



PHO and Facilitator: NHC  
Team members: Sharon Vandana  
Yilin Yu, David Oxner, Jo Tjaden

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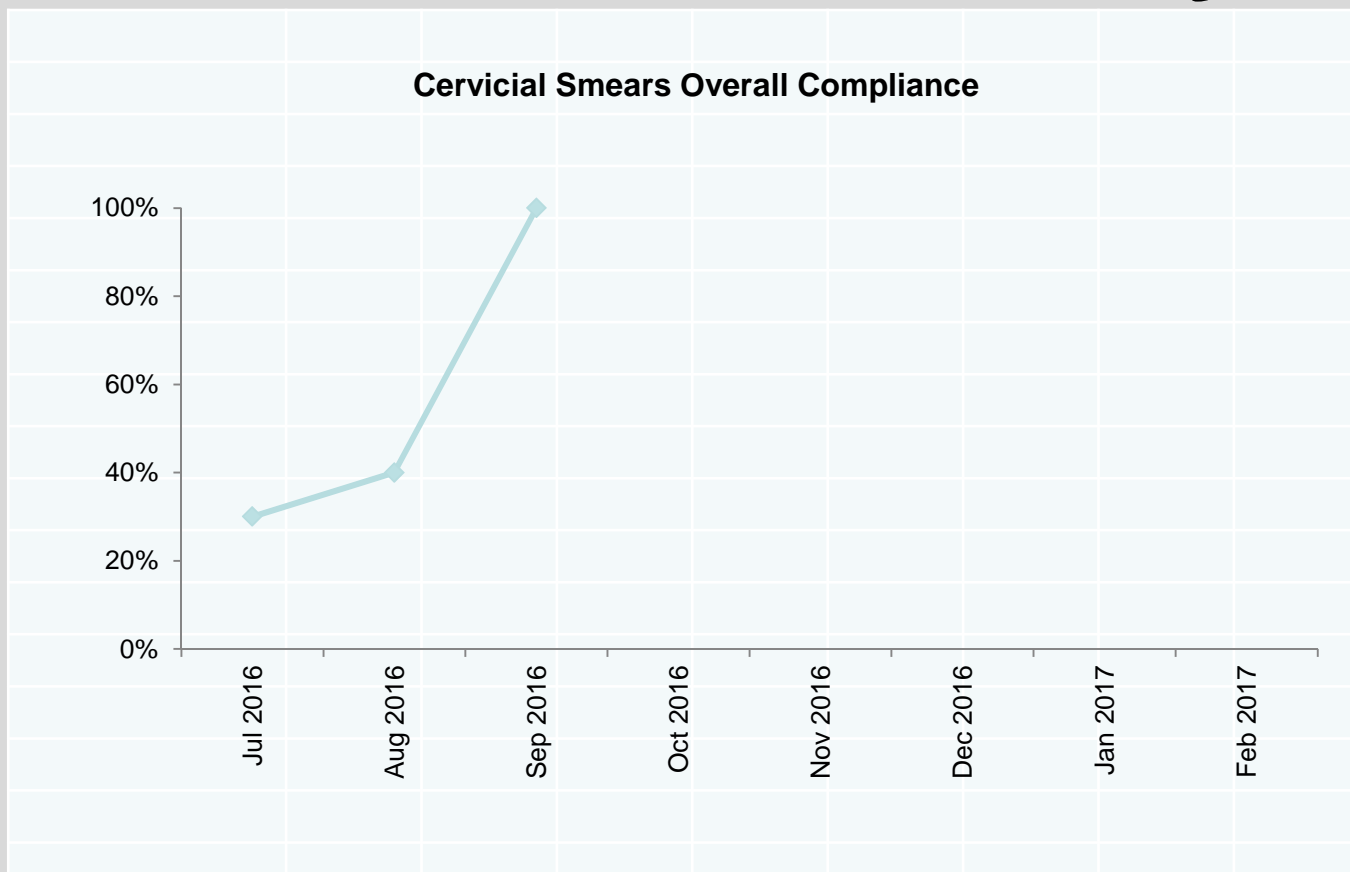
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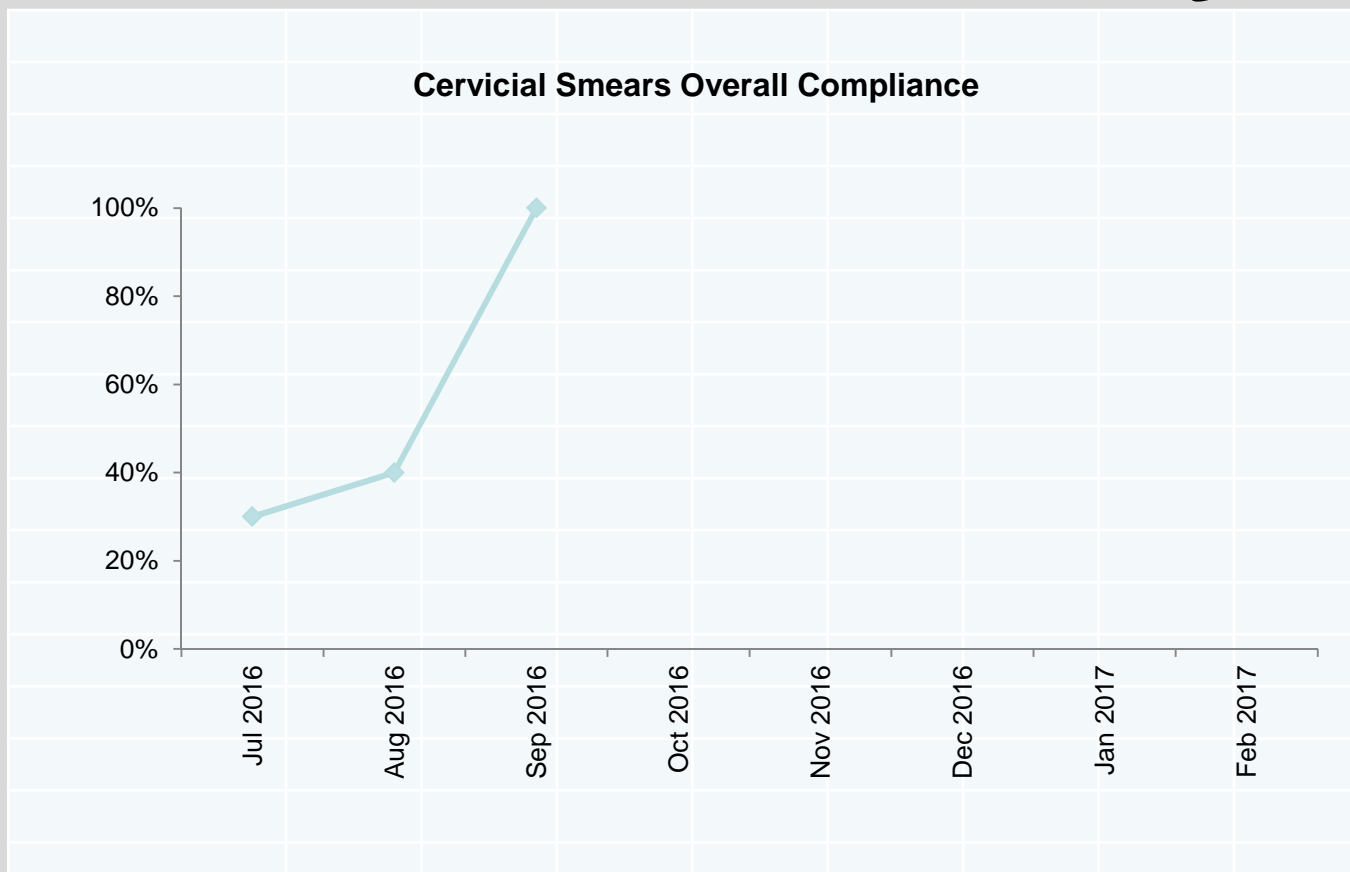
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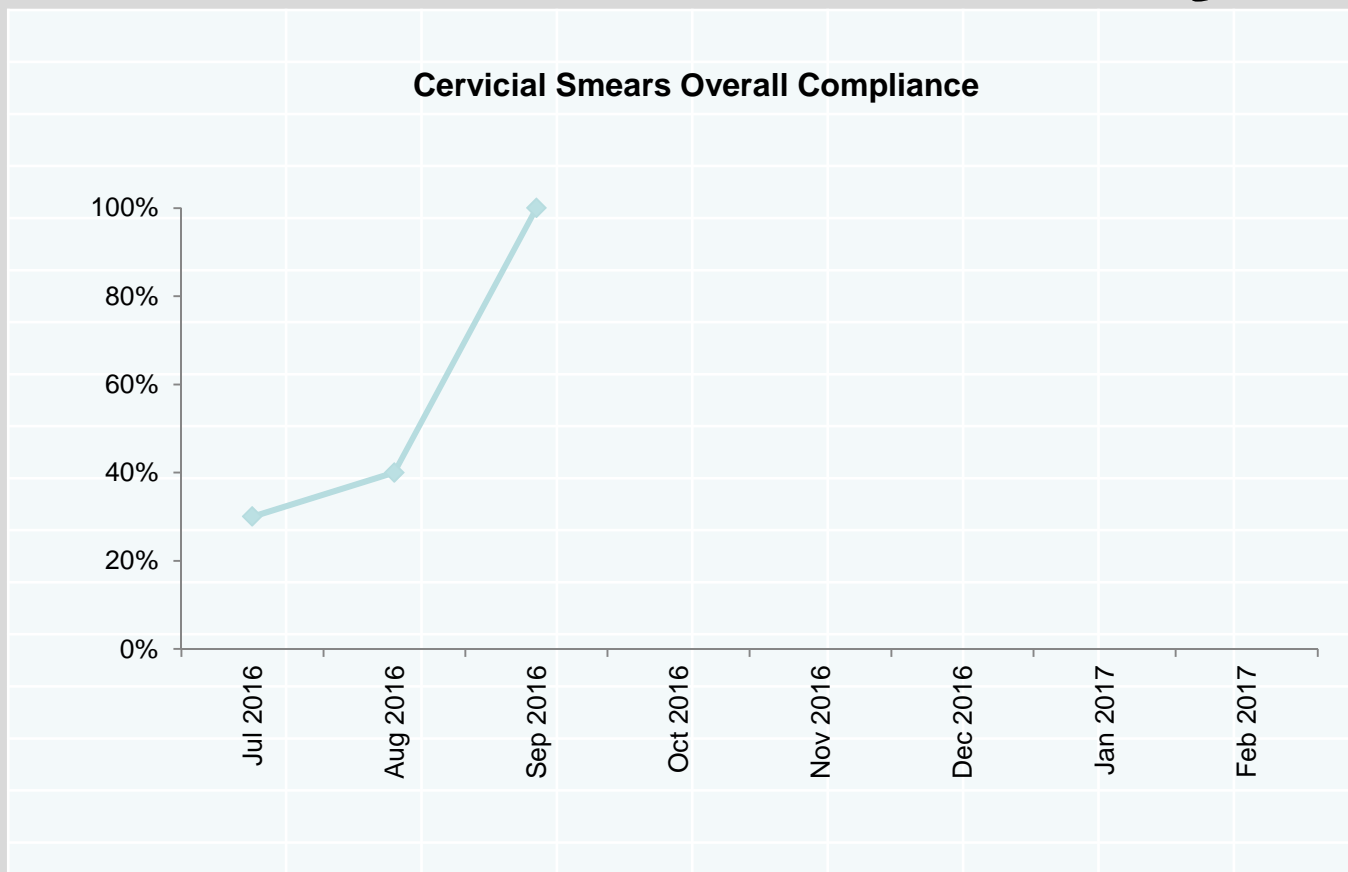
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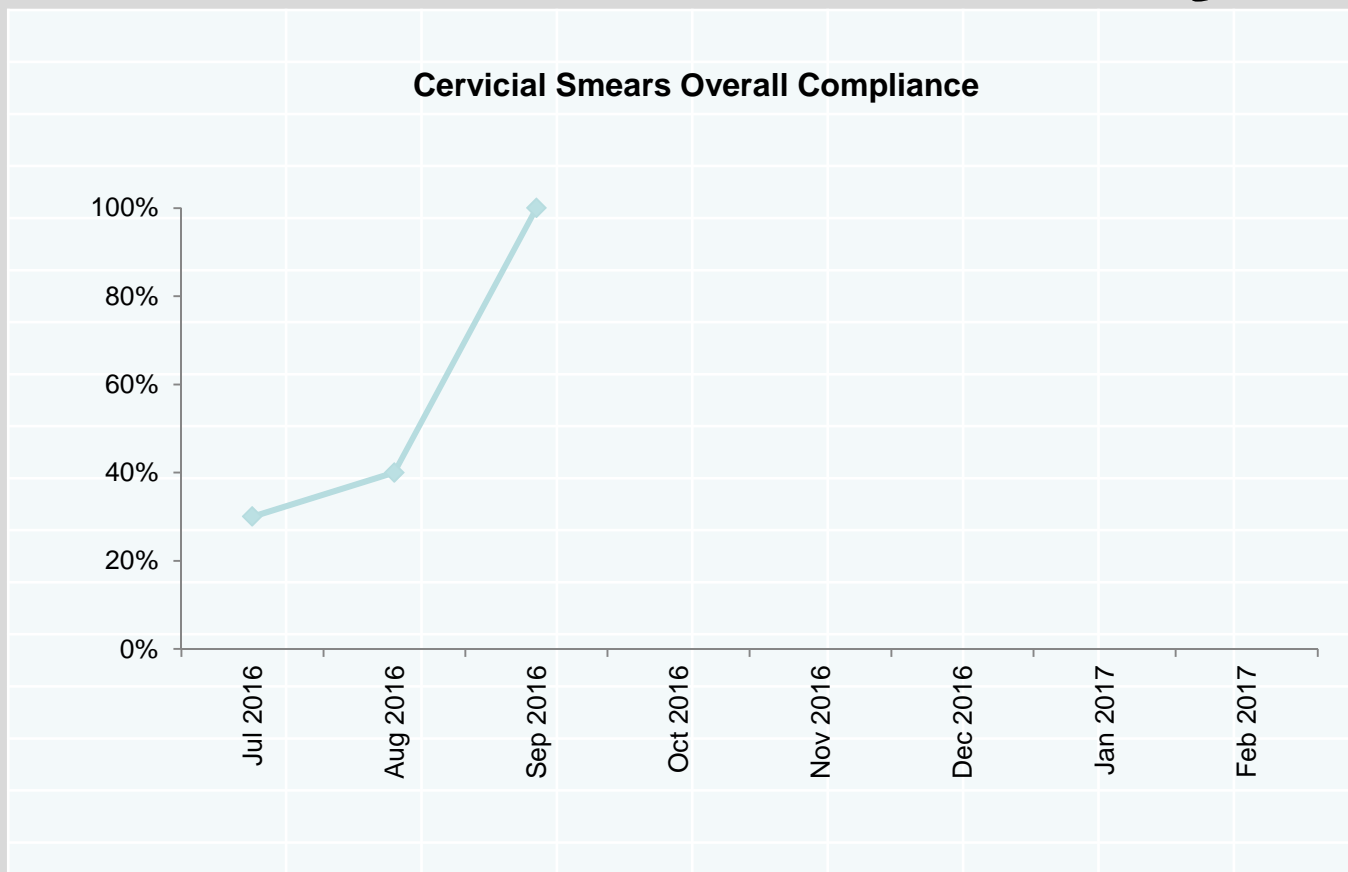
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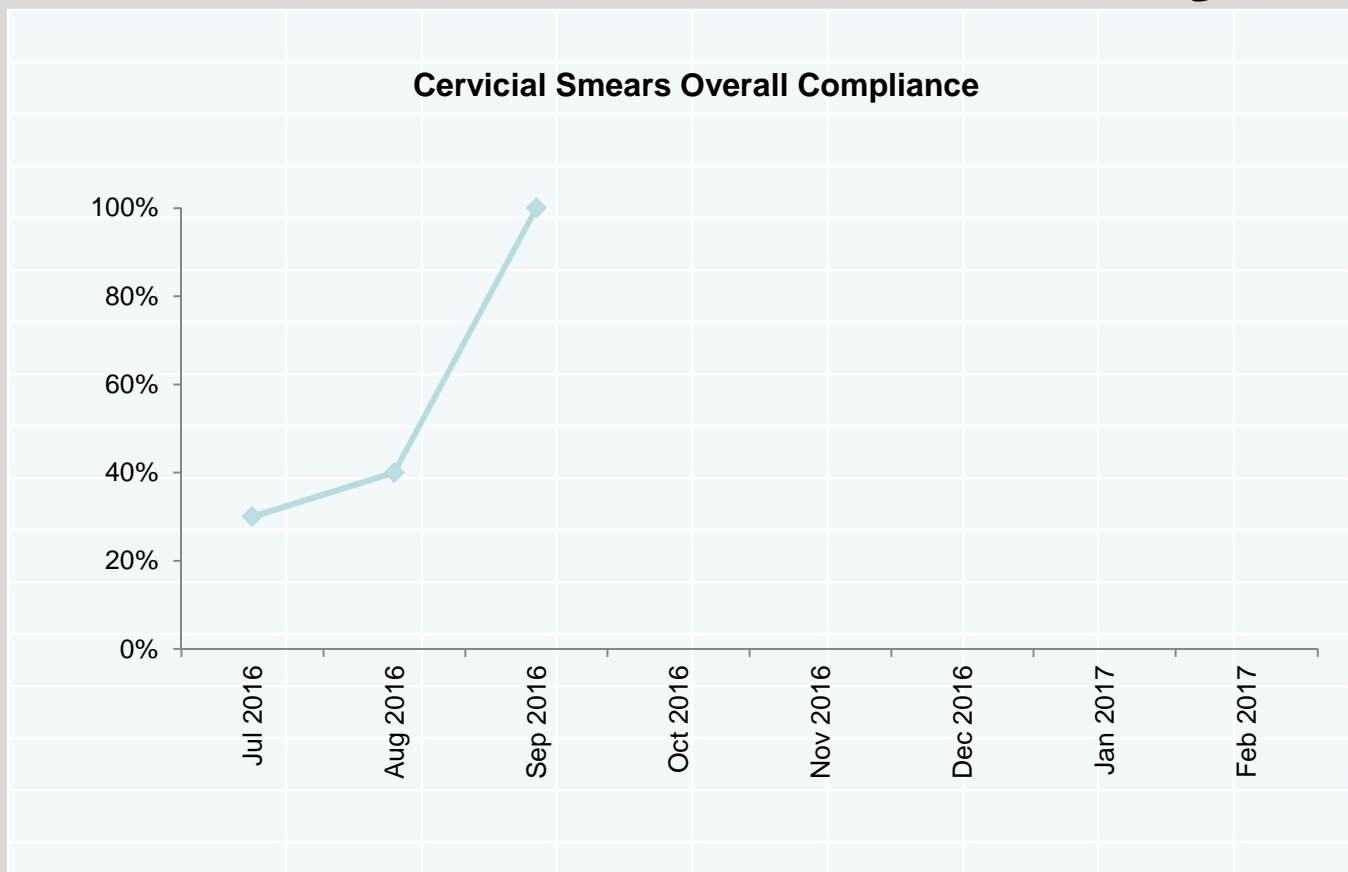
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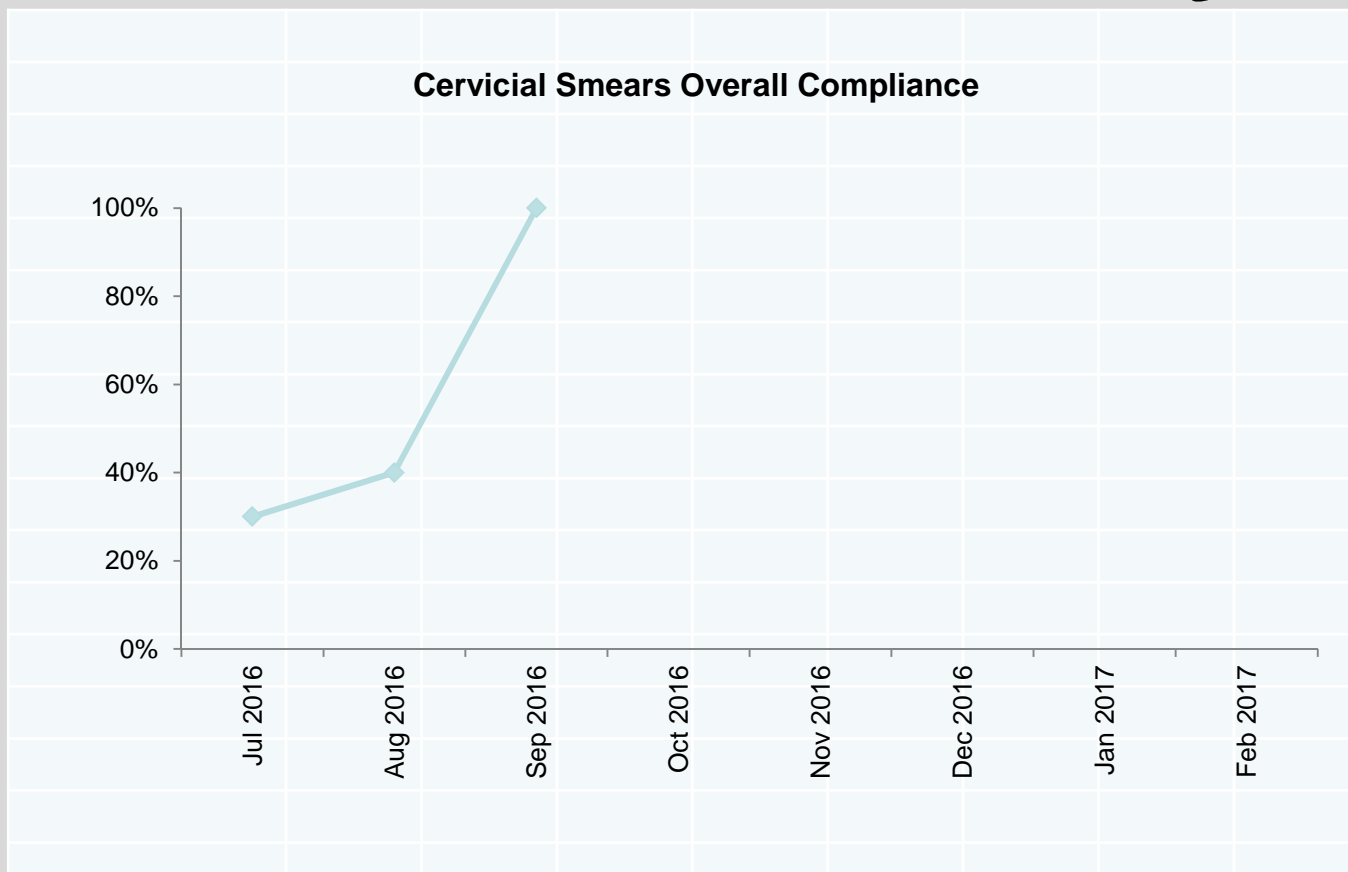
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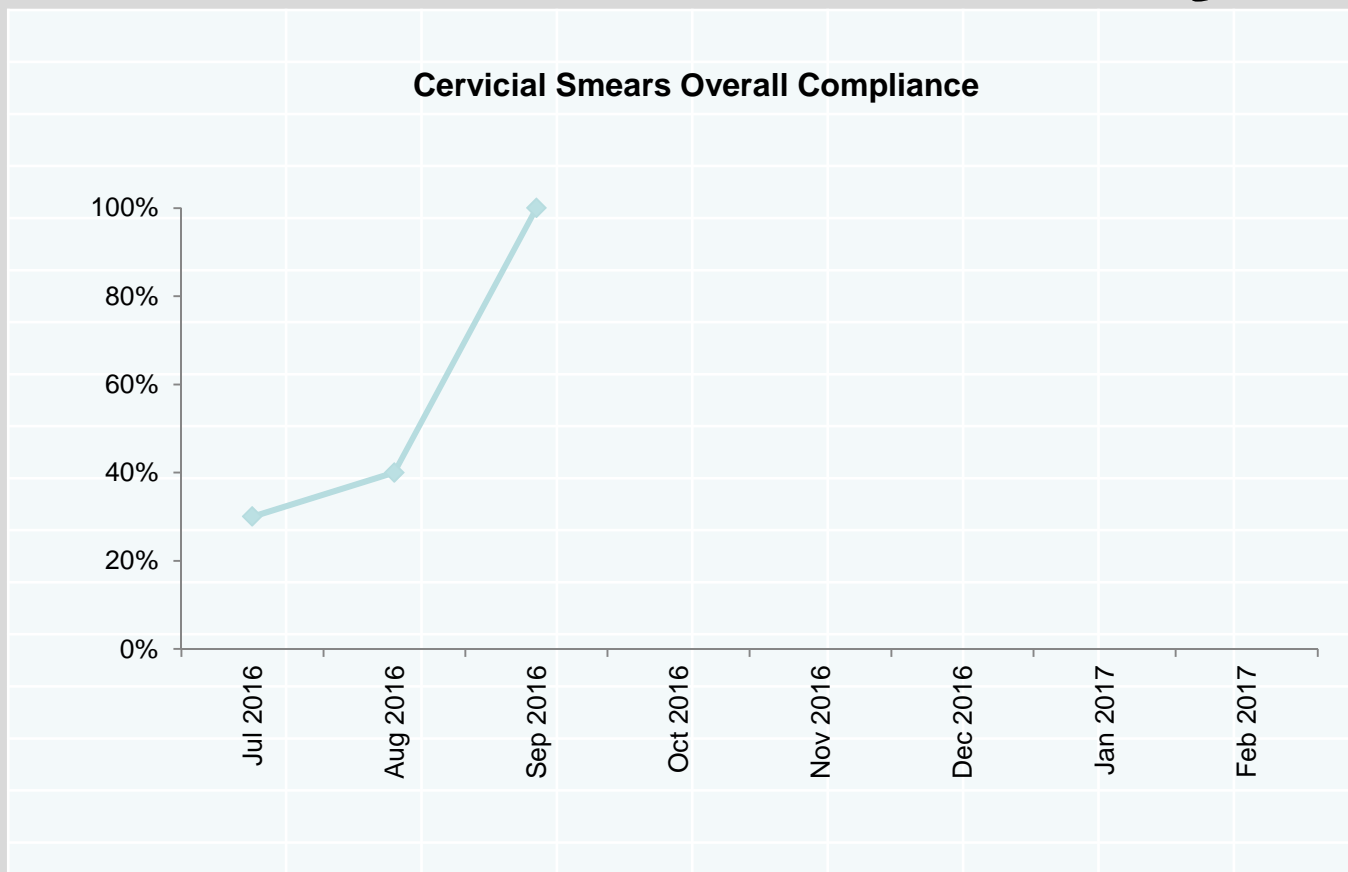
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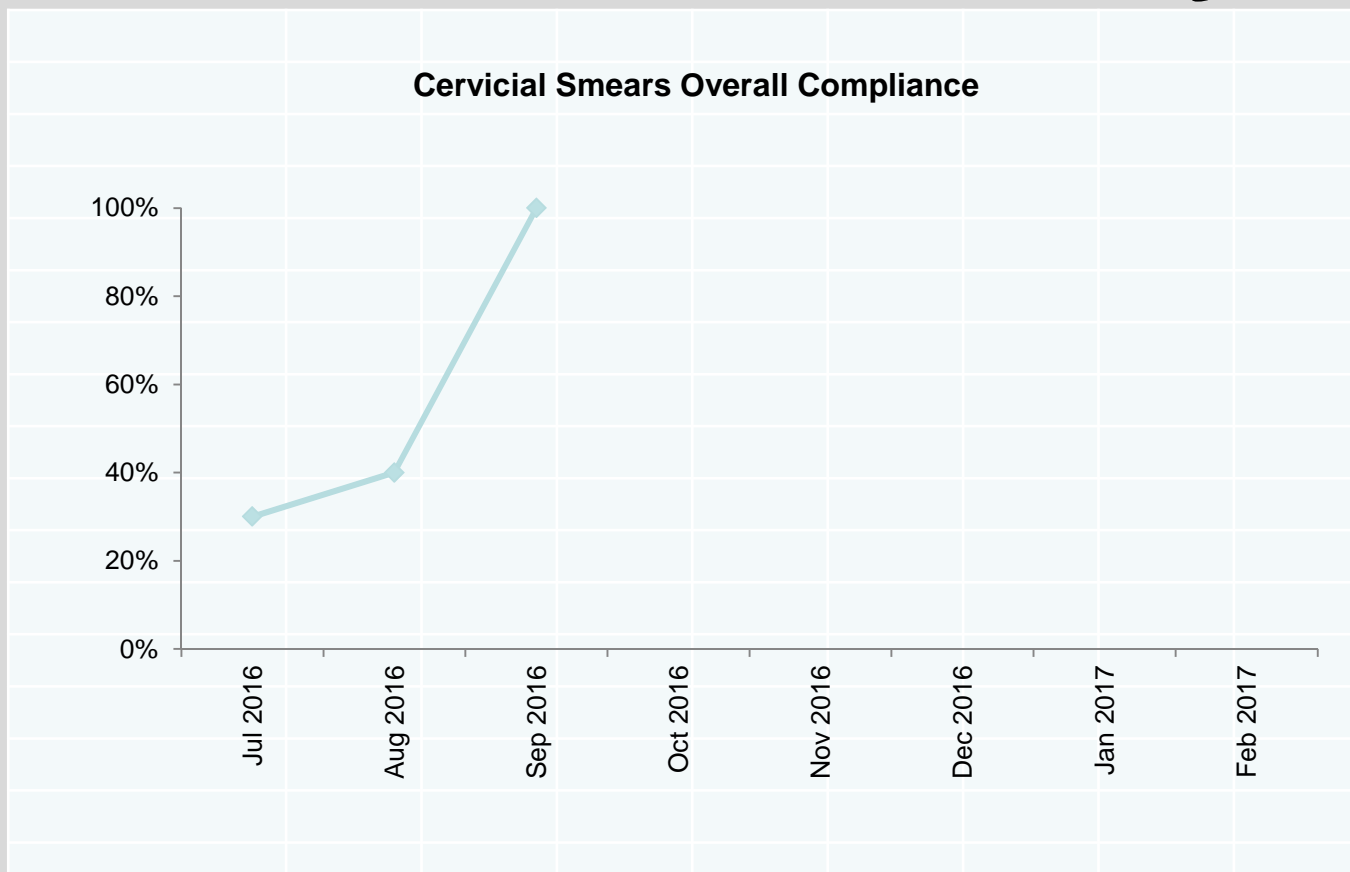
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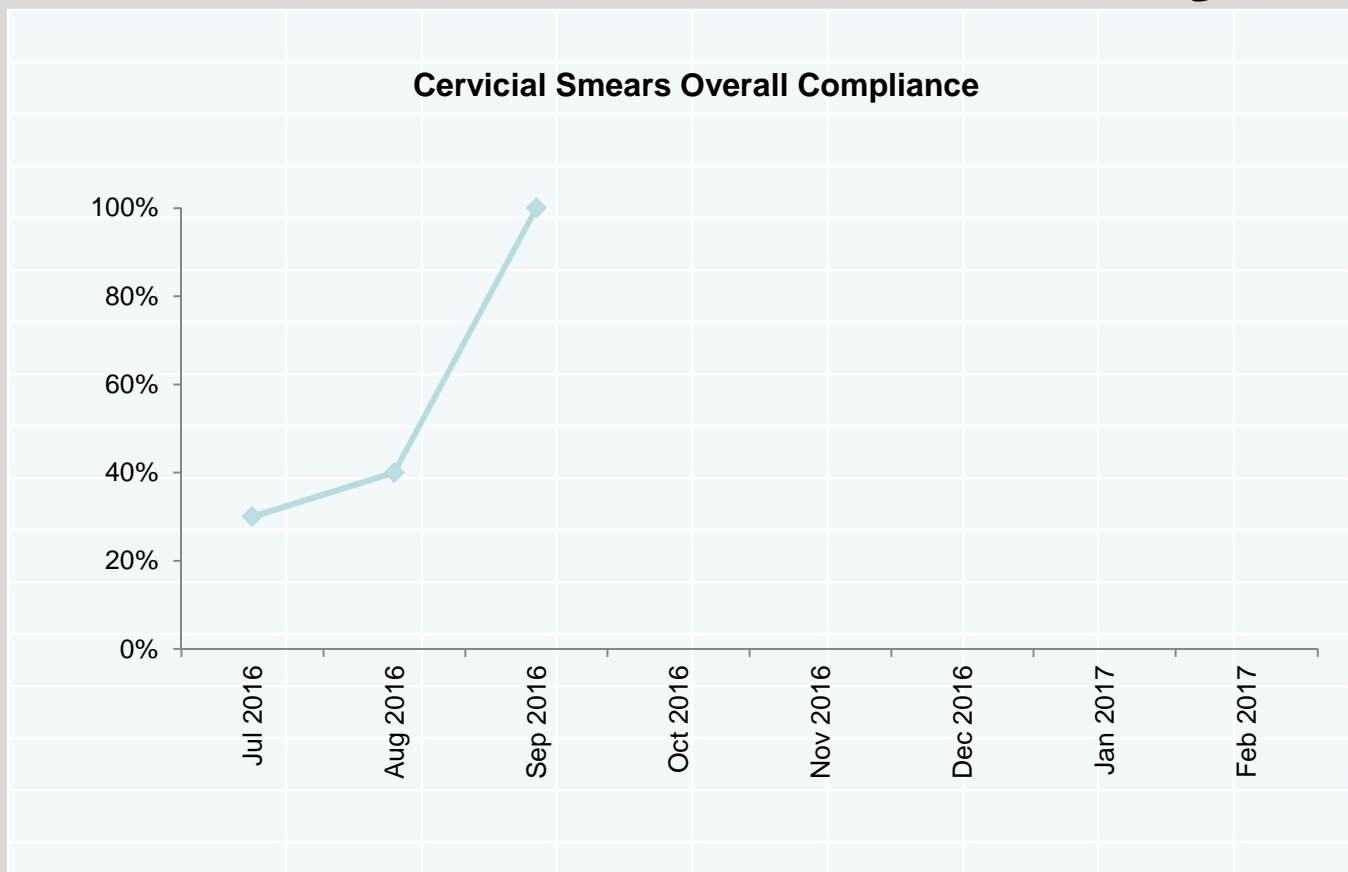
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- Ongoing support for new grad. nurses to attain smear taker certification
- Employed casual staff to provide weekend smear Clinics
- Shorter appointments





PHO and Facilitator: NHC  
Team members: Sharon Vandana  
Yilin Yu, David Oxner, Jo Tjaden

## Organisational “Buy - In”

**Aim:** To undertake a quality improvement process to ensure we have a reliable system for managing cervical smears.

### Buy-in

Safety-in-practice was discussed in a team leaders meeting and then shared in a whole of staff meeting. We were keen to improve our uptake of the screening service as it has been challenging to achieve this Health Target.

# Change Ideas

- Recalls changed from 3 yrs to 2yrs & 10 months
- Report all results not just abnormal
- Tasked to person who prints lab form
- Update contact details at point of smear
- Abnormal results – nurse phone call
- Reception checking mum's cxsm status and alerting nurse team if overdue
- Classifications: check all CIN1's are referred appropriately
- Offered weekend and evening smear clinic
- Action plan in staff tea-room
- September Well Women's month, offered Free smears – text sent to all eligible women
- CHW - phone calls to all hard to reach women

# What Changes have you tested?

	Change Tested	Outcome
1	Offer Free smears in September	We increased our uptake of smears from 67% to 70% of our enrolled women in the month of September
2	Increase bookings to women's health clinic	Team encouraged to offer opportunistic smears and bookings offered during triage
3	Extend bookings to smear clinic	4 extra clinics offered in September including weekend & evening options

## Most Successful PDSA Cycles?

- Free smears in September with
  - \* improved overall compliance
- Opportunistic smears offered during clinic visit
  - \* increased all staff awareness
- Evening and weekend smear clinics
  - \* increased accessibility for working women

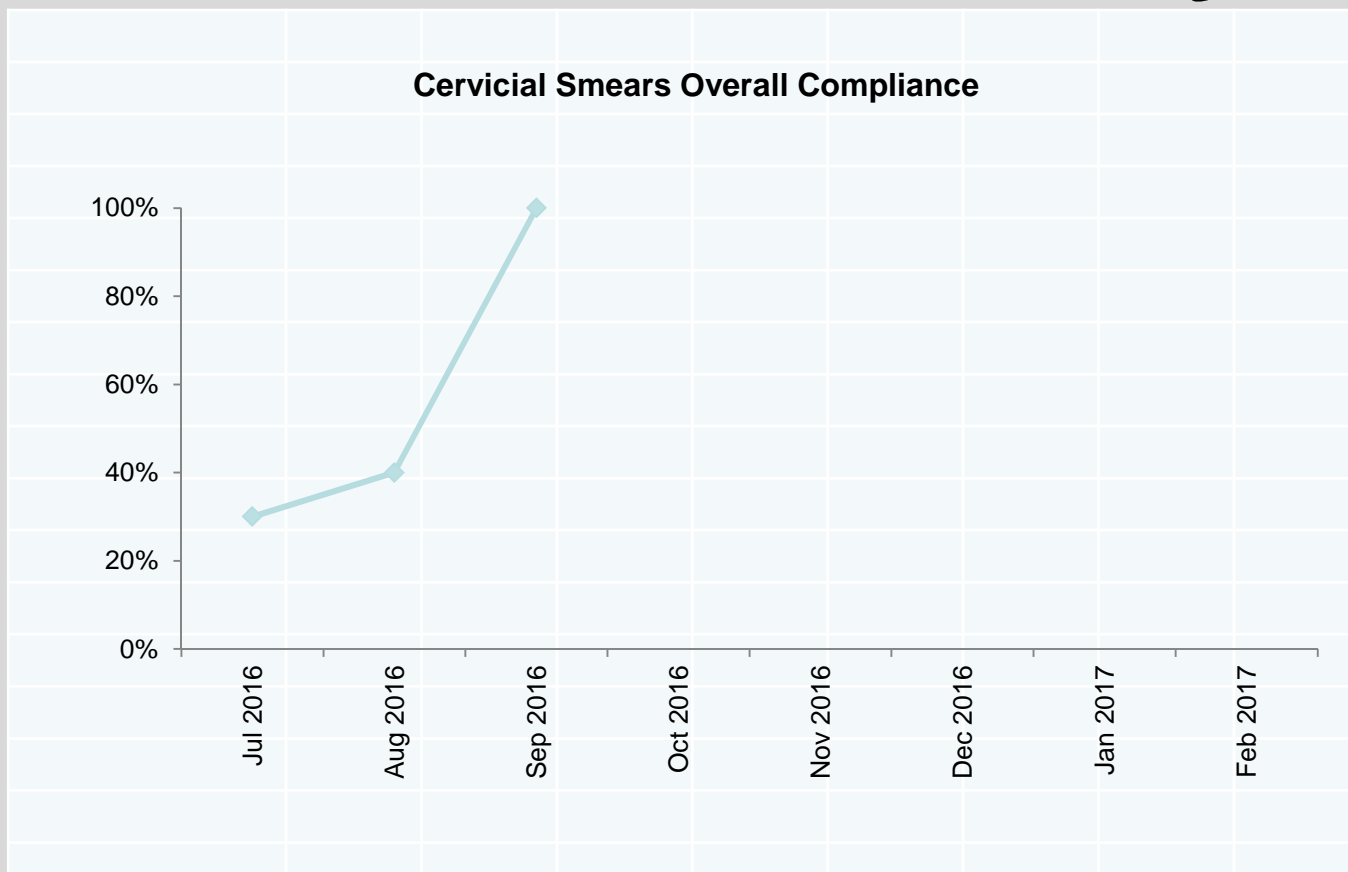
# Measures Summary

## Cervical Smear

	August	September
High Needs	64.31%	67.17%
Non-High Needs	70.06%	72.64%
<b>TOTAL</b>	<b>67.96%</b>	<b>70.64%</b>



# Measures Summary



## Highlights and Lowlights

- The biggest response has been when we offered free smears in September, which included evening and weekend clinic extensions.
- We still have a lot of women who DNA - Patients are contacted to rebook. Also task sent to CHW to follow up when they are not contactable.
- Calling patients is not always successful, answer phone message left and some have incorrect phone numbers- Keep trying to contact, put up alerts in patients file to update contact details.

## Achievements to date

We use an action plan template to document improvement strategies, that also tracks who will do it, what resources are needed and by when.

- We have agreed as a team to the aim, our improvement strategies and graph changes to monitor success
- All staff are aware of their role in the Action Plan
- All staff are involved in offering opportunistic and booked appointments with both women's health nurse and CHW phoning clients. Nurses actively follow up if the patient DNA's and report all smear test results.

## Any other achievements?

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