



Avondale Health Centre

KEEPING YOUR HEALTH ON TRACK

Facilitator - Dr Libby McLeay

APHO - Judy Cameron

Team Members – Dr Tony Svenson, Dr Carolyn Sutton,
Dr Jamie Maister, Lona Cole (RNMngr),

Anna Handyside (RN), Della Maree Trask (Practice
Manager)

Organisational “Buy - In”

Aim To ensure safe, efficient and timely results handling so that doctors and nurses are clear about actions required, patients are aware of results and actions and no actions are overlooked.

Buy-in

Not all results were being commented on.

The comments were not always clear to the nurses.

No formalised system to show that results have been actioned.

Change Ideas

- ❖ To write a comment for all results into comment box.
- ❖ To standardise comments.
- ❖ To have a system to ensure that results are actioned.

What Changes have you tested?

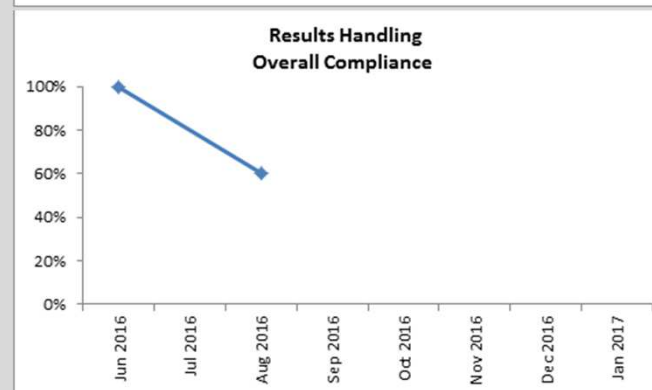
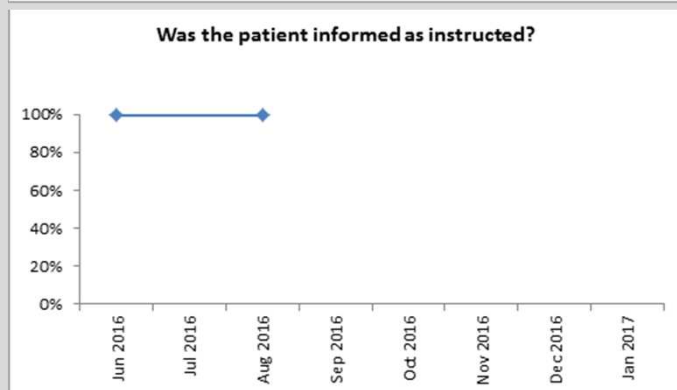
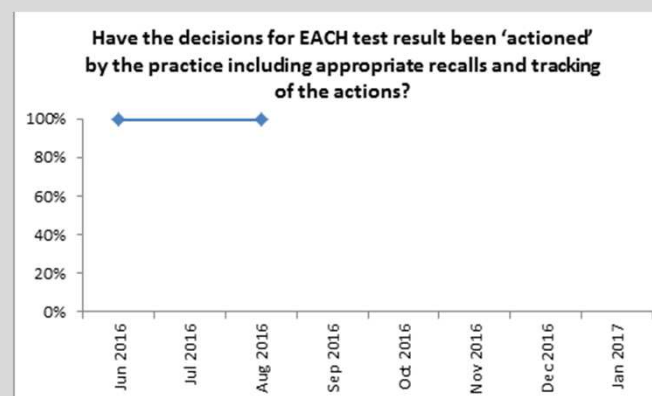
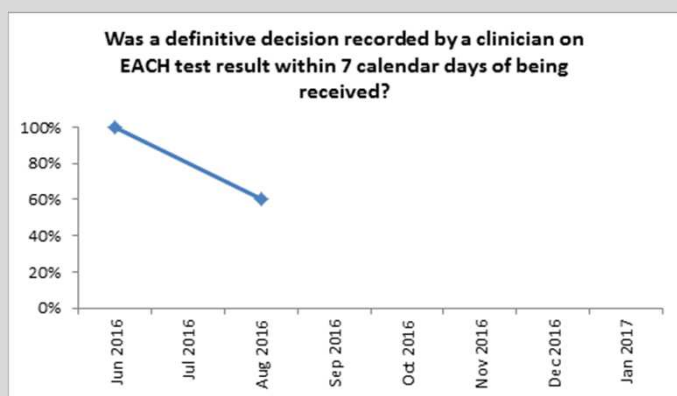
	Change Tested	Outcome
1	All doctors advised to write comment in box.	This showed an improvement from 50% to 60%.
2	Discussion with team to write comment in box and why it can make a difference. Nurses and doctors perspectives head.	Improvement from 60% to 100%.
3	Standardising comment discussed - long list that needs to be tested.	Still to be tested - need advice on best way to do this.

Most Successful PDSA Cycles?

- Plan** Discuss with team about writing comment in box and how this helps with communicating result between doctors and nurses and helps when reviewing results.
- Do** All doctors to ensure they write comment for all labs and letters.
- Study** Audit completed at end of month.
- Act**
- To standardise comments - discuss and have doctors trial with feedback from nurses.
 - Limit comments to only a few and keep them simple - with room to add extra if necessary.
 - Use a different test as FBC was always normal with no action required. Will use HBA1C next month.

Measures Summary

We measured whether results were commented on and whether actions were taken.



Highlights and Lowlights

- Practice was keen to be involved in a Safety in Practice project and improving results handling was important to everyone.
- We have had some good discussions and made a huge improvement in commenting on results.
- Having APHO do the audit has helped.
- The PDSA has not been clear and we have unfortunately not had guidance around this so it has all felt rather vague.

Achievements to date

We have an aim of ensuring all results are commented on and that patients are informed of results. That communication around results handling clear.

We are not really sure what a change package is.

It was easy to measure whether comments are filled in but we have no measurement plan from there.

None of us are really sure how to proceed and we look forward to having another explanation of the process. We are hoping to have some guidance from an improvement advisor.

We are 100% on completing comment for result. We are discussing ideas but need help with instigating another change and measuring it.

We do not have a measure for the impact it is having on our practice or patients.

Any other achievements?

- ❖ It has been good to have a focus for discussion around improvement.
- ❖ Team remain positive that with some further instruction we will be able to make further changes around clear actions comments and a system to ensure results are actioned.
- ❖ It would be useful to have guidance around the PDSA cycle both at the start of the project and after each monthly audit to help plan the next step.