

Safety in Practice



Apollo Medical Centre (Procure)

Results Handling

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Engagement of Team

Senior Leadership team

1. Clinical Director
2. Clinical Nurse Leader
3. General Manager
4. General Practitioner (invited)

Full practice quality improvement meeting advised at the monthly meeting

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Results Handling– our improvement process

1. Process mapping led by Andrew and Nicki
2. Clarification of the improvement purpose
3. Clarification of the audit questions
4. Testing of the ability to answer the question through Medtech
5. Undertake the audit
6. Review the audit results

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Test Results Handling- comments on our improvement process

- Process mapping is very time consuming
- We had three of our team take part for one hour (1 GP)
- This leaves 24 GPs and 15 nurses who might have other processes
- Not sure the benefits of process mapping outweigh the costs

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Test Results Handling- comments on our improvement process

Clarification of the question is essential

- What are trying to find out
- Will this question give us the answer
- Do we have the ability to answer the question-
“is the information in Medtech and is it retrievable?”
- Is the question subjective or objective?

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Test Results Handling- comments on our improvement process

We were left with two questions

- 1. Was a definitive decision on all results made within seven working days- our guideline is for the result to be managed within two working days- (we have a specific different process to manage urgent labs and urgent results)**
- 2. Was the decision implemented (no time frame around this)**

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Test Results Handling- comments on our improvement process

The audit of 10 results showed

- Question 1 70% compliant
- Question 2 60% compliant

Observation

- All of the 10 results had been reviewed by the GP but for 30% the GP had not clearly indicated the management or follow up plan for results outside of the normal range
- An audit of 10 is probably not adequate for the number of patients seen through our medical centre

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Tips & Tricks

- **Be clear about which problem you are trying to resolve— you can't solve every problem at once**
- **Clarify your questions**
- **Test your question- will the query work**
- **Undertake a test audit to check your question and audit process**