QI-110 To Improve Access For Families to family Intervention in the North Warwickshire Early Intervention Team (EIT).
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NHS
Coventry and Warwickshire Partnership
NHS Trust

Project Aim: To increase the number of families offered family intervention (FI) in North Warwickshire EIT by 10% by September 2022

Summary

FI should be offered to all families who receive an EI service. Data from the 2021 National Clinical Audit of Psychosis (NCAP) showed we were under performing and that we were an outlier for this audit standard compared to other EI Teams. Quality Improvement methodology was used to scope the available data to understand the current process by mapping referrals and reviewing the last 10 patients. A driver diagram was developed to identify change ideas which could be implemented in the North Warwickshire EI service. Using the Plan, Do, Study Act (PDSA) cycles we were able to see whether change had been effective. The Statistical Process Chart (SPC) illustrates the improvement in the number of families being offered FI and that this change has been sustained see below.

QI Tools Used:

- Process Mapping
- Driver Diagram
- Mapping the last 10 patients
- Change ideas from staff
- Benchmarking against National Audit Data.
- Measuring Impact on SPC Charts

Change Ideas Tested:

- BFT lead to look at caseload with care coordinator to identify families
- FI on agenda of MDT meetings
- Stepped care approach
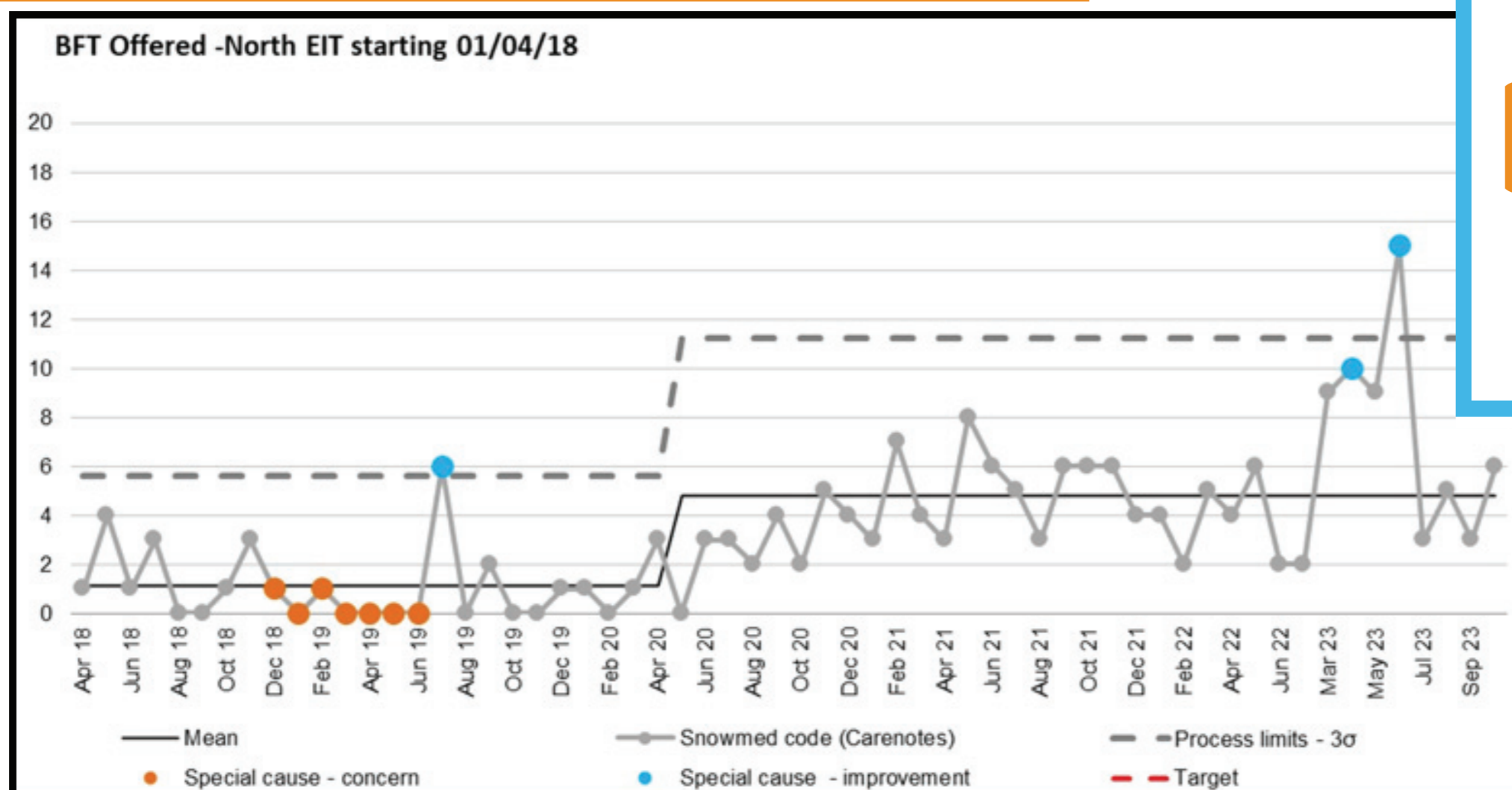- Prompts between supervision to offer FI to families

Plan Do Act Study

Next Steps

- Systems are in place to monitor and collate monthly data
- Develop a FI team
- Include FI as part of induction
- Continue to implement change
- Role out across the other EI teams

Quality Improvement

Outcomes Achieved:

" Overall, we achieved a 262% improvement in the mean of families being offered FI "

Other Outcomes

- Clearer pathways in place for clinicians to identify families
- Stepped care approach embedded
- Robust supervision
- New FI team being appointed

BFT Offered -North EIT starting 01/04/18

Mean — Snowmed code (Carenotes) — Process limits - 3σ
Special cause - concern — Special cause - improvement — Target

People at our heart