

Enhancing the Effectiveness and Experience of Psychosocial Meetings in a Paediatric Hospital Setting: A Quality Improvement Project

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OBJECTIVES

Aim: To improve the effectiveness of our psychosocial meetings.

Objectives: Identify and implement strategies during psychosocial meetings to ensure most effective use of time, enhance inter-disciplinary communications and promote a holistic approach to care.

Background: Our tertiary paediatric service provides complex care for multi-national patients. To promote holistic patient-centred care we hold weekly psychosocial multidisciplinary meetings. We envisaged that a quality improvement project could improve professional collaboration and inter-disciplinary communication leading to more effective meetings.

METHODS

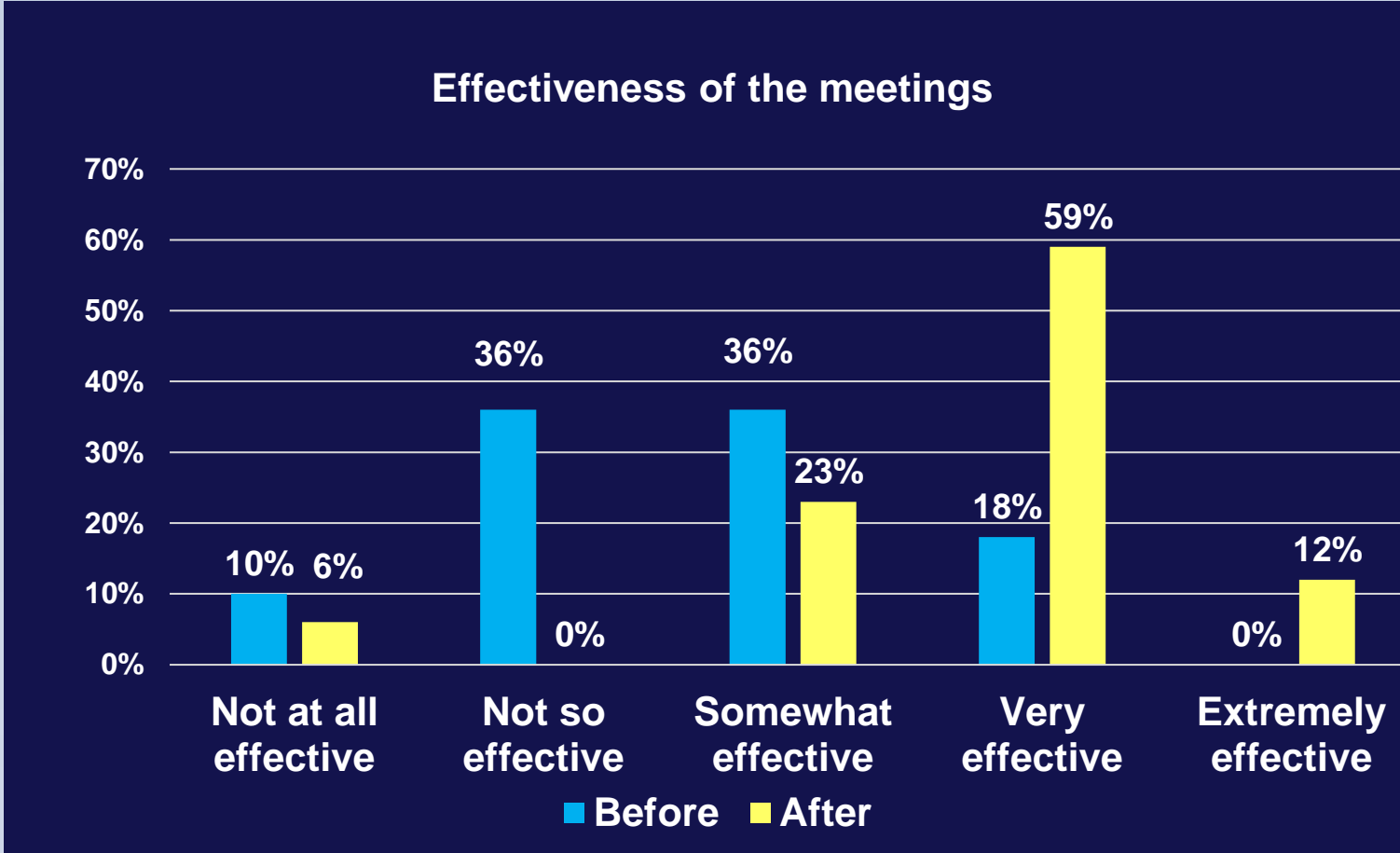
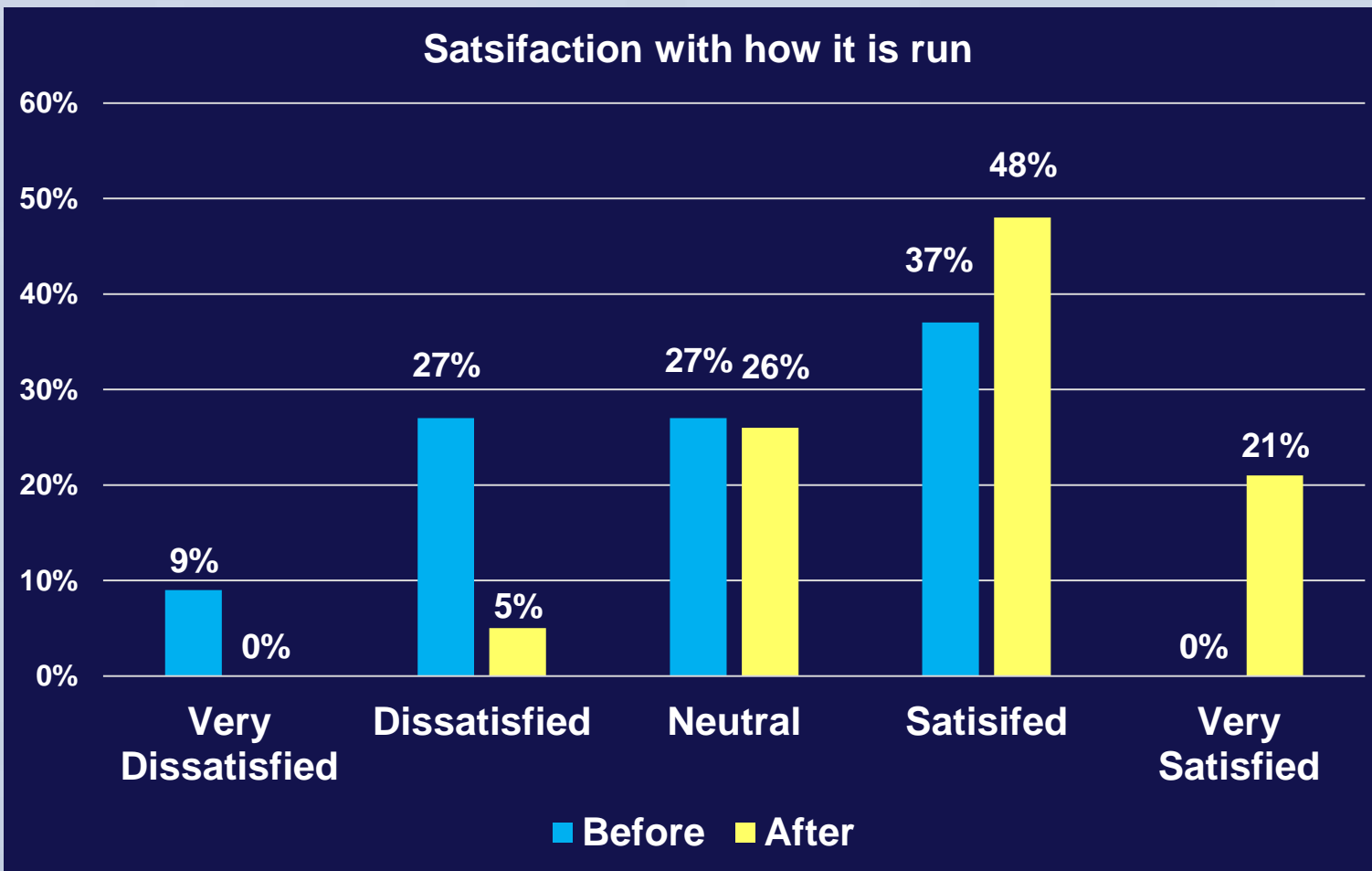
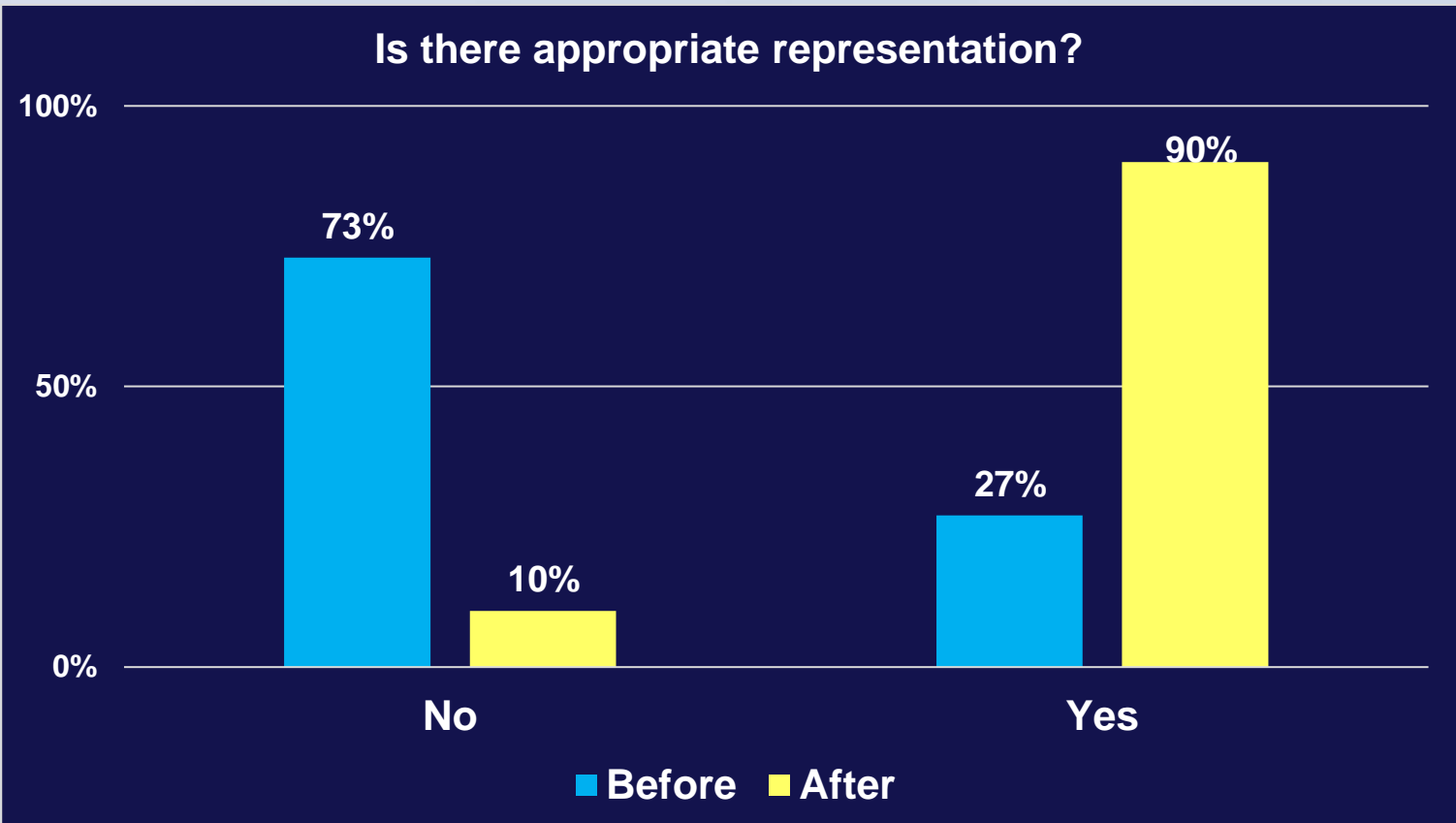
An anonymous qualitative survey was conducted to understand staff experiences of the meetings. Quantitative measures, for the analysis of effectiveness, were captured over a three-month period at baseline. Additionally, listening events supported further idea generation and multidisciplinary working. Ideas were implemented through iterative test cycles.

In chronological order, the changes implemented were:

- Creation of an online shared patient list
- A newly appointed clinical psychologist who also chaired the meetings
- A move from virtual to hybrid, to fully in person format
- Consistent minuting including the delegation of actions
- Encouragement of broad multidisciplinary team (MDT) attendance.

To evaluate the impact, after these changes were implemented, a second survey was conducted one year later.

RESULTS



Overall, there has been a significant increase in both the satisfaction and effectiveness of the meetings. Reasons identified for this are:

- Dedicated time enabled space for collaboration, essential to integrate holistic care with medical management.
- An appointed psychologist chairing has led to more family-focused discussions and broader systemic considerations.
- Increased satisfaction since fully in-person attendance.

CONCLUSION

This project has demonstrated how to increase the effectiveness of psychosocial meetings. Implementing changes in response to feedback results in improved staff experience of the psychosocial meetings. Additionally, the changes improved inter-professional communication and perceived patient care. This study was for a single service; learning and implemented improvements could be transferred to other contexts. To further enhance meeting effectiveness another quality improvement cycle will be completed around the use of technology, via the electronic record system. Post-implementation quantitative data will be analysed over a three-month period.