



Marsden Medical

Safety in Practice
Results Handling

Jim Lello, Monique Pearce, Lyn Smith
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Is it worth it to our clinical practice?

- Full practice SIP introductory meeting
- Orientation of staff and trainee (registrars and nurses)
- Explicit process (for all of clinical staff and patients)

- Key facilitators of the SIP initiative at the practice:
 - Dr Jim Lello (Medical Director)
 - Monique Pearce (PN)
 - Lyn Smith (Admin)

What has the process highlighted?

1. Review time (timeliness)
2. Clinical Decision time < 7 days recorded
3. Clinical action done
4. Patient informed
5. Checking for results not returned to the practice

Observations from the Audit Process

Question 1:

Was a definitive decision recorded by a clinician on ALL test results within 7 calendar days of being received?

Question 2:

Have the decisions for each test result been 'actioned' by the practice including appropriate recalls and tracking of the actions?

Percentage Compliance

	October	November	December	January	February
Question 1	100%	100%	100%	100%	100%
Question 2	100%	100%	100%	100%	100%

Observations from the Audit Process

- Review of results management processes has had positive impact on review timeframes → **100%** compliance achieved for questions 1 & 2

Changes to processes include:

- Alphabetical order of review – alternate A – Z & Z – A. Previously those whose names were further on experienced longer delays
- Part time practitioners → endeavor to review results within one week or delegate another responsible clinician to follow-up to avoid delays. Remote access facility available if the need arises.
- Brief annotation of all patient results even if negative → improves communication across the team and streamlines result notification.
- **100%** compliance achieved with questions 3 – patients informed as instructed.