

Bishop Medical Centre

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Organisational “Buy - In”

Aim: Put processes in place to manage lab results in a consistent manner.

Buy-in

Audits are discussed in the monthly staff meeting to make sure that processes are followed.

What Changes have you tested?

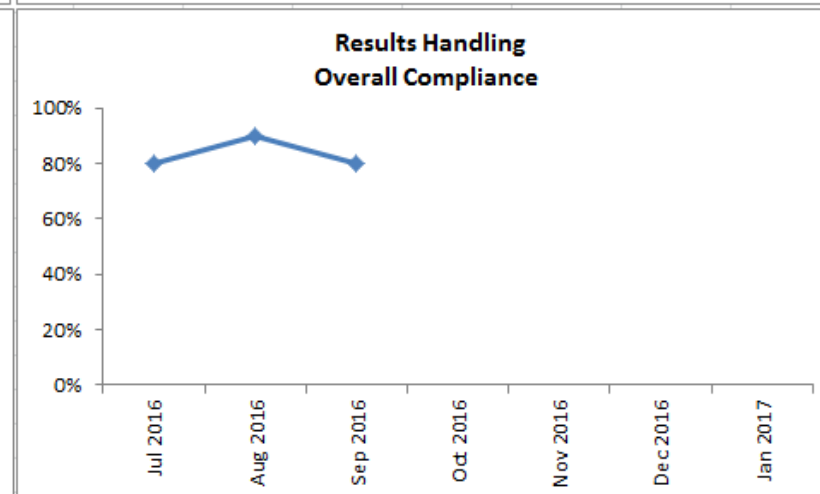
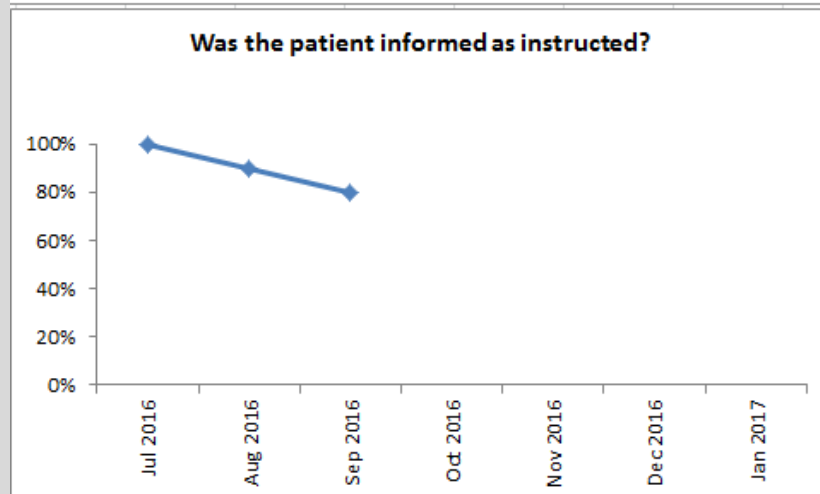
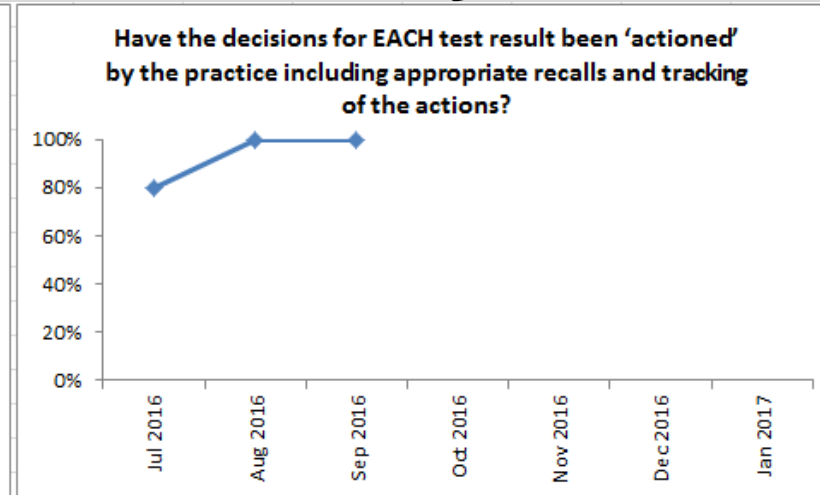
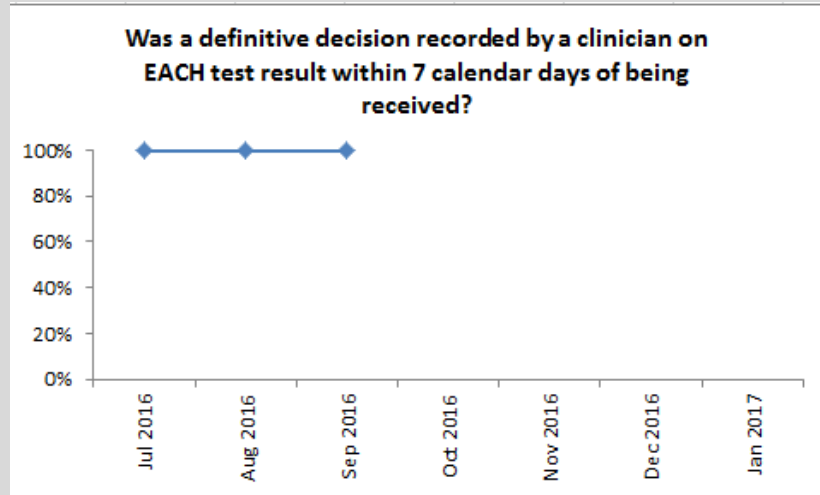
	Change Tested	Outcome
1	Task assigned to the provider to follow up lab results on specimens sent from the clinic e.g. Bloods taken for CVD, cervical smear-swabs and urine samples.	Successful process, it saves time looking through notes to review outcomes.
2		
3		

Most Successful PDSA Cycles?

Tasks are assigned to self to follow up on specimens from the clinic e.g. Cervical Smears, throat swabs/other swabs and urine samples.

Tasks work well as this allow the process of ensuring no results were missed.

Measures Summary



Highlights and Lowlights

- Time is saved with increased efficiency
- Process provides clear lines of direction
- Understanding of Comments and Actions
 - N – filed and patient texted
 - Abnormal – filed and text patient to make appointment to see Dr
 - Acceptable but needs monitoring – File and text repeat in 3 months - Add task for self in 3 months time

Any other achievements?

- Patient Portal and Texting has resulted in less phone calls
- Usage of Portal to view lab results has increased steadily each month