

Learning Session 3

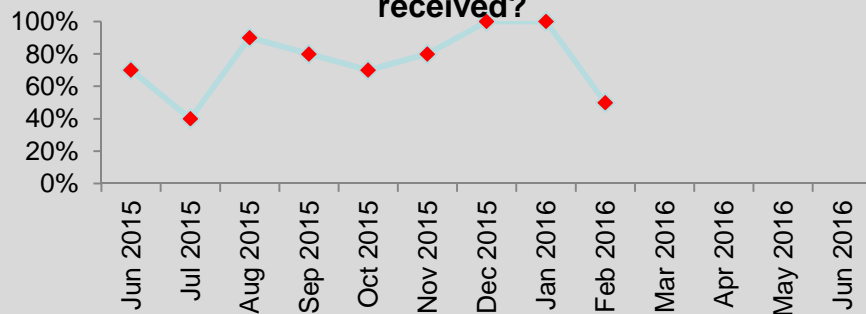
Kumeu Village Medical Centre Med Rec/Safety Climate Storyboard



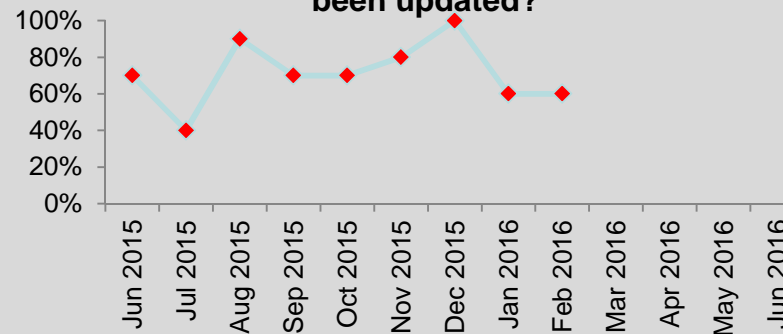
Team members: Dr Nathan Joseph,
Lesley Clapshaw (Nurse Leader)
Liane Otto (Practice Manager)
PHO Facilitator: Nicki Brentnall

Measures Summary

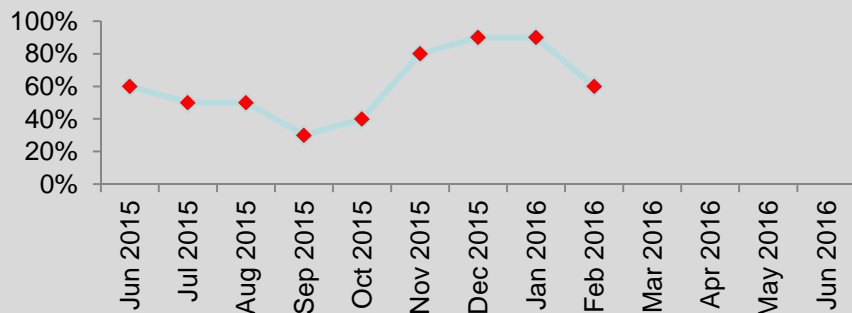
Has Medication Reconciliation occurred within 7 (calendar) days of the EDS being received?



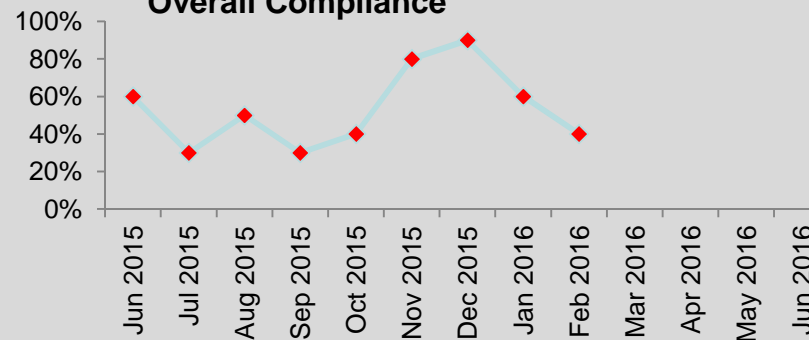
Has the patient's regular medication list been updated?



Is it documented that any medication changes have been discussed with the patient or their representative within 7 (calendar) days of receipt?



Medication Reconciliation Overall Compliance



Change Package

	Change Tested	Outcome / Evidence of Improvement
1	Agreed as a team to meet on a monthly basis the week of /or following our med rec audit so that we had a good four weeks before next audit due to remind and implement changes	Was going well up until post Christmas period. The February graphs highlight where we had a lapse of attention to our new processes.
2	As from end of November we have been running a med rec discharge summary query build twice a week. We identify who has recently been discharged, we then task the nurse to make a care call if appropriate – nurses can then book appointment if a) is needed by the patient or b) discharge summary recommends. Nurses take this time to clarify medication list with patients.	This has enabled prompt review of patient with medicine reconciliation- overall meaning quicker turn around times. Received fabulous feedback from the patients in that they are pleased that we are aware of their admission/discharge – feel special. This system has pre emptied the GPs having to task the nurse on their receipt of discharge summary.
3	Lab result notification process has been streamlined. GPs verbally advise to patient that we will text normal results now. Also lab form now annotated normal lab results will be text to patient. Shortcut created for GP to use in patient in box and task to Nurse inbox to text normal result	Has decreased nurse phone tag with patients re results. Allows more time for the care calls. We also no longer call patients regarding IFOBT, BreastScreening Aotearoa as patient received results directly – again this was to free up time to allow for some of our new phone calls as a result of taking part in this project.

Climate Survey Summary

- Overall very happy with results – no major concerns. Well above average on all areas.
- Several areas to work on
 - performance of the team being impaired by excessive workload. (more so clinical staff than non clinical – which is to be expected)
 - team members feel free to question the decisions of those with more authority
- Having only received our report this week our next steps will be to review the survey at our next team meeting – seek ideas from wider team on solutions.
 - Would like to clarify with team members their interpretation of the two statements that we scored lowest on.
 - Discuss with our PHO rep ways to improve , seek change etc on the two areas to work on.

Highlights and Lowlights

Highlights

- Created a “Care Call” option in the drop down box for consult type.
- Working together in a core team on a set subject with a set of common goals.
- Appreciation and positive feedback from the patients on receipt of their care call.
- Learning from others in the wider Safety in Practice project.
- Safety Climate results

Lowlights

- Still not at target.
- Finding more time for Nurse Leader to allow her to be more proactive