

Using WSIC Dashboard to aid complex patient care

CC4C Hub MDTs – Family health care

Case Finding

- Foundation doctor used the Dashboard to identify complex patients before the CC4C Hub MDT.
- Potential patient cases were identified using patient selection tools for regular primary and secondary care attenders, frequent hospital admissions, missed appointments and out-of-date care plans.
- Further information was gathered from their hospital notes and clinic letters.
- These were summarised and sent to the Paediatric consultant running the MDT who finalised case selection.

The Patient

- A 12-year-old boy with asthma and eczema was selected because he was a regular inpatient user, had numerous A&E attendances for recurrent groin abscesses, and had nearly 50 GP visits over the last 2 year, concentrated over the last few months. He was MRSA positive.
- At the same time, his sister who had Hodgkin's lymphoma and was receiving chemotherapy was identified using the Dashboard.
- This raised concerns regarding the family's understanding of that patient's ailments and use of healthcare facilities, but also the implications of his MRSA positive result on his immunosuppressed sister.

Clinic

- The above case and concerns were discussed between the specialist Paediatric and GP MDT.
- The need to swab and treat all family members for MRSA due to the risk posed to his immunosuppressed sister was discussed.
- Despite multiple GP attendances noted on the Dashboard, the patient was not well known to the GPs. They were made aware of the patient's recurrent abscesses. The possibility that the GP attendances noted on the Dashboard were with a nurse or other primary healthcare practitioner was raised.

Outcome

- Using the Dashboard tool allowed identification of two complex patients and their potential influence on each other's health as brother and sister.
- The issues raised were then discussed by a MDT consisting of specialist paediatricians and GPs and an appropriate management plan made for the whole family.
- The patient case also highlighted an area where the Dashboard could be improved.

