

MSK Clinical Review & Triage Case Study

The Service	Benefits	
<p>MSK Single Point of Access</p> <p>~70,000 referrals per year</p> <p>Higher volume of referrals than first anticipated</p> <p>Implemented ART to manage all referrals (eRS, self-referral and email)</p> <p>Objectives of implementing ART</p> <ul style="list-style-type: none">• Save time and free up staff to manage clinics and key patient interactions• Improve speed and safety of the process	<ul style="list-style-type: none">✓ Admin Time Saved: 10 WTE redeployed after 6 months✓ Positive Feedback from Clinicians: triage is easier, removes a lot of the ‘process’ elements of triage✓ Confidence of Clinical managers: reviewable feedback on triage decisions made and pre-configured triage task means safer and more accurate clinical triage✓ More accurate data: referral level data more accurate✓ More dynamic service: constant feedback (dashboards) allow for easier management of the service, team’s freed up to focus on high risk patients✓ Valuable insights and learning for future improvements and opportunities: more data on referral quality and onward pathways to inform discussions with CCG and GP organisations	<p><i>“The benefits of ART are already felt throughout our entire organisation”</i></p> <p>Service Manager</p> <p><i>“ART allowed us to automate, free up staff and ensure we meet KPIs”</i></p> <p>Operations Director</p> <p><i>“Clinical Triage is quicker and safer; we don’t have to worry about process just making the right clinical assessment”</i></p> <p>Clinical Lead</p>