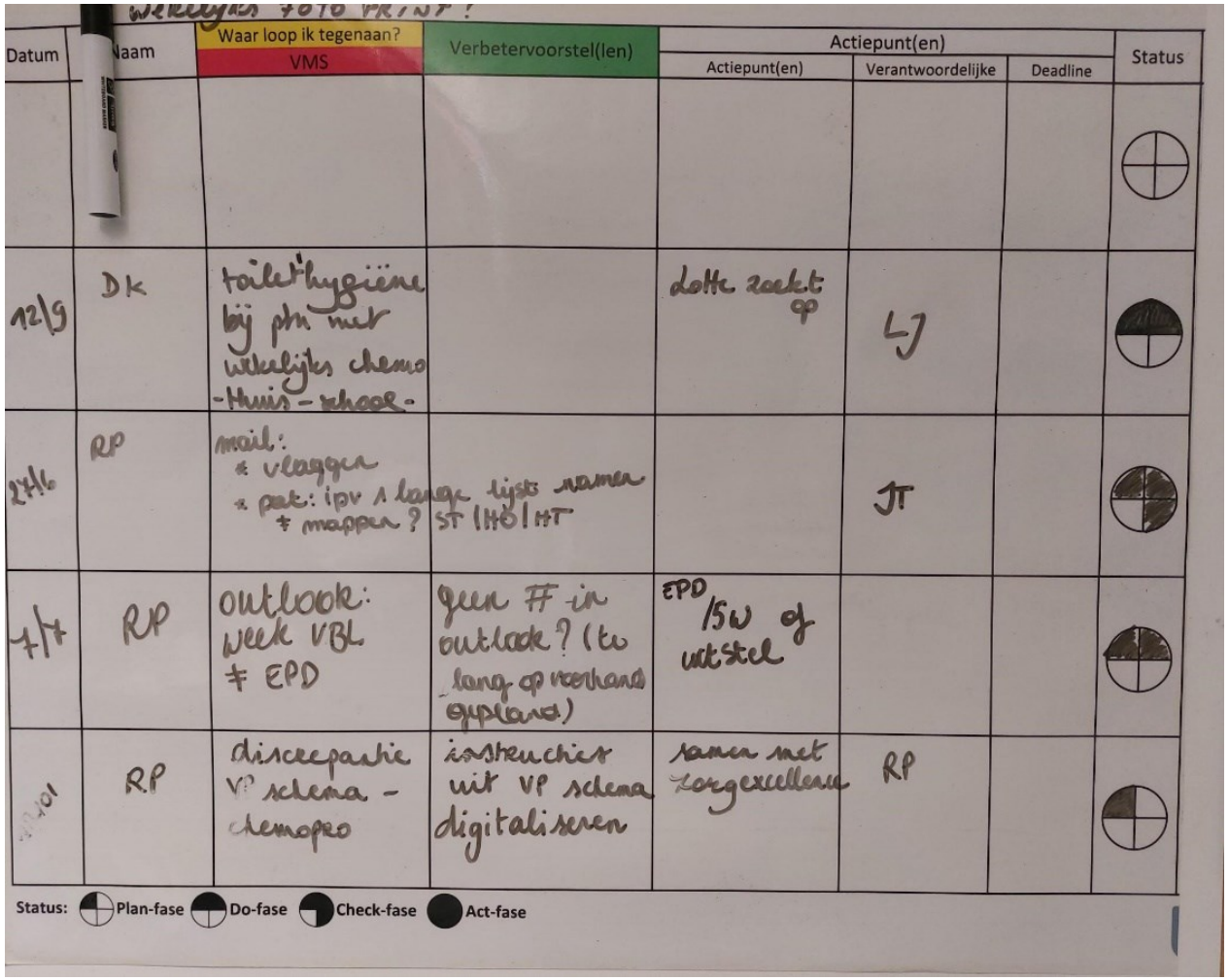


Step 1: plan improvement dashboard



Date Name **Problem** **Improvement suggestion** Action point Person responsible

Process: step 1:PLAN

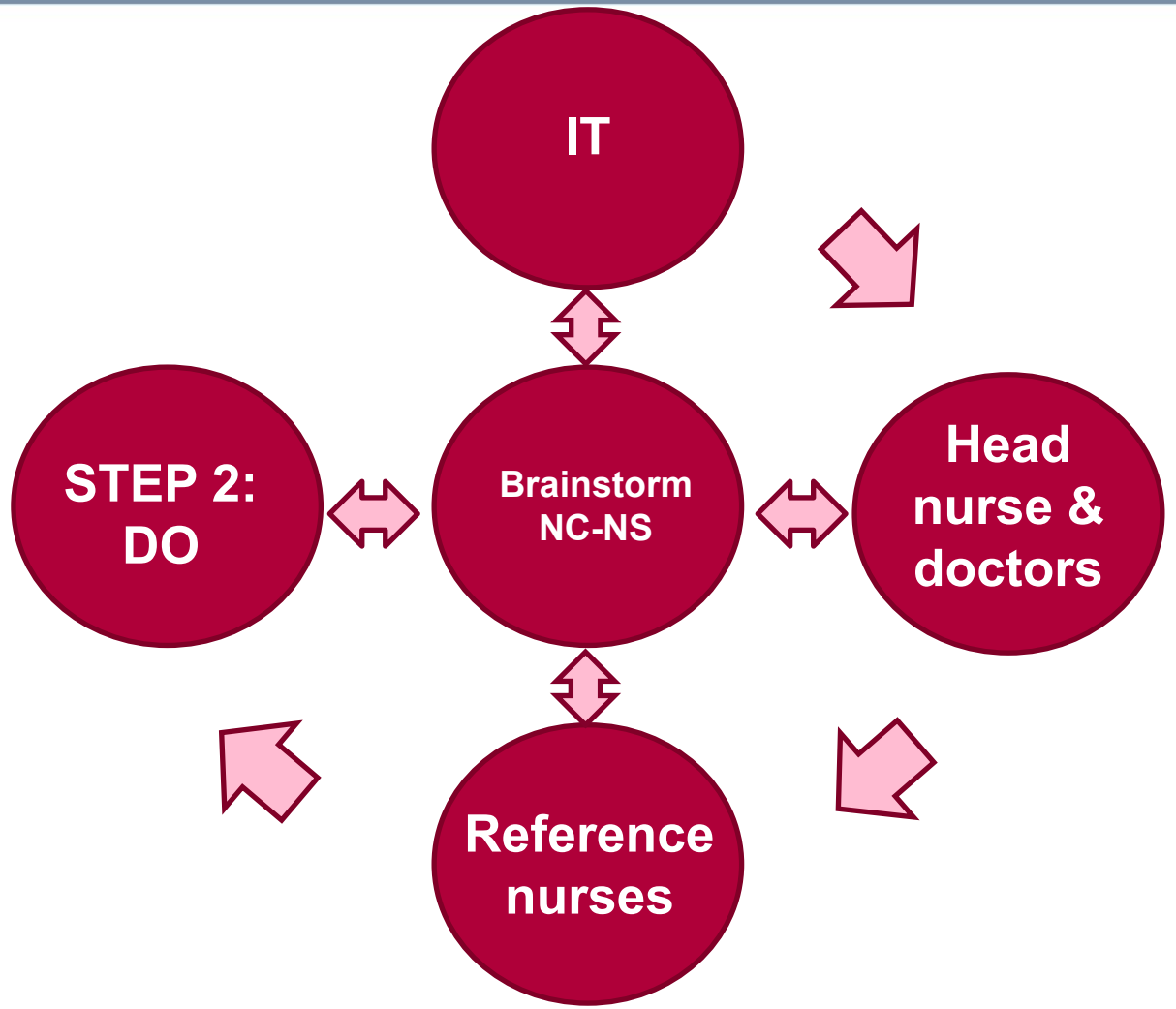


wekelijks foto PRINT?

Datum	Naam	Waar loop ik tegenaan? VMS	Verbetervoorstel(len)	Actiepunt(en)			Status
				Actiepunt(en)	Verantwoordelijke	Deadline	
12/9	DK	toiletthygiëne bij ptn met wekelijks chemo -thuis - school-		Lotte zoekt op	LJ		
27/6	RP	mail: * vlaggen * pat: ipv 1 lange lijst namen ≠ mappen?	ST/HO/HT		JT		
7/7	RP	outlook: week VBL ≠ EPD	geen ≠ in outlook? (te lang op voorhand gepland)	EPD /5W of uitstel			
[illegible]/01	RP	discrepantie VP schema - chemopro	instructies uit VP schema digitaliseren	samen met zorgexcellence	RP		

Status: Plan-fase Do-fase Check-fase Act-fase

Process: step 1: plan



Advantages of this method: TEAM OWNERSHIP

Commitment

Creates support among the entire team

+ motivates to give feedback

+ empowers the team to think about solutions

! Involving reference nurses!

Clinical problem: insufficient access of low level laser therapy in case of mucositis

Versie 1.0 20/04/2022

Fact: increasing number of patients

patients ↑ ➡ # chemotherapy ↑ ➡ # side effects ↑

Mucositis

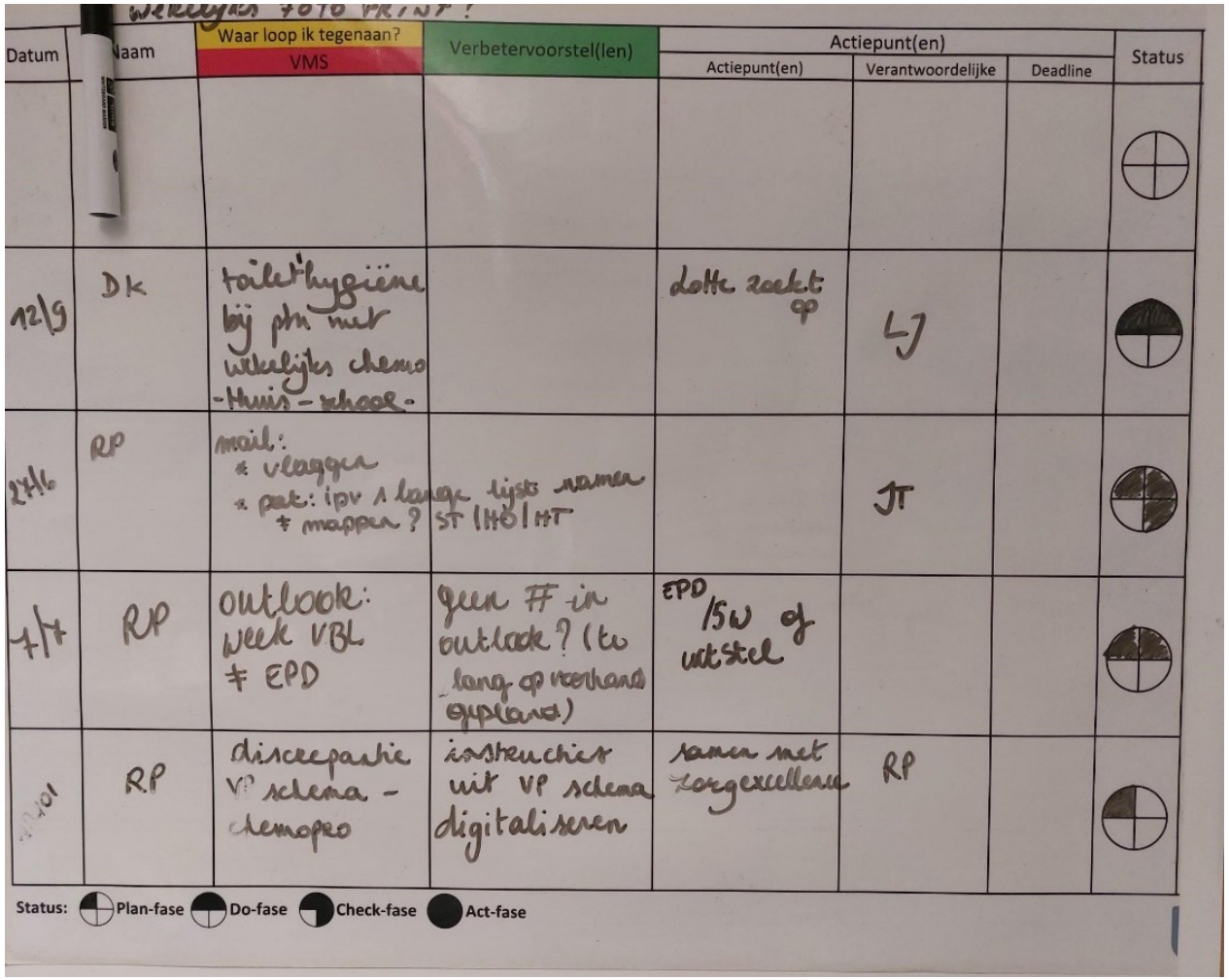
Low level lasertherapy (LLLT)

= painkiller & treatment

Problem: 1 person allowed to provide LLLT

→ Insufficient care

Process: step 1:PLAN



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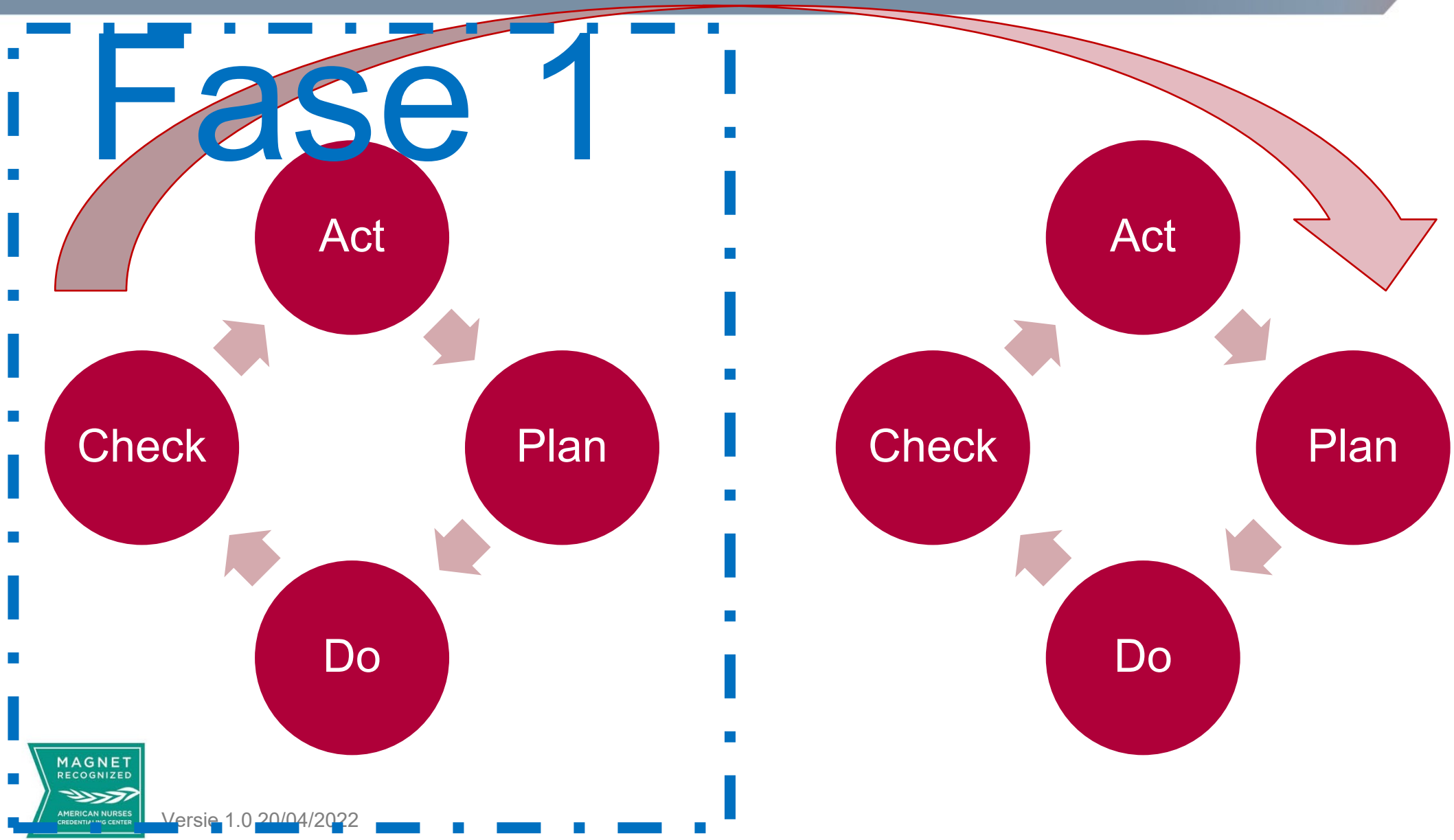
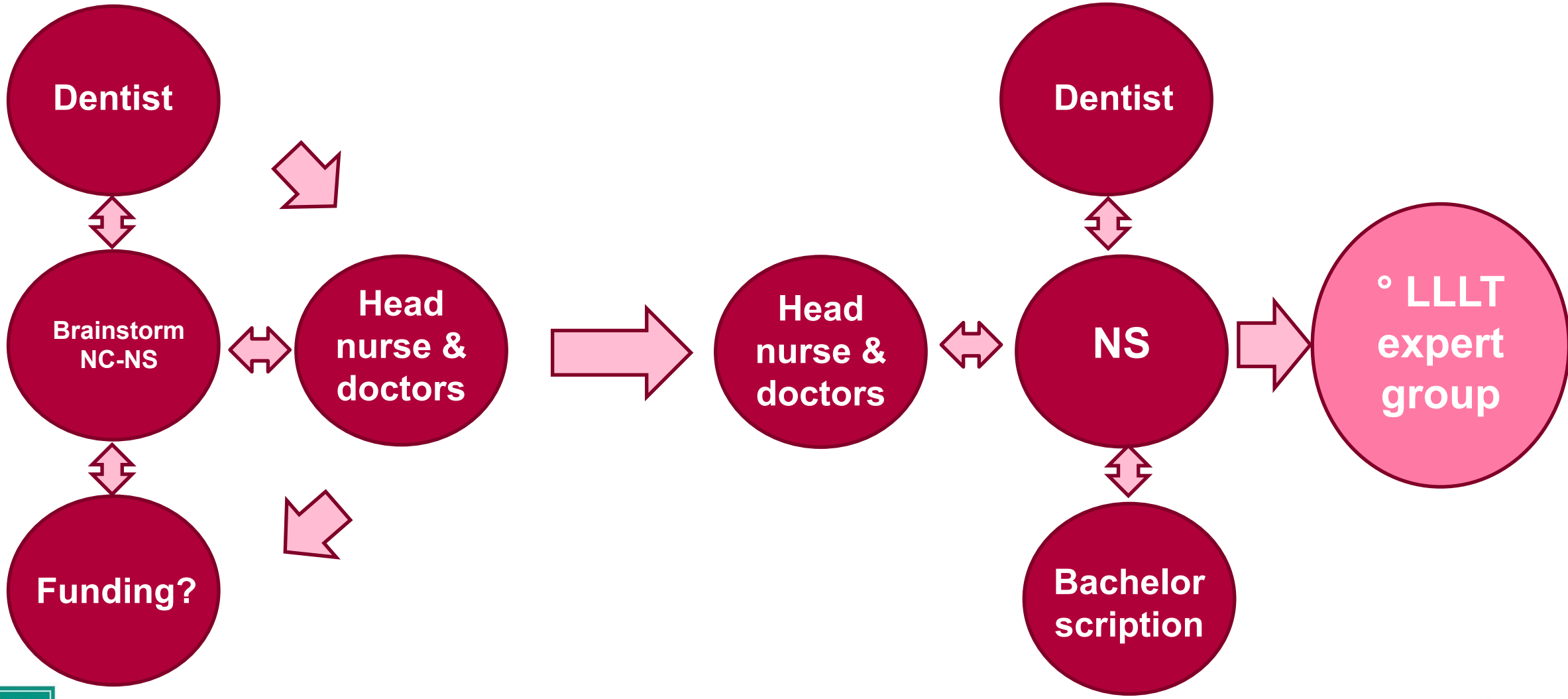
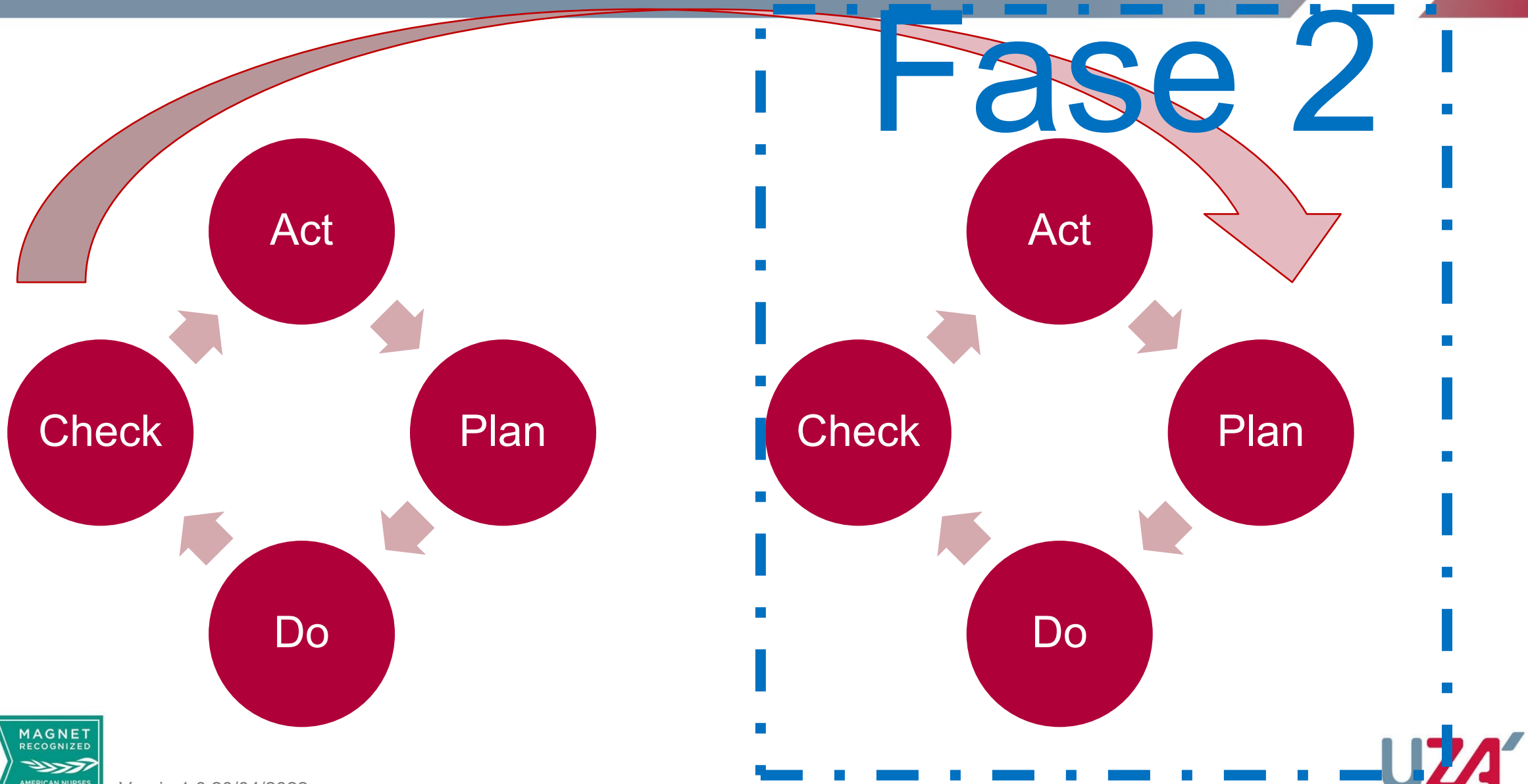
Process: PDCA cycle of Deming



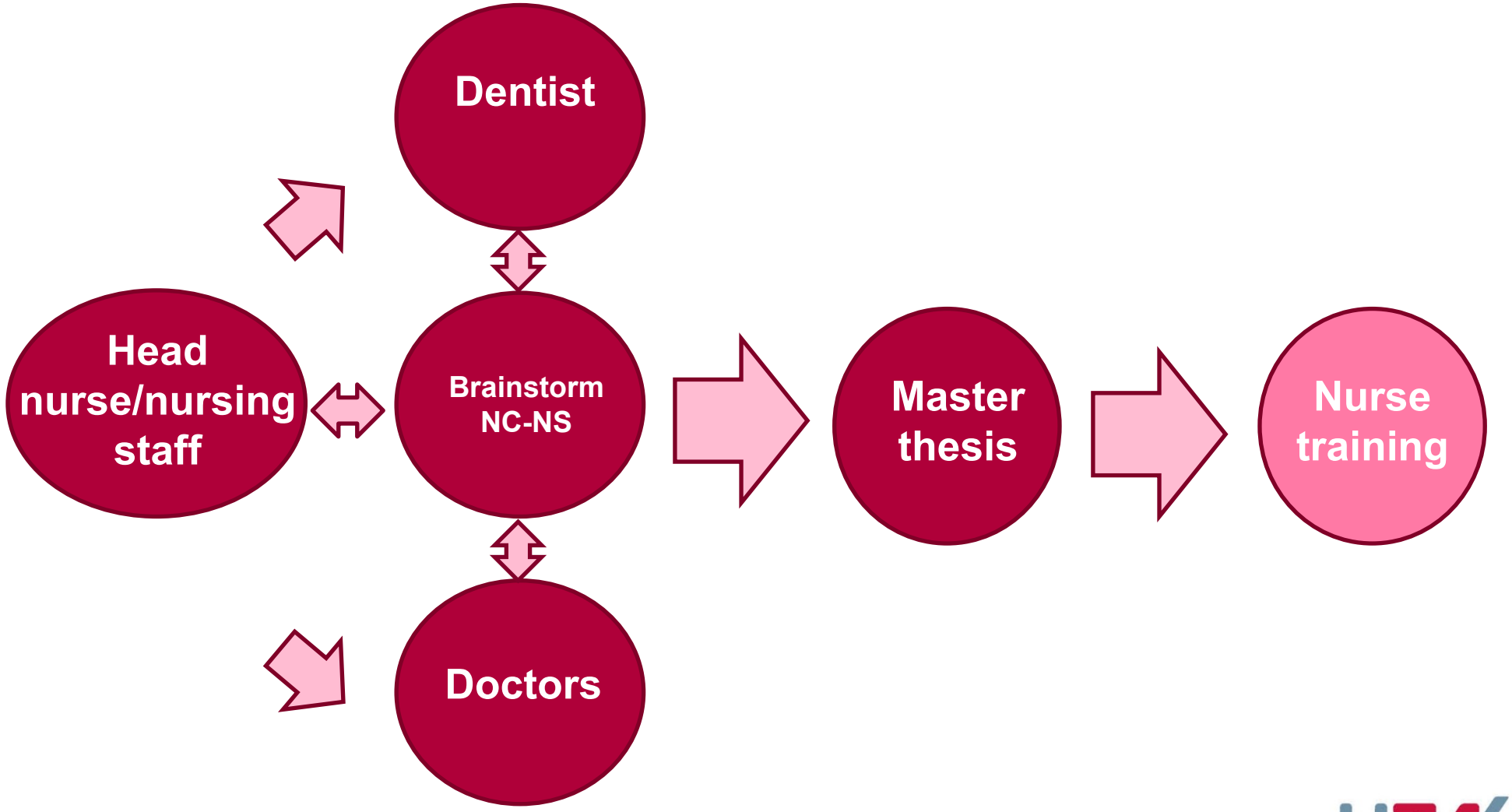
Process: FASE 1



Process: PDCA cycle of Deming



Process: fase 2



Conclusion

2 examples of implementation

Pediatric oncology

- administrative
- clinical

These 2 examples will be extended to the entire pediatric department

Create ownership

Create commitment

Create support among the entire team

!! Ask feedback – give feedback back on feedback

(you told me… so I did…)

!! Empower everybody

Main project now:

Optimize patient discussion

- doctors who wants to educate assistent doctors and nurses
- inpatient ward nurses who never have time because patients and parents are calling
- nurse consultant
- …

Aknowledgement

my team, undergoing my trial and error…

(and that sometimes curses me when I want to improve something again)

Thank you!
Questions?