Langimalie Clinics THS

Warfarin Management

Team members:

Dr Glennis Mafi, Nurse Mrs Ana Tangataolakepa, Receptionist Mrs Paea Tuaefe

PHO and Facilitator:

Alliance Health Plus (Vanita & Philippa)

GOALS

1. For Patients to have INR tests on time and INR results remain within target most of the time.

2. A practice wide systematic approach to manage INR results & warfarin dosing. Everyone on the same page.

3. Need to resolve who is responsible for Patient education, when it is done, what to include.

Safety in Practice

What We Want

- Computer based, one place to open within our PMS where everything is recorded and easily seen and audited.
- No recording in 2 places.
- No walking around looking for a book.
- A way of finding people who are late to do their INR and chasing them up.
- A way of acting promptly on INRs when received.
- Guidelines readily available for when needed
- Guidelines re what needs to be covered in education and a way to record that it's done.

Two Audits May & Sept: Results:

- No documentation of following guidelines or regularly educating the patients.
- Target INR usually recorded but not date started or duration of treatment
- Patient adherence not always recorded
- Many patients late to do INR – one was 11mths late and one had no INRs but both received RXs for warfarin.
- Also anecdotal reports of INRs not being acted on promptly, one patient complaint re this.

Main problems with old system:

- Nowhere to record evidence of use of guidelines. Different Drs making the decisions, advice not always consistent.
- Records kept in 2 places – screening form & daily record. (Extra work & hard to audit)
- Screening form doesn't allow for all the audited items to be clearly documented.
- Many people late for their INRs – up to months, and no system to find them or follow up.

Achievements to date

- Importance of front desk, responsibility in maintaining current contact details.
- System for handling faxed INRs & ensuring acted on before clinic closed each day.
- Moved from duplicate electronic process to single entry using the INR screening term
- Refined Screening term
- Implementation of recall system to follow up INR timeframes
- Education check list prepared & embedded in form.