



**Seddon
Medical**

WARFARIN MANAGEMENT





Team members:

Doctors: Dr Rohit Santram, Dr Vispi Buhariwalla, Dr Junaid Qureshi

Nurses: Jill Fennell, Tasha Meldrum, Chantal Basson

Receptionists: Magy, Helen, Tania, Annita

PHO and Facilitator:

Alliance Health Plus (Vanita & Philippa)

ORGANISATIONAL “Buy - In”

Aim: To make an overall improvement in our management of patients on Warfarin.

Buy-in: Our practice was not part of the Safety in Practice – Year 1 Programme as we had a robust Warfarin policy. In addition to our policy, we believed that the SIP programme could further enhance our service delivery. We then obtained a commitment from all clinical staff after highlighting the benefits that could be derived for our patients and the practice.

CHANGE IDEAS

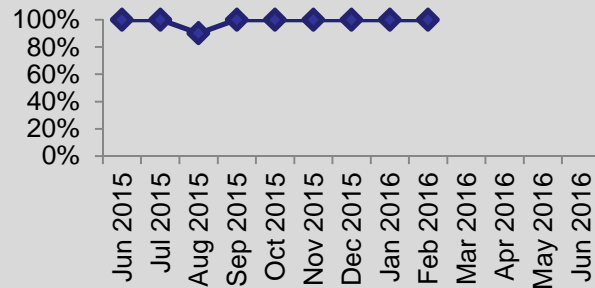
- Vigilant monitoring of incoming INR results whether received by Fax or by Electronic Mail.
- Effective follow through from receipt of result to communication with patient on management protocol as per doctor's orders.
- Implementation of electronic recording of INR results on MyPractice for continuity of patient care and monitoring by all doctors in the practice.
- Patient education.

WHAT CHANGES HAVE WE TESTED?

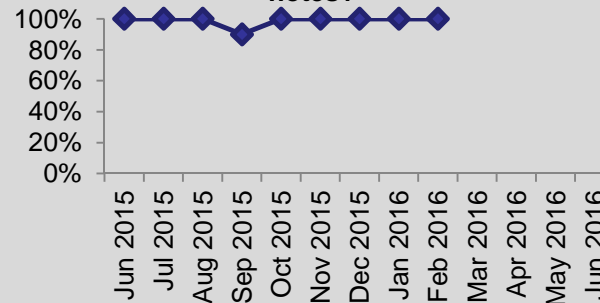
	Change Tested	Outcome
1	Vigilant monitoring of incoming INR results whether received by Fax or by Electronic Mail.	Achieved – Reception Staff and Nurses are more alert to incoming results for actioning.
2	Effective follow through from receipt of result to communication with patient on management protocol as per doctor's orders.	Achieved – All INR results requiring action are attended to by the close of business daily.
3	Implementation of electronic recording of INR results on MyPractice for continuity of patient care and monitoring by all doctors in the practice.	Clinical staff are acquainted with the electronic recording of results on MyPractice and understand the benefits for continuity of care.

AUDITS - RESULTS/ TRENDS

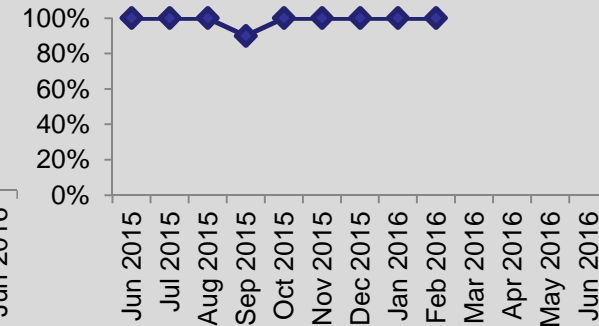
Is there evidence that the last advice on Warfarin dosing given to patient followed current local guidelines or used computer assisted decision making?



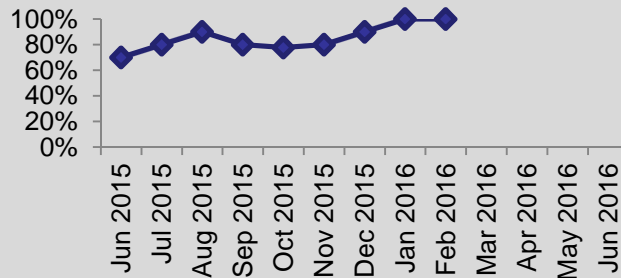
Is the target INR and duration of treatment clearly documented in the notes?



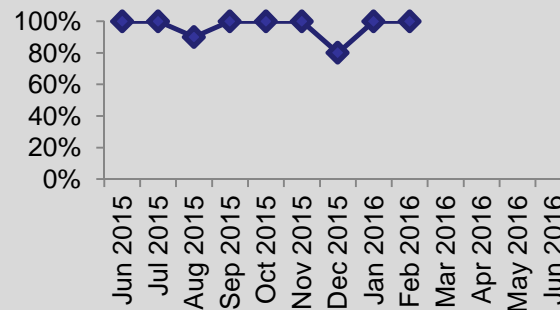
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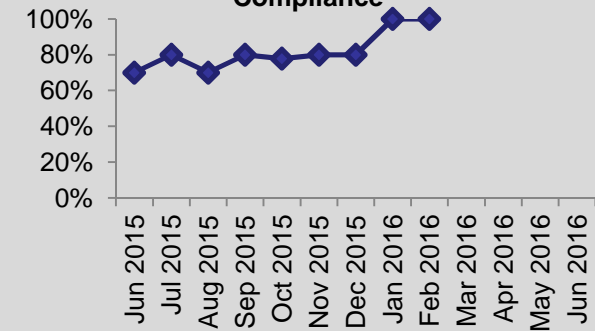
Has the INR been taken within 7 days of the planned date?



Is it recorded that the patient has received education about warfarin in the last 12 months?



Warfarin Management Overall Compliance



ANALYSIS OF RESULTS/ TRENDS

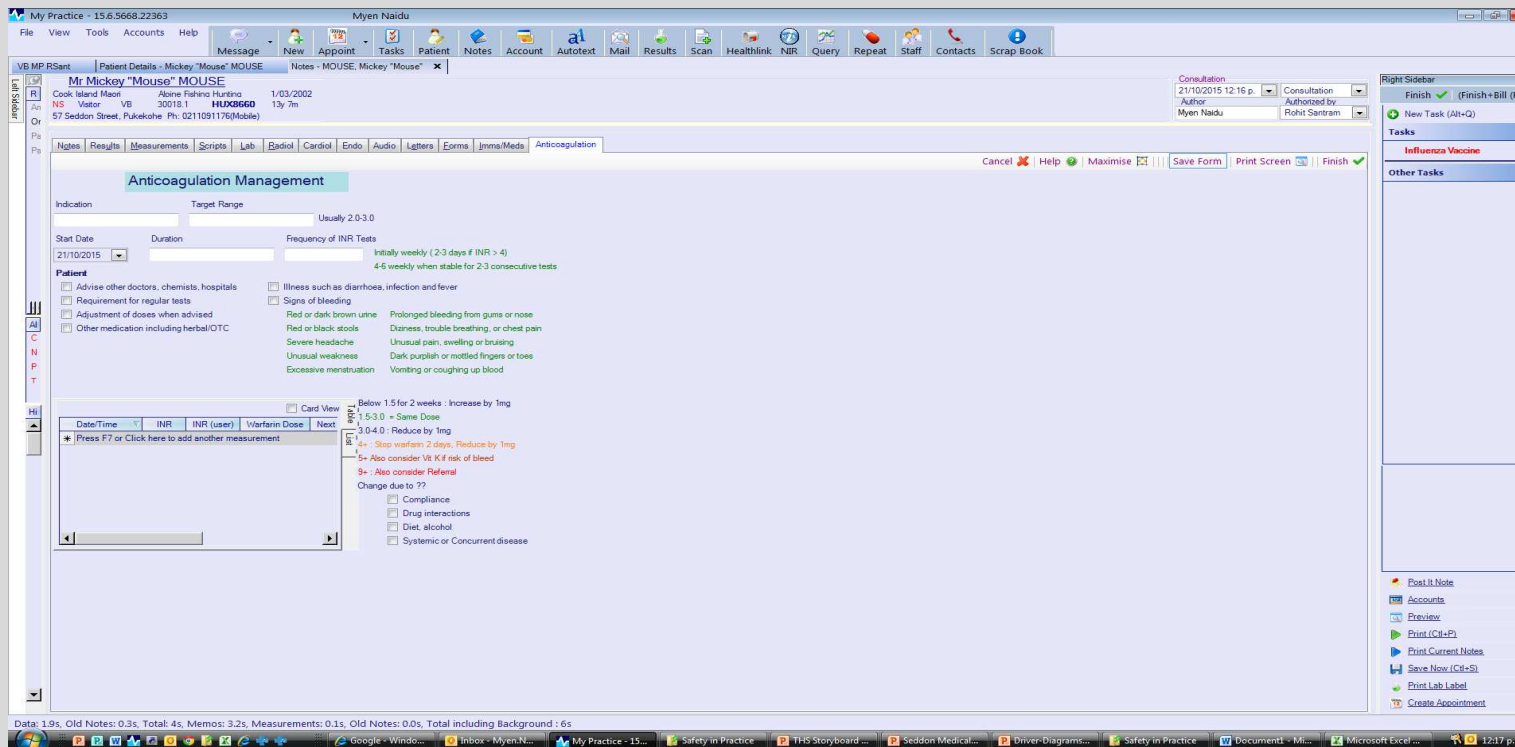
Overall, our Warfarin Management measures since embarking on the Safety in Practice Programme has improved and has seen positive outcomes as per our audits.

The following arose from the audits:

1. Effective recognition of patient non-compliance to clinical orders of increasing or decreasing medication.
2. Barriers to patients having regular testing done...example transport issues.

MOST SUCCESSFUL PDSA CYCLE?

Introduction of recording of results into MyPractice Anticoagulation electronic form.



The screenshot shows the MyPractice software interface for an Anticoagulation Management form. The patient is identified as Mr Mickey "Mouse" MOUSE, born 1/03/2002. The form includes fields for Indication, Target Range (Usually 2.0-3.0), Start Date (21/10/2015), and Frequency of INR Tests (Initially weekly (2-3 days if INR > 4), 4-6 weekly when stable for 2-3 consecutive tests). There are checkboxes for patient-related information such as "Advise other doctors, chemists, hospitals", "Requirement for regular tests", and "Other medication including herbal/OTC". A list of symptoms is provided, including "Illness such as diarrhoea, infection and fever", "Signs of bleeding", "Red or dark brown urine", "Red or black stools", "Severe headache", "Unusual weakness", and "Excessive menstruation". A table for INR and Warfarin Dose is visible at the bottom, with instructions like "Below 1.5 for 2 weeks : Increase by 1mg" and "1.5-3.0 = Same Dose". The interface also shows a "Right Sidebar" with options like "Finish", "New Task (Alt+Q)", and "Influenza Vaccine".

CHANGES GOING FORWARD

- Patients being booked in for Warfarin education. Practice accessing external resources such as educational pamphlets for patients to take home.
- To exclude barriers such as travel for testing, the practice is agreeable to authorise Pharmacies closer to the patient's homes to perform INR testing.
- Practice to obtain data from Labtests regarding patients' maintenance of warfarin levels to determine long term compliance/ non-compliance.