

Learning Session 4

Marsden Medical Practice Opioid Prescribing/ review of Trigger tool/safety climate survey

Team Members:

Dr Jim Lello

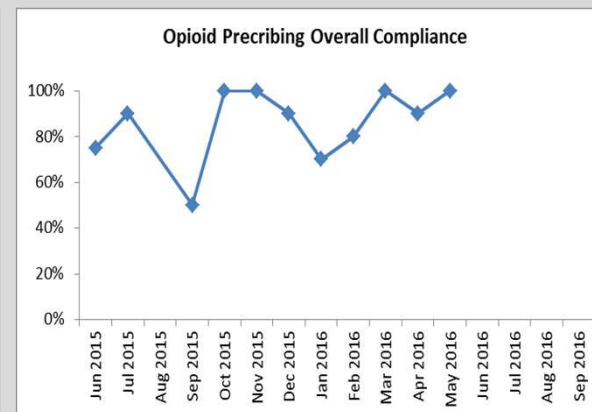
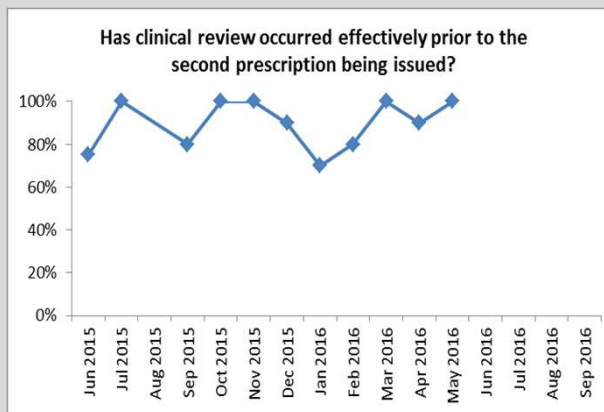
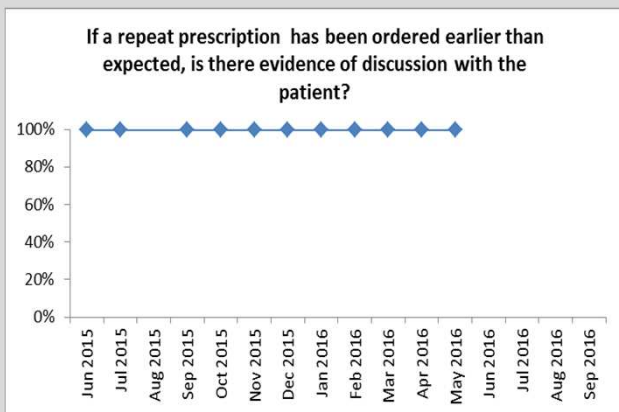
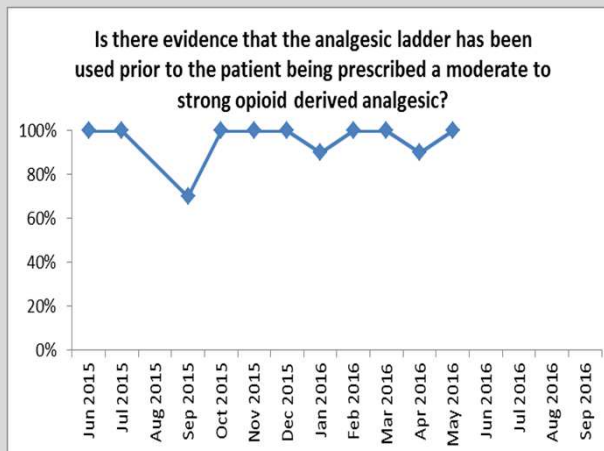
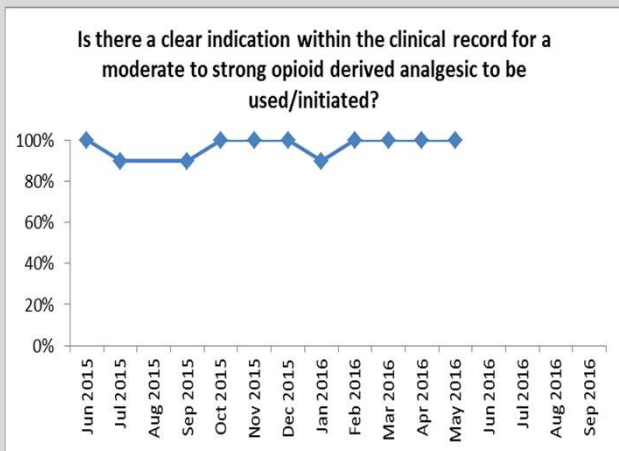
Monique Pearce

Lyn Smith

Myrine McMahon

PHO and Facilitator: *Jean Lyle – Auckland PHO*

Measures Summary



Learnings & Change Package

Best Change Idea

- Controlled drug Rx's are now scanned into patient notes by reception / admin staff » ensuring audit trail and reducing “extra” documentation / audit of CD Rx's

Helpful to Know

- Rx scanning process by reception / admin staff has now become standard practice for controlled drug prescriptions

Trigger Tool example

1. Search Criteria

All patients with ≥ 2 long term conditions (enrolled on careplus)

2. Harm found

Change/cessation in medication not applied to patient's regular medications list in PMS

3. Solution recommended/implemented

*Discussed findings with MD → reiterate across the team - responsibility of **ALL** clinicians to update PMS following hospital discharge **AND** confirm current medications during face-to-face interactions*

4. Incidental findings

None encountered

5. Experience of tool

Great "safety net" tool. Useful for identifying opportunities to improve processes / policies

Safety Climate Survey

- 85% of practice team completed
- Feedback session at monthly team meeting
- Tool generally well received – structure of some questions a little ambiguous. Agreed obvious perception – reality mismatch in some areas
- team environment discussed openly, communication / transparency and manageable workload

Patient Experience

- ❑ Recent patient satisfaction survey indicates generally positive patient experience – like majority of practices wait times can often be a challenge.
- ❑ Tips for people wanting to engage their patients and whanau?
 - Offer every opportunity for feedback from patients – compliments/complaints box great
 - Remain open for change