Virtual Fracture Clinic
Brighton

LISA LEONARD & PENNY STUART
BRIGHTON & SUSSEX UNIVERSITY HOSPITALS NHS TRUST
Introduction

What is a ‘virtual’ clinic?
Aims of our virtual clinic
Our system in Brighton
Data so far
Benefits identified
Issues encountered
Planned improvements
What is a ‘virtual’ clinic?

A triage system for managing acute fractures and soft tissue injuries remotely.

‘Care by the right person, in the right place, at the right time’

Powerful technological innovations make treating and tracking patients care pathways and outcomes an achievable aim.
What is a ‘virtual’ clinic?

Brighton’s Virtual Fracture Clinic:

- Started 2013
- Just adults and non hand and wrist injuries to start with
- 12,000 patients reviewed since 2013
- Reduced out patient # clinic attendances by 57%
- Only 3 ‘missed’ diagnoses
- Excellent patient satisfaction rates
What is a ‘virtual’ clinic?

Why didn’t we include hand and wrist initially?
  ◦ Volume
  ◦ Different, wider, spectrum of pathology expected

After 3 years of experience we wondered, could this model work in hands?
Aims of our virtual clinic

- Improve patient experience
- Ensure early senior decision making by a Consultant Hand Surgeon
- Implement evidence based management protocols to drive up standards
- To optimise the utilisation of all healthcare resources
Brighton’s system – June 2016

Most of our referrals come through A&E

A&E refer to guidelines

A&E treat and refer using electronic form

Convert to Excel database format

Communication
Communication
Communication

Cases reviewed
Plan decided
Patient called
Decided to keep it simple

Single A4 page for everything

Includes list of exclusion – mainly things they have to refer to the on call Ortho reg to review immediately

List is on the Trust intranet site, along with all the general virtual clinic referral guidelines

Basic management of all hand/wrist injuries

Maximum they have to do it MUA/POP or Bedford splint
Intranet Referral Form

Date of referral
Basic demographics
Patient contact details, including their consent to be contacted
Mechanism of injury
Date of injury
What they think the diagnosis is
What treatment given so far
Who is making the referral

Form gets emailed to inbox kept just for those referrals

Patient gets ‘business card’ with contact details for the virtual service on it given to them by A&E and told to expect a call about further management in the next day or two.
Transfer to Excel Spreadsheet

Very simple

We just decided what data we wanted to extract

Emailed data fills first few columns
  ◦ Mechanical to do at present

Column for outcome after Consultant review

Column at the end for comments/communications
Virtual Clinic Review Meeting

Currently Mon, Tues, Thurs, Fri mornings

Senior therapist and Hand Consultant of the week

Senior Admin support in same room
  ◦ This makes a massive difference

Review latest set of referrals and decide on management plan

Developed treatment protocols for all common injury patterns that allow systematic, consistent approach

Consultant time – 10 mins – 1 hour depending on number of referrals

Also review any follow up imaging from previous days
  ◦ Use Outlook calendar to schedule those reviews

Therapist and admin support then call all the patients and action plans
Proximal Phalanx Fractures

A&E
X-ray
Bedford Splint

VHFC

Acceptable alignment, stable
VHFC
Advice
Discharge
SOS

Acceptable alignment, unstable
Hand Therapy
Assess rotation
2-3/7 Hand based
POSI splint
Re-xray

Unacceptable alignment
Theatre

VHFC
Review x-ray

Acceptable alignment
Hand Therapy
10-14/7
R/v splint
Re X-ray

VHFC
Review x-ray

Acceptable alignment
Hand Therapy
3-4/52
Mobilise Bedford splint
Discharge
SOS
Communication

Patient information:
- Information regarding the injury sent to patient
- Rehabilitation information sent to patients
- Sheets on our website

GP information:
- Standard letters in dictation system
- Reduces secretarial workload
You have had an injury or surgery to your wrist.

It is important that you now work on regular exercises in order to regain the best function in your wrist and hand.

The following is an outline of a set of exercises that you may find helpful during your recovery.

**Take the splint off and do 5-10 repetitions of each of the following exercises every hour during the day.**

**Wrist Flexion/Extension**
Bend and straighten the wrist until you feel a tightness. Use your other hand to apply a gentle stretch in each direction, holding the stretch for the count of 5 in each direction.

**Pronation and Supination**
Keep your elbow tucked into your side. Rotate your forearm so the palm of your hand faces upwards and then downwards in turn. If this is stiff use your other hand to apply a gentle stretch in each direction, holding the stretch for the count of 5 in each direction.

**Tendon Gliding**
Complete as a sequence, as numbered. Increase the stretch in each position using the other hand if you feel stiff.

**Scar Massage (if you have had surgery).**
Apply deep circular massage with firm pressure 3 times daily for 3 minutes to the scar and surrounding area. You may use a non-scented moisturiser to help with this and to soften the skin.

These notes are intended as a guide and some of the details may vary depending on your individual circumstance and at the discretion of your surgeon.

© Sussex Hand Surgery
Review of our First Six Months

Reviewed July – Dec 2016

Just looked at our excel database

Focussed on outcomes for each patient
Outcome
N – 1919 patients
Benefits

Fast-tracks those that need surgery/urgent intervention

Standardisation of approach gives more consistency

Much quicker for Consultants

More convenient for patients

Enhanced therapist role

Direct access to service – email/phone/our own admin team
Issues

A&E don’t always follow the simple guidelines

Standardising treatment eg with POP techs

Organising imaging remotely

Communication with patients vital – any problems free access to clinic

Multi-step process for data capture

Patient outcome data needs to be manually collected
Planned improvements

Decision tree app for A&E and on call juniors
  ◦ Oxford have piloted this and looks very useful

Microsoft portal for smoother electronic patient pathway management
  ◦ Already running our non hand and wrist service……
David is advised that he will be given access to the Virtual Fracture Clinic and to expect a call the next day. The ENP completes the online referral form confirming the details with David.

The portal provides an online form that the ENP team can use to directly register patients without the need to extract the data on a daily basis into Excel.
Access to Virtual Clinic

David receives an email with details of how to access the virtual clinic portal

Welcome to the fracture clinic CRM.0001015

Dear David

We would like to welcome you in to the Virtual Fracture Clinic. We are sorry to hear of your injury but look forward to helping you get better. Below you will find a link to your customer portal, this provides some pre reading for you in advance of our physio team calling you the next working day.

Please visit the Patient Portal to join the Virtual Fracture clinic and take a look around.

Once you have spoken to the team, we will publish your personal care plan on the portal.

If you have any questions, please do not hesitate to contact us.

Your Fracture Team
David accesses the portal where he can view general information about the virtual clinic.
Clinic Dashboard

Lucy receives the new referral for David in the clinic dashboard.
Before calling David, Lucy can review David’s patient record inc. contact information and any previous referrals.
Before calling David, Lucy can review David’s patient referral. She see’s he has received his welcome email already.
Creating the care plan

On completing the initial assessment, the system triggers a care plan for David appropriate to his needs and notifies him it’s available.
Carrying out the Care Plan

David reviews each item on the care plan at the appropriate time, viewing articles and video exercise to help him recover.
Giving feedback on discharge

Once David has recovered, he is asked to complete an outcome and satisfaction survey

Patient Survey

Thank you for giving us the opportunity to treat you in our virtual fracture clinic. Please help us serve you better by taking a few of minutes to tell us about the service that you have received. We appreciate your feedback and want to make sure we meet your expectations.

Case Number
CAS-00003A-007F6

Title *
5th base

Evaluate Recent Support

In evaluating your most recent customer service experience, how would you rate the quality of support you received?

- Poor
- Fair
- Good
- Very Good
- Excellent

Do you consider the fracture healed?
- No
- Yes

Service was personalised to meet my needs
- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
Conclusions

This system of managed patient care has definite benefits

Hand and Wrist patients present a wider spectrum of pathology than that usually seen in a general # clinic

More work is needed to make our hand and wrist system as good as it could be