



Vascular Protection Clinic

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STROKE NETWORK
of Southeastern Ontario



Background

There are four stroke prevention clinics in Southeastern Ontario located in Kingston, Brockville, Perth and Belleville.

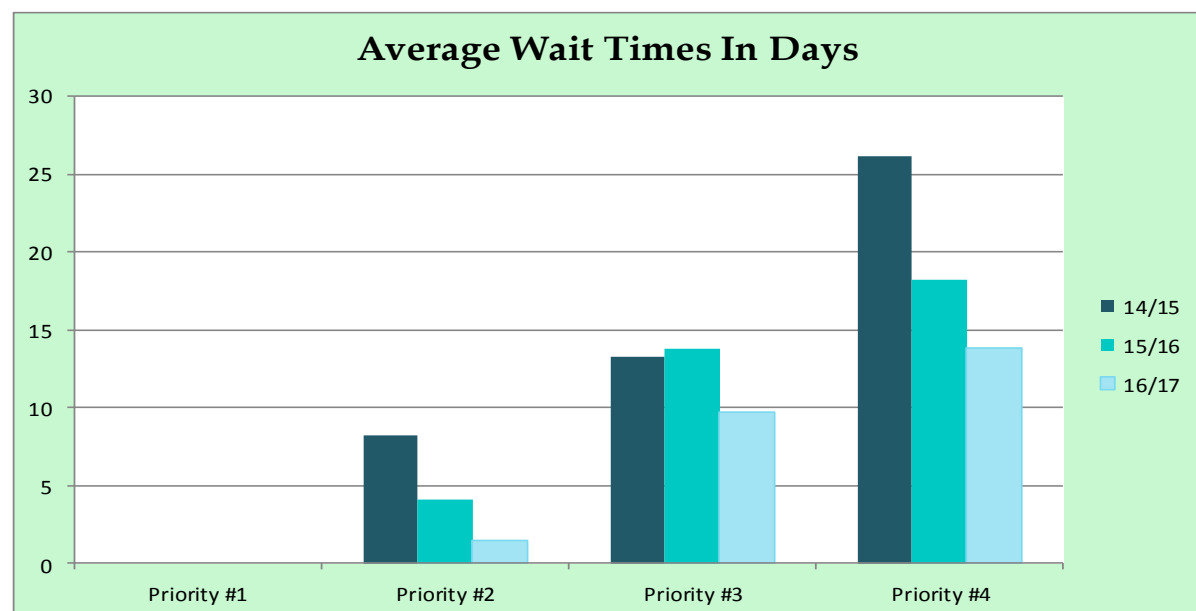
The clinic provides streamlined access to diagnostic testing, optimal medical and surgical management and counseling in lifestyle change to reduce stroke-risk for those at highest risk of stroke.

The Perth and Smiths Falls District Hospital (PSFDH) Vascular Protection Clinic (VPC) began in 2004 with a 0.5 FTE Registered Nurse and 0.1 Admin Support.

The VPC clinic had undergone several nursing changes between 2013-2015 Staffing stabilized in June 2015

Why Change?

The new staff member recognized opportunities for improvement Increasing referrals meant we needed to increase capacity and continue to positively impact wait times.



Note: Priority 1 is 0

Strategies Employed to Streamline and Improve

- * Revised and simplified referral packages to improve referral completion rate.
- * Working with the community partners; completing site visits to; Nurse Practitioner Led Clinics, Community Health Centers, Family Practitioners offices to educate about the program and the referral process
- * A Value Stream Process to determine where times was lost- awaiting orders, resending referrals for completion and organizational processes in general
- * Vascular Protection Clinic (VPC) manages the registration process in collaboration with the Patient Registration Department
- * Medical Directives created to facilitate ordering of tests and improve flow
- * The Vascular Protection Clinic Nurse takes every opportunity to be part of face-to face meetings with partners both internally and externally to ensure awareness of process and flow

Outcomes

- * **From April 2015 to March 2017, there has been an increase of more than 200% in the referral capacity in the Vascular Protection Clinic with no adverse effect on wait times!**
- * **Positive impact on patient care with increased access to service and decreased wait times**

Vascular Clinic Comparable by Month

