

Learning Session 3

CRAWFORD MEDICAL CENTRE
HOWICK

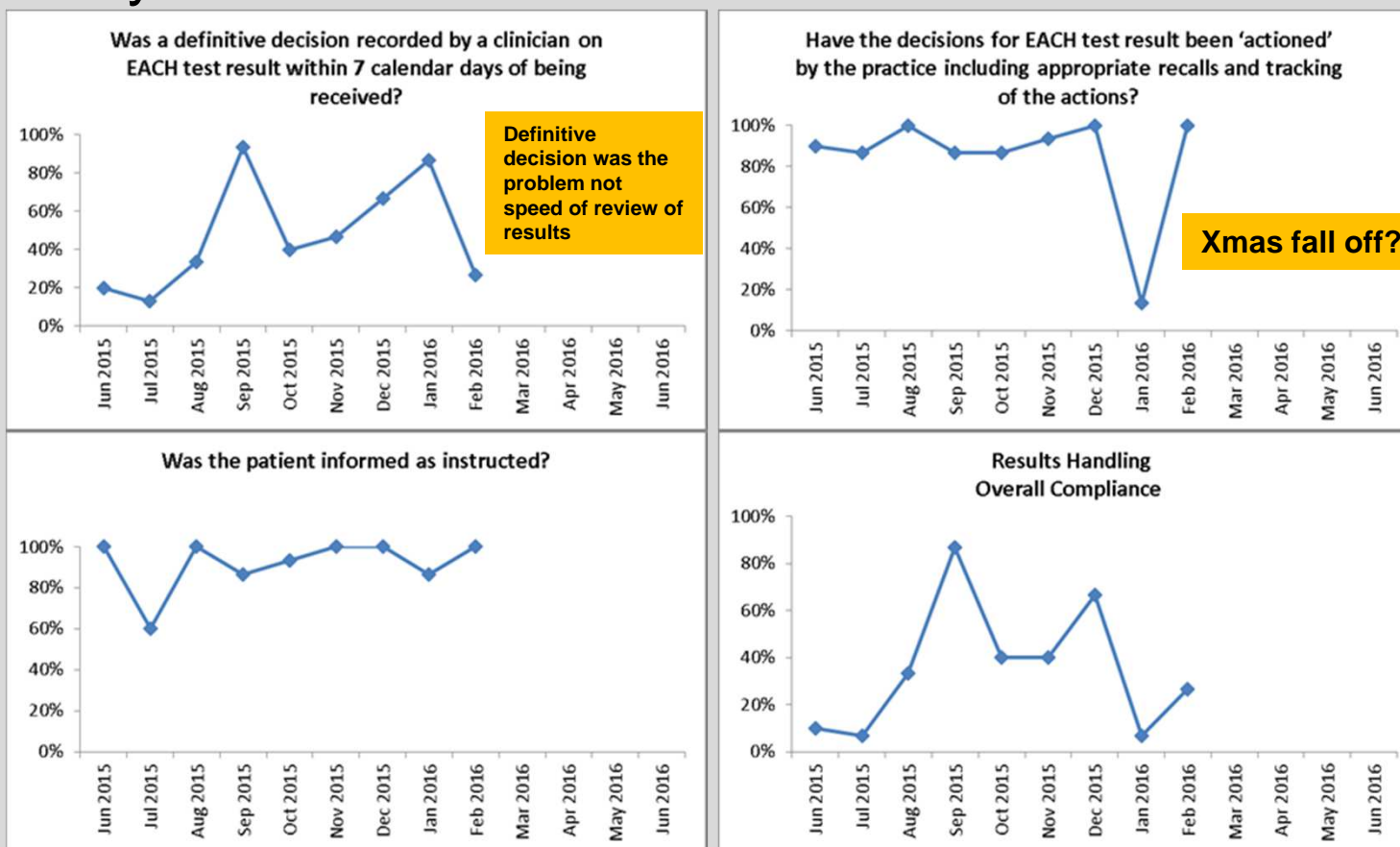
Results Handling

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Team members: Christine McIntosh, Renee Greenman, Yong Guo,
Helen Liley.

Measures Summary

Briefly describe what you are measuring and how and why? Include Dashboard



Measure: FBC Results

Initial audits
FBC results

- Existing practice of signing off results does not give enough info for nurses or patients using portal in future
- Poor overall compliance with best practice

Update practice
policy on results
handling

- Developed 7 standard “keyword” codes for results to cover most possibilities
- Consideration of how this will fit with patient portal
- Discussed a GP and practice meeting.

Repeat audit
Extend numbers to
check uptake by
GP's

- Dec-feb stagnation! GP's fell out of using keywords ->Practice meeting
- Discussed rationale for keywords, reduced to essential keywords only
- Consider; do we need to sign off, or just comment on Medtech?
- No patient portals yet....

Renew efforts
Audit March awaited

What Changes have you tested?

	Change Tested	Outcome
1	Update practice policy on results handling Policy expectation that all results will be annotated not just signed.	Policy update drafted and checked with team.
2	Developed 9 standard “keyword” codes for results to cover most possibilities Consideration of how this will fit with patient portal Discussed a GP and practice meeting.	Repeat audit for December should result in better over all compliance (60%) Nurses did find comments in form of keywords helpful Rapid fall off in use of keywords – issue 15 GP’s in practice not all attending meetings!
3	Reduced Keyword list to 5, discussed importance of indicating a comment on result for future patient portal.	Yet to measure effect...

Trigger Tool

- Sample population: patients with INR tested 26/08-26/11/15
- 13 patients , 28 triggers, 4 harms;
 - 2 Medication reactions- appropriate action taken
 - Mechanical fall and subdural - ? Needed more recognition of reduced coping at home
 - Private hospital death not recorded in practice notes
- Additional points:
 - Noted several episodes of prescribing NSAID with warfarin
 - Med warning pages with no entries
 - No proactively considering extra INR around prescribing meds that may affect INR whilst on warfarin eg. antibiotics.

Highlights and Lowlights

Highs

- All agree need to reduce burden on nursing time with results handling.
- We have updated the 'out of date' results policy
- Has identified urgent need for patient portal

Lows

- GP's are finding takes longer to annotate results, difficult to implement a change in annotating results with "keywords", needs further work.
 - Plan to enquire as to whether we need to initial results comments or if Medtech records this anyway in the background – this could reduce keystrokes required and make inbox check easier
- Difficulty meeting with all the GP's in large practice.
- Many GP's finding change difficult when busy – which is always!
- Need to improve communication systems in the practice.
- Compliance was more of a struggle over the holiday period