

Mount Smart Medical Centre

Team members:

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Organisational “Buy - In”

Aim: To improve Safety for Patients on Warfarin.

Buy-in

While working on Cornerstone accreditation, clinical audits were reviewed and Warfarin identified as an area requiring Patient Education Improvement

Change Ideas

Change from Paper file to Electronic Screening
Implementing an INR screening tool which
includes:

Current local guidelines

INR targets

Patient Education

Recalls for INR

Warfarin Management

What Changes have you tested?

	Change Tested	Outcome
1	Transition from Paper files to Screening Term	Efficiency in screening and results
2	Introducing INR Screening Term	Improvement in Audit outcomes from time of introduction compared with first audits
3	Patient Education Leaflet added to Screening term and sent to patients	Warfarin Education provided for current INR patients

Most Successful PDSA Cycles?

Plan: Improve Patient warfarin education

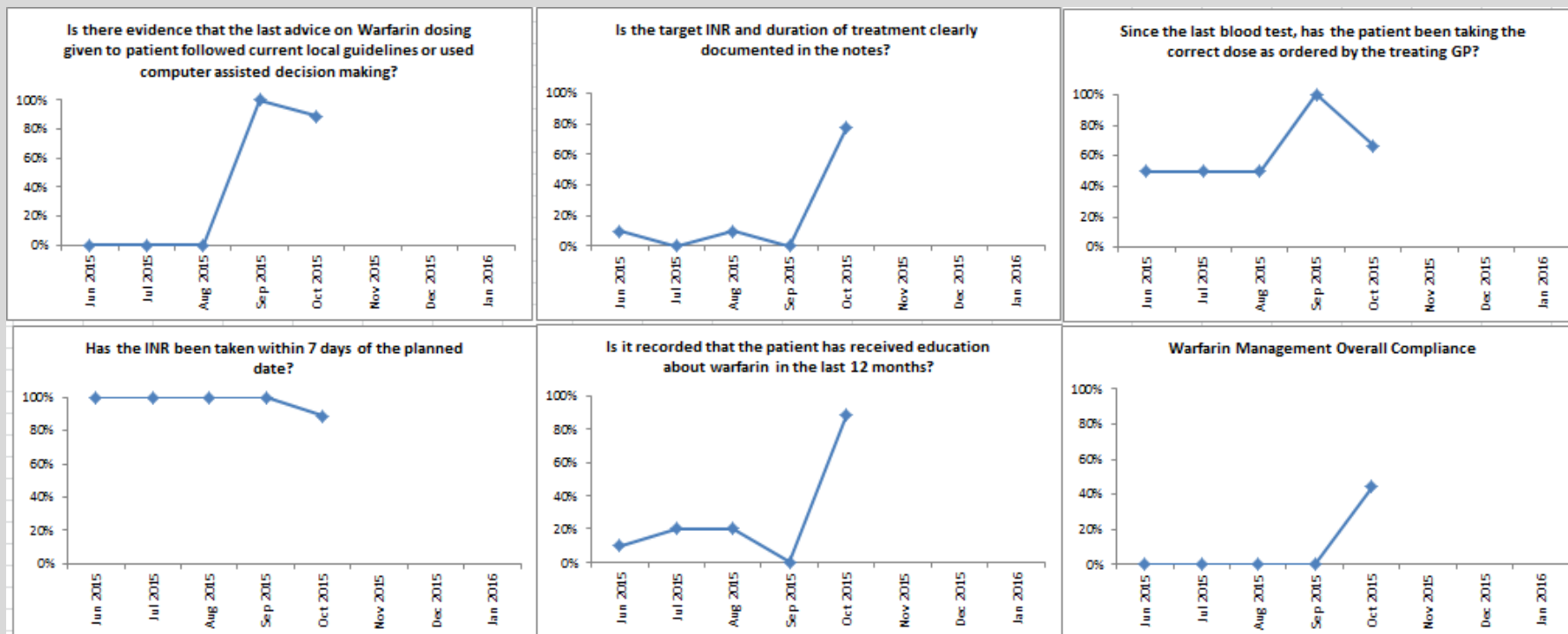
Do: implement Screening term including education and guidelines documents

Study: Audit Result showed dramatic improvement in most areas

Act: Continuous education for staff and delivery of warfarin education for patients

Measures Summary

A dramatic improvement has occurred after the introduction of the INR screening term. This is due to the ability to record the duration of treatment, adding guidelines and Patient Education.



Highlights and Lowlights

- GP and Practice nurse working together in delivery of Patient Warfarin Education through the use of the Screening tool
- Improved communication between GP, Nurse and patient
- Lowlights
 - Change Management/Transitioning from paper to electronic screening tool

Achievements to date

Aim to improve warfarin education and management/following current guidelines

Continue to monitor monthly Audits and work towards improvements

Improved communication and teamwork

Warfarin management has improved with the change to Electronic screening

Improved communication between provider and patient