

Learning Session 1



PHO – National Hauora Coalition

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Organizational “Buy - In”

Aim:

For all lab results to be actioned within 7 days of receiving them.

What are we doing?

Whole team involvement in a continuous quality improvement project

Annotation options available across the team to ensure continuity

	Change Tested	Outcome
1	Reviewed current process	Current lab result pathway not standardized Identified clear need for a streamlined process
2	Added Quick typing shortcuts to PMS	Implemented preloaded dropdown result comments Tested by 2 GP's then rolled out to the wider team 14 standardised comments available
3	Policy for results need updating	Policy updated

Vision Panekiretanga hei pou mo te whaanau

Secondary Drivers

**Manaakitanga
Whanaungatanga
Rangatiratanga**

Standardised procedure
Increase awareness of safety
issues within practices

Change Idea

- Quick keys
- Peer review of quick keys
- Update policy
- Regular audit
- Build capacity and capability to support delivery

Develop an infrastructure to support quality and safety within primary care teams

Promote a culture of reflective learning and improvement

Increase awareness of safety issues within practices

- Urgent
- normal
- Abnormal

- Results Flow chart created
- Patients informed how to access Lab results

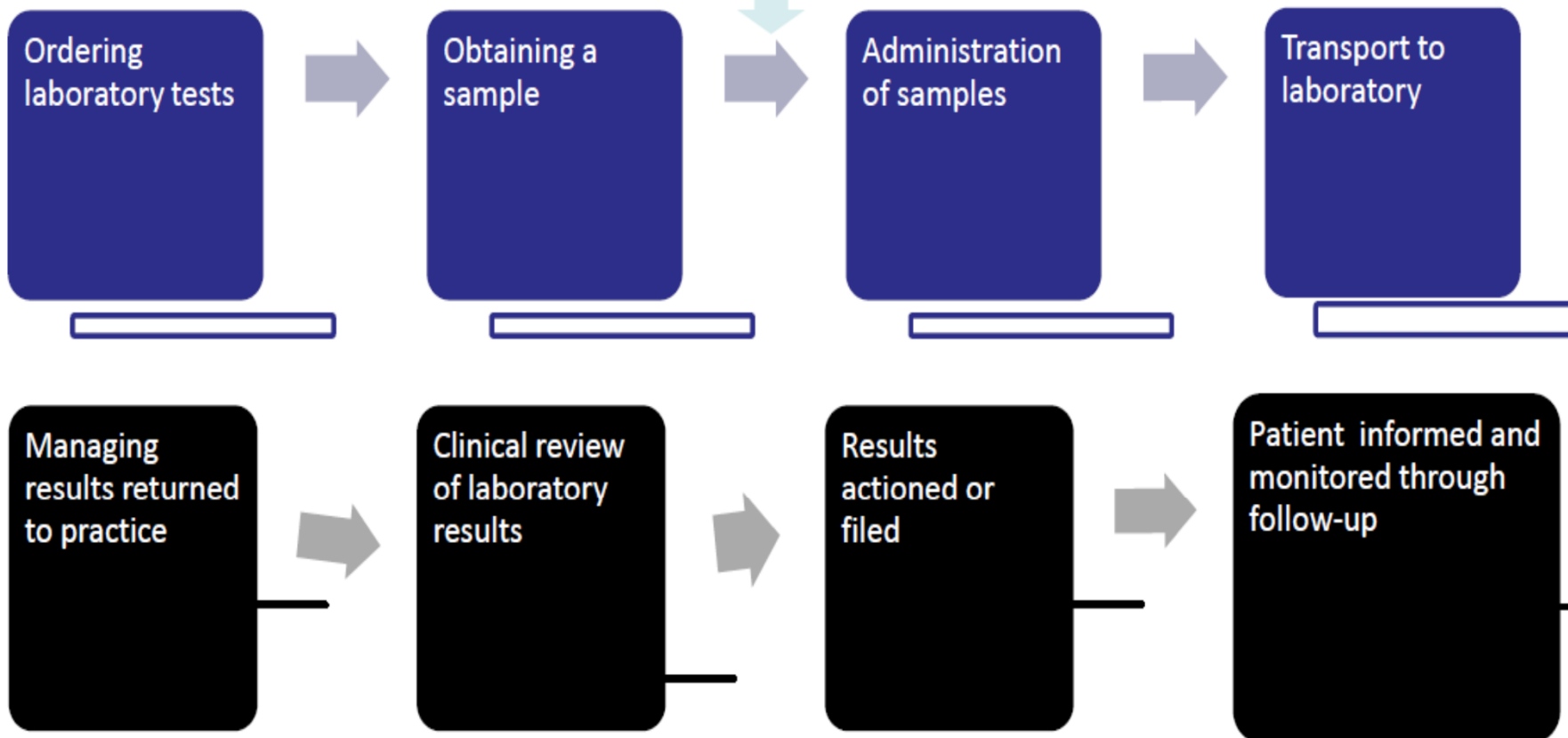
- Receipt results
- Practice set up
- Staff
- GP/NP/Nurse Specialist

- Poster advising "abnormal results" will be communicated to patients
- EPIC -patient portal
- Address and phone checked each encounter
- manage locum inbox
- Feedback re timeliness of results

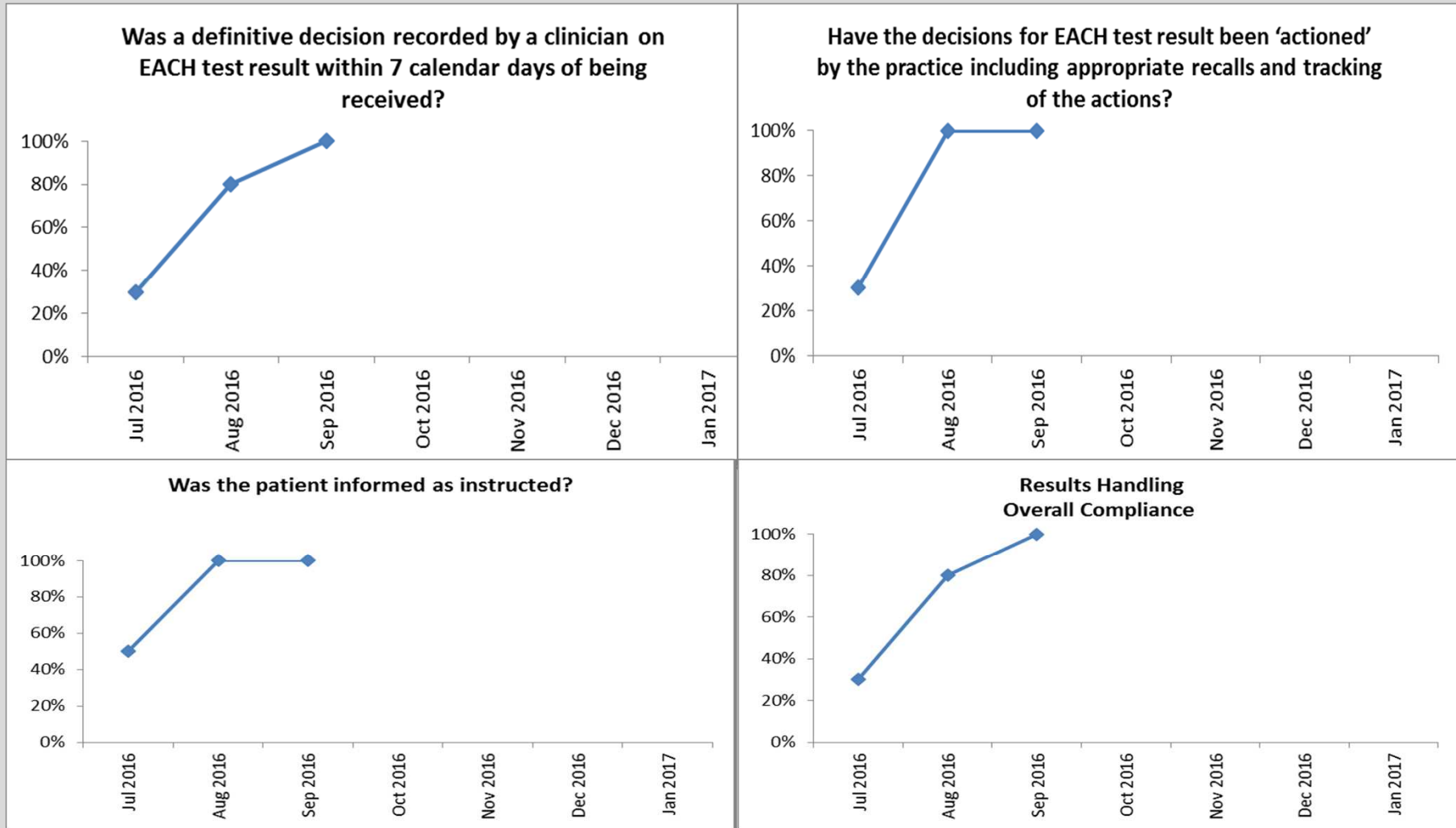
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Most Successful PDSA Cycles?

Commitment to Staff Training and Raising Awareness of Roles & Responsibilities



Measures Summary



Achievements to date

Reviewed and audited the current practice processes

Updated Practice Policy

Clear process for handling of results when a GP is on leave

Introduction of pre-set comments -----
standardised response to results.

Quick keys

a	acceptable
ar	acceptable – repeat per protocol
ap	acceptable – repeat...
s	stable
tx	treated
tci	patient to come in
utci	urgent appt: patient to come in
c	clinic letter noted
ch	chase results
fu	clinic letter noted - follow up required
tit	clinic letter noted - titrate meds
x	external provider of specialist ordered
ix	further investigation organised - patient informed

Any other achievements?

Explore patients' experience of our results handling and decide on further improvements as required

Discuss how you can help patients understand the system, poster in each clinical exam advising notification of abnormal test results

Staff meetings review and discuss our data on a regular basis