

# Learning Session 4

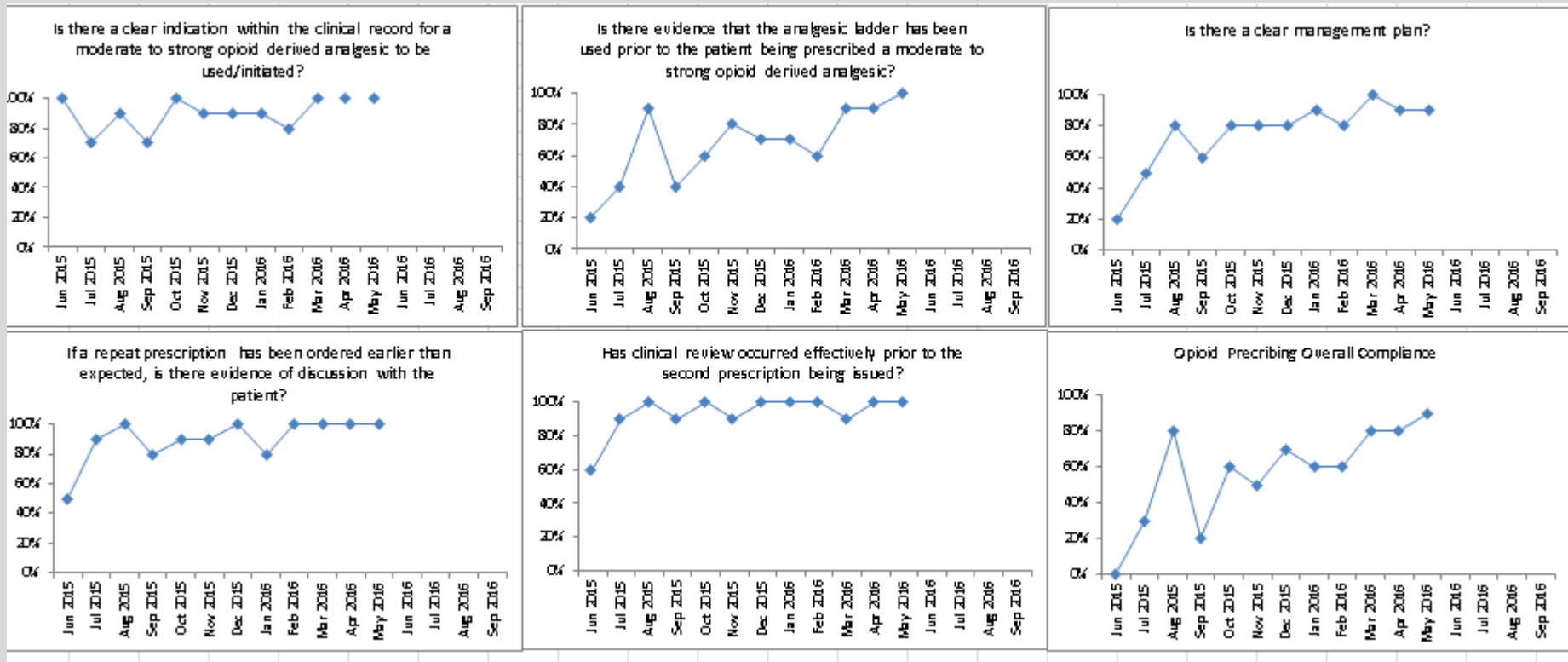
## Bader Drive Healthcare Opioids Audit

Team members: Dr Nua Tupai,  
Grace Lino, Meleane Hausia

PHO: Alliance Health Plus

# Measures Summary

Share your results for the year and annotate any key change ideas



# Learnings & Change Package

	Change Tested	Outcome / Evidence of Improvement
1	All GP's are prescribing safely and according to the analgesic ladder	Documentation improved with clear management plan and prescribing according to the analgesic ladder
2	Opioids prescribing process is streamlined	Ongoing
3	Management plan clearly documented  Patient given clear instructions about potential side effects and when to report back to GP/PN	Ongoing

# Trigger Tool

## 1. Search Criteria

Patients over 75 and on 5 or more long term medications

## 2. Harm found

- Last annual bloods 2013, eGFR < 35, declining

## 3. Solution recommended/implemented

- Pt recalled for repeat bloods
- Metformin & lossec discontinued

## 4. Incidental findings

- Repeat RFT not done post change Rx

## 5. Experience of tool

- Initial impressions - overwhelming!
- Notes review was time consuming
- Prompts were useful

# Safety Climate Survey

1. What percentage of your practice completed the survey? 100%
2. Did you have a feedback session with the team? Yes
3. Was the tool well received? Yes
4. What changes have you made or plan to make as a result of the tool? **Pending**

# Patient Experience

1. How do you currently determine patient experience?
    - Patient survey
    - Feedback-written or verbal
  2. Do you have any tips for people wanting to engage their patients and whanau?
    - Cultural competency
    - Access/affordability
    - Marketing
    - Services
  3. What would you like to do more of in regard to patient experience?
    - More surveys
    - Patient portal
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# Other Thoughts

- Whole team buy in
- Complete trigger tool earlier
- More collaboration