



**Case study:** Improving KPI 10 – Treatment by first appointment and KPI 11 1 year drug adherence

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### **Background**

Denosumab was previously being given in daycase in the rheumatology hospital by non-specialist nurses and incurring a daycase tariff for commissioners.

Outpatient clinic had over a year waiting list for follow up appointments for patients on injectable treatment meaning clinical reviews were delayed on these patients

N = 400 patients

### **Aim**

1. Improve patient experience, giving the drug closer to people's home and by a specialist nurse who could also undertake a specialist review
2. Reduce costs associated with daycase tariff
3. Reduce demand on medical outpatients

### **Process**

We set up an improvement team made up of the FLS lead, consultant, FLS nurse, DXA radiographers and 2 patients and operational manager.

We discussed this priority in our monthly multidisciplinary team meeting to identify potential solutions, and iterative service developments.

### **Interventions:**

1. Appointed a Band 6 nurse to solely take over management of denosumab, including monitoring, administering, and increasing range of locations the drug could be given at closer to people's homes
2. The appointed nurse underwent training, including attending medical clinics, to undertake clinical reviews every 3 years, including screen for new vertebral fractures, consideration of monitoring, falls assessment, meaning that patients only come to medical clinic if they need a medical review of treatment
3. A standard operating procedure was developed to support reviews
4. Medical oversight included set up of a weekly consultant led-MDT for drug related queries.
5. Processes set up to support prescribing of the drug and any additional vitamin D replacement needed.



## Outcomes

### Patient satisfaction

User and Carer Experience Survey – Denosumab Sept 2021

- N=20
- 100% extremely satisfied
- 100% would definitely recommend to friends and family

Comments include 'Convenient and personal', 'closer to home, friendly staff'

### Clinical outcomes – adherence is high

Denosumab adherence audit 2021

- 90% receive injection within 4 weeks
- 96% within 8 weeks

Waiting list for medical clinic reduced from 400 to 0 (although other factors contributed to this).

Patients have less travel, have their osteoporosis information needs met, patient safety is improved

### **What did you learn?**

1. Day case tariff was driver to improve patient care.
2. Quality improvement likely reduced costs and improved patient experience.
3. Patients on injectable therapy need minimal medic input.
4. Adherence/persistence to denosumab given by a community nurse affiliated to a specialist centre is much better than that seen in primary care.