

Virtual Burns Care in the era of COVID-19: A Regional Burns Unit's Experience

John Hayes, Jamie Clements, Kevin McGarry, Abid Rashid
Burns Unit. Royal Victoria Hospital. Belfast Health and Social Care Trust.

AIM

Given the COVID-19 pandemic, reduce face-to-face consultations to only complex burns or those necessitating hospital admission to Northern Ireland's Regional Burns Unit

STRATEGY FOR CHANGE

- Establish a virtual burns service
- Use of telephone calls, emails, photography and Microsoft Teams software
- Initial adoption of the system audited during April and May 2020
- Through Plan-Do-Study-Act methodology an electronic tertiary referral proforma created and audited in July 2020

MEASUREMENT OF IMPROVEMENT

1. Reduction in face-to-face consultations
2. Completeness of burns referral data after introduction of e-Referral pathway

EFFECTS OF CHANGE

- **19.5%** of unit's total referrals reviewed face-to-face in dressing clinic or admitted
- Following implementation of e-Referral pathway (July 2020): improvement in both the detail and completeness (**95%**) of patient referral information

DISCUSSION

- Virtual burns care can be safely and rapidly adapted in response to evolving need
- Potential role of virtual care post-COVID is an exciting one

Referral Pathway

0800 – 1700 Mon-Fri via Burns Unit: SHO & Registrar
1700 – 0800 Weekend & Bank-Holiday: On-Call Reg

↓ April & May 2020

↓ July 2020

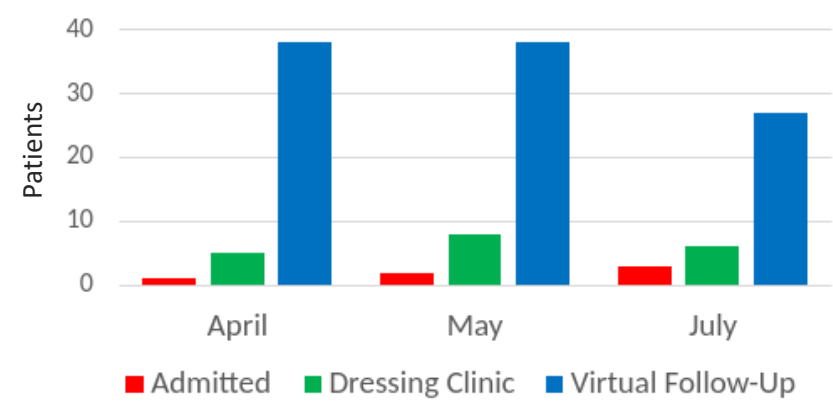
Referral data uploaded to Microsoft Teams

eReferral Proforma completed by referrer

Discussion with Burns Consultant (of the day)

Outcome: Admission / Dressing Clinic (Face-to-Face) / Virtual (Telephone Advice)

Referral Outcome



Outcome (%) Apr, May & Jul '20	
Admitted	4.7
Dressing Clinic (Face-to-Face)	14.8
Virtual	80.5

Referral Data

Hospital Number • Date of Birth • Contact Number • Email

Date of Injury • Referral Source • Mechanism

Available Photos • Consultant • Follow-Up Decision

Referral Data Completion (%)	
April & May '20	91.2
July '20	95.0

Regional Burns Unit Referral Proforma

Referral during normal working hours (8 am-5pm weekdays):
Call the Burns Unit, Ward 2E, Royal Victoria Hospital, Belfast.
Direct telephone number - 02890240503

Referral during out-of-hours (5pm-8am weekdays, all day weekends and public holidays): Call the Ulster Hospital Dundonald switchboard and speak with the on-call plastic surgery registrar.
Ulster Hospital Dundonald switchboard telephone number - 02890484511

Following discussion, referrals to the Burns Unit MUST be submitted via Microsoft Forms.

You may be asked to take and send photographs to the Burns Unit. In this regards, you MUST take a consent for photographs from the patient, take a photograph of the consent form and the photographs required on a mobile device and then send them to DL-clinical_images@belfasttrust.hscni.net and Burnsunit@belfasttrust.hscni.net.