

Component Spotlight

Maximum Waiting Times component

This short step through demonstrates the functionality and value of the Maximum Waiting Time component within the Surgery Domain.

This component allows end users to easily visualise the current number of people who have waited longer than the desired maximum waiting time for Surgery (see table below for details).

It has been designed to enable teams to easily identify the teams who have the greatest volume of patients waiting too long, as well as access the patient details to support surgical bookings or auditing to be removed from the waiting list.

The purpose of this component is to support Hospitals to achieve the specific performance goal 'no patients waiting for Surgery greater than 12 months'.

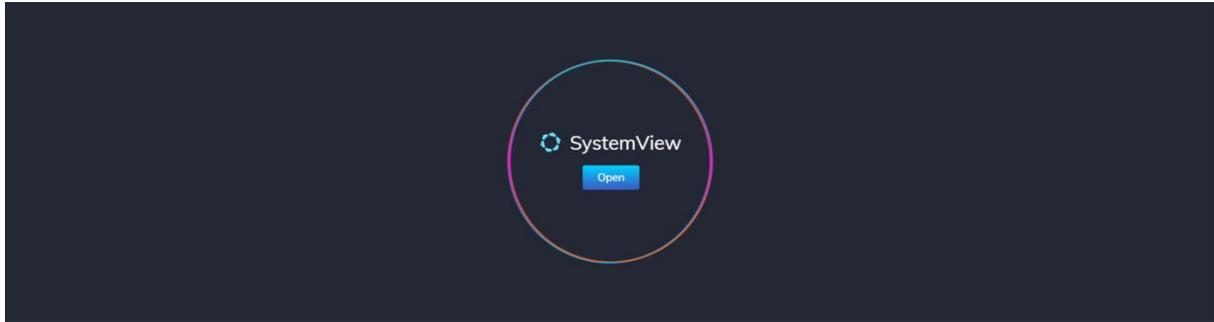
Definitions of Patient Wait Groups used in Risks and Projections:

Category	Recommended Waiting Time	Maximum Waiting Time
Urgent	30 days from the time seen in clinic until the time the patient receives Surgery.	12 months (365 days) from the time of referral received until the time patient is seen.
Semi-urgent	90 days from the time seen in clinic until the time the patient receives Surgery.	12 months (365 days) from the time of referral received until the time patient is seen.
Routine	365 days from the time seen in clinic until the time the patient receives Surgery.	12 months (365 days) from the time of referral received until the time patient is seen.
Suspended	Patients that are currently 'not ready for care' due to clinical or personal reasons	

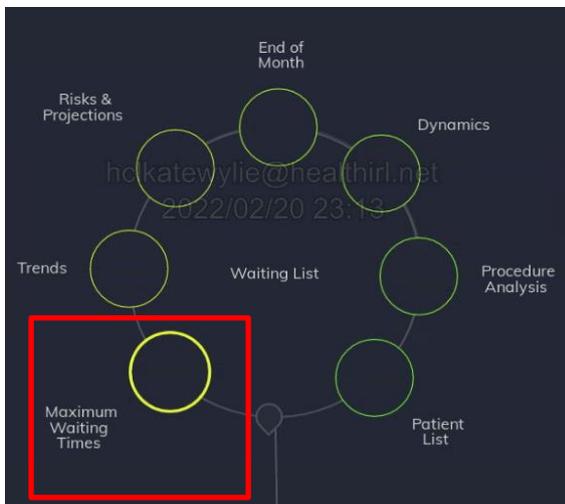
To access the Surgery Maximum Waiting Times component, please follow the steps below.

Step 1.

Sign in to SystemView

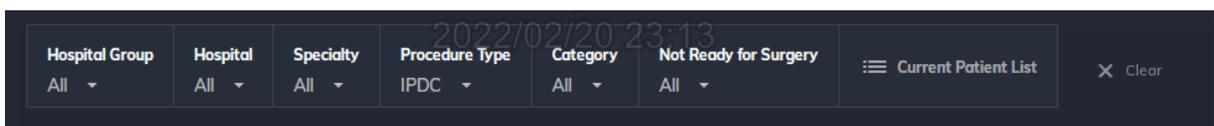


Step 2.



Navigate to Domains >
Surgery > Waiting List >
Maximum Waiting Times

Step 3.

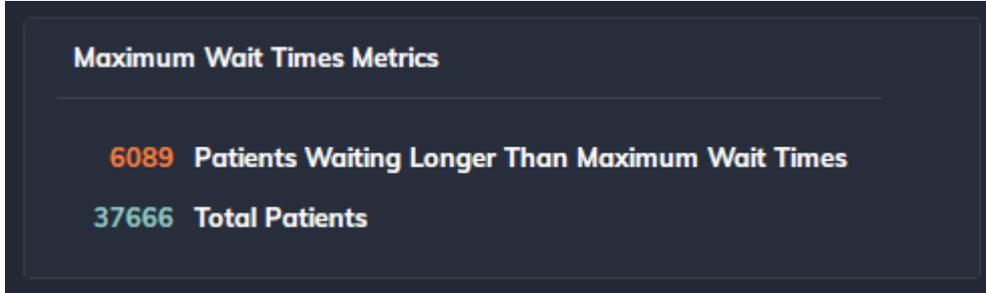


Apply drop-down filters at the top of the page to refine the data to the specialty or category that you are interested in or leave default values to view all details.

Use the **Current Waiting List Details** button located alongside the filters at the top of the component to view patient details. This is an exportable table of elective surgery patients that updates daily and once activated, can be saved into **Interact - MyLists** for easy access.

Step 4.

View the summary of the number of patients who are waiting for Surgery (total patients) and those that have waited longer than the maximum wait times:



Quick tip: Use the filters in the filter bar to view a smaller sample of patients, for example the number at one site or within one specialty.

Step 5.

View the horizontal stacked bar chart to see the summary table broken into urgency groups (urgent, semi-urgent, routine):



Step 6.

The trend chart provides an overview of all the patients waiting for Surgery over time (blue) and the number of patients who have exceeded the maximum waiting time over time (orange).

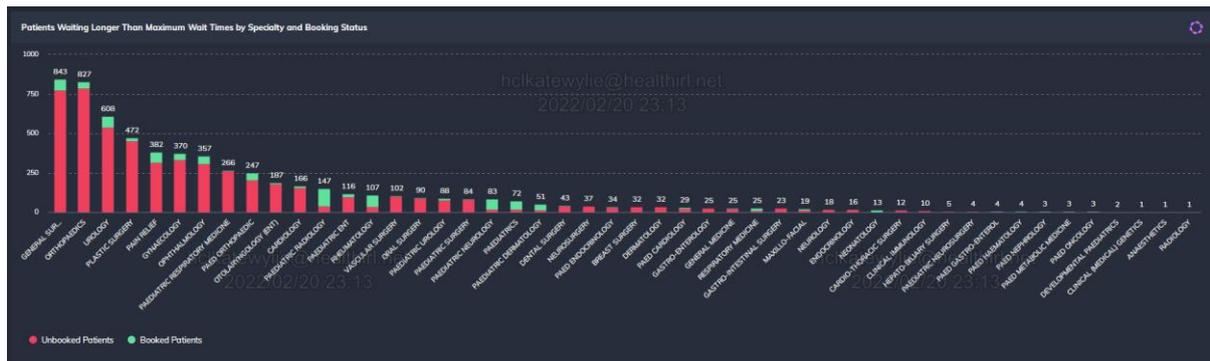
This is helpful to understand and track if a site, or a specialty is reducing the number of patients or if there is an increase.



Quick tip: Set an improvement trajectory on the orange series line to track progress towards a goal of zero patients waiting longer than their Maximum waiting time.

Step 7.

Scroll down the component to view those patients who have waiting longer than the Maximum Waiting Times by specialty, and to see at a glance if they have been booked or unbooked.

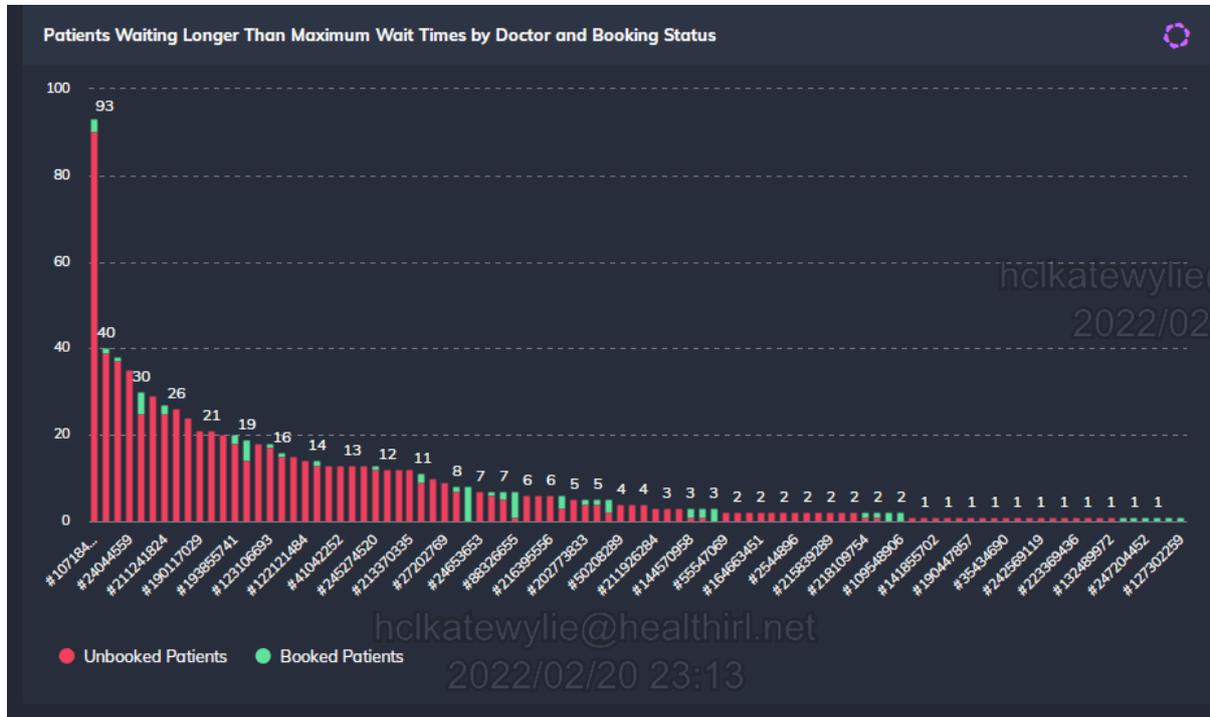


Quick tip: Use this chart to understand at a glance which clinical teams require support and intervention. The specialty on the left has the greatest number of patients exceeding their maximum waiting time or the biggest 'back log'.

Quick tip: Use this chart to monitor the number of unbooked patients reduce and booked patients increase as a measure of progress.

Step 8.

Select a specialty to view the doctors with patients exceeding their Maximum Waiting Times. This chart can be used to understand which doctors need additional operating time, or need support to carefully redistribute patients to other appropriately skilled clinicians:



Quick tip: Use this chart to understand at a glance which doctors need additional operating time, or need support to carefully redistribute patients to other appropriately skilled clinicians. The doctor on the left has the greatest number of patients exceeding their maximum waiting time or the biggest ‘back log’.

Quick tip: Use this chart to monitor the number of unbooked patients reduce and booked patients increase as a measure of progress.

Step 9.

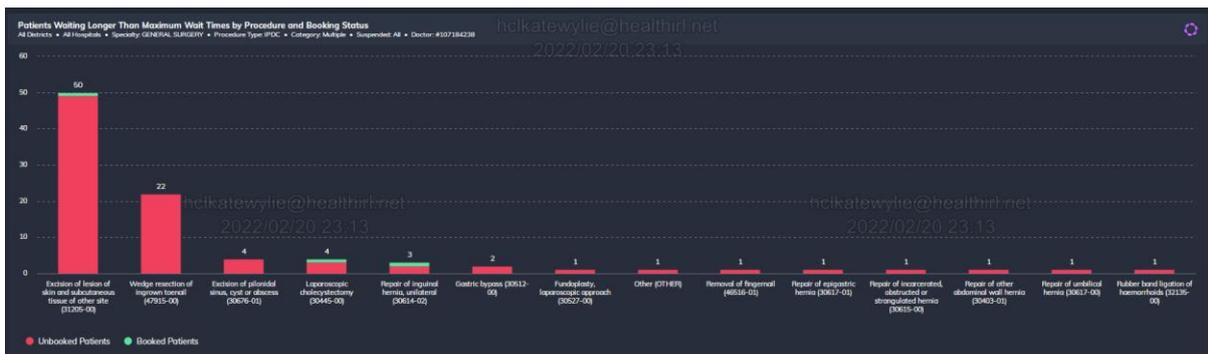
Select a doctor to view a trend of the number of patients this doctor has exceeding their maximum waiting time – and if the number is increasing or improving.



Quick tip: Set an improvement trajectory on the orange series line to track progress towards a goal of zero patients waiting longer than their Maximum waiting time.

Step 10.

Selecting a doctor will also allow you to see the casemix of the patients waiting – so you can see at a glance what surgical procedures are required. This information will support teams to understand how much theatre time is required, or help with conversations about redistribution.



Quick tip: Click on a bar to see a list of all patients waiting for each procedure group.