

Implementation of Patient Bridge within a Community Dental setting -

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Introduction:

Patient Bridge is a cloud based software which allows our patients, parents and carers to complete their pre-assessment forms before attending their appointment. Previously these forms were not being completed which caused safety issues plus took a lot of time to complete. The platform also allows clinicians the flexibility to log in anywhere and at any time.

Using QI, we've learnt a lot. Listening to our colleagues and patients and taking onboard their feedback and utilising PDSA cycles. E.G. adding a flag if a patient has changed their contact details.

Aims:

- ↑ Increase trust and reduce anxiety
- ➡ Smooth patient flow
- ➡ Contactless check-in
- ↓ Reduce staff administration time
- ➡ Simplify the registration process
- 🕒 Save time for patient
- 👨‍👩‍👧 Support Parents/carers
- 📄 Reduce paper and FP17 ordering
- ↑ Medical history completion for domiciliary patients

Process:

- Text message is sent out to patients 72 hours before appointment
- Patient or Patients parent/carer completed the forms via an online link
- Completed forms are then locked so no future amends can be made
- Forms can then be viewed 'read only' on Patient Bridge for receptionists to view
- Dentist can view completed forms on R4 system to discuss and review with patients/parents/carers.

Learnings:

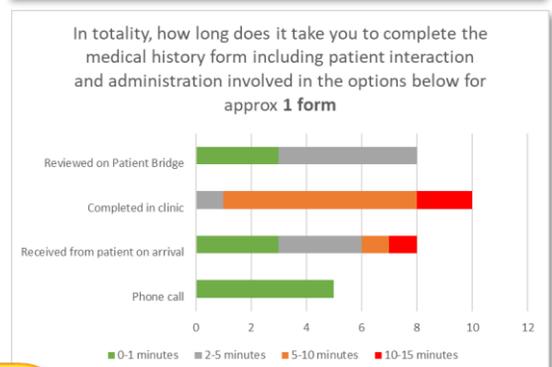
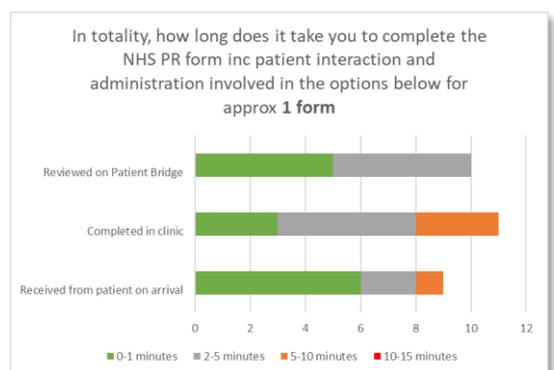
- Hybrid training is more beneficial than just Teams
- Access to a demo account is invaluable.
- Correct medical history from a patient can be challenging.
- Implementing a change into a routine cannot be underestimated.

Findings (February 2023 appointments reviewed):

- ✅ Avg 51% patients/parents/carers completed at least one form via Patient Bridge
- ✅ Completion of forms (sent) ranged from 70% to 36%
- 🕒 Reduction of time reviewing screening forms went from 0-7 minutes to 0-5 minutes
- 🕒 Reduction of time reviewing medical history forms went from 2-15 minutes to 0-5 minutes
- 🕒 Reduction of time reviewing PR forms went from 0-10 minutes to 0-5 minutes
- ↓ Reduction in PR forms being issued and ordered i.e. **4k not ordered this quarter!**
- ↓ Reduction in volume of paper being ordered via e-proc.
- 👨‍👩‍👧 High engagement from colleagues around reducing paper usage and printing, with a commitment made by colleagues not to print if not needed.

Next steps:

- Satisfaction links being sent out via text,
- Appointment/correspondence sent via email.



Patient bridge is great!

Two patients of mine have already filled out their paperwork before the appt.

Particularly helped a mother with a severely autistic child that I've just seen because she just brought him straight into the surgery and didn't have to pick up a pen

- woohoo 😄

Patient: 57 year old lady 'thought the form being sent to her saved so much time and was easier to do it at home the night before she comes in'

Patients Dad said 'the new way of filling out the forms is great, as he doesn't have to worry about keeping his son occupied in the waiting room while he fills out the form, as he can do it at home'

