

Learning Session 1



QuayMed Accident & Medical Results Handling

PHO and Facilitator: NHC PHO – Marleen Tuigamala

Team members: Dr Karen Napier, Sue Walker (PN),
Paula Asiata (Practice Administrator)

Organisational “Buy - In”

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

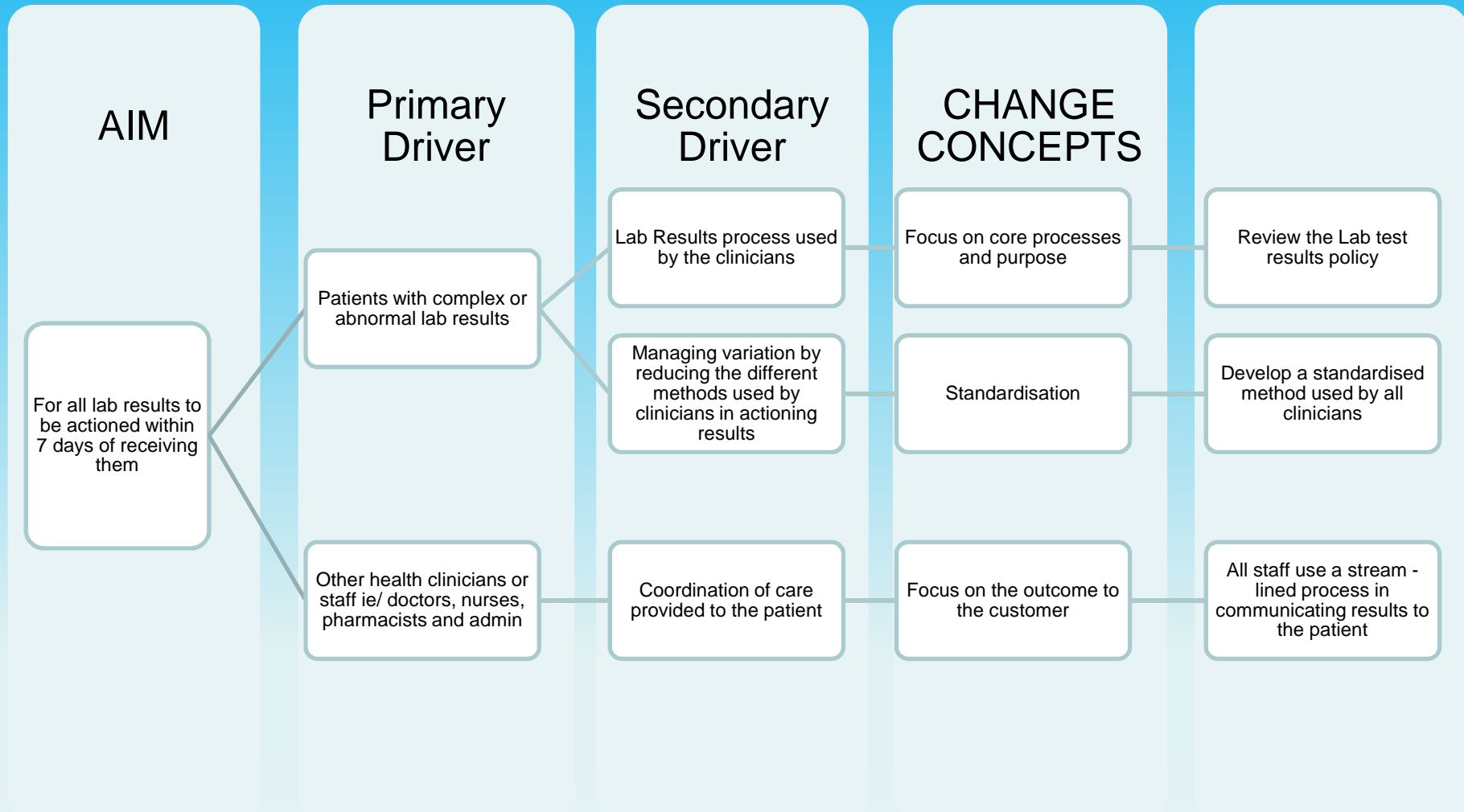
Buy-in:

- * A need to review and update results handling policy, processes used varied between each doctor
- * Communication of results to patients were often unclear, increasing workload to staff going back in forth in determining outcome
- * Lots of patients and lots of doctors
- * Need to develop a standardised system that all staff could follow in relaying results to patients

Our Safety in Practice Team



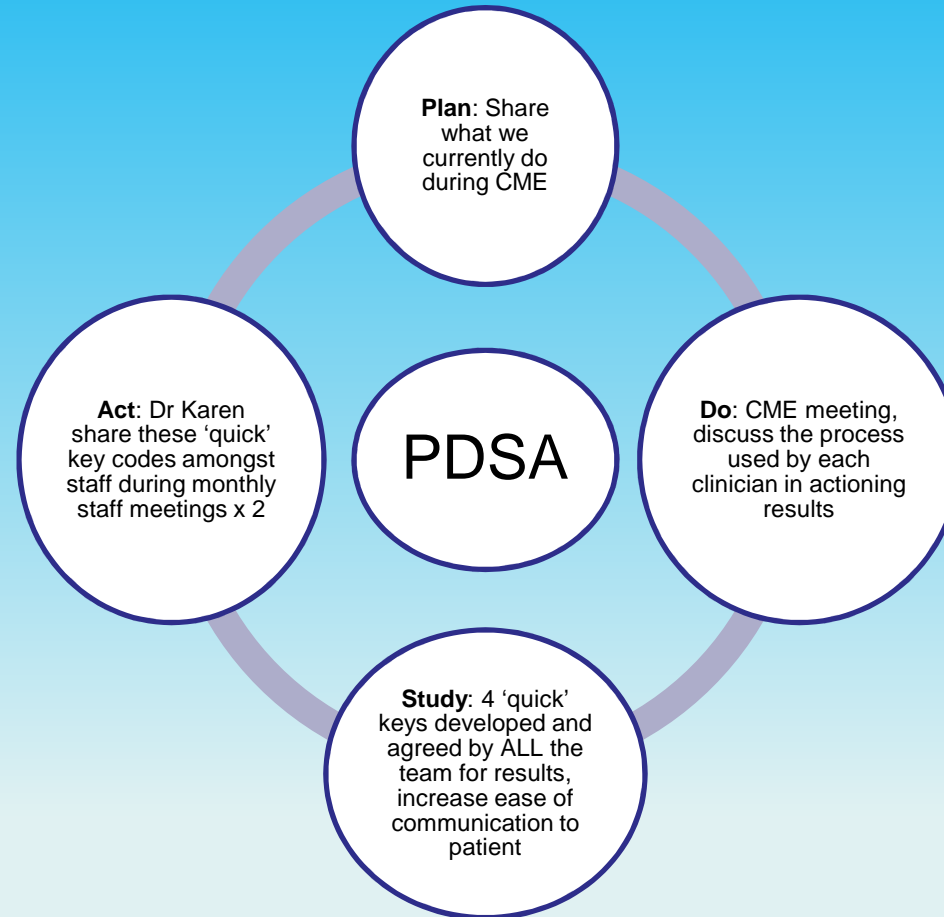
Change Ideas



What Changes have you tested?

	Change Tested	Outcome
1	Standardisation – manage variation, reduce the different methods used by clinicians in processing results	4 ‘quick keys’ developed for clinicians to use when interpreting results, more ‘quick keys’ may be developed if needed
2	Focus on core process and purpose – review and update lab test results policy	Lab test results policy reviewed and updated
3	Focus on the outcome to the patient – communication via nurse/admin staff to patient	Communication with patient regarding lab test results using the ‘new’ standardized ‘quick keys’ method adopted by the clinicians

Most Successful PDSA Cycles?

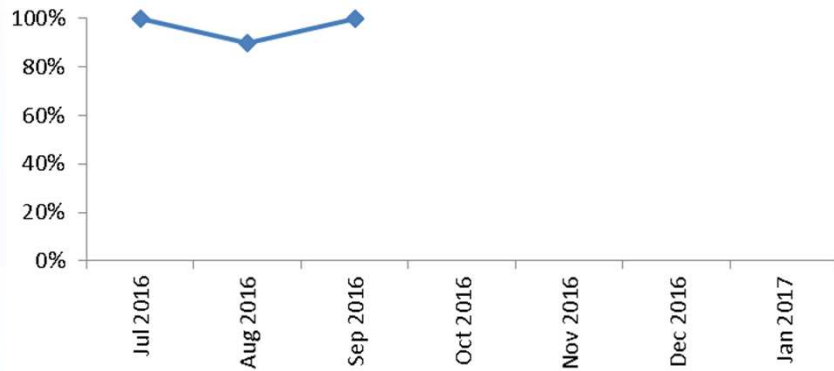


Quick keys developed for Lab Results

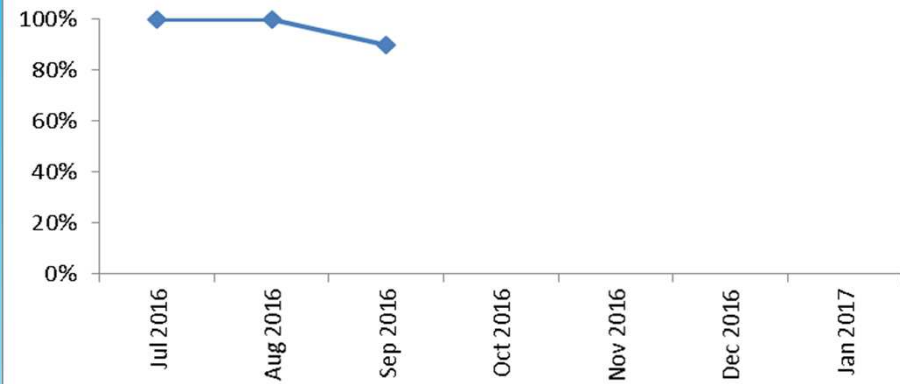
.N	Result is normal/within acceptable limits/ no action required
.ST	Stable trend repeat in.....e.g. 2W 3M 1YR (Dr to complete repeat interval)
.AB	Abnormal results (Dr to complete an action here – e.g. TCI, nurse to call, repeat with time interval etc.)
.SPEC	Result ordered and followed by specialist

Measures Summary

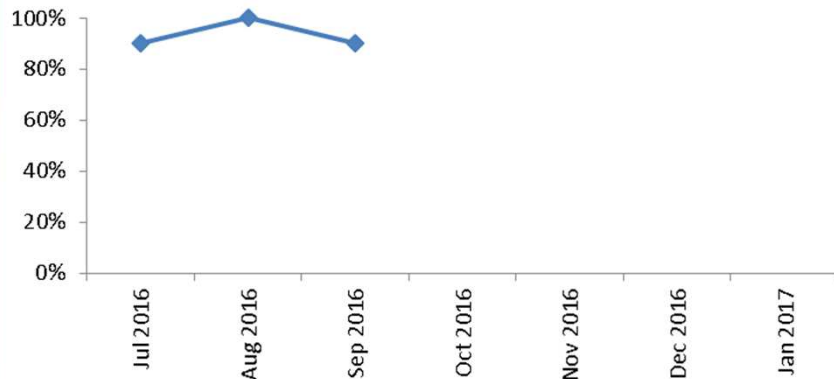
Was a definitive decision recorded by a clinician on EACH test result within 7 calendar days of being received?



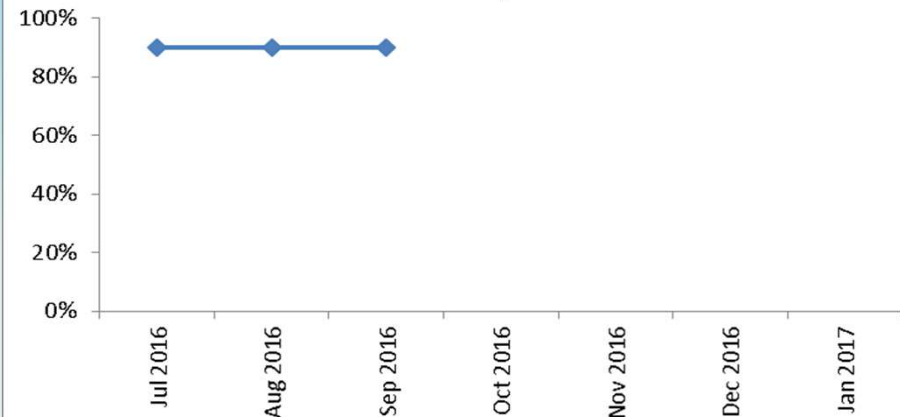
Have the decisions for EACH test result been 'actioned' by the practice including appropriate recalls and tracking of the actions?



Was the patient informed as instructed?



Results Handling Overall Compliance



Highlights and Lowlights

- Positive feedback from reception staff and patients due to the changes initiated
- Ease of conveying results to the patients due to the 'quick keys' developed
- Not significant/No action required most helpful
- Have reduced nurse time in handling results