

Orakei Health Services

Ngati Whatua Orakei Health Clinics Ltd

PHO and Facilitator:

Carol Ennis

Team members:

Tarati Blair-Hunt (Practice Manager)

Alicia Caulton (Nurse Lead SIP Orakei)

Lisa Fuller (GP / Clinical Lead)

Melanie Barrie (Practice Nurse Lead)

Representatives of Team Orakei

Melanie Barrie (Lead Practice Nurse) Lisa Fuller (Clinical Lead/GP) Tarati Blair-Hunt (Practice Manager)
Alicia Caulton (Lead Nurse SIP Orakei – absent from photo ☹️)



Aims

- To have all INBOX results/documents viewed by doctor and either filed or referred for action within 3 working days of result being received – measured by auditing the specific blood test results.
- To have all results/documents requiring action to be completed within 7 calendar days of result being received – measured by auditing the actioning of these results
- For nurses to have clear guidance on interpretation of results and clear instructions for actions required (or not)

“Buy - In”

1. **Frustration and difficulty for nursing staff with**
 - **Repeated phone-calls and messages from patient about results** with patient pressure to discuss results when doctor not yet seen them
 - **Confidence in discussing results with patients** – will what they say be aligned with doctors comments – not wanting to undermine each other
 - **Length of phone calls** – patients wanting detailed discussions
 - **Time involved with chasing up doctors** when patients insisting on doctors interpretation
 - **Dealing with patient dissatisfaction / frustration** when they ring but not been directly contacted about a mild abnormality even if doctor has seen it
2. **Doctors not appreciating challenges nurses experience** communicating with patients and doctors around results interpretations
2. **Patient portals are coming !**



Change Ideas

- Outline at practice meeting the difficulties that nurses experience – encourage team support through understanding
- Standard quick keys doctors can use for describing both interpretation of results and what action (if any) is required in notes section of result

What Changes have you tested?

	Change Tested	Outcome
1	Standardised quick keys to encourage easy and consistent annotation	20 -> 80% results with adequate annotation
2	Support for nursing staff if significantly short staffed	Not had situation to be able to test this within organisation yet
3	Individual feedback to doctors of results that to not include <u>both</u> interpretation and action required	Awaiting next audit 80% -> ???

Most Successful PDSA Cycles?

Plan - work out list of comments that clinical staff would find useful

Do

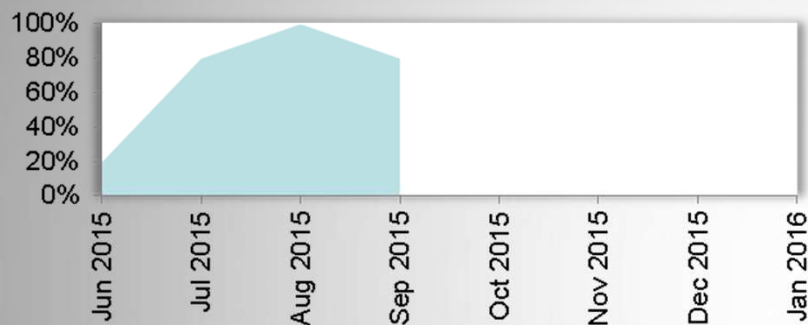
- brainstormed a list of useful comments at practice meeting
- entered them as quick keys on Medtech
- printed list and given to each doctor to have by computer

Study - full annotations went from 20% to 80%

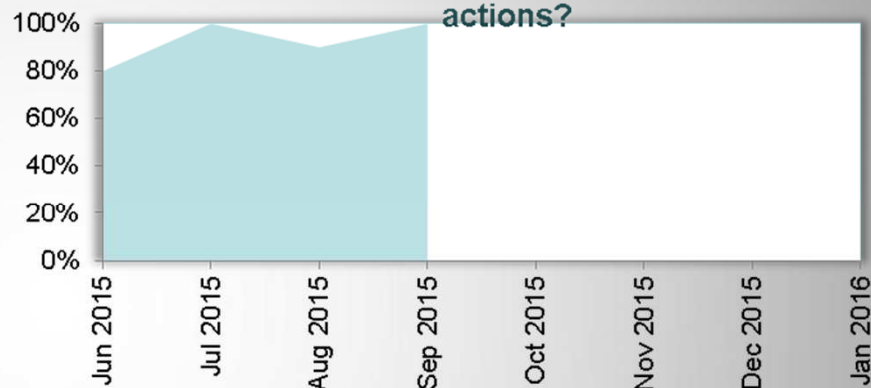
Act - discuss at practice meeting whether other quick keys wanted, or too many to keep track on?

Measures Summary

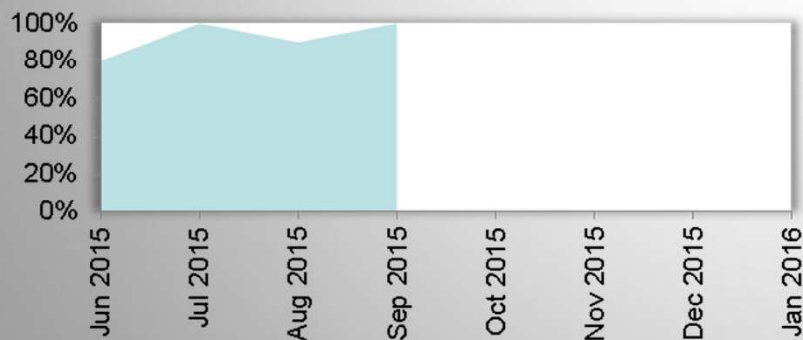
Was a definitive decision recorded by a clinician on EACH test result within 7 calendar days of being received?



Have the decisions for EACH test result been 'actioned' by the practice including appropriate recalls and tracking of the actions?



Was the patient informed as instructed?



Results Handling
Overall Compliance



Highlights and Lowlights

General

- Embraced by the practice team strongly right from the first meeting
- Tangible benefits evident from the first cycle – was a strong immediate re-enforcement for continuing improvement
- Strong drivers to doctors continuing to consistently annotate and try to improve this were
 - Awareness that what they were doing had a significant impact on both the nurses workload and on the ease of them doing undertaking their work
 - Comparison to how other doctors were performing – wanting to do a good job
- Made several big changes in first cycle (annotations and clear shorter timeframes) – with subsequent cycles mostly re-enforcing and encouraging to apply changes diligently as opposed to several cycles of smaller stepwise improvement

Highlights and Lowlights

Nurses

HUGE improvement in the ease of communicating with patients around their results

- Greater confidence in providing clear messages to patients around interpretation of results and what the patients need to do and in what time frame
- Less unproductive phone calls and messages
- Phone calls shorter
- Less time chasing up doctors about interpreting someone's results
- Less patient dis-satisfaction expressed to them
- Increased confidence that working together in supportive cohesive team

Highlights and Lowlights

Doctors

- SIGNIFICANT INCREASE IN AWARENESS of the how the comments they make on results impacts both the ease of nurses doing their role, and on the reassurance that patients experience – previously viewed these more as comments they were making for their own recording
- Less interruptions to do with interpreting someone's results
- Increase in time required to complete INBOX although as time goes on, the previous comments are helpful and can be time saving
- Increased satisfaction that working together in way that is contributing to being a supportive cohesive team

Achievements to date

- Significant tangible improvements in efficiency
- Clearer awareness of expectations
- Greater understanding and teamwork within practice
- Subjective impression of increased patient satisfaction

