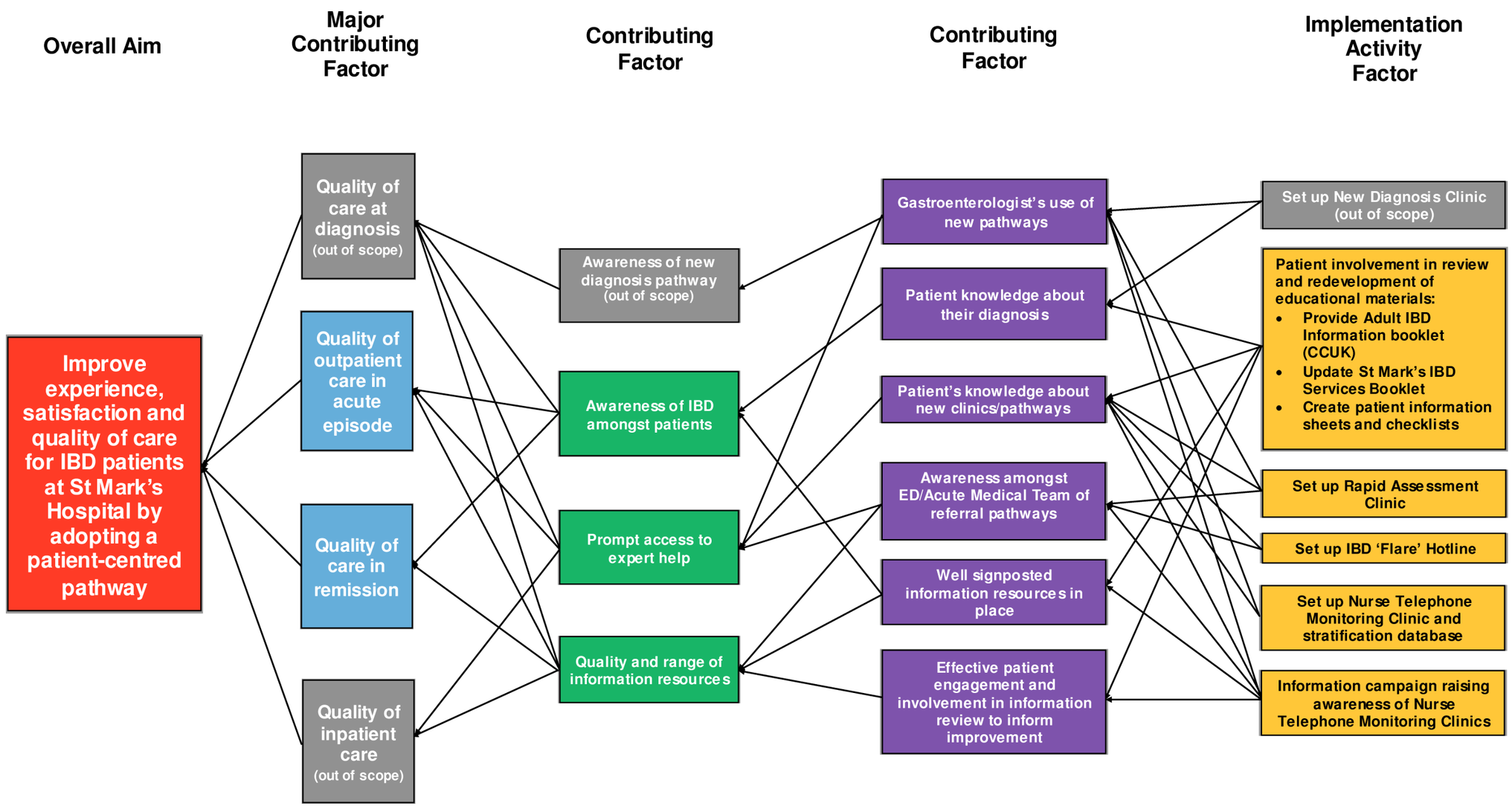
Overall Aim
Major Contributing Factor
Contributing Factor
Contributing Factor
Implementation Activity Factor
Improve experience, satisfaction and quality of care for IBD patients at St Mark's Hospital by adopting a patient-centred pathway
Quality of care at diagnosis (out of scope)
Quality of outpatient care in acute episode
Quality of care in remission
Quality of inpatient care (out of scope)
Awareness of new diagnosis pathway (out of scope)
Awareness of IBD amongst patients
Prompt access to expert help
Quality and range of information resources
Gastroenterologist's use of new pathways
Patient knowledge about their diagnosis
Patient's knowledge about new clinics/pathways
Awareness amongst ED/Acute Medical Team of referral pathways
Well signposted information resources in place
Effective patient engagement and involvement in information review to inform improvement
Set up New Diagnosis Clinic (out of scope)
Patient involvement in review and redevelopment of educational materials:
• Provide Adult IBD Information booklet (CCUK)
• Update St Mark's IBD Services Booklet
• Create patient information sheets and checklists
Set up Rapid Assessment Clinic
Set up IBD 'Flare' Hotline
Set up Nurse Telephone Monitoring Clinic and stratification database
Information campaign raising awareness of Nurse Telephone Monitoring Clinics