



A Digital Transformation of a Condition Management Program

DLP Cohort 23

Introduction

- ✓ In D&G, we have developed a Managing Arthritic Pain program, which is an example of a Tier 1 Clinical Pathway program within the Active Lives Pathway.
- ✓ Our project focus is to develop digital solutions that enhance user engagement with local and national resources

How effective are we in signposting service users to online healthcare resources?



Scan QR to view Active Lives Pathway

Service User Engagement

- ✓ 60 people participated in MAP class within the project timeframe.
- ✓ MSK HQ reflects impact of long term health condition; avg MSK HQ score of service user was 28 equal to 50% functional capacity due to joint condition.
- ✓ 75% average attendance rate.
- ✓ 63% response rate to Feedback Questionnaire

Scan QR to view service user feedback

Enhancing user engagement of digital resources used in Managing Arthritic Pain (MAP) program

PRIMARY DRIVERS

Choosing the right digital software



SCAN QR CODE TO VIEW MAP SWAY RESOURCE

Facilitating Learning

Service users are encouraged to explore the content of the SWAY resource with staff facilitating discussion of content throughout the program

Key Performance Indicators (KPI)

KPI included; FORMS service user feedback questionnaire embedded into SWAY, MSK HQ functional disability score & class attendance (currently logged on EXCEL)

Data Management

Submission of IM&T project request to address issue of ownership of these resources & ensure transparency and IG of resources used within a service.

Digital Improvements

- ✓ Embedding FORMS in SWAY
- ✓ Creation of MAP development meeting to manage emergent change
- ✓ Consolidation of performance metrics
- ✓ Creating a forum (FORMS) that enables user led change
- ✓ Submission of I&MT project request

Collaborators

- ✓ Liaising with other local Health & Social care services to ensure signposting is consistent across local services
- ✓ Working with MSK staff involved in delivering MAP class to ensure logging of clean data.
- ✓ Linking with KIND network to increase understanding EXCEL, POWER BI, Automate
- ✓ Liaising with DG IM&T to identify solutions to progress Data Management workstream
- ✓ DLP Peer support
- ✓ Service User Feedback to guide future development

Next steps...

- ✓ Promote BTA and reflect on feedback from pilot
- ✓ Liaise with IT to include MAP KPI as part of regular KPI report
- ✓ Liaise with IT to progress Data Management workstream and create a dashboard summary of service user engagement
- ✓ Scope inclusion of Right Decision Tool into learning material

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