

Learning Session 4

Silverdale Medical Results Handling

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Measures Summary

Share your results for the year and annotate any key change ideas

- portal opening up for lab results in July 2016
- all doctors on board with annotating inbox results
- continued good showing with inbox management

Learnings & Change Package

- Best Change Idea
 - Using HCA to manage some results
- Helpful to know
 - Best to invite management to come along to meetings as more likely to get things done

Trigger Tool

1. Search Criteria

All patients listed at dying in the last 3 months

2. Harm found

Inr not in range (not cause of death)

3. Solution recommended/implemented

nothing?

4. Incidental findings

Barrier to accessing care may lead to harm eg patient with diabetes committing suicide

5. Experience of tool

Not planning to use again- better incident reporting system would be more useful

Safety Climate Survey

1. What percentage of your practice completed the survey? Approximately 50%
2. Did you have a feedback session with the team? no
3. Was the tool well received? no
4. What changes have you made or plan to make as a result of the tool? none

Patient Experience

1. How do you currently determine patient experience? Complaints and cards
2. Do you have any tips for people wanting to engage their patients and whanau?
3. What would you like do more of in regard to patient experience? I would liek to survey patients more

Other Thoughts

Are there highlights or anything else that the team would like to share, either with other practices this year or new practices starting soon?

Good chance for team building, all team need to be behind it to get the most from it