

# Learning Session 4

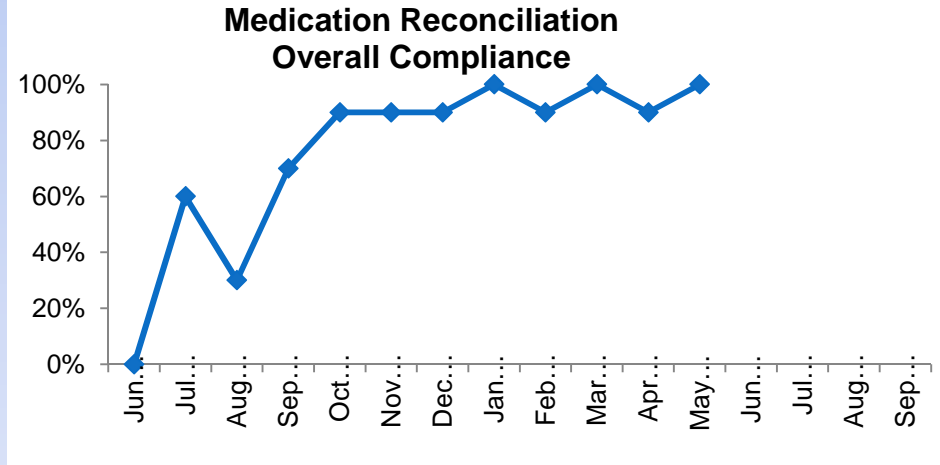
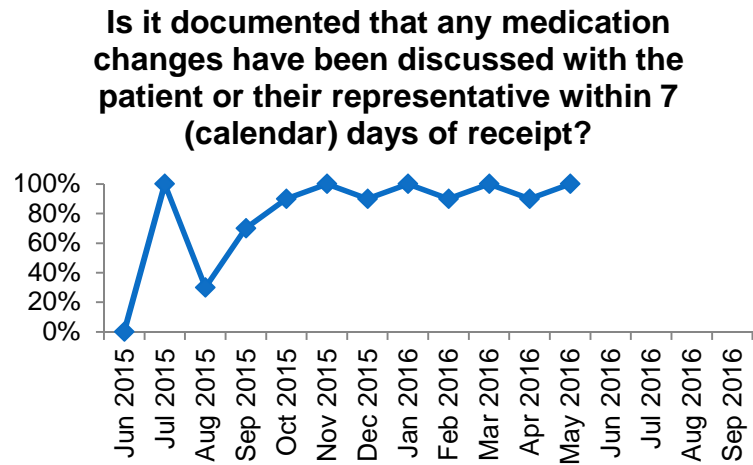
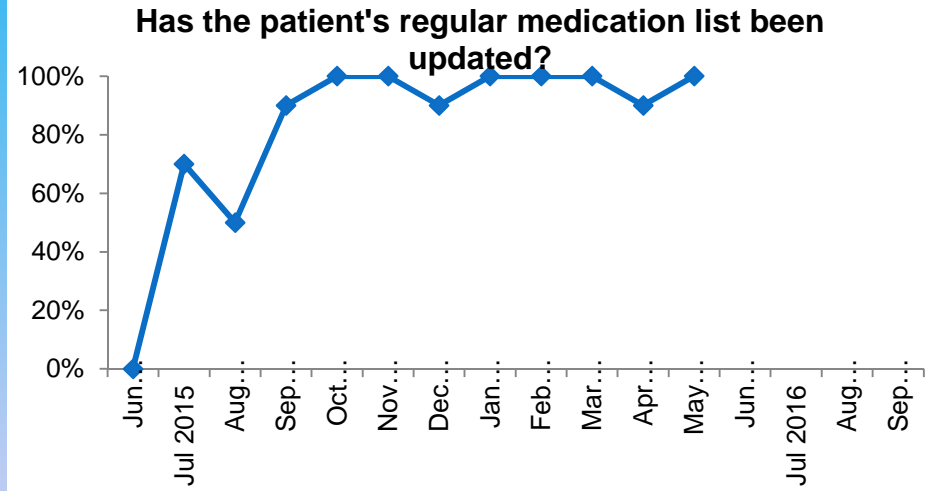
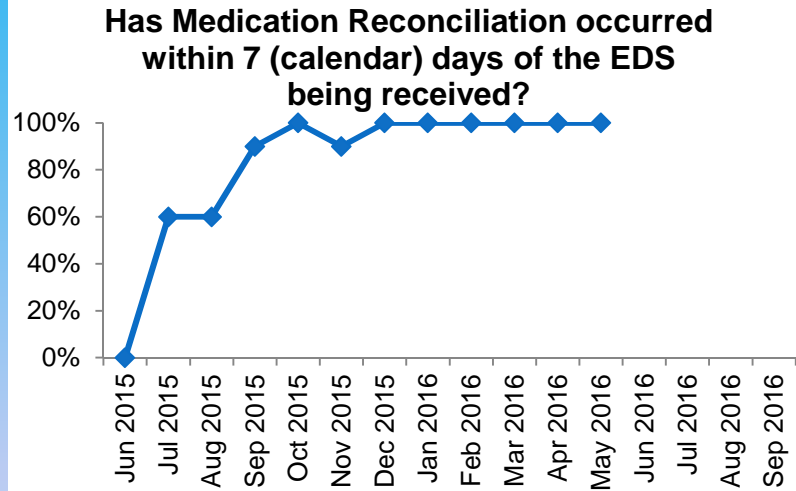


## QuayMed Accident & Medical Medication Reconciliation

**Team members:** Dr Karen Napier, Rochelle Davey (PN), Paula Asiata (Practice Administrator)

**PHO and Facilitator:** NHC PHO- Marleen Tuigamala

# Measures Summary



## Learnings & Change Package

- **Best Change Idea**

Focus on the outcome to the patient-follow up via Lead Nurse to patient post discharge

Communication with patient regarding medication changes, positive patient feedback due to changes initiated.

- **Helpful to know**

Limited search options available on the Query Build Tool via the 'subject field', would need to expand the options available so that the data extracted is more varied.

# Trigger Tool

## 1. Search Criteria

All enrolled Diabetics randomly selected, 1 out of 5 patients.

## 2. Harm found

Patient with history of breast cancer and mastectomy in 2013 presented with worsening back pain then hip pain- presented Nov 2015. Metastatic disease diagnosed late Feb 2016, Lumbar and thoracic spine x-rays in November were normal. Could diagnosis have been made faster- note multiple declines to services e.g. breast clinic/urology. Quite hard to follow sequence and how medications diagnosed

## 3. Solution recommended/implemented

Several patients needing more active recalls and tidying up of classifications.

## 4. Incidental findings

Another patient prescribed medications from Japan but not entered into PMS. Noted to have high CVDR but no recall to discuss, or aspirin prescribed.

## 5. Experience of tool

- The trigger tools weren't so helpful.
- Our cancer diagnosis wasn't new but it was a new metastasis so was included

# Safety Climate Survey

**1. What percentage of your practice completed the survey?**

100%

**2. Did you have a feedback session with the team?**

Yes, we held a feedback session during one of our evening CME sessions.

**3. Was the tool well received?** Yes & it generated good discussion

**4. What changes have you made or plan to make as a result of the tool?**

- Support staff to give feedback, open forum in monthly meeting “How are we feeling today?” thereby creating a climate where people feel more comfortable to express these concerns.
- Team leaders Dr/Nurse/Admin to have a monthly brief structured chat with team “what’s going well?” and “Not so well?”, and bring these discussions to the management team meetings.

# Patient Experience

## **1. How do you currently determine patient experience?**

- Patient Survey carried out every 3 years
- Patient Suggestions box provided in waiting area for feedback
- Facebook and Google reviews

## **2. Do you have any tips for people wanting to engage their patients and whanau?**

- Social media outlets used for patient feedback/reviews, ie: facebook, clinic website and Google search engines
- Poster in waiting room

## **3. What would you like do more of in regard to patient experience?**

- Regularly provide feedback to patients regarding concerns/experiences, ie: notices/poster on waiting area board

## **Other Thoughts**

-More feedback sessions to update staff on SiP progress