

Improving flow and capacity in the Mater Hospital glaucoma clinic using a rapid improvement event based on lean management principles.

There is currently large waiting lists for an appointment in the glaucoma clinic and difficulties keeping to the required reviews. If not diagnosed, monitored and treated correctly, glaucoma can result in severe loss of vision or blindness. Successful management of glaucoma requires lifelong monitoring and treatment to prevent or minimise further vision loss.

In the public health service most of glaucoma care in Ireland is managed by Consultant led teams in acute settings. We are currently developing multidisciplinary primary eye care teams (PCET's) to enable the development of integrated pathways where many patients with stable glaucoma can be reviewed in the primary care setting.

In the meantime there is a need to improve the flow of glaucoma review clinics and optimise the existing capacity of glaucoma services. Lean management techniques have been used successfully in the hospital on a number of projects. Using these techniques we will development a rapid improvement event with the aim to improve patient satisfaction, reduce the variation in clinical and administration processes and improve the flow and capacity of glaucoma review clinics.

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