

Learning Session 4



Papakura Marae Health Centre

PHO – National Hauora Coalition

Team members:

Dr David Jansen

RN's Pauline Fitzgerald, Nicole Waters, Robin Waka

Barbara Betham (Clinic Team Lead)

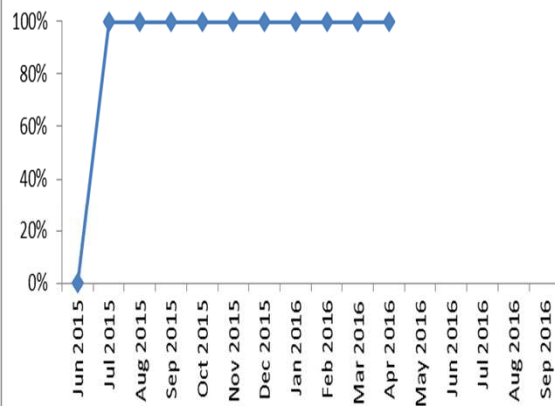
Marleen Tuigamala(NHC)

Driver Diagrams

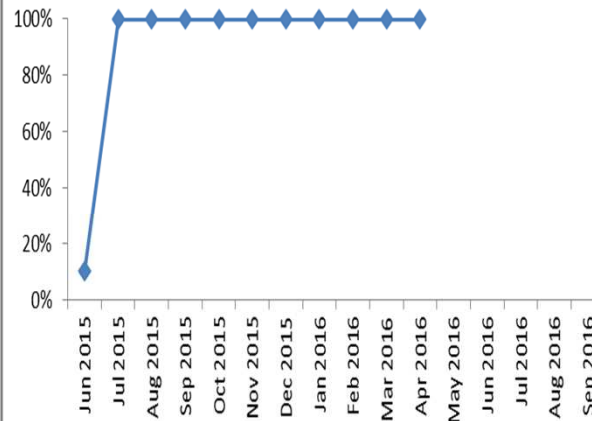


Measures Summary

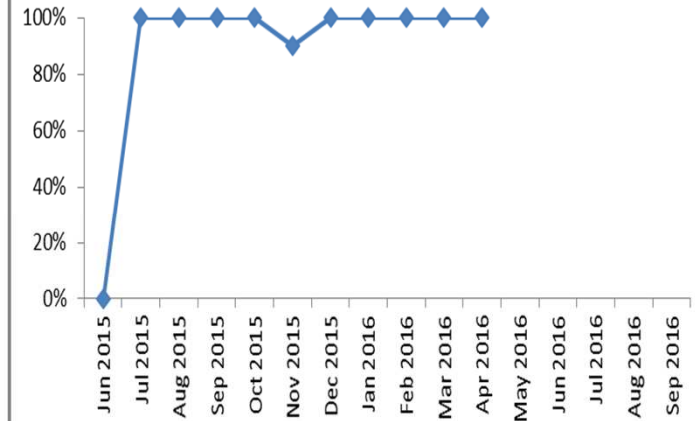
Is there evidence that the last advice on Warfarin dosing given to patient followed current local guidelines or used computer assisted decision making?



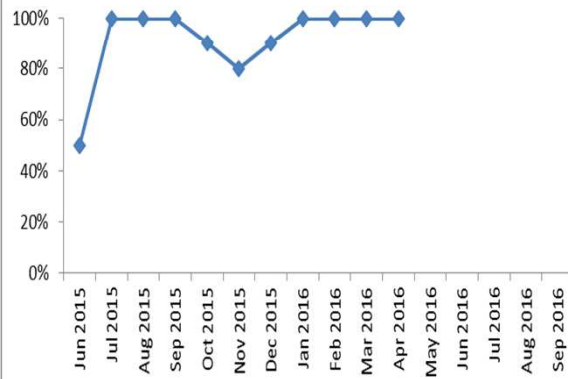
Is the target INR and duration of treatment clearly documented in the notes?



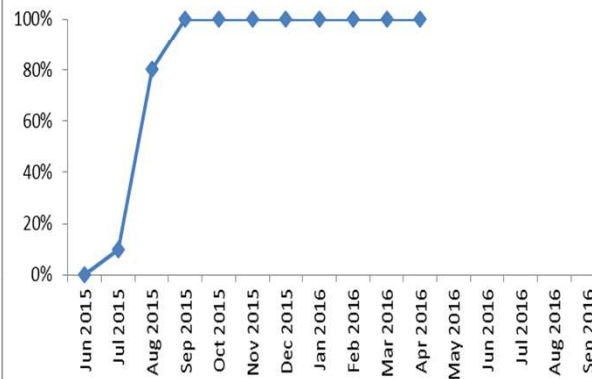
Since the last blood test, has the patient been taking the correct dose as ordered by the treating GP?



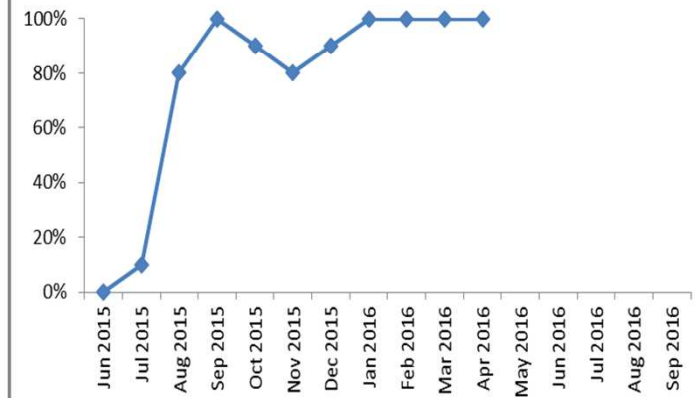
Has the INR been taken within 7 days of the planned date?



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



Warfarin Management Overall Compliance



Safety in Practice

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Learnings & Change Package needs a Pacific interpretation

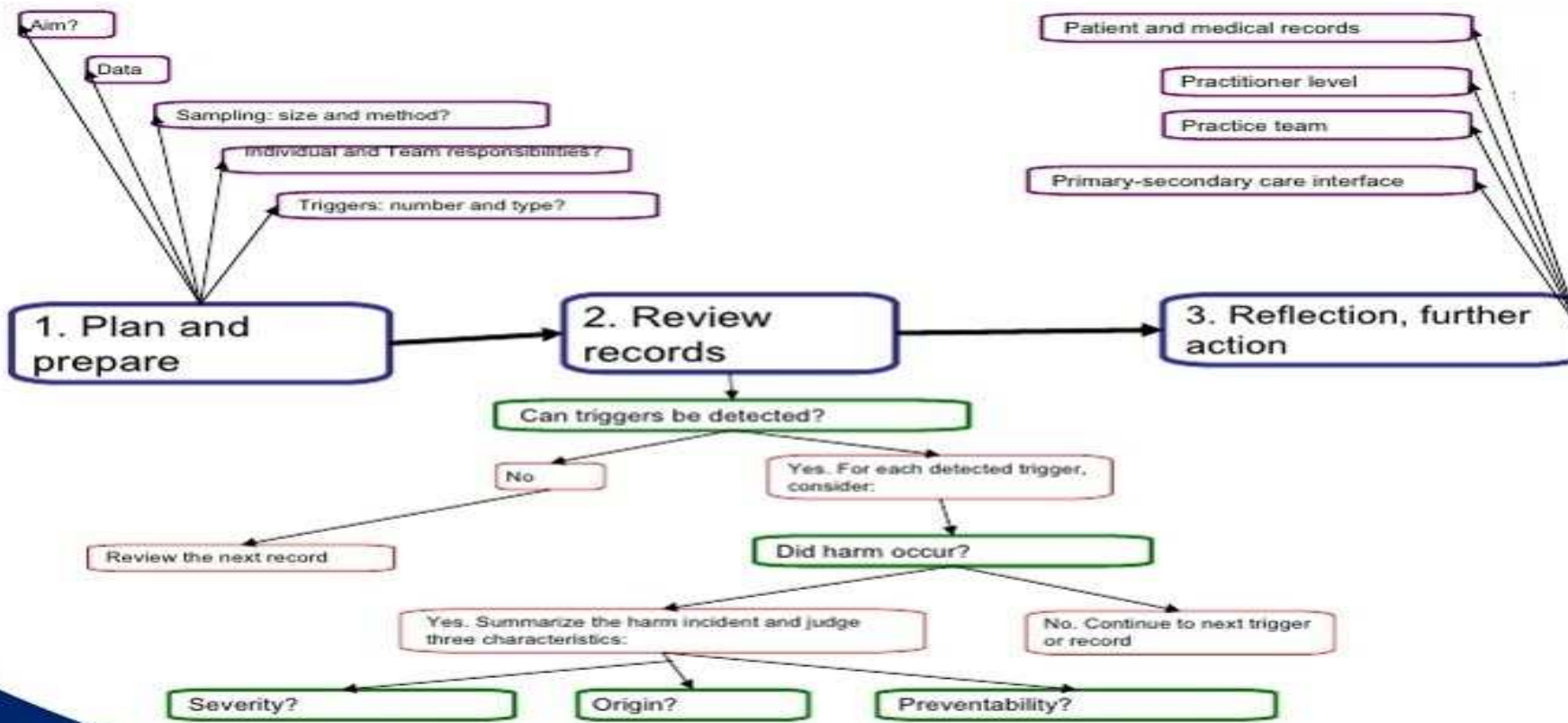


How we pose the issue, informs our solutions.

Is the role of the health practitioner to get onto this waka hourua and become a part of the patient's support network (kaupapa whānau) for a period of time?

Should assessing the health of patients include developing an understanding of the strength and weakness of each of the aku (cross beams) and its role in the patient's health?

Trigger Tool



Trigger Tool

- 1. Search Criteria** *Patients on Warfarin*
- 2. Harm found** INR temporarily increases to > 4 after prescription of an oral antibiotic for a urinary tract infection.
- 3. Solution recommended/implemented**
Learning points that patients prescribed anticoagulants requires more intensive monitoring during illness is discussed with clinical team
- 4. Incidental findings** The process of reviewing notes identified a number of errors that did not result in “harm” but we reflected in the quantitative data health inequities that caused harm

Poverty - cost to the patient health

Lack of personal funds resulted in Patient waiting a week for X-ray
Lack of housing/no phone meant recall letters/outreach visits DNA resulted in
ASH admissions

Patient Experience

How do you currently determine patient experience?

- HQSA survey
- community on line forums /blogs/txt

Do you have any tips for people wanting to engage their patients and whanau?

Manaakitanga Whanaungatanga

What would you like do more of in regard to patient experience?

Regularly feedback to be able to be more responsive to our whanau through patient survey.

Trigger tools to include socio-political determinants of health such as racism and poverty

Focus on high quality ethnicity data to inform continuous quality monitoring thus improving health professionals understandings of health inequities and health determinants.