

Fast Track Cataract

Healthcare Innovation in Victoria 2010 Showcase Conference

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May 2009





Background

Drivers for change

- High volume work (public cataracts account for 32% of surgical cases)
- Service demands
- Redevelopment Planning
 - Models of care
 - Benchmarking



Objectives

- Develop alternate model of care
- Patient centric
- Multidisciplinary team approach
- Improve access
 - Outpatients
 - Surgery



Methodology

- Established working group
- Cataract pathway
- Clinic structure
- Referral criteria
- Protocols
 - pre op & post op assessment
- Evaluation





What changed?

| Before | Now |
|---|---|
| General Eye Clinic | Fast Track Cataract Clinic |
| Outpatients <ul style="list-style-type: none">• Access - 21 week wait• 2-3 visits prior to surgery | Outpatients <ul style="list-style-type: none">• Access - 8 week wait• 1 visit |
| Surgery <ul style="list-style-type: none">• Access - Average 6 month wait• Anaesthetic - Eye block• Fasting pre operative | Surgery <ul style="list-style-type: none">• Access - 6 week wait• Topical anaesthetic• No fasting pre operative |
| Postoperative <ul style="list-style-type: none">• 3-4 visits | Postoperative <ul style="list-style-type: none">• 2 visits |

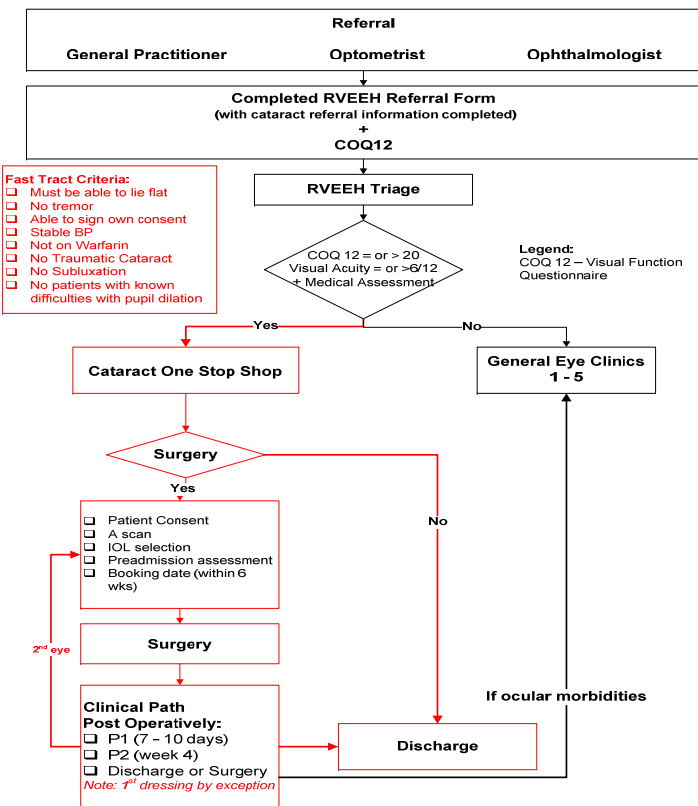


Process

Attachment 1

Cataract One Stop Shop – FATCAT

30 April 2007



Please take to your Family Doctor as soon as possible

Visual Function Questionnaire (COQ-12)

Date:

Patient Label:

Questions to be completed by Patient:
To what extent, if at all, does your vision affect your ability to carry out activities?
Circle the most relevant answer and add up the total score.

When you assess the level of your vision, take into account both the degree to which you can perform the task as well as any extra effort involved.

| Tasks | Not Applicable | Not at all | A little | Quite a bit | A lot |
|-------------------------------------|----------------|------------|----------|-------------|-------|
| Reading | N/A | 1 | 2 | 3 | 4 |
| Seeing in the distance | N/A | 1 | 2 | 3 | 4 |
| Recognising faces across the street | N/A | 1 | 2 | 3 | 4 |
| Watching TV | N/A | 1 | 2 | 3 | 4 |
| Seeing in bright light / glare | N/A | 1 | 2 | 3 | 4 |
| Seeing in poor or dim light | N/A | 1 | 2 | 3 | 4 |
| Driving a car by day | N/A | 1 | 2 | 3 | 4 |
| Driving a car by night | N/A | 1 | 2 | 3 | 4 |
| Using steps | N/A | 1 | 2 | 3 | 3 |
| Moving in unfamiliar surroundings | N/A | 1 | 2 | 3 | 4 |
| Employment/housework activities | N/A | 1 | 2 | 3 | 3 |
| Hobbies/leisure activities | N/A | 1 | 2 | 3 | 3 |

Total Score: / 45

Questions to be completed by Doctor: **Best Corrected Visual Acuity:** Right 6 /
Left 6 /

| Clinical Questions: | Yes | No | Comments |
|---|-----|----|-----------------|
| Is the patient competent to sign their own consent? | Y | N | |
| Is the patient able to lie flat? | Y | N | |
| Is the patient's systolic BP stable? | Y | N | |
| Does the patient have a head tremor? | Y | N | |
| Is the patient on warfarin? | Y | N | If yes, dosage: |

Doctor please FAX to: 9929 8404 as soon as possible.

The Eye and Ear Hospital is committed to protecting the privacy of every individual. We comply with legislation relating to privacy and confidentiality, including the Health Services Act 1988 (Vic), Information Privacy Act 2000 (Vic), Freedom of Information, 1982 (Vic) and the Health Records Act 2001 (Vic). The Hospital cannot use or disclose personal health information without the consent of the individual, except if it is required or permitted under law.



Documentation continued

The Royal Victorian Eye and Ear Hospital


| Diagnostic Drops | | | | Time | R | L |
|---------------------|-------------|--|--|------|---|---|
| Tropicamide | 0.5% | | | | | |
| Proxymetacaine | 0.5% | | | | | |
| Oxybuprocaine (BNX) | 0.4% | | | | | |
| Ophthalmologist | Orthoptists | | | | | |

Patient Label


To be completed by Doctor:

Eye Examination:

RE



LE



Lids/Lashes

Conjunctiva

Cornea

Lens
PXF/PDS

Retinal Optic nerve examination:

Diagnosis:

Fast Track Exclusion Criteria: Traumatic Cataract Subluxation Pupil difficult to dilate

Other:

Appointment Outcome: Refer for Surgery Discharge Refer other clinic

Approved for Fast Track Cataract Management:

Ophthalmically: Yes No Print Name: Signature:

Medically: Yes No Print Name: Signature:

Now

The Royal Victorian Eye and Ear Hospital

**Cataract Fast Track Clinic
P1 and P2 Assessment Sheet**

Patient Label

Date: *P1 (Week 1)*

To be completed by Orthoptist

Procedure Date: **Site and Type:**

VA RE

PH

IOP

Cornea

Anterior Chamber

Medical Comment

LE

PH

T

Ocular Medications

| Diagnostic Drops | | | | Time | R | L |
|---------------------|-------------|--|--|------|---|---|
| Tropicamide | 0.5% | | | | | |
| Proxymetacaine | 0.5% | | | | | |
| Oxybuprocaine (BNX) | 0.4% | | | | | |
| Ophthalmologist | Orthoptists | | | | | |

To be completed by Doctor

Date: *P2 (Week 4)*

To be completed by orthoptist:

Complaints


VA RE LE

SUBJECTIVE RE LE


IOP

Eye Examination *To be completed by doctor:*

RE



LE



Lids/Lashes


Conjunctiva


Cornea

IOL Position

Retinal Optic nerve examination

Medical Comment:





Outcome: Discharge Review other clinic Timeframe:

Book second eye Second Eye Consented

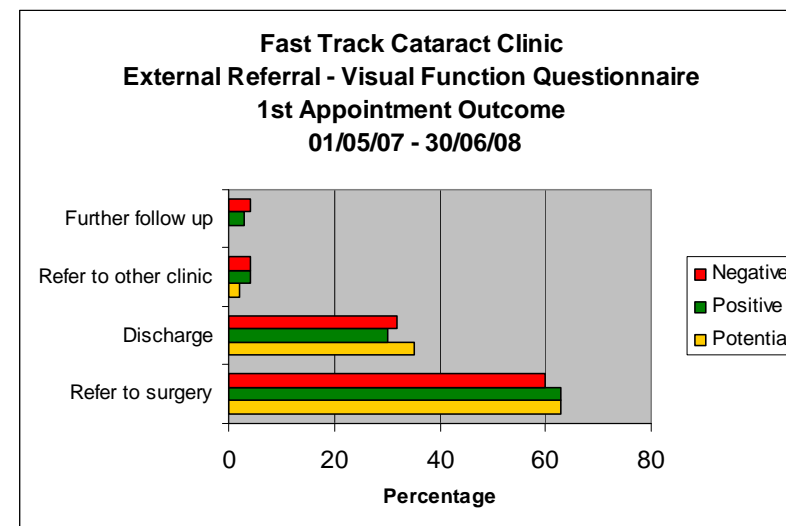
Now



Results – Preoperative Assessment

Visual Function Questionnaire

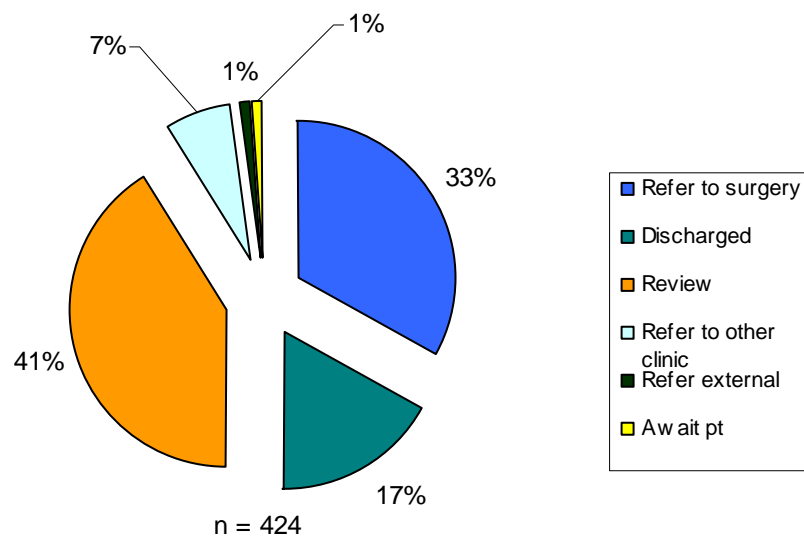
- Effectiveness as a screening tool not evident



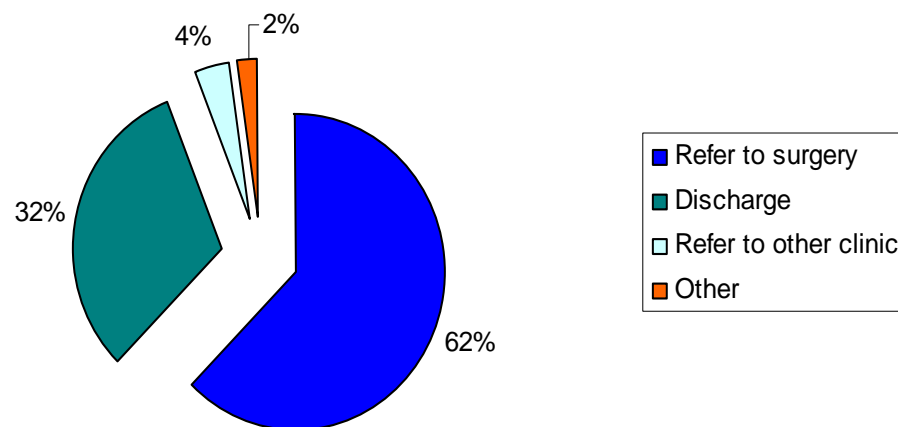


Results – Preoperative Assessment

General Eye Clinic 1st
Appointment Outcome
May 2007



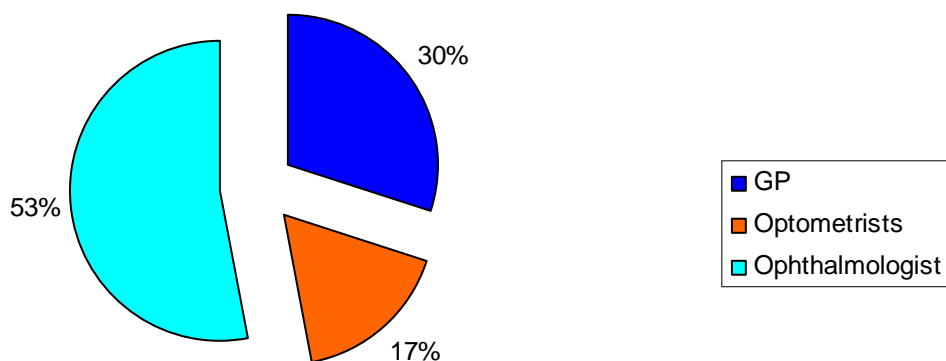
Fast Track 1st Appointment
Outcome
May 2007 – June 2008



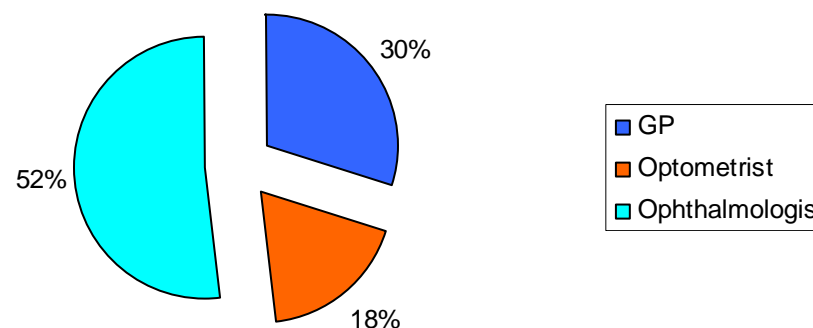


Referral Source

Fast Track Cataract Referral
Source 2007 / 08



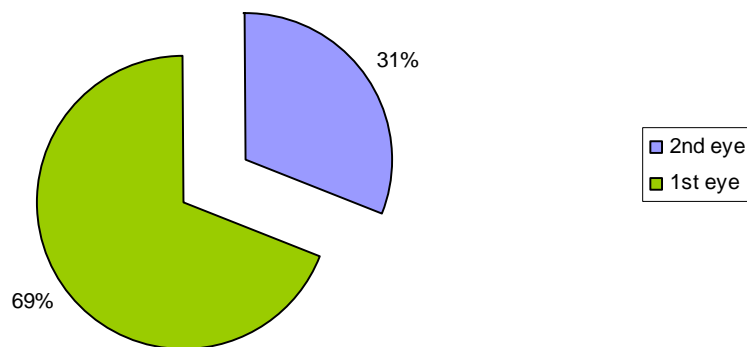
Fast Track Cataract Surgery
Referral Source 2007 / 08





Results - Surgery

Fast Track Cataract Surgery
Completed 2007 - 2008





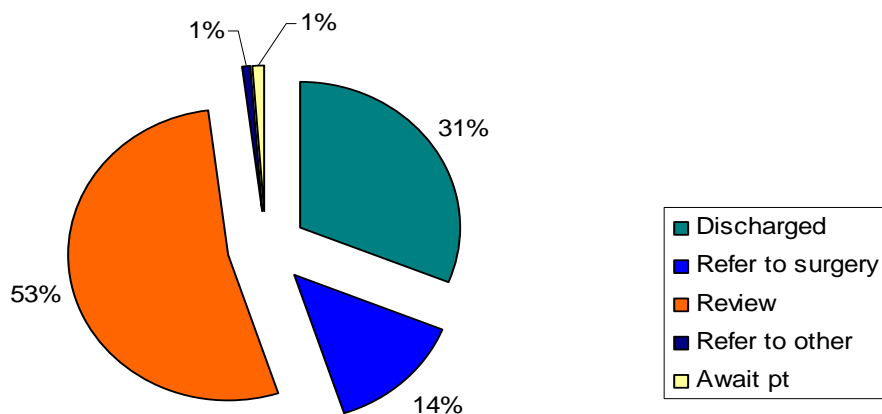
Results – Patient Satisfaction

- IOWA Satisfaction with Anaesthesia Scale
 - 77% patients wanting to have the same anaesthetic again
 - 84% feeling safe
 - 72% feeling relaxed
- Pain score results
 - 97% of patients (n= 103) were pain free

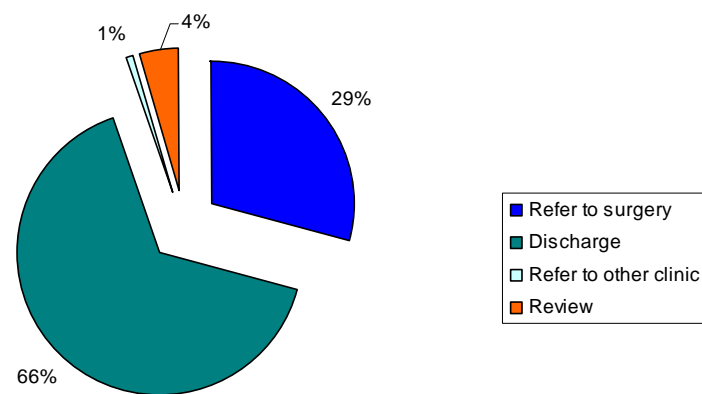


Results – Post Operative

General Eye Clinic 4 Week
Post-Operative Appointment
Outcome
June 2007



Fast Track Clinic 4 Week
Post-operative Appointment
Outcome
May 2007 – June 2008





Evaluation

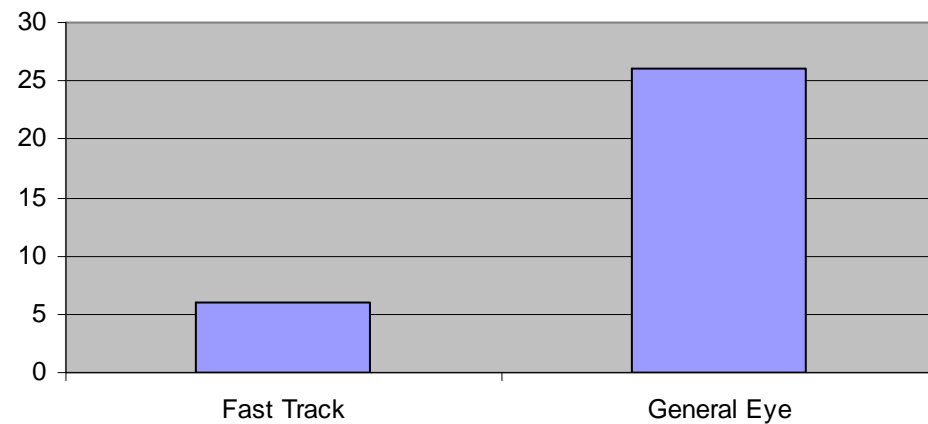
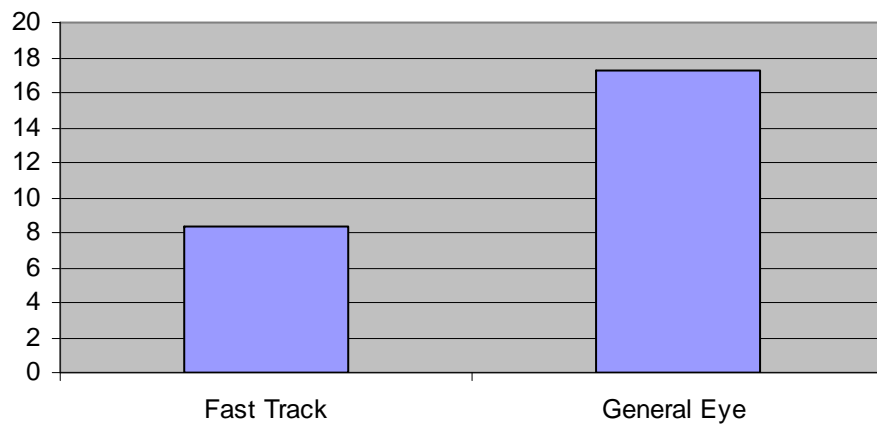
- Access to care
 - Outpatients
 - Surgery
- Safety
 - Patients meeting selection criteria
 - Use of topical anaesthetic
- Patient satisfaction
 - Surgery
 - Outpatient



Access to Care

Average Waiting Times to 1st
Appointment
May 2007 – June 2008

Average Waiting Times to
Cataract Surgery
May 2007 – June 2008





Patient Satisfaction - Outpatients

- Service Provision
97% patients 'very satisfied' to 'satisfied'
- Visual Outcome
94% 'very satisfied' to 'satisfied'
- Waiting Times
90% 'very satisfied' to 'satisfied'



Lessons Learnt

- Leadership
 - Management
 - Clinical
- Communication
- Reward & Recognition



Contact Details

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