

Learning Session 3

Eastside Family Doctor

Easthealth PHO

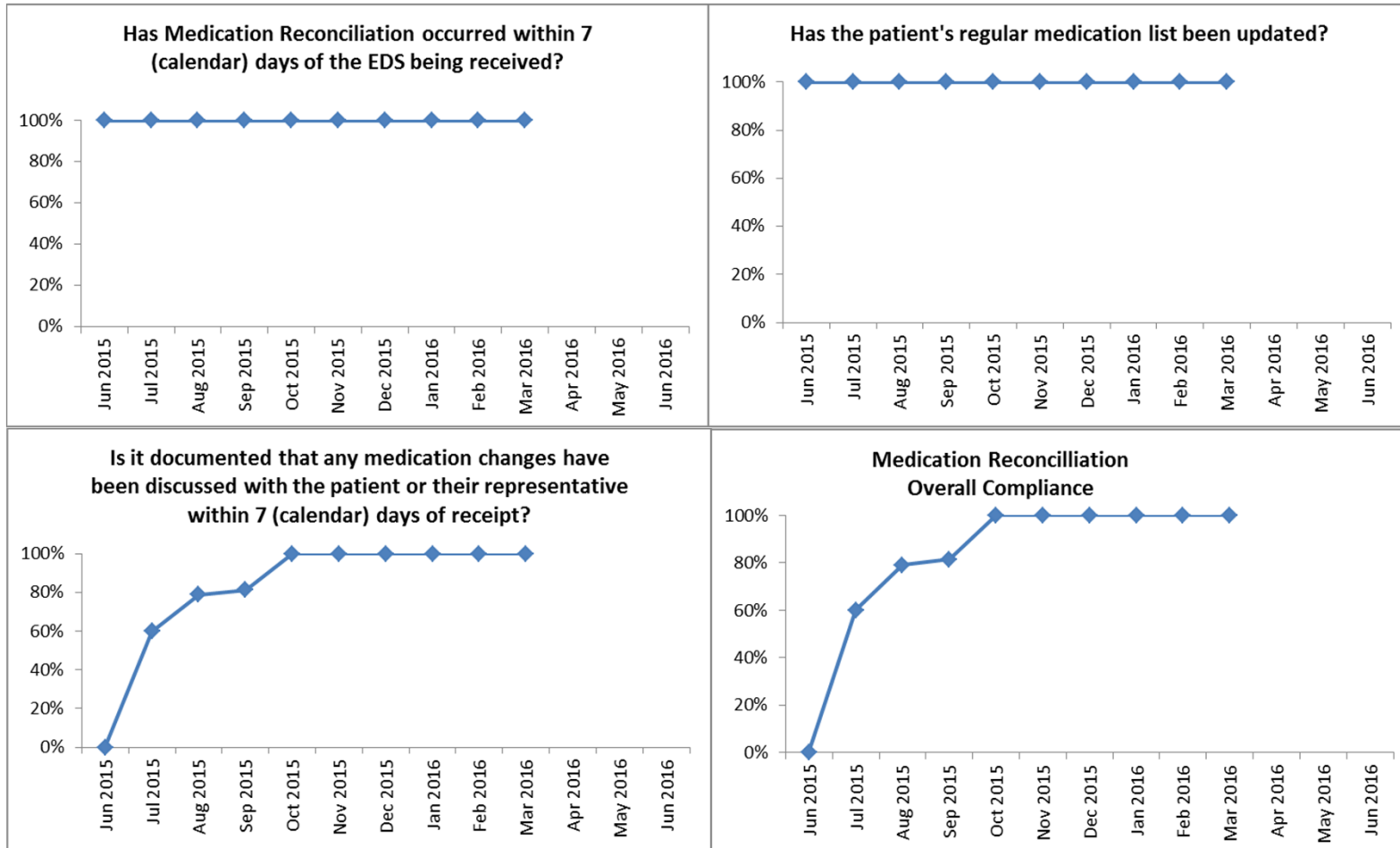
Dr Kulvant Singh

Dr David Lim

Rekha Singh

Vivan Lu

Measures Summary



Change Package

	Change Tested	Outcome/ Evidence of Improvement
1	Medication reconciliation completed by doctor and documented	Improved overall compliance to 80%
2	Changes communicated with team members	Improved overall compliance to 100%

Trigger Tool/Climate Survey

- >2 consultations in 7 days 52% (13/25)
- Out of hours attendance 12% (3/25)
- Hospital discharge 12% (3/25)
- eGFR <35 4% (1/25)
- Death within review period 4% (1/25)

Highlights and Lowlights

- Improved compliance and reduced prescription errors
- Regular updates on patient management changes
- Sometimes difficult to get in touch with patients
- Still possible to miss discharge/clinic letters