

Content

Department Name: Occupational Therapy - YDH

Process Name: Referrals, Triage, Prioritisation

Change History:

Version	Draft	Date	Author	Comments
0.1	Y	05/04/2024	Jenny Poole	First draft issued following mapping workshop.
0.2	Y	03/05/2024	Jenny Poole	Revised draft issued following feedback received.
1.0	N	09/05/2024	Jenny Poole	Sign of received from Hattie Bradley, final map issued.



Improvement team

● **Improve health** ● **Better care** ● **Lower costs**

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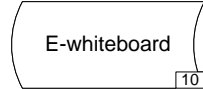
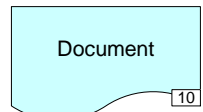
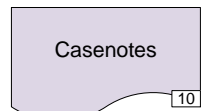
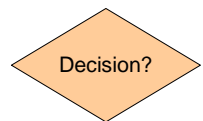



Map 1 Occupational Therapy – YDH – Referral/Triage/Prioritisation – Map No 1 – As Is	Page 5
Map 2 Occupational Therapy – YDH – Issues Log – Map No 2 – As Is	Page 6


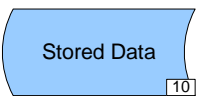




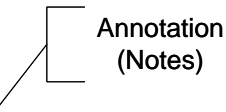
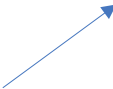





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Legend


	Symbol used to Indicate the start or end of a process
	Symbol used to indicate an event, task or action
	Symbol used to indicate whiteboard actions
	Symbol used to indicate e-whiteboard actions
	Symbol used to indicate paper documents and proforma activity excluding patient Case Notes
	Symbol used to indicate Case Note activity
	Symbol used to indicate a decision point. The question is shown in the icon and there will be two options
	Symbol used to indicate a choice as to which path to take. There can be multiple outputs.
	Symbol used to indicate a point whereby all output paths should be actioned.
	Symbol used to illustrate Diary/Whiteboard Updates , labelled accordingly i.e Admission Diary = AD Receptionist Diary = RD Transfers Whiteboard = TW Patient Whiteboard = WB


	Symbol used to Indicate the start or end of a process
	Symbol used to indicate a system where data is captured inc. emails
	Symbol used to indicate a reporting point i.e. system generated reports or escalation points to management etc.
	Symbol used to indicate a link to another map
	Symbol used to indicate a link from another map
	Symbol used to illustrate link to maps within other Visio documents
	Symbol used to include a comment or additional information
	One-way arrow used to show sequence of events and what is produced by an event.
	Symbol used to illustrate multiple issues , numbered accordingly
	Symbol used to illustrate multiple ideas , numbered accordingly

 Symbol used to Indicate Happy

 Symbol used to Indicate Indifferent

 Symbol used to Indicate Unhappy

 Symbol used to Indicate Worried

 Symbol used to Indicate Angry

 Defects

 Over Production

 Waiting

 Un-utilised Skills

 Transportation

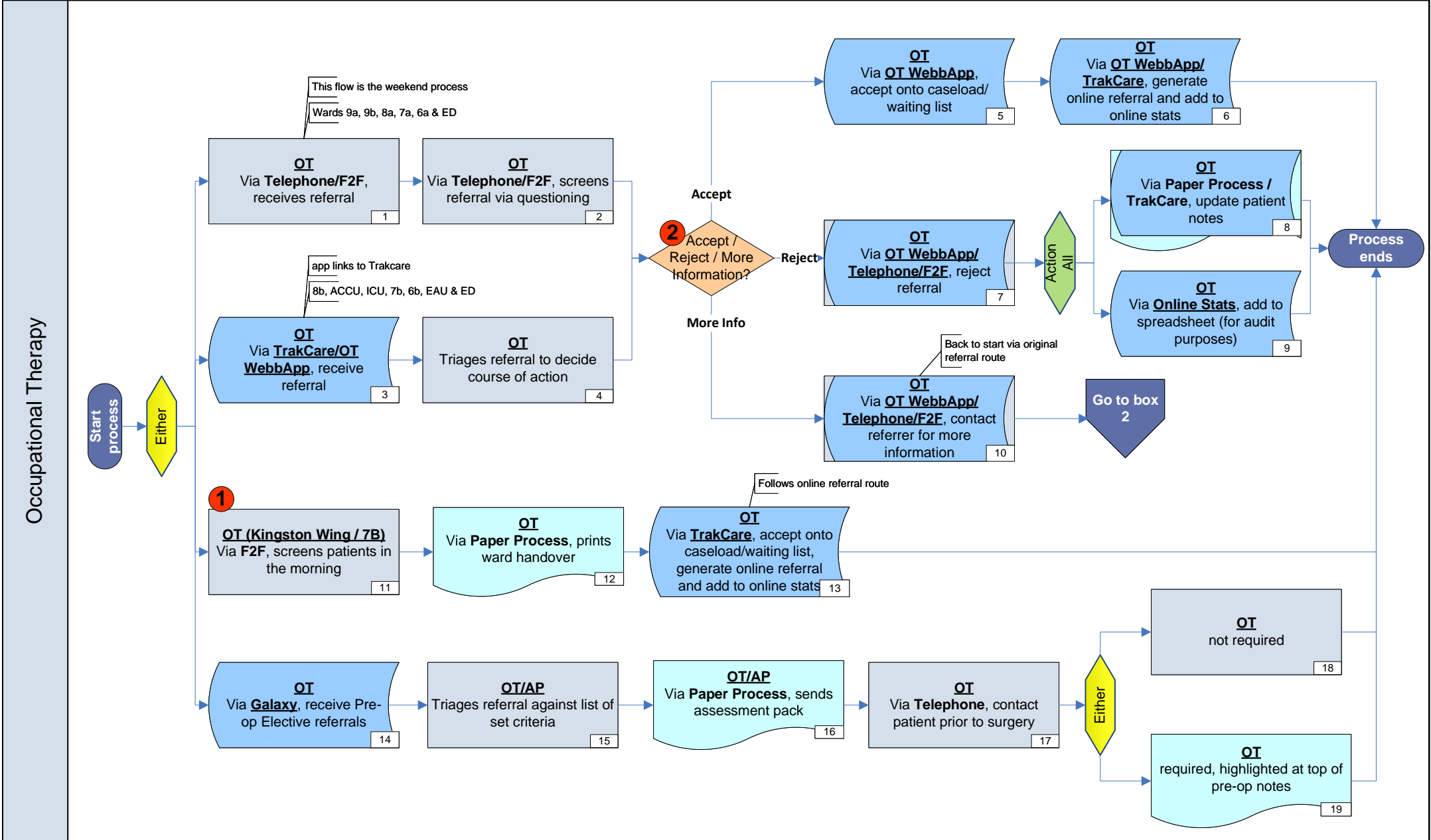
 Inventory

 Motion

 Extra Processing

Occupational Therapy – YDH – Referral/Triage/Prioritisation – Map No 1 – As Is

F2F – Face to Face |



Issues Log:

1	Unnecessary time spent, should be via Telephone or WebbApp/TrakCare routes. Confidence lost regarding process.
2	There can be a lack of consistency re accept/reject, to ensure meets critical life changing event criteria
	Information in referrals can vary from a lot to a small amount of information, system can be manipulated to suit referral, quality of referral can be impacted
	Missed opportunities for education
	Some referrals could be avoided - e.g. px left in bed unnecessarily.
	No safe staffing levels > team cross covering multiple areas. How will this be impacted when changing current clusters to clinical specialties? There will be px's who won't meet OT criteria - critical life changing event
	ED process is likely to change as new staff/structure/transformation