

Learning Session 3

EAST TAMAKI HEALTHCARE Warfarin Bundle

Team members:

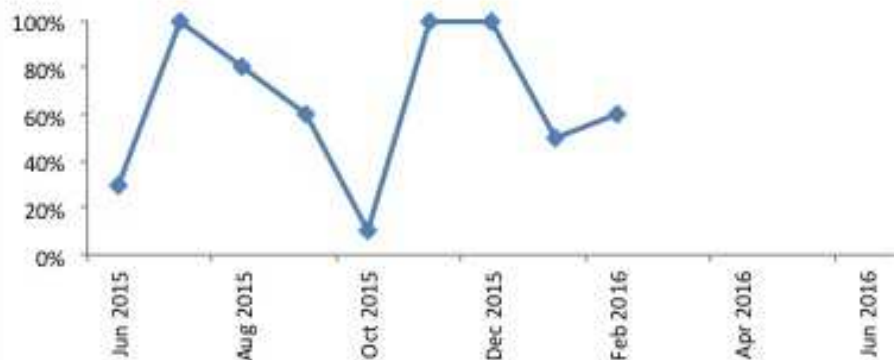
Glen Innes, Wai Health, Ranui & Mt Roskill Medical & Surgical Centre

PHO and Facilitator:

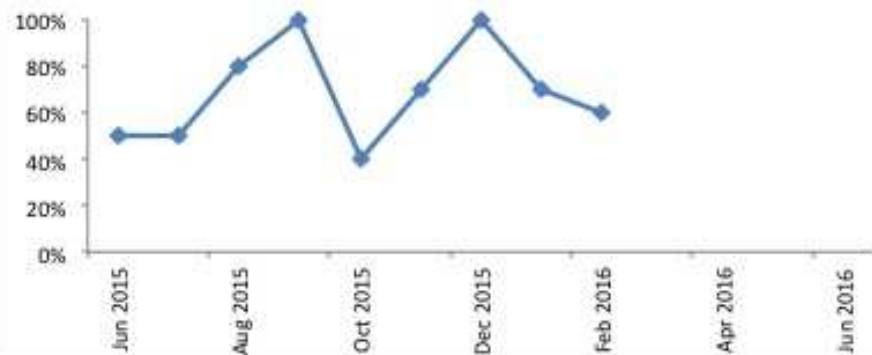
Total Healthcare PHO; Dr Richard Hulme

Measures Summary

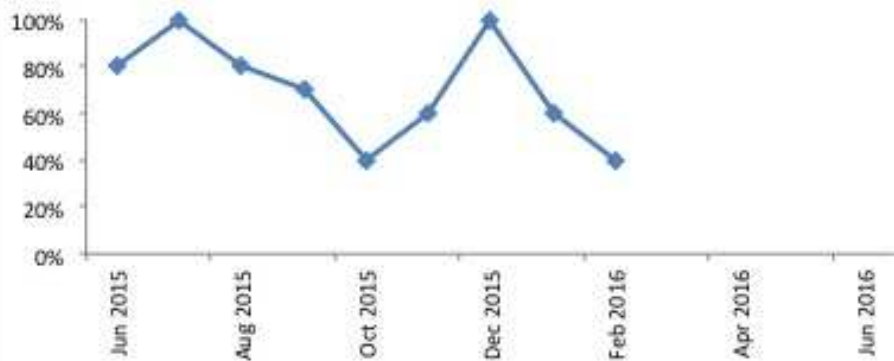
Since the last blood test, has the patient been taking the correct dose as ordered by the treating GP?



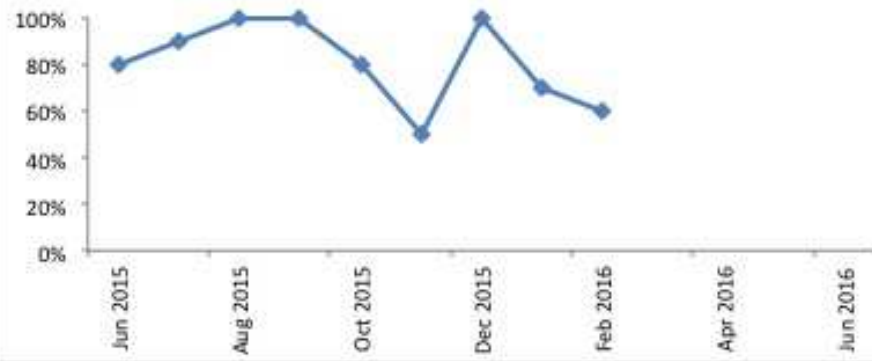
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Change Package

	Change Tested	Outcome / Evidence of Improvement
1	Patient education	Patients don't always do what we ask them. <u>Corrective action:</u> Pt education should be given when results are outside the TR
2	Staff training	Staff don't always apply what they have learned. <u>Corrective action:</u> INR Champions need situational awareness & need to coach colleagues to ensure mastery
3	Laminated guideline & electronic templates	Staff don't always use resources that are available. <u>Corrective action:</u> INR Champions need situational awareness & need to coach colleagues to ensure mastery

Trigger Tool

- EDS & eGFR gave greatest yield.
- 82y old Indian woman. On 23/06/15, Rx'ed with Trimethoprim for recurrent UTI (x3); eGFR 35mls/min (08/04/15) – Stage 3b CKD with microalbuminuria; Trimethoprim can cause hyperkalemia and non-oliguric renal failure (GP Notebook).
- Developed severe hyperkalemia (K+ 7.7) & non-oliguric renal failure (Creatinine 304). eGFR 30 mls/min; presented with lethargy, malaise & difficulty getting out of bed; admitted to hospital (2 Jul 2015); LOS 19days.
- Case presented at Peer Review meeting; also discussed CKD management guidelines on HealthPoint

Highlights and Lowlights

- The patient is more than a lab result. When (results are outside the TR) + (the pt's journey is not enquired about) + (clinicians' action vary) = potentially devastating consequences. The INR Hx = what works & what the pt does.
- Patient safety is complex. Training can be provided to give clinicians the knowledge, but how that knowledge is applied at every pt encounter can be variable, particularly without coaching & regular oversight from INR Champions.
- Slight regression to the pre-programme mean without ongoing support & regular performance feedback.