

Millhouse Integrative Medical Centre

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Assistance from: Noreen Cooper

Organisational “Buy - In”

Aim:

Alleviate burden of nurses having to discuss test results with patients

Buy-in

Management asked our practice to participate

Change Ideas

INFORM – informing doctors and nurses that an audit is taking place to test results

REMIND – remind doctors that it is Millhouse Medical policy to send all results to patients

CLARIFY – clarify for doctors what it means to make a decision on a result and action it

What Changes have you tested?

	Change Tested	Outcome
1	Advised staff at weekly meeting to email or text ALL results to patients	Overall compliance increased from 20% to 60%
2	Advised staff at weekly meeting to put advice in with the email or text	Overall compliance increased from 60% to 80%
3	Reminded staff that a definitive action must be noted for each result	Overall compliance increased from 80% to 90%

Most Successful PDSA Cycles?

Do: Reviewed 10 random results each month from 5 different doctors

Study:

- 1 doctor was not sending information to patients
- Other doctors were not indicating any plan
- Improvement in compliance after each meeting

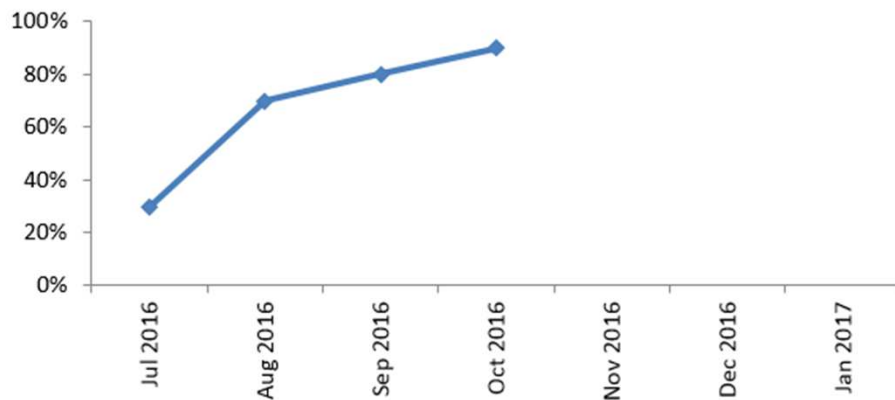
Act:

Continue monthly discussion with doctors

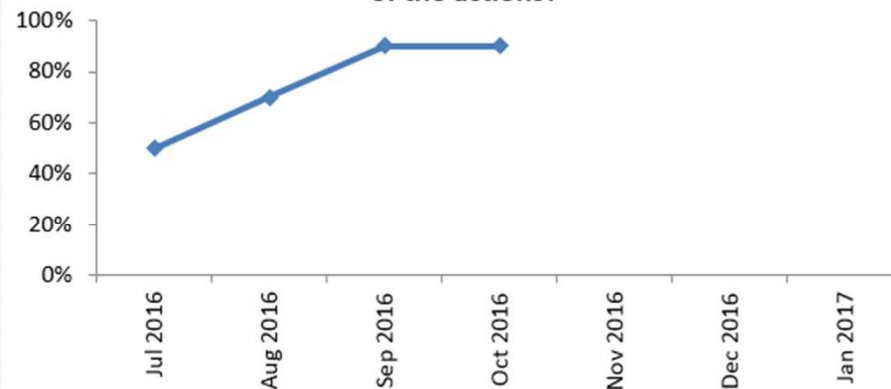
Show print-outs of audit results every month

Measures Summary

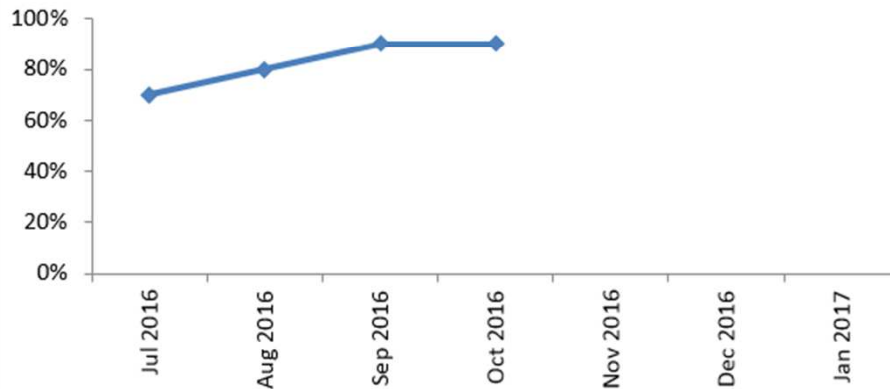
Was a definitive decision recorded by a clinician on EACH test result within 7 calendar days of being received?



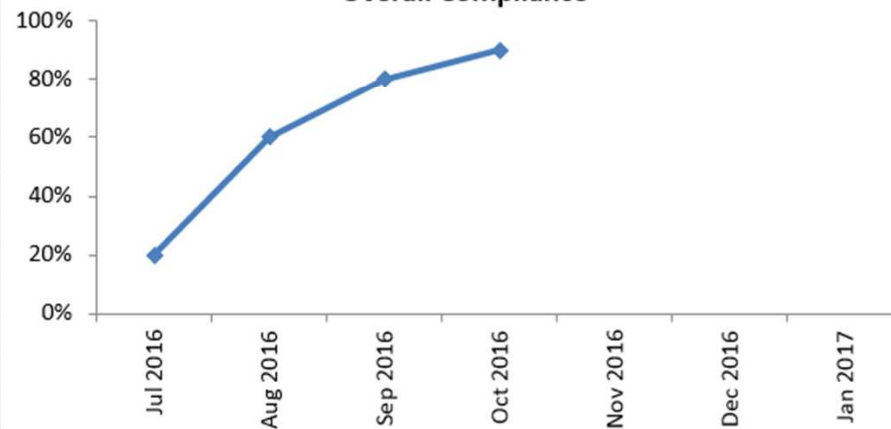
Have the decisions for EACH test result been 'actioned' by the practice including appropriate recalls and tracking of the actions?



Was the patient informed as instructed?



Results Handling Overall Compliance



Highlights and Lowlights

Highlights

Doctors responded well to reminders

Systems already in place to make quick changes

Lowlights

Time requirements to email / text all results

Some doctors not present for meetings

Results Email Template

New Patient Document
_ □ ×

Main | More | Audit

Document Details

Document: To: Confidential Park Document

Subject: Comment 1:

Classification: 2:

Below you will find your recent investigations results. A brief comment is made by your doctor below as to whether they are normal or abnormal and whether we should see you again at the clinic for a follow-up visit.

DOCTOR'S COMMENT:

DOCTOR'S RECOMMENDATION:

RESULTS:

This service has been provided for you to access this information quickly but time constraints prevent me from continuing an Email dialogue. ***Please do not hesitate to book an appointment to see your doctor if you have any further concerns.***

Task Reminder

Reminder In: Task Prefix: For:

Document Options

Printer: Provider: Copies:

Info
Send To ▾ | Print | Wizard | OK | Cancel | Help

Achievements to date

Do you have an

- agreed aim – **YES**
- a change package - **NO**
- measurement plan - **YES**

Do people on your team know what their responsibilities are and what is expected of them? **YES**

What has changed and what difference have the changes made? - **Utilising the tools already in place**

Any other achievements?

Add any thing else you'd like to share here:

- Weekly meetings make all the difference
- Nurses have less stress dealing with results
- No complaints from patients
- Default expectation that all patients should have their results