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Dr Falk/Guts UK Awards 2020

NURSE RECOGNITION AWARD FOR IMPROVEMENT IN PATIENT CARE WINNER:

Ms Louise Downey



PROJECT:

'A data driven service evaluation of an IBD help line' - A joint collaboration with the IBD and bio informatics team University Hospital Southampton

Ms Louise Downey BSc, is a Senior CNS IBD Nurse Prescriber at University Hospital Southampton.

Ms Downey explains:

'IBD Help lines have become increasingly busy over the past 5 years and as a team we are continuously striving to improve services for our IBD population. The ambition of the project was to reduce the costs of the service, increase the volume of calls handled successfully along with highlighting high-service users who might benefit from a more targeted intervention.'

'At UHS we are fortunate to have access to the bioinformatics team and UHS digital, which allowed us to extract large volumes of electronic healthcare record (EHR) data from the hospital system. A structured query language was utilised to pull all the data into tables and areas that were of interest, eg number of calls, the reason (such as flare), medication, administration etc. This was then analysed to include what investigations preceded each call.'

'The data showed that service improvement can be achieved by making some very small changes for maximum impact. For example, we identified that some patients accounted for up to 35 of the phone calls within six months — the top 2% of service users consumed over 10% of the total activity time. We thus implemented flare-slots in endoscopy for these patients so they would be seen directly by an IBD consultant in endoscopy - a 'one-stop-shop' for decision making. We also increased the scope of nursing clinic appointments and utilised electronic health records for patients - (My Medical Record) which allows registered patients to access test results and view their clinic letters and upcoming appointments.'

The results also highlighted ways we were already working innovatively. 'Overall, the project resulted in increased capacity within the service, reduced variation and improved efficiency. The team feel empowered to continue the change and keep the improvements coming.'

Ms Downey's Project Manager, Consultant Gastroenterologist Dr Markus Gwiggner comments:

'Louise Downey has been instrumental in improving IBD patient care by engaging with innovative ways to analyse data related to IBD care leading to major change benefitting patients with IBD. She is currently analysing data for a national IBD nursing survey on the impact of COVID 19 on IBD services and is one of the lead initiators in our IBD patient lockdown survey which is currently collecting data. Louise is one of the leading IBD specialist nurses in the UK and fully deserves this award.'

Ms Downey states:

'Workload for the IBD nurses is often under reported and much project work is undertaken in individuals own time. Therefore, by having recognition of such projects by Dr Falk and GUTs UK is vitally important, encouraging Nurses to continue to be involved in IBD service improvement.'

'It also demonstrates to individual trusts just how important analysis and measurement of services is to the patient and team, as well as the importance of IBD nurses to service success.'

'Receiving this award after such a tough and challenging year for myself and my colleagues was a wonderful surprise and provided a much needed boost! Thank you Dr Falk and Guts UK.'



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