



# Papakura Marae Health Clinic

PHO – National Hauora Coalition

Team members: Dr David Jansen Pauline Fitzgerald (RN) Nicole Waters (RN),  
Robin Waka (RN), Barbara Betham (Practice Clinic Lead)  
Marleen Tuigamala(NHC)

# Organizational “Buy - In”

**Aim: To** increase practice team knowledge on effective INR management with baseline data.

**To** increase whaanau ability to self manage

## Buy-in

All team approach to baseline audit

- Information shared with Clinicians at fortnightly meetings
- All staff aware that ultimately this process is about improving our processes and quality
- Management are supportive

*Driver diagram was modified to reflect our vision It enabled us to move from a concept to a vision to execute this programme and delivery very quickly.*



# Change Ideas Vision

**Kia Pokapu te Panekiretanga hei pou mo te  
whaanau (to be a centre of excellence for our whaanau )**

**Manaakitanga Whanaungatanga  
Rangatiratanga**

## Improved

- Clinical outcomes
- Patient experience
- Productivity
- Cost effectiveness

# What Changes have you tested?

	Change Tested	Outcome
1	All people on Warfarin read code classification initial reason/disease, duration, target range.	100% of people on Warfarin recoded with screening classification.
2	Establish IT tool within PMS, autopopulated BPAC dosage regime.	Information is uniformly documented and process is reproducible with different team members.
3	Kanohi ki te kanohi education	Improved self management of whaanau.

# Most Successful PDSA Cycles?

Most Successful PDSA Cycle(s)

## PLAN

Identify **gaps** in Warfarin management.

Documentation and health literacy.

Create INR IT tool within PMS to facilitate consistency.

Create whaanau learning tools.

## DO

Discuss with clinical team IT tool.

Discuss with whaanau audit tools.

# PDSA continued

Implement new tool into PMS.

Trial learning tools for whaanau.

## **STUDY**

Compare audits pre & post new tool usage.

Disseminate information to clinical staff.

Pre and post warfarin questionnaire for whaanau to identify gaps.



# PDSA continued

## ACT

Education in IT tool usage.

Complete warfarin/INR audit monthly.

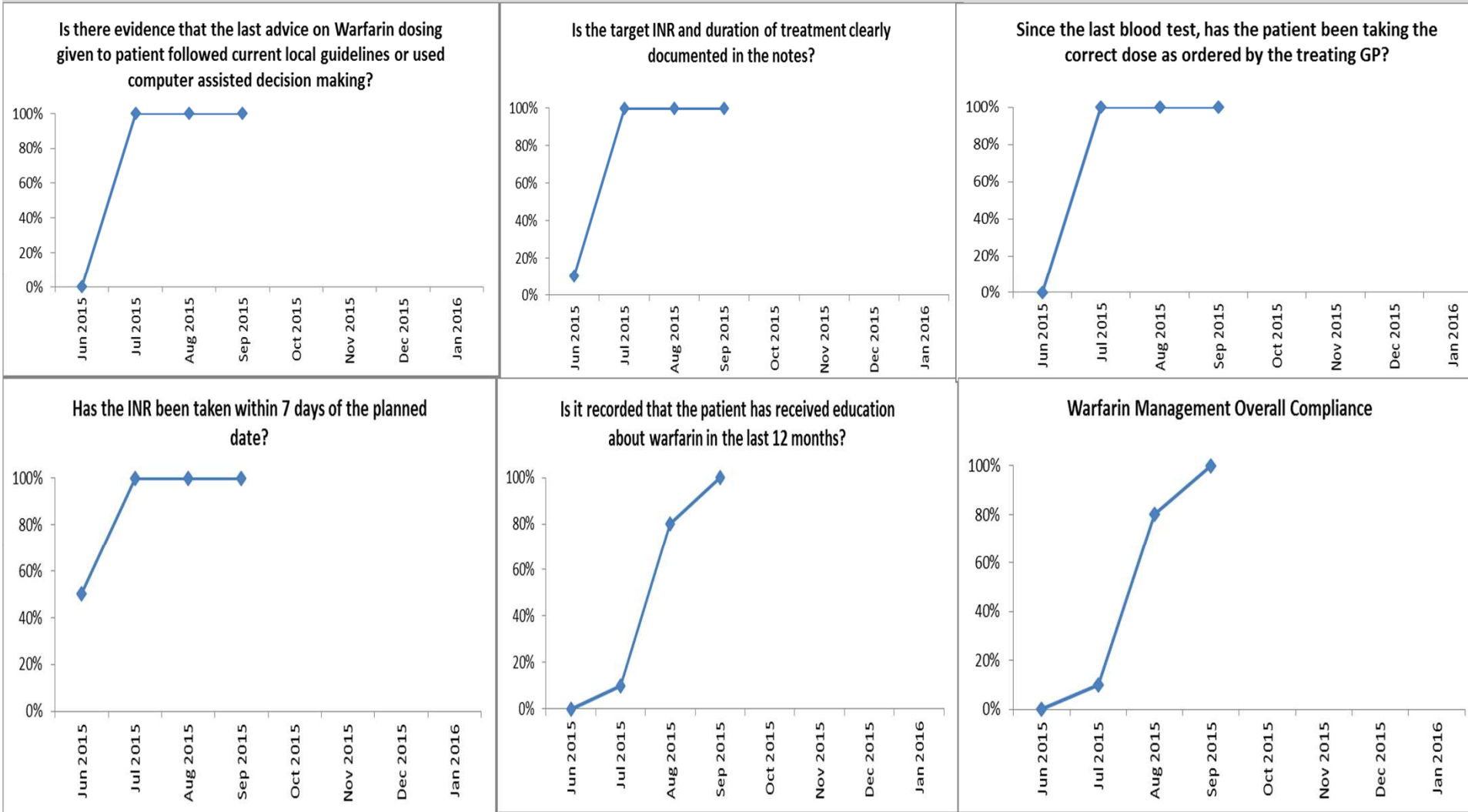
Pre and post audit questionnaire to whanau.

Education booklet sent to all whaanau on warfarin.





# Measures Summary



# Highlights and Lowlights

Practice team contributions have been thoughtful and incisive around IT tool and education resource.

Newly developed education resources are a great talking point with Whaanau.

Nurse Champion in practice gave all staff confidence in dealing with INR results and testing frequency.

Conjoint automated and manual process to ensure the practice has the ability to monitor and remind whaanau of the INR results and Warfarin regime.

# Achievements to date

## Agreed aim

## Change package

INR management IT tool & new protocols created using practice wide feedback, experience & knowledge.

## Measurement plan

Tools & protocols tested with audit and questionnaires.

Open feedback sought for quality improvement with both practice team and whaanau.

# Any other achievements?

## PHASE TWO

Objective data for INR tests/year.

INR within target range.

INR <1.5 or > 5.0

Identify whaanau eligible for **Pradaxa (dabigatran)**