“Something is wrong and I know it”
Decreasing Time From Abnormal Ultrasound Result To Maternal Fetal Medicine Consult in FHA
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Aim
Decrease time from a new abnormal ultrasound result to Maternal Fetal Medicine (MFM) consult in the Fraser Health Authority (FHA) to < 1 week by June 2019

Background
• Each year over 15,000 babies are born within FHA
• The MFM team at Jim Pattison Outpatient Clinic is the sole referral center for abnormal pregnancies in FHA
• There is currently no official target time from abnormal result to consult, ideally the referral is instant

Project Design and Lessons Learned

Root cause analysis and process map
• Process mapping should involve all member and requires time
• Identify all data sources that are available as well as the variables collected in your system

Project presented: JPOC staff
• Changes will cause a redistribution of work, trial small PDSA cycles
• Elicit feedback from all members of the team
• Include balancing measures to quantify consequences of change

Baseline data collected from triage charts
• Identify the current baseline prior to PDAs
• If collecting data identify key variables
• Data collection processes should be reliable and sustainable

Project presented OB/GP/RM Radiologists
• Elicit feedback from the users of the system
• Take time to understand how the process is perceived

Baseline data analysed
• Be prepared to go back to the charts
• Collect data in a manner that will facilitate the project

Change Ideas

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| Redesign referral form to include clinician education | • Online review of MFM forms completed
| Redesign triage form | Draft one completed
| Direct patient appointments | Pending team review
| Increase availability of US by adding machine at RCH | ✓

Results

Abnormal Scan:
• Intrauterine growth restriction
• Suspected anomaly
• Soft markers: pylectasis, thickened nuchal fold, echogenic bowel, short long bones, CPC > 10 mm
• Referral with an "abnormal scan" that is reviewed and classified as normal were also included

Baseline Data
Total referrals (Oct – Nov 2018) (#/week) 110 (18/week)
Referrals for abnormal US (#/week) 49 (8/week)
Baseline median time from abnormal US to MFM triage 6 days

Post Implementation of US at RCH
Number of referrals (Apr 8 – 24 2019) 97 (32/week)
Number of referrals for abnormal US 33 (11/week)
Mean time from abnormal US to MFM referral 7.4 days

This control chart demonstrates the implementation of the first change idea (implementing a new US machine in RCH) and its effects on time to MFM consultation.

Team Members:
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