

# Pukekohe Family Health Care

**PHO and Facilitator:** Procure, Waiana Collier

**Team members:**

- *Dr Selina Green - Clinical Director*
- *Erin Meads - Nurse Director*
- *Kath Tryon – General Manager*
- *Amber Watson - Quality Rep*

# Organisational “Buy - In”

**Aim:** For all lab results to be commented on consistently with an agreed set of key-words

## Buy-in

- Reducing time it takes for staff to try and understand what is meant by the result comment (particularly of outside normal limits but ‘ok’)
- Easier for all to understand what the plan is for the patient regarding their result, or how these results are normally managed

# Change Ideas

- Have standardised comment list for Drs to use when commenting on lab results
- Potentially enable other members of staff (i.e reception or HCA's) to advise if patient rings for results which are 'normal, no further action'

# What Changes have you tested?

	Change Tested	Outcome
1	Standardised comment list for all test results  Tested with one Dr Team for 10 patient results	Not completed correctly by Dr as confused about list  Too many possible options given on list  Unable to be tested with nurses in team due to this
2	Comment list reduced to 3 comments with ability to add comments  Tested with another Dr Team	Feedback positive from both Dr and Nurses that tested using the list and the interpretation of the comment list by the nurse

## Most Successful PDSA Cycle(s)

**Plan:** Create comment list with 3 options and ability to add comments:

1. N = Normal
2. Ok = Outside normal range but of no concern
3. Abn – Abnormal (must have task associated with this comment)

**Do:** Trial with Dr and Team

**Study:** Positive feedback from Dr and Nurse  
Nurse interpretation of results correct

**Act:** Implement practice wide

# Measures Summary

- Monthly bundle audits
- If comment list is being used when completing monthly bundle audits

# Highlights and Lowlights

- Clinical staff positive, can see the value of what is trying to be implemented
- Drs and Nurses happy to trial and give feedback
- Staff very keen once embedded into Dr & Nurses practice that we review HCA/Reception role into lab results further

## Achievements to date

Do you have an

- **agreed aim** – To standardise comment list for lab results to improve efficiency and reduce risk of confusion with interpretation of results
- **measurement plan** – Feedback from staff, reviewing comments and associated actions when completing audits

Do people on your team know what their responsibilities are and what is expected of them? Yes

What has changed and what difference have the changes made? Too early to assess at present



# Other thoughts

## Trigger tool completed

Main item out of trigger audit:

Needing to improve internal system of advising GPs if patient seen in A&M