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53 Optimising the Holter Monitoring Process: A Quality Improvement Project

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Aim: This quality improvement project began when we observed a lot of unsuccessful 24h Holter readings in our Cardiology clinic. Our project aim was to decrease the number of failed tests by improving health literacy, designing information leaflets, and organizing teaching sessions for the staff.

Method: First, brainstorm sessions were held, and we audited the service for a month to assess the inefficiency problem. A total of 3 PDSA cycles were completed between June 2021 and October 2021. We implemented a laminated information sheet for adult outpatients needing a Holter monitor that was handed out to patients in the waiting area. In addition, scripted messages were also created to guide the health care assistants when scheduling cases and conducting follow-up phone calls. We then introduced a patient information leaflet for patients to take home. Teaching sessions were organised, and we designed a Holter box to contain all equipment.

Results: Initial audit revealed a failure rate of 13.5% and an average turnaround time of 56 minutes. The failure rate after the first PDSA cycle was 13.04% and turnaround time 47 minutes. Data showed a 65.2% patient compliance despite 100% staff compliance. The second PDSA showed a decrease in failed tests to 5.7%, but turnaround time was 1:07. Final results revealed that the failure rate dropped to 2.85% and turnaround time was satisfactory (41 minutes).

Conclusions: The use of effective information tools to promote health literacy can improve workflow efficiency and patients’ understanding of ambulatory tests positively impacting service and patients’ experience.