

Otara Family and Christian Health Centre

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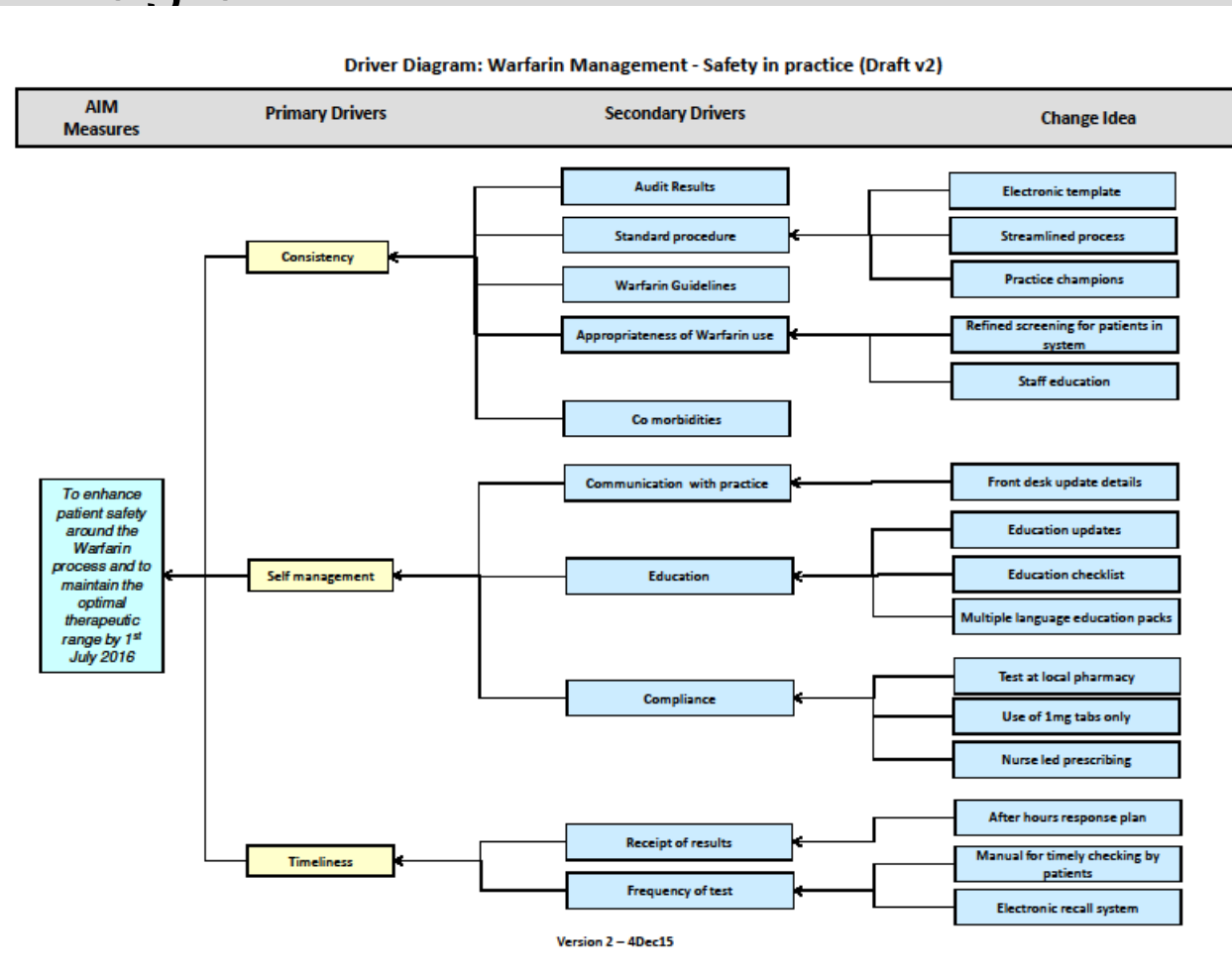
Organisational “Buy - In”

Aim: To Improve the Efficacy and Safety of managing patients on long term warfarin through the nurse led service

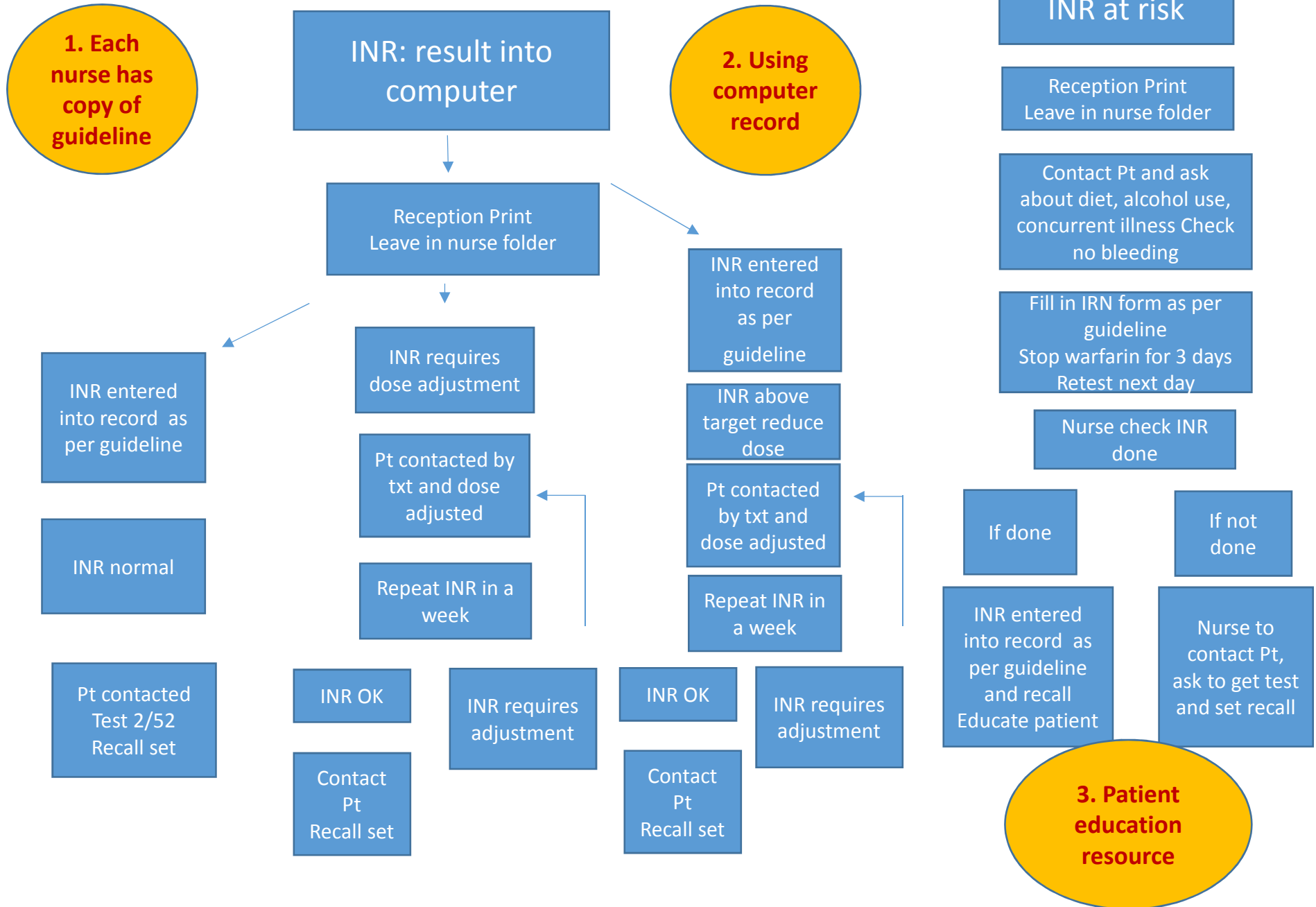
Buy-in: All members of the nursing team to be confident at managing warfarin

Change Ideas

Driver Diagram



Warfarin Process Mapping



What Changes have you tested?

	Change Tested	Outcome
1	Using an electronic record of warfarin patients and lab test rather than a paper folder	Embedded within the practice
2	Use of BPAC guidelines for changing dose or testing	All nursing confident with resources
3	Use of patient counselling visual guide, using laminated guide	Patients appreciate visual guide

Most Successful PDSA Cycles?

Getting nurse to document within the PMS.

- Nurses no longer using the warfarin folder
- All nurses now use the patient record
- This ensures all patients on warfarin are manage in a systematic way

Measures Summary

- Patients with an INR in target range
- Number of patients contacted for repeat INRs

Highlights and Lowlights

- What worked well
 - All patients results are on computer
 - All nurses are confident using guideline
 - Patients getting INR results at the right time
 - Improved the efficacy of the service
- Low points
 - Moving away from paper blue folder
 - Patients result's may not actioned on time
 - Encouraging the nurses to come on board with a new system

Achievements to date

What we have achieved

- Process mapped INR and warfarin management
- Allocate time to manage INR
- Identify confidence with nursing staff
- Developed an education kit for patients

Nursing are aware of their responsibility managing INR

Use of electronic record and streamlining warfarin patients

Any other achievements?

- Meeting with PHO quality improvement to focus on this project and other areas of practice
- Greater responsibility for nurses
- Patient has greater understanding of dosing, why are they on warfarin and their target INR, understanding what effect their INR level
- Important to have the GPs on board and understand the new role the nurses and provide back up for the nurses