Creating Permanence

Enhance quality improvement capability of General Practices, by focusing on patient safety.

Augment PHO capability in quality improvement methods and processes.

Prevent and/or reduce harm for patients through safer and better General Practice systems and processes.

Promote a culture of safety within General Practice working environments

Why?

GPs harm patients …

Error in 8% of consultations
Harm in 2% of consultations
Severe harm 0.3% (~50,000 cases pa in NZ)

GP errors cause:

1 in 20 deaths in hospital
Up to 20% of admissions to hospital for harm
4% of hospital bed capacity

70% of errors are preventable

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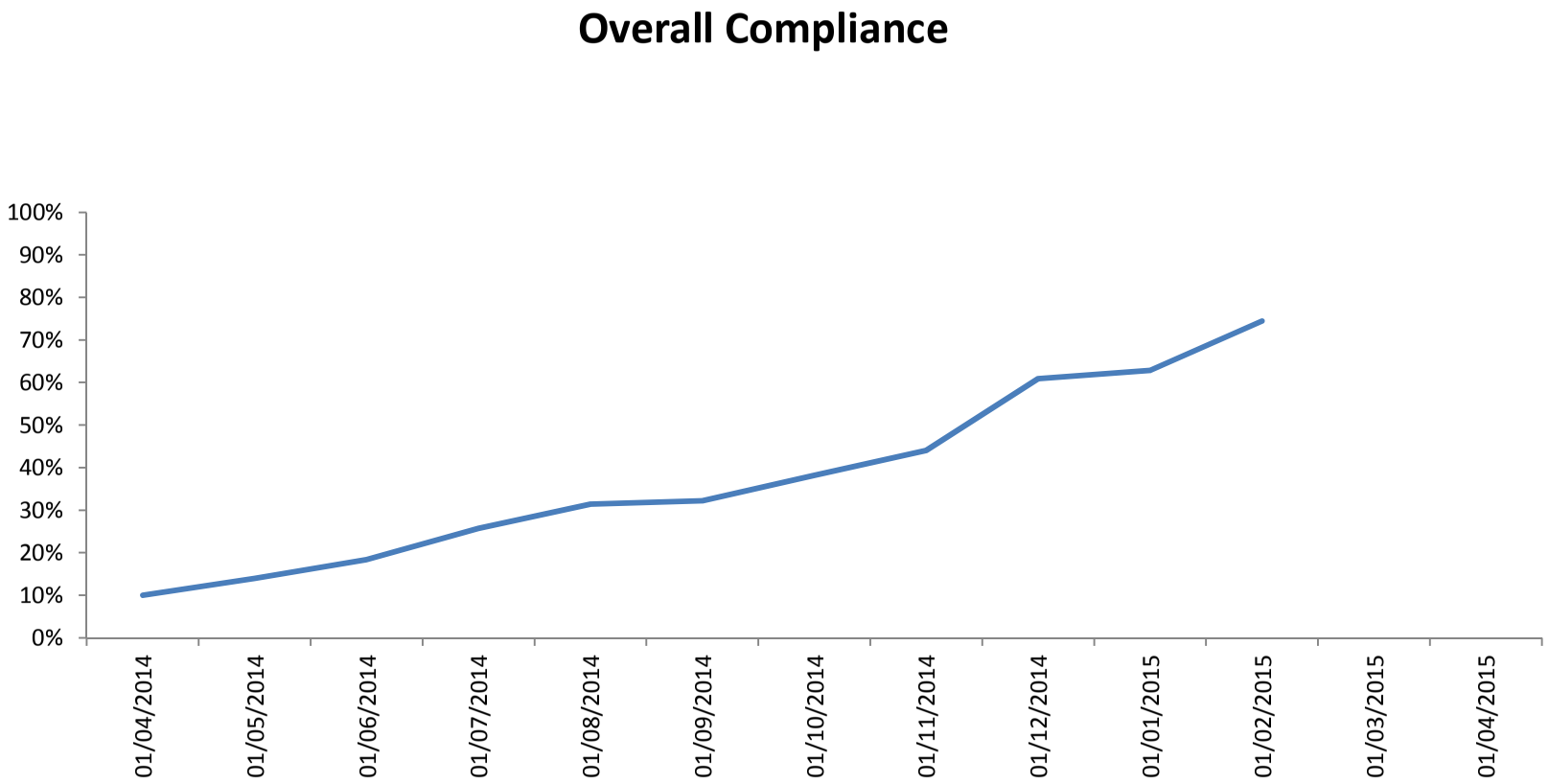
Promote a culture of safety within General Practice working environments.


"Patients need to feel valued, safe and respected"
Shazza Mallie
Aboriginal ED Liaison Officer

We can show improvement



Results

	Before (1/10/12 – 1/4/13)	After (1/1/14 – 1/7/14)	Significance
Total number of patients monitored	1480	1946	
Total number of INR tests	13013	14663	
Mean INR tests per patient	8.79	7.53	$p<0.05$

Results

	Before (1/10/12 – 1/4/13)	After (1/1/14 – 1/7/14)	Significance
Mean TTR (%)	66.25	69.10	p<0.05
Number of patients TTR>60% n(%)	896 (60.54)	1297 (66.65)	Chi-square test p<0.01
Number of patients TTR>75% n(%)	654 (44.19)	923(47.43)	Chi-square test p=0.06
Number of INR tests >5 or <1.5 n(%)	1070 (8.22)	856 (5.84)	Chi-square test p<0.01

Skills

- Process Mapping
- PDSA knowledge and confidence
- Data Interaction
- Meeting Facilitation

Formalising Reliable Care

- MOPS
- Cornerstone
- “Aiming for Excellence”
- Integrated Performance and Incentive Framework


WHY?


HOW

How?

- Collaboration


VISA
SNCF
GMF
edf
2007

How?

Collaboration

1) Trust
2) Understanding
3) Learning

How

- IT systems: e.g. Forms, Alerts, Tasks
- Champions
- Data: repeat Audits – test yourselves
- Sharing: peer groups, PHO CME sessions


WHY
NOT?