

Health New Lynn

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Organisational “Buy - In”

Aim: Increase all clinical staff knowledge on affective INR management

Buy-in

1. Introducing Medical and Nurse champions to influence positive change
2. Providing all nurses with education, policies and procedures
3. Showing effective streamlined process

Team Members



Change Ideas

1. BPAC guidelines policy instigated – linked with bundle 1.
2. Surveyed all INR patients to access patient knowledge and care. This survey was only completed by 25 out 148 eligible patients. As the return rate was low we didn't believe the survey results were valid – linked to Bundles 3 and 5.
3. Introduction of a manual alphabetised folder to monitor and remind all INR patients- linked to bundle 4.

What Changes have you tested?

	Change Tested	Outcome
1	BPAC guidelines	<ul style="list-style-type: none"> Increased nurses knowledge and confidence. Reduced frequency in testing of patients in normal range. Improved doctors and nurses inter-professional relationships.
2	Survey of all INR patients to determine patients education and understanding of the medication and the testing regime,	<ul style="list-style-type: none"> Only received 25 out of 148 eligible INR patients 95% of patients had a good understanding of the medication 97% felt they have received adequate education from the nurses
3	Manual alphabetised folder to monitor results and reminders	Recently introduced and outcomes are still outstanding

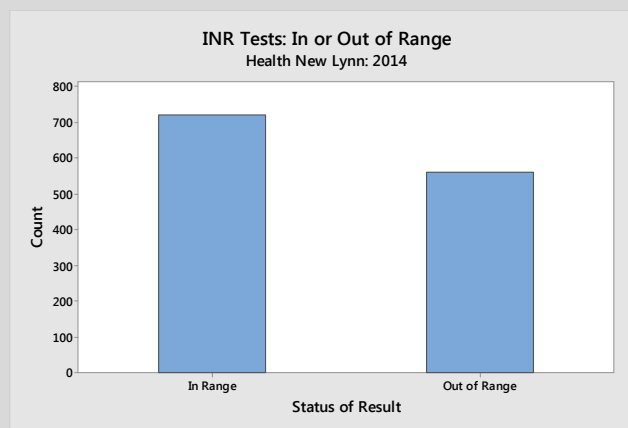
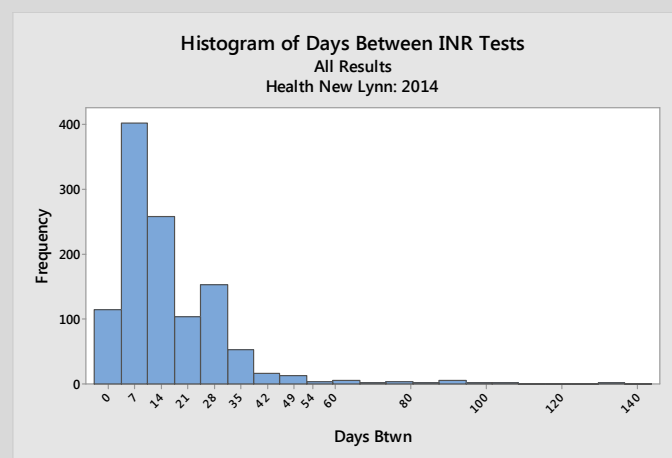
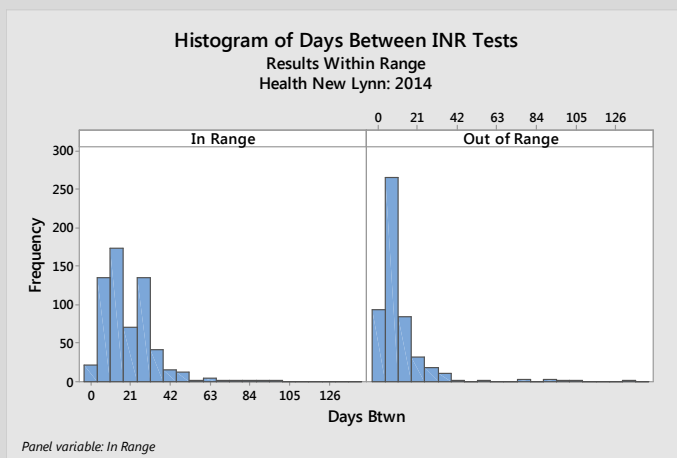
Most Successful PDSA Cycle

BPAC PDSA cycle.

- ❖ Introduction of BPAC guidelines
- ❖ Policy documentation
- ❖ Endorsement of project by Clinical Governance committee
- ❖ Increase in nurses confidence to assess INR results and testing frequency

Measures Summary

First data analysis showed the following trends:



Highlights and Lowlights

- Difficult at the beginning of the pilot. Resistance from both doctors and nurses,
- Developing Nurses and Doctor champions in the practice gave all staff confidence in dealing with INR results and testing frequency.
- Development of a manual process to ensure the practice has the ability to monitor and remind INR patients, especially the ones currently testing spasmodically.

Achievements to date

Have

- agreed aim
- a change package
- measurement plan

People on our team know what their responsibilities are and what is expected of them.

What has changed and what difference have the changes made? Increased nursing confidence (especially Andy).

“No longer afraid”

Other thoughts

- There has been slight animosity toward the staff allocated to the warfarin management project.
- The project has taken the nurses off the floor to attend meetings
- Storm before the calm.