

Storyboard

Health New Lynn

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Organisational

“AIM”

Increase all clinical staff knowledge on effective
INR management

Change Ideas

1. Change timing of phone calls to patients.
2. Change method of patient contact for preferred type ie: text, phone and email.
3. Introduction of a manual cardex system 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"> Ongoing continuing education required to keep both nurses and doctors following BPAC guidelines. Revisited and updated INR practice policy.
2	Changed how we record INR using tasks to monitor test frequency	<ul style="list-style-type: none"> All INR results- task added Reset date for next test under task But continued to also put INR in measurements
3	Manual cardex system to monitor results and reminders	<ul style="list-style-type: none"> Tried two types of manual recording of INR <ol style="list-style-type: none"> Cardex organised by frequency testing – which was complicated and required additional nursing hours Cardex system alphabetical – slightly easy to use however still required double entry (cardex and computer).

Latest PDSA Cycle

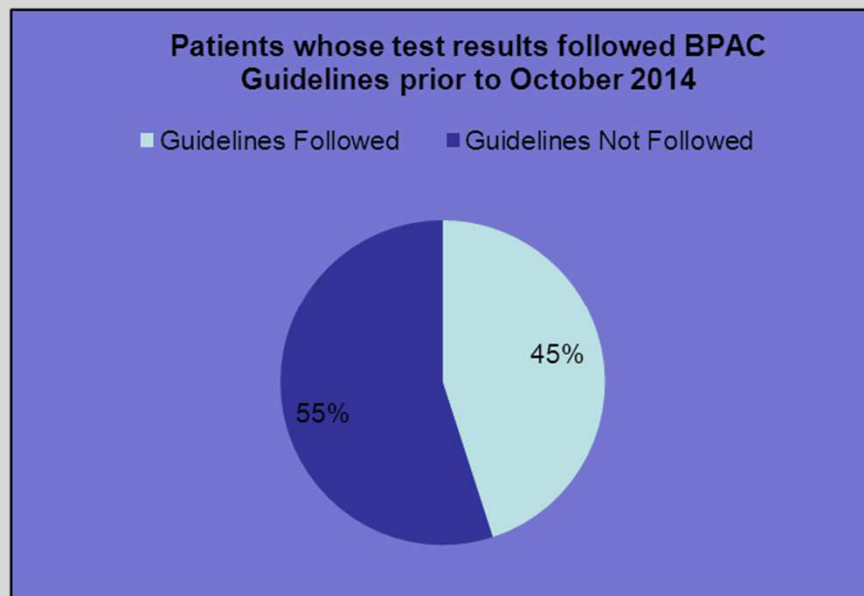
BPAC PDSA cycle.

- ❖ Involved staff in change process
- ❖ Notified patient of change in process
- ❖ Contact patient the following morning if results were within range.
- ❖ Only patients with abnormal results were phoned immediately.
- ❖ Implemented

Measures Summary

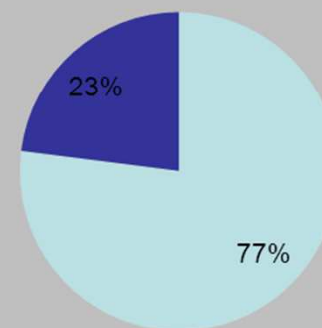
Further data analysis showed the following trends:

- Every patient on warfarin has an INR task
Only 129 patients have assigned active tasks (87%)
- Comparison sample of INR patients to see if improvement in practice process in following BPAC guidelines



Patients whose test results followed BPAC Guidelines post 1 Jan 2015

■ Guidelines Followed ■ Guidelines Not Followed



Achievements to date

- All INR results have associated task
- Refined practice policy to clarify the retesting intervals in accordance with BPAC guidelines.
- Re-educated patients around contact times following testing.
- Prior to the introduction of these changes we would often receive complaints from patients and in the last 3 months no complaints have been received.

Next steps

- Add post it notes for all stable INR patients to ensure staff follow maintenance testing guidelines.
- Keep the INR project live by ensuring this is an agenda item in all clinical meetings
- Run quarterly audit on 15 randomised INR patients to check process and policies maintained