

# Learning Session 2

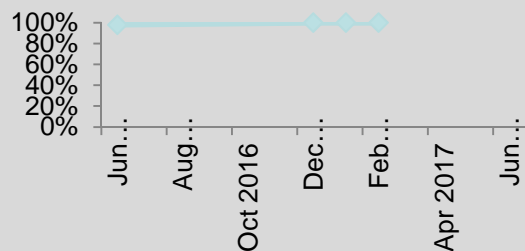
## Avondale Family Health Centre Warfarin

Team members: Dr Coral Fonseca /  
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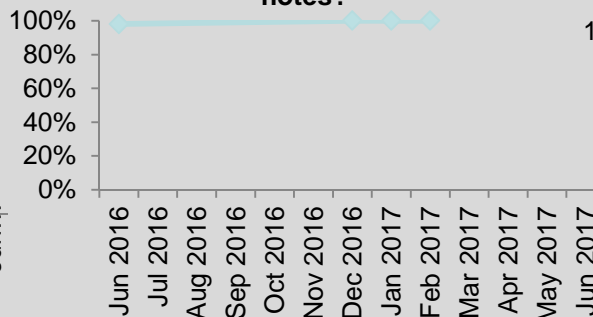
PHO and Facilitator: Alliance  
Health Plus.

# Measures Summary

**Is there evidence that the last advice on Warfarin dosing given to patient followed current local guidelines or used computer assisted decision making?**



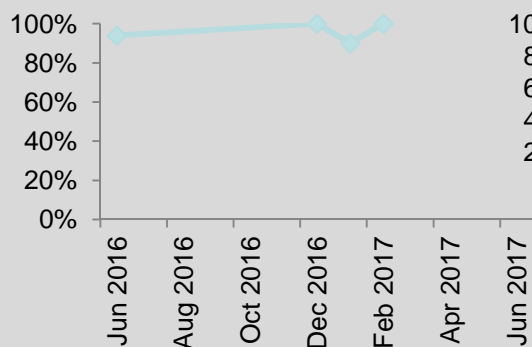
**Is the target INR and duration of treatment clearly documented in the notes?**



**Since the last blood test, has the patient been taking the correct dose as ordered by the treating GP?**



**Has the INR been taken within 7 days of the planned date?**



**Is it recorded that the patient has received education about warfarin in the last 12 months?**



**Warfarin Management Overall Compliance**



# Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/message for other practices
1	Shared administration of INR management between MD and nurses.	Success	Nurses handle large portion of INR management and have good control over managing our INR patients, contacting them re. doses and discussing / reporting to our MD for out of range cases.
2	Keep list of INR patients to monitor their regularity of testing.	Success	Keep a list of all INR patients either on a spreadsheet or a list on the wall. Gives ease to monitor if a patient is overdue for INR testing.
3	Pharmacy to manage some INR patients	Success	The adjacent pharmacy now has facility to test INR and can give ongoing doses to stable patients.

# Highlights and Lowlights

- What has been the experience of the team (General Practitioners, nursing and administrative staff and patients) in terms of their involvement in the improvements that have been made?  
(can include any patient experience work)
- **Highlights:** Most improvements have mainly benefitted the nurses as they are the ones who have the most to deal with the patients.
- The pharmacy handling a lot of our patients has helped greatly.
- Changing our administration process has resulted in INR results faxed being attended to a lot quicker.
- **Lowlights:** Some patients are still not compliant with regular testing even after being called and reminded by the nurse. This is an ongoing issue.

# Trigger Tool

- The Trigger Tool is fairly time consuming, especially for someone doing it for the first time.
- It is a valuable tool for picking up unseen inefficiencies in your current processes.
- We have a staff meeting next week where we will be discussing some of these findings and will hopefully be able to put some new procedures in place.

# Safety Climate Survey

This is a good management tool to assess staff opinions on working conditions.

We have our results but have yet to discuss it as a group. We will discuss it at our next staff meeting and the management team will come up with possible changes to be discussed at the meeting.