Implementation of semi-automated electronic correspondence for a regional TAVI service

[illegible] Cruden

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Transcatheter aortic valve implantation (TAVI) improves symptoms and longevity in patients with severe aortic stenosis. At the Royal Infirmary of Edinburgh, we undertake more than 200 implants per year. All referrals received are discussed at a multidisciplinary team (MDT) meeting. This is associated with a considerable administrative burden. Timely communication with the referring clinician and the patient is essential to optimise patient flow. Despite a standardised approach to the MDT process, we recognised several aspects could be associated with delay and aimed to improve the efficiency of this process.

Objectives

- To evaluate MDT performance
- To implement and evaluate a semi-automated correspondence tool

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Methods

We evaluated implementation of a semi-automated electronic correspondence tool to communicate outcomes from a regional TAVI MDT using a before and after study design and PDSA methodology.

A dedicated electronic database was created within a secure NHS network to facilitate creation of

Results

Conclusions

The implementation of an electronic correspondence tool significantly reduced the time taken for MDT outcomes to be communicated with primary and secondary care. The system received positive feedback and has been adopted as part of standard practice. It is simple to develop, can be implemented with relative ease and is highly adaptable. This process could be adopted for other similar healthcare purposes to reduce administrative burden and improve efficiency.