

Examples of issues identified during the process improvement workshop

- Clinic schedules are fully booked in advance with no available appointment slots for new or urgent patients.
- Clinics often run over-time, which is exacerbated when urgent appointments need to be fitted into a full schedule.
- Physiotherapists attend the general neurology clinic, but are under-utilized because their services are not required for every patient.
- Dictation is time consuming for physicians and secretaries and leads to delays in sending communication to Family Physicians.
- Portions of the patient history and/or physical exam are often repeated because roles and responsibilities of team members are not clearly defined and patients are not seen in a standardized order.
- Neurologists maintain individual referral lists and Family Physicians do not know who has the shortest wait time, making it hard to balance the load of new referrals between neurologists.
- There is practice variation between neurologists that makes it difficult to standardize processes (for example, the standard frequency of follow-up appointments varies by neurologist).
- Patients with movement disorders are not seen as frequently as they ideally should be for follow-up appointments.
- Patients on the wait list call frequently to ask when they will be seen which leads to frustration for patients as well as for staff.