



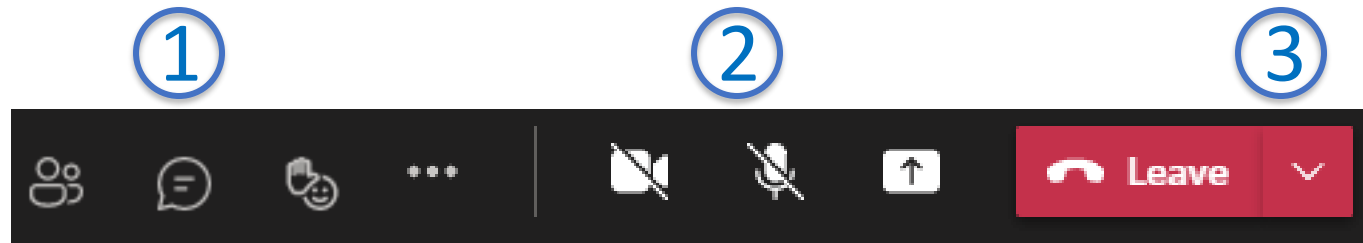
Healthcare
Improvement
Scotland

Primary Care Improvement Collaborative

QI Skills Session 5: Introduction to DCAQ

Supporting better quality health and social care for everyone in Scotland

Housekeeping



- 1. Open and close the chat panel** – use the chat box to introduce yourself, raise any questions you may have or add comments about the session.
- 2. Cameras and mics have been disabled** – this session is being recorded and will be available as a resource. The chat box will not be visible during the recording, so please use it for any questions you may have that we will answer at the end of the session.
- 3. Leave the meeting** – use this to leave this session at the end.

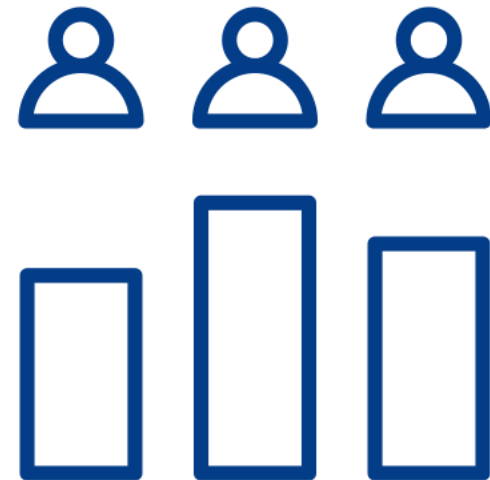
Background

- QI Skills sessions are part of the Primary Care Improvement Collaborative
- Developed to support the collaborative to understand how to use QI tools in a primary care setting, particularly PCAP, pharmacotherapy and CTAC
- Sharing practical application of QI tools drawing on our learning from our previous programmes.

Poll

Please rate your knowledge of **demand, capacity, activity and queue (DCAQ)**:

- 1- Not aware
- 2- I know what it is
- 3- I can apply in identified situations
- 4- Know how, when and where to use
- 5- Can adapt and explain
- 6- Can teach theory and use method



Aims

In the session we will:

- introduce the concept of DCAQ (Demand, Capacity, Activity, Queue)
- understand what we mean by system flow, and
- discuss where you could use this approach in your own work.



Success stories

- A **75% increase in activity** in Riverside Medical Practice when reviewing HRT prescriptions by reducing time per review from 15 to 3 minutes
- **71% increase in face-to-face appointments** in Braids Medical Practice by reducing double handling of appointments to release clinical capacity
- **79% increase in patients with routine appointments** in Perth City Medical Practice, changing the balance between urgent and routine appointments to meet demand.
- **24% reduction in number of item issues on acute prescription** in Ker Medical Practice, reducing the overall prescribing workload

What is DCAQ?

- An analytical approach to understand flow through a system.
- Allowing targeted improvements to be directed at a process.



What do we mean by 'flow'?

- The movement of patients, information or equipment, between departments, staff groups or organisations, as part of their pathway of care.
- Why is it important?
 - Reduction in harm
 - Reduced mortality
 - Reduced pressure on staff and system
 - Improved care experience
 - Value for money

What do we mean by 'DCAQ'?

Demand

All the work that is requested
(e.g. patients seeking an appointment, prescription requests, patient contact, blood tests)

Capacity

How much work could be done
(Staffing, room availability, number of face to face appointments available, number of telephone appointments available)

Activity

The actual work done
(no of patients seen – face to face and telephone, prescriptions issued, test results communicated)

Queue (unmet need)

The work that has not yet been done
(number of patients still waiting for an appointment, number of test results still to communicate)

Why should you use DCAQ?

- Analysing DCAQ within a service lets you make improvements to the flow of service users through the system
- Identifies the reason for delays, and where the challenges are
- Highlights bottlenecks and constraints



How do you use DCAQ?

Demand:

- Collecting data to know if general practice teams are delivering interventions on the CTAC specification
- Using public health data regarding long term conditions to look at prevalence within patient populations
- Collecting data to be able to identify when there are multiple interventions in a single patient contact.

How do you use DCAQ?

Capacity:

- Workforce - WTE, vacancies
- Accommodation/premises
- Collecting data to understand appointment length and identifying occurrences for variation
- Carrying out a training needs analysis to understand skill mix
- Exploring opportunities for Hub working

How do you use DCAQ?

Activity:

Week of care audits carried out to understand clinical workload

Collecting data on:

- number of prescriptions issued
- number of IDLs processed
- number patients seen

How do you use DCAQ?

Queue:

Collecting data on number of patients asked to call back as no appointments are available

Understanding how many patients are waiting for:

- polypharmacy reviews
- annual reviews
- results

Knowing the wait time for routine appointments

How do you use DCAQ?

Scenario:

A staff member is unavailable at short notice, their appointments need to be cancelled and patients reappointed

Demand: Additional appointments required

Capacity: Clinical space planned for use . Fewer appointments available overall

Activity: Workload for admin team

Queue: Patients waiting for rescheduled appointment

How do you use DCAQ?

Scenario:

A patient requires blood tests and attends a CTAC service .

Demand: CTAC service appointment, GP time to review results

Capacity: CTAC service have planned appts, does GP have planned time for results review?

Activity: CTAC staff member and GP time

Queue: Patient waiting for results to be communicated.

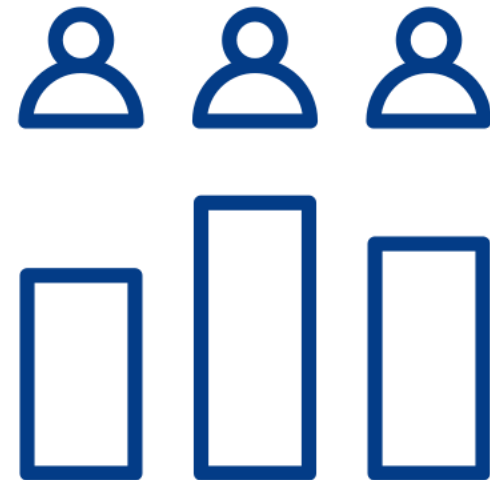
Questions



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Thank you

Keep an eye out for a range of tools, learning and resources, including this recording, that will be available soon!!

*Thank
You*