

Learning Session 3

Pukekohe Family Health Care

PHO and Facilitator: Waiana Collier,
Procure

Team members: Selina Green

Erin Meads

Amber Watson

Lab Results

Aim:

For all lab results to be commented on by the clinical staff (mainly GP's) with an agreed set of key words that were developed in consultation with PFHC staff

Change Ideas

- Standardised comment list to be used at practice when commenting on lab results
- Enable patients to view lab results on electronic patient portal

Change Package

	Change Tested	Outcome / Evidence of Improvement
1	Comment list developed and refined after feedback from GP's and Nurses	Final comment list developed was agreed upon by GP's and Nurses
2	Comment list given to all clinical staff and discussed at meetings when implemented	Only certain GP's using comment list, and many still putting 'n' next to 'ok' results
3	Comment list re-designed in traffic light colour coded system, further education/feedback provided to staff	Increased use of comment list by GP's, nurses finding it helpful when used correctly

PDSA Cycles

Which PDSA provided the most learning for your practice?

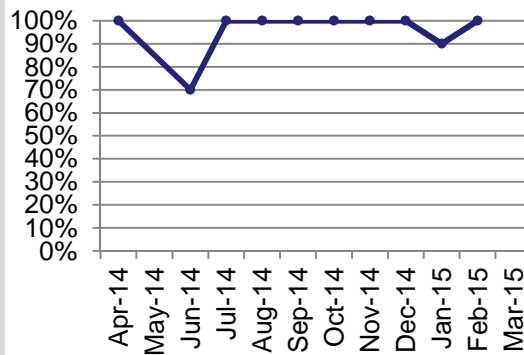
- Initial PDSA cycle when developing/trialing the comment list with one Dr
- Enabled different perspective and feedback on how a comment list could be interpreted by other individuals

Which PDSA was the most successful?

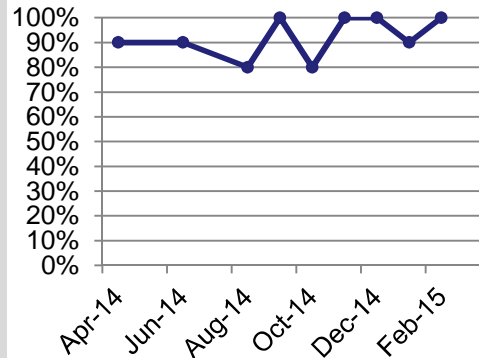
- Changing layout and colour of comment list for Drs – increased use of comment list afterwards

Measures Summary

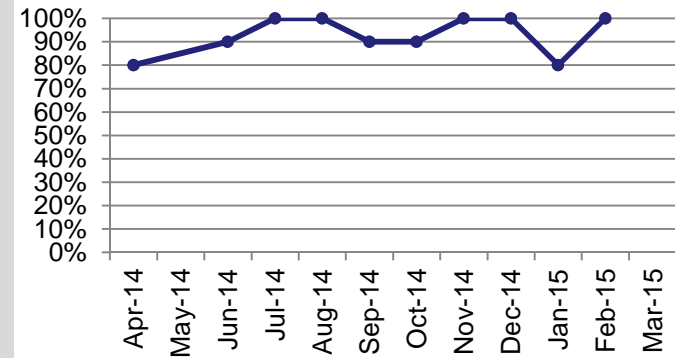
Clinician review



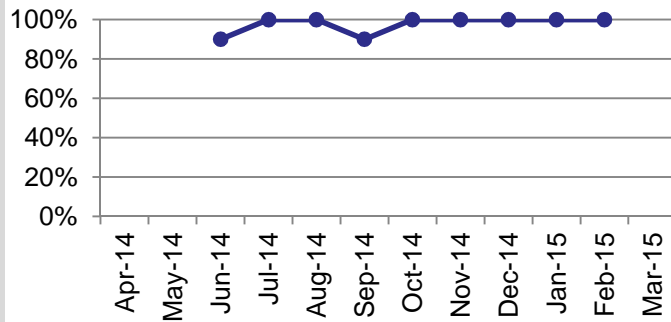
Decision recorded



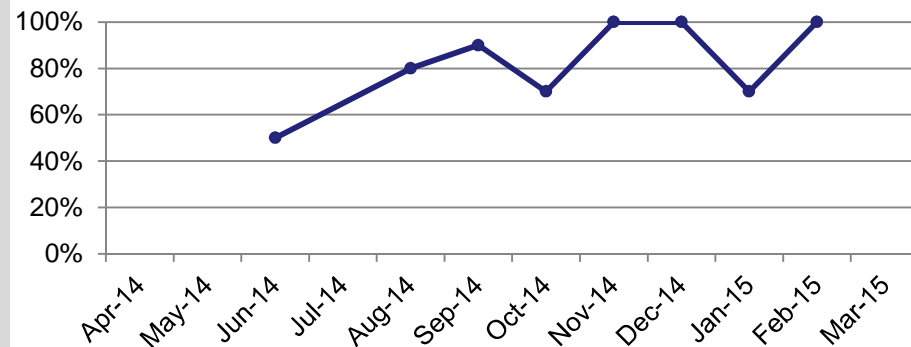
Decisions Actioned



Patient informed



Overall Care Bundle Compliance



Achievements to date

- **Agreed Aim:** To standardise comment list result that is user friendly for both clinical staff and patients
- **Measurement Plan:** Feedback from staff, Audits on lab results reviewing comment list

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? Improvement on how Drs are commenting on lab results, still room for improvement

Any other achievements?

Have completed comment result audits on both General Practice and A&M areas –

Found no difference in results handling regardless if patient is casual/registered or where they are seen at PFHC, results still reviewed and followed up within timeframes

Highlights and Lowlights

- Clinical staff positive but still room for improvement
- Not much non-clinical staff input at this stage
- Still trying to work out how comment list will work if lab results are put up on patient portals

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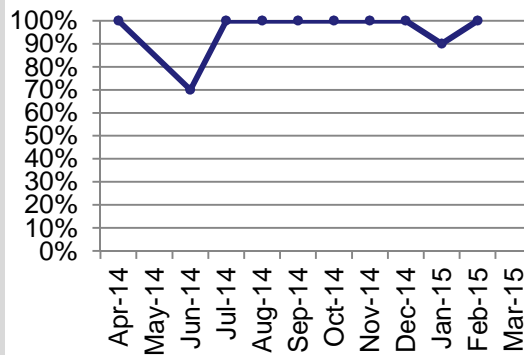
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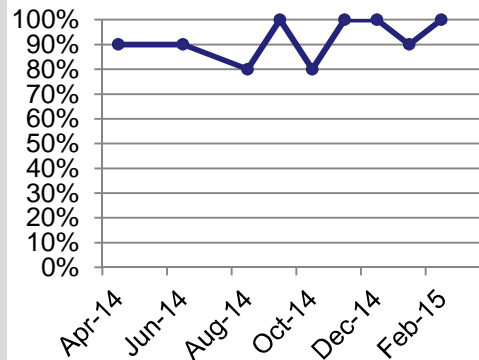
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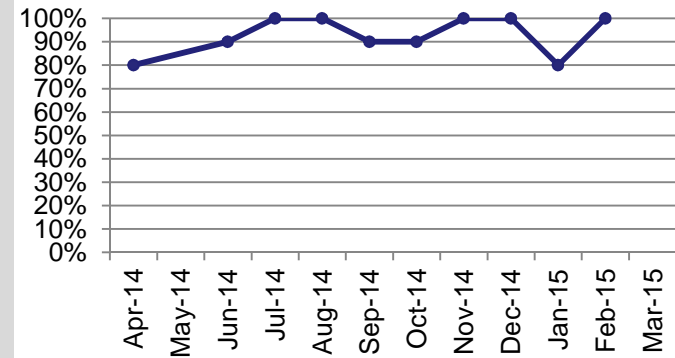
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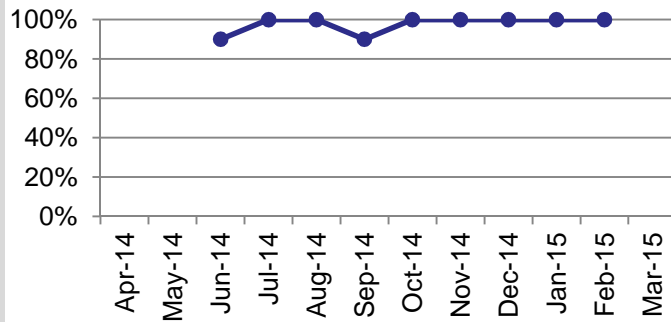
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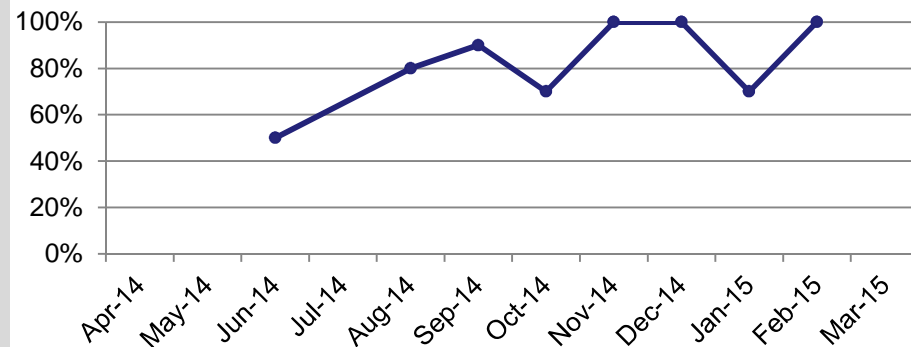
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