



Introduction of a self-administered questionnaire reduced wait times, DNA and time to allied health intervention in the Fremantle Hospital Parkinson's Service

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Background

- Fremantle Hospital Parkinson's Service consists of a highly specialised allied health team which aims to maintain the functional independence of people living with Parkinson's Disease (PD) in the community.
- Our key performance indicators (KPI) include timeliness of care (patients identified as high risk of hospital admission or injury offered an appointment within 2 weeks of referral) and did not attend (DNA) rate <5%.
- The Service underwent redesign with reduced allied health FTE which led to:
 - extended wait times (>3 months)
 - DNA rates (>12%)

Aims

- Reduce allied health waitlists for patients identified as high risk of hospital admission or injury
- Reduce allied health DNA rates

Methods

- Developed an annual allied health questionnaire to be used by patients to self-evaluate disease-related changes over the previous 6-12 months.
- Held focus groups (n=8 clinicians) with key stakeholders including specialist PD medical, nursing, and allied health clinicians to develop the draft questionnaire.
- Engaged the Consumer Advisory Council (CAC) at Fiona Stanley Hospital to ensure patients perspectives were considered and to identify and reduce barriers to patient participation in the questionnaire.
- Interviewed patients (n=10) known to the Fremantle Hospital Parkinson's Service to pilot use and understanding of questions in the questionnaire.

Results

- Questionnaire response rate exceed expectations (75%)
- Reduced wait times (<3 months)
- Reduced DNA rates (<7%)
- 100% of patients identified at high risk of hospital admission or injury offered an appointment within 2 weeks of referral

Figure 1. Extract from Annual Allied Health Questionnaire

	YES	NO
Physiotherapist		
1. Have you had any falls in the last 6 months?		
2. Has your balance worsened in the last 6 months?		
3. Has your ability to move around changed in the last 6 months?		
Occupational Therapist		
1. Has your ability to perform personal care tasks changed in the last 6 months (e.g. bathing, dressing, using cutlery to feed yourself or taking medications)?		
2. Has your ability to perform domestic tasks changed in the last 6 months (e.g. preparing your meals, shopping, ironing your clothes, paying your bills)?		
3. Has your ability to perform social and community tasks changed in the last 6 months (e.g. managing your appointments, driving, going to church or eat out, spending time with family and friends)?		
Speech Pathologist		
1. During the last year, have you coughed more when eating or drinking or taking medications?		
2. During the last year, has food/drink/medications caught or stuck in your throat?		
Dietitian		
1. Have you lost weight without trying in the last 6 months? If so, how much: _____ kg		
2. Are you eating less due to a poor appetite?		
Social Worker		
1. Are you receiving community services at home? If YES, please circle which one applies to you. a. Home Care Package b. Commonwealth Home Support Programme c. Dept. of Veterans' Affairs d. Other (please specify) _____		
2. If you are not currently receiving community services at home, would you like the Social Worker to call you or your family about getting community services at home? (Services can help with your personal care, home care, gardening, transport, shopping, social outings for respite care so you can be looked after to give your family/carer a break).		
3. Would you like the Social Worker to call you or your family for information about Respite care, Residential care, Enduring Power of Attorney, Enduring Power of Guardianship or to discuss future care planning?		

Conclusion

The introduction of an annual allied health questionnaire reduced wait times, DNA rates, time to allied health for intervention.

Future directions

Investigation of strategies to increase patient response rate and enable automation to reduce clinician labour time with questionnaire administration.